IANA Status Update

Barbara Roseman

Operations Manager, IANA

ICANN

barbara.roseman@icann.org

Identified Issues
(from Vancouver ICANN Meeting, Dec '05)

1. Lack of consistent management focus and prioritization
2. Understaffing
3. IT infrastructure lacking
4. First no ticketing system, then multiple ticket systems
5. Multiple databases
6. Ridiculously complicated processes that have evolved
7. Large backlog
8. Lack of automation
9. Difficulty communicating with our customers
10. Little consistently collected data
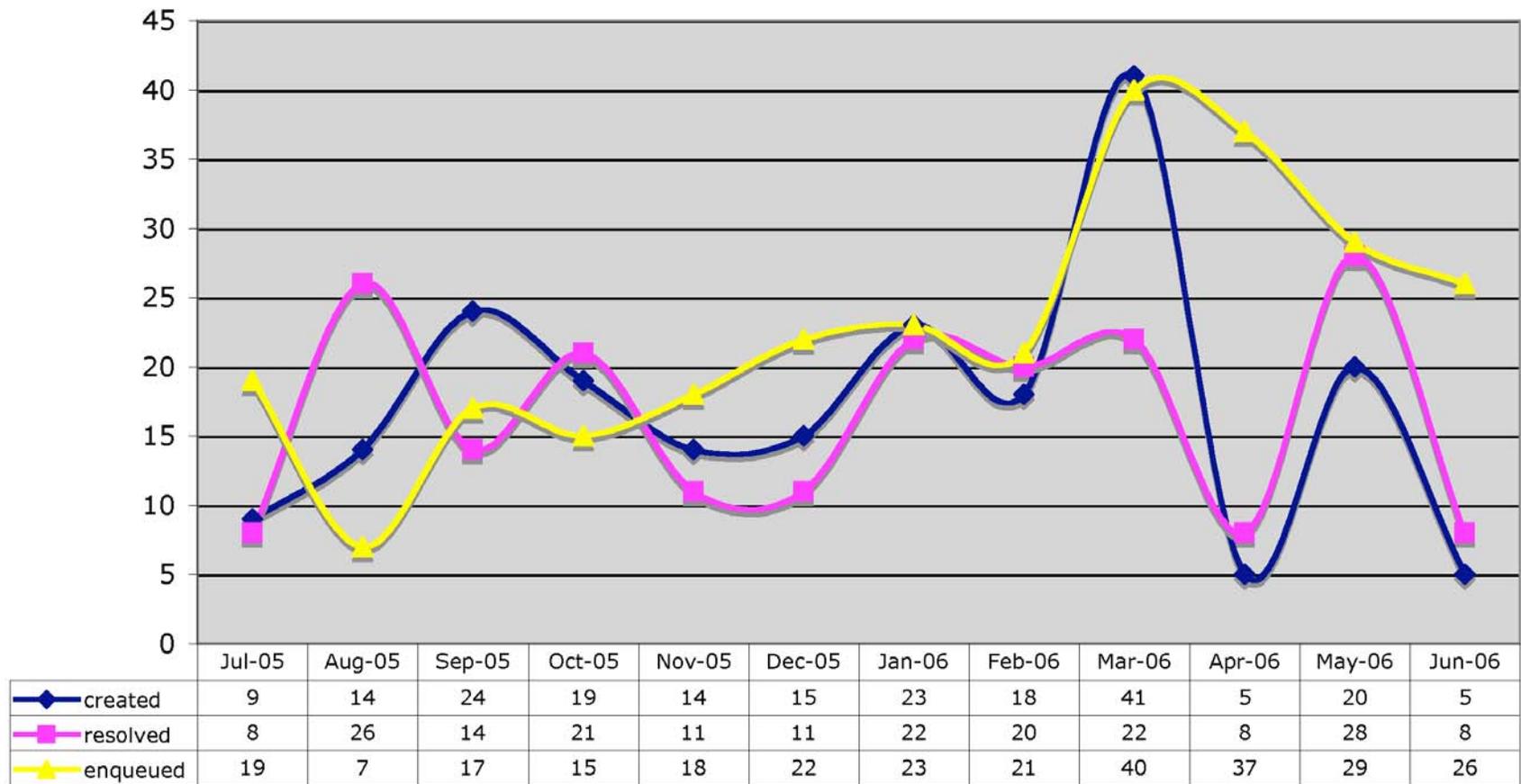11. No formally tracked quality metrics

