IANA Update

ccNSO

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VP, IANA Services; President, PTI

PTI | An ICANN Affiliate

Topics

- Commencing the FY21 Budget Process
- Changes to SLAs
- RDAP
- RZMS Development
- KSK Rollover
- Customer Satisfaction

FY21 Budget

At least nine months prior to the commencement of each fiscal year, the Corporation shall submit to the PTI Board and the Board of Directors of ICANN a proposed annual operating plan and budget for the Corporation's next fiscal year ("Annual Budget").

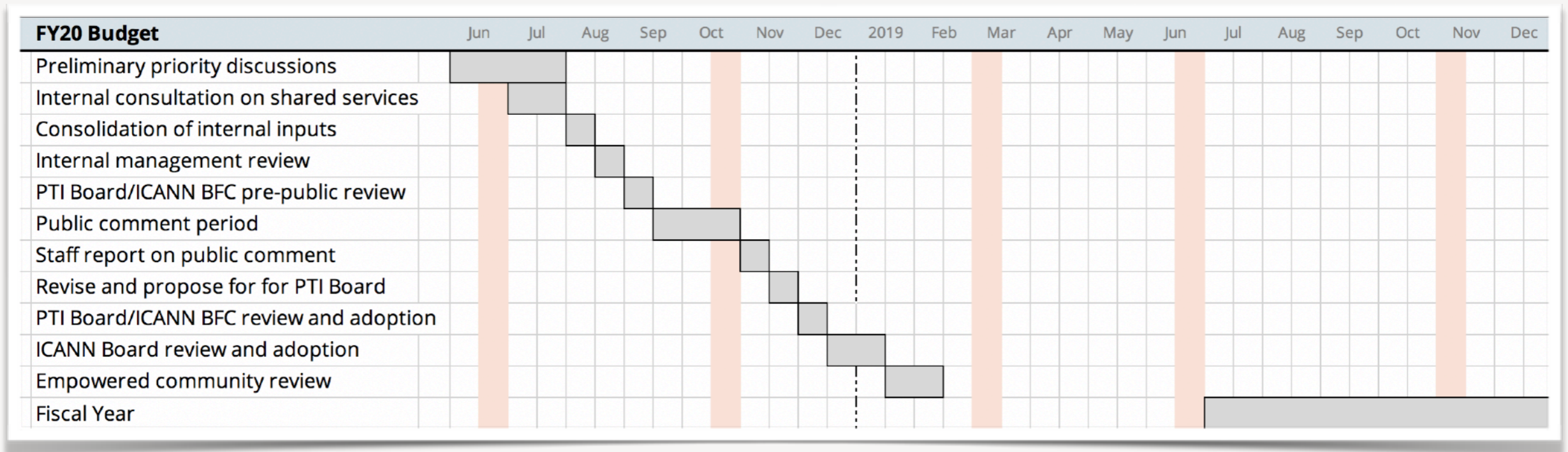- Fiscal Year 2021 Budget covers 1 July 2020 — 30 June 2021.

During the Annual Budget development process, and prior to approval of the Annual Budget by the PTI Board, the Corporation shall consult with the Supporting Organizations and Advisory Committees, as well as the Registries Stakeholder Group, IAB and RIRs (all as defined in the ICANN Bylaws).

- We need your feedback on priorities that need to be reflected in our draft budget

Budget Consultation Approach

- Start by seeking input on areas of focus for FY21 at:
    - Meetings such as this; and
    - We plan to hold a webinar in July
- Feedback is welcome on areas of focus
- This will be input to a draft budget for community public comment.
    - This is not your only opportunity to comment, but will help frame the priorities we put in the proposed budget.
- Feel free to email me (kim.davies@iana.org) with any feedback, or to speak to me at this meeting.

