

Appendix

[B] Direct costs (shared resources), associated with operations of the IANA functions

Function and dependencies on other ICANN departments:

- 1) Request processing
 - a. RT trouble ticketing system supported and provided by IT
 - b. RZMS software development, support and maintenance by IT
 - c. Email system provided and supported by IT
 - d. On-line connectivity provided and supported by IT
 - e. OFAC checks supported by Legal
 - f. Board resolutions reviewed by Legal/sometimes drafted by Legal. Delegation/Redelegation Reports reviewed by Legal on as as-needed basis
 - g. All hardware and infrastructure provided and supported by IT
 - h. Support from GSE to gather information for ccTLD requests
- 2) Root Key Signing
 - a. Roles in ceremonies by IT, Registry Technical Services, SSR, Strategy, GSE, and program department
 - b. Suite of Security documents reviewed and adopted by SSR and IT departments
 - c. Facility rent and connectivity to the Key Management Facility (KMF) provided by IT
 - d. DNSSEC SysTrust Audit requires work samples from IT, Legal, and SSR
 - e. Third Party Contract/RFP prepared by Procurement and reviewed by Legal
- 3) IANA Website
 - a. Hardware provided, administered, and supported by IT
 - b. Contract compliance requirements reviewed by Legal
 - c. Web-admin support to post reports and documents on ICANN website
- 4) Security to protect data and systems
 - a. Security plan reviewed and accepted by IT and SSR
 - b. Reviewed by Legal prior to submission to NTIA
- 5) Continuity and Contingency of service
 - a. Dependent on IT and Finance
 - b. Plan reviewed by IT, SSR, HR, Legal, and Finance prior adoption
- 6) Conflict of Interest compliance
 - a. Annual report prepared by HR and Legal
- 7) Monthly reporting of performance
 - a. Posted on hardware maintained and administered by IT
 - b. Contract compliance requirements reviewed by Legal
- 8) Customer Service Survey
 - a. RFP prepared by Procurement
 - b. Final report from 3rd party reviewed by Legal prior to posting
- 9) Administrative support
 - a. Share Administrative Assistant with Contractual Compliance – 50% dedicated to supporting IANA department
- 10) Annual updates to Agreements
 - a. Legal review of annual Supplemental Agreement to the IETF MOU