Agenda

- Performance Measurements and Reporting
- FOI Recommendations
- Customer Survey
- Announcements
- IANA 24x7 Emergency Service
Performance Measurements and Reporting
Root Zone Requests: Dec 2013 – Aug 2015
Key Performance Metrics

Root Zone file and Database Change Requests

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

Delegation and Redelegation of Country Code TLDs

<table>
<thead>
<tr>
<th>Metric</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Timeliness</strong></td>
<td>50%</td>
</tr>
<tr>
<td>— End-to-end processing times for changes pertaining to delegation or redelegation of country-code top-level domains are within 120 days.</td>
<td></td>
</tr>
<tr>
<td><strong>Accuracy</strong></td>
<td>100%</td>
</tr>
<tr>
<td>— The requests that have been approved by the applicant are implemented correctly at the conclusion of a change request.</td>
<td></td>
</tr>
</tbody>
</table>
Performance measures

Root Processing Time

<table>
<thead>
<tr>
<th>Type</th>
<th>Number of requests</th>
<th>Average processing time (days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nameserver (NS) records</td>
<td>43</td>
<td>6.0</td>
</tr>
<tr>
<td>DNSSEC (DS) records</td>
<td>10</td>
<td>5.0</td>
</tr>
<tr>
<td>Admin contact change</td>
<td>10</td>
<td>10.2</td>
</tr>
<tr>
<td>Tech contact change</td>
<td>8</td>
<td>6.3</td>
</tr>
<tr>
<td>Metadata change</td>
<td>3</td>
<td>4.7</td>
</tr>
<tr>
<td>Delegation/redelegation</td>
<td>15</td>
<td>11.4</td>
</tr>
<tr>
<td>Root server update</td>
<td>0</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Monthly reports found at iana.org/performance
Snapshot of average processing time for root zone change requests
The C.5.2 Root Operations Audit Report will soon include a new section on pending delegation and transfer activity.

**Reporting Period**

From: 1 August 2015  
To: 31 August 2015

**Root Zone Modification Requests and Related Transactions**

The following requests were implemented during the audit period. All requests were processed according to RFC 1591, ISO 3166-1, and the GAC Principles.

**Review of changes implemented for accuracy**

<table>
<thead>
<tr>
<th>TLD</th>
<th>Change Details</th>
<th>Final status (Reason for non-completion if applicable)</th>
<th>Date of Implementation or Closure</th>
</tr>
</thead>
<tbody>
<tr>
<td>ceb</td>
<td>Multiple changes affecting Administrative Contact, Technical Contact, Domain Metadata, Sponsoring Organisation, Nameserver Records, DS Records</td>
<td>Withdrawn</td>
<td>2015-08-04</td>
</tr>
<tr>
<td>ice</td>
<td>Updated Administrative Contact</td>
<td>Completed</td>
<td>2015-08-04</td>
</tr>
</tbody>
</table>
The Audit Report will soon include a new section on pending delegation and redelegation activities.

### C.5.2 Root Operations Audit Report

#### TLD Delegations In Processing

As at 1 May 2015

<table>
<thead>
<tr>
<th>Date of submission</th>
<th>TLD</th>
<th>Proposed Party</th>
<th>Current status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-12-17</td>
<td>xyz (&quot;Iraq&quot;)</td>
<td>Communications and Media Commission</td>
<td>Pending</td>
</tr>
<tr>
<td>2015-02-09</td>
<td>philips</td>
<td>Koninklijke Philips N.V.</td>
<td>Pending</td>
</tr>
</tbody>
</table>

#### TLD Redelegations/Transfers In Processing

As at 1 May 2015

<table>
<thead>
<tr>
<th>Date of submission</th>
<th>TLD</th>
<th>Proposed Party</th>
<th>Current status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015-01-20</td>
<td>tg</td>
<td>Autorite de Reglementation des secteurs de Postes et de Telecommunications (ART&amp;P)</td>
<td>Pending</td>
</tr>
<tr>
<td>2015-02-02</td>
<td>bn</td>
<td>Brunei Darussalam Network Information Centre Sdn Bhd</td>
<td>Pending</td>
</tr>
</tbody>
</table>
Design Team contribution to CWG

- Attributable measures – attribute time taken to the appropriate party
- Overall metrics – to identify end-to-end trends
- Relevance – relevant to validating customer service
- Clear Definition – clearly understood and able to be automated
- Definition of thresholds – require definition of metric, have a period of data collection prior to setting thresholds
- Review process – reviewed periodically and revised by mutual agreement
- Regular reporting – to the extent possible reported in a near real-time fashion
FOI Recommendations
Status of FOI Recommendations

Framework of Interpretation Report

- ICANN Board Adopted the Framework of Interpretation recommendations at the June 2015 meeting

- ccNSO nominated Becky Burr and Keith Davidson to assist ICANN in planning the implementation

- Staff currently working on a proposed implementation plan

- First meeting between Burr, Davidson, and ICANN in September to clarify some of the recommendations
FOI Execution Steps

1. Consultation with ccNSO advisors
2. Develop Implementation Plan
3. Implementation Plan Public Comment
4. Incorporate Community Input
5. RZM changes, website & documentation updates
6. FOI Recommendations incorporated in IANA Processes
Example of FOI Impact

Recommendation 3.1:
3.1. The FOIWG interprets section 3.6 of RFC1591 to require that the IANA Operator only seek consent for a Transfer request from the incumbent manager and the proposed manager. The IANA Operator should **not seek consent from the Administrative or Technical contacts**

1) Definition and clarification of an additional contact for both incumbent and proposed manager
2) Change in current RZMS workflow
3) Development to RZMS
4) Revision of documentation and website
Customer Survey
2015 Customer Service Survey

Survey announced on iana.org

Survey opens on September 15th

Survey closes on October 13th

ICANN preparing report on results

Survey report completed

Next Steps

To Summarize

• 4th annual customer service survey on IANA functions
• 11% response rate (same as 2014)
• Improvements from 2014: mailing list compiled without duplication of organizations that managed multiple TLDs (reduced invitation emails from 4400 in 2014, to 4013 in 2015)
Announcements
Notification of IP address changes to H.ROOT-SERVERS.NET Root Server

Change will be implemented in the DNS Root Zone on **1 December 2015**

- New IPv4 address: 198.97.190.53
- New IPv6 address: 2001:500:1::53

New hints files will be available at the following:

- http://www.internic.net/domain/named.root
- http://www.internic.net/domain/named.cache

You can monitor the transition here:
- http://h.root-servers.org/old_vs_new.html
 Requirement to roll the KSK “after 5 years of operation”

- Key-Signing Key signs DNSKEY RR set

- Design team formed to study the issues involved and solicit community input

- ICANN Public comment period to review the Design Team’s findings to date completed

- Design team is meeting in Dublin to discuss next steps
In case of emergency
IANA 24x7 service
Reminder about IANA 24x7 Emergency Service

24x7 emergency service available to TLD Operators.
Uses a call centre which collects details and contacts staff by roster
Staff contact the caller back and works on the case

Contact data provided annually
Contact data for the IANA 24x7 emergency center is provided each year through email to all TLD operators.

Make sure contact data for your TLD is up to date
Check IANA Root Zone Database and lodge request to update contact data if necessary

+1 310 306 6308
Engage with ICANN

Thank You and Questions
Reach us at:
Email: elise.gerich@icann.org
Website: iana.org

twitter.com/icann
gplus.to/icann
facebook.com/icannorg
weibo.com/ICANNorg
linkedin.com/company/icann
flickr.com/photos/icann
youtube.com/user/icannnews
slideshare.net/icannpresentations