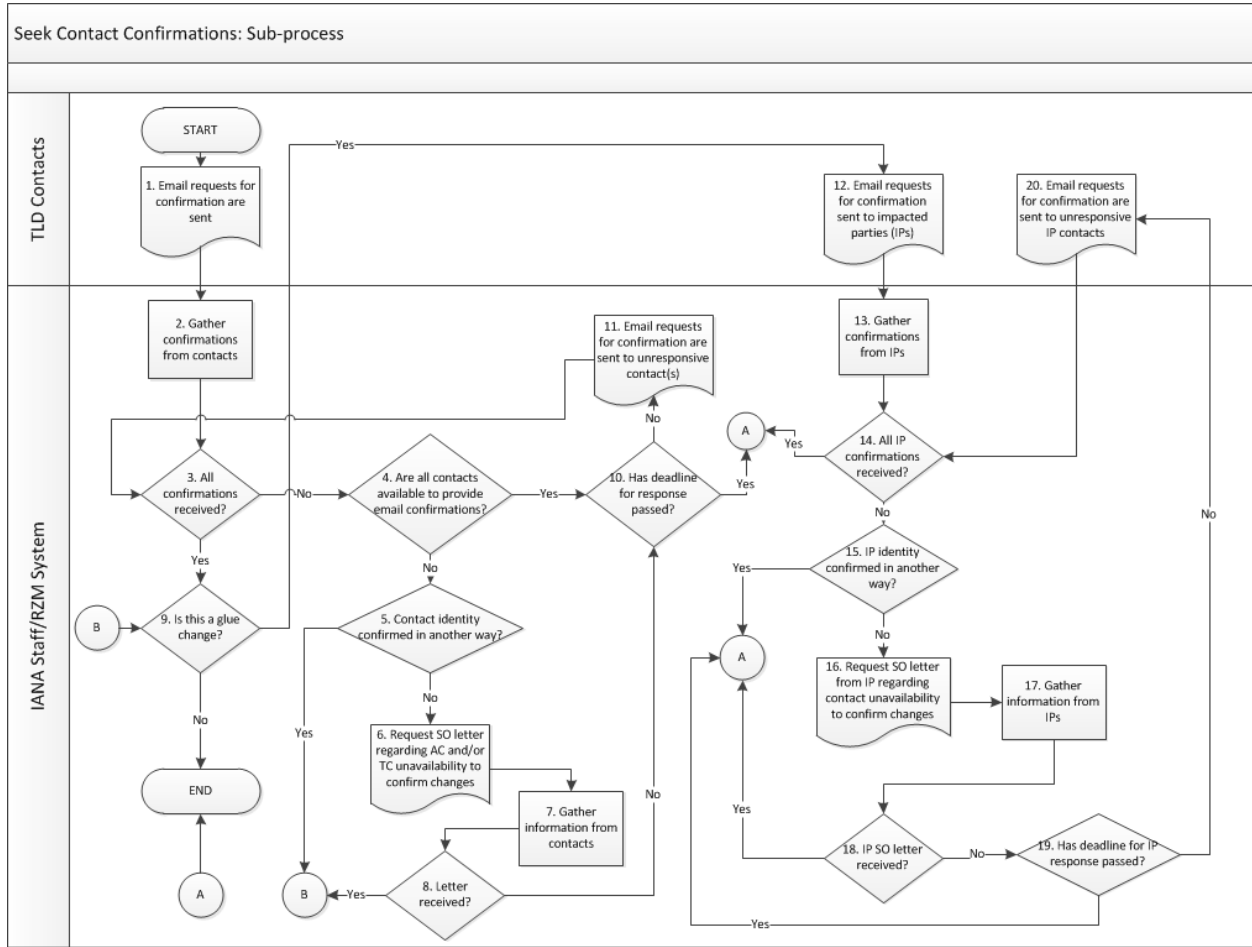


# Seek Contact Confirmations Sub-Process



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## Seek Contact Confirmations Sub-process

Date: 3/05/2012

Contact Information Redacted

Version: 1.3

### Overview:

This sub-process describes how RZM and IANA staff seek all necessary confirmations for root zone change requests.

