

We will be starting shortly



IANA Business Excellence

May 2010 Update



Webinar

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Agenda

- What is Business Excellence all about?
- Which framework are we using?
- Why are we doing this?
- What have we done since Seoul?
- What are we doing now?
- What's next?
- Questions?

Organizational context

- This update is about the Business Excellence work going on in the IANA Department



Internet Assigned Numbers Authority

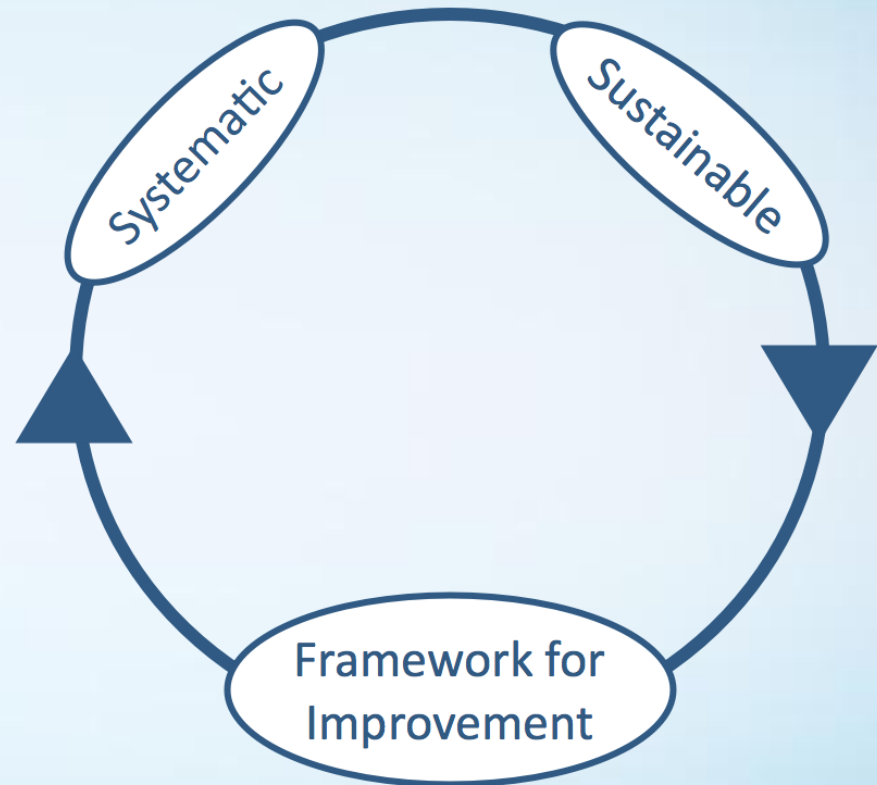
What is Business Excellence all about?

- Use QM principles systematically to improve performance
- Based on the principles of
 - Customer focus
 - Stakeholder value
 - Process management



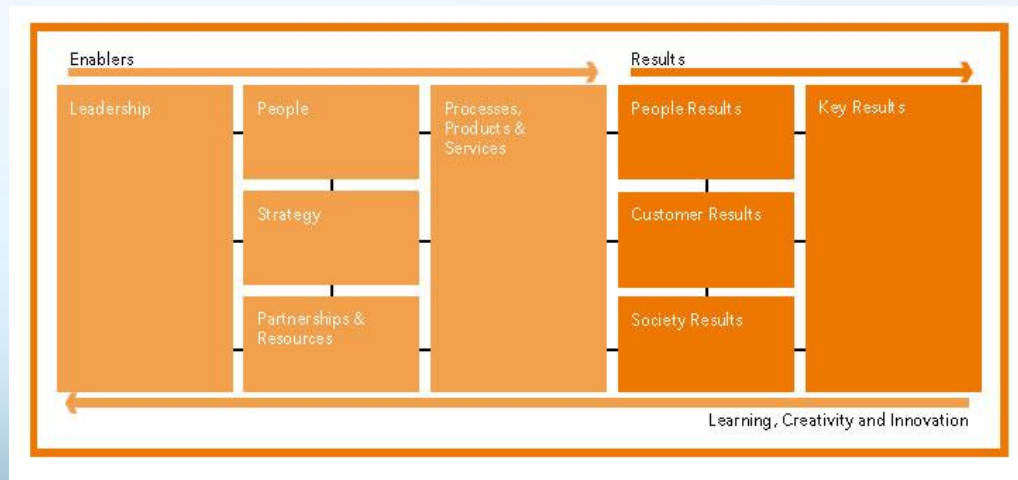
What outcomes are we working for?

