ICANN
Internet Assigned Numbers Authority
Monthly Report
May 9, 2011

*For the Reporting Period of
April 1, 2011 –April 30, 2011*

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# Executive Summary

This monthly report provides statistical information of IANA operations as they relate to the IETF. Also included are the deliverables for this reporting period in accordance with the SLA between ICANN and the IAOC with the effective date 1 January 2011.

# Statistics

As outlined in the IETF–IANA SLA, IANA is tasked with collecting and reporting on IETF-related statistics.

Below you will find the list of statistics as requested by the SLA, a description of what queue's statistics are being provided to fulfill that deliverable and an analysis of the data for each queue. The actual charts representing the data can be found at http://www.iana.org/reporting-and-stats/index.html.

This month's statistics were generated through running scripts against a ticketing system log database. The charts were generated using java program using Jfreechart library.

The following types of charts have been defined for each queue for the reporting year 2010:
- Month to month comparison histogram of requests created/closed/open
- Month to month comparison histogram of age groups of closed tickets
- This month's absolute age of closed requests
- Month to month comparison histogram of age groups of open tickets
- This month's absolute age and current state of open requests
- Month to month comparison of mean, median and standard deviation for processing times of closed tickets
- Histogram for cumulative IETF requests for created/closed/resolved at the end of the reporting period and the year to date.

### IESG approved documents (a)

*Requests in the "drafts-approval" queue begin at the time IANA receives a notification of an approval or intent to publish a document and end when the RFC-Editor has acknowledged receipt of the notification of completed actions by IANA*

| QUEUE: DRAFTS-APPROVAL | |
|---|---|
| Total closed tickets | 27 |
| Tickets with no IANA Actions | 12 |
| IANA processing goals met (14 days or less) | 26/27 (96%) |
| Highest total processing days | 31 |
| Highest total IANA days | 15 |
| Total open tickets | 1 |

| Highest total processing days to date | 32 |
|---|---|
| Highest total IANA days to date | 21 |

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

| | TICKET DETAIL | | |
|---|---|---|---|
| Status | Total Days | IANA Days | Description |
| CLOSED | 29 | 15 | Registrations required XML research. |
| OPEN | 32 | 21 | Registrations delayed by XML issue. |

## Reference Updates (b)

*The requests in the "drafts-update-refs" queue begins at the time the RFC-Editor notifies IANA of the RFC number assigned to a document that had actions performed by IANA and ends with IANA updating all references to the document in IANA registries.*

| QUEUE: DRAFTS-UPDATE-REFS | |
|---|---|
| Total closed tickets | 21 |
| IANA processing goals met (7 days or less) | 21/21 (100%) |
| Highest total processing days | 1 |
| Highest total IANA days | 1 |
| Total open tickets | 0 |
| Highest total processing days to date | n/a |
| Highest total IANA days to date | n/a |

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

| | TICKET DETAIL | | |
|---|---|---|---|
| Status | Total Days | IANA Days | Description |
| n/a | n/a | n/a | n/a |

## Last Calls (c)

*Requests begin at the time IANA receives a notification of Last Call from the IESG and ends with IANA submitting official comments to the IESG. Each request in the statistics represents a separate/individual Last Call, even if the Last Call is being repeated.*

| QUEUE: DRAFTS-LASTCALL | |
|---|---|
| Total closed tickets | 37 |
| IANA processing goals met (see breakdown) | 34/37 (92%) |
| Total open tickets | 3 |

| Last Call Time Frame | Total Requests | Completed within time goals |
|---|---|---|
| 2 weeks | 23 | 21 |
| 3 weeks | 1 | 0 |
| 18 days | 1 | 1 |
| 4 weeks | 12 | 12 |

## Evaluations (d)

*Requests begin at the time IANA receives a notification of Evaluation from the IESG and ends with IANA submitting official comments to the IESG.  Each request in the statistics represents a separate/individual Evaluation, even if the Evaluation is being repeated.*

| QUEUE: DRAFTS-EVALUATION | |
|---|---|
| Total closed tickets | 35 |
| IANA processing goals met (7 days or less) | 35/35 (100%) |
| Total open tickets | 0 |

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

| | TICKET DETAIL | | |
|---|---|---|---|
| Status | Total Days | IANA Days | Description |
| n/a | n/a | n/a | n/a |