<b>1.</b>	<b>Email requests for confirmation are sent.</b>
<b>Description</b>	Action, RZM system automatically sends email requests for confirmation to the current and proposed contacts.
<b>Actor</b>	RZM
<b>Documents</b>	<ul style="list-style-type: none"> <li>• Request for confirmation email</li> <li>• RZM admin interface: Reference to internal link redacted</li> <li>• RT: https Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• RZM system sends email requests for confirmation to the administrative contact and technical contact. If the change request includes a change of administrative and/or technical contacts, the system will send a request for confirmation to the proposed contacts as well.</li> <li>• Proceed to <b>Step 2</b>.</li> </ul>

<b>2.</b>	<b>Gather confirmations from contacts.</b>
<b>Description</b>	Action, in which RZM and/or IANA staff gather responses to the email requests for confirmation.
<b>Actor</b>	RZM and/or IANA staff
<b>Documents</b>	<ul style="list-style-type: none"> <li>• RZM admin interface (for IANA staff): Reference to internal link redacted</li> <li>• Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• RZM system and/or IANA staff gathers responses from the old and new administrative and technical contacts.</li> <li>• RZM automatically keeps track of responses when TLD managers reply to the request for confirmation emails and when TLD managers login and confirm or reject the request directly through RZM.</li> <li>• If for some reason RZM cannot parse an email reply, IANA staff will track the response.</li> <li>• Proceed to <b>Step 3</b>.</li> </ul>

<b>3.</b>	<b>All confirmations received?</b>
<b>Description</b>	Decision, in which RZM system and/or IANA staff determine whether all of the necessary contact confirmations have been received.
<b>Actor</b>	RZM and/or IANA staff
<b>Documents</b>	<ul style="list-style-type: none"> <li>• RZM admin interface (for IANA staff): [redacted] Reference to internal link redacted</li> <li>• RT: [redacted] Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• RZM system and/or IANA staff determine, whether confirmations from the administrative and technical contacts have been received. If the change request includes a change of administrative and/or technical contacts, the system and/or IANA staff will determine, whether confirmations from both the old and new administrative and technical contacts have been received as well.</li> <li>• Yes, if all necessary confirmations have been received, go to <b>Step 9</b> .</li> <li>• No, if not all necessary confirmations have been received, proceed to <b>Step 4</b> .</li> </ul>

<b>4.</b>	<b>Are all contacts available to provide email confirmations?</b>
<b>Description</b>	Decision, in which IANA staff works with requestor and TLD contacts to determine if both the administrative and technical contacts are available to provide confirmation, by email or directly in RZM, of the requested root zone changes.
<b>Actor</b>	IANA staff
<b>Documents</b>	<ul style="list-style-type: none"> <li>• RT: [redacted] Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• IANA staff communicates with TLD contacts to determine, whether the contacts that have not provided confirmations have access to their email accounts and are available to provide confirmation (either by email or directly through RZM).</li> <li>• Yes, if both the administrative and technical contacts are available to provide confirmation, go to <b>Step 10</b> .</li> <li>• No, if the administrative and/or technical contact is not available to provide confirmation, proceed to <b>Step 5</b> .</li> </ul>

<b>5.</b>	<b>Contact identity confirmed in another way?</b>
<b>Description</b>	Decision, in which IANA staff determine if a TLD contact can confirm the changes by providing proof of identity via fax, postal mail, or non-registered email address.
<b>Actor</b>	IANA staff
<b>Documents</b>	<ul style="list-style-type: none"> <li>• RZM admin interface (for IANA staff): [REDACTED] Reference to internal link redacted</li> <li>• RT: [REDACTED] Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• IANA staff contacts the reachable TLD contacts and asks whether the contact(s) that cannot provide confirmation via registered email can provide proof of identity sent via fax, postal mail, or non-registered email address.</li> <li>• Yes, if proof of identity can be confirmed, go to <b>Step 9</b> .</li> <li>• No, if proof of identity cannot be confirmed, proceed to <b>Step 6</b> .</li> </ul>

<b>6.</b>	<b>Request SO letter regarding AC and/or TC's unavailability to confirm changes.</b>
<b>Description</b>	Action, in which IANA staff request a letter from the sponsoring organization confirming that the administrative and/or technical contact is unavailable to provide confirmation of the requested changes.
<b>Actor</b>	IANA staff
<b>Documents</b>	<ul style="list-style-type: none"> <li>• Letter from sponsoring organization</li> <li>• RT: [REDACTED] Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• IANA staff requests a letter on sponsoring organization's letterhead, signed by an official of the sponsoring organization, confirming that the administrative and/or technical contact is unavailable to provide confirmation of the requested changes.</li> <li>• Note: if a new administrative or technical contact is unavailable to confirm the changes, the request cannot proceed.</li> <li>• Proceed to <b>Step 7</b> .</li> </ul>

<b>7.</b>	<b>Gather information from contacts.</b>
<b>Description</b>	Action, in which IANA staff gathers any submitted information and documentation from the requestor regarding the AC and/or TC's unavailability to confirm changes.
<b>Actor</b>	IANA staff
<b>Documents</b>	<ul style="list-style-type: none"> <li>• Letter from the sponsoring organization</li> <li>• RT: [REDACTED] Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• IANA staff gathers any information submitted by the requestors regarding the AC and/or TC's unavailability to confirm the changes. This may include a letter from the sponsoring organization confirming that the missing contact(s) is not available to confirm the requested changes.</li> <li>• Proceed to <b>Step 8</b> .</li> </ul>

