

# IANA Naming Functions Update

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# IANA Operations Update

Pandemic Edition

<b>ICANN</b>	<b>71</b>
<b>VIRTUAL POLICY FORUM</b>	
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**Kim  
Davies**



# The IANA Naming Functions

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- Key role is administration of the DNS Root Zone
  - Managing the contents of the root zone
    - Processing change requests from TLD managers
    - Reviewing against policy
    - Working with partners to propagate changes
  - Managing the trust anchor for the root zone
    - Cryptographic key management
    - Highly transparent approach with public ceremonies
- Additional services
  - Label generation ruleset repository
  - Administer .INT

# Pre-pandemic operations

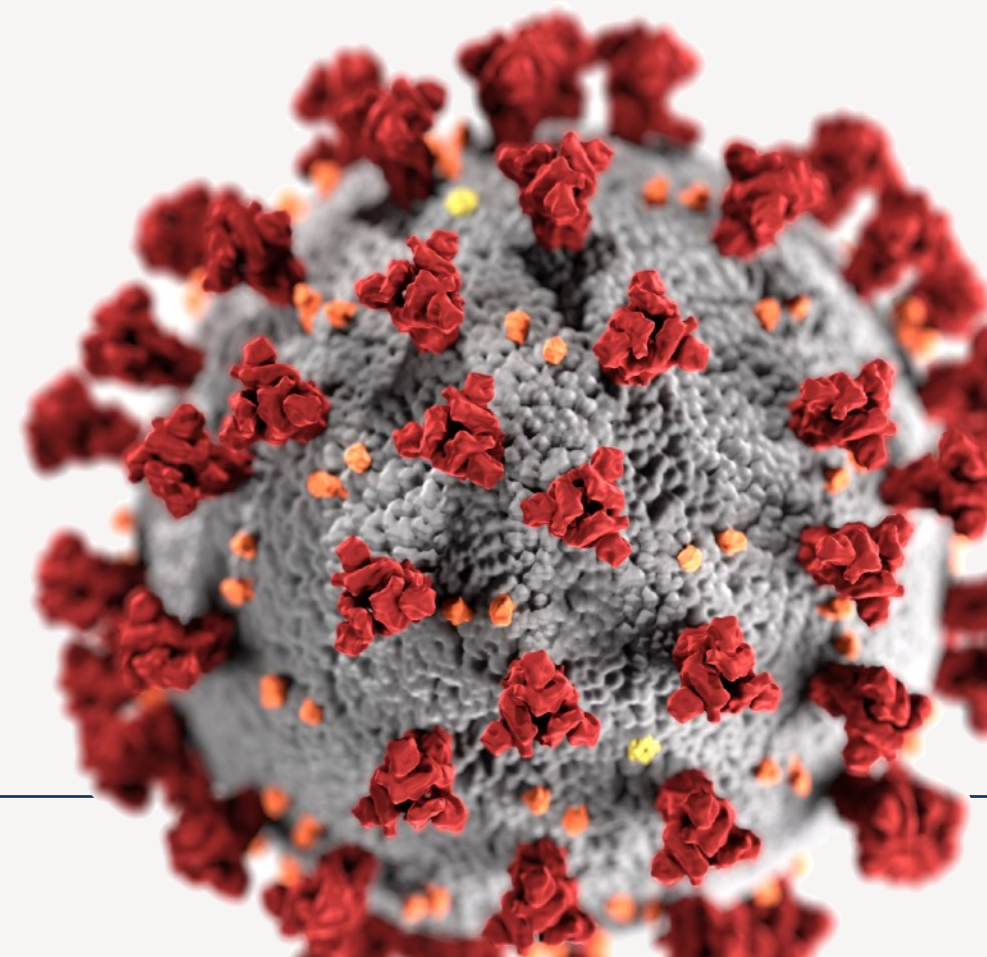
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- IANA team of ~16 personnel
  - Mostly based in Los Angeles
- Consistently meets SLAs across all functional areas
  - Occasional SLAs missed, but never indicative of a trend and usually relating to singular issues beyond IANA's control
- High customer satisfaction
  - Confirmed by annual surveys and newly introduced post-interaction survey
- Regular face-to-face engagement with the community
  - Predominantly ICANN, IETF, regional community meetings
  - Mixture of scheduled presentations and one-to-one interactions with customers
  - Supports many working groups as liaison/SME