## Media (MIME) type requests (e, f)

*IANA receives requests for registration of new Media types.  Also received, but rarely, are modification and deletion requests for Media types.  All of these are processed in the "iana-mime" queue.  These requests begin with the receipt of an application for (or modification/deletion of a Media type and end with the request being resolved with a successful registration, removal or modification.  In some cases the requests are closed due to withdrawal of the request by the requester or via administrative closure, typically due to lack of response from the requester.  We understand that MIME Media types are currently referred to as just "Media Types."  The queue "iana-mime," however, was named prior to this change.*

| QUEUE: IANA-MIME | |
|---|---|
| Total closed tickets | 2 |
| IANA processing goals met (14 days or less) | 2/2 (100%) |
| Highest total processing days | 15 |
| Highest total IANA days | 6 |

| | |
|---|---|
| Average Expert days | 6 |
| Total open tickets | 7 |
| Highest total processing days to date | 41 |
| Highest total IANA days to date | 7 |

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

| TICKET DETAIL | | | |
|---|---|---|---|
| Status | Total Days | IANA Days | Description |
| n/a | n/a | n/a | n/a |

## New Port number requests (g)

*IANA receives requests for assignment of new user port numbers. These requests are processed in the "iana-ports" queue. Port requests begin with the receipt of an application for a user port number and end with the request being resolved with a successful registration, withdrawn by the requester, or administratively closed.*

| QUEUE: IANA-PORTS | |
|---|---|
| Total closed tickets | 5 |
| IANA processing goals met (14 days or less) | 5/5 (100%) |
| Highest total processing days | 63 |
| Highest total IANA days | 5 |
| Average total days | 27 |
| Average Expert days | 18 |
| Total open tickets | 24 |
| Highest total processing days to date | 149 |
| Highest total IANA days to date | 11 |

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

| TICKET DETAIL | | | |
|---|---|---|---|
| Status | Total Days | IANA Days | Description |
| CLOSED | 63 | 5 | Multiple communications between expert and requester; delays on the requester's part. |
| OPEN | 149 | 1 | Multiple communications between expert and requester. |
| OPEN | 111 | 2 | Multiple communications between expert and requester. |
| OPEN | 111 | 1 | Multiple communications between expert and requester. |

| OPEN | 103 | 1 | Multiple communications between expert and requester. |
|------|-----|---|--------------------------------------------------------|
| OPEN | 97 | 1 | Multiple communications between expert and requester. |
| OPEN | 96 | 11 | Procedural questions concerning an I-D. |
| OPEN | 87 | 1 | Multiple communications between expert and requester. |

## Modification to and/or deletions of Port number requests (h)

*IANA receives requests for modification of existing port numbers.  Also received, but are rare, are deletion requests.  Both of these are processed in the "port-modifications" queue.  These requests begin with the receipt of a modification (or deletion) request and end with the request being resolved with a successful modification (or removal) or closed due to withdrawal or administrative closure.*

| QUEUE: PORT-MODIFICATION | |
|--------------------------|---|
| Total closed tickets | 5 |
| IANA processing goals met (7 days or less) | 5/5 (100%) |
| Highest total processing days | 34 |
| Highest total IANA days | 6 |
| Total open tickets | 3 |
| Highest total processing days to date | 23 |
| Highest total IANA days to date | 2 |

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

| | TICKET DETAIL | | |
|--------|------------|-----------|-------------|
| Status | Total Days | IANA Days | Description |
| n/a | n/a | n/a | n/a |

## New Private Enterprise Number (PEN) requests (i)

*All PEN (Private Enterprise Numbers) type requests are processed in an automated program that does not go through IANA's ticketing system.  The tool includes new, modification and deletion requests.  The tool does not yet produce statistics similar to what is available for the other protocol parameter queues.*

| QUEUE: PEN | |
|------------|-----|
| Total PENs assigned | 169 |

## Modification to and/or deletions of PEN requests (j)

| QUEUE: PEN-MODIFICATION | |
|---|---|
| Total PENs modified | 20 |
| Total PENs deleted | 0 |

## New IANA TRIP ITAD Numbers (k)

*IANA receives requests for assignment of new TRIP ITAD numbers. These requests are processed in the "iana-trip" queue. Requests begin with the receipt of an application for a TRIP ITAD number and end with the request being resolved with a successful registration, withdrawn by the requester, or administratively closed.*

| QUEUE: IANA-TRIP | |
|---|---|
| Total closed tickets | 9 |
| IANA processing goals met (7 days or less) | 9/9 (100%) |
| Highest total processing days | 42 |
| Highest total IANA days | 7 |
| Total open tickets | 3 |
| Highest total processing days to date | 5 |
| Highest total IANA days to date | 2 |

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

| | TICKET DETAIL | | |
|---|---|---|---|
| Status | Total Days | IANA Days | Description |
| n/a | n/a | n/a | n/a |