- Continuous improvement moving towards sustainable excellence
- Monitor and measure progress

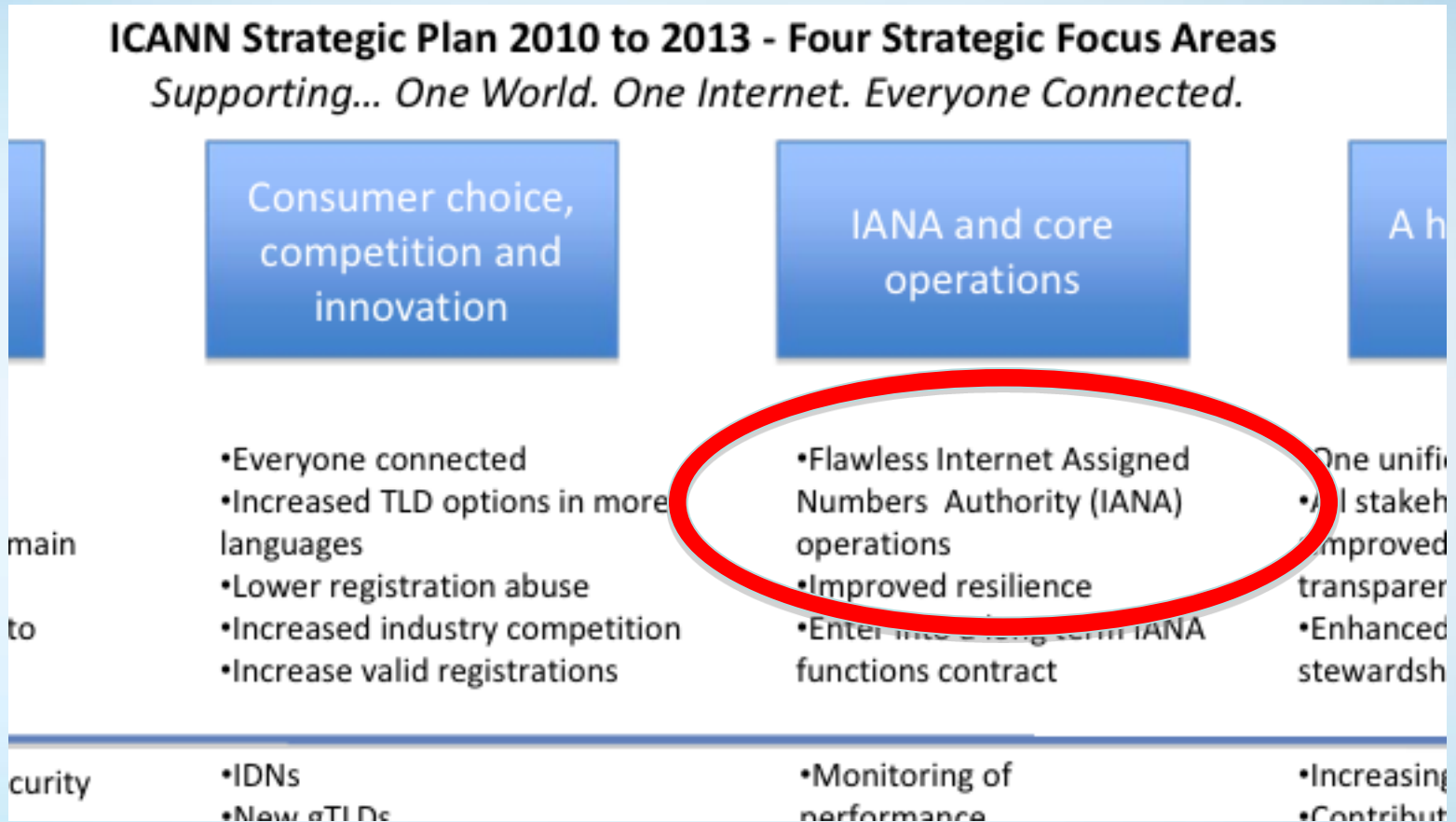


Which framework are we using?

- Selected the EFQM Framework
 - European Foundation for Quality Management
 - Similar key principles as the JQA & Baldrige models



Why are we doing this?

