Update Topics

Portfolio Management System
IANA Functions Contract Deliverables
Root Zone KSK Key
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

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

Internationalization
Engaging and Moving Closer to ICANN's Stakeholders Worldwide

Multi-Stakeholder Model Evolution
Facilitating Ongoing Improvement of ICANN's Model

Operations Excellence
Executing ICANN's Work efficiently and effectively

Last Updated: July 12, 2013 - 16:09
ICANN’s Portfolio Management System

Provides visibility to ICANN’s workload and progress of activities

Monthly snapshots of progress online for the community at myicann.org

The community can see the mapping of projects to strategic objectives

The Portfolio Management System was introduced approximately 9 months ago
## IANA Functions Contract

### Update on Deliverables

<table>
<thead>
<tr>
<th>Clause</th>
<th>Description</th>
<th>Due Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>C.2.8</td>
<td>Consultation on Performance Standards</td>
<td>10/1/2013</td>
<td>Completed Consultation</td>
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<tr>
<td>C.2.9.2.e</td>
<td>Root Zone Automation</td>
<td>07/1/2013</td>
<td>Deployed in production</td>
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<td>C.2.9.2.g</td>
<td>Customer Service Complaint Resolution Process</td>
<td>10/1/2013</td>
<td>Completed Consultation</td>
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<td>C.3.2</td>
<td>Secure Notification Process Consultation</td>
<td>10/1/2013</td>
<td>Completed Consultation</td>
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## IANA Functions Contract Update on Deliverables

<table>
<thead>
<tr>
<th>Clause</th>
<th>Description</th>
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<tbody>
<tr>
<td>C.4.2</td>
<td>Monthly Performance Progress Reports</td>
<td>Due 15\textsuperscript{th} of each month during contract</td>
<td>Delivered Monthly</td>
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<tr>
<td>C.7.2</td>
<td>Contingency and Continuity Plan Consultation</td>
<td>10/1/2013</td>
<td>In Progress</td>
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<tr>
<td>C.3.4</td>
<td>Security Plan</td>
<td>First report 12/15/2013; then annually</td>
<td>In Progress</td>
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<tr>
<td>C.4.5</td>
<td>Customer Service Survey</td>
<td>First report 12/15/2013; then annually</td>
<td>In Progress</td>
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<tr>
<td>Clause</td>
<td>Description</td>
<td>Due Date</td>
<td>Status</td>
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<tr>
<td>C.5.2</td>
<td>Monthly root zone management audit reports</td>
<td>First report due 10/1/2013</td>
<td>In Progress</td>
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<tr>
<td>C.5.3</td>
<td>External Audit Report of IANA Functions</td>
<td>First report due 02/15/2014</td>
<td>Auditors will begin in October 2013</td>
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<tr>
<td>C.2.6</td>
<td>Consultation on User Instructions</td>
<td>10/1/2013</td>
<td>In Progress</td>
</tr>
<tr>
<td>C.4.4</td>
<td>Performance Standards Reports</td>
<td>First report 10/1/2014, then monthly</td>
<td>In Progress</td>
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Consultation on Source of Policies & User Instructions for INR Requests (1)

Consultation on the Source of Policies & User Instructions for Internet Number Resource Requests

Comment / Reply Periods (*)
Comment Open Date: 25 June 2013
Comment Close Date: 16 July 2013 - 23:59 UTC
Reply Open Date: 17 July 2013
Reply Close Date: 7 August 2013 - 23:59 UTC

Important Information Links
Public Comment Announcement
To Submit Your Comments (Forum)
View Comments Submitted

Brief Overview
Originating Organization: ICANN
Categories/Tags:
- Internet Protocol Addressing

Purpose (Brief):
A consultation on the Source of Policies & User Instructions for Internet Number Resource Requests

Current Status: Initial public consultation
Next Steps: Review comments received
Staff Contact: Leo Vegoda
Email Staff Contact
Key Signing Ceremonies – Most Recently on August 7, 2013

4 ceremonies/year

Rotate between the two facilities
Root Zone KSK Key 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 toward excellence

Aug 19-23, 2013 3 External EFQM assessors performed a “Committed to Excellence” assessment of the department

We will receive the formal EFQM report within the next 10 days.
Thank You & Questions?