

ICANN  
Internet Assigned Numbers Authority  
Monthly Report  
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*For the Reporting Period of  
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## Table of Contents

Table of Contents .....	1
Executive Summary .....	2
Statistics .....	2
IESG approved documents (a) .....	2
Reference Updates (b).....	3
Last Calls (c).....	4
Evaluations (d).....	4
Media (MIME) type requests (e, f).....	5
New Port number requests (g) .....	5
Modification to and/or deletions of Port number requests (h).....	6
New Private Enterprise Number (PEN) requests (i).....	7
Modification to and/or deletions of PEN requests (j).....	7
New IANA TRIP ITAD Numbers (k) .....	7
Requests relating to other IETF-created registries for which the request rate is more than five per month (l) .....	8
Deliverables .....	10
Provide publicly accessible, clear and accurate periodic statistics .....	10
Track and publicly report on a monthly basis (monthly report) .....	10
Conclusions.....	11

## Executive Summary

This monthly report provides statistical information of IANA operations as they relate to the IETF. Also included are the deliverables for this reporting period in accordance with the SLA between ICANN and the IAOC with the effective date 1 January 2011.

## Statistics

As outlined in the IETF–IANA SLA, IANA is tasked with collecting and reporting on IETF-related statistics.

Below you will find the list of statistics as requested by the SLA, a description of what queue’s statistics are being provided to fulfill that deliverable and an analysis of the data for each queue. The actual charts representing the data can be found at <http://www.iana.org/reporting-and-stats/index.html>.

This month’s statistics were generated through running scripts against a ticketing system log database. The charts were generated using java program using Jfreechart library.

The following types of charts have been defined for each queue for the reporting year 2011:

- Month to month comparison histogram of requests created/closed/open
- Month to month comparison histogram of age groups of closed tickets
- This month’s absolute age of closed requests
- Month to month comparison histogram of age groups of open tickets
- This month’s absolute age and current state of open requests
- Month to month comparison of mean, median and standard deviation for processing times of closed tickets
- Histogram for cumulative IETF requests for created/closed/resolved at the end of the reporting period and the year to date.

## IESG approved documents (a)

*Requests in the “drafts-approval” queue begin at the time IANA receives a notification of an approval or intent to publish a document and end when the RFC-Editor has acknowledged receipt of the notification of completed actions by IANA.*

QUEUE: DRAFTS-APPROVAL	
Total closed tickets	26
Tickets with no IANA Actions	12
IANA processing goals met (14 days or less)	24/26 (92%)
Highest total processing days	141
Highest total IANA days	96

Total open tickets	10
Highest total processing days to date	166
Highest total IANA days to date	166

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

<b>TICKET DETAIL</b>			
Status	Total Days	IANA Days	Description
CLOSED	141	96	Worked with XML experts both to produce a new registry requiring new features and to archive the existing registry.
CLOSED	88	33	New addition to document required that a new column be added to several existing registries, but did not provide data for that column. Worked with authors to determine how that data would be supplied.
OPEN	166	166	Working with all parties, including legal department, to determine next steps in processing IANA actions.
OPEN	150	5	Actions could not be completed until another document was approved. Messages sent to @tools.ietf.org aliases did not reach their intended recipients this month. This ticket will be resolved shortly.

### Reference Updates (b)

*The requests in the “drafts-update-refs” queue begin at the time the RFC-Editor notifies IANA of the RFC number assigned to a document that had actions performed by IANA and ends with IANA updating all references to the document in IANA registries.*

<b>QUEUE: DRAFTS-UPDATE-REFS</b>	
Total closed tickets	7
IANA processing goals met (7 days or less)	7/7 (100%)
Highest total processing days	3
Highest total IANA days	3
Total open tickets	1
Highest total processing days to date	17
Highest total IANA days to date	3

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

TICKET DETAIL			
Status	Total Days	IANA Days	Description
n/a	n/a	n/a	n/a

### Last Calls (c)

*Requests begin at the time IANA receives a notification of Last Call from the IESG and ends with IANA submitting official comments to the IESG. Each request in the statistics represents a separate/individual Last Call, even if the Last Call is being repeated.*

QUEUE: DRAFTS-LASTCALL	
Total closed tickets	41
IANA processing goals met (see breakdown)	36/41 (88%)
Total open tickets	5

Last Call Time Frame	Total Requests	Completed within time goals
2 weeks	36	32
4 weeks	5	4

### Evaluations (d)

*Requests begin at the time IANA receives a notification of Evaluation from the IESG and ends with IANA submitting official comments to the IESG. Each request in the statistics represents a separate/individual Evaluation, even if the Evaluation is being repeated.*

QUEUE: DRAFTS-EVALUATION	
Total closed tickets	33
IANA processing goals met (7 days or less)	33/33 (100%)
Total open tickets	12

The statistics indicate that three tickets took eight IANA days. The requests were actually completed on time, as their comments were submitted to the IESG during the IETF Last Call period, the same day the Last Call comments were sent. The ticket handler, however, had failed to mark these tickets as “Waiting on Last Call,” as is the custom for Evaluation tickets received during the Last Call period, so for statistical purposes, all three tickets appeared, erroneously, to be waiting on IANA.

