IANA Services Customer Feedback Survey

echo

Method of Obtaining Customer Feedback

- The online survey was made available to customers between 17 September – 19 October 2018.

- ICANN segmented the customers into 10 customer service areas.

- ICANN provided Echo Research a list of customer email addresses and the associated customer group for each customer record.

- Echo sent email invitations to 3,710 ICANN customers for feedback on their satisfaction with the IANA functions ICANN delivers.

- Prior to Echo Research's email invitation, ICANN alerted customers of the upcoming survey and introduced Echo Research as the independent research firm hired to oversee the work.

- Each email invite contained a unique URL that allowed them to enter and complete the survey only once; in the final weeks of the survey, Echo Research sent a reminder to customers who did not respond to the email invitation.

Customer Participation

- Email invitations were sent to 3,710 ICANN customers.

- A 22% contact rate was achieved and 5% completed the survey.

Email Disposition	
Number of invites sent	3,710
COMPLETED SURVEYS	178
Refused after clicking URL	492
Autoreplies/out of office	106
Unsubscribe/remove requests	17
Undeliverable/bouncebacks	295
No response received	2622

Customer Service Areas	Number of emails	Completed survey*	% responded
Protocol Parameter Requests	2431	96	4%
Document Reviews and Engagement	570	29	5%
Current IESG Members	19	2	11%
Routine Root Zone Management for ccTLDs	248	26	10%
Routine Root Zone Management for gTLDs	320	14	4%
Delegation, Transfer & Revocations ccTLDs	13	0	0%
Delegation, Transfer & Revocations of gTLDs	22	4	18%
Root DNSSEC Key Management	10	2	20%
.INT Domain Registrants	127	8	6%
Internet Number Resources Allocation Management	20	5	25%

* Totals more than 178 due to customers in multiple IANA service areas

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IANA Services in General

IANA Customer Feedback Survey

*PERCENTS MAY NOT TOTAL TO
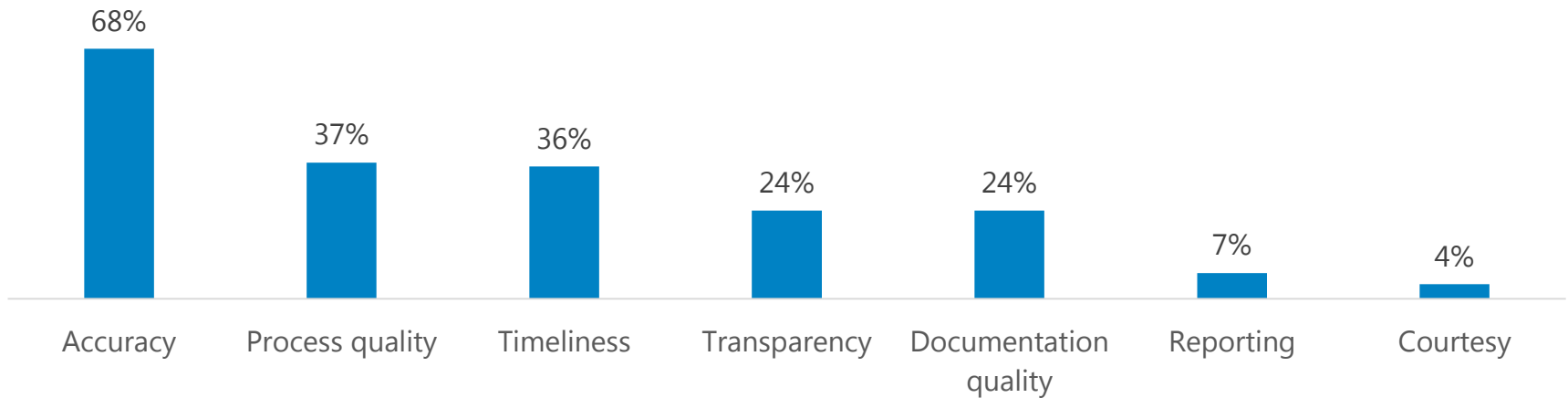100 DUE TO ROUNDING*

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Key Findings – IANA Services in General

- This year, customers gave historically high ratings compared to previous years except for the '.INT domain' segment.

