# *SSR Review Recommendation 9 Implementation*

**Recommendation fully implemented as of 30 September 2015**

# SSR Recommendation 9 Implementation
## ICANN Operational Responsibilities
30 September 2015

## Implementation 9 Timeline

Certifications

## 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 |
|---|---|---|
| Implement DNSSEC in the root | Staff | ✓ |
| Incorporate SSR-related certification into EFQM program | Staff | ✓ |

☑ Complete
🟩 Planned/In Process
🟨 Behind schedule, expected to recover within original plan
🟥 Behind schedule, original plan to be adjusted

ICANN

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**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).

ICANN launched its EFQM web page where the focus is on continuous improvement.  The EFQM Excellence Model provides mechanisms for the holistic assessment of an organization. These assessments help improve the way ICANN works, so that it can deliver better results.

**Implementation Notes**

This recommendation is complete.