# IANA Update

## ccNSO

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**PTI** | An ICANN Affiliate

ICANN|64
COMMUNITY FORUM

KOBE
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# What are IANA and PTI?

- The Internet Assigned Numbers Authority (IANA) functions involve maintaining the definitive records for assignment of unique identifiers, typically divided into three areas:
  - Names — management of the DNS root zone (TLD assignment) and other key domains
  - Numbers — managing the global IP address and AS number spaces
  - Protocol parameters — managing unique assignment of codes and parameters used by around 3,000 different Internet technologies
- Public Technical Identifiers (PTI) is a not-for-profit organization that performs the IANA functions
  - Created in 2016
  - Affiliated with ICANN; Fully funded by ICANN
  - Created as one of the measures designed in the IANA stewardship transition process, previously IANA functions performed directly by ICANN

**https://iana.org/**

**http://pti.icann.org**

# Our team

**Alan Akahoshi**
PRODUCT MGMT

**Shaunte Anderson**
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**Amanda Baber**
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**Aaron Foley**
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**Jennifer Johnson**
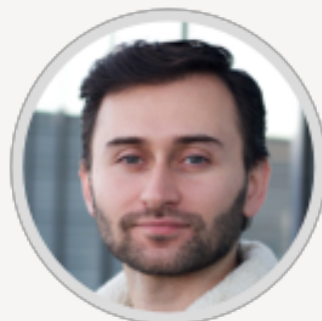EXECUTIVE ASSISTANT

**Ali Mohammadi**
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**Andres Pavez**
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**David Prangnell**
TECH SERVICES

**Seman Said**
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**George Sarkisyan**
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REQUEST SPECIALIST

# Customer Satisfaction

- Getting feedback from our customers is key to driving future improvement activity in our services

- Our primary approach to gauging customer satisfaction to date has been annual surveys

- Moving toward a model whereby questions pertaining to satisfaction with service is measured shortly after the relevant transaction

- We will retain the annual survey but reduce it to strategic questions once this approach is fully built and deployed.