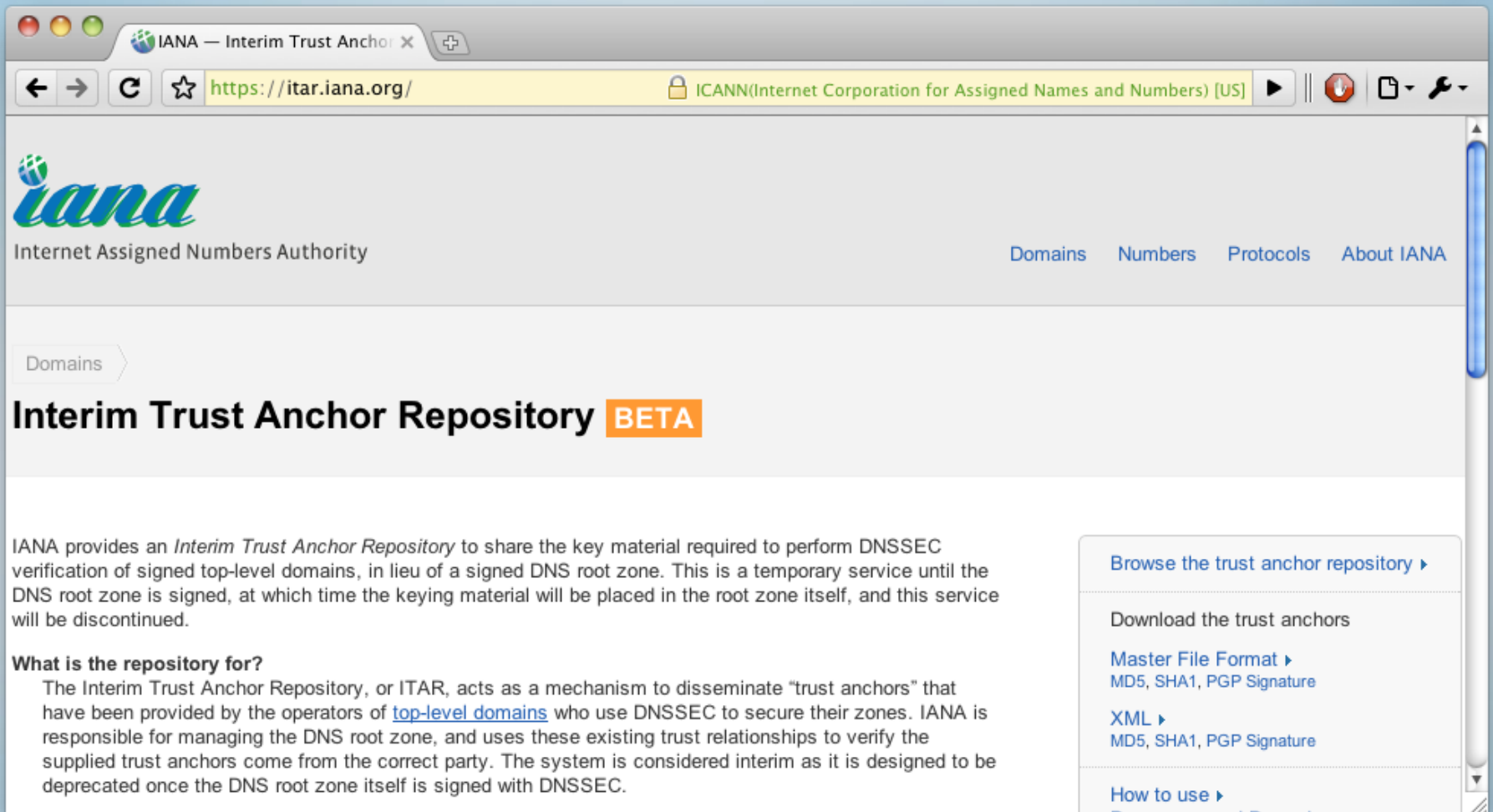


What have we done since Seoul?

- Self-assessment in January 2010
 - Identified strengths
 - Identified Areas for Improvement

What strengths did we identify?

- Firstly, we identified our strengths
 - Good personal relations with most key stakeholders
 - Good levels of service in most areas
 - New services are introduced when requested and needed, e.g. ITAR, IDN ccTLDs, XML registries etc...



The screenshot shows a web browser window with the address bar displaying <https://itar.iana.org/>. The page title is "IANA — Interim Trust Anchor". The browser's address bar also shows "ICANN(Internet Corporation for Assigned Names and Numbers) [US]".

The page content includes the IANA logo and the text "Internet Assigned Numbers Authority". A navigation menu contains links for "Domains", "Numbers", "Protocols", and "About IANA". A "Domains" breadcrumb is visible.

Interim Trust Anchor Repository **BETA**

IANA provides an *Interim Trust Anchor Repository* to share the key material required to perform DNSSEC verification of signed top-level domains, in lieu of a signed DNS root zone. This is a temporary service until the DNS root zone is signed, at which time the keying material will be placed in the root zone itself, and this service will be discontinued.

What is the repository for?

