

IANA Protocol Parameter Service
Monthly Report
December 15, 2017

*For the Reporting Period of
November 1, 2017 – November 30, 2017*

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Executive Summary

This monthly report provides statistical information of the IANA Services operations as they relate to the IETF. Also included are the deliverables for this reporting period in accordance with the Supplemental Agreement (SLA) between ICANN and the IAOC with the effective date 28 March 2017.

For this reporting period, we completed 79 of 79 requests within the IANA Services processing goal times (100%).

Statistics

As outlined in the IETF–IANA SLA, ICANN is tasked with collecting and reporting on IETF-related statistics. ICANN has sub-contracted with its affiliate Public Technical Identifiers (PTI) to perform the IANA Services on its behalf and consistent with the SLA.

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 2017:

- 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 the IANA Services Operator 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 the IANA Services Operator.

| QUEUE: DRAFTS-APPROVAL | |
|---|-----------------|
| Total closed tickets | 16 |
| Tickets with no IANA Registry Actions | 7 |
| IANA Services processing time goals met (14 days or less) | 16/16 (100%) |
| Highest total processing days | 15 |
| Highest total IANA Processing days | 10 |
| Total open tickets | 2 |

| | |
|--|----|
| Highest total processing days to date | 86 |
| Highest total IANA Processing days to date | 14 |

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

| TICKET DETAIL | | | |
|----------------------|------------|----------------------|---|
| Status | Total Days | IANA Processing Days | Description |
| OPEN | 86 | 14 | Extra time required for delegating home.arpa. |

Reference Updates (b)

The requests in the “drafts-update-refs” queue begin at the time the RFC-Editor notifies IANA Services Operator of the RFC number assigned to a document that includes actions in the IANA Considerations section and ends when all references to the document are updated in the Protocol Parameter registries.

| QUEUE: DRAFTS-UPDATE-REFS | |
|---|--------------|
| Total closed tickets | 10 |
| IANA Services processing goals met (7 days or less) | 10/10 (100%) |
| Highest total processing days | 4 |
| Highest total IANA Processing days | 4 |
| Total open tickets | 0 |
| Highest total processing days to date | n/a |
| Highest total IANA Processing days to date | n/a |

Tickets that required more IANA Processing time than the SLA prescribes (7 IANA Processing days or less) or that required more than 60 days of total processing time are described below.

| TICKET DETAIL | | | |
|----------------------|------------|----------------------|-------------|
| Status | Total Days | IANA Processing Days | Description |
| n/a | n/a | n/a | n/a |

Last Calls (c)

Requests begin at the time the IANA Services Operator receives a notification of Last Call from the IESG and ends with the IANA Services Operator 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 | 14 |
| IANA Services processing goals met (see breakdown) | 14/14 (100%) |
| Total open tickets | 8 |

| Last Call Time Frame | Total Requests | Completed within time goals |
|-----------------------------|-----------------------|------------------------------------|
| 13 days | 1 | 1 |
| 2 weeks | 7 | 7 |
| 3 weeks | 1 | 1 |
| 27 days | 1 | 1 |
| 4 weeks | 1 | 1 |
| 29 days | 1 | 1 |
| 36 days | 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 Processing Days | Description |
| n/a | n/a | n/a | n/a |

Evaluations (d)

Requests begin at the time the IANA Services Operator receives a notification of Evaluation from the IESG and ends with the IANA Services Operator 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 | 13 |
| IANA Services processing goals met (before the telechat) | 13/13 (100%) |
| Total open tickets | 5 |

** For requests triggered by Conflict Reviews, the IANA Services Operator 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 Processing Days | Description |
| n/a | n/a | n/a | n/a |

Media (MIME) type requests (e, f)

The IANA Services Operator 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 “Media Types.” The queue “iana-mime,” however, was named prior to this change.