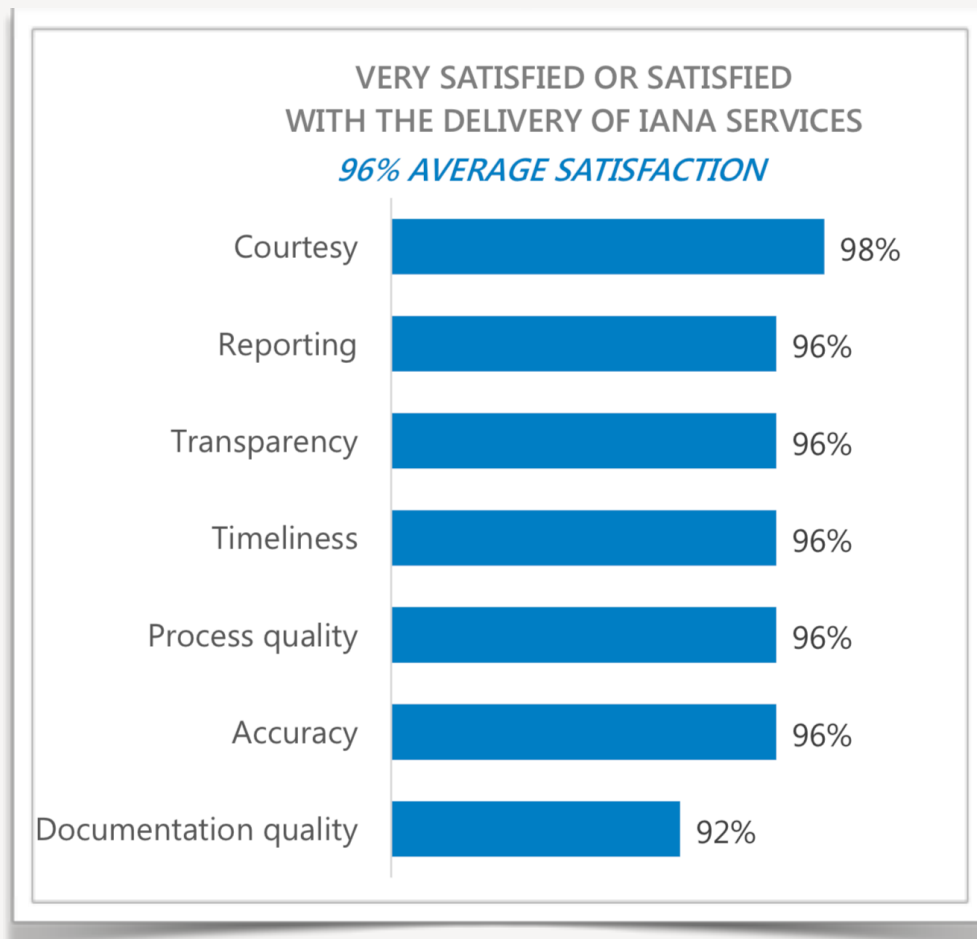# 2018 Annual Customer Survey

- Annual Customer Survey was published in December.

- 5% response rate overall (half of previous years), with 10% response rate from ccTLD managers performing routine requests, and no responses from requesters of ccTLD transfers/delegations.



**https://www.icann.org/news/announcement-2018-12-06-en**

# Overall IANA Satisfaction

- 96% of respondents reported being satisfied of very satisfied.

- Responses reflect our highest satisfaction since surveys have been conducted.

**VERY SATISFIED OR SATISFIED
WITH THE DELIVERY OF IANA SERVICES**
*96% AVERAGE SATISFACTION*

| Category | Percentage |
|---|---|
| Courtesy | 98% |
| Reporting | 96% |
| Transparency | 96% |
| Timeliness | 96% |
| Process quality | 96% |
| Accuracy | 96% |
| Documentation quality | 92% |

**RATED VERY SATISFIED OR SATISFIED WITH THE DELIVERY OF THE IANA SERVICES**

|  | 2018 | 2017 | 2016 | 2015 | 2014 | 2013 |
|---|---|---|---|---|---|---|
| Customer participation | n=178 | n=276 | n=420 | n=427 | n=489 | n=112 |
| Accuracy | 96% | 94% | 93% | 90% | 89% | 93% |
| Timeliness | 96% | 89% | 86% | 82% | 80% | 87% |
| Process quality | 96% | 89% | 87% | 83% | 84% | 86% |
| Transparency | 96% | 83% | 79% | 82% | 81% | 76% |
| Documentation quality | 92% | 87% | 85% | 82% | 83% | 74% |
| Courtesy | 98% | 88% | 84% | 84% | 87% | 94% |
| Reporting | 96% | 80% | 76% | 76% | 79% | 77% |

# Specific Responses from our ccTLD customers

## ROUTINE ROOT ZONE MANAGEMENT FOR ccTLDs

Most Routine Root Zone Management (ccTLD) customers consider accuracy and timeliness most important (77% and 54%, respectively). Customers are highly satisfied with the IANA functions operator in all of the service areas.

LEVEL OF SATISFACTION WITH THE DELIVERY OF IANA SERVICES

| | Importance (1 or 2) | Very Satisfied or Satisfied | Very Satisfied | Satisfied |
|---|---|---|---|---|
| Accuracy of the Root Zone Database | 77% | 100% | 77% | 23% |
| Published performance reports[2] | 8% | 92% | 27% | 65% |
| Level of staff courtesy | 4% | 100% | 38% | 62% |
| Timeliness with which your changes are processed | 54% | 100% | 31% | 69% |
| Information provided to you on the status of your requests[1] | 38% | 100% | 50% | 50% |

# Specific Responses from our ccTLD customers

## ROUTINE ROOT ZONE MANAGEMENT FOR ccTLDs

About two-thirds (65%) of Routine Root Zone Management (ccTLD) customers feel the web interface to the RZMS is easy to use, while 35% say it 'very easy' to use. One customer believes it is 'too easy.'

