

ICANN  
Internet Assigned Numbers Authority  
Monthly Report  
April 16, 2012

*For the Reporting Period of  
March 1, 2012 –March 31, 2012*

Prepared By: Michelle Cotton  
michelle.cotton@icann.org

**Table of Contents**

Table of Contents .....	1
Executive Summary .....	2
Statistics .....	2
IESG approved documents (a) .....	2
Reference Updates (b).....	3
Last Calls (c).....	4
Evaluations (d).....	4
Media (MIME) type requests (e, f).....	4
New Port number requests (g) .....	6
Modification to and/or deletions of Port number requests (h).....	7
New Private Enterprise Number (PEN) requests (i).....	7
Modification to and/or deletions of PEN requests (j).....	8
New IANA TRIP ITAD Numbers (k) .....	8
Requests relating to other IETF-created registries for which the request rate is more than five per month (l) .....	9
Deliverables .....	10
Provide publicly accessible, clear and accurate periodic statistics .....	10
Track and publicly report on a monthly basis (monthly report).....	11
Conclusions.....	11

## 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	24
Tickets with no IANA Actions	11
IANA processing goals met (14 days or less)	21/24 (88%)
Highest total processing days	27
Highest total IANA days	18
Total open tickets	26

Highest total processing days to date	104
Highest total IANA days to date	37

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.

<b>TICKET DETAIL</b>			
Status	Total Days	IANA Days	Description
CLOSED	27	18	IANA Analyst delay.
CLOSED	16	15	IANA Analyst delay.
CLOSED	15	15	IANA Analyst delay.
OPEN	104	3	Another document must be approved before these actions can be completed. On hold.
OPEN	48	33	IANA Analyst delay.
OPEN	37	37	IANA Analyst delay.
OPEN	36	36	IANA Analyst delay.
OPEN	27	15	IANA Analyst delay.
OPEN	23	23	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.*

<b>QUEUE: DRAFTS-UPDATE-REFS</b>	
Total closed tickets	22
IANA processing goals met (7 days or less)	22/22 (100%)
Highest total processing days	3
Highest total IANA days	3
Total open tickets	1
Highest total processing days to date	8
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.

<b>TICKET DETAIL</b>			
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	31
IANA processing goals met (see breakdown)	25/31 (81%)
Total open tickets	18

Last Call Time Frame	Total Requests	Completed within time goals
2 weeks	25	20
3 weeks	1	1
4 weeks	4	3
6 weeks	1	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	28	28	IANA analyst delay. 1 day late
CLOSED	16	16	IANA analyst delay. 2 days late
CLOSED	16	16	IANA analyst delay. 1 day late
CLOSED	15	15	IANA analyst delay. 1 day late
CLOSED	17	17	IANA analyst delay. 2 days late
CLOSED	15	15	IANA analyst delay. 1 day late
OPEN	20	20	IANA analyst delay.

### 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	28
IANA processing goals met (7 days or less)	24/28 (86%)
Total open tickets	16

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	11	11	IANA analyst delay. (2 days late)
CLOSED	11	11	IANA analyst delay. (2 days late)
CLOSED	15	10	IANA analyst delay. (5 days late)
CLOSED	6	6	IANA analyst delay. (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	6
IANA processing goals met (14 days or less)	4/6 (67%)
Highest total processing days	77
Highest total IANA days	17
Average Expert days	29
Total open tickets	11
Highest total processing days to date	232
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	77	8	Expert delays.
CLOSED	77	10	Expert delays.
CLOSED	51	17	IANA analyst delay.
CLOSED	50	16	IANA analyst delay.
OPEN	232	26	Expert and requester 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.*

<b>QUEUE: IANA-PORTS</b>	
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.

<b>TICKET DETAIL</b>			
Status	Total Days	IANA Days	Description
CLOSED	149	3	Multiple communications between expert and requester. Expert and requester delays.
CLOSED	115	3	Multiple communications between expert and requester. Expert and requester delays.
CLOSED	115	1	Multiple communications between expert and requester. Expert and requester delays.
CLOSED	115	1	Multiple communications between expert and requester. Expert and requester delays.
CLOSED	115	1	Multiple communications between expert and requester. Expert and requester delays.
CLOSED	78	2	Expert delays.
CLOSED	67	1	Multiple communications between expert and requester. Delays on expert’s part.
CLOSED	62	1	Multiple communications between expert and requester. Admin closed.
CLOSED	62	1	Multiple communications between expert and requester. Admin closed.
CLOSED	62	1	Multiple communications between expert and requester. Admin closed.
OPEN	485	1	Multiple communications between expert and requester. Expert and requester delays.

OPEN	423	1	Multiple communications between expert and requester. Expert delays.
OPEN	282	1	Multiple communications between expert and requester. Expert delays.
OPEN	144	1	Expert delays.
OPEN	144	1	Expert delays.
OPEN	88	1	Multiple communications between expert and requester.
OPEN	65	1	Multiple communications between expert and requester.
OPEN	65	1	Multiple communications between expert and requester.
OPEN	61	1	Requester 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.*

<b>QUEUE: PORT-MODIFICATION</b>	
Total closed tickets	4
IANA processing goals met (7 days or less)	4/4 (100%)
Highest total processing days	33
Highest total IANA days	6
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.

<b>TICKET DETAIL</b>			
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	193

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

QUEUE: PEN-MODIFICATION	
Total PENs modified	19
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	6
IANA processing goals met (7 days or less)	0/6 (0%)
Highest total processing days	19
Highest total IANA days	17
Total open tickets	7
Highest total processing days to date	37
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.
CLOSED	8	8	IANA analyst delay.
CLOSED	10	10	IANA analyst delay.
CLOSED	9	9	IANA analyst delay.
CLOSED	8	8	IANA analyst delay.



OPEN	31	21	IANA analyst delay.
------	----	----	---------------------

**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.*

<b>QUEUE: MULTICAST</b>	
Total closed tickets	1
IANA processing goals met (14 days or less)	0/1 (0%)
Highest total processing days	38
Highest total IANA days	16
Average Expert days	22
Total open tickets	5
Highest total processing days to date	101
Highest total IANA days to date	16

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.

<b>TICKET DETAIL</b>			
Status	Total Days	IANA Days	Description
CLOSED	70	1	Attempting to confirm that existing contacts can be changed. IANA analyst delay.
OPEN	101	16	Delay on both the expert and IANA analyst.
OPEN	16	16	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.*

<b>QUEUE: IANA-PROT-PARAM</b>	
Total closed tickets	6
IANA processing goals met (see breakdown below)	3/6 (50%)
Highest total processing days	18
Highest total IANA days	18
FCFS Completed within goal time (7 IANA days or less)	2/4

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)	0/1
IESG Approval completed within goal time (14 IANA days or less)	n/a
Admin closed	n/a
Total open tickets	15
Highest total processing days to date	146
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.

<b>TICKET DETAIL</b>			
Status	Total Days	IANA Days	Description
CLOSED	18	18	IANA analyst delay.
CLOSED	15	15	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 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 March 2012, IANA cumulatively met 83% of the goal processing times over all requests. The average percentage across the 10 queues was 67% as IANA only met the goal processing times for 3 of the 10 queues that had requests. As anticipated in last months report, due to a staffing issue, tickets had higher processing times than the goal times. The affects of the staffing issue will decrease for the April 2012 statistics as the issue has been resolved.

Tickets closed	Tickets closed on time
149	124