

IANA & DNS Update ARIN 32, Chandler, AZ 10 October 2013

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Update Topics

Portfolio Management System

IANA Functions Contract Deliverables

Root Zone KSK Rollover

EFQM External Assessment

ICANN's Portfolio Management System

- Assists in managing and prioritizing ICANN's work activities
- IANA & DNS Ops have activities in each of the 4 Objectives
- Management tool to see progress on Strategic Objectives

Objectives

Objectives are the highest level of the ICANN work plan, and the responsibility of the ICANN President. The status information for each Objective reflects the status of the component portfolios and projects within that Objective.

Affirmation of Purpose

Articulating and Demonstrating
ICANN's Mission and Commitment



[See Details](#)

Internationalization

Engaging and Moving Closer to
ICANN's Stakeholders Worldwide



[See Details](#)

Multi-Stakeholder Model Evolution

Facilitating Ongoing Improvement
of ICANN's Model



[See Details](#)

Operations Excellence

Executing ICANN's Work
efficiently and effectively



[See Details](#)

ICANN's Portfolio Management System

Provides visibility to ICANN's workload and progress of activities

Monthly snapshots of progress online for the community at <https://myicann.org/plan>

See the mapping of strategic objectives to projects

Introduced at the start of 2013

IANA Functions Contract Update on Deliverables

Clause	Description	Due Date	Status
C.2.8	Consultation on Performance Standards	2013-10-01	Completed Consultation
C.2.9.2.e	Root Zone Automation	2013-07-01	Deployed in production
C.2.9.2.g	Customer Service Complaint Resolution Process	2013-10-01	Completed Consultation
C.3.2	Secure Notification Process Consultation	2013-10-01	Completed Consultation

IANA Functions Contract Update on Deliverables

Clause	Description	Due Date	Status
C.5.2	Monthly root zone management audit reports	1 st report due 2013-10-01	1 st report delivered on time
C.5.3	External Audit Report of IANA Functions	First report due 2014-02-15	Auditors began in October 2013
C.4.4	Performance Standards Reports	1 st report due 2013-10-01, then monthly	1 st report delivered on time

Monthly performance standards reports overview

Summary

C.2.9.1 — Assignment of Technical Protocol Parameters	
C.2.9.2.a,b — Root Zone and WHOIS Change Requests	
Timeliness	Target met
Accuracy	Target met
C.2.9.2.c — ccTLD Delegation and Redelegation	
Timeliness	Target met
Accuracy	Target met
C.2.9.2.d — gTLD Delegation and Redelegation	
Timeliness (end-to-end)	Target met
Timeliness (new TLD processing)	Target met
Accuracy	Target met
C.2.9.3 — Allocation of Internet Numbering Resources	
Accuracy (1)	Target met
Accuracy (2)	Target met
Timeliness and Process Quality (1)	Target met
Timeliness and Process Quality (2)	Target met
Transparency (1)	Target met
Transparency (2)	Target met

prototype

Monthly performance standards reports INR allocation

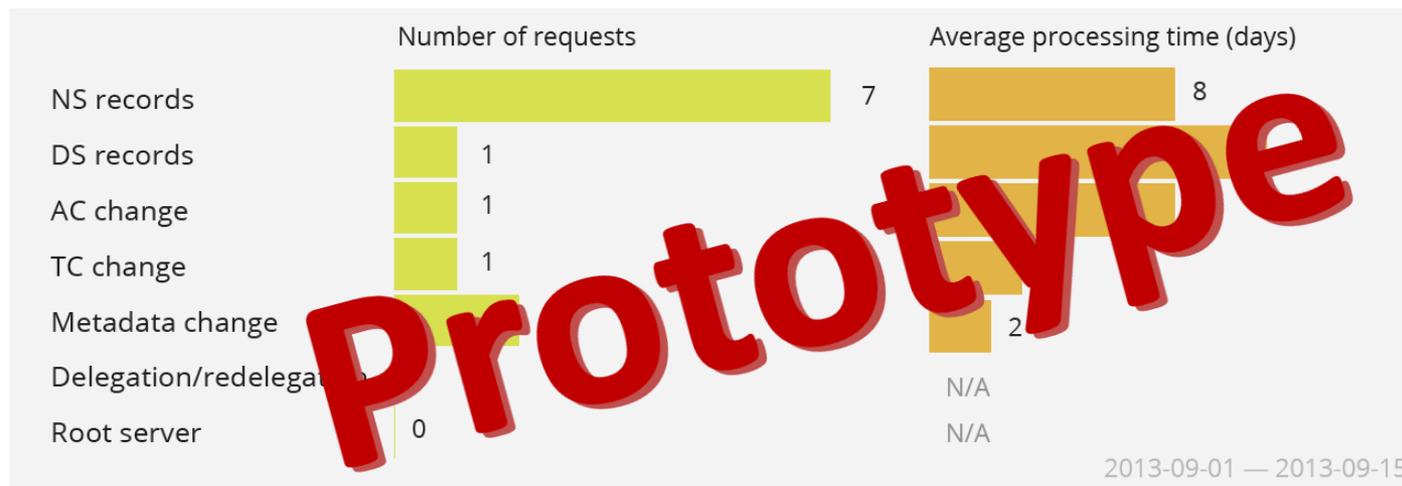
Data							Targets met						
Requester	Resource type	Request received	Clarifications	Registry updated	Requester notified	Announcement made	Accuracy (1)	Accuracy (2)	Process Quality (1)	Process Quality (2)	Timeliness and Process (1)	Timeliness and Process (2)	Transparency (1)
RIPE NCC	ASN	2013-09-06	0	2013-09-09 17:03:00	2013-09-10 10:00:00	2013-09-10 13:00:00	✓	✓	✓	✓	✓	✓	✓
APNIC	ASN	2013-09-10	0	2013-09-11 16:39:00	2013-09-11 16:39:00	2013-09-11 17:03:00	✓	✓	✓	✓	✓	✓	✓

Prototype

Monthly performance standards reports

Root management

Recent requests by type



This graph represents the number of requests received by type-of-change requested. Requests that involve changes to multiple categories will be counted in all categories.

IANA Functions Contract Update on Deliverables

Clause	Description	Due Date	Status
C.4.2	Monthly Performance Progress Reports	Due 15 th of each month during contract	Delivered Monthly
C.7.2	Contingency and Continuity Plan Consultation	2013-10-01	Consultation with root zone partners underway
C.3.4	Security Plan	1 st report 2013-12-15 then each year	In Progress
C.4.5	Customer Service Survey	1 st report 2013-12-15 then each year	In Progress

Root Zone KSK Rollover

Original plan after deploying DNSSEC for the root zone was to begin planning how to roll the key

Deliverable in the IANA Functions contract

ICANN will be exploring this in the coming year in consultation with the community

EFQM External Assessment of the Department

The department embarked on a Business Excellence project 4 years ago

EFQM was chosen as the framework for working towards excellence

External EFQM assessors recognized us as “Committed to Excellence” in their August assessment of the department



Thank You &
Questions?

