SERVICE LEVEL EXPECTATIONS FOR IANA ROOT ZONE MANAGEMENT
Current and Post Transition.

Work in Progress:

The Service Level Expectation (SLE) Design Team group is comprised of 3 gTLD Registry representatives and 3 ccTLD Representatives. We have been in contact with both ICANN and also IANA staff and they have been helpful where permitted.

The Design Team was asked review the current IANA functions operations, to record the status-quo in terms of current performance, high-light where IANA is performing well and any gaps and issues that it considered in need of further clarification pre-transition from NTIA's oversight.

IANA staff are compiling a set of documents that describe the current work flow processes undertaken for IANA Root Zone Management, these documents will be made available once the compilation is complete and ICANN legal department gives consent for them to be released.

In the interim period, the SLE Group has conducted historical analysis using real-world activity from published IANA Performance Reports and transaction logs provided by ccTLD Registries interacting with the IANA.

The historical analysis determined the actual transaction times enabled the Design Team to analyse data from September 2013 to January 2015 which provided approximately 565 total data points – only 27 transactions took longer than 9 days and 13 took longer than 12 days. It should also be highlighted that some/much of the delay is as a result of the Registry not responding to IANA to authorise the change request – so the delay is not necessarily within IANA's control. 4 transactions took longer than 1 year and that is not necessarily a bad thing if the stability of the DNS is assured.

All parties have endorsed the approach taken by the Service Level Expectation Design Team (which shows relatively efficient IANA service), and also clearly identify there are gaps in the prepared documentation, specifically that some Registry Managers prefer to interact with IANA via formal documentation sent by facsimile and some via phone calls. As little is known about these two latter categories, IANA staff are kindly preparing a complete set of current work-flow methods to assist the Service Level Expectation Design Team undertake their work.

We anticipate having the Service Level Expectation documentation for the post-transition environment completed one month following receipt of the additional IANA documentation.