# Start of the pandemic

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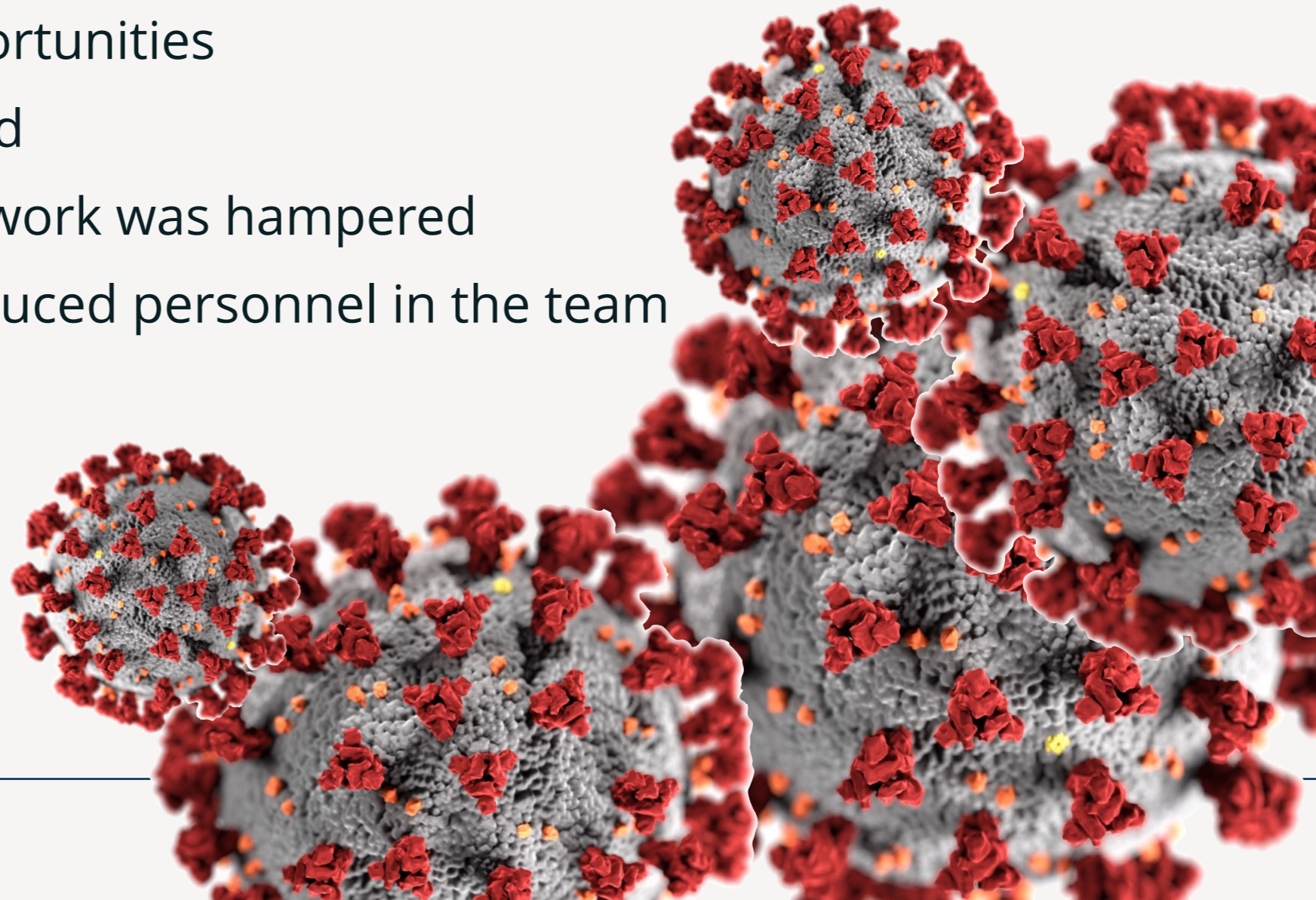
- Work from home operations starting in March 2020
- A period of working from home was already anticipated
  - ICANN 67 was being held remote-only instead of in Mexico
  - LA office was limited to meeting logistics staff (vendors, etc.)
- It was just extended by 15 months and counting...



