**Escalation Mechanisms (DT M)**

The CWG recommends requiring the continuation, with minor modifications, of a progressive set of escalation steps that can be performed for Emergency situations as well as Customer Service Complaints and a new Problem Management Process for Critical, Persistent or Systemic Failures, as applicable, for individual TLD registry operators, or others with relevant IANA functions operational issues. Three processes[[1]](#footnote-1) are recommended:

1. Root Zone Emergency Process

This process is for TLD managers in cases where expedited handling is required and is essentially the same as the process currently used by ICANN.

1. Customer Service Complaint Resolution Process

This process is for anyone who has a complaint about IANA services. It is modified somewhat from the current process used by ICANN with some added steps at the end.

1. Problem Management Escalation Process

This is a new process for critical, persistent or systemic failures of IANA services.

The details of these processes, including proposed modifications to the existing processes to reflect the transition, can be found in Annexes X (Root Zone Emergency Process), Y (Customer Service Complaint Resolution Process) and Z (Problem Management Escalation Process).

**Annex X- Root Zone Emergency Process**

As well as general staff availability during standard business hours, the IANA Functions Operator will continue to provide TLD managers with a 24×7 emergency contact number that allows TLD managers to quickly reach IANA Functions Operatorto declare an emergency and seek to expedite a Root Zone change request. IANA Functions Operatorwill execute such changes in accordance with the obligations of the standard root zone management workflow as expeditiously as possible. This prioritization will include performing emergency reviews of the request as the first priority, out of ordinary business hours if necessary, and informing its contacts at the Root Zone Maintainer[[2]](#footnote-2) of any pending changes that will require priority authorization and implementation.

Please note that both figures below are consistent with existing processes but terminology has been updated to ensure consistency and general applicability.

### Figure 1.2-41. 24x7 Emergency Process[[3]](#footnote-3)



### Figure 1.2-42. 24x7 Emergency Process Step-by-Step Description

|  |  |
| --- | --- |
| **1 TLD CONTACTS CALL CENTER** | |
| **Description** | All TLD managers are provided with an emergency contact telephone number that will reach a 24x7 call center. |
| **2** | **DOES CALLER DECLARE AN EMERGENCY?** |
| **Description** | The caller is asked if the issue is an emergency that requires an urgent root zone change, and can not wait until regular business hours. |
| **3** | **CALL IANA Functions Operator DURING BUSINESS HOURS** |
| **Description** | In the event the caller decides it is not an emergency, their contact details are logged and they are advised to speak to IANA Function staff during regular business hours. |
| **4** | **FOLLOW INSTRUCTIONS AND ASK QUESTIONS** |
| **Description** | Call center staff follow a set of instructions to solicit relevant information relating to the nature of the emergency, and the contact details of the TLD manager. |
| **5** | **SEND EMAIL TO** [ROOT-MGMT@IANA.ORG](mailto:ROOT-MGMT@IANA.ORG) |
| **Description** | The particulars of the emergency call are sent by the call center staff to the ticketing system. This opens a ticket and starts an audit log of the specific request. |
| **6 CALL CENTER REACHES THE IANA Functions Operator EMERGENCY RESPONSE TEAM** | |
| **Description** | The call center has the emergency roster of IANA Functions staff, as well as escalation points for IANA Functions Operatorsenior management. The call center will call through the roster until they contact a person to hand the issue to. The IANA Functionstaff member that receives the issue will be the primary person responsible for resolution of the issue. |
| **7** | **HAS SOMEONE FROM THE ROOT ZONE MANAGEMENT (RZM) TEAM BEEN INFORMED?** |
| **Description** | The primary person responsible checks if the Root Zone Management team within the IANA Functions staff is aware of the issue. |
| **8** | **PASS INFO ON TO RZM TEAM** |
| **Description** | If necessary, information relating to the emergency request is communicated to the Root Zone Management team. |
| **9** | **RZM TEAM CONTACTS TLD MANAGER** |
| **Description** | The IANA Functions staff performing the root zone management functions contact the TLD manager using the contact details provided to the call center. The nature of the issue is discussed in more detail, and a plan is devised to resolve the issue. |
| **10** | **RZM TEAM CONFIRMS EMERGENCY** |
| **Description** | Following dialog with the TLD manager, the RZM team confirms the particulars of the issue and the need to perform an emergency root zone change to resolve the issue. |
| **11** | **INFORM TLD ABOUT APPROPRIATE OPTIONS** |
| **Description** | In the event the TLD manager and RZM team deem that an emergency root zone change can not resolve the issue, IANA Functions Operatorwill inform the TLD manager about what other options they have to resolve the issue. |
| **12** | **VALIDATE REQUESTED CHANGES** |
| **Description** | IANA Functions Operatorvalidates the request in accordance with the standard procedures described in the Root Zone Change process, including performing technical checks and performing contact confirmations. IANA Functions Operatortakes steps to conduct these as quickly as possible. |
| **13** | **GIVE HEADS UP TO Root Zone Maintainer** |
| **Description** | IANA Functions Operatortakes all available steps to inform personnel at the Root Zone Maintainer that there is an active emergency change request being conducted, and encourages the Root Zone Maintainerto process the request as quickly as possible. |
| **14** | **ACT ACCORDING TO ROOT ZONE CHANGE REQUEST PROCESS EXPEDITIOUSLY** |
| **Description** | IANA Functions Operatorexecutes the root zone change request as quickly as possible according to all standard policies and procedures. IANA Functions Operatorprioritizes the rapid implementation of the request above other requests at normal priority. |

**Annex Y – IANA Customer Service Complaint Resolution Process**

(Modified Procedure)[[4]](#footnote-4)

Refer to the existing ICANN IANA process at <http://www.iana.org/help/escalation-procedure>.

