

IANA Update

ccNSO

Kim Davies
IANA Services

ICANN 61: San Juan, Puerto Rico
13 March 2018

PTI | An ICANN Affiliate



Our team



Alan Akahoshi
PRODUCT MGMT



Shaunte Anderson
AUDIT



Amanda Baber
REQUEST SPECIALIST



Michelle Cotton
IETF RELATIONS



Kim Davies
PRESIDENT



Punky Duero
CRYPTO



Selina Harrington
REQUEST SPECIALIST



Marilia Hirano
EXCELLENCE & AUDIT



Jennifer Johnson
EXECUTIVE ASSISTANT



Ali Mohammadi
SOFTWARE



Andres Pavez
CRYPTO



Seman Said
SOFTWARE



Naela Sarras
SERVICE DELIVERY



Sabrina Tanamal
REQUEST SPECIALIST



Paula Wang
REQUEST SPECIALIST

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 Separate technical checks into separate system with richer reporting
- Development throughout 2018, launch in 2019.

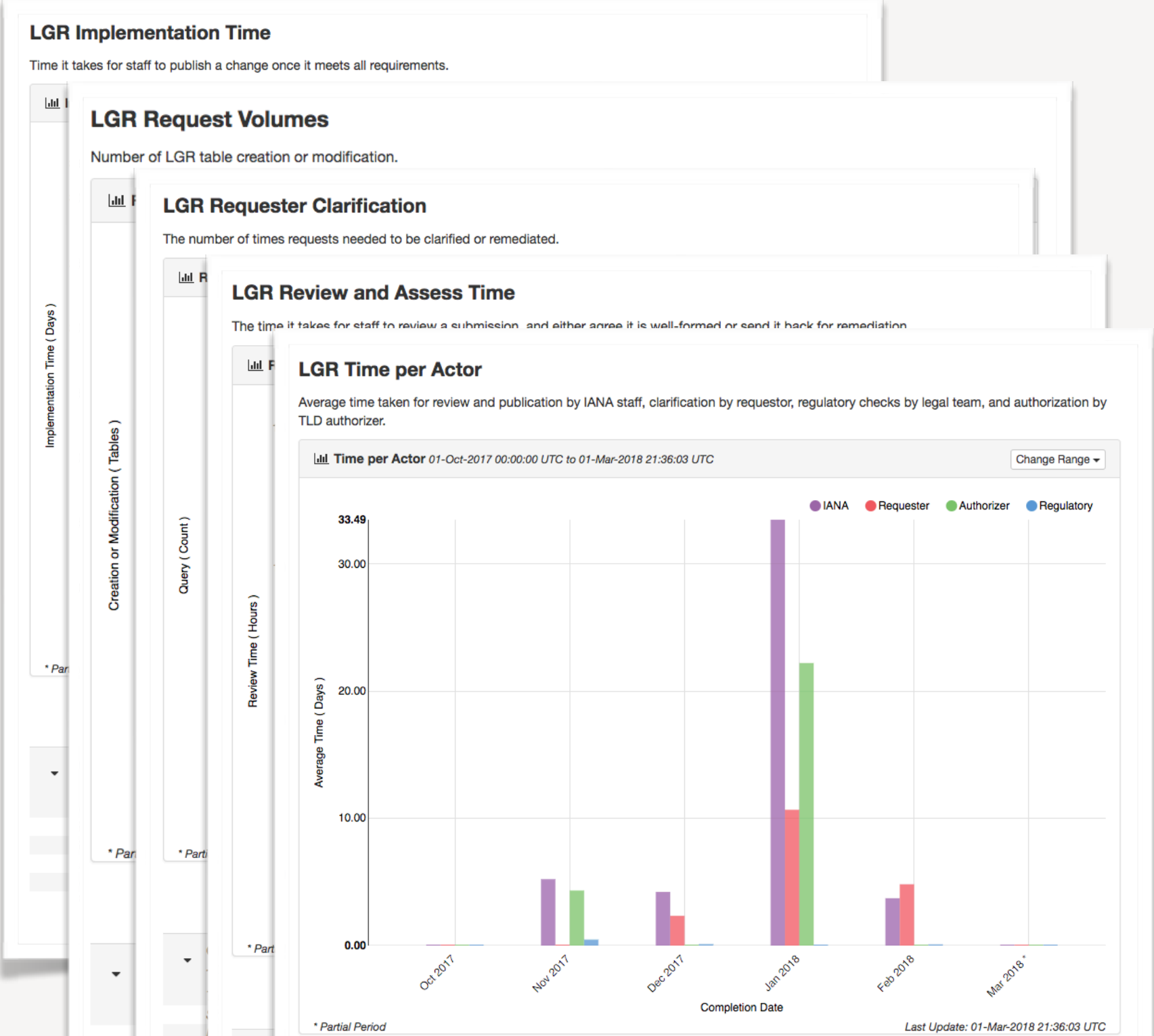
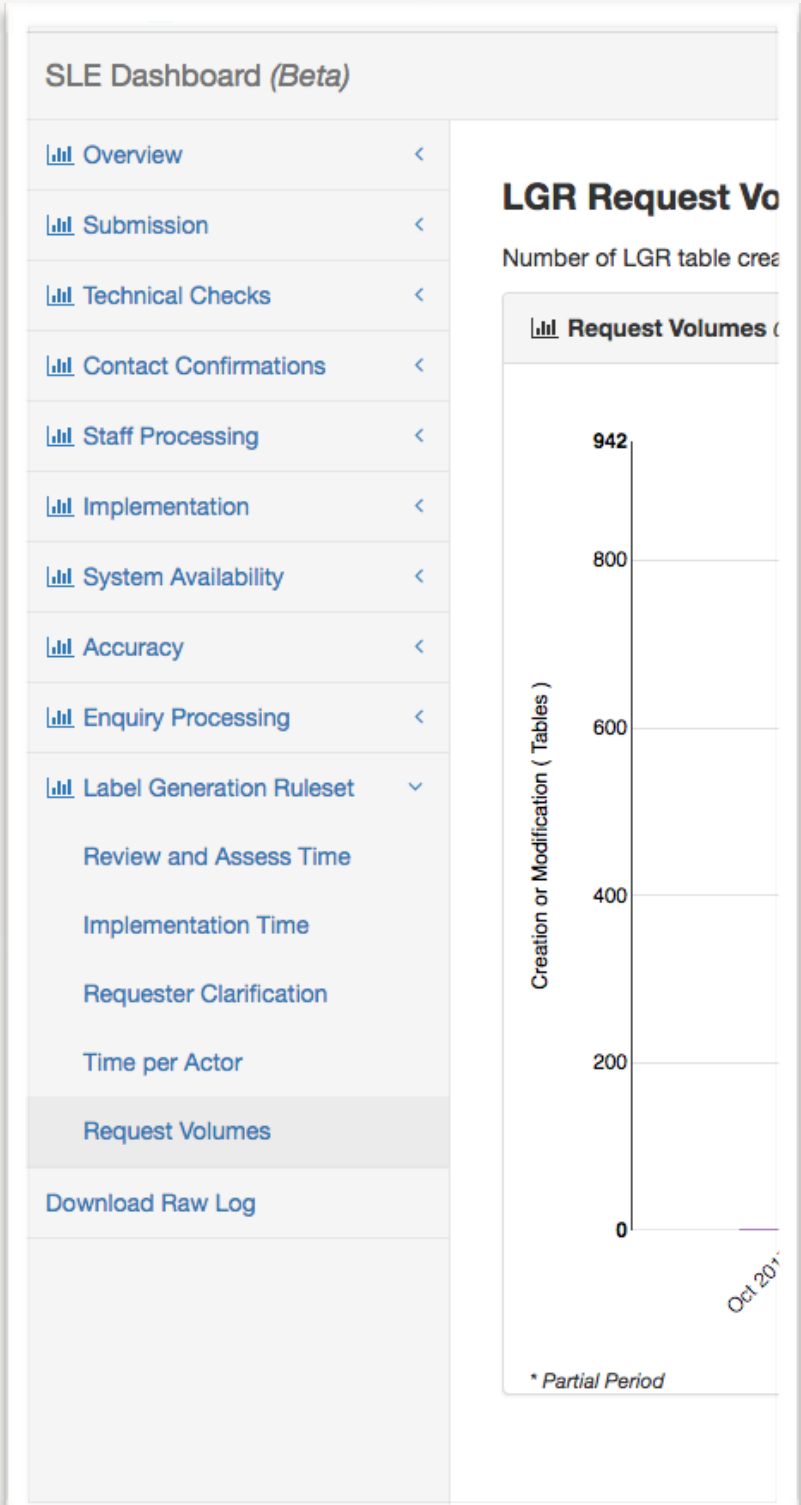
<https://rzm.iana.org>

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
 - Preliminary reporting to CSC second half of 2017
 - Further reporting under development
 - Study business processes of GDD to identify areas of integration
 - Improve display interface

