

TLD-OPS Membership Update Procedure

TLD-OPS Standing Committee
ccnso-tldops@icann.org
v1.0, May 10, 2017

Abstract. *This document describes how the TLD-OPS Standing Committee handles TLD-OPS membership updates, such as the addition of a Security and Stability Contact for a particular member ccTLD and a change of their contact information. We also discuss the underlying rationale of how we organized this procedure.*

1 Terminology

Security and Stability Contact (SSC): a person subscribed to the TLD-OPS mailing list, responsible for the operational security and stability of a ccTLD. A ccTLD can have up to six SSCs on the list.

Contact Information: an SSC's emergency contact information, which consists of the SSC's first and last name, email address, mobile phone number, and an optional secondary email address. The TLD-OPS mailing list acts as a contact repository in that subscribers receive a monthly automatically generated email that contains the Contact Information of all member SSCs.

TLD-OPS member: a ccTLD that joined the TLD-OPS community by subscribing up to three SSCs on the TLD-OPS mailing list.

Membership update: all changes to the membership of a ccTLD. This includes a ccTLD joining TLD-OPS (initial subscription of its SSCs), change of contact information of an SSC, removal of an SSC, addition of a new SSC, and the removal of a ccTLD from TLD-OPS (removal of all of the ccTLD's SSCs).

TLD-OPS Standing Committee: group of technical ccTLD representatives providing guidance to the TLD-OPS community, for instance in terms of daily-operation,

About TLD-OPS: TLD-OPS is the global incident response community for and by ccTLDs. The goal of TLD-OPS is to enable ccTLD operators to collaboratively detect and mitigate incidents that may affect the operational security and stability of ccTLD services and of the wider Internet. TLD-OPS is open to all ccTLDs and currently brings together around 330 people who are responsible for the operational security and stability of 188 different ccTLDs. TLD-OPS further extends members' existing incident response structures, processes, and tools and does not replace them. For more information, please visit the TLD-OPS website at <http://ccnso.icann.org/resources/tld-ops-secure-communication.htm>.

policies, and best practices. The Committee members cover all geographic regions (Africa, Asia-Pacific, Europe, Latin America & Caribbean, North America) and include contact persons from the SSAC, IANA, and ICANN's security team.

ccNSO Secretariat: group of people within ICANN Staff that provide administrative support to the ccNSO. They also support the TLD-OPS Standing Committee because TLD-OPS started within the ccNSO.

2 General Procedure

TLD-OPS members must email *all* update requests to the ccNSO Secretariat at ccnsosecretariat@icann.org and *must* copy their IANA Admin Contact. Any of a ccTLD's currently subscribed SSCs can request a membership update, but the requesting SSC must send the request from the address with which that SSC subscribed to the TLD-OPS list.

The ccNSO Secretariat will check the request, archive it, and execute it. The ccNSO Secretariat may forward the update request to the TLD-OPS Standing Committee for consultation. The ccNSO Secretariat will confirm the execution of the update request by email, copying the ccTLD's IANA Admin Contact and optionally the TLD-OPS Standing Committee.

The underlying rationale for going through the ccNSO Secretariat for all update requests is that the TLD-OPS list uses a TLD-OPS-specific naming convention for SSC contact information (see Section 3) and the TLD-OPS Standing Committee would like to preserve and where necessary enhance the quality of this information. TLD-OPS members must therefore *not* use the TLD-OPS mailing list server (mailman) to update their contact information.

We require a copy to a ccTLD's IANA Admin Contact to loosely authenticate update requests, similar to the procedure we have been using since late 2014 for new ccTLDs joining TLD-OPS.

The ccNSO Secretariat archives update requests to handle any future update requests from a member as quickly and accurately as possible.

Table 1 provides an overview of the TLD-OPS update requests that ccTLDs and SSCs can send to the ccNSO Secretariat and the key elements of these requests.

Table 1. Update requests and key elements.

Update	Key elements
Join TLD-OPS	<ul style="list-style-type: none">• Up to six SSCs and their contact info• Personal contact information: name, mobile phone, email• No group email addresses or phone numbers• Secondary email address has extension different from ccTLD's

	<ul style="list-style-type: none"> • CC ccTLD's IANA Admin Contact • DO NOT use the list's Member Options Login Page
Add, modify, remove SSCs	<ul style="list-style-type: none"> • Requesting SSC must use address used on TLD-OPS list • See Join TLD-OPS
Leave TLD-OPS	<ul style="list-style-type: none"> • Indicate why you chose to leave TLD-OPS • CC ccTLD's IANA Admin Contact • DO NOT use the list's Member Options Login Page

3 Contact Information

The contact information of an SSC on the TLD-OPS mailing list is of the form:

<SSC first name, SSC last name, SSC-id, ccTLD, SSC's mobile phone number, SSC's primary email address, SSC's optional secondary email address>

An SSC's contact information must be the individual's *personal information*. The underlying rationale is that this personal trust model will contribute to further increasing trust within the ccTLD community, for instance because people start recognizing each other's names. Group email addresses and phone numbers are therefore not allowed on the list.

An SSC's primary email address must be the address with which the SSC subscribed to the TLD-OPS mailing list. We recommend that the secondary email address end with an extension that differs from the ccTLD's. This is for extreme emergency situations in which the entire ccTLD becomes unreachable.

The TLD-OPS script includes the secondary email address as part of an SSC's name. This means that SSCs are on the list with their primary email address only and not with their secondary address. The reason for this setup is that it limits the number of subscribed email addresses and that it reduces the administrative overhead of keeping them current. The downside is that SSCs can only use their secondary email addresses to contact each other directly and cannot use them to send/receive messages to/from the list.

Each member ccTLD may subscribe up to *six* SSCs to the list. We recommend having at least two SSCs on the list at all times.

4 Bounce Processing

The TLD-OPS Standing Committee occasionally detects bounces of SSCs' email addresses when the TLD-OPS mailing list server sends out the monthly email with the contact information of all member ccTLDs. A bounce may for instance be the result of a receiving SSC's mailbox being full or the SSC not being found anymore.

If we detect a bounce for an SSC's email address, then the ccNSO Secretariat will actively contact the SSC by email and by phone to inform the SSC that their email address is bouncing. The Secretariat will ask the SSC to fix the problem before the TLD-OPS server sends out the contact repository email of the next month (month 1).

The ccNSO Secretariat repeats this step if the SSC's email address continues to bounce the next month (month 2) and the TLD-OPS Standing Committee will unsubscribe the SSC from TLD-OPS if the email address bounces three times in a row (after 3 months).

After each bounce, the ccNSO Secretariat will also notify the ccTLD's IANA Admin Contact, the member's other SSCs, and the TLD-OPS Standing Committee of the reachability problem, usually by copying them in the email to reach out to the SSC whose email address bounces. The ccNSO Secretariat also verifies that the ccTLD is still with the same ccTLD manager.

We configured the TLD-OPS mailing list server such that SSCs will not be automatically removed from the list if their email address bounces (by setting `bounce_you_are_disabled_warnings` to a large value).

Revisions

Version	Date	Authors	Description
V0.1	2017-01-06	Cristian Hesselman	Initial version
V0.2	2017-03-11	Cristian Hesselman	Update based on input from Jacques, Erwin, and Kim D.
V0.3	2017-04-05	Cristian Hesselman	Update based on ICANN58 meeting
V1.0	2017-05-10	Cristian Hesselman	Set SSCs per member to six (was three), updated language on secondary email address, temporarily removed section on annual automated request to member to review their contact information.