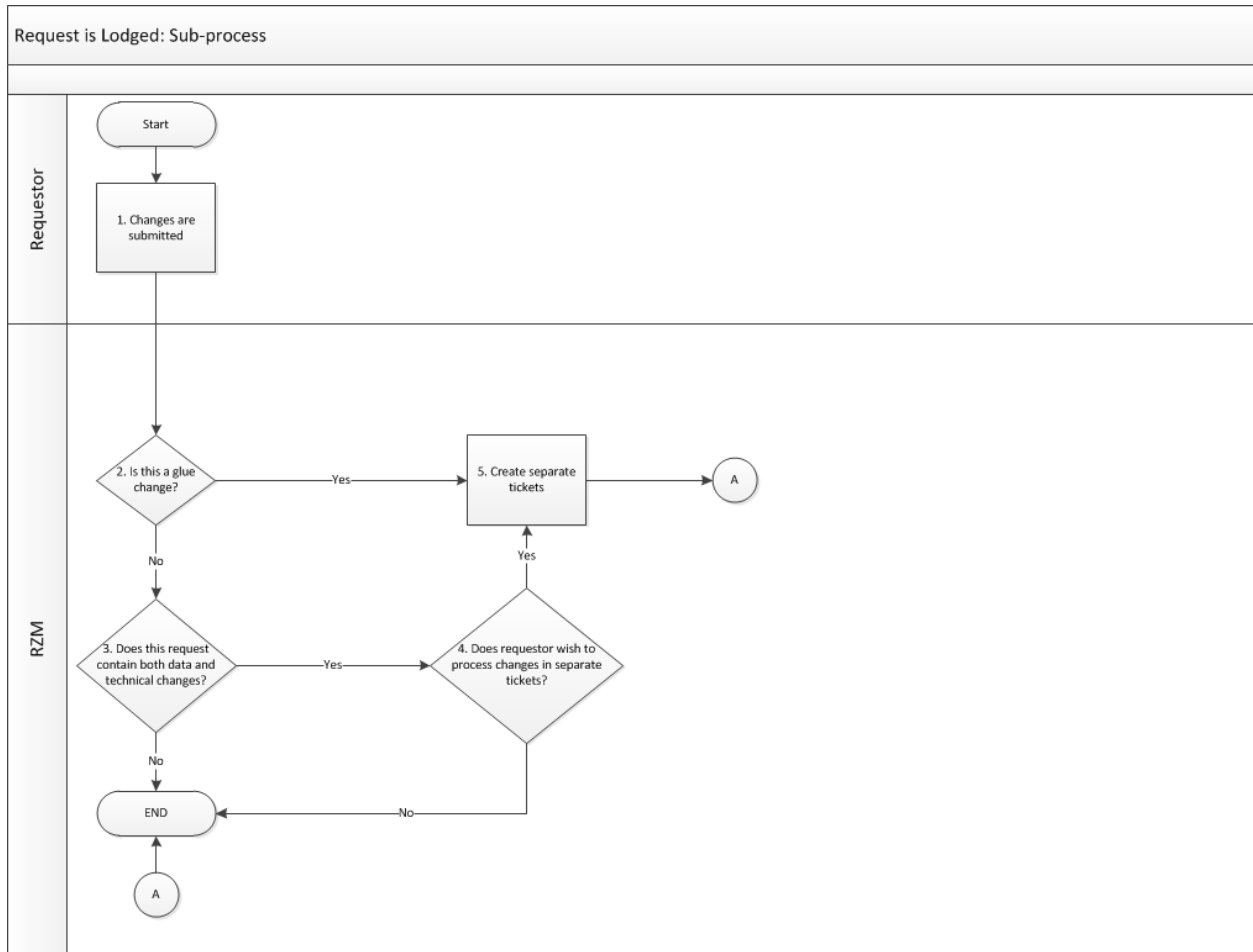


Request is Lodged Sub-Process




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Request is Lodged: Sub-Process

Contact Information Redacted

Overview:

This sub-process describes the initial steps that are taken when a root zone change request is lodged.

1.	Changes are submitted
Description	Action, in which a request to change the DNS root zone is transmitted by the requestor, either directly through the root zone automation system (RZM) or by email/phone/fax.
Actor	TLD manager/IANA staff/anyone
Documents	<ul style="list-style-type: none"> • RZM user interface (for TLD manager): https://rzm.iana.org/rzm • RZM admin interface (for IANA staff):  Reference to internal link redacted
Steps	<ul style="list-style-type: none"> • Requestor transmits request to change the DNS root zone to IANA Root Zone Management team, either by lodging the request directly through RZM or by submitting a change request template via email to root-mgmt@icann.org or by other means (phone/fax/mail). • If a request is not lodged directly through RZM, IANA staff lodges the request on behalf of the TLD manager through RZM. • A reference number for the request is automatically generated and supplied to the requestor. • Proceed to Step 2.

2.	Is this a glue change?
Description	Decision to determine whether the requested change is a glue change.
Actor	RZM
Documents	<ul style="list-style-type: none"> • RZM admin interface:  Reference to internal link redacted
Steps	<ul style="list-style-type: none"> • RZM system automatically determines whether the request includes changes to one or more name servers that are shared with any other TLD(s). • Yes, if the request includes a change to one or more shared name servers, go to Step 5. • No, if the request does not include changes to a shared name server, proceed to Step 3.

3.	Does request contain both data and technical changes?
Description	Decision to determine, whether the request contains both data and technical changes.
Actor	RZM
Documents	<ul style="list-style-type: none"> • RZM admin interface: Reference to internal link redacted
Steps	<ul style="list-style-type: none"> • RZM system automatically determines whether the request includes both data and technical changes. • Yes, if the request includes both data and technical changes, proceed to Step 4 . • No, if the request does not include both data and technical changes, proceed to END .

4.	Does requestor wish to process changes in separate tickets?
Description	Decision in which the requestor determines whether they would like to process the data and technical changes in separate tickets.
Actor	RZM and Requestor
Documents	<ul style="list-style-type: none"> • RZM user interface (for TLD manager): https://rzm.iana.org/rzm • RZM admin interface (for IANA staff): Reference to internal link redacted
Steps	<ul style="list-style-type: none"> • RZM system offers the requestor the option to split their request into separate tickets. In some cases, splitting the ticket will speed up the processing of the request. • The requestor either selects the option to split the ticket or selects the option to process all changes in one request. • Yes, if the requestor elects to split the request into separate tickets, proceed to Step 5 . • No, if the requestor elects to process all changes in one ticket, go to END .

5.	Create separate tickets
Description	Action, in which RZM splits the request into multiple tickets.
Actor	RZM
Documents	<ul style="list-style-type: none"> • RZM admin interface: Reference to internal link redacted
Steps	<ul style="list-style-type: none"> • RZM system splits the request into multiple tickets. • END .