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

Dashboard enhancements for LGR




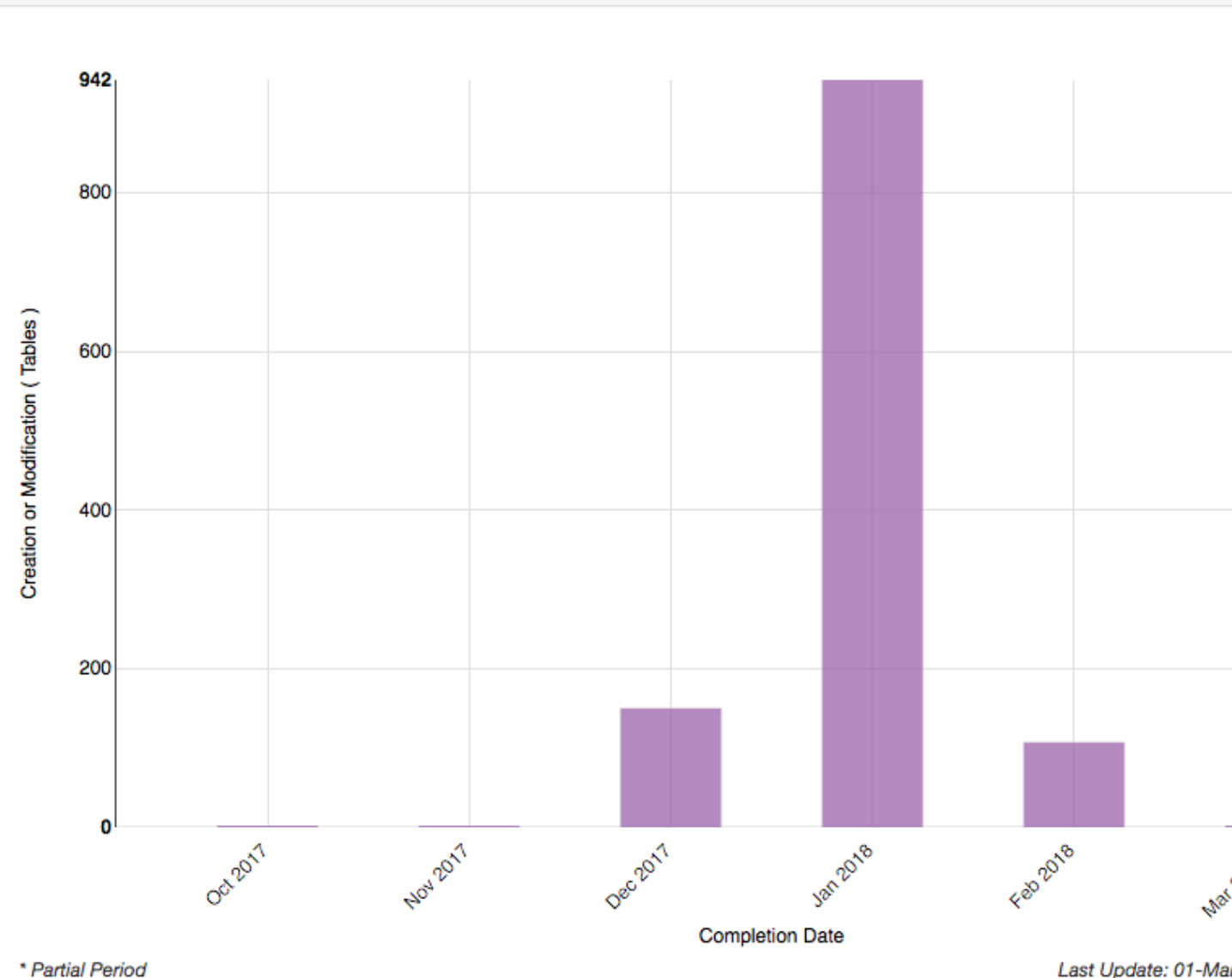
Dashboard (cont.)

- Unusual processing patterns.
- Very few requests per month, some are highly repetitive
- e.g. January had 2 requests, one for 936 tables
- These are preliminary views under development, working with the CSC on refining before releasing.

