IANA Update

ccNSO

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PTI | An ICANN Affiliate

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Root Zone Management System

- 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)

- 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
  - Review and Assess Time
  - Implementation Time
  - Requester Clarification
  - Time per Actor
  - Request Volumes
- Download Raw Log

LGR Request Vo

Number of LGR table crea

Request Volumes

942
800
600
400
200
0
Creation or Modification (Tables)
Oct 201

* Partial Period

LGR Implementation Time

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

Implementation Time (Days)

LGR Request Volumes

Number of LGR table creation or modification.

Creation or Modification (Tables)

LGR Requester Clarification

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

Query (Count)

LGR Review and Assess Time

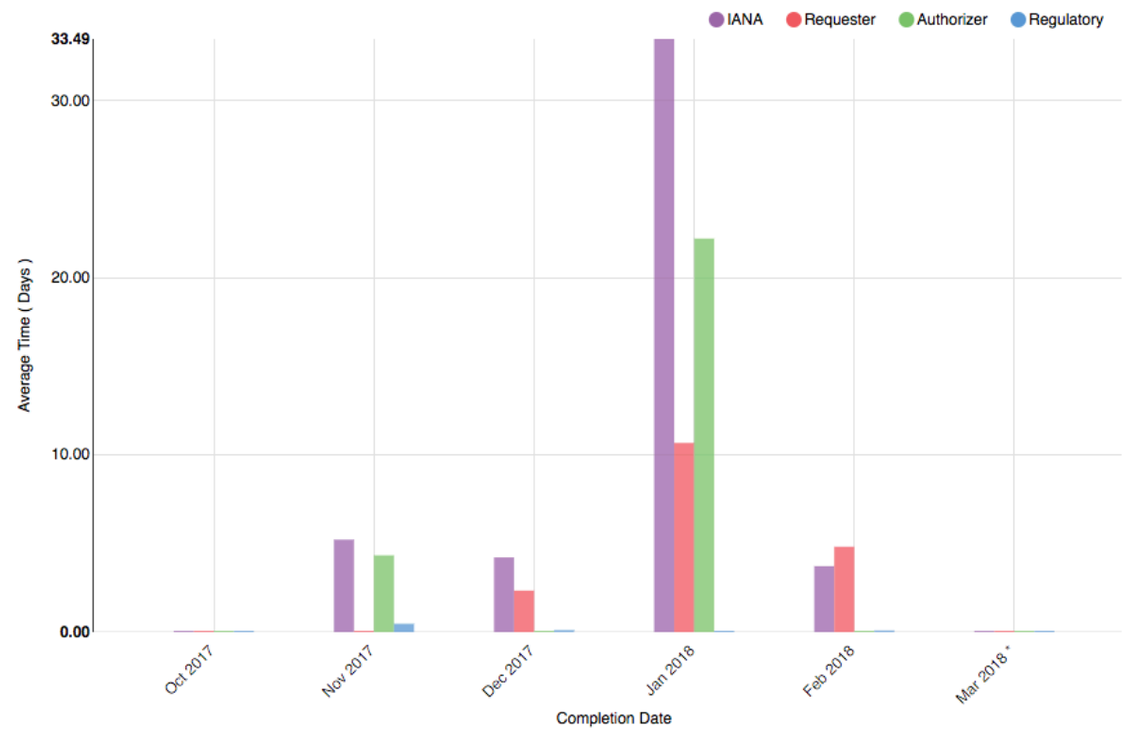
The time it takes for staff to review a submission, and either agree it is well-formed or send it back for remediation.

Review Time (Hours)

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



* Partial Period — *Last Update: 01-Mar-2018 21:36:03 UTC*

	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018 *
IANA *- Mean Time*	No Requests	5.22d	4.22d	33.49d	3.72d	No Requests
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