Improvements

- **Increased staffing (still open positions)**
- **Identifying and correcting single points of failure**
  - Arranging coverage for staff members out on vacation or leave, including using expert consultants where appropriate
  - Cross training staff to cover several positions and tasks
- **Regularizing request processing for consistency**
  - Leading to more consistent responsiveness to requesters
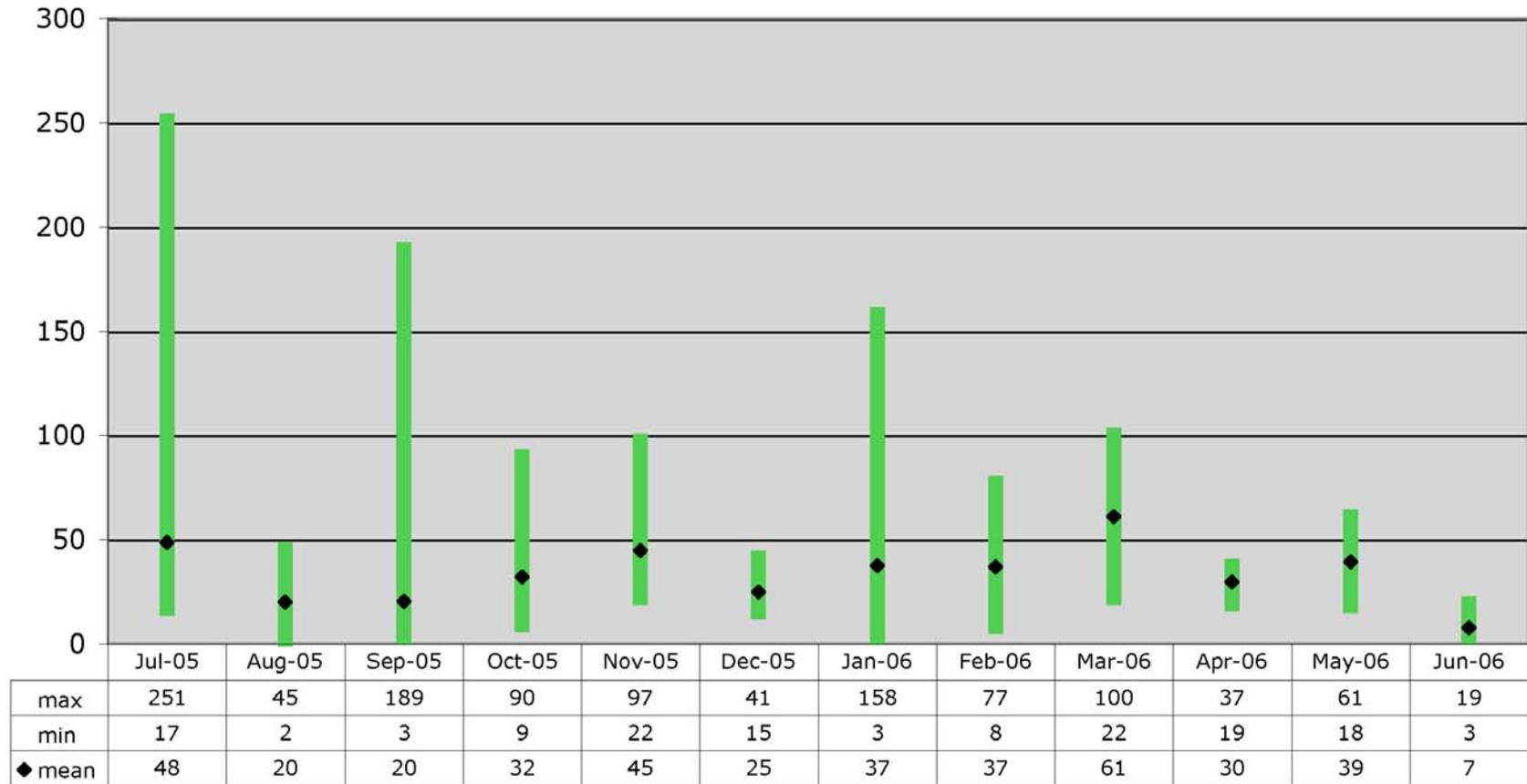 - Leading to improved statistics collection

