

**ICANN**  
POLICY FORUM

62

**PANAMA CITY**

25–28 June 2018

# IANA Update

ccNSO

Kim Davies

VP, IANA Services; President, PTI

ICANN 62: Panama City, Panama

27 March 2018

**PTI** | An ICANN Affiliate



# Our team

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REQUEST SPECIALIST



**Paula Wang**  
REQUEST SPECIALIST

# Root Zone Management System

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- Our primary interface for TLD managers to manage root zone change requests.
- Major redevelopment underway. Focus areas:
  - **New technical check implementation.** Separate technical check logic into a standalone application that provides richer feedback and debugging.
  - **New customer API.** Provide a modern API to allow TLD managers to build systems to interact directly with RZMS, providing new possibilities to reduce error and in particular perform bulk operations.
  - **New security options.** Provide mechanisms for multi-factor authentication, mandatory authentication for authorizing change requests, audit logging and other improvements.
  - **Next generation authorization model.** Separates the change consent role from publication in the WHOIS databases.
- Development throughout 2018, starting rollouts in 2019.

<https://rzm.iana.org>

# Label Generation Rulesets (IDN Tables)

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- Repository of eligible code points within registry policies at the second level (within TLDs)
- Started as informal knowledge sharing activity, not part of NTIA contract.
- Substantial growth in last year, predominantly due to new gTLD requirement to list policies
- Resulting in areas being reviewed:
  - Move from manual operation to add automation
  - Instrument business processes to report performance (complete!)
  - Study business processes of GDD to identify areas of integration
  - Improve display interface

<https://iana.org/domains/idn-tables>

# Dashboard enhancements for LGR

**SLE Dashboard (Beta)**

- Overview
- Submission
- Technical Checks
- Contact Confirmations
- Staff Processing
- Implementation
- System Availability
- Accuracy
- Enquiry Processing
- Label Generation Ruleset

**LGR Request Volumes**

Number of LGR table creation or modification.

**Request Volumes**

Creation or Modification ( Tables )

942

800

600

400

200

0

Oct 2017

\* Partial Period

**LGR Implementation Time**

Time it takes for staff to publish a change once it meets all requirements.

**LGR Request Volumes**

Number of LGR table creation or modification.

**LGR Requester Clarification**

The number of times requests needed to be clarified or remediated.

**LGR Review and Assess Time**

The time it takes for staff to review a submission, and either agree it is well-formed or send it back for remediation.

**LGR Time per Actor**

Average time taken for review and publication by IANA staff, clarification by requestor, regulatory checks by legal team, and authorization by TLD authorizer.

**Time per Actor** 01-Oct-2017 00:00:00 UTC to 01-Mar-2018 21:36:03 UTC Change Range

Average Time ( Days )

33.49

30.00

20.00

10.00

0.00

Oct 2017 Nov 2017 Dec 2017 Jan 2018 Feb 2018 Mar 2018 \*

Completion Date

\* Partial Period

Last Update: 01-Mar-2018 21:36:03 UTC

	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018 *
<b>IANA</b>	No Requests	5.22d	4.22d	33.49d	3.72d	No Requests
- Mean Time						
Review Count	0	2	1	2	2	0
Shortest Time	-	4.65d	4.22d	13.43d	0.13d	-
Longest Time	-	5.78d	4.22d	53.54d	7.3d	-

