ICANN
Internet Assigned Numbers Authority
Monthly Report
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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 2012.

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 2012:
- 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	27
Tickets with no IANA Actions	13
IANA processing goals met (14 days or less)	25/27 (93%)
Highest total processing days	274
Highest total IANA days	15
Total open tickets	11

Highest total processing days to date	73
Highest total IANA days to date	17

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	227	227	Working with all parties, including legal department, to determine next steps in processing IANA actions.
CLOSED	62	14	Authors revised actions after approval.
CLOSED	16	15	Delay while determining correct registry placement.
OPEN	73	3	Another document must be approved before these actions can be completed. On hold.
OPEN	17	17	Further guidance required from authors.

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.

QUEUE: DRAFTS-UPDATE-REFS	
Total closed tickets	28
IANA processing goals met (7 days or less)	28/28 (100%)
Highest total processing days	5
Highest total IANA days	5
Total open tickets	1
Highest total processing days to date	1
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

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	43
IANA processing goals met (see breakdown)	34/43 (79%)
Total open tickets	7

Last Call Time Frame	Total Requests	Completed within time goals
2 weeks	36	28
4 weeks	6	6
Other (17 days)	1	0

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	31
IANA processing goals met (7 days or less)	22/31 (71%)
Total open tickets	1

The 9 tickets that required more IANA processing time than the SLA prescribes or that required more than 60 days of total processing time were late due to IANA analyst delay.

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	3
IANA processing goals met (14 days or less)	3/3 (100%)
Highest total processing days	102
Highest total IANA days	12
Average Expert days	48
Total open tickets	12
Highest total processing days to date	201
Highest total IANA days to date	26

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	102	12	Multiple communications between expert and requester.
CLOSED	100	7	Multiple communications between expert and requester.
OPEN	201	26	Standards tree request submitted to IESG by IANA. Delays on requester's part.
OPEN	77	8	Delays on requester's part.
OPEN	77	9	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.

QUEUE: IANA-PORTS	
Total closed tickets	16
IANA processing goals met (14 days or less)	16/16 (100%)
Highest total processing days	135
Highest total IANA days	7
Average total days	69
Average Expert days	27
Total open tickets	31
Highest total processing days to date	454
Highest total IANA days to date	6

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	135	1	Multiple communications between expert and requester. Delays on the requester's part.
CLOSED	135	1	Multiple communications between expert and requester. Delays on the requester's part.
CLOSED	135	1	Multiple communications between expert and requester. Delays on the requester's part.
CLOSED	105	1	Delays on the requester's part.
CLOSED	76	1	Delays on expert's part.
CLOSED	75	1	Delays on expert's part.
CLOSED	70	7	Multiple communications between expert and requester. Delays on expert's part.
CLOSED	67	3	Multiple communications between expert and requester.
CLOSED	67	2	Multiple communications between expert and requester.
CLOSED	67	2	Multiple communications between expert and requester.
CLOSED	75	1	Delays on expert's part.
OPEN	454	1	Multiple communications between expert and requester.
OPEN	392	1	Delay on the expert's part.
OPEN	251	1	Delays on the part of both expert and requester.
OPEN	148	2	Multiple communications between expert and requester. Delays on the part of both expert and requester.
OPEN	113	1	Delays on the expert's part.
OPEN	113	1	Delays on the expert's part.
OPEN	101	1	Multiple communications between expert and requester.
OPEN	101	1	Multiple communications between expert and requester.
OPEN	101	1	Multiple communications between expert and requester.
OPEN	101	1	Multiple communications between expert and requester.

OPEN	64	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	3
IANA processing goals met (7 days or less)	3/3 (100%)
Highest total processing days	n/a
Highest total IANA days	n/a
Total open tickets	3
Highest total processing days to date	27
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
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.

QUEUE: PEN	
Total PENs assigned	149

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

QUEUE: PEN-MODIFICATION	
Total PENs modified	13
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.

QUEUE: IANA-TRIP	
Total closed tickets	9
IANA processing goals met (7 days or less)	6/9 (67%)
Highest total processing days	13
Highest total IANA days	10
Total open tickets	6
Highest total processing days to date	6
Highest total IANA days to date	6

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	10	10	IANA analyst delay.
CLOSED	9	9	IANA analyst delay.
OPEN	8	8	IANA analyst delay.

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	70
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
OPEN	70	1	Attempting to confirm that existing contacts can be changed.

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	8
IANA processing goals met (see breakdown below)	7/8 (88%)
Highest total processing days	242
Highest total IANA days	12
FCFS Completed within goal time (7 IANA days or less)	2/3
Expert Review/Specification Required within goal time (14 IANA days or less)	3/3
Early Allocation completed within goal time (14 IANA days or less)	n/a
IESG Approval completed within goal time (14 IANA days or less)	2/2
Admin closed	n/a
Total open tickets	10
Highest total processing days to date	115
Highest total IANA days to date	22

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.

	TICKET DETAIL		
Status	Total Days	IANA Days	Description
CLOSED	242	11	This is an IESG Approval request. Waited for the requester's revised document in response to AD questions.
CLOSED	134	1	Delays on requester's part.
CLOSED	10	8	Slight delay in access to registry.
OPEN	115	16	This is an IESG Approval request. Obtaining necessary documentation from requester.
OPEN	38	22	This is an IESG Approval request. Determining whether specification is adequate.

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 2012:

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 February 2012, IANA cumulatively met 86% of the goal processing times. IANA met the goal processing times for five of the nine queues that had requests. Due to a staffing issue, some tickets had slightly higher processing times than the goal times. The affects of the staffing issue will likely affect March 2012 statistics as well. The issue has since been resolved.

Tickets closed	Tickets closed on time
144	168