Current Issues

- Proposed SLA with the IAB (http://koi.uoregon.edu/~iaoc/)
- Draft new website (http://test.icann.org/index.shtml)
  - Still in draft format, many incomplete links
- Ongoing issues with statistics collection
  - Multiple legacy data sources, little consistency
  - Easy preparation/loss of accuracy
  - High accuracy/difficult preparation
- Still some infrastructural issues
  - Being addressed

Internet Drafts (count per month)

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
created	9	14	24	19	14	15	23	18	41	5	20	5
resolved	8	26	14	21	11	11	22	20	22	8	28	8
enqueued	19	7	17	15	18	22	23	21	40	37	29	26

Internet Drafts (duration)

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
max	251	45	189	90	97	41	158	77	100	37	61	19
min	17	2	3	9	22	15	3	8	22	19	18	3
◆ mean	48	20	20	32	45	25	37	37	61	30	39	7

Port Request Processing Time
(Jun/05 – Jul/06)
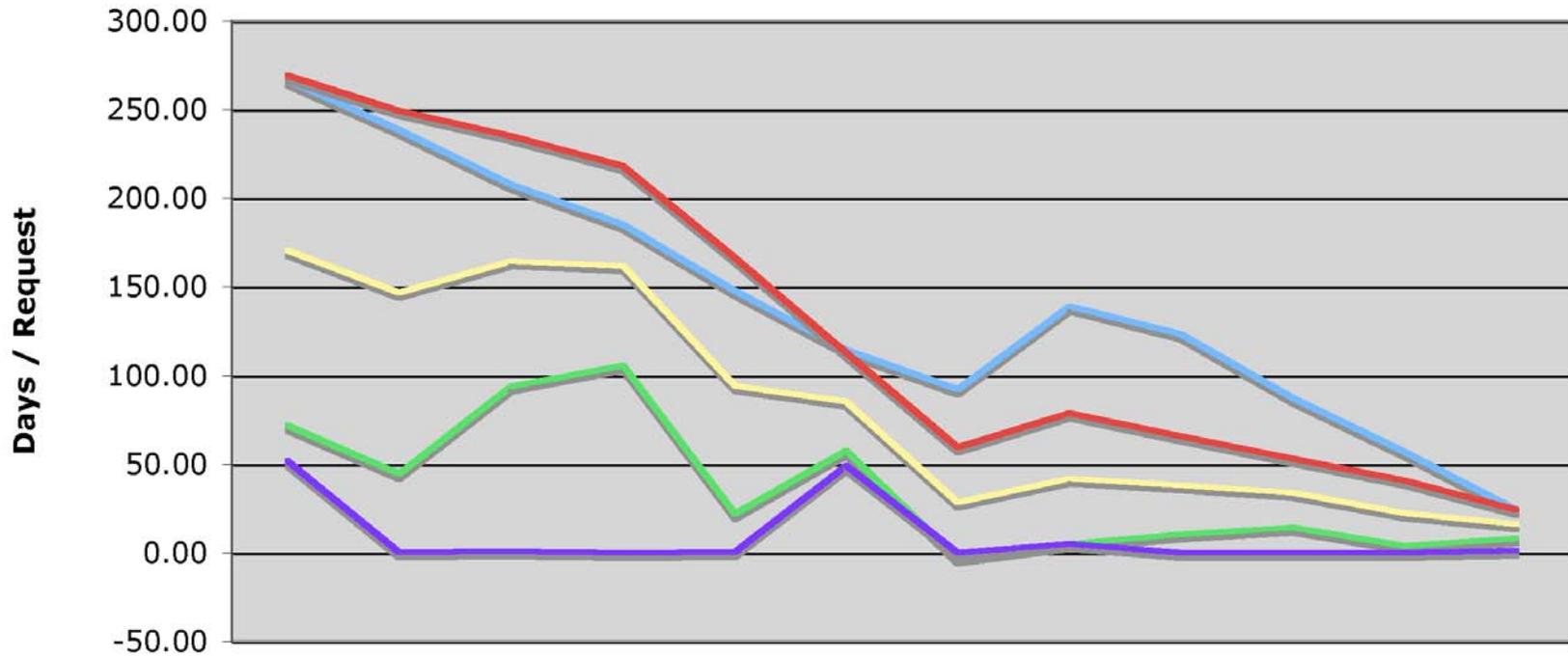
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Max	266.51	238.56	207.87	185.14	147.76	114.50	92.29	139.04	123.15	87.32	56.94	24.13
Avg+Std	269.31	249.10	235.19	217.99	166.58	112.93	59.60	78.55	65.62	52.97	40.77	24.28
Average	170.55	146.78	164.38	161.79	94.24	85.30	28.32	41.77	37.95	33.62	22.18	16.17
Avg-Std	71.80	44.46	93.58	105.59	21.91	57.67	-2.97	4.99	10.28	14.26	3.60	8.07
Min	51.98	0.45	0.56	0.00	0.28	48.95	0.00	4.83	0.00	0.02	0.02	0.97

