



SLA Monitoring Communications

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Updates to SLA Monitoring Communications

Specification 10 of the Registry Agreement – EBERO Thresholds

- Currently: ICANN's SLA Monitoring system sends automated alerts to Registry Operators when certain thresholds are met
 - Registry Operators have been non-responsive/slow to respond
- Proposed: Additional communications sent to Registry Operators and Registry Service Providers that require acknowledgement
 - SLA Monitoring alerts: emails and calls to Registry Operators and Registry Service Providers at initial alert and 10%, 25%, 50%, 75% and 100% of threshold
 - Compliance communications: escalated notice initially and breach notice at 100% of emergency threshold to Registry Operators (DNS-DNSSEC)

SLA Monitoring Communications: ICANN53

Follow-up to Comments from Registry

- ⦿ Comment: Send communications to secondary contact instead of primary contact; primary contact may not be in the loop for SLA related issues
 - ⦿ Response:
 - ⦿ ICANN will remove Primary and Legal contacts from technical alerts and compliance inquiry notices
 - ⦿ ICANN will add Compliance contact to the technical alerts

SLA Monitoring Communications: ICANN53

Follow-up to Comments from Registry

- ⦿ Comment: Implement mechanism to stop automated emails and phone calls once issue is acknowledged
 - ⦿ Response: ICANN is working to implement this suggestion

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Follow-up to Comments from Registry

- ⦿ Comment: Implement opt-in option for registry operators to sign up for SLA monitoring services
- ⦿ Response: Receiving the proposed communications will not be optional

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Follow-up to Comments from Registry

- ⦿ Comment: Consider more consolidation on notices for service providers servicing multiple TLDs using a single platform
- ⦿ Response:
 - ⦿ Communications are consolidated across TLDs with common contacts
 - ⦿ Compliance only communicates directly with contracted parties, because they are responsible for liaising with service providers

SLA Monitoring Communications: DNS-DNSSEC

| Trigger : | Communication type: | Means: | To RO Contacts: |
|---------------------|--|------------------------------|---|
| Initial incident | Compliance Escalated Notice | Auto Email + Efax + Call | <u>Email</u> : Primary, Legal, Compliance, Technical, 3 Emergency contacts <u>Efax</u> : Compliance contact <u>Call</u> : Compliance contact |
| 10%, 25%, 50% & 75% | Tech Svcs SLA Monitoring Alert | Auto Email + Auto Call | <u>Email</u> : Primary, Legal , Compliance, Technical, 3 Emergency contacts <u>Call</u> : Any of 3 Emergency contacts |
| 100% | Tech Svcs SLA Monitoring Alert | Auto Email + Auto Call | <u>Email</u> : Compliance , Technical, 3 Emergency contacts <u>Call</u> : Any of 3 Emergency contacts |
| 100% | Compliance Breach Notice (upon validation) | Email + Efax + Courier + Web | <u>Email</u> : Primary, Legal, Compliance contacts <u>Efax</u> : Legal contact <u>Courier</u> : Legal contact <u>Web</u> : Breach published on icann.org |

SLA Monitoring Communications: RDDS

| Trigger : | Communication type: | Means: | To RO Contacts: |
|-----------|--|-----------------------------------|---|
| 10% | Tech Svcs SLA Monitoring Alert | Auto Email + Auto Call | <u>Email</u> : Compliance , Technical, 3 Emergency contacts <u>Call</u> : Any of 3 Emergency contacts |
| 10% | Compliance Inquiry Notice | Auto Email | <u>Email</u> : Primary, Legal , Compliance contact |
| 25% & 50% | Tech Svcs SLA Monitoring Alert | Auto Email + Auto Call | <u>Email</u> : Primary, Legal , Compliance, Technical, 3 Emergency contacts <u>Call</u> : Any of 3 Emergency contacts |
| 75% | Tech Svcs SLA Monitoring Alert | Auto Email + Auto Call | <u>Email</u> : Compliance , Technical, 3 Emergency contacts <u>Call</u> : Any of 3 Emergency contacts |
| 75% | Compliance Breach Notice (upon validation) | Auto Email + Efax + Courier + Web | <u>Email</u> : Primary, Legal, Compliance contacts <u>Efax</u> : Legal contact <u>Courier</u> : Legal contact <u>Web</u> : Breach published on icann.org |
| 100% | Tech Svcs SLA Monitoring Alert | Auto Email + Auto Call | <u>Email</u> : Primary, Legal , Compliance, Technical, 3 Emergency contacts <u>Call</u> : Any of 3 Emergency contacts |

- Questions and Answers