

# ICANN69 IANA Update to ccNSO

October 2020

## IANA Operations

### Customer Satisfaction

We continue to gauge customer satisfaction by sending a short survey after the completion of many types of IANA requests. We follow up the customer on each negative response in order to understand what we could have done better. Customer satisfaction numbers for June through September for the Naming function are as follows:

	June 2020	July 2020	August 2020	September 2020
Satisfaction Rate	94.7%	89.5%	85.7%	81.8%
Response Rate	37.3%	42.2%	36.8%	36.7%

### Annual Engagement Survey

The 2020 IANA Customer Engagement Survey will be launched following ICANN69. This survey will be administered by a third party vendor, Echo Research, LLC. Customers will be asked to rate the IANA team on 20 statements relating to responsiveness, transparency, fairness, and attentiveness. Each statement will be rated on a 1-5 scale, with one being the lowest and five being the highest level of satisfaction. In 2019 the overall score amongst all customer segments was 3.9. In the previous six years, satisfaction was measured using a percentage rating, and the team obtained results over 90 percent each year. We appreciate you taking the survey again this year to provide us with feedback on how we can continue to improve our engagement efforts.

### System Evolution

In our ICANN68 update, we updated you on the effort we are making towards development of our systems and largely focused on the Root Zone Management System (RZMS) where we discussed IANA's role in performing technical checks of the name server configurations.

In this update, we describe efforts we are making in the RZMS to normalize the contact data in the IANA Root Zone Database. Currently, RZMS uses unstructured fields to collect address information (i.e. physical and postal addresses) from users. This has resulted in lack of conformity in the way addresses are presented in the IANA Root Zone Database, and the current data is not well suited to perform automated validation upon.

As part of our system evolution, we are working to store this data in a structured manner that supports improved data accuracy, and conforms to the various different addressing standards used internationally. For example, you will now see a separate field to enter the *City Name* and *Postal Code*.

During the data migration process, we will utilize address conversion tools to map out the current addresses to the corresponding fields and perform a manual review of each record to make sure that it was migrated correctly. We do anticipate that some addresses may change format slightly to comply with international standards. As we perform the migration, we'll notify TLDs of any resulting changes and invite them to review the data and report any issues.

## Contacting Staff

At ICANN meetings we typically engage with many customers on a one-on-one basis to discuss topics that are of interest to them. With virtual meetings still the norm for this year, we regret that we cannot do that and would like to remind everyone that we are still available online, and we can host video or phone conferences to have a conversation. Please email us at [root-mgmt@iana.org](mailto:root-mgmt@iana.org) if you have questions or would like to set up a meeting.

## Public Technical Identifiers (PTI) Updates

### Operating Plan and Budget

In August 2020, PTI held a series of webinars to discuss PTI's Fiscal Year 2022 (FY22) Operating Plan and Budget (PTI OP&B) for delivering the IANA functions. PTI will incorporate the input received from the community into the proposed budget and publish it for public comment in October 2020.

### Strategic Plan

The [PTI Strategic plan](#) was adopted and became effective in July 2020.

## Board Composition

The ICANN Nominating Committee recently announced the selection of James Gannon to the PTI Board of Director replacing Wei Wang whose term ends this year. James will begin his term after the ICANN69 Annual General Meeting. With this selection, the composition of the PTI Board of Directors will become James Gannon, Lise Fuhr, David Conrad, Jia-Rong Low and Kim Davies.