If anyone experiences an issue with the IANA Function Operator’s delivery of the IANA services, then it should be reported to the IANA Functions Operator as follows. This process should be used in cases where response has been too slow, where a possible mistake has been made or when there appears to have been inequitable service delivery.

**Phase 1** – Initial remedial Process for IANA Naming Functions

Send an e-mail to [escalation@iana.org](mailto:escalation@iana.org) and provide the ticket numbers of the requests where the problem arose. If the problem is not resolved, IANA staff will escalate the problem to the following team members in this order as applicable:

1. IANA Function Liaison for Root Zone Management
2. IANA Functions Program Manager
3. Ombudsman (voluntary step)

Efforts are made to resolve complaints as soon as possible but the structured process above allows escalation of complaints to the IANA management team. If, at any point, you are not satisfied with the resolution process you can use the Ombudsman or similar process instead.

## Who can use the process?

This process is open to anyone[[5]](#footnote-5). The functions include:

* Protocol Parameters management, including the management of the .ARPA TLD
* Root Zone Management
* Root DNS Key Signing Key Management
* Internet Number Resources Allocation
* Management of the .INT TLD

## What information must be provided?

In addition to providing the ticket numbers for the requests where the problem arose, any other information that may be needed to understand and resolve the complaint should be provided.

## What is the expected time line?

Receipt of the complaint will be acknowledged within one business day and a substantive response will be sent within two business days. Efforts will be made to resolve complaints as soon as possible.

## Is there another resolution process?

The Ombudsman or similar service can help resolve problems using Alternative Dispute Resolution techniques. (In the case of the current IANA Functions Operator, the [Ombudsman web pages](http://www.icann.org/en/help/ombudsman" \t "_blank) have more details.)

## Escalation Contact Information for the current IANA Functions Operator (ICANN)

|  |  |  |
| --- | --- | --- |
| **Role** | **Name** | **Email Address** |
| IANA | IANA Staff | iana@iana.org |
| IANA Function Liaison for Technical Protocol Parameters Assignment | Michelle Cotton | michelle.cotton@icann.org |
| IANA Function Liaison for Root Zone Management | Kim Davies | kim.davies@icann.org |
| IANA Function Liaison for Internet Number Resource Allocation | Naela Sarras | Naela.sarras@icann.org |
| IANA Functions Program Manager | Elise Gerich | elise.gerich@icann.org |
| Ombudsman | Chris LaHatte | ombudsman@icann.org |

In case the issue is escalated to members of the IANA team and/or to the Ombudsman or equivalent, the Customer Standing Committee (CSC) is notified for information purposes only.

Phase 2

Should the issue not be resolved after phase 1, the following escalation mechanisms will be made available to direct customers[[6]](#footnote-6):

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1. If issue is not addressed, the complainant (direct customer) may request mediation.
2. CSC is notified of the issue by complainant and/or IFO. The CSC reviews to determine whether the issue is part of a pattern of similar problems and/or is critical or systemic, and if so, may escalate to The Problem Management Escalation Process.
3. The complainant (direct customer) may initiate an Independent Review Process, if the issue is not addressed.

**Annex Z – IANA Problem Management Escalation Process**

(New procedure)

**Problem Management** (Critical, Persistent or Systemic Failures)

The Customer Standing Committee is authorized to monitor the performance of the IANA function against agreed service level targets on a regular basis. In the event that the performance of the IANA function is determined unsatisfactory by the CSC, the CSC will seek resolution in accordance with a Remedial Action Plan which includes:

1. CSC reports unsatisfactory performance to the IANA Functions Operator and requests remedial action in a predetermined number of days.
2. CSC confirms completion of remedial action.
3. If CSC determines the that the remedial action has been exhausted and has not led to necessary improvements, the CSC is authorized to escalate to the ccNSO and/or the GNSO, which might then decide to take further action using agreed consultation and escalation processes[[7]](#footnote-7).

1. Note, nothing in these processes prevents a TLD an operator to pursue other applicable legal recourses that may be available. [↑](#footnote-ref-1)
2. To avoid confusion this term could be changed to Root Zone Publisher (RZP)? To be decided by CWG. [↑](#footnote-ref-2)
3. Note, in this flow chart RZM refers to Root Zone Management [↑](#footnote-ref-3)
4. Note, in phase 1 the main change was to take the ICANN CEO out of the escalation path, while phase 2 has been added as a new part of the customer service complaint resolution process. [↑](#footnote-ref-4)
5. Including individuals, ccTLD regional organizations, ICANN SO/ACs, etc. [↑](#footnote-ref-5)
6. Non-direct customers, including TLD organizations, that are of the view that an issue has not been addressed through phase 1 may escalate the issue to the ombudsman or via the applicable liaisons to the Customer Standing Committee to phase 2. [↑](#footnote-ref-6)
7. Which would include CCWG work stream 1 accountability mechanisms once these are completed. [↑](#footnote-ref-7)