

# Update, IANA Department LACNIC 20, Willemstad, CW 30 October 2013

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# Update Topics

Delegation of new gTLDs

Portfolio Management System

IANA Functions Contract Deliverables

Root Zone KSK Rollover

EFQM External Assessment

# Delegation of new gTLDs

شبكة	Arabic for “Web or Network”	xn--ngbc5azd
Онлайн	Russian for “Online”	xn--80asehdb
Сайт	Russian for “Web site”	xn--80aswg
游戏	Chinese for “Game”	xn--unup4y

- Request for delegations on 21 October
- Review completed on 22 October
- Delegated and distributed in the root on 23 October
- Expect another batch of delegation requests by 31 October

# ICANN's Portfolio Management System

- Management tool to track and prioritize projects
- Projects in support of each of the 4 Strategic Objectives
- Method for community 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>

Documents the mapping of projects to strategic objectives

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 <sup>st</sup> report due 2013-10-01	1 <sup>st</sup> 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 <sup>st</sup> report due 2013-10-01, then monthly	1 <sup>st</sup> report delivered on time

# Root Zone File Request Management Report

## C.2.9.2.a,b – Root Zone File and WHOIS Database Change Requests

### Key Performance Indicators

Metric	Target	Actual	Target Met
<b>Timeliness</b> – End-to-end processing for changes pertaining to routine maintenance of delegated TLDs (such as NS changes, DS changes, point-of-contact changes, and other administrative updates) are performed within 21 days.	80%	100%	✓
<b>Accuracy</b> – The requests that have passed validation are implemented correctly at the conclusion of a change request.	100%	100%	✓

### Requests Performed

The following requests were completed under Section C.2.9.2.a and C.2.9.2.b during the reporting period:

TLD	Dates				Targets met	
	Request received	Request validated	Request dispatched	Request completed	Timeliness	Accuracy
af	2013-09-27	2013-09-10	2013-09-10	2013-09-12	✓	✓
by	2013-09-28	2013-08-29	2013-08-30	2013-09-03	✓	✓
bw	2013-09-28	2013-09-04	2013-09-04	2013-09-06	✓	✓
sz	2013-08-29	2013-08-30	2013-09-03	2013-09-03	✓	✓
ve	2013-08-29	2013-09-03	2013-09-04	2013-09-06	✓	✓
gov	2013-08-29	2013-09-10	2013-09-10	2013-09-10	✓	✓
nu	2013-09-02	2013-09-04	2013-09-05	2013-09-05	✓	✓
md	2013-09-02	2013-09-10	2013-09-10	2013-09-10	✓	✓
ukr	2013-09-02	2013-09-02	2013-09-04	2013-09-06	✓	✓
ee	2013-09-06	2013-09-06	2013-09-09	2013-09-11	✓	✓



# Report on Allocation of Internet Numbering Resources

## C.2.9.3 — Allocation of Internet Numbering Resources

### Key Performance Indicators

Metric	Target	Actual	Target Met
<b>Accuracy (1)</b> — Policy is correctly implemented.	100%	100%	✓
<b>Accuracy (2)</b> — Registry is updated before notifying requestor of allocation.	100%	100%	✓
<b>Timeliness and Process Quality (1)</b> — For a specific request, ICANN does not need to seek more than two iterations of clarification from the requesting Regional Internet Registry in order to correctly apply the registration policy.	100%	100%	✓
<b>Timeliness and Process Quality (2)</b> — Requests are to be completed within 7 days.	100%	100%	✓
<b>Transparency (1)</b> — Public announcement of an allocation is made on the same day as the allocation being recorded in the IANA registry.	100%	100%	✓
<b>Transparency (2)</b> — An implementation schedule for a new global policies under C.2.9.3 will be posted following ratifications within 14 days for simple policies, and 30 days for complex policies.	100%	100%	✓

### Requests Performed

The following requests were completed under Section C.2.9.3 during the reporting period:

Data							Targets met				
Requester	Resource type	Request received	Clarifications	Registry updated	Requester notified	Announcement made	Accuracy (1)	Accuracy (2)	Timeliness and Process Quality (1)	Timeliness and Process Quality (2)	Transparency (1)
RIPE NCC	ASN	2013-09-06	0	2013-09-09 16:46:00	2013-09-09 16:50:00	2013-09-09 17:03:00	✓	✓	✓	✓	✓
APNIC	ASN	2013-09-10	1	2013-09-11 16:39:00	2013-09-11 16:57:00	2013-09-11 17:03:00	✓	✓	✓	✓	✓

### Global Policy Implementation

No global policy changes were completed during the reporting period.

# Newly Posted Reports and Documentation

Monthly Root Operations Report

<https://www.iana.org/performance/root-audit>

Instructions for delegating a gTLD

Instructions for redelegating a ccTLD

Technical Requirements to change TLD  
Nameservers

<https://www.iana.org/domains/root/help>

# Root Zone KSK Rollover

Root zone originally signed with DNSSEC in 2010

Regular KSK key signing ceremonies happen quarterly

Public consultation on plan for key rollover

<http://www.icann.org/en/news/public-comment/root-zone-consultation-08mar13-en.htm>

Results of public comment will influence plan for KSK rollover

# 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



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