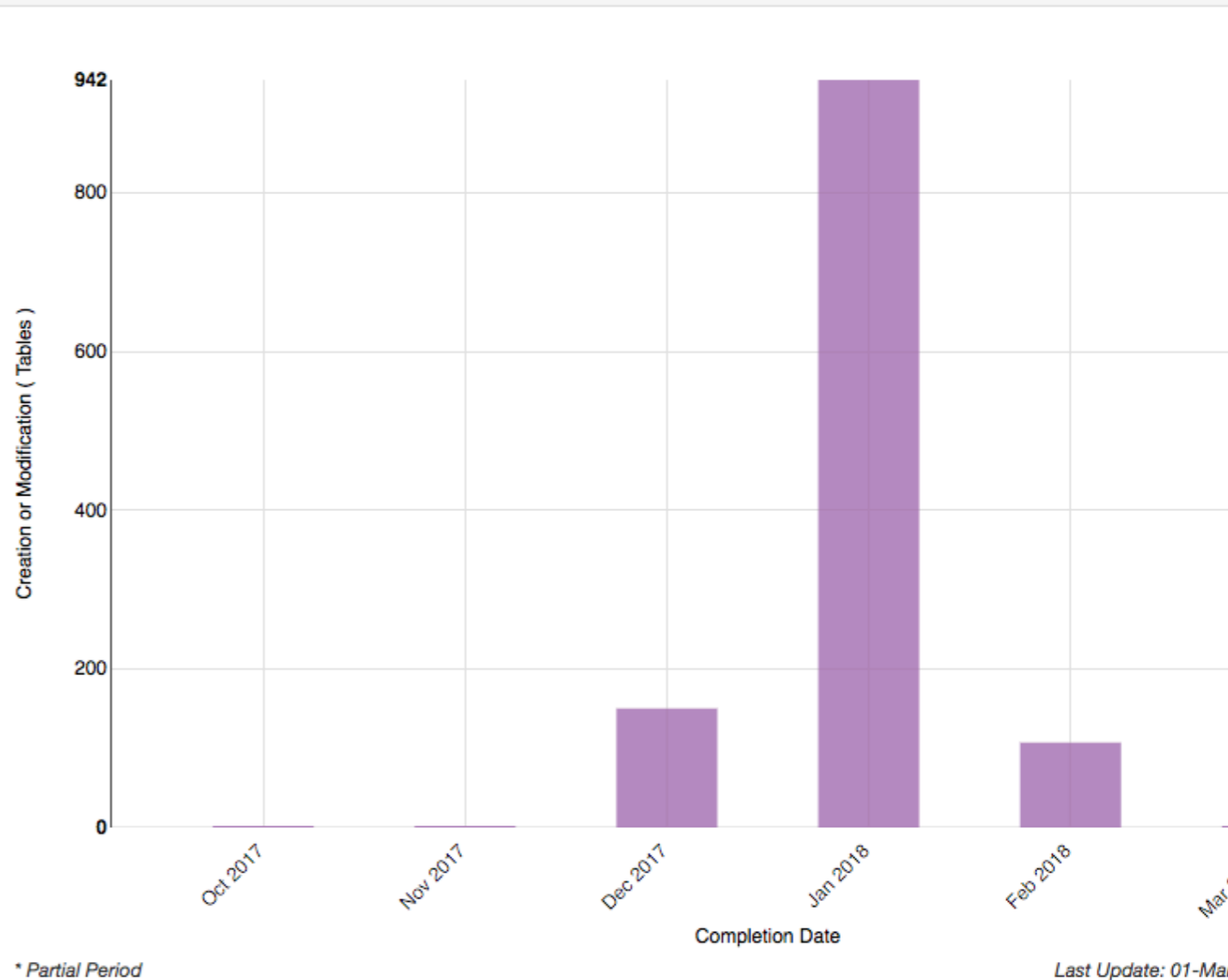
# Dashboard (cont.)

- Unusual processing patterns.
- Very few requests per month, some are highly repetitive
- e.g. January had 2 requests, one for 936 tables
- Now available.

## LGR Request Volumes

Number of LGR table creation or modification.

Request Volumes 01-Oct-2017 00:00:00 UTC to 01-Mar-2018 21:36:03 UTC



	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018
<b>LGR Table</b>					
▼ - Creation or Modification	No Requests	2	150	942	107
Request Count	0	2	1	2	2
Smallest per Ticket	-	1	150	6	4
Largest per Ticket	-	1	150	936	103

[sle-dashboard.iana.org](http://sle-dashboard.iana.org)

# Reporting

PTI produces monthly reports on its performance for the Customer Standing Committee (CSC).

[iana.org/performance/csc-reports](http://iana.org/performance/csc-reports)

**Monthly Performance Report from Public Technical Identifiers (PTI) to the Customer Standing Committee (CSC)**  
February 2017