The Interim Trust Anchor Repository, or ITAR, acts as a mechanism to disseminate "trust anchors" that have been provided by the operators of [top-level domains](#) who use DNSSEC to secure their zones. IANA is responsible for managing the DNS root zone, and uses these existing trust relationships to verify the supplied trust anchors come from the correct party. The system is considered interim as it is designed to be deprecated once the DNS root zone itself is signed with DNSSEC.

On the right side of the page, there is a sidebar with the following links:

- [Browse the trust anchor repository](#)
- Download the trust anchors
 - [Master File Format](#)
 - [MD5, SHA1, PGP Signature](#)
 - [XML](#)
 - [MD5, SHA1, PGP Signature](#)
- [How to use](#)

Root Zone Database

The Root Zone Database represents the delegation details of top-level domains, including gTLDs such as “.COM”, and country-code TLDs such as “.UK”. As the manager of the DNS root zone, IANA is responsible for coordinating these delegations in accordance with its [policies and procedures](#).

Much of this data is also available via the WHOIS protocol at whois.iana.org.

[All](#) [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [ccTLDs](#) [gTLDs](#) [IDNs](#)



Domain	Type	Purpose / Sponsoring Organisation
إمارات emarat:ar-Arab	country-code	United Arab Emirates Telecommunications Regulatory Authority (TRA)
السعودية alsaudiah:ar-Arab	country-code	Saudi Arabia Communications and Information Technology Commission
مصر misr:ar-Arab	country-code	Egypt National Telecommunication Regulatory Authority - NTRA

About
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Domains
[Root Zone](#)
[JNT](#)
[ARPA](#)
[IDN Repository](#)

Protocols
Number Resources
[Abuse Information](#)



ICANN
IANA is operated by the
[Internet Corporation for Assigned Names and Numbers](#)

 Provide us your feedback on our new site! If you notice anything broken, or have an opinion, please email us at iana@iana.org

Option Types

Reference

[\[RFC4340\]](#)

Range	Registration Procedures	Notes
3-30	IETF Consensus (IETF RFC publication)	
45-119	IETF Consensus (IETF RFC publication)	
120-126	Reserved	For experimental and testing use
127	IETF Consensus (IETF RFC publication)	
128-255	CCID-specific codes	[1]

Type	Description/Meaning	Reference
0	Padding	[RFC4340]
1	Mandatory	[RFC4340]
2	Slow Receiver	[RFC4340]
3-30	Unassigned	[RFC4340]
31	Reserved for experimental and testing use	[RFC4340]
32	Change L	[RFC4340]
33	Confirm L	[RFC4340]
34	Change R	[RFC4340]
35	Confirm R	[RFC4340]
36	Init Cookie	[RFC4340]
37	NDP Count	[RFC4340]
38	Ack Vector [Nonce 0]	[RFC4340]
39	Ack Vector [Nonce 1]	[RFC4340]

What are we doing now?

- Established IANA Department improvement projects
 - To develop a departmental strategy within the context of the ICANN strategy
 - To improve internal process documentation
 - To review & collate our targets & SLAs

How did we identify our AFIs?

- We looked at what was missing, which was mostly systematic rigor
 - We need to move beyond personal relationship with key stakeholders
 - We need to increase the use of service level targets & SLAs
 - We need to formalize the introduction & review of new & existing services

Moving beyond personal relations

- We need to anticipate and plan based on stakeholders' needs
 - So we must know exactly what we are doing now
 - We must know what resources we have for developing & providing new services
 - We must know what the differences are between the new and pre-existing services

The areas for improvement (1)

- Define & document all the services we provide
 - Make sure that we have service definitions for all our services
 - Make sure that we know who is requesting the services
 - Make sure that we have good records for how they are provided

The areas for improvement (2)

- Update our internal process documentation
 - Make sure it is current
 - Make sure it is accurate
 - Make sure it is comprehensive

The areas for improvement (3)

- Reviewing key performance measurements
 - We are identifying the key measurements that should be used to measure our performance against targets and SLAs
 - Next step: identify and define appropriate targets for the SLAs

Wide ranging improvements

- Each improvement project touches multiple aspects of the way we work
- We have a matrix showing each area
- The improvements include:
 - Improve the relationship with our stakeholders
 - Improve the resilience of our services to better serve the Internet community
 - Continuously improve the way we work

What's next?

- Our 2nd self-assessment is scheduled for January 2011
 - We will evaluate the success of our improvement projects
 - We will re-evaluate our strengths and look for additional Areas for Improvement

Jan 2011

Second self-assessment

We'll meet again?



- This was the 2nd update of the IANA Department's Business Excellence work
- We will schedule another update when we have news to convey

Questions

- And answers...

Thank you for attending!