IANA Update

ccNSO

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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 Separate technical checks into separate system with richer reporting

https://rzm.iana.org
Label Generation Rule sets (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.
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
Reporting

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

iana.org/performance/csc-reports

The SLE Dashboard provides real-time reporting of performance metrics defined by the naming community for root zone management performance.

sle-dashboard.iana.org
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
• 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.
Thank you!

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