ICANN
Internet Assigned Numbers Authority
Monthly Report
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For the Reporting Period of
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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 2010:
- 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	48
Tickets with no IANA Actions	17
IANA processing goals met (14 days or less)	47/48 (98%)
Highest total processing days	63
Highest total IANA days	15
Total open tickets	10

Highest total processing days to date	7
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.

	TICKET DETAIL		
Status	Total Days	IANA Days	Description
CLOSED	63	5	Registrations couldn't be completed until another document was approved.
CLOSED	16	15	Registrations delayed by XML issue.

Reference Updates (b)

The requests in the "drafts-update-refs" queue begins 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.

QUEUE: DRAFTS-UPDATE-REFS	
Total closed tickets	27
IANA processing goals met (7 days or less)	27/27 (100%)
Highest total processing days	11
Highest total IANA days	3
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.

	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	33
IANA processing goals met (see breakdown)	29/33 (88%)
Total open tickets	10

Last Call Time Frame	Total Requests	Completed within time goals
2 weeks	27	23
4 weeks	6	6

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	32
IANA processing goals met (7 days or less)	31/32 (97%)
Total open tickets	1

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	8	8	No Last Call, so IANA had to review the document during the Evaluation period.

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	17
IANA processing goals met (14 days or less)	17/17 (100%)
Highest total processing days	92
Highest total IANA days	8

Average Expert days	21
Total open tickets	4
Highest total processing days to date	11
Highest total IANA days to date	5

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	92	6	Ticket required multiple exchanges between requester and expert.
CLOSED	82	5	Ticket required multiple exchanges between requester and expert.
CLOSED	78	8	Ticket required multiple exchanges between requester and expert.

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.

QUEUE: IANA-PORTS	
Total closed tickets	12
IANA processing goals met (14 days or less)	12/12 (100%)
Highest total processing days	152
Highest total IANA days	6
Average total days	57
Average Expert days	28
Total open tickets	14
Highest total processing days to date	119
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.

	TICKET DETAIL		
Status	Total Days	IANA Days	Description
CLOSED	152	2	Multiple communications between expert and requester; delays on the requester's part.

CLOSED	92	3	Multiple communications between expert and requester.
CLOSED	84	2	Multiple communications between expert and requester.
CLOSED	75	2	Delays on the requester's part.
CLOSED	65	2	Multiple communications between expert and requester.
OPEN	119	1	Multiple communications between expert and requester.
OPEN	81	1	Multiple communications between expert and requester.
OPEN	81	1	Multiple communications between expert and requester.
OPEN	73	1	Multiple communications between expert and requester.
OPEN	67	1	Multiple communications between expert and requester.
OPEN	66	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.

QUEUE: PORT-MODIFICATION	
Total closed tickets	4
IANA processing goals met (7 days or less)	4/4 (100%)
Highest total processing days	61
Highest total IANA days	3
Total open tickets	3
Highest total processing days to date	29
Highest total IANA days to date	2

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	61	1	Delays on the requester's part.
CLOSED	61	1	Delays on the requester's part.

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.

QUEUE: PEN	
Total PENs assigned	201

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

QUEUE: PEN-MODIFICATION	
Total PENs modified	15
Total PENs deleted	1

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.

QUEUE: IANA-TRIP	
Total closed tickets	14
IANA processing goals met (7 days or less)	14/14 (100%)
Highest total processing days	51
Highest total IANA days	5
Total open tickets	1
Highest total processing days to date	23
Highest total IANA days to date	1

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

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

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

QUEUE: MULTICAST	
Total closed tickets	0
IANA processing goals met (14 days or less)	n/a
Highest total processing days	n/a
Highest total IANA days	n/a
Average Expert days	n/a
Total open tickets	3
Highest total processing days to date	32
Highest total IANA days to date	5

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

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.

QUEUE: IANA-PROT-PARAM	
Total closed tickets	3
IANA processing goals met (see breakdown below	3/3 (100%)
Highest total processing days	37
Highest total IANA days	7
FCFS Completed within goal time (7 IANA days or less)	1/1
Expert Review/Specification Required within goal time (14 IANA days or less)	1/1
Early Allocation completed within goal time (14 IANA days or less)	1/1

IESG Approval completed within goal time (14 IANA days or less)	n/a
Admin closed	n/a
Total open tickets	12
Highest total processing days to date	557
Highest total IANA days to date	300

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
OPEN	557	300	This request has high total days as it is adding a large amount of registrations to a registry that is currently being converted to XML. These large amounts of registrations will be added programmatically as the registry is converted. Progress has been made in XML-izing the registry, and the experts are currently reviewing the work IANA has completed for accuracy.
OPEN	196	1	The requester has sent a revised template for the character set reviewing team.
OPEN	137	1	This request is for a new DNS RR Type, which involves a review on a mailing list. We are asking the expert whether this review is complete.
OPEN	126	4	The expert has reported that a WG session will be needed to determine whether the request is appropriate.
OPEN	119	1	Waiting for charset reviewers.
OPEN	119	1	Waiting for charset reviewers.
OPEN	116	1	This is a request for a new DNS RR Type, which involves mailing list review. This request will be resolved shortly.
OPEN	64	4	This request required the assignment of a new expert by the IESG.

Deliverables

In accordance with the SLA, the IANA is reporting on the following deliverables due within three (3) 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 March 2011, IANA cumulatively met 98% of the goal processing times. IANA met the goal processing times for eight of the nine queues that had requests.

Tickets closed	Tickets closed on time
190	184

The terms for the IANA-IETF SLA for 2011 have been approved and are currently being circulated for signatures.