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



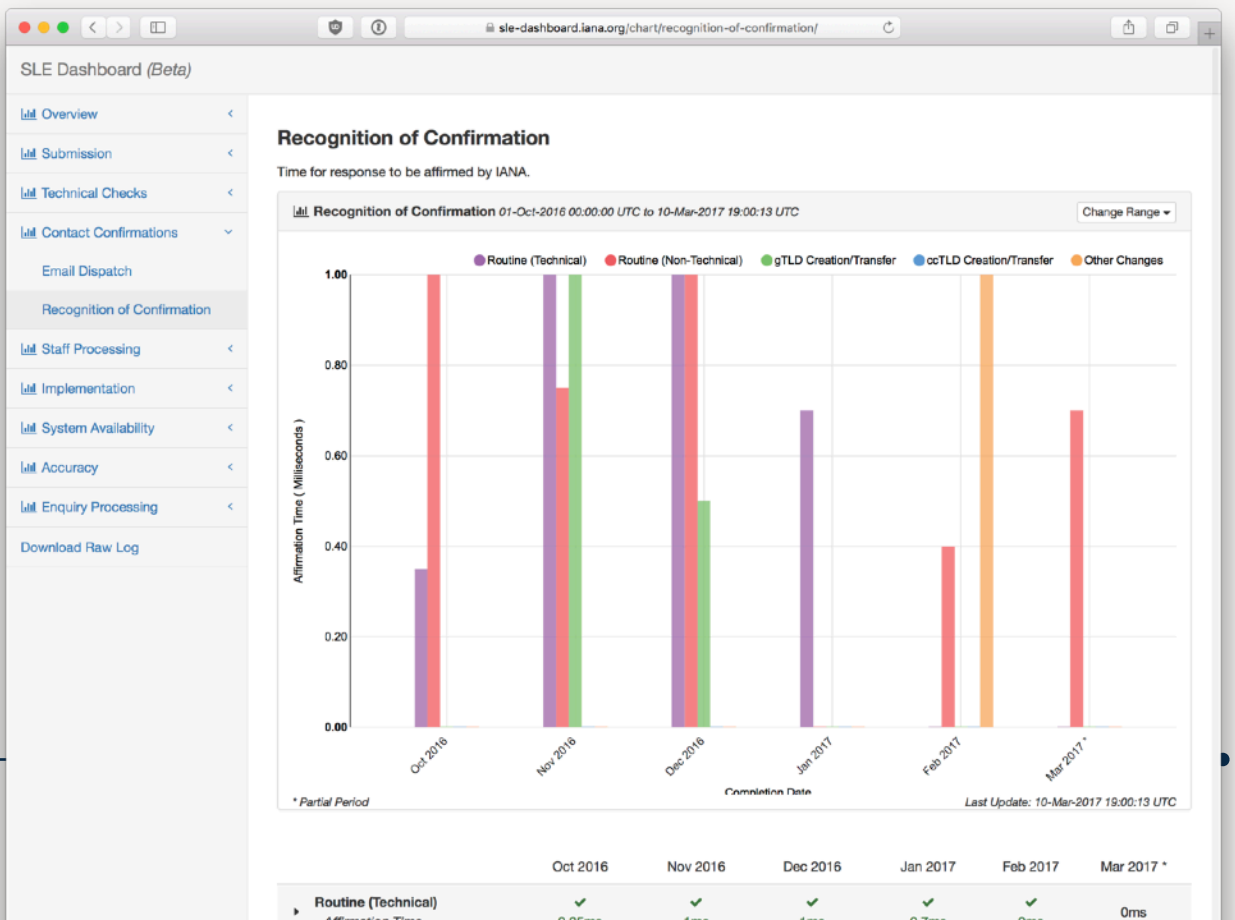
	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018
LGR Table					
▼ - Creation or Modification	No Requests	2	150	942	107
Request Count	0	2	1	2	2
Smallest per Ticket	-	1	150	6	4
Largest per Ticket	-	1	150	936	103

2017 Customer Satisfaction Survey

- Survey sent to ccTLD contacts requesting delegation, transfers and/or routine changes to their domains.
- 20% response rate for ccTLD routine root zone changes segment.
- Only 3 of 13 responses from the ccTLD delegations and transfers segment. In previous years there were no responses.
- 87% of respondents find the RZMS interface easy/very easy to use.
- Accuracy and Timeliness were reported the two most important performance aspects for the two segments.
- Satisfaction with Accuracy was 100% and Timeliness 96%.
- Only 2 respondents reported having a customer service issue, and both were very satisfied/satisfied with the resolution.



<https://iana.org/performance>



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 due late March.



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

<https://iana.org/audits>

GDPR

- We are working on early stages of implementing measures associated with GDPR compliance.
- Our future authorization model should work well with GDPR principles as it empowers TLDs to have greater control over published records.
- Initial assessment is changes are not likely to be substantial as data collection is justified by business need.
- Likely early steps:
 - Develop and public a privacy policy
 - Explicit consent as part of business processes (i.e. via web interface)

Other Updates

- Technical Director position open
<https://goo.gl/GKkoHF>
- KSK Rollover planned for **11 October 2018**. Based on feedback from the technical community, we have tentatively rescheduled the rollover and are seeking comment until 1 April.
<https://www.icann.org/public-comments/ksk-rollover-restart-2018-02-01-en>



Thank you!

kim.davies@iana.org