| QUEUE: IANA-MIME | |
|--|---------------|
| Total closed tickets | 4 |
| IANA Services processing goals met (14 days or less) | 4/4 (100%) |
| Highest total processing days | 87 |
| Highest total IANA Processing days | 5 |
| Average Expert days | 54 |
| Total open tickets | 11 |
| Highest total processing days to date | 408 |
| Highest total IANA Processing 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 Processing Days | Description |
| OPEN | 408 | 1 | Delay on expert’s part. |
| OPEN | 100 | 1 | Delay on requester’s part. |

| | | | |
|--------|----|---|-------------------------|
| OPEN | 88 | 2 | Delay on expert's part. |
| CLOSED | 87 | 2 | Delay on expert's part. |

New Port number requests (g)

The IANA Services Operator 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 | 4 |
| IANA Services processing goals met (14 days or less) | 4/4 (100%) |
| Highest total processing days | 20 |
| Highest total IANA Processing days | 5 |
| Average total days | 11 |
| Average Expert days | 10 |
| Total open tickets | 5 |
| Highest total processing days to date | 34 |
| Highest total IANA Processing 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 Processing Days | Description |
| n/a | n/a | n/a | n/a |

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

The IANA Services Operator 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 | 2 |
| IANA Services processing goals met (14 days | 2/2 |

| | |
|--|-----|
| or less) | |
| Highest total processing days | 10 |
| Highest total IANA Processing days | 3 |
| Total open tickets | 0 |
| Highest total processing days to date | n/a |
| Highest total IANA Processing 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 Processing 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 the IANA Services Operator'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 | 155 |

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

| QUEUE: PEN-MODIFICATION | |
|-------------------------|----|
| Total PENs modified | 17 |
| Total PENs deleted | 4 |

New TRIP ITAD Numbers (k)

The IANA Services Operator 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 | 0 |
| IANA Services processing goals met (7 days) | n/a |

| | |
|--|-----|
| or less) | |
| Highest total processing days | n/a |
| Highest total IANA Processing days | n/a |
| Total open tickets | 0 |
| Highest total processing days to date | n/a |
| Highest total IANA Processing 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 Processing 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 (I)

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

| QUEUE: MULTICAST | |
|--|------------|
| Total closed tickets | 2 |
| IANA Services processing goals met (14 days or less) | 2/2 (100%) |
| Highest total processing days | 2 |
| Highest total IANA Processing days | 1 |
| Average Expert days | n/a |
| Total open tickets | 0 |
| Highest total processing days to date | n/a |
| Highest total IANA Processing 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 Processing Days | Description |
| n/a | n/a | n/a | n/a |

Note: The IANA-PROT-PARAM queue is for 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 require the first-come first-served policy, expert review, IESG approval or another review method. In the SLA, processing goals are determined by the type of request. However, for this queue there is no separation of request type.

| QUEUE: IANA-PROT-PARAM | |
|---|-----------------|
| Total closed tickets | 14 |
| IANA Services processing time goals met (see breakdown below) | 14/14 (100%) |
| Highest total processing days | 45 |
| Highest total IANA Processing days | 3 |
| FCFS Completed within goal time (7 IANA Processing days or less) | 6/6 |
| Expert Review/Specification Required within goal time (14 IANA Processing days or less) | 2/2 |
| Early Allocation completed within goal time (14 IANA Processing days or less) | 2/2 |
| IESG Approval completed within goal time (14 IANA Processing days or less) | n/a |
| Admin closed/Withdrawn | 4 |
| Total open tickets | 9 |
| Highest total processing days to date | 503 |
| Highest total IANA Processing 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 Processing Days | Description |
| OPEN | 503 | 3 | Delay on expert's part. Waiting for TLS document. |
| OPEN | 269 | 2 | Waiting for TLS document. |
| OPEN | 106 | 1 | Delay on expert's part. |
| OPEN | 106 | 1 | Delay on expert's part. |

Deliverables

In accordance with the SLA, the IANA Services Operator is reporting on the following deliverables due within eleven (11) months of implementation of the agreement for the reporting year 2017:

- 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 IESG (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 three items that the IANA Services Operator 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 Protocol Parameter registries

The IANA Services Operator 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. The IANA Services Operator 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 November 2017, the IANA Services Operator cumulatively met 100% of the goal processing times over all requests.

| | |
|------------------------|----------------|
| Tickets closed on time | Tickets closed |
| 79 | 79 |