ICANN Specific Reviews - Second Security, Stability and Resiliency of the DNS Review (SSR2) Recommendation 11.1 - Implementation Documentation

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SSR2 Final Report https://www.icann.org/en/system/files/files/ssr2-review-team-final-report-25jan21-en.pdf

Board resolution on SSR2 Final Report https://www.icann.org/resources/board-material/resolutions-2021-07-22-en#2.a

May 2022 Board resolution on a set of pending SSR2 Recommendations: https://www.icann.org/en/system/files/files/ssr2-scorecard-01may22-en.pdf

November 2022 Board resolution on a set of pending SSR2 Recommendations: https://www.icann.org/en/system/files/files/scorecard-ssr2-pending-recs-board-action-16nov22-en.pdf

- Recommendation submitted: January 2021
- Recommendation approved: November 2022
- Implementation completed: N/A

See https://community.icann.org/display/SSR/Implementation for more information on SSR2 implementation.

SSR2 Recommendation 11.1

The ICANN community and ICANN org should take steps to ensure that access to Centralized Zone Data Service (CZDS) data is available, in a timely manner and without unnecessary hurdles to requesters, e.g., lack of auto-renewal of access credentials.

Board Action on SSR2 Recommendation 11.1

The Board approves Recommendation 11.1 and notes it as complete. The Board notes that the primary concern described in Recommendation 11.1 appears to be a perceived difficulty to access Centralized Zone Data Service (CZDS) data when needed. The SSR2 Review Team cited the overall number of Zone File Access (ZFA) complaints and issues such as a "lack of auto-renewal" for CZDS credentials. In its initial action on this recommendation, the Board noted that this recommendation aligns with recommendations in SAC097, Security and Stability Advisory Committee (SSAC) "Advisory Regarding the Centralized Zone Data Service (CZDS) and Registry Operator Monthly Activity Reports" and deferred further action on this recommendation pending clarification from the SSR2 Implementation Shepherds. The SSR2 Implementation Shepherds' reiterated concerns related to access and the number of ZFA complaints. The Board notes the success measures for this recommendation state: "This recommendation can be considered implemented when ICANN org and the community makes access to CZDS data available in a timely manner and without unnecessary hurdles to requesters" [...], "when ICANN org reports a decrease in the number of zone file access complaints and improves the ability for researchers to study the security-related operations of the DNS." Based on input from ICANN org, the Board believes that access to CZDS data has been improved. ICANN Contractual Compliance has noted that the total volume of complaints received has been decreasing and has remained consistently lower over the past year. The

Board believes that the ongoing and completed work to date on the CZDS, conducted to address SAC097, meets the requirements of Recommendation 11.1.

Final Implementation Report

SSR2 Recommendation 11.1 is considered fully implemented. This recommendation is in alignment with the work conducted as part of the CZDS 3.0 project and implementation of [SAC097](#) (SSAC Advisory Regarding the Centralized Zone Data Service (CZDS) and Registry Operator Monthly Activity Reports) recommendations.

Similar to SSR2 Recommendation 11.1 and the SSR2 Review Team's defined measures of success, the SAC097 recommendations called for ICANN org to revise "the CZDS system to address the problem of subscriptions terminating automatically by default, for example by allowing subscriptions to automatically renew by default" and to "seek ways to reduce the number of zone file access complaints, and seek ways to resolve complaints in a timely fashion."

Several updates, which allow for timely access to data and removes "unnecessary hurdles", to CZDS have taken place. This includes the option for zone file requesters to cancel pending requests, and the ability for requesters to submit zone file access extension requests prior to the expiration of their current access. Updates to the CZDS system also include infrastructure updates that improve performance and service availability for users downloading gTLD zone files, and the added functionality to support automatic renewal of zone file access as the default system behavior. Additional CZDS development milestones that have been planned include the added functionality feature to grant registry operators the ability to update all their active CZDS requests at once to enable or disable auto-renewal on demand, and automatic compliance escalation of unattended access requests in pending status.

As noted in the [Board's advice](#) update on SAC097, ICANN org's Contractual Compliance has reported a decrease in the number of complaints related to zone file access (ZFA) requiring Contractual Compliance follow-up. The number of CZDS-related complaints received by ICANN org's Contractual Compliance is expected to decrease with the continued implementation of the CZDS 3.0 project. ICANN org continues to work with registry operators to decrease the number of zone file related complaints by creating awareness about zone files access and by addressing "the contractual scope of denials and revocation of access to zone files with registry operators that appear to misunderstand the boundaries within which registry operators are allowed to do so".

Rationale

This recommendation can be considered implemented given that steps to ensure that access to CZDS data is available, in a timely manner and without unnecessary hurdles to requesters, has been achieved through the continued implementation of the CZDS 3.0 project.

Updates to the CZDS system have improved performance and service availability for users downloading gTLD zone files, and supports the automatic renewal of zone file access as the default system behavior. Updates to the CZDS system also grant zone file access requesters the option to cancel their pending requests if desired and submit an access extension request prior to the expiration of their current access. Additionally, ICANN org's Contractual Compliance reports a decrease in the number of complaints received related to zone file

access requiring Contractual Compliance follow-up and continues to expect a decrease in the number of CZDS-related complaints received with the continued implementation of the CZDS 3.0 project.

Timeline

Expected implementation date: N/A
Final implementation date: This recommendation was considered complete at the time of Board action (16 November 2022).

Milestones

ICANN org notes, as reported on the public Board Advice page, that updates to CZDS will occur in phases. The following milestones related to CZDS have taken place:

- 25 April 2022 - CZDS system was updated to offer requesters the option to cancel their pending requests if desired, which is a functionality the community had asked for.
- 24 May 2022 - Infrastructure updates were deployed to the CZDS system to improve performance and service availability for users downloading gTLD zone files.
- 28 June 2022 - Support was added in the CZDS system to allow zone file access requesters to submit an access extension request prior to expiration of their current access, which makes it possible for users to retain uninterrupted access to already authorized zone files as long as the registry operator approves such requests prior to expiration. Optional email notifications for registry operators were also improved to provide a summary of received requests in a single daily digest as opposed to individual notifications.
- 15 November 2022 - CZDS system was updated to support automatic renewal of zone file access as the default system behavior. Registry operators may disable this function at any time for future request.

Though this recommendation can be considered implemented based on the SSR2 Review Team's parameters for successful implementation, additional CZDS development milestones have been planned as part of the CZDS 3.0 project that will further contribute to effectively make access to CZDS data available in a timely manner and without unnecessary hurdles to requesters. These updates include the added functionality feature to grant registry operators the ability to update all their active CZDS requests at once to enable or disable auto-renewal on demand, and automatic compliance escalation of unattended access requests in pending status. Additional information regarding the implementation status of these milestones can be found in the SAC097 updates on the Board Advice page.