**Summary of Performance**

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	s50s (95.0%)	✓ 1.72s	p5
Acceptance Recognition	Routine (Non-Technical)	s50s (95.0%)	✓ 2.34s	p5
Acceptance Recognition	gTLD Creation/Transfer	s50s (95.0%)	✓ 1.44s	p6
Acceptance Recognition	ccTLD Creation/Transfer	s50s (95.0%)	✓ 0.72s	p6
Acceptance Recognition	Other Charges	s50s (95.0%)	✓ 1.55s	p6
Manual Lodgment Time	Routine (Technical)	s3d (95.0%)	✓ 0.92c	p7
Manual Lodgment Time	Routine (Non-Technical)	s3d (95.0%)	✗ 4.07c	p7
Manual Lodgment Time	gTLD Creation/Transfer	s3d (95.0%)	✓ —	p8
Manual Lodgment Time	ccTLD Creation/Transfer	s3d (95.0%)	✗ 3.38c	p8
Manual Lodgment Time	Other Charges	s3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	s50m (95.0%)	✓ 6.89m	p9
Technical Check (First)	gTLD Creation/Transfer	s50m (95.0%)	✓ 4.1m	p9
Technical Check (First)	ccTLD Creation/Transfer	s50m (95.0%)	✓ 2.6m	p10
Technical Check (First)	Other Charges	s50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	s3m (95.0%)	✓ 2.1m	p11
Technical Check (Retest)	gTLD Creation/Transfer	s3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	s3m (95.0%)	✓ —	p12
Technical Check (Retest)	Other Charges	s3m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Routine (Technical)	s1m (95.0%)	✓ 0.61m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	s1m (95.0%)	✓ 0.28m	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	s1m (95.0%)	✓ 0.28m	p13
Technical Check (Supplemental)	Other Charges	s1m (95.0%)	✓ —	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	s50000ms (95.0%)	✓ 1ms	p14
Email Dispatch	Routine (Non-Technical)	s50000ms (95.0%)	✓ 1ms	p14
Email Dispatch	gTLD Creation/Transfer	s50000ms (95.0%)	✓ 1ms	p15
Email Dispatch	ccTLD Creation/Transfer	s50000ms (95.0%)	✓ 0ms	p15
Email Dispatch	Other Charges	s50000ms (95.0%)	✓ 1ms	p15
Recognition of Confirmation	Routine (Technical)	s50000ms (95.0%)	✓ 0ms	p16
Recognition of Confirmation	Routine (Non-Technical)	s50000ms (95.0%)	✓ 0.4ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	s50000ms (95.0%)	✓ 0ms	p17
Recognition of Confirmation	ccTLD Creation/Transfer	s50000ms (95.0%)	✓ 0ms	p17
Recognition of Confirmation	Other Charges	s50000ms (95.0%)	✓ 1ms	p17
Staff Processing				
Validation and Reviews	Routine (Technical)	s5d (90.0%)	✓ 3.43c	p18
Validation and Reviews	Routine (Non-Technical)	s5d (90.0%)	✓ 4.02c	p18
Validation and Reviews	gTLD Creation/Transfer	s10d (90.0%)	✓ 1.03c	p19
Validation and Reviews	ccTLD Creation/Transfer	s50d (100.0%)	✗ 93.32d	p19
Validation and Reviews	Other Charges	s5d	✓ 6.8c	p19
Third Party Approval	ccTLD Creation/Transfer	s50d	✓ 14.25c	p20
Implementation				
Root Zone Publication	Routine (Technical)	s72h (95.0%)	✓ 33.08h	p21
Root Zone Publication	gTLD Creation/Transfer	s72h (95.0%)	✓ 18.31h	p21
Root Zone Publication	ccTLD Creation/Transfer	s72h (95.0%)	✓ 17.07h	p22
Root Zone Publication	Other Charges	s72h (95.0%)	✓ —	p22
Notification of Completion	Routine (Technical)	s50s (95.0%)	✓ 0.36s	p23

**Exceptions and Narrative for Reporting Period**

Metric	Category	Expected	Actual
Manual Lodgment Time	Routine (Non-Technical)	3d	4.07d
Primary cause: Clarification needed from requestor			
Analysis/Comments: Request started with an inquiry on how to make changes in the IANA root zone file, no change request was included in the initial submission with the requestor. It was clarified that the process had to be changed. Staff explained the procedure to lodge a change request. The CSC has previously recommended not including a change request in this SLA. This request is on the list of items to address in the next reporting period to revise the calculation of manual lodgment time to include the time to receive the clarification.			
Manual Lodgment Time	gTLD Creation/Transfer	3d	3.38d
Requestor: [redacted]			
Manual Lodgment Time	ccTLD Creation/Transfer	60d	93.32d
Integration request lodged in April 2016. A ccTLD creation request required an extensive amount of communications with the requestor. The request is not fully documented when it is first received. This request is on the list of items to address in the next reporting period to revise the calculation of manual lodgment time to include the time to receive the clarification.			

**Summary of Performance**

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# Audit Programs



**Registry services (includes RZMS and RT).**  
2017 report issued with no exceptions. Number processes and policies were included in this year's audit for the first time.



**Root Zone KSK.**  
2017 report issued with no exceptions.



Public RFP to select new audit firm completed.  
RSM replaces PricewaterhouseCoopers for 2018 audit program.

<https://iana.org/audits>



# GDPR

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- We have implemented measures associated with GDPR compliance.
- Primary remediation for May 2018
  - Publication of new privacy policy and terms of service
  - Harmonized with ICANN-wide documents
- Our existing data collection practices are justified by business need.
- Our future authorization model should work well with GDPR principles as it empowers TLDs to have even greater flexibility over published records.