Port Requests
(Jul/05 - Jun/06)
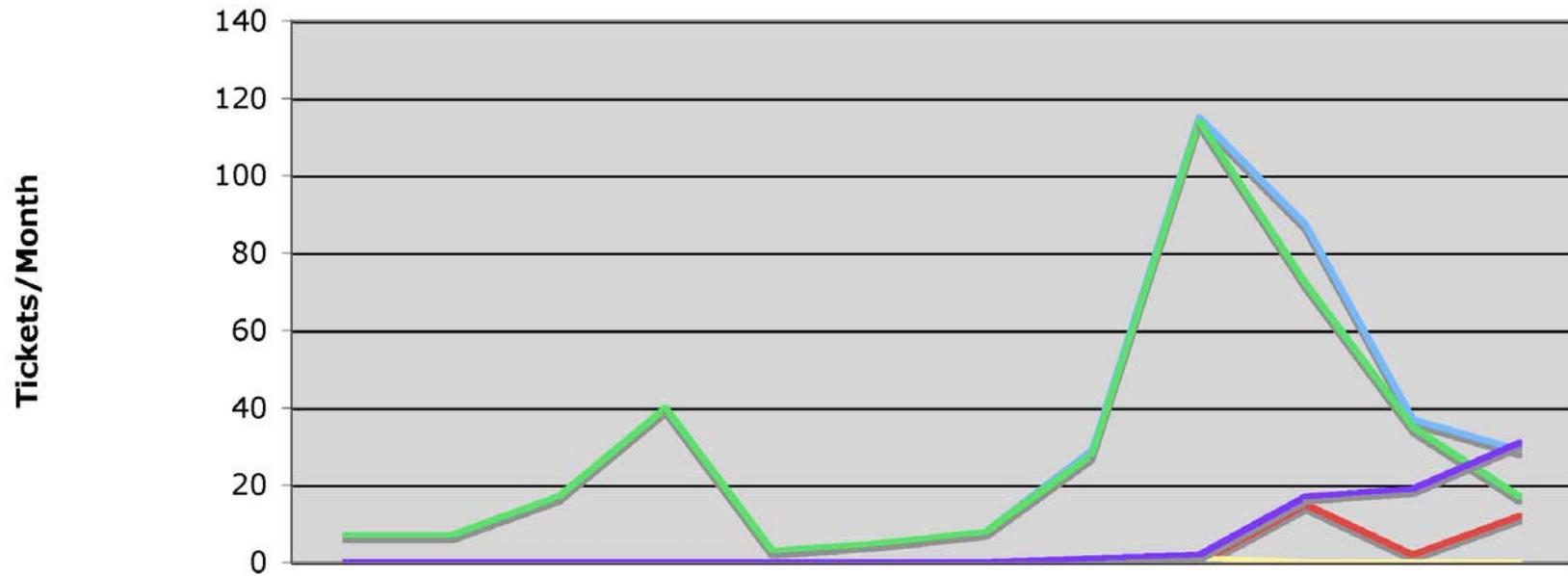
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Created	7	7	17	40	3	5	8	29	115	87	37	29
Processing	0	0	0	0	0	0	0	1	0	15	2	12
Stalled	0	0	0	0	0	0	0	0	1	0	0	0
Closed	7	7	17	40	3	5	8	28	114	72	35	17
In Process	0	0	0	0	0	0	0	1	2	17	19	31