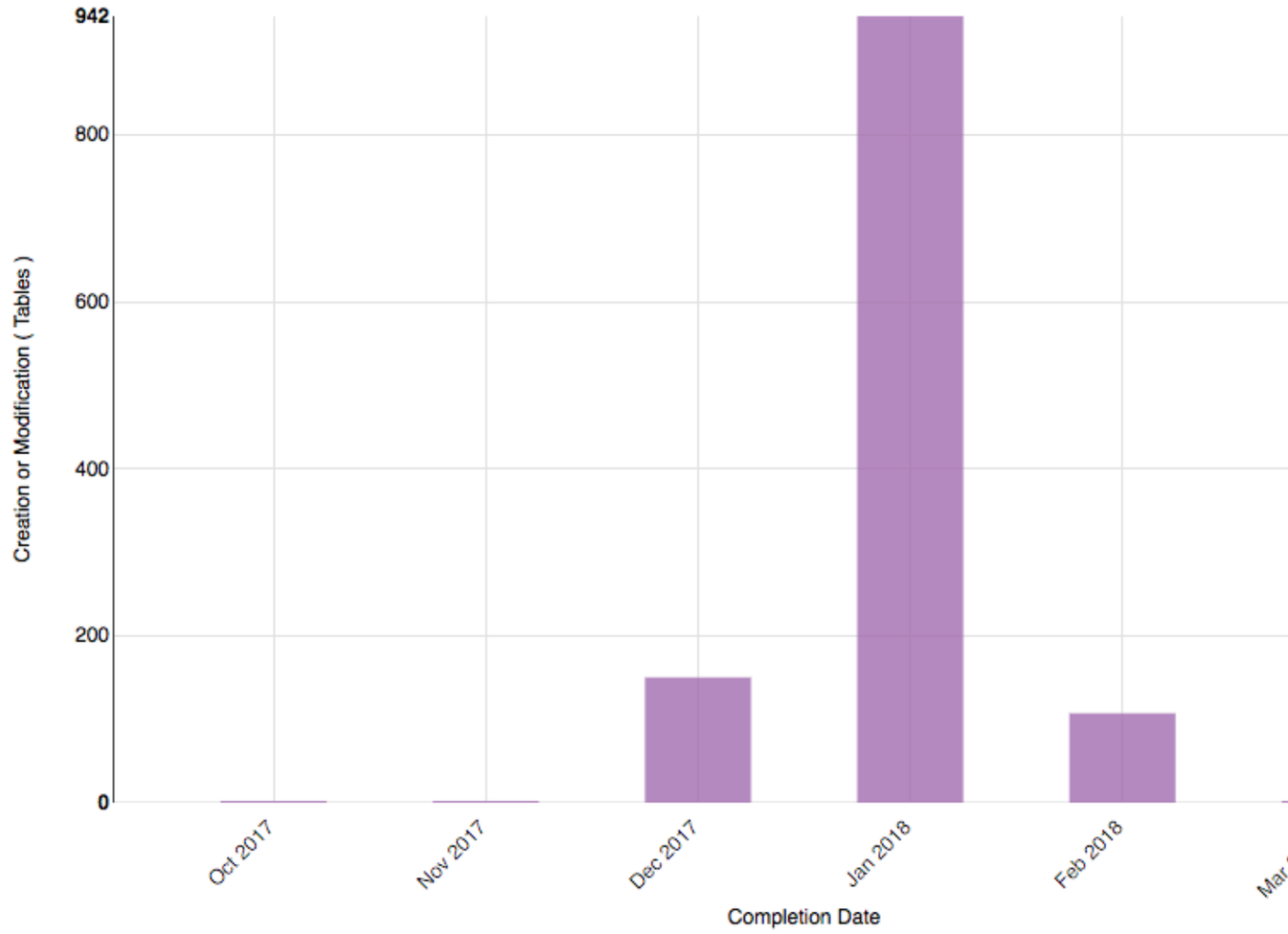
- Now available.