- In consideration of the IANA functions operator's delivery of services, customers prioritized accuracy, timeliness, and process quality.

- Virtually all customers are satisfied with the services provided in all service areas.

- And, virtually all customers feel comfortable approaching their operator, and over half (51 percent) are aware of IANA functions operator's process of resolving customer service issues.

- Less than one in ten (9 percent) reported a customer service problem about IANA services in the last 12 months, and more than eight in ten (82 percent) were satisfied with the resolution of their customer service issue.

The highest proportion of respondents rank accuracy as most important to their IANA function's operator's delivery of IANA services (68%).

LEVEL OF IMPORTANCE (RANKED 1ST OR 2ND) CONSIDERING SERVICE AREAS

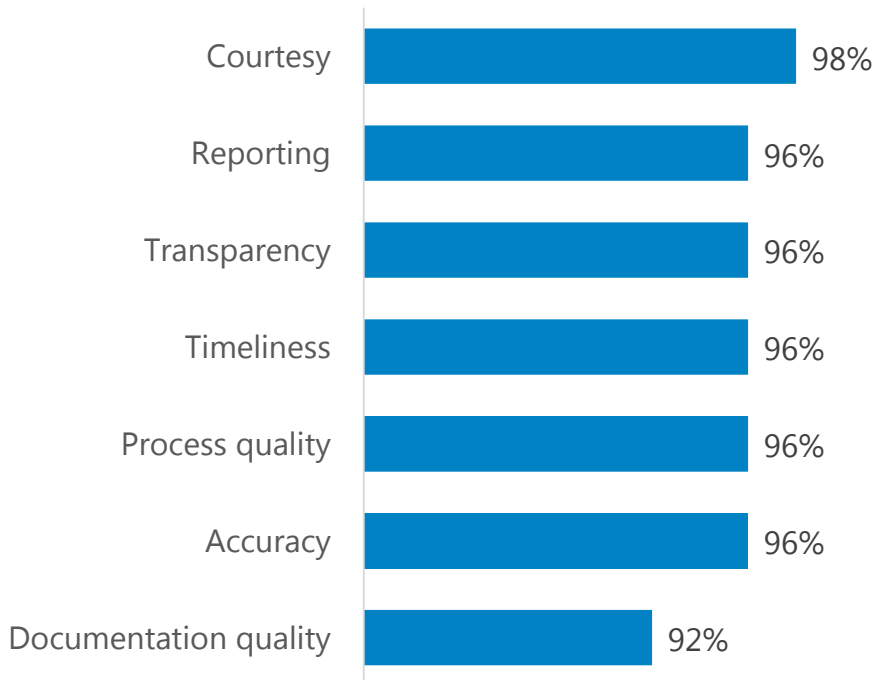|	
Accuracy	68%
Process quality	37%
Timeliness	36%
Transparency	24%
Documentation quality	24%
Reporting	7%
Courtesy	4%

n=178

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.

Considering all services areas, on average, 96% are 'very satisfied' or 'satisfied' with all measures of performance.

VERY SATISFIED OR SATISFIED WITH THE DELIVERY OF IANA SERVICES

96% AVERAGE SATISFACTION

Area	Satisfaction
Courtesy	98%
Reporting	96%
Transparency	96%
Timeliness	96%
Process quality	96%
Accuracy	96%
Documentation quality	92%

LEVEL OF SATISFACTION WITH THE DELIVERY OF IANA SERVICES

	Very Satisfied	Satisfied	Dissatisfied / Very Dissatisfied
Courtesy	56%	42%	3%
Reporting	43%	52%	4%
Transparency	48%	48%	4%
Timeliness	53%	42%	4%
Process quality	52%	43%	4%
Accuracy	62%	34%	4%
Documentation quality	45%	47%	8%

n=178 Q2 Now please indicate your level of satisfaction in each of the following areas.

Virtually all customers feel comfortable approaching the IANA functions operator; over half (51%) are aware of the process of resolving customer service issues. Less than one in ten (9%) reported a customer service problem in the last 12 months, and more than eight in ten (82%) were satisfied with the resolution of their customer service issue.

