

IANA Update

ccNSO

Kim Davies

VP, IANA Services; President, PTI

PTI | An ICANN Affiliate

ICANN
ANNUAL GENERAL

63

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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>

Our team



Alan Akahoshi
PRODUCT MGMT



Shaunte Anderson
AUDIT



Amanda Baber
REQUEST SPECIALIST

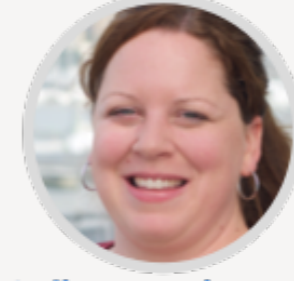


Michelle Cotton
IETF RELATIONS



Kim Davies
PRESIDENT

At ICANN 63



Selina Harrington
REQUEST SPECIALIST



Marilia Hirano
EXCELLENCE & AUDIT

At ICANN 63



Jennifer Johnson
EXECUTIVE ASSISTANT



Ali Mohammadi
SOFTWARE



Andres Pavez
CRYPTO



David Prangnell
TECH SERVICES



Seman Said
SOFTWARE



Naela Sarras
SERVICE DELIVERY

At ICANN 63



Sabrina Tanamal
REQUEST SPECIALIST

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
 - 2018 survey window just closed, results are being compiled now
- 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.

“How did we do?”

- A simple one question survey with a binary response:
 - Good
 - Bad
- 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 will be limited to one in a period (e.g. 60 days)
- You can opt-out permanently

"How did we do?"

How was your recent IANA service experience regarding .fk?



IANA Services <noreply-45900088aa66416ba9fa085fb6874313@iana.org>

Seman Said;

Monday, October 15, 2018 at 3:39 PM

[Show Details](#)

Dear Colleague,

We'd like to hear about how your recent request was handled by the IANA Services team. Please take a single question survey to provide us your valuable feedback.

On 5 October 2018, you submitted a change request for the .fk top-level domain. How do you rate your experience?

I had a good experience

I had problems

Don't want to receive these surveys?

While your feedback as our customer is valuable, we don't want to bother you if you find these intrusive. We don't send more than one of these requests every 60 days. If you wish to permanently stop receiving customer survey [click here](#)

Thank you!

Your quick feedback will help us identify areas for improvement. If you provide comment and ask us to contact you, we'll be in touch soon to learn more about your issue and try to make things right.

Provide any additional comment (optional)

Please contact me to discuss my experience further

Submit

Prototype

Rollout

- Software is mostly developed, undergoing internal testing now
- Will roll out in phases to different customer groups
 - Root Zone Management will be first
- Once stabilized and established, goal is to share compiled findings initially with the PTI Board and CSC, and hopefully later as a dashboard metric.

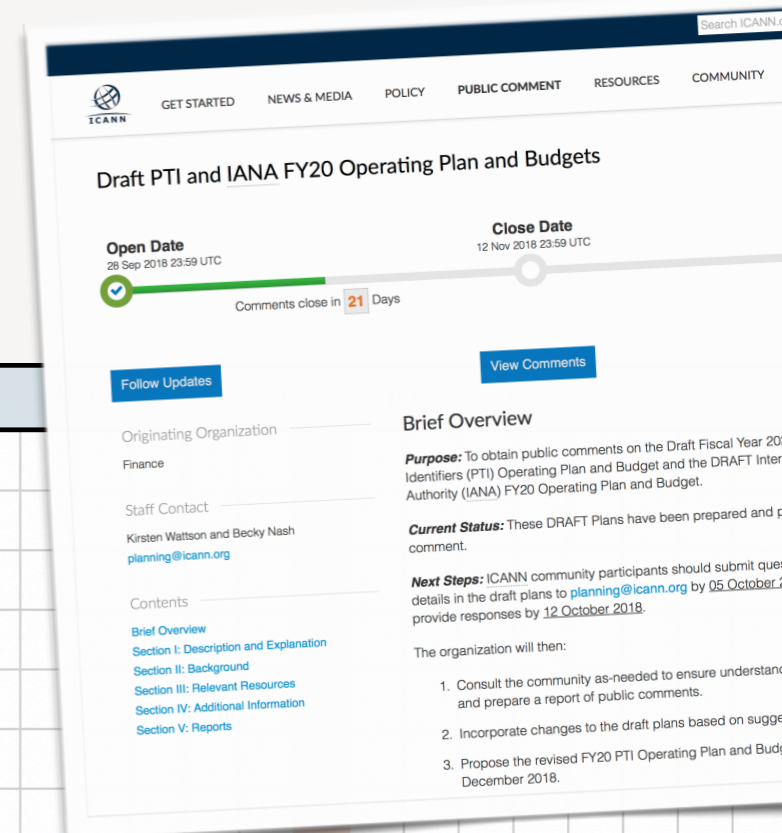
<https://rzm.iana.org>

Other Development Activity

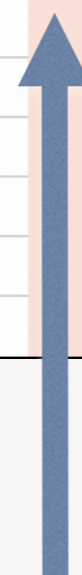
- Rebuilt our name server technical check systems over the past few months
 - Modular design will allow it to be updated separately from RZMS
 - Will provide richer feedback and interactivity in next generation RZMS
 - Addresses key pain points with current implementation
- Improved speed, concurrency and scalability
- Can run stand alone and be integrated with other zone workflows (.int, .arpa etc.)
- Will open source once complete
- Later: re-evaluate technical check test definitions with community