<b>8.</b>	<b>Letter received?</b>
<b>Description</b>	Decision, in which IANA staff determine whether a letter from the sponsoring organization has been received.
<b>Actor</b>	IANA staff
<b>Documents</b>	<ul style="list-style-type: none"> <li>• Letter from the sponsoring organization</li> <li>• RT: [REDACTED] Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• IANA staff determines whether the requested SO letter has been received.</li> <li>• Yes, if the letter has been received, proceed to <b>Step 9</b> .</li> <li>• No, if the letter has not been received, go to <b>Step 10</b> .</li> </ul>

<b>9.</b>	<b>Is this a glue change?</b>
<b>Description</b>	Decision to determine, whether the requested change is a glue change.
<b>Actor</b>	RZM
<b>Documents</b>	<ul style="list-style-type: none"> <li>• RZM admin interface: <span style="background-color: black; color: white;">Reference to internal link redacted</span></li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• RZM system automatically determines whether the request includes changes to one or more name servers that are shared with any other TLD(s).</li> <li>• Yes, if the request includes a change to one or more shared name servers, go to <b>Step 12</b> .</li> <li>• No, if the request does not include changes to a shared name server, go to <b>END</b> . This will deliver a positive result to #8 of the RZM top-level process.</li> </ul>

<b>10.</b>	<b>Has deadline for response passed?</b>
<b>Description</b>	Decision, in which the RZM system automatically determines whether the deadline to receive confirmation from the necessary contacts has passed.
<b>Actor</b>	RZM
<b>Documents</b>	<ul style="list-style-type: none"> <li>• RZM admin interface: <span style="background-color: black; color: white;">Reference to internal link redacted</span></li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• The RZM system automatically determines whether the deadline for a response from all necessary contacts has passed.</li> <li>• Yes, if the deadline has passed, go to <b>END</b> . This will deliver a negative result to #8 of the RZM top-level process.</li> <li>• No, if the deadline has not passed, proceed to <b>Step 11</b> .</li> </ul>

<b>11.</b>	<b>Email requests for confirmation are sent to unresponsive contact(s)</b>
<b>Description</b>	Action, RZM system automatically sends email requests for confirmation to the current and proposed contacts that have not yet responded.
<b>Actor</b>	RZM
<b>Documents</b>	<ul style="list-style-type: none"> <li>• Request for confirmation email</li> <li>• RZM admin interface: [redacted] Reference to internal link redacted</li> <li>• RT: [redacted] Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• RZM system sends email requests for confirmation to the current and/or proposed contacts that have not yet responded.</li> <li>• Go to <b>Step 3</b> .</li> </ul>

<b>12.</b>	<b>Email requests for confirmation are sent to impacted parties (IPs)</b>
<b>Description</b>	Action, RZM system automatically sends email requests for confirmation to the administrative and technical contacts (impacted parties) of the TLDs that share a name server that is being modified.
<b>Actor</b>	RZM
<b>Documents</b>	<ul style="list-style-type: none"> <li>• Request for confirmation email</li> <li>• RZM admin interface: [redacted] Reference to internal link redacted</li> <li>• RT: [redacted] Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• RZM system sends email requests for confirmation to the administrative and technical contacts of the impacted TLDs.</li> <li>• Go to <b>Step 13</b> .</li> </ul>

<b>13.</b>	<b>Gather information from IPs.</b>
<b>Description</b>	Action, in which RZM and/or IANA staff gathers responses to the email requests for confirmation that were sent to the IPs.
<b>Actor</b>	RZM and/or IANA staff
<b>Documents</b>	<ul style="list-style-type: none"> <li>• RZM admin interface (for IANA staff): Reference to internal link redacted</li> <li>• RT: Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• RZM system and/or IANA staff gathers responses from the administrative and technical contacts of the impacted parties.</li> <li>• RZM automatically keeps track of responses when TLD managers reply to the request for confirmation emails and when TLD managers login and confirm or reject the request directly through RZM.</li> <li>• If for some reason RZM cannot parse an email reply, IANA staff will track the response.</li> <li>• Go to <b>Step 14</b> .</li> </ul>

<b>14.</b>	<b>All IP confirmations received?</b>
<b>Description</b>	Decision, in which RZM system and/or IANA staff determine, whether all of the impacted party confirmations have been received.
<b>Actor</b>	RZM and/or IANA staff
<b>Documents</b>	<ul style="list-style-type: none"> <li>• RZM admin interface (for IANA staff): Reference to internal link redacted</li> <li>• RT: Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• RZM system and/or IANA staff determine whether confirmations from the administrative and technical contacts of the impacted TLDs have been received.</li> <li>• Yes, if all necessary impacted party confirmations have been received, go to <b>END</b> . This will deliver a positive result to #8 of the RZM top-level process.</li> <li>• No, if necessary impacted party confirmations have not been received, proceed to <b>Step 15</b> .</li> </ul>