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

TICKET DETAIL			
Status	Total Days	IANA Days	Description
n/a	n/a	8	n/a

### Media (MIME) type requests (e, f)

*IANA receives requests for registration of new Media types. Also received, but rarely, are modification and deletion requests for Media types. All of these are processed in the “iana-mime” queue. These requests begin with the receipt of an application for (or modification/deletion of a Media type and end with the request being resolved with a successful registration, removal or modification. In some cases the requests are closed due to withdrawal of the request by the requester or via administrative closure, typically due to lack of response from the requester. We understand that MIME Media types are currently referred to as just “Media Types.” The queue “iana-mime,” however, was named prior to this change.*

QUEUE: IANA-MIME	
Total closed tickets	5
IANA processing goals met (14 days or less)	4/5 (80%)
Highest total processing days	93
Highest total IANA days	46
Average Expert days	5
Total open tickets	2
Highest total processing days to date	80
Highest total IANA days to date	16

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

TICKET DETAIL			
Status	Total Days	IANA Days	Description
CLOSED	93	43	Delays on the requester’s part. Procedural question from requester submitting on behalf of standards body.
CLOSED	68	1	Delays on the requester’s part.
OPEN	80	16	Standards tree request submitted to IESG by IANA. Delays on requester’s part.

### New Port number requests (g)

*IANA receives requests for assignment of new user port numbers. These requests are processed in the “iana-ports” queue. Port requests begin with the receipt of an application for a user port number and end with the request being resolved with a successful registration, withdrawn by the requester, or administratively closed.*

<b>QUEUE: IANA-PORTS</b>	
Total closed tickets	9
IANA processing goals met (14 days or less)	9/9 (100%)
Highest total processing days	56
Highest total IANA days	6
Average total days	35
Average Expert days	13
Total open tickets	26
Highest total processing days to date	333
Highest total IANA days to date	4

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

<b>TICKET DETAIL</b>			
Status	Total Days	IANA Days	Description
OPEN	333	1	Multiple communications between expert and requester.
OPEN	271	1	Delay on the expert's part.
OPEN	130	1	Delays on the part of both expert and requester.
OPEN	130	4	Multiple communications between expert and requester. Delay on the expert's part.
OPEN	82	1	Delays on the part of both expert and requester.
OPEN	78	1	Multiple communications between expert and requester.
OPEN	60	1	Multiple communications between expert and requester.
OPEN	60	1	Multiple communications between expert and requester.

### **Modification to and/or deletions of Port number requests (h)**

*IANA receives requests for modification of existing port numbers. Also received, but are rare, are deletion requests. Both of these are processed in the "port-modifications" queue. These requests begin with the receipt of a modification (or deletion) request and end with the request being resolved with a successful modification (or removal) or closed due to withdrawal or administrative closure.*

<b>QUEUE: PORT-MODIFICATION</b>	
Total closed tickets	4
IANA processing goals met (7 days or less)	4/4 (100%)
Highest total processing days	50
Highest total IANA days	2
Total open tickets	0
Highest total processing days to date	n/a
Highest total IANA days to date	n/a

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

<b>TICKET DETAIL</b>			
Status	Total Days	IANA Days	Description
n/a	n/a	n/a	n/a

### **New Private Enterprise Number (PEN) requests (i)**

*All PEN (Private Enterprise Numbers) type requests are processed in an automated program that does not go through IANA's ticketing system. The tool includes new, modification and deletion requests. The tool does not yet produce statistics similar to what is available for the other protocol parameter queues.*

<b>QUEUE: PEN</b>	
Total PENs assigned	157

### **Modification to and/or deletions of PEN requests (j)**

<b>QUEUE: PEN-MODIFICATION</b>	
Total PENs modified	12
Total PENs deleted	0

### **New IANA TRIP ITAD Numbers (k)**

*IANA receives requests for assignment of new TRIP ITAD numbers. These requests are processed in the "iana-trip" queue. Requests begin with the receipt of an application for a TRIP ITAD number and end with the request being resolved with a successful registration, withdrawn by the requester, or administratively closed.*

