IANA Update

ccNSO

Kim Davies
VP, IANA Services; President, PTI

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/](https://iana.org/)
[http://pti.icann.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
  • 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?

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

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)

Calculate: Please contact me to discuss my experience further

Submit
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

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Relationship between PTI, IANA and ICANN budgets

PTI OP&B

Core IANA Services
Delivery of the IANA services, including developing enhancements, reporting performance, and continuous improvement activities. Comprised of the naming, number and protocol parameter functions.

Direct Dedicated
- Wholly dedicated employees within PTI
- e.g. Request Specialists, DevOps team, Audit, Continuous Improvement, Management

Direct Shared
- Specific staff allocations from other ICANN depts
- e.g. Key ceremony roles, dedicated IT operations and software developers, Finance, Board Operations, Legal

Shared Services
- Communal services used by whole ICANN org
- e.g. Ombudsman, Communications, Language Services, Human Resources, Travel Services, Procurement

ICANN OP&B

Contract Oversight & Auxiliary Services
Costs incurred by ICANN to oversee PTI's performance of IANA services, plus costs solely incurred to enable IANA functions
- e.g. Root Zone Maintainer Agreement, IANA Function Review, Customer Standing Committee

Non-IANA related costs
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
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!

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