

Outstanding issues in DTA_SLE_20150728_as.docx

ID	Issue	Kim's Comments	Next Step(s)	Adam's Comments
1	Background section needs to be reworded. Contains text from the original document that is no longer applicable.	I provided some suggested alternate text back in June but we couldn't easily come to agreement so we agreed to defer it to the full group to draft.	Can provide my suggested draft if desired.	Agreed - Please confirm with DTA on process
2	Assumption C needs to be updated to match the language in the flowchart	I have updated it in the 20150806 draft to align with the five areas denoted in the flowchart (actually six, as it talks about current process, and current process includes NTIA)		Agreed - Please confirm with DTA on process
3	Assumption I, added submission category for emails (Elaine Pruis suggestion)	I have put in proposed wording.		Agreed - Please confirm with DTA on process
4	Assumption I lacks any matrixing with the measurable events in Category V	The matrix is intended to show which processes apply to which category. While it may not make sense to ultimately have SLEs associated with more or all of Cat V requests, some sub processes clearly apply (such as performing technical checking). Have added entries in the Cat V column		Understand your reasoning, then any deviations in the standard process they need to be documented and reported.
5	Assumption I doesn't clearly distinguish between when a measurement will apply in all cases, or only in a subset of cases	I think this is a useful distinction for the purposes of evaluating the SLAs and referencing back to this table after production. Have introduced half moon/full moon symbols to illustrate this		Please ensure that any process deviation is documented and reported.
6	Assumption I, repartitioned the technical checks into the initial technical check time performance, and subsequent technical check time performance	Technical checks can be re-performed many times (a TLD manager could hit retests countless times, and by default the system will automatically retest failing configurations every X hours). If this were cumulative it would not make an accurate measure of IANA's performance of doing specific checks, so each test should be a measurable event for reporting/SLE purposes.		Agreed; if subsequent steps are required the process is considered a failure, and falls out of the standard process. The subsequent times should not be consider against IANA. I will adjust process matrix and SLE.
7	Assumption I, merge Technical Checks (1) and Technical Check (2)	For reasons described in #6, plus the terminology in the supplemental technical check was not applicable.		If there is a process stop or interruption between technical steps, then the processe SLE should be indepently documented and reported. In the interest of transparency please explain why not?

8	Assumption I, both "Time for authorization contacts to be notified to approve change request" and "Time for response to be affirmed by IANA"	It is not clear to me what the start time for these are, particularly the last one. "Time for response to be affirmed by IANA", this is fully automatic and effectively instantaneous, and not observable public event happens apart from moving to the next state. I don't see how it makes sense to measure this independently.	Discuss.	Both steps are listed as IANA measurable boxes on the Flow Diagram. With the understanding that all IANA measurable steps were to have times/SLA/SLE associated with it; in the interest of transparency, could you explain why these should be removed as a non-measurable event? For clarity, this is the time for IANA confirming the receipt of the Registry contact's authorization to make the change.
9	Assumption I, "Time to return results for manual remediation of affirmation check (for those that failed the affirmation check)"	Manual remediation is done by the customer (providing alternative forms of proof they represent the manager, because the existing contact methods do not work), not by IANA. What are we measuring here?	Discuss.	Agreed, please see my comment in 6.
10	Informational Reporting, flipped B1 and B2	Match the chronological order of ticket processing		Agreed
11	Informational Reporting, changed wording on B3 to make it clear that no IANA processing time is not being reported	Since this seems to be an area of misconception, making it clearer that all IANA processing time is reported here.		What is to be used as the processing time to display; real-time, SLA time, average, etc.? If this cannot be decide; it should be removed.
12	Informational Reporting, change wording on D1 from API to customers	I know API has been used in this context to mean the ability for customers to lodge change request, but it is more commonly used to refer to structured submission of data using a formal methodology (i.e. XML, JSON) such that automation can happen at the customer side. Changed to customers do it is clearer		Agreed
13	Process Performance	This needs to be re-matrixed against the table in Assumption I. I haven't done it as it is subject to further change based on Friday discussion	Reflect final form of Assumption I in matrixing the table following discussion.	Once the process has been agreed upon - yes.
14	Online Services Availability and Enquiry Processing	There is a comment from Adam there that the two tables need to be merged. I believe all the relevant measures from the second table have already been reflected in the first table, and the second table should be discarded. We have gone through the reasons why on previous calls (for example, IANA never triages ad-hoc requests into urgent/high/normal priority) so not sure why it is still retained.	Discuss.	Originally the DTA had time requirements for service and accountability. Please clarify why these are to be removed?

- 15 Having an SLE for both cumulative time of the process (within IANA's control) and the subsequent steps of the process vs. just maintaining SLEs on the steps in the process.
- 16 Assigning time-stamps on processes that are not in IANA's control for informational purposes and future analysis.

Issue with measuring just the step is that the request can be stalled in the queue time between steps and queue jumping.
Agreed upon by Kim and Paul Kane.