

IANA Numbers Function Update

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Customer Satisfaction Survey

- Annual survey sent to the RIR CEOs and Registration Services Managers
- Participation rate was 26%, which is 10% lower than previous years' average.
- 100% satisfaction rate. The average over the past 4 years was 99%.
- All 5 respondents reported they did not have any customer service related issue in the past year.
- Accuracy and Timeliness were reported the two most important performance aspects for the Numbers function.



<https://iana.org/performance>

SLA Performance

Number Resource Performance

March 2018

Performance Summary

These performance targets are derived from section 4.3 of the Service Level Agreement for the IANA Numbering Services for the allocation of unicast IP addresses and AS numbers to the five Regional Internet Registries.

- ✓ Requests acknowledged on time (100%)
- ✓ Responded on time (100%)
- ✓ Implemented on time (100%)
- ✓ Implemented accurately (100%)

Individual Requests to Regional Internet Registries

Date	Request Type	Request Processing Details
2018-03-01	IPv4 Unicast	<ul style="list-style-type: none">✓ Responded on time (0.0 days)✓ Implemented on time (0.8 days)✓ Accurately implemented More info

<https://iana.org/performance>

Audit Programs



Registry Assignment and Maintenances Systems (including number resources). 2017 report issued with no exceptions. Number processes and policies were included in this year's audit for the first time.



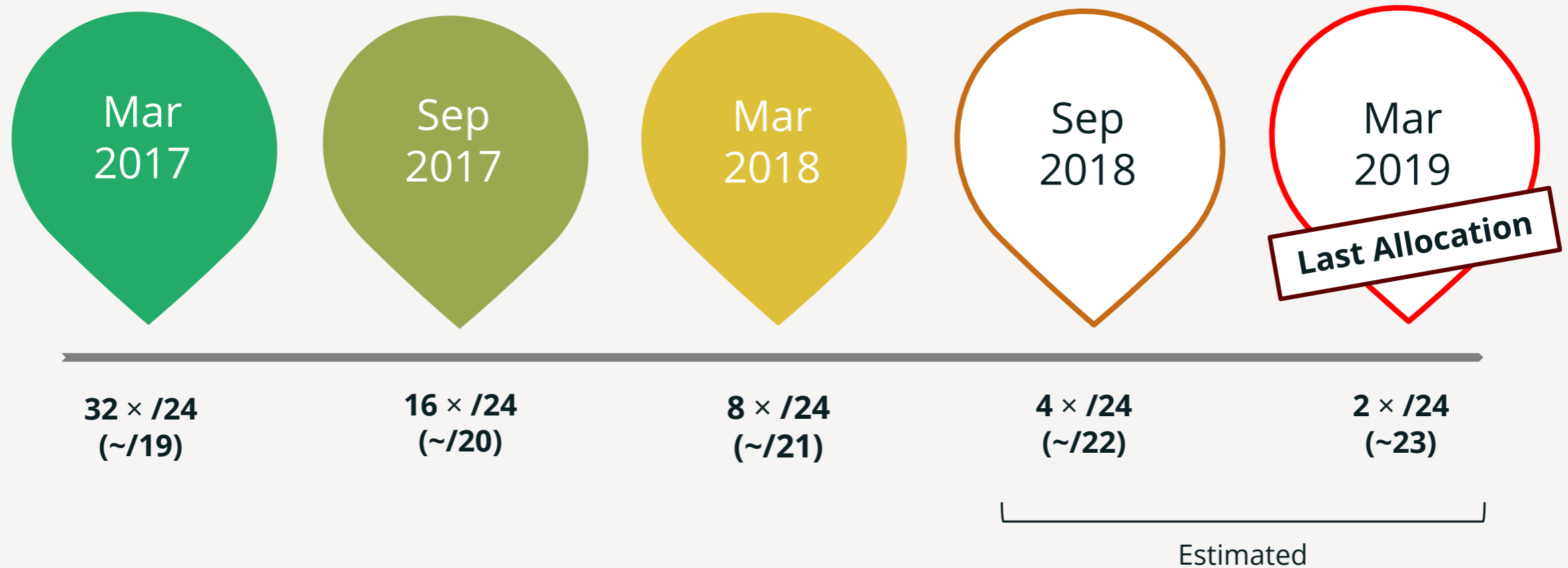
Root Zone KSK. 2017 report issued with no exceptions. This report provides confidence that the trust anchors for the domain name system are properly managed.