EVALUATION OF IANA FUNCTIONS OPERATOR PROCESS

Awareness that the IANA functions operator has a process for resolving customer service issues

| Not aware 49% | Aware 51% |

Comfort level approaching the IANA functions operator about a customer service issue

| Comfortable 47% | Very comfortable 49% |

Uncomfortable, 3%

Customer service problem reported pertaining to IANA services last 12 months

| No 91% | Yes 9% |

Satisfaction level with resolution of customer service issue

| Dissatisfied 18% | Satisfied 38% | Very satisfied 44% |

82% SATISFACTION

n=178

© Echo

Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q4 Have you experienced a customer service problem pertaining to the IANA services within the last 12 months?
n=16 experienced problem: Q5 How satisfied were you about the resolution of the customer service issue reported?

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Trending Data

RANKED MOST IMPORTANT (1 OR 2) TO DELIVERY OF THE IANA SERVICES

	2018	2017	2016	2015	2014	2013
Customer participation	n=178	n=276	n=420	n=427	n=489	n=112
Accuracy	68%	72%	71%	69%	70%	65%
Timeliness	36%	36%	29%	32%	31%	39%
Process quality	37%	35%	34%	36%	38%	35%
Transparency	24%	28%	30%	26%	25%	22%
Documentation quality	24%	19%	24%	25%	25%	28%
Courtesy	4%	5%	6%	5%	5%	13%
Reporting	7%	5%	6%	6%	5%	11%

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.

Trending Data

RATED VERY SATISFIED OR SATISFIED WITH THE DELIVERY OF THE IANA SERVICES

	2018	2017	2016	2015	2014	2013
Customer participation	n=178	n=276	n=420	n=427	n=489	n=112
Accuracy	96%	94%	93%	90%	89%	93%
Timeliness	96%	89%	86%	82%	80%	87%
Process quality	96%	89%	87%	83%	84%	86%
Transparency	96%	83%	79%	82%	81%	76%
Documentation quality	92%	87%	85%	82%	83%	74%
Courtesy	98%	88%	84%	84%	87%	94%
Reporting	96%	80%	76%	76%	79%	77%

Q2 Now please indicate your level of satisfaction in each of the following areas.

Trending Data

EVALUATION OF THE IANA FUNCTIONS OPERATOR PROCESS

	2018	2017	2016	2015	2014	2013
Customer participation	n=178	n=276	n=420	n=427	n=489	n=112
Awareness that the IANA functions operator has a process for resolving customer service issues	51%	50%	49%	48%	52%	51%
Very comfortable or comfortable in approaching the IANA functions operator about a customer service issue you need resolved?	96%	95%	95%	89%	91%	92%
Experienced a customer service problem pertaining to the IANA services within the last 12 months	9%	3%	7%	9%	13%	11%
Customer's experienced problem	n=16	n=8	n=29	n=38	n=65	n=12
Very satisfied or satisfied with resolution of customer service problem experienced	82%	100%	72%	82%	67%	58%

Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
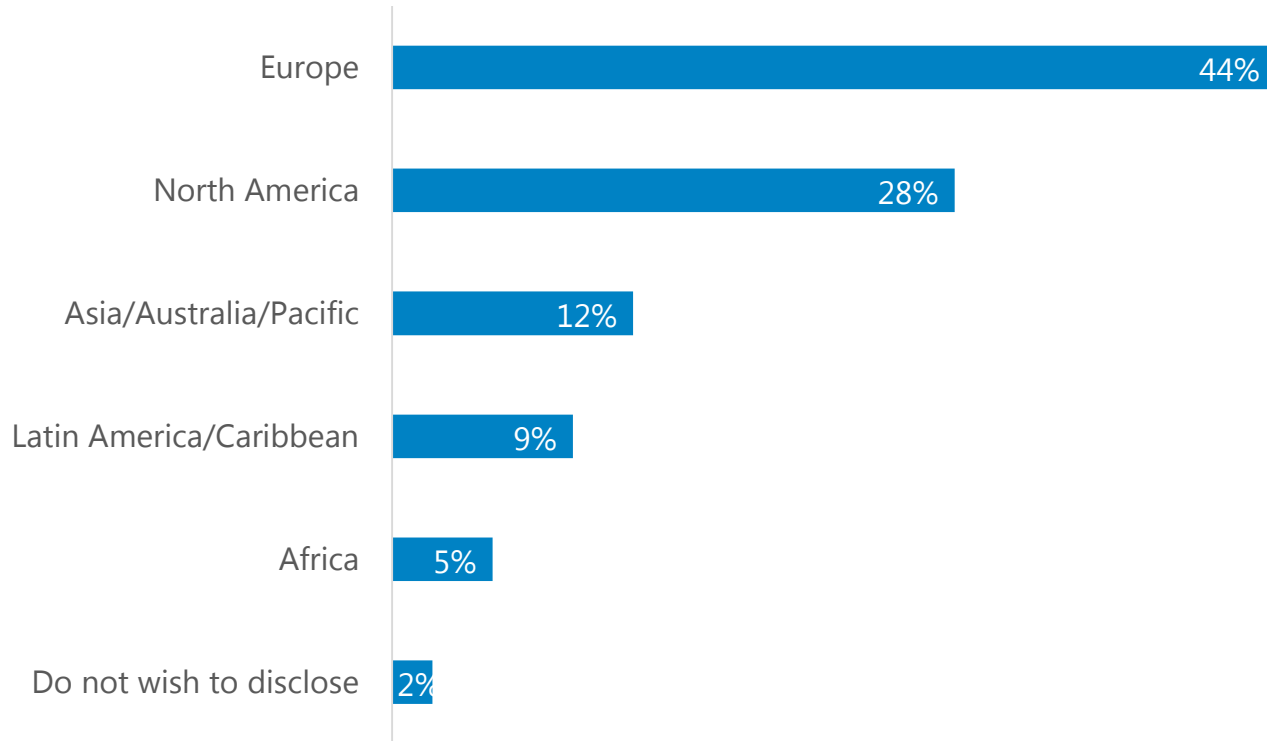Q4. Have you experienced a customer service problem pertaining to the IANA services within the last 12 months?
Q5 How satisfied were you about the resolution of the customer service issue?

Customer Region

REGION OF PRIMARY OPERATIONS

Region	Percentage
Europe	44%
North America	28%
Asia/Australia/Pacific	12%
Latin America/Caribbean	9%
Africa	5%
Do not wish to disclose	2%

n=178 Q22. What region do you run your primary operations from?

Protocol Parameter Requests

IANA Customer Feedback Survey

*PERCENTS MAY NOT TOTAL TO
100 DUE TO ROUNDING*

echo

PROTOCOL PARAMETER REQUESTS

Accuracy is the most important service area provided by the IANA functions operator's delivery of IANA services. Customers are highly satisfied with delivery in all areas of services.

	Importance (1 or 2)	LEVEL OF SATISFACTION WITH THE DELIVERY OF IANA SERVICES			
		Very Satisfied or Satisfied	Very Satisfied	Satisfied	Very Dissatisfied/ Dissatisfied
Accuracy of the registries	63%	99%	60%	39%	1%
Information provided to you on the status of your request[1]	38%	97%	52%	45%	3%
Timeliness with which your request was processed	30%	96%	57%	39%	4%
Level of staff courtesy	3%	100%	61%	39%	0%