# Pandemic operations

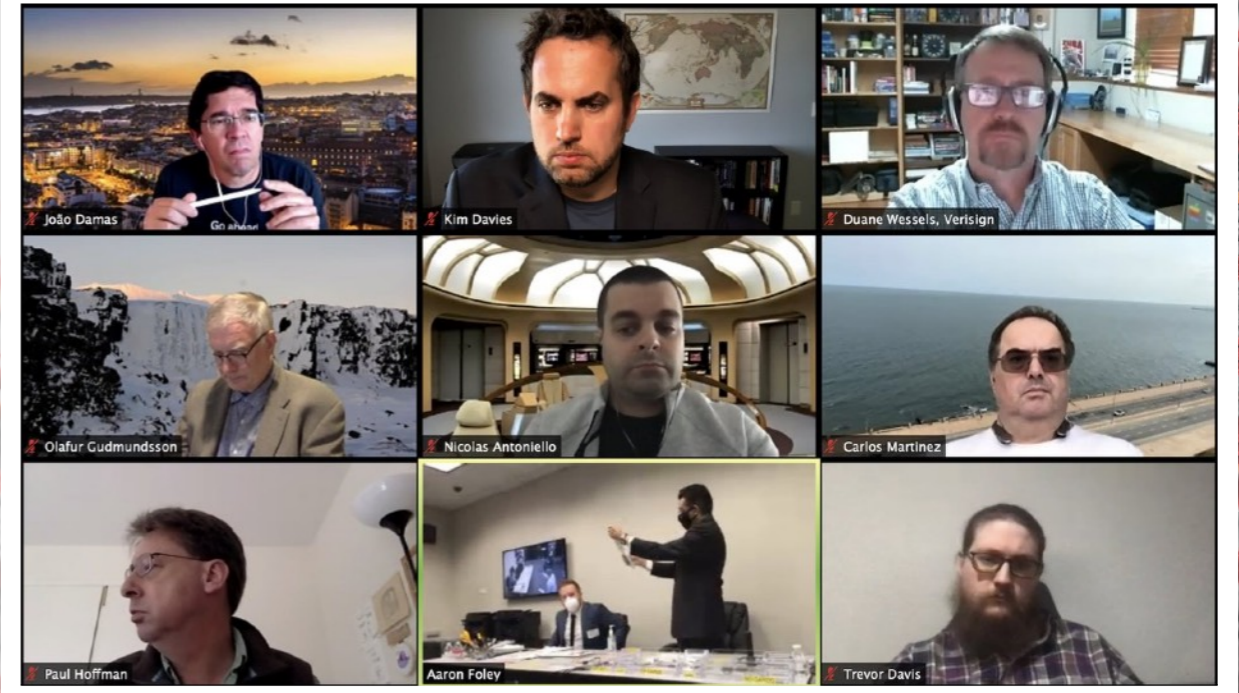
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- Day-to-day request processing was essentially unaltered
  - Team quick adapted to remote working and substituted in-person coordination for online meetings
- Engagement opportunities reduced
  - Most of our partner communities reduced their meetings, resulting in less speaking opportunities
- Project run-rate adjusted
  - Highly collaborative work was hampered
  - Also impacted by reduced personnel in the team



# Pandemic operations

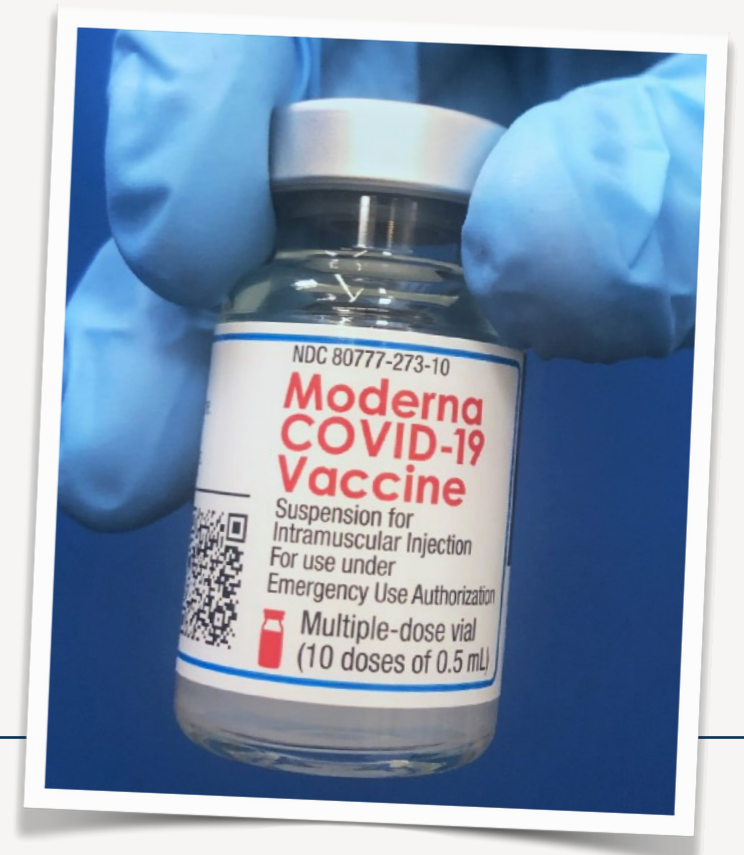
- Key ceremony operations significantly altered
  - Original design highly reliant on international travel
  - Moved from 3 month to 9 month cadence
  - Staff only with increased remote participation
  - Mitigating controls to retain same level of confidence in system