Public RFP to select new audit firm completed. RSM replaces PricewaterhouseCoopers for 2018 audit program.

<https://iana.org/audits>

IPv4 Recovered Pool Allocation



- Unallocated remaining Recovered IPv4 Address Space is: **8,448 (13.0 bits)** available to allocate. If we do not receive additional returned addresses, the last allocation from the recovered pool will take place in **March 2019**.
- Allocations made from the Recovered IPv4 Address Space are made in accordance with the [Global Policy for Post Exhaustion IPv4 Allocation Mechanism by the IANA](#) (Ratified 6 May 2012).

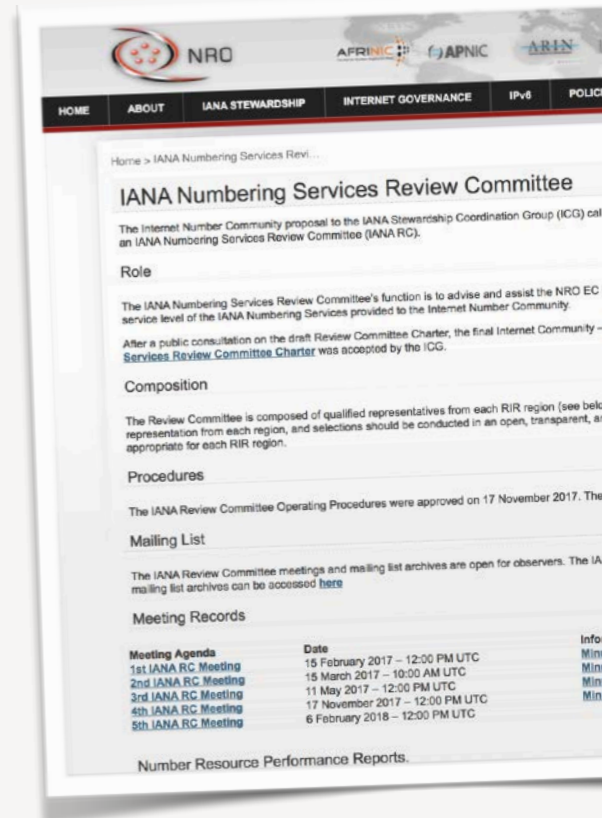
IANA Numbering Services Review

The IANA Numbering Services Review Committee (IANA RC):

- comprised of RIR community and staff representatives;
- advises and assists the NRO EC in its periodic review of the service level of the IANA Numbering Services provided to the Internet Number Community.

Performed a review of the period March-December 2017:

1. Compiled a 2017 IANA Performance Matrix Summary Report.
2. Solicited public comments for consideration by the IANA RC
3. After evaluating input, issued the 2017 IANA Numbering Services Review Committee Report.



<https://www.nro.net/iana-numbering-services-review-committee/>

KSK Rollover

- Multi-year process to replace the trust anchor for the DNS for the first time
- Considered sensitive as how software copes with updating the anchor is untested in the real world.
- Our team has generated the new trust anchor and published it.
- Cut-over was planned for 11 October 2017 but was delayed to study late-breaking telemetry data.
- Rescheduled cut-over has been proposed for **11 October 2018**.
- Public comment period closed earlier this month, staff digesting feedback and expect to publish response in coming weeks.



<https://iana.org/dnssec>

Ongoing work

- Drafting a revised **AS registry** without the inter-RIR transfers included.
- Reviewing our data collection practices across the ICANN Org in light of the **General Data Protection Regulation** coming into force 25 May 2018 in the European Union states.
- Building a **workflow management system** for protocol parameter assignments (including number resources)
 - Improved data access and presentation
 - Self-service and API capabilities
 - Automation to improve performance and accuracy
- Preparing for our **FY20 budgeting process**, community consultations to happen May-July.

Thank you!

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