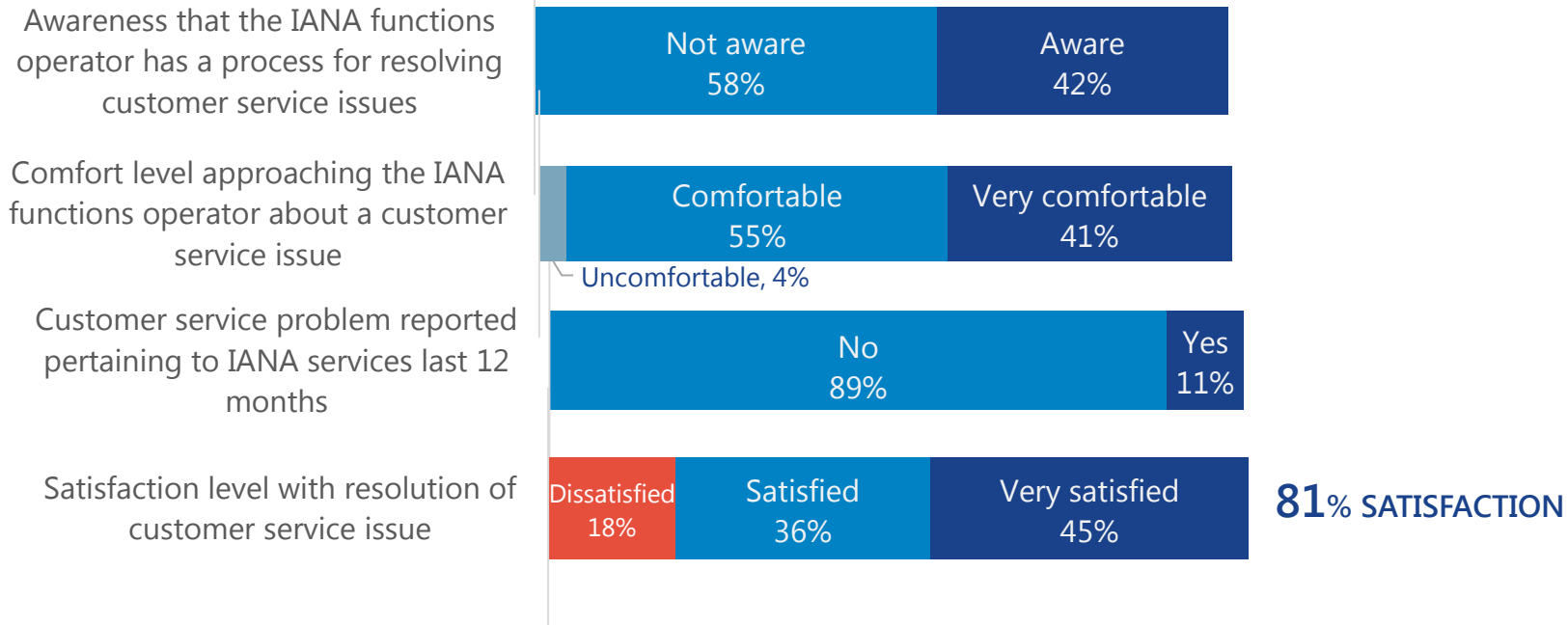[1]Importance based on 'Process Quality' ranking in Q1

n=96

Q1 Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.
Q9 Please indicate your level of satisfaction with the IANA functions operator's delivery in each of the following areas of your most recent protocol parameter request.

More than two in five (42%) Protocol Parameter Request customers are aware of IANA functions operator's process of resolving their issues and similarly feel 'very comfortable' (41%) approaching about an issue. More than one in ten (11%) customers reported a customer service issue in the last 12 months, and 81% were 'satisfied' with the resolution.