Protocol Parameter Requests
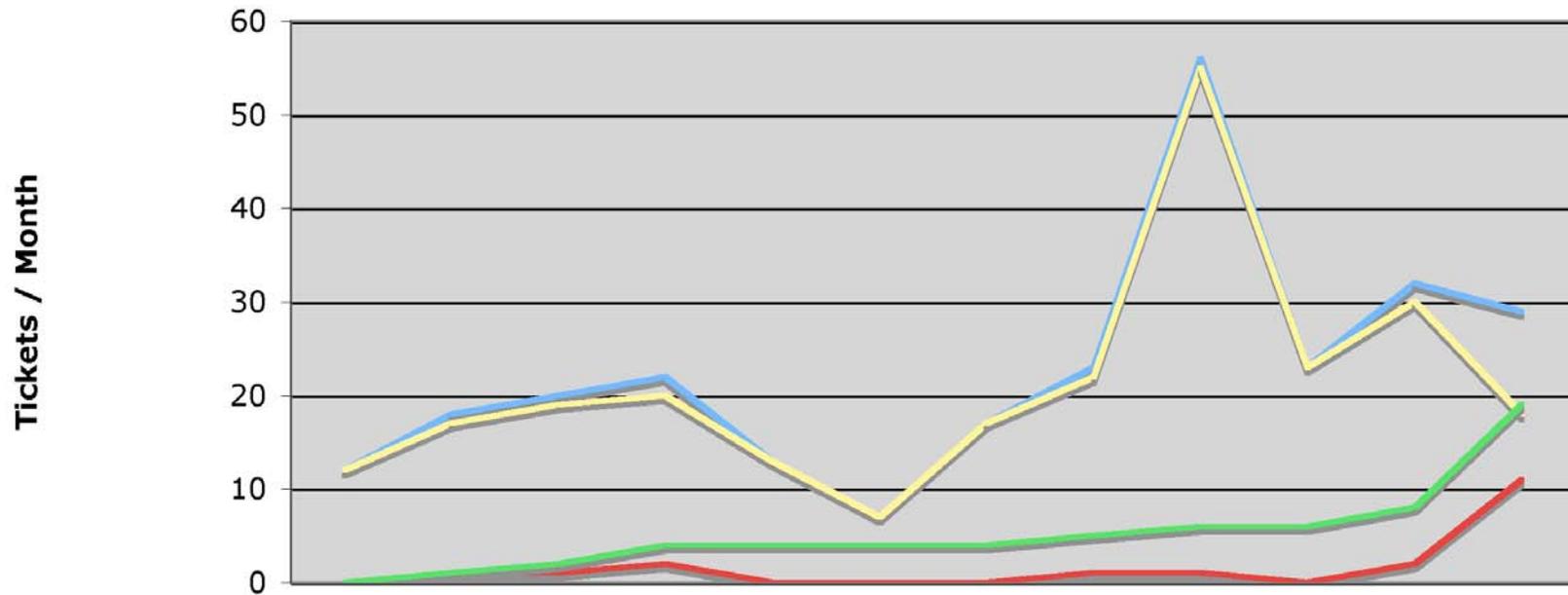
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Created	12	18	20	22	13	7	17	23	56	23	32	29
Open	0	1	1	2	0	0	0	1	1	0	2	11
Resolved	12	17	19	20	13	7	17	22	55	23	30	18
In Process	0	1	2	4	4	4	4	5	6	6	8	19

