SSR Recommendation 9 Implementation Operations Excellence – Standards and Compliance

30 June 2015

Implementation 9 Timeline



Publish remit

Recommendation 9 Implementation Description

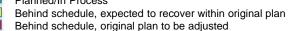
ICANN should assess certification options with commonly accepted international standards (e.g. ITIL, ISO and SAS-70) for its operational responsibilities. ICANN should publish a clear roadmap towards certification.

Status of Deliverables

	Responsible	Due Date
ICANN's implementation of DNSSEC in the root has achieved SysTrust certification.	Staff	√
Staff certification options initially focused on ITIL certification of DNS engineering staff. SSR-related certification effort subsequently incorporated into EFQM program in April 2015. Closure date TBD as part of EFQM RADAR evaluation schedule (FY15).	Staff	



Planned/In Process





SSR Recommendation 9 Implementation ICANN's SSR Remit and Limited Technical Mission

30 June 2015

Pro	iect	Status

ICANN's implementation	of DNSSEC in the root has	achieved S	ysTrust certification.
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Implementation Notes

This recommendation is in progress.