Budget Preparation Timeline

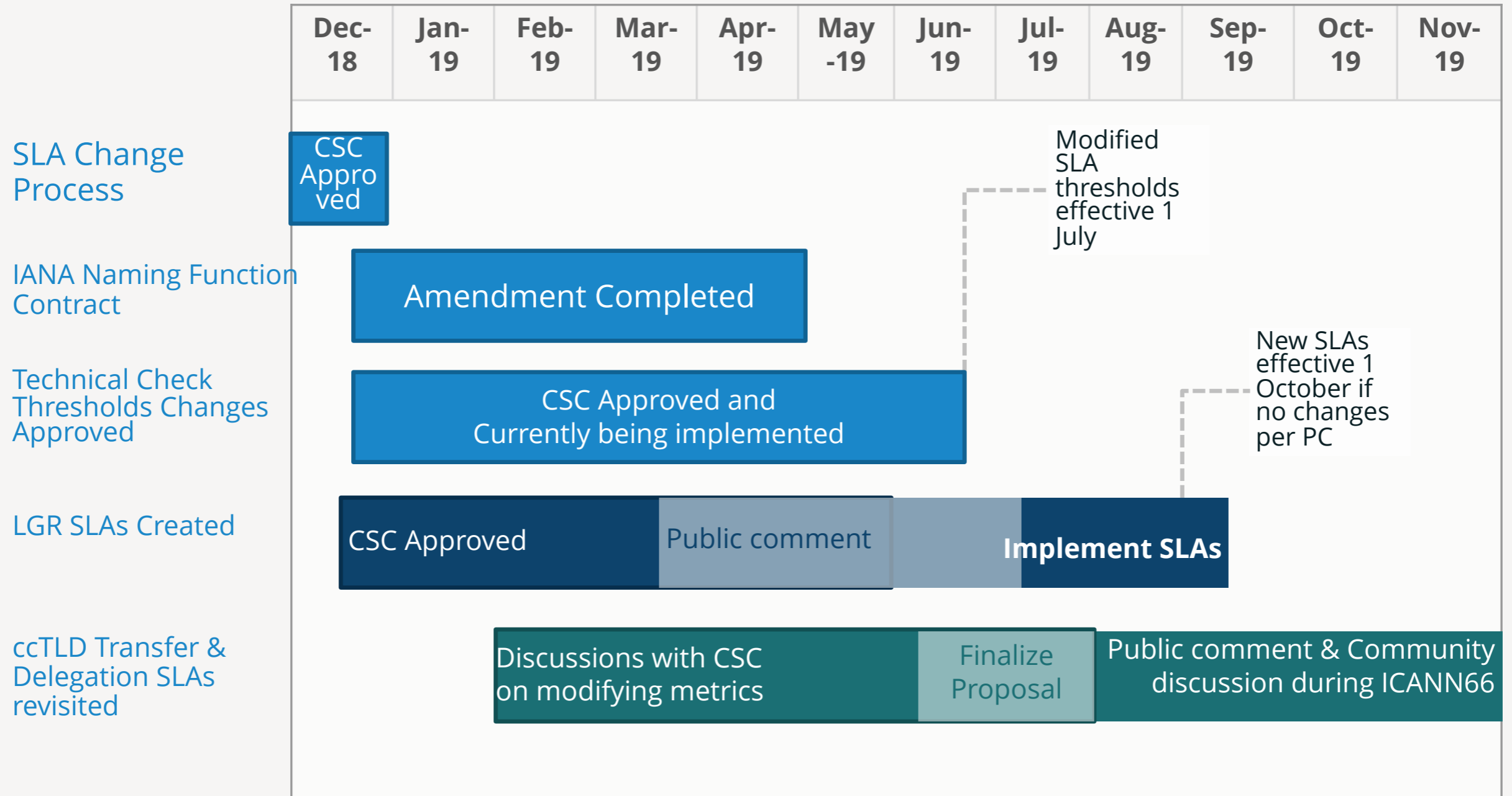| FY20 Budget	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2019	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Preliminary priority discussions																			
Internal consultation on shared services																			
Consolidation of internal inputs																			
Internal management review																			
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																			

FY21 Budget Assumptions

- Customers are happy with service and no fundamental changes are required beyond ongoing refinement and renewal of service delivery.