<b>15.</b>	<b>IP identity confirmed in another way?</b>
<b>Description</b>	Decision, in which IANA staff works with requestor and TLD contacts to determine if the impacted parties are available to provide confirmation, in an alternate way to email or directly through RZM, of the requested root zone changes.
<b>Actor</b>	IANA staff and TLD contacts
<b>Documents</b>	
<b>Steps</b>	<ul style="list-style-type: none"> <li>• IANA staff determines whether the impacted party that cannot provide confirmation via registered email can provide proof of identity sent via fax, snail mail, or non-registered email address.</li> <li>• Yes, if proof of identity can be confirmed, go to <b>END</b> . This will deliver a positive result to #8 of the RZM top-level process.</li> <li>• No, if proof of identity cannot be confirmed, proceed to <b>Step 16</b> .</li> </ul>

<b>16.</b>	<b>Request SO letter from IP regarding contact unavailability to confirm changes.</b>
<b>Description</b>	Action, in which IANA staff request a letter from the sponsoring organization confirming that the impacted party is unavailable to provide confirmation of the requested changes.
<b>Actor</b>	IANA staff
<b>Documents</b>	<ul style="list-style-type: none"> <li>• RZM admin interface (for IANA staff): [REDACTED] Reference to internal link redacted</li> <li>• RT: [REDACTED] Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• IANA staff requests a letter on the sponsoring organization's letterhead, signed by an official of the sponsoring organization, confirming that the impacted party is unavailable to provide confirmation of the requested changes.</li> <li>• Proceed to <b>Step 17</b> .</li> </ul>

<b>17.</b>	<b>Gather information from IPs</b>
<b>Description</b>	Action, in which IANA staff gathers any submitted information and documentation from impacted parties regarding missing contacts' unavailability to confirm changes.
<b>Actor</b>	IANA staff
<b>Documents</b>	<ul style="list-style-type: none"> <li>• Letter from IP's sponsoring organization</li> <li>• RZM admin interface (for IANA staff): [redacted] Reference to internal link redacted</li> <li>• RT: [redacted] Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• IANA staff gathers any information regarding missing IP's unavailability to confirm the changes. This may include a letter from the IP's sponsoring organization confirming that the missing contact(s) is not available to confirm the requested changes.</li> <li>• Proceed to <b>Step 18</b> .</li> </ul>

<b>18.</b>	<b>IP SO letter received?</b>
<b>Description</b>	Decision, in which IANA staff determines whether a letter from the impacted party's sponsoring organization has been received.
<b>Actor</b>	IANA staff
<b>Documents</b>	<ul style="list-style-type: none"> <li>• Letter from IP's sponsoring organization</li> <li>• RZM admin interface (for IANA staff): [redacted] Reference to internal link redacted</li> <li>• RT: [redacted] Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>• IANA staff determines whether the requested SO letter has been received.</li> <li>• Yes, if the letter has been received, go to <b>END</b> . This will deliver a positive result to #8 of the RZM top-level process.</li> <li>• No, if the letter has not been received, proceed to <b>Step 19</b> .</li> </ul>

<b>19.</b>	<b>Has deadline for IP response passed?</b>
<b>Description</b>	Decision, in which the RZM system automatically determines whether the deadline to receive confirmation from the impacted parties has passed.
<b>Actor</b>	RZM
<b>Documents</b>	<ul style="list-style-type: none"> <li>RZM admin interface: Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>The RZM system automatically determines whether the deadline for a response from the impacted parties has passed.</li> <li>Yes, if the deadline has passed, go to <b>END</b> . This will deliver a negative result to #8 of the RZM top-level process.</li> <li>No, if the deadline has not passed, proceed to <b>Step 20</b> .</li> </ul>

<b>20.</b>	<b>Email requests for confirmation are sent to unresponsive IP contacts.</b>
<b>Description</b>	Action, RZM system automatically sends email requests for confirmation to the impacted parties that have not yet responded.
<b>Actor</b>	RZM
<b>Documents</b>	<ul style="list-style-type: none"> <li>Request for confirmation email</li> <li>RZM admin interface Reference to internal link redacted</li> <li>RT: Reference to internal link redacted</li> </ul>
<b>Steps</b>	<ul style="list-style-type: none"> <li>RZM system sends email requests for confirmation to the impacted parties that have not yet responded.</li> <li>Go to <b>Step 14</b> .</li> </ul>