Protocol Parameter Processing Time
(Jun/05-Jul/06)
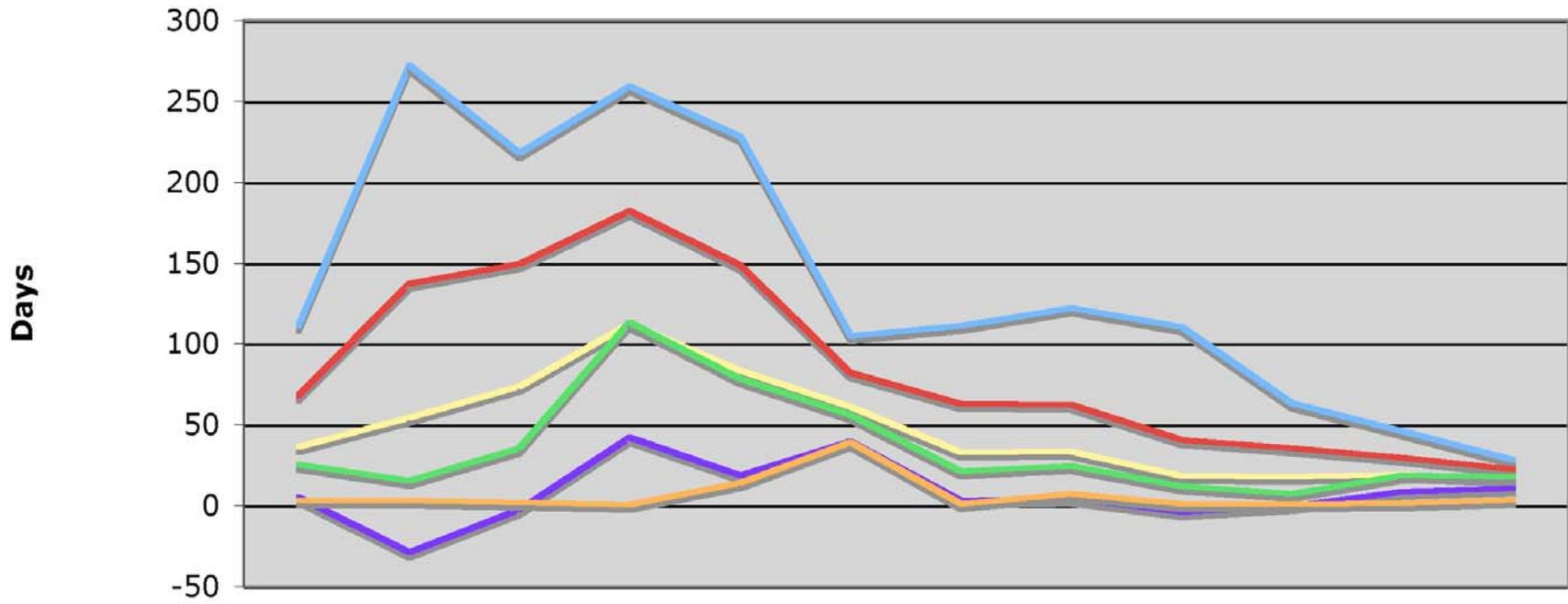
	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Max	111.21	272.04	218.02	259.17	228.06	104.86	111.19	122.03	110.26	63.28	45.82	28.38
Mean+std	67.87	137.4	149.6	182.35	148.42	82.24	62.71	62.28	40.29	35.45	29.59	22.24
Mean	36.42	54.16	73.64	112.21	83.45	61	32.78	33.32	18.08	17.59	19.04	16.41
Median	25.42	15.05	35.19	113.25	78.12	56.03	20.95	24.52	11.92	7.31	18.44	17.77
Mean-std	4.97	-29.07	-2.31	42.07	18.47	39.77	2.84	4.35	-4.12	-0.27	8.5	10.58
Min	2.93	2.95	1.94	0.43	14.01	39.13	0.79	7.02	1.09	1.07	1.32	3.61