- New areas of activity foreseen that involve adapting/expanding existing processes and systems:

  - TLD variants

  - Future round of gTLDs (expected costs to be funded by that program)

- Stable headcount and funding

Potential work with fiscal impact

- **Root Zone Management System** development and maintenance
- **Protocol parameter management system** development
- **IANA website** significant refresh
- **Variant TLDs** implementation
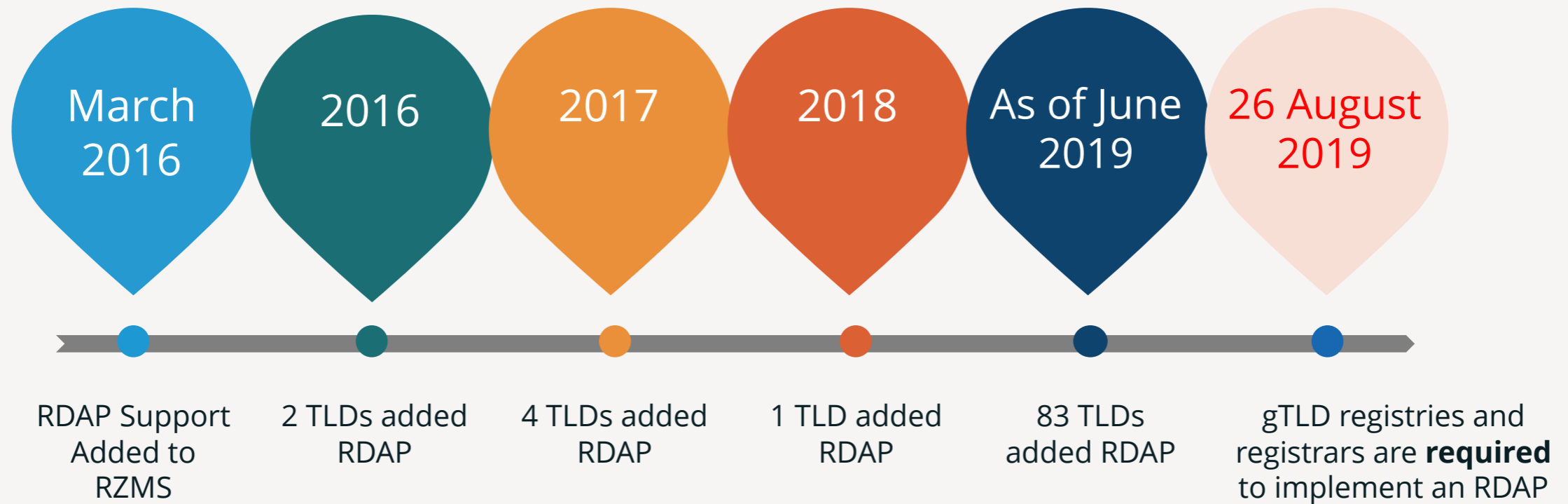- **KSK rollover** increased cadence

Changes to SLAs

	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19

SLA Change Process

CSC Approved

Modified SLA thresholds effective 1 July

IANA Naming Function Contract

Amendment Completed

Technical Check Thresholds Changes Approved

CSC Approved and Currently being implemented

New SLAs effective 1 October if no changes per PC

LGR SLAs Created

CSC Approved | Public comment | **Implement SLAs**

ccTLD Transfer & Delegation SLAs revisited

Discussions with CSC on modifying metrics | Finalize Proposal | Public comment & Community discussion during ICANN66

Changes to SLAs

- **Technical Check Thresholds**
    - Adjusting thresholds for how long the automated system takes to checks technical conformance.
    - Correcting for misrepresentative averages that informed the original dataset used for the IANA transition SLAs.
- **Label Generation Rulesets**
    - Adding SLAs where none existed
    - Was not an IANA function until the transition, so creating SLAs was overlooked in the transition.

Changes to SLAs: ccTLD delegation/transfer

- Current SLAs requires <60 days for total staff processing time

- Processing time high variable (weeks to months)

- Requests are rare, so a single monthly metric for the entire process is insufficient

- CSC and IANA are in discussion about new metrics that better measure performance of this process. IANA staff have proposed the following:

  - Time for staff to evaluate and respond to each submission of supporting documentation.

  - Time to author the delegation or transfer report for review by the ICANN Board of Directors after all materials provided by the requester have been deemed sufficient.

  - Counting the number of interactions with the customer as an indication of the quality of the request (to be provided as information only).