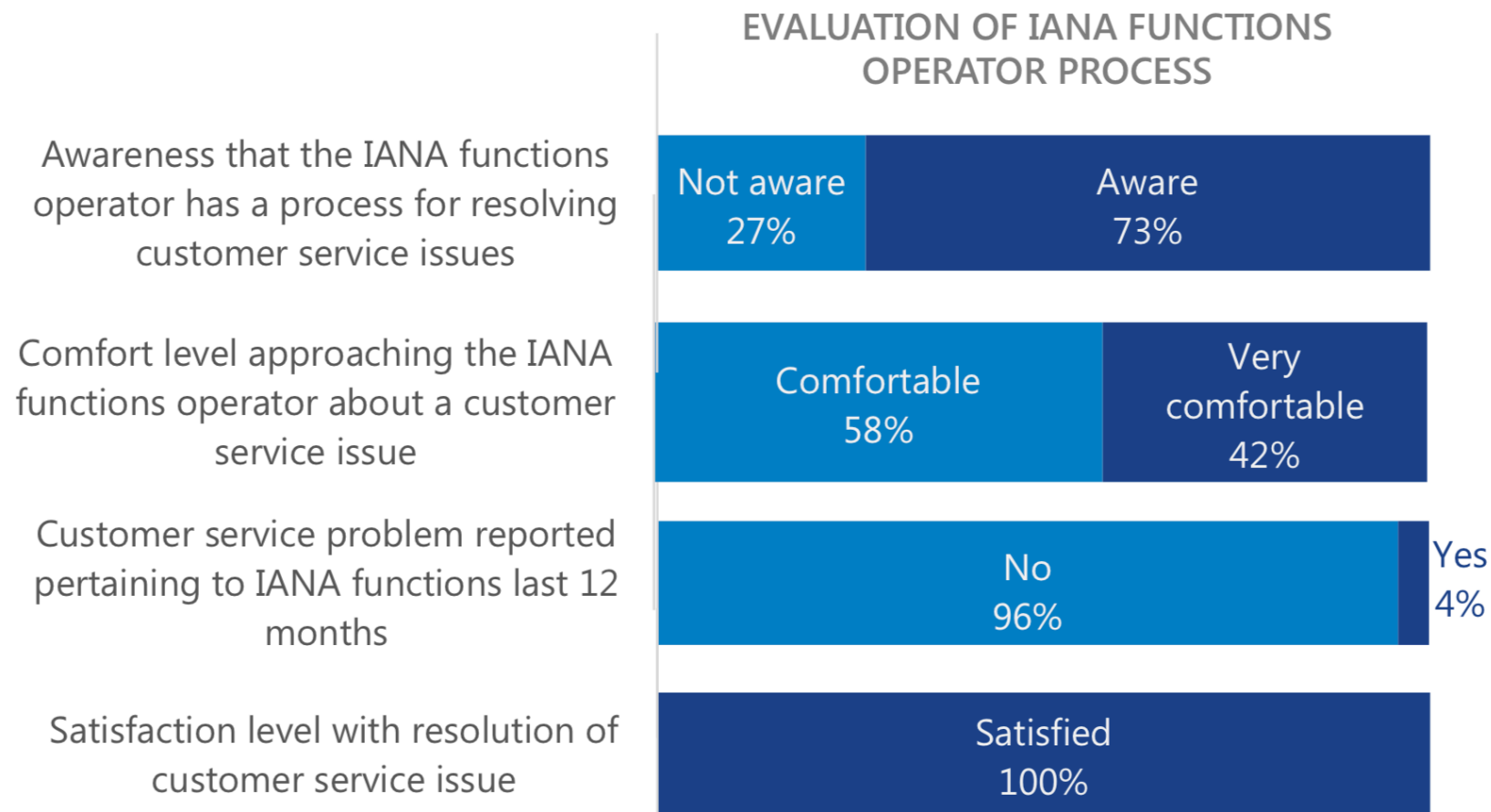| WEB INTERFACE TO THE ROOT ZONE MANAGEMENT SYSTEM (RZMS) | Easy 65% | Very easy 35% |
|---|---|---|
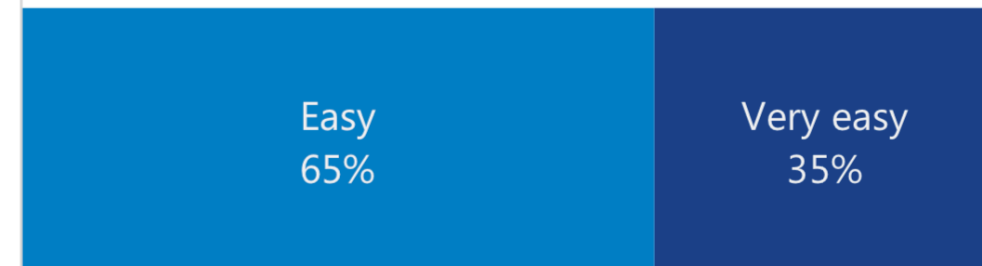
# Specific Responses from our ccTLD customers