<b>QUEUE: IANA-TRIP</b>	
Total closed tickets	8
IANA processing goals met (7 days or less)	4/8 (100%)
Highest total processing days	28
Highest total IANA days	9
Total open tickets	4
Highest total processing days to date	3
Highest total IANA days to date	3

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

<b>TICKET DETAIL</b>			
Status	Total Days	IANA Days	Description
CLOSED	28	8	IANA error; completed registration but neglected to notify requester, close ticket.
CLOSED	9	9	IANA error; completed registration but neglected to notify requester, close ticket.
CLOSED	8	8	IANA error; completed registration but neglected to notify requester, close ticket.
CLOSED	8	8	IANA error; completed registration but neglected to notify requester, close ticket.

### **Requests relating to other IETF-created registries for which the request rate is more than five per month (I)**

*For those registries where there are more than 5 requests per month, IANA creates a separate queue for tracking those tickets.*

<b>QUEUE: MULTICAST</b>	
Total closed tickets	2
IANA processing goals met (14 days or less)	2/2 (100%)
Highest total processing days	14
Highest total IANA days	13
Average Expert days	1
Total open tickets	3
Highest total processing days to date	80
Highest total IANA days to date	3

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

<b>TICKET DETAIL</b>			
Status	Total Days	IANA Days	Description
OPEN	80	3	Delays on requester's part.
OPEN	78	2	Delays on requester's part.

*Note: The IANA-PROT-PARAM queue is for all the miscellaneous requests that are not processed in a separate queue due to the lack of volume for any one type of request. These requests can be first-come first-served, expert review, IESG approval or another review method. In the SLA, processing goals are determined on the type of request. However, for this queue there is no separation of request type.*

<b>QUEUE: IANA-PROT-PARAM</b>	
Total closed tickets	78**
IANA processing goals met (see breakdown below)	14/14 (100%)
Highest total processing days	80
Highest total IANA days	13
FCFS Completed within goal time (7 IANA days or less)	7/7
Expert Review/Specification Required within goal time (14 IANA days or less)	7/7
Early Allocation completed within goal time (14 IANA days or less)	n/a
IESG Approval completed within goal time (14 IANA days or less)	n/a
Admin closed	n/a
** Service names forwarded to IANA from the previous management at dns-sd.org (time commitment exception)	64
Total open tickets	17
Highest total processing days to date	117
Highest total IANA days to date	11

For those service names forwarded to IANA from previous management, a new process was put in place that required IANA to go back to requesters to retrieve information that had not been required when the original requests were made.

Tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time are described below.

<b>TICKET DETAIL</b>			
Status	Total Days	IANA Days	Description
CLOSED	80	6	Multiple communications between expert and requester. Delays on the expert's part.
OPEN	148	11	This is an IESG Approval request. Waiting for the requester's revised document in response to AD questions.
OPEN	97	1	Delays on the expert's part.

## **Deliverables**

In accordance with the SLA, the IANA is reporting on the following deliverables due within ten (10) months of implementation of the agreement for the reporting year 2011:

- 1) Provide publicly accessible, clear and accurate periodic statistics (continual)
- 2) Track and publicly report on a monthly basis (monthly report - continual)
- 3) Single points of failure documentation to IETF-IANA Working Group (continual)

### ***Provide publicly accessible, clear and accurate periodic statistics***

See "Statistics" section of this report and also <http://www.iana.org/reporting-and-stats/index.html>.

### ***Track and publicly report on a monthly basis (monthly report)***

The SLA describes 3 items IANA will provide monthly reports for. These items are outlined below along with a description of actions taken for each.

- a. Resource allocation statistics as described in SLA item 2 of the Reports section

In item 2 in the Reports section of the SLA, there is a detailed list of statistics to be produced for the monthly report. The agreed upon partial statistics are found in the "Statistics" section of this report.

- b. The utilization of all identified finite resources defined within IANA registries

The IANA is undertaking a project to review all registries to identify those that are finite and additionally those that are in danger of being exhausted. As of the end of this reporting period, no registries have been identified as being in danger of exhaustion. IANA will continue to report findings as needed.

- c. Efforts that have addressed single points of failure/expertise (see item 3 in Services section of the SLA)

## Conclusions

In October 2011, IANA cumulatively met 92% of the goal processing times. IANA met the goal processing times for seven of the ten queues that had requests. There was an increase in requests in the IANA-PROT-PARAM queue due to requests forwarded to IANA from the previous management of the service names at dns-sd.org. We expect to receive more requests for service names in the future. However, this temporary increase was a result of backlog during the transition to the combined service names and port registry.

Tickets closed	Tickets closed on time
149	137