# FY20 Budget

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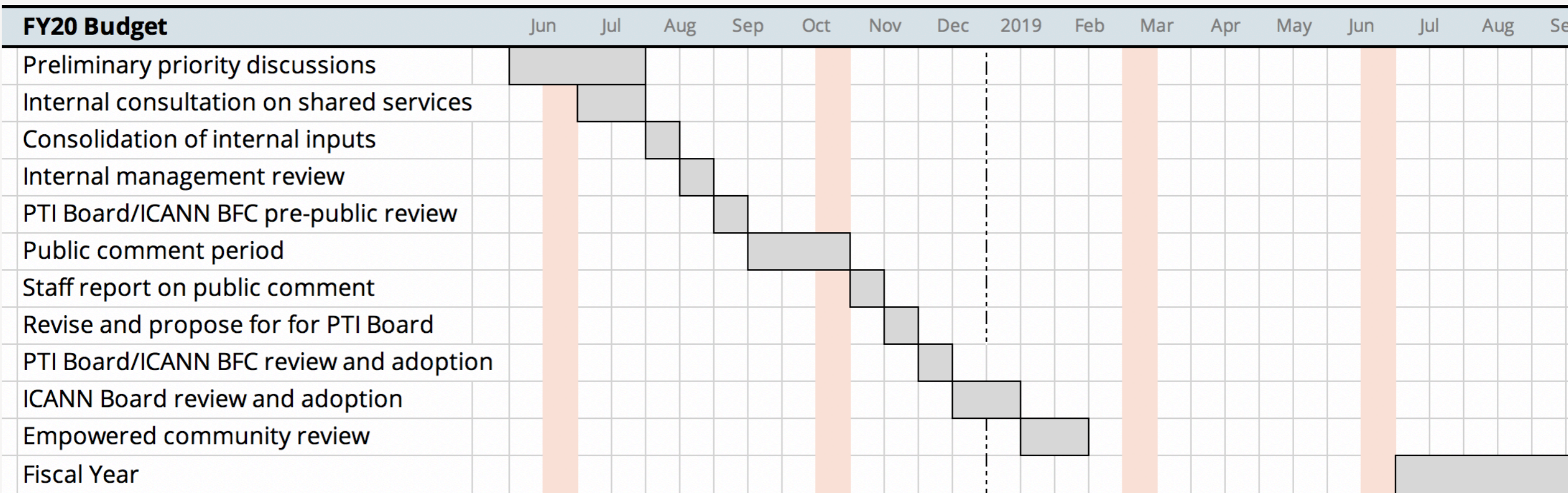
*At least nine months prior to the commencement of each fiscal year, the Corporation shall submit to the PTI Board and the Board of Directors of ICANN a proposed annual operating plan and budget for the Corporation's next fiscal year ("Annual Budget").*

- This means development of the Fiscal Year 2020 Budget (1 July 2019 — 30 June 2020) has commenced for PTI.

*During the Annual Budget development process, and prior to approval of the Annual Budget by the PTI Board, the Corporation shall consult with the Supporting Organizations and Advisory Committees, as well as the Registries Stakeholder Group, IAB and RIRs (all as defined in the ICANN Bylaws).*

- We need your feedback on priorities that need to be reflected in our draft budget

# FY20 Budget Preparation Timeline



# FY20 Budget Assumptions

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- Customers are happy with service and no fundamental changes are required beyond ongoing refinement and renewal of service delivery.
- New areas of activity foreseen that involve adapting/expanding existing processes and systems:
  - TLD variants
  - Future round of gTLDs (expected costs to be funded by that program)
- Stable headcount and funding

# Identified FY20 priorities with fiscal impact

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- Ongoing feature development and maintenance of the **Root Zone Management System**
- Continued development and production rollout of a **protocol parameter management system**
- Re-envisioning web tools and focus on specific business areas to promote self-service and better customer experience e.g. **LGR repository, DNSSEC key management and ceremonies, APIs**
- Implementation of systems and processes to **support Variant TLDs (i.e. Root Zone LGR)**
- Refine shared services costs and account for new community funding requirements (e.g. CSC travel)
- Initial study of potential future technical changes (e.g. root zone algorithm roll)

# FY20 Budget

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- Feedback is welcome on areas of focus for FY20
  - What do you agree with?
  - What should be changed or added?
- This will be reflected into a draft budget for community public comment.
- Feedback is most useful by **July 20**.
- Feel free to email me ([kim.davies@iana.org](mailto:kim.davies@iana.org)) with any feedback, or to speak to me at this meeting.

**Thank you!**

[kim.davies@iana.org](mailto:kim.davies@iana.org)