IANA Update

ccNSO

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PTI | An ICANN Affiliate
What are IANA and PTI?

- The Internet Assigned Numbers Authority (IANA) functions involve maintaining the definitive records for assignment of unique identifiers, typically divided into three areas:
  - Names — management of the DNS root zone (TLD assignment) and other key domains
  - Numbers — managing the global IP address and AS number spaces
  - Protocol parameters — managing unique assignment of codes and parameters used by around 3,000 different Internet technologies
- Public Technical Identifiers (PTI) is a not-for-profit organization that performs the IANA functions
  - Created in 2016
  - Affiliated with ICANN; Fully funded by ICANN
  - Created as one of the measures designed in the IANA stewardship transition process, previously IANA functions performed directly by ICANN

https://iana.org/
http://pti.icann.org
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Customer Satisfaction

• Getting feedback from our customers is key to driving future improvement activity in our services
• Our primary approach to gauging customer satisfaction to date has been annual surveys
• Moving toward a model whereby questions pertaining to satisfaction with service is measured shortly after the relevant transaction
• We will retain the annual survey but reduce it to strategic questions once this approach is fully built and deployed.
2018 Annual Customer Survey

- Annual Customer Survey was published in December.
- 5% response rate overall (half of previous years), with 10% response rate from ccTLD managers performing routine requests, and no responses from requesters of ccTLD transfers/delegations.

Overall IANA Satisfaction

- 96% of respondents reported being satisfied or very satisfied.
- Responses reflect our highest satisfaction since surveys have been conducted.
Specific Responses from our ccTLD customers

**ROUTINE ROOT ZONE MANAGEMENT FOR ccTLDs**

Most Routine Root Zone Management (ccTLD) customers consider accuracy and timeliness most important (77% and 54%, respectively). Customers are highly satisfied with the IANA functions operator in all of the service areas.

<table>
<thead>
<tr>
<th></th>
<th>Importance (1 or 2)</th>
<th>Very Satisfied or Satisfied</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accuracy of the Root Zone Database</td>
<td>77%</td>
<td>100%</td>
<td>77%</td>
<td>23%</td>
</tr>
<tr>
<td>Published performance reports</td>
<td>8%</td>
<td>92%</td>
<td>27%</td>
<td>65%</td>
</tr>
<tr>
<td>Level of staff courtesy</td>
<td>4%</td>
<td>100%</td>
<td>38%</td>
<td>62%</td>
</tr>
<tr>
<td>Timeliness with which your changes are processed</td>
<td>54%</td>
<td>100%</td>
<td>31%</td>
<td>69%</td>
</tr>
<tr>
<td>Information provided to you on the status of your requests</td>
<td>38%</td>
<td>100%</td>
<td>50%</td>
<td>50%</td>
</tr>
</tbody>
</table>
Specific Responses from our ccTLD customers

ROUTINE ROOT ZONE MANAGEMENT FOR ccTLDs

About two-thirds (65%) of Routine Root Zone Management (ccTLD) customers feel the web interface to the RZMS is easy to use, while 35% say it ‘very easy’ to use. One customer believes it is ‘too easy.’
Specific Responses from our ccTLD customers

ROUTEINERoot Zone Management for ccTLDs

Most customers are aware the IANA functions operator has a process for resolving customer service issues; all are either ‘very comfortable’ (42%) or ‘comfortable’ (58%) approaching the operator with a problem. Just one respondent reported an issue to the operator in the last 12 months and was ‘satisfied’ with the resolution.

| Awareness that the IANA functions operator has a process for resolving customer service issues | Not aware 27% | Aware 73% |
| Comfort level approaching the IANA functions operator about a customer service issue | Comfortable 58% | Very comfortable 42% |
| Customer service problem reported pertaining to IANA functions last 12 months | No 96% | Yes 4% |
| Satisfaction level with resolution of customer service issue | Satisfied 100% |
“How did we do?”

- Launched following the ICANN Barcelona meeting in October
- A simple one question survey with a binary response
- To either response, a followup comment can be optionally provided which will be reviewed by our continuous improvement team, and triaged for follow-up if requested.
- Surveys are limited to one in a period (e.g. 60 days)
- You can opt-out permanently
Preliminary findings

- Still fine-tuning the algorithms used to identify tickets to send surveys.
- Overall feedback has been positive.
- Negative feedback has largely related to questions/problems that are outside of IANA's area of responsibility, and thus cannot often solve.
- Looking to tweak approach to better capture feedback for areas of responsibility.
- Ultimately plan to share this data in more real-time fashion (dashboard, monthly reports, etc.)
"How did we do?"

All Segments

**Satisfaction**
- Satisfied 83.0%
- Dissatisfied 17.0%

**Response Rate**
- Responded 33.1%
- No Response 66.9%

Period: 30 days ending 2019-03-09
"How did we do?"

- **Domain Names**
  - Satisfaction: 100%
  - Response Rate: 22%
  - No Response: 78%

- **Protocol Parameters**
  - Satisfaction: 100%
  - Response Rate: 45%
  - No Response: 55%

- **General Questions**
  - Satisfaction: 60%
  - Response Rate: 40%
  - No Response: 90%

- **Number Resources**
  - Satisfaction: 100%
  - Response Rate: 16%
  - No Response: 84%

Period: 30 days ending 2019-03-09
Other Updates

• FY20 budget process for IANA has been concluded
• Successfully completed SOC2 audit for 2018 with new auditors RSM
• KSK Rollover — largely complete with the removal of the old key still requiring further actions. Commencing outreach on how to make future rollovers a normal part of our operations.
• Customer Standing Committee — working on implementing SLA change procedures, and then jointly revising a number of SLAs
• Work continues on a ground-up rewrite of RZMS (see Barcelona presentation)
• Optimized technical check performance in November RZMS update
Thank you!

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