Service Levels for Root Zone Management

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Agenda

- What brought this on?
- What do we measure?
- What are our obligations today?
- What are the caveats?
- An approach
What brought this on?

- One ccTLD asked for specific service levels prescribed in their accountability framework with ICANN
- ICANN believes it is not appropriate to have differentiated service levels on a TLD-to-TLD basis, instead there should be one agreed by the whole community.
- IANA has been approached by APTLD and CENTR to talk about possible service level agreements
What do we measure?

- IANA maintains all root zone related requests in a ticketing system:
  - “root-mgmt” queue for Root Zone Change Requests
  - “questions” queue for questions on process (shared with other tasks)

- Statistics generated from root-mgmt queue:
  - Time/duration of tickets
  - Class of ticket
  - Time divided into IANA time, third party time, DOC time and Verisign time
RZM Performance (1)

- Red tickets do not meet current timeframe requirements
RZM Performance (2)

- Average pending queue (red) trending down
- Reached “steady state”
RZM Performance (3)

- Long requests trending down
What are IANA’s obligations already? (1 of 5)

- Within **three business days** of date of receipt (which is measured from a **business day** between 9am and 5pm US Pacific Time) IANA must send a confirmation of receipt of a request and a transaction number to the requestor.
What are IANA’s obligations already? (2 of 5)

- After issuance of a receipt confirmation, IANA will determine if the requestor has provided all information necessary to complete the request, if not, within **seven** calendar days issue a notice of deficiency to the Requestor.
What are IANA’s obligations already? (3 of 5)

- If a Requestor fails to cure any deficiency in its request within fourteen calendar days, IANA will close the request.
Once a request is deemed “complete”, Requestor is provided with seven calendar days to confirm changes. If not received, a reminder is sent and an additional seven calendar days is provided, after which the request is closed.

If after closure, the requestor confirms the ticket within thirty calendar days, the request should be re-opened.
What are IANA’s obligations already? (5 of 5)

- After confirmations are received, IANA has **thirty calendar days** to complete a request.

- IANA reports explicitly on each breach to the Department of Commerce in its monthly report.
The reality

- IANA is far more lenient on requestors than these stipulations
  - IANA provides many months for some requests to have deficiencies cured (particularly redelegations) when there appears to be forward progress toward fulfilling the task.
  - IANA issues a “notice of administrative closure” giving 30 calendar days for the applicant to cure all deficiencies before administrative closure, in cases where the request appears to not be progressing to resolution.
  - Note that these closures are without prejudice - applicant may submit a new template at any time when they are ready, and the process begins again.
What are the caveats?

- IANA does not control most of the delays in a root zone change request
  - Internal delays essentially resolved through thorough process reviews in 2005-2006. Minor additional IANA human delays will be reduced by pending automation software.
- IANA has little control over the process currently conducted
  - Accreted through years of precedent, ccTLD expectations, contracts (i.e. IANA contract, VRSN-DOC contract)
- Differing levels of sophistication between first-world and third-world operators (i.e. expectation of completeness)
- Anything deviating from straightforward routine requests can cause substantial delays
  - Redelegations, change of contact, etc.
A possible approach

- Set a suitable advisory benchmark as a starting point
  - e.g. mean time to perform requests, or current DOC benchmark
- Perform periodic reviews (say, every 1-2 years):
  - Analyse data over the performance period
  - Collaborate on what key issues explain deviation
  - Identify on whether to alter the benchmark
- Identify what level of “bindingness” this benchmark has
  - Anything more than informative likely needs to involve ccNSO more formally
Where to from here?

- We want to hear what you need:
  - What performance of IANA is important to you? What is IANA not succeeding in today?
  - SLAs work both ways - what time frames should be incumbent on requestors and other actors?
  - How would you like this procedure to move forward?
- IANA is happy to have logical metrics for performance
Thank you for your attention!

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