IANA Update to the ccNSO
ICANN 50, London, UK

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Topics

- Review of processing stats
- Trusted Community Representatives
- Evolving the Root Zone Management System
# Root Processing Times

In accordance with Section C.4.3 of the IANA contract, this graph represents the number of requests received by type of change. Requests that involve changes to multiple categories will be counted in all categories.

## Recent requests by type

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of requests</th>
<th>Average processing time (days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nameserver (NS) records</td>
<td>6</td>
<td>4.9</td>
</tr>
<tr>
<td>DNSSEC (DS) records</td>
<td>8</td>
<td>7.0</td>
</tr>
<tr>
<td>Admin contact change</td>
<td>6</td>
<td>4.2</td>
</tr>
<tr>
<td>Tech contact change</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>Metadata change</td>
<td>3</td>
<td>5.8</td>
</tr>
<tr>
<td>Delegation/redelegation</td>
<td>52</td>
<td>6.8</td>
</tr>
<tr>
<td>Root server update</td>
<td>1</td>
<td>12.2</td>
</tr>
</tbody>
</table>


This graph was generated on 2014-06-14.
### Key Performance Indicators

<table>
<thead>
<tr>
<th>Metric</th>
<th>Target</th>
<th>Actual</th>
<th>Target Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeliness — End-to-end processing for changes pertaining to routine maintenance of delegated TLDs (such as NS changes, DS changes, point-of-contact changes, and other administrative updates) are performed within 21 days.</td>
<td>80%</td>
<td>100%</td>
<td>✔</td>
</tr>
<tr>
<td>Accuracy — The requests that have passed validation are implemented correctly at the conclusion of a change request.</td>
<td>100%</td>
<td>100%</td>
<td>✔</td>
</tr>
</tbody>
</table>
Trusted Community Representation
Trusted Community Representation

- Community members who oversee our DNSSEC key signing ceremonies.

- 3 of 7 people visit each ceremony from a pool appointed in 2010.

- Recently performed a consultation on evolving how it works.

https://www.icann.org/public-comments/tcr-dnssec-key-signing-2014-01-21-en
ICANN will start funding TCR participation in FY15.

ICANN will implement term limits and rotate the existing TCRs.

ICANN will clarify TCR selection criteria and obligations, including minimum level of participation.

ICANN plans to implement security system improvements that will allow the cap on the number of TCRs to be raised.

Open question: Where should we solicit new volunteers from?
RZMS Evolution
RZMS Evolution

- Implemented new password constraints
- Looking at roadmap for future improvements to the system
- Seeking feedback from TLD managers on experiences, recommendations to help prioritize work.
Some ideas still being thought out

Technical/Security

- Reviewing the technical check process to be more insightful, reduce false positives
  - Focus areas: serial coherency, diversity checks, DNSSEC tests to catch new errors
- API
- Proactive notification of issues (opt-in notification of technical issues, sig expiry, etc.)
- Session tracking
Some ideas still being thought out

Administrative

- New contact model — longer term consideration of separating “authorising contacts” from published contacts.
- Contact normalisation and sanitization
- Correcting change requests in-flight
- Automated audits of email function
Authentication mechanisms

- Stronger authentication mechanism is desirable (e.g. 2FA)

- Increasing reliance on role accounts by strong authentication should be tied to individuals

- Users use the system infrequently — lose/forget credentials; staff turnover in intervening period.
  - But urgent changes shouldn’t be held back due to lost credential.

- Ability to disable email authentication?

- How to implement an evolved model that doesn’t add complexity without improvement (due to need to regress to current practice)?
Thank you!
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