# Where are we now?

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- Staff still work remotely
- Dipping toes into water to be prepared for post-pandemic operations
  - Successfully conducted maintenance of key management facility in Virginia in June 2021
  - Hoping for a normal(-ish) ceremony in Q4 2021
- Kicking off planning for next fiscal year with an assumption of resumption of travel and return to normal operations





# The result

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- Continued to meet performance targets
  - High level of SLA adherence
  - Highest scores yet on customer satisfaction
  - Key ceremonies carried out with full support from community
- Staff have been largely successful working from home
  - Operations have continued extremely well
  - Adjustments on non-operational work
  - Some staff have thrived during the pandemic
    - ... which is not to say some are eager to return to social interaction again

# Lessons learned

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- Real life case study in disaster preparedness
  - A success?
- Will inform future continuity planning
  - Already held annual exercise that expanded on pandemic-related scenarios
  - Pre-2020 continuity plan only assumed remote work could happen for a few days
    - That section is now deleted.
  - Helps us consider new resiliency scenarios
- Workforce flexibility has been tested

# PTI Board Update



Lise  
Fuhr

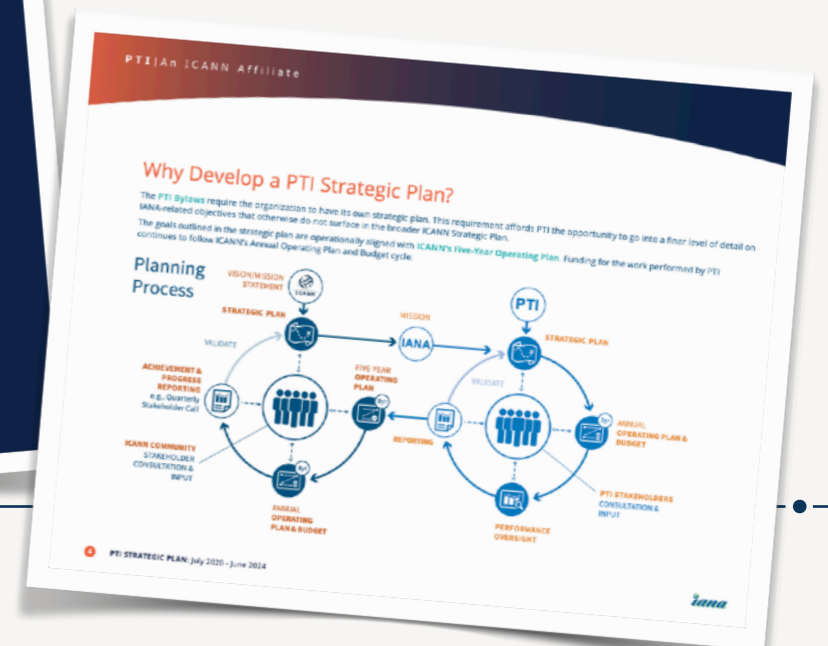
# Board's Role and Composition

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- Oversight of Public Technical Identifiers
  - Dedicated focus is performing the IANA functions for ICANN
  - Ensuring the contracts are being performed
  - Reviewing performance against the operating plan and budget
  - Devising the long term strategic plan
- Small board comprised of 2 community appointees, and 3 ICANN staff
  - Lise Fuhr, James Gannon — community appointees
  - David Conrad, Jia Rong Low — ICANN staff
  - Kim Davies — PTI President

# Board's Achievements

- Published first strategic plan last year
  - Five key objectives within
    - Maintain stakeholder trust
    - Secure IANA operations
    - Maintain and enhance service delivery
    - Achieve operational excellence
    - Governance to improve openness, inclusiveness, accountability and transparency