MIME Type Requests (count per month)
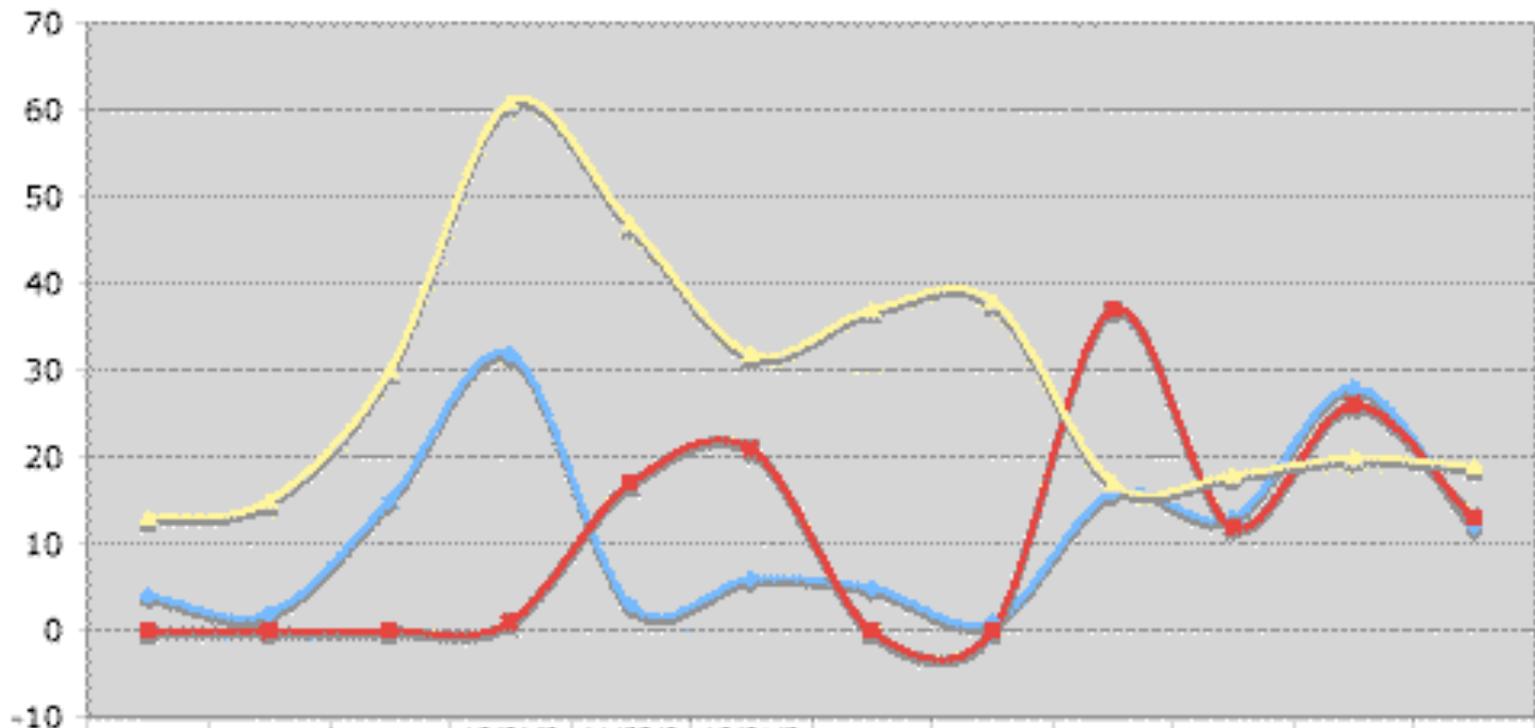
	7/31/05	8/31/05	9/30/05	10/31/05	11/30/05	12/31/05	1/31/06	2/28/06	3/31/06	4/30/06	5/31/06	6/30/06
created	4	2	15	32	3	6	5	1	16	13	28	12
resolved	0	0	0	1	17	21	0	0	37	12	26	13
enqueued	13	15	30	61	47	32	37	38	17	18	20	19

Next Meeting Goals

(some carryover from Dallas goals)

n   Have SLA with IAB implemented

1.   Complete hiring and identify any additional staffing needs

2.   Complete migration of historical ticket data

3.   Publicly document IETF-related processes

4.   Have new IANA website implemented

5.   Put automation projects into production

6.   Draft XML schemas for address, name, port, pen, and MIME types registries

Michelle Cotton has a new family member

Ashley Marie

June 28, 2006

Welcome to the IETF
Ashley!

Questions?