

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	

-  Complete
-  Planned/In Process
-  Behind schedule, expected to recover within original plan
-  Behind schedule, original plan to be adjusted



SSR Recommendation 9 Implementation

ICANN's SSR Remit and Limited Technical Mission

30 June 2015

Project Status

ICANN's implementation of DNSSEC in the root has [achieved SysTrust certification](#).

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).

Implementation Notes

This recommendation is in progress.