# Board's Achievements

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- Board taking a leading role in the governance related strategic objectives for implementation
- How to simplify some aspects of the current arrangements
  - Sync PTI's strategic planning cycle with ICANN's (currently disjoint due to bylaws disparity)
  - Sync PTI and ICANN's budget cycles (looking into possibilities to simplify the annual review process to reduce redundant reviews of the same material)
  - Reduce oversight complexity (streamline or simplify reporting or forms of duplication)
  - Communicate/clarify PTI's remit (organization is still not well understood by many, or misunderstood)
  - Clearer communication and improved transparency (simplify the terminology, to promote understanding and reduce jargon)
  - Support organizational reviews (contribute to ICANN's reviews that might improve the IANA functions directly or indirectly)

# How the Board has been working

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- Historically had focused meetings at each face-to-face ICANN meeting, plus one Board workshop per year in January
  - Needed to evolve to an online only approach
  - Meeting every 4-6 weeks
  - Has spread out what would normally be done in 1-2 days in January across multiple months

# How the Board has been working

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- Devising an explicit engagement strategy
  - Identify objectives
    - Promote awareness of PTI's strategy, and promote inputs to inform strategic direction
    - Give confidence of proper oversight of PTI from corporate governance perspective
    - Ensure familiarity with key community personnel, to resolve issues quickly when they arise
    - Promote interest in Nomcom process
  - Identify exact communities of interest
  - Document mechanisms of interacting with these communities
    - Where there are gaps, perform outreach to community leaders to discuss the right approach



# Planning for the future



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# Our annual planning cycle

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- Objective is to create an **operating plan and budget (OP&B)**
  - Turn our strategic objectives into tangible outcomes throughout the fiscal year
  - Confirm the right level of funding for the planned initiatives
- Usually kick off mid-year for the following fiscal year
  - FY23 runs July 2022 — June 2023
  - We start mid-year (now) consulting on high level priorities and budgeting assumptions with community groups
  - Turn that early feedback into a draft operating plan and budget
- Starts relatively early due to the many process steps involved
  - Draft is submitted to PTI Board by 30 September (bylaws requirement), and then for public comment
  - Upon ultimate adoption, gets rolled up into ICANN budget process

# What's different this year?

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- Timelines have shifted a little to better align with ICANN budget process
- The document that will be put to public is redesigned from scratch, new format
  - Reduce jargon and highlight key details the community is interested in
  - Limit repetition between PTI and IANA budgets where possible
  - Clearer linkage between the strategic plan and operating plan
- Hybrid initial outreach approach, mixture of email exchange, online meetings
  - This meeting serves as the kick-off for the naming community
  - Augmented by community-wide webinars open to all
- We are trying to make the process simpler and more straightforward
  - Merging engagement opportunities

# Our planning assumptions

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- What we assume to be true as we draft the OP&B
  - Customers are fundamentally happy with our services
    - High levels of ongoing customer satisfaction
  - The 2020-2024 strategic plan correctly captures our FY23 objectives
  - Need to incrementally improve our services to maintain this happiness
  - Funding for PTI operations remains a priority and will continue to support all expected expenses
  - Travel and meetings will resume to pre-pandemic levels

# Our planning assumptions

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- What we assume to be true as we draft the OP&B (continued)
  - New foreseen areas of activity that impact existing processes and possibly headcount:
    - TLD variants
    - Future round of gTLDs
    - Increased cadence of KSK rollovers
    - System development and workflow enhancements
    - Recommendation implementation
      - SSR2, RZM evolution study
  - Looking for feedback whether we are on-track with these
    - Different assumptions? Missing impacts?

# Our planning priorities (naming related)

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- System evolution
  - New RZMS platform will be launched but will have a program of incremental improvements
    - Deferred quality-of-life/functional improvements
    - Implementing new policies/programs (e.g. SubPro)
- ccNSO Review Mechanism — ripe for implementation?
- KSK management
  - Next rollover
  - R&D on algorithm roll (kicks off FY22)
  - Facilities review

# What priorities have changed versus last year?

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- No fundamental changes
  - Core IANA operations are not expected to radically change in size or scope
  - Limitations related to COVID-19 likely to alleviate
  - Some items are carry overs as they have had a delayed start due to policy development taking longer, other challenges with respect to project schedule

# Next steps

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- Input on priorities and assumptions adjustments welcome now
  - Will help seed our work
- Public webinars for July to be scheduled
- A draft will be posted for public comment by October



**Thank you!**

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