FY20 Budget

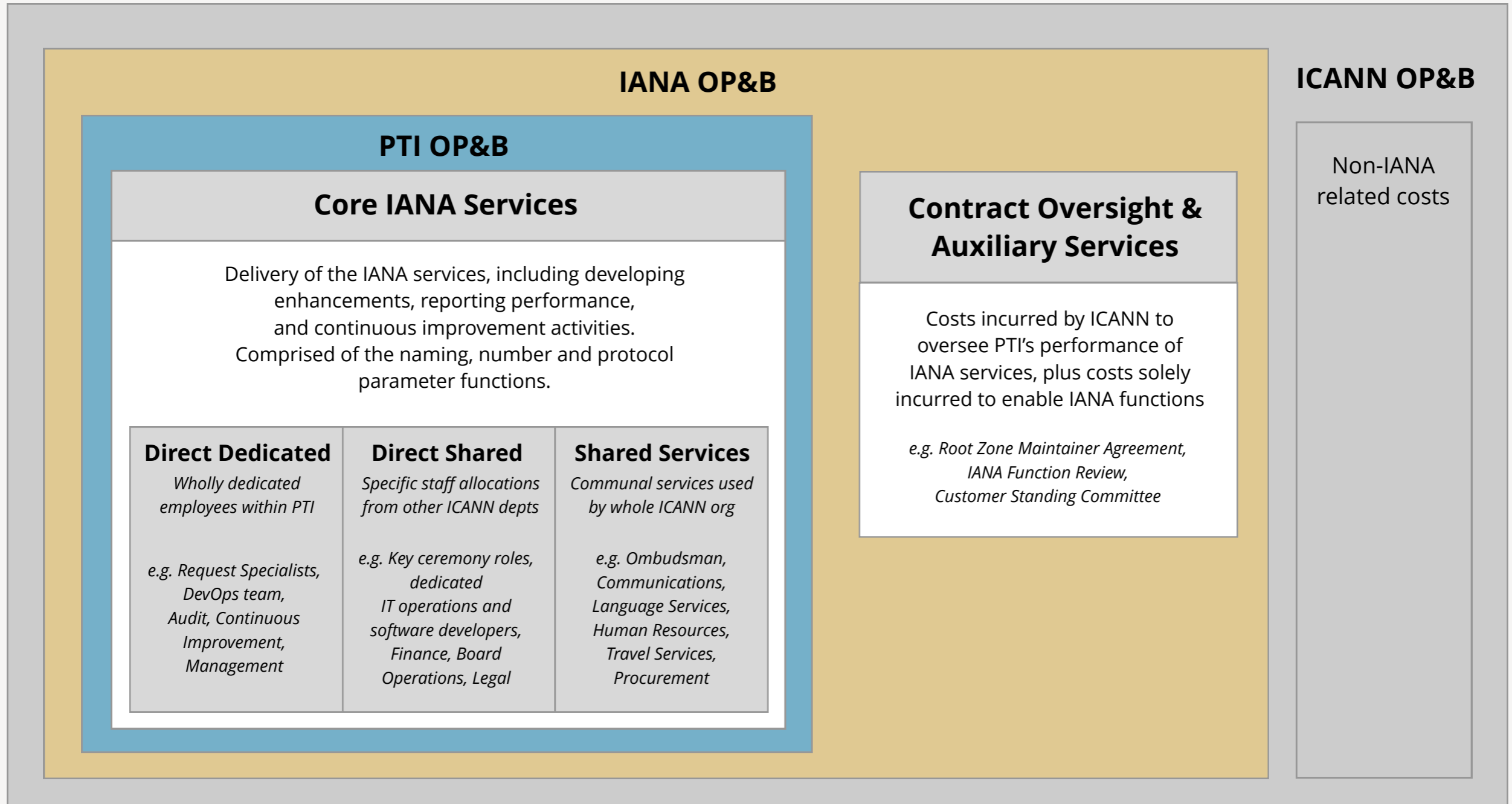
- We are currently developing the FY20 Budget for IANA and PTI
 - Convert 1 July 2019 through 30 June 2020
 - Draft budgets are currently posted for public review



FY20 Budget	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2019	Feb	Mar
Preliminary priority discussions	█									
Internal consultation on shared services	█	█								
Consolidation of internal inputs			█							
Internal management review				█						
PTI Board/ICANN BFC pre-public review					█					
Public comment period					█					
Staff report on public comment						█				
Revise and propose for for PTI Board							█			
PTI Board/ICANN BFC review and adoption								█		
ICANN Board review and adoption									█	
Empowered community review										█
Fiscal Year										█



Relationship between PTI, IANA and ICANN budgets



FY20 Budget

- Proposed budget is flat to previous year.
- No changes in staffing levels from today
- Continued investment in development activities, with focus areas expected to shift (e.g. KSK rollover complete, IDN variant implementation)
- Ongoing evolving root zone management system and other workflow tools
- Comments due **12 November**

<https://icann.org/public-comments>

KSK Rollover

- Multi-year process to replace the trust anchor for the DNS for the first time
- Considered sensitive as how software copes with updating the anchor had been untested in the real world.
- Cut-over was originally planned for 11 October 2017 but was delayed to study late-breaking telemetry data.
- Cut-over was conducted on **11 October 2018**.
- Preliminary data suggests there was minimal impact from the change and it went better than most expected.
- Still remains to revoke the old key, and then safely destroy the old key. Will take lessons learned and plan for future rollovers.



<https://iana.org/dnssec>

Thank you!

kim.davies@iana.org