sle-dashboard.iana.org

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*



** Partial Period*

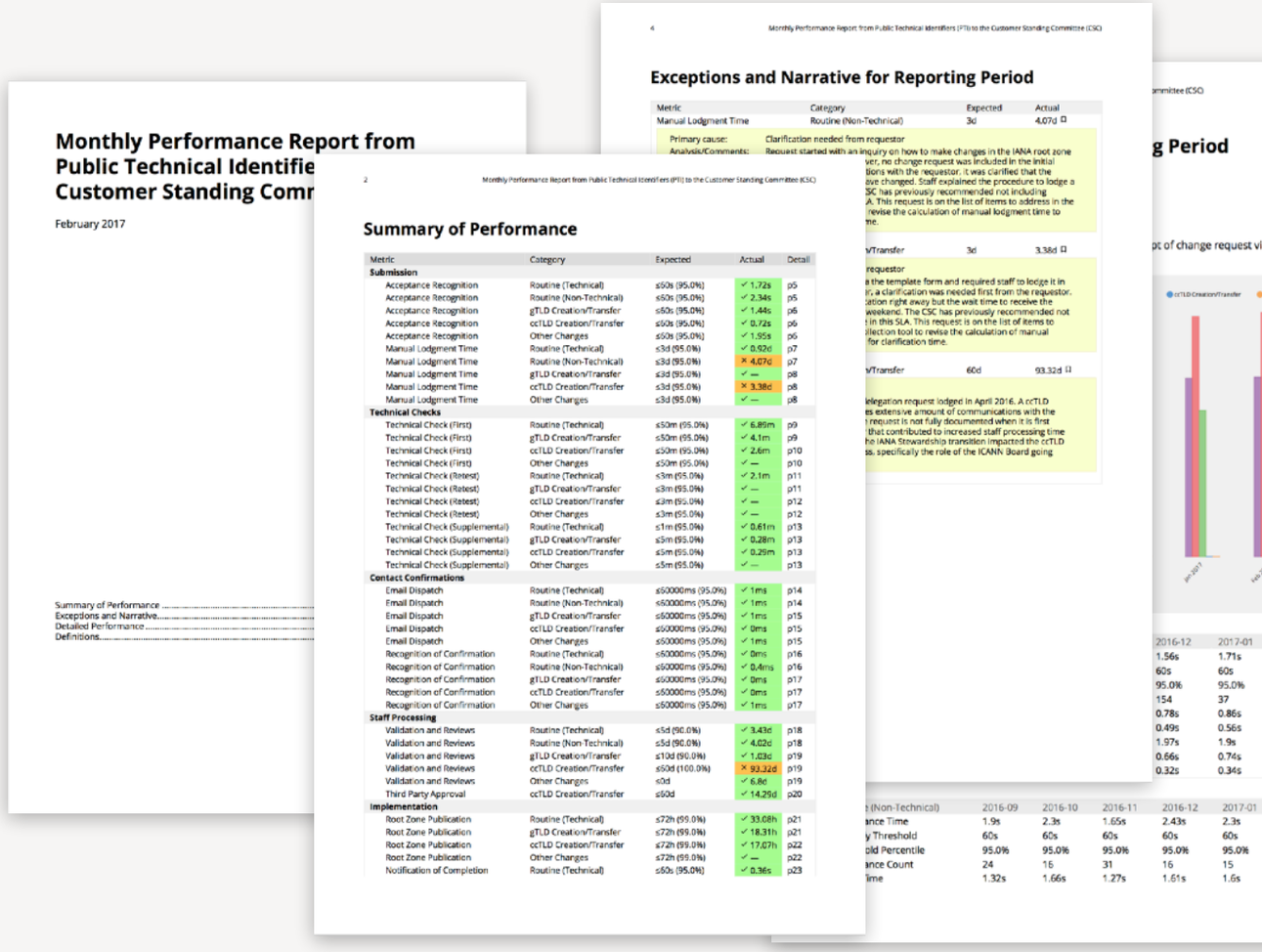
Last Update: 01-Ma

	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018
LGR Table *- 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

Reporting

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

iana.org/performance/csc-reports



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.

RSM

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

https://iana.org/audits

GDPR

- 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

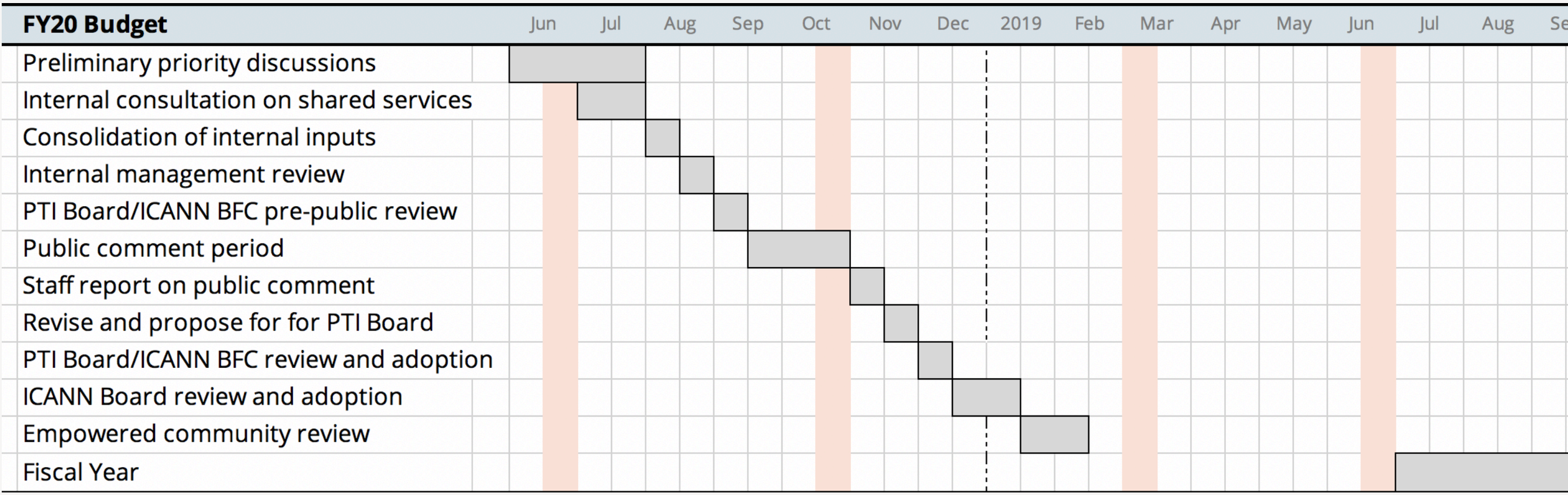
At least nine months prior to the commencement of each fiscal year, the Corporation shall submit to the PTI Board and the Board of Directors of ICANN a proposed annual operating plan and budget for the Corporation's next fiscal year ("Annual Budget").

- 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

- 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

- 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

- 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) with any feedback, or to speak to me at this meeting.

Thank you!

kim.davies@iana.org