## ROUTINE ROOT ZONE MANAGEMENT FOR ccTLDs

Most customers are aware the IANA functions operator has a process for resolving customer service issues; all are either 'very comfortable' (42%) or 'comfortable' (58%) approaching the operator with a problem.  Just one respondent reported an issue to the operator in the last 12 months and was 'satisfied' with the resolution.

**EVALUATION OF IANA FUNCTIONS OPERATOR PROCESS**

| | | |
|---|---|---|
| Awareness that the IANA functions operator has a process for resolving customer service issues | Not aware 27% | Aware 73% |
| Comfort level approaching the IANA functions operator about a customer service issue | Comfortable 58% | Very comfortable 42% |
| Customer service problem reported pertaining to IANA functions last 12 months | No 96% | Yes 4% |
| Satisfaction level with resolution of customer service issue | Satisfied 100% | |

# "How did we do?"

- Launched following the ICANN Barcelona meeting in October

- A simple one question survey with a binary response

- To either response, a followup comment can be optionally provided which will be reviewed by our continuous improvement team, and triaged for follow-up if requested.

- Surveys are limited to one in a period (e.g. 60 days)

- You can opt-out permanently
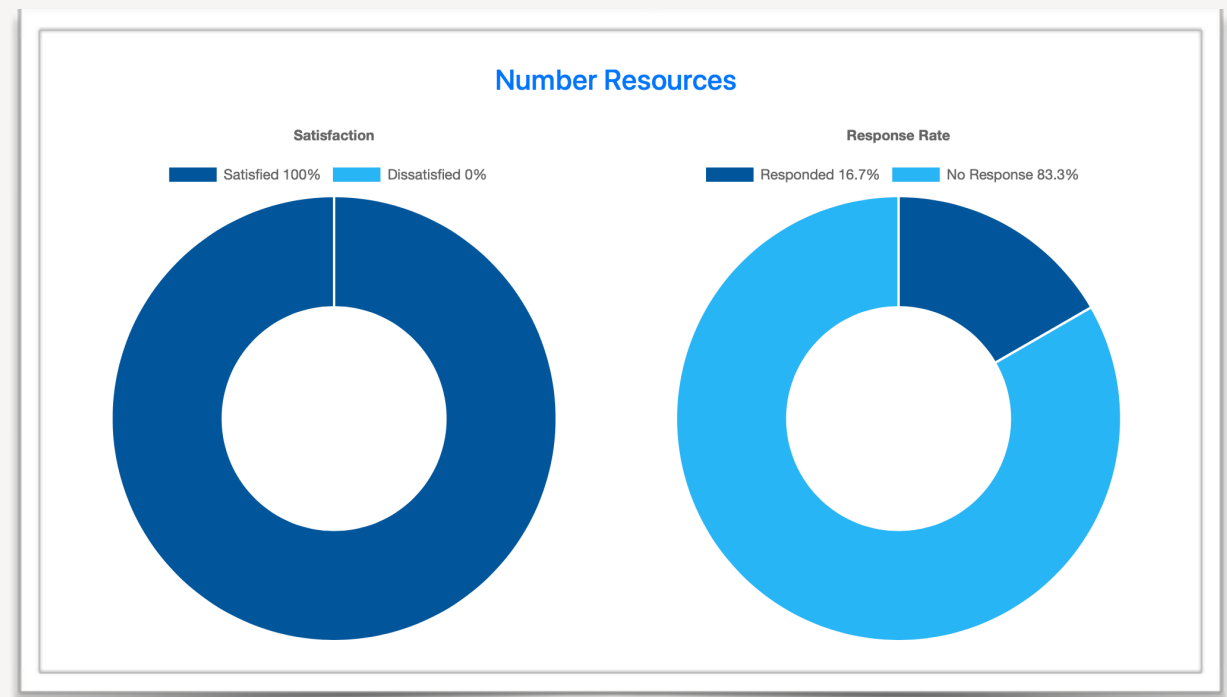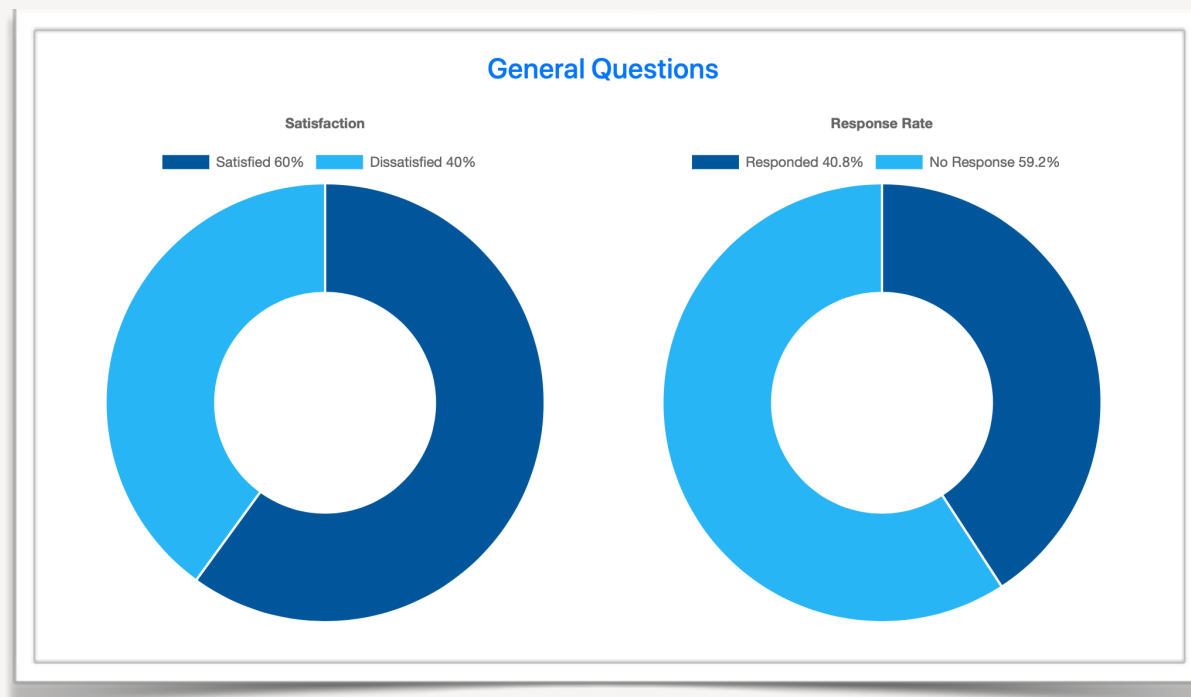
# Preliminary findings