- Simultaneously, PTI is also working to update the documentation process for these transactions so that metric data can be collected while also rewriting documentation and forms to make it clearer and easier for customers when submitting a delegation or transfer request

RDAP

| March 2016	2016	2017	2018	As of June 2019	26 August 2019
RDAP Support Added to RZMS	2 TLDs added RDAP	4 TLDs added RDAP	1 TLD added RDAP	83 TLDs added RDAP	gTLD registries and registrars are **required** to implement an RDAP

- RDAP RZMS support added in March 2016.

- Initial adoption slow.

- Should be a significant uptick between now and August.

- Large RSPs should coordinate bulk updates with IANA staff to make the process more delightful.

Root Zone Management System (RZMS)

| 2018 v2.3.4 | 2019 v2.3.5 | 2020 |
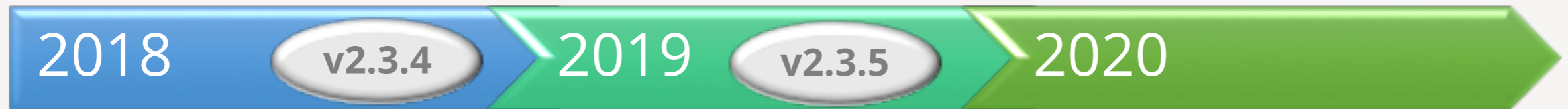
- Current version (2018 release)
  - GDPR Updates
  - Upgrade to require TLS 1.2 and other security patches
  - Improve root zone technical check performance
  - https://www.iana.org/help/rzms-changelog
- Next patch (in coming months)
  - Enhanced RDAP validation logic
  - Security patches

Root Zone Management System (RZMS)

| 2018 | v2.3.4 | 2019 | v2.3.5 | 2020 | v3.0 |
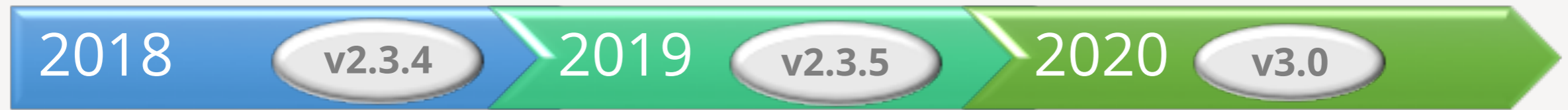
- Major new release scheduled for 2020
  - Three year investment in creating a platform to serve us into the future: complete, ground up rewrite with modular architecture and modern software concepts
  - Work completed so far involves the base architecture and platform, communication with the root zone maintainer, modular technical check system, change request workflow.
  - Active work is now on new user account system and authorization model

KSK Rollover

- KSK rollover is the change of the key used to sign the root zone (trust anchor)
- First change to this was conducted on 11 October 2018 as part of a multi-year phased process.
  - Was considered a clear success
  - A distillation of observations: https://www.icann.org/en/system/files/files/review-2018-dnssec-ksk-rollover-04mar19-en.pdf
- IANA is now building a plan for future rollovers
  - Intent is to normalize them — not to be a discrete project but part of routine operations
  - Currently accepting input on the KSK rollover list: https://mm.icann.org/listinfo/ksk-rollover
  - A proposal will be put for public comment in 2019H2.

Customer Satisfaction

- IANA customers now receive a short, one question survey after completion of most requests.

- Our team follows up on all comments received.

	Satisfied	Dissatisfied	Responded	No Response
All Segments	90% 108	10% 12	37.2% 120	62.8% 203
Domain Names	94.4% 34	5.6% 2	33.6% 36	66.4% 71
Protocol Parameters	89.2% 33	10.8% 4	63.8% 37	36.2% 21
General Questions	87.0% 40	13.0% 6	29.5% 46	70.5% 110
Number Resources	100% 1	0% 0	50% 1	50% 1

Results since ICANN Kobe

Customer Satisfaction

- Annual survey is now being reformulated to only ask strategic questions, focused on engagement
- Historically the survey pool was focused on those who had done requests.
- Question is, who should receive annual surveys on a strategic level?
- For naming community:
    - CSC? (Small group, high awareness)
    - TLD managers? (Large group, lower awareness)
    - Both? (and compare results)
    - Self selection (broad, risk of selection error, most engaging)
- Similar consideration for other groups

Thank you!

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