ICANN
Internet Assigned Numbers Authority
Monthly Report
March 14, 2014

*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 2014.

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 2014:

- 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	41
Tickets with no IANA Actions	19
IANA processing goals met (14 days or less)	41/41 (100%)
Highest total processing days	544
Highest total IANA days	12

Total open tickets	18
Highest total processing days to date	509
Highest total IANA days to date	8

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	544	6	Document was on hold until another draft was approved.
CLOSED	258	1	Document was on hold until another draft was approved.
OPEN	509	1	On hold until another draft is approved.

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	23
IANA processing goals met (7 days or less)	22/23 (96%)
Highest total processing days	39
Highest total IANA days	9
Total open tickets	0
Highest total processing days to date	0
Highest total IANA days to date	0

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
Closed	39	9	IANA processing error.

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	29
IANA processing goals met (see breakdown)	29/29 (100%)
Total open tickets	6

Last Call Time Frame	Total Requests	Completed within time goals
2 weeks	25	25
4 weeks	3	3
7 weeks	1	1

**One ticket appeared to have been completed a day late, but it was submitted on the last day of Last Call.

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

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	30
IANA processing goals met (before the telechat)	30/30 (100%)
Total open tickets	0

** For requests triggered by Conflict Reviews, IANA understands the due date to be the day before the telechat during which the document is to be discussed, provided the telechat will take place at least one week from the day the request is received.

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

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	4
IANA processing goals met (14 days or less)	4/4 (100%)
Highest total processing days	138
Highest total IANA days	12
Average Expert days	31
Total open tickets	21
Highest total processing days to date	193
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	138	12	Multiple communications between expert and requester.
OPEN	193	1	12 (of an original 14) tickets submitted by standards organization. Delays on the part of requester and expert. Unusually extensive specifications.
OPEN	185	1	Delay on the part of 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	111
Highest total IANA days	3
Average total days	49
Average Expert days	21
Total open tickets	20
Highest total processing days to date	199
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	111	1	A set of 2 tickets for 2 port numbers. Delays on the part of requester and expert.
CLOSED	106	3	Multiple communications between expert and requester.
OPEN	199	1	A set of 3 tickets for 3 port numbers. Delays on the part of requester and expert.
OPEN	84	6	Multiple communications between expert and requester. Delay on the requester's part.

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	10
IANA processing goals met (7 days or less)	8/10 (80%)
Highest total processing days	54
Highest total IANA days	8
Total open tickets	1
Highest total processing days to date	3
Highest total IANA days to date	8

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	54	8	IANA processing error.
CLOSED	43	8	IANA processing error.

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	156

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

QUEUE: PEN-MODIFICATION	
Total PENs modified	17
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	7
IANA processing goals met (7 days or less)	7/7 (100%)
Highest total processing days	34
Highest total IANA days	4
Total open tickets	2
Highest total processing days to date	598
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
OPEN	598	5	Internal processing delays.

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.

QUEUE: MULTICAST	
Total closed tickets	1
IANA processing goals met (14 days or less)	1/1 (100%)
Highest total processing days	46
Highest total IANA days	1
Average Expert days	11
Total open tickets	1
Highest total processing days to date	25
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

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	7
IANA processing goals met (see breakdown below)	7/7 (100%)
Highest total processing days	131
Highest total IANA days	5
FCFS Completed within goal time (7 IANA days or less)	4/4
Expert Review/Specification Required within goal time (14 IANA days or less)	2/2

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/Withdrawn	n/a
Total open tickets	7
Highest total processing days to date	138
Highest total IANA days to date	8

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	131	1	Delay on the part of both expert and requester.
OPEN	138	8	Waiting on AD response.

Deliverables

In accordance with the SLA, the IANA is reporting on the following deliverables due within two (2) months of implementation of the agreement for the reporting year 2014:

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 the IETF Protocol Registries Oversight Committee (IPROC) (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 2014, IANA cumulatively met 98% of the goal processing times over all requests.

Tickets closed on time	Tickets closed
161	164