- Still fine-tuning the algorithms used to identify tickets to send surveys.

- Overall feedback has been positive.

- Negative feedback has largely related to questions/problems that are outside of IANA's area of responsibility, and thus cannot often solve.

- Looking to tweak approach to better capture feedback for areas of responsibility.

- Ultimately plan to share this data in more real-time fashion (dashboard, monthly reports, etc.)

# "How did we do?"



**All Segments**

**Satisfaction**

Satisfied 83.0%   Dissatisfied 17.0%

**Response Rate**

Responded 33.1%   No Response 66.9%
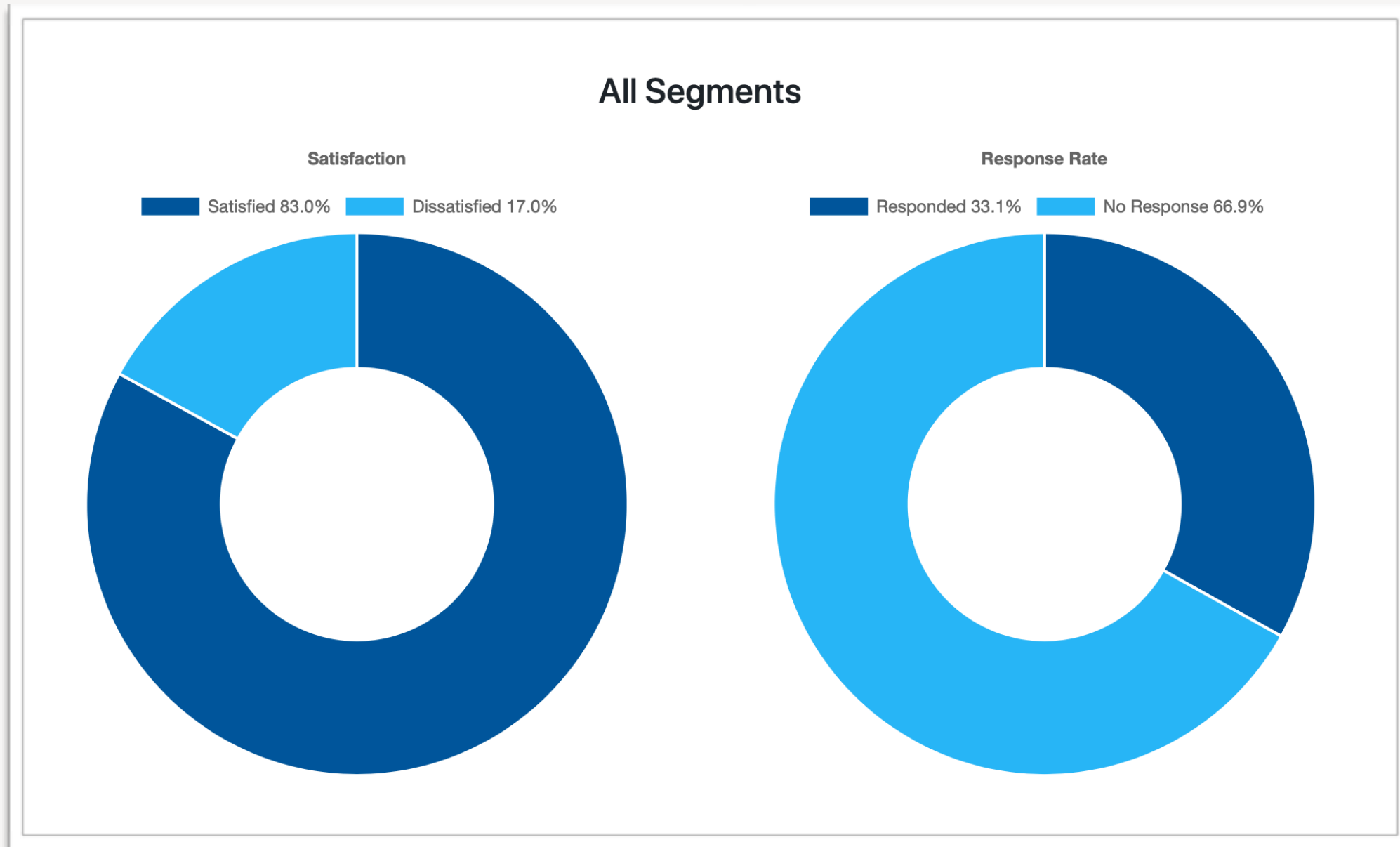
Period: 30 days ending 2019-03-09

# "How did we do?"

## Domain Names

### Satisfaction
■ Satisfied 100%  ■ Dissatisfied 0%

### Response Rate
■ Responded 22%  ■ No Response 78%

## Protocol Parameters

### Satisfaction
■ Satisfied 100%  ■ Dissatisfied 0%

### Response Rate
■ Responded 45.2%  ■ No Response 54.8%

## General Questions

### Satisfaction
■ Satisfied 60%  ■ Dissatisfied 40%

### Response Rate
■ Responded 40.8%  ■ No Response 59.2%

## Number Resources

### Satisfaction
■ Satisfied 100%  ■ Dissatisfied 0%

### Response Rate
■ Responded 16.7%  ■ No Response 83.3%

Period: 30 days ending 2019-03-09

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# Other Updates

- FY20 budget process for IANA has been concluded
- Successfully completed SOC2 audit for 2018 with new auditors RSM
- KSK Rollover — largely complete with the removal of the old key still requiring further actions. Commencing outreach on how to make future rollovers a normal part of our operations.
- Customer Standing Committee — working on implementing SLA change procedures, and then jointly revising a number of SLAs
- Work continues on a ground-up rewrite of RZMS (see Barcelona presentation)
- Optimized technical check performance in November RZMS update

# Thank you!

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