## Requests relating to other IETF-created registries for which the request rate is more than five per month (l)

*For those registries where there are more than 5 requests per month, IANA creates a separate queue for tracking those tickets.*

| QUEUE: MULTICAST | |
|---|---|
| Total closed tickets | 4 |
| IANA processing goals met (14 days or less) | 3/4 (75%) |
| Highest total processing days | 49 |
| Highest total IANA days | 16 |

| | |
|---|---|
| Average Expert days | 10 |
| Total open tickets | 1 |
| Highest total processing days to date | 61 |
| Highest total IANA days to date | 1 |

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

| | TICKET DETAIL | | |
|---|---|---|---|
| Status | Total Days | IANA Days | Description |
| CLOSED | 35 | 16 | Registration delayed by XML issue. |

*Note: The IANA-PROT-PARAM queue is for all the miscellaneous requests that are not processed in a separate queue due to the lack of volume for any one type of request. These requests can be first-come first-served, expert review, IESG approval or another review method. In the SLA, processing goals are determined on the type of request. However, for this queue there is no separation of request type.*

| QUEUE: IANA-PROT-PARAM | |
|---|---|
| Total closed tickets | 14 |
| IANA processing goals met (see breakdown below | 14/14 (100%) |
| Highest total processing days | 123 |
| Highest total IANA days | 7 |
| FCFS Completed within goal time (7 IANA days or less) | 5/5 |
| Expert Review/Specification Required within goal time (14 IANA days or less) | 7/7 |
| Early Allocation completed within goal time (14 IANA days or less) | n/a |
| IESG Approval completed within goal time (14 IANA days or less) | n/a |
| Admin closed | 2 |
| Total open tickets | 12 |
| Highest total processing days to date | 557 |
| Highest total IANA days to date | 300 |

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

| | TICKET DETAIL | | |
|---|---|---|---|
| Status | Total Days | IANA Days | Description |

| CLOSED | 123 | 2 | This was a request for a new DNS RR Type, which involved mailing list review. |
|--------|-----|---|-------------------------------------|
| CLOSED | 71 | 4 | This request required the assignment of a new expert by the IESG. |
| OPEN | 587 | 300 | This request has high total days as it is adding a large amount of registrations to a registry that is currently being converted to XML. These large amounts of registrations will be added programmatically as the registry is converted. Progress has been made in XML-izing the registry, and the experts are currently reviewing the work IANA has completed for accuracy. |
| OPEN | 226 | 1 | The requester has sent a revised template for the character set reviewing team. |
| OPEN | 167 | 1 | This request is for a new DNS RR Type, which involves a review on a mailing list. The expert has indicated that this review will be completed soon. |
| OPEN | 156 | 4 | The expert has reported that a WG session will be needed to determine whether the request is appropriate. |
| OPEN | 149 | 1 | Waiting for charset reviewers. |
| OPEN | 149 | 1 | Waiting for charset reviewers. |
| OPEN | 72 | 1 | Waiting for expert. Requester sent materials to expert by postal mail. |

# Deliverables

In accordance with the SLA, the IANA is reporting on the following deliverables due within four (4) months of implementation of the agreement for the reporting year 2011:

1) Provide publicly accessible, clear and accurate periodic statistics (continual)
2) Track and publicly report on a monthly basis (monthly report - continual)
3) Single points of failure documentation to IETF-IANA Working Group (continual)

### *Provide publicly accessible, clear and accurate periodic statistics*

See "Statistics" section of this report and also http://www.iana.org/reporting-and-stats/index.html.

### *Track and publicly report on a monthly basis (monthly report)*

The SLA describes 3 items IANA will provide monthly reports for.  These items are outlined below along with a description of actions taken for each.

a.  Resource allocation statistics as described in SLA item 2 of the Reports section

In item 2 in the Reports section of the SLA, there is a detailed list of statistics to be produced for the monthly report.  The agreed upon partial statistics are found in the "Statistics" section of this report.

b.  The utilization of all identified finite resources defined within IANA registries

The IANA is undertaking a project to review all registries to identify those that are finite and additionally those that are in danger of being exhausted.  As of the end of this reporting period, no registries have been identified as being in danger of exhaustion. IANA will continue to report findings as needed.

c.  Efforts that have addressed single points of failure/expertise (see item 3 in Services section of the SLA)

## Conclusions

In April 2011, IANA cumulatively met 96% of the goal processing times.  IANA met the goal processing times for nine of the ten queues that had requests.

| Tickets closed | Tickets closed on time |
|---|---|
| 159 | 154 |

The terms for the IANA-IETF SLA for 2011 have been approved and the agreement has been signed.