IANA Status Update

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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/](http://koi.uoregon.edu/~iaoc/))
- Draft new website ([http://test.icann.org/index.shtml](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
Protocol Parameter
Requests

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Next Meeting Goals

(some carryover from Dallas goals)

1. Have SLA with IAB implemented
2. Complete hiring and identify any additional staffing needs
3. Complete migration of historical ticket data
4. Publicly document IETF-related processes
5. Have new IANA website implemented
6. Put automation projects into production
7. 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?