# IANA Numbering Services Update
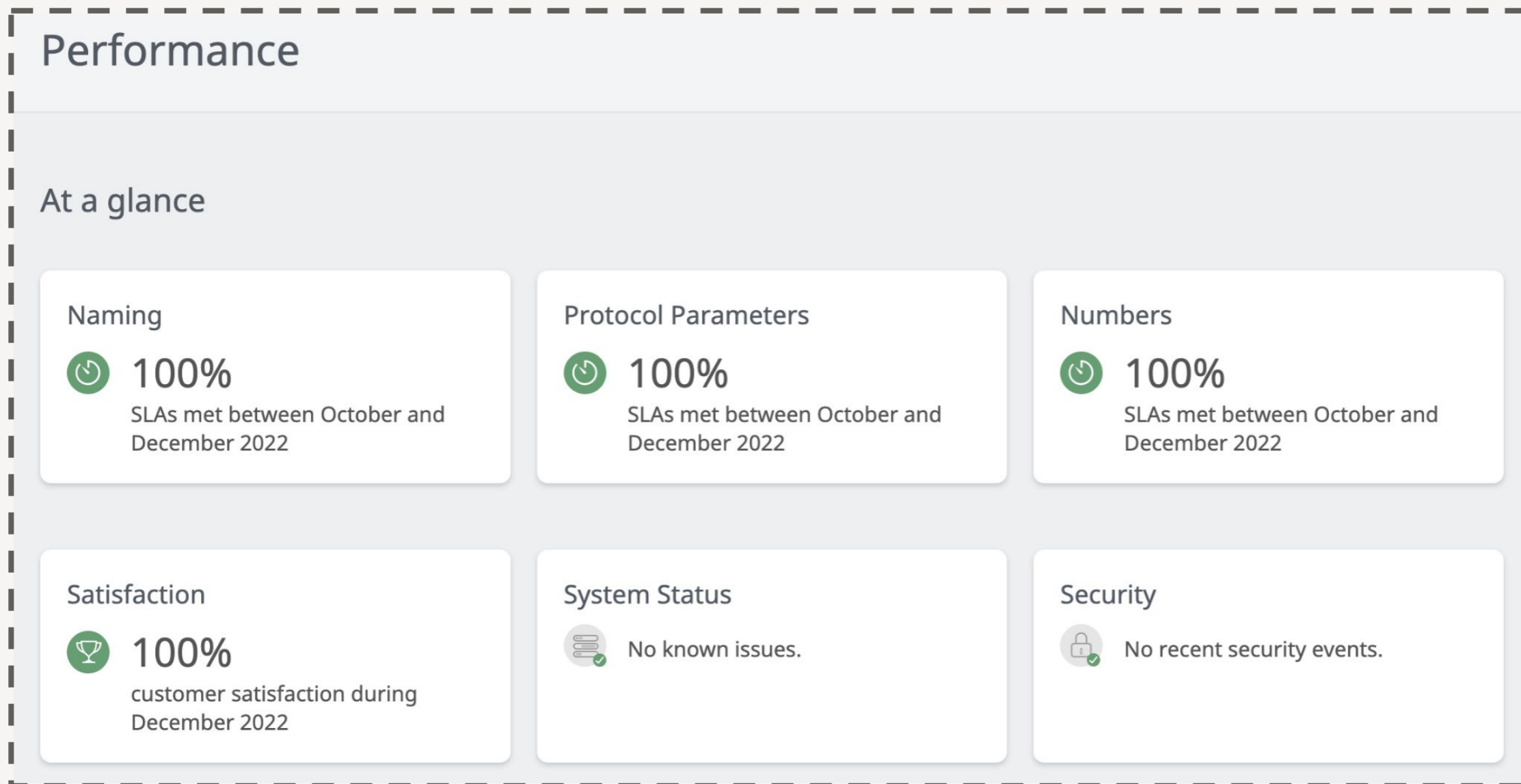
David Dong
IANA Services

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**PTI** | An ICANN Affiliate

# SLA Performance

IANA consistently meets its Service Level Agreements (SLA) in all areas: Numbers, Naming & Protocol Parameters

## Performance

### At a glance

**Naming**

⊘ **100%**

SLAs met between October and December 2022

**Protocol Parameters**

⊘ **100%**

SLAs met between October and December 2022

**Numbers**

⊘ **100%**

SLAs met between October and December 2022

**Satisfaction**

🏆 **100%**

customer satisfaction during December 2022

**System Status**

No known issues.

**Security**

No recent security events.

https://iana.org/performance

# Customer Satisfaction for 2022

## Engagement Surveys

Sent annually to key stakeholders to respond to strategic questions on community engagement.

**Highest rated statement: 4.8/5**
*"IANA acknowledges when they have made an error as it relates to its customers and stakeholder groups."*

**Lowest rated statement: 3.7/5**
*"I know how to escalate my concerns within the IANA team."*

## Satisfaction Surveys

Sent to requestors of services following completion of request.

**Overall satisfaction rate*: 91%**
(34.4% response rate)

# Information Security Audits

- IANA has had 12 consecutive years of exception-free audits

- These information security audits, conducted by a third-party auditing firm, evaluate IANA's service organization controls (SOCs) against the "Trust Services Principles and Criteria"

- Both the SOC2 and SOC3 audits demonstrate that IANA remains committed to ensuring the security and stability of the Internet's unique identifier systems

- The audits also strengthen key operations within IANA through ever-evolving controls and maturing department practices

- For more information about our audit program and to view previous reports, please see **https://www.iana.org/about/audits**

# Key Signing Ceremonies

Four public key ceremonies conducted during 2022, protecting the trust anchor for the domain name system (the Root Zone KSK).

Updates
- Resumed standard operating procedures (post pandemic)
- Replacing Trusted Community Representatives (TCRs)
- Completing maintenance deferred during pandemic

Upcoming
- Updates to Ceremony Operating Environment to deploy new signing software
- Community study into changing cryptographic algorithm in the DNS root zone
- Generation of a new key for the next trust anchor rollover

# Trusted Community Representatives (TCRs)

- TCRs colloquially known as Internet "keyholders"

- Volunteers oversee how ICANN and IANA keep the cryptographic keys to the Internet safe

- TCRs are expected to be trusted by the community, and convey confidence in our operations through their oversight

- They are expected to report back to their communities on how the ceremony was performed, as well as provide suggestions on improving operations

- We select TCRs to be a mix of relevant backgrounds and experiences; Asia Pacific is currently under-represented

- Volunteers can submit a statement of interest at https://www.iana.org/tcr

- More info on selection criteria: https://www.iana.org/help/tcr-criteria

# Ongoing and Upcoming Work

- IANA RDAP Server

- Reporting on new RIR Service Level Agreements

- Planning phase of the algorithm rollover study and the next key rollover

- June: Engagement begins on FY25 Operating Plan & Budget

# Thank you!

Questions and feedback
welcome to
iana@iana.org