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	36
Tickets with no IANA Actions	12
IANA processing goals met (14 days or less)	22/36 (61%)
Highest total processing days	52
Highest total IANA days	43
Total open tickets	11

Highest total processing days to date	134
Highest total IANA days to date	55

Tickets that required more IANA processing time than the SLA prescribes (14 IANA days or less) or that required more than 60 days of total processing time are described below.

	TICKET DETAIL		
Status	Total Days	IANA Days	Description
CLOSED	49	39	IANA Analyst delay.
CLOSED	39	38	IANA Analyst delay.
CLOSED	51	15	IANA Analyst delay.
CLOSED	52	43	IANA Analyst delay.
CLOSED	43	36	IANA Analyst delay.
CLOSED	30	15	IANA Analyst delay.
CLOSED	31	15	IANA Analyst delay.
CLOSED	30	15	IANA Analyst delay.
CLOSED	30	30	IANA Analyst delay.
CLOSED	26	24	IANA Analyst delay.
CLOSED	33	22	IANA Analyst delay.
CLOSED	17	16	IANA Analyst delay.
CLOSED	29	24	IANA Analyst delay.
CLOSED	28	16	IANA Analyst delay.
OPEN	104	3	Another document must be approved before these actions can be completed. On hold.
OPEN	78	55	IANA Analyst delay.
OPEN	57	41	IANA Analyst delay.
OPEN	43	37	IANA Analyst delay.
OPEN	36	30	IANA Analyst delay.

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	19
IANA processing goals met (7 days or less)	19/19 (100%)
Highest total processing days	21
Highest total IANA days	5
Total open tickets	2
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 (7 IANA days or less) 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	26
IANA processing goals met (see breakdown)	23/26 (88%)
Total open tickets	6

Last Call Time Frame	Total Requests	Completed within time goals
2 weeks	18	16
3 weeks	3	2
4 weeks	3	3
Other	2	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	23	23	IANA analyst delay. 8 days late
CLOSED	23	23	IANA analyst delay. 1 day late
CLOSED	21	21	IANA analyst delay. 7 days late

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	37

IANA processing goals met (before the telechat)	36/37 (97%)
Total open tickets	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	17	17	1 day late

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	12
IANA processing goals met (14 days or less)	10/12 (83%)
Highest total processing days	245
Highest total IANA days	26
Average Expert days	24
Total open tickets	4
Highest total processing days to date	76
Highest total IANA days to date	9

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	245	26	Expert and requester delays.
CLOSED	61	6	Expert delays.
CLOSED	56	10	Expert and requester delays.
CLOSED	65	10	Expert and requester delays.
CLOSED	65	10	Expert and requester delays.

Status			
OPEN	76	9	Expert delays.

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	21
IANA processing goals met (14 days or less)	21/21 (100%)
Highest total processing days	149
Highest total IANA days	6
Average total days	61
Average Expert days	31
Total open tickets	32
Highest total processing days to date	485
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	509	1	Multiple communications between expert and requester. Expert and requester delays.
CLOSED	67	1	Multiple communications between expert and requester. Expert and requester delays.
CLOSED	67	1	Multiple communications between expert and requester. Expert and requester delays.
CLOSED	64	1	Requester delays.
OPEN	453	1	Expert delays.
OPEN	312	1	Expert delays.
OPEN	174	1	Expert delays.
OPEN	174	1	Expert delays.
OPEN	118	1	Requester delays.
OPEN	81	1	Expert delays.

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	1
IANA processing goals met (7 days or less)	1/1 (100%)
Highest total processing days	7
Highest total IANA days	7
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

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	160

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

QUEUE: PEN-MODIFICATION	
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.

QUEUE: IANA-TRIP	
Total closed tickets	16
IANA processing goals met (7 days or less)	12/16 (75%)
Highest total processing days	49
Highest total IANA days	21
Total open tickets	2
Highest total processing days to date	4
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	41	21	IANA analyst delay.
CLOSED	12	12	IANA analyst delay.
CLOSED	12	11	IANA analyst delay.
CLOSED	9	9	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	8
IANA processing goals met (14 days or less)	6/8 (80%)
Highest total processing days	111
Highest total IANA days	26
Average Expert days	15
Total open tickets	1
Highest total processing days to date	11

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
CLOSED	111	25	Expert delay. IANA Analyst delay.
CLOSED	32	26	IANA Analyst delay.

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	17
IANA processing goals met (see breakdown below)	12/17 (71%)
Highest total processing days	97
Highest total IANA days	35
FCFS Completed within goal time (7 IANA days or less)	6/9
Expert Review/Specification Required within goal time (14 IANA days or less)	1/2
Early Allocation completed within goal time (14 IANA days or less)	0/0
IESG Approval completed within goal time (14 IANA days or less)	1/2
Admin closed/Withdrawn	4/4
Total open tickets	9
Highest total processing days to date	176
Highest total IANA days to date	22

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	3	An IANA expert needed to be appointed and eventually the request was withdrawn by the requester as it would take some time to correct the documentation required.
CLOSED	77	1	This ended up being a duplicate request and the requester asked to admin-close this request while the other open request was processed.
CLOSED	97	35	IANA analyst delay.
CLOSED	74	8	After long review by the Expert it was decided to admin close and have the requester seek the assignment through the IETF document process.
CLOSED	58	24	IANA analyst delay.
CLOSED	9	9	IANA analyst delay.
CLOSED	13	13	IANA analyst delay.
CLOSED	9	9	IANA analyst delay.
OPEN	146	16	This is an IESG Approval request. Requester delay in providing working pointer to documentation.
OPEN	76	3	Expert delay.
OPEN	72	1	Requester delay.
OPEN	72	13	IANA analyst and IESG delay.
OPEN	69	22	Expert delay.

Deliverables

In accordance with the SLA, the IANA is reporting on the following deliverables due within four (4) 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 April 2012, IANA cumulatively met 85% of the goal processing times over all requests. The average percentage across the 10 queues was 86% as IANA only met the goal processing times for 4 of the 10 queues that had requests. In some of the closed tickets, delays from previous reporting periods contributed to missed goal times. More recent tickets have shown improved response times which should result in achieving the SLA goal times.

Tickets closed	Tickets closed on time
190	162