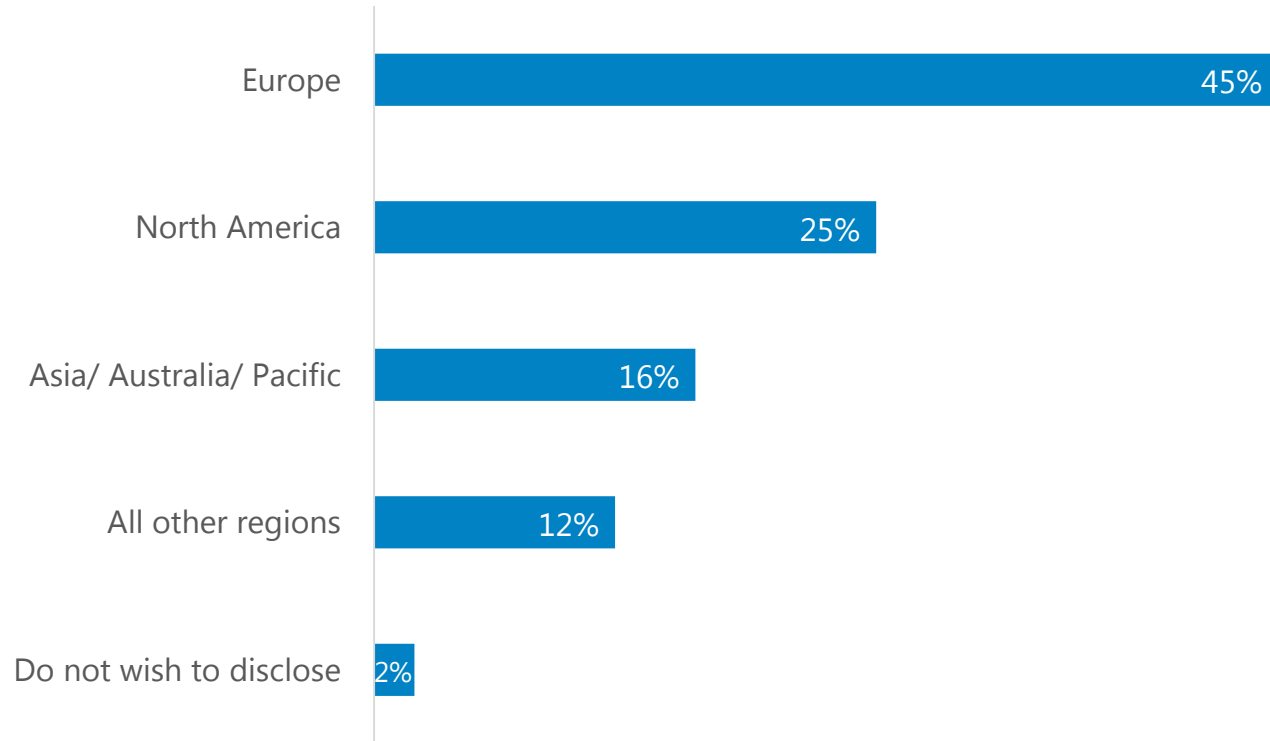**EVALUATION OF IANA FUNCTIONS OPERATOR PROCESS**

Awareness that the IANA functions operator has a process for resolving customer service issues

| Not aware 58% | Aware 42% |

Comfort level approaching the IANA functions operator about a customer service issue

| Comfortable 55% | Very comfortable 41% |

Uncomfortable, 4%

Customer service problem reported pertaining to IANA services last 12 months

| No 89% | Yes 11% |

Satisfaction level with resolution of customer service issue

| Dissatisfied 18% | Satisfied 36% | Very satisfied 45% |

81% SATISFACTION

n=96

Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q4 Have you experienced a customer service problem pertaining to the IANA services within the last 12 months?

n=11   Q5 How satisfied were you about the resolution of the customer service issue?

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Customer Region

REGION OF PRIMARY OPERATIONS

Region	Percentage
Europe	45%
North America	25%
Asia/ Australia/ Pacific	16%
All other regions	12%
Do not wish to disclose	2%

n=96 Q22. What region do you run your primary operations from?

Trending Data

RATED VERY SATISFIED OR SATISFIED WITH THE DELIVERY OF THE IANA SERVICES

	2018	2017	2016	2015	2014	2013
	n=96	n=148	n=273	n=277	n=328	n=57
Accuracy of the registries	99%	88%	97%	98%	95%	97%
Information provided to you on the status of your request	97%	88%	95%	94%	92%	93%
Timeliness with which your request was processed	96%	88%	93%	93%	85%	86%
Level of staff courtesy	100%	83%	98%	99%	95%	98%

*In 2017, a 'Not Applicable' option was added to this question

Q9 Please indicate your level of satisfaction with the IANA functions operator's delivery in each of the following areas of your most recent protocol parameter request.

Document Reviews and Engagement

IANA Customer Feedback Survey

PERCENTS MAY NOT TOTAL TO
100 DUE TO ROUNDING

echo

DOCUMENT REVIEWS AND ENGAGEMENT

Accuracy is the most important service area provided by the IANA functions operator's delivery of IANA services; customers are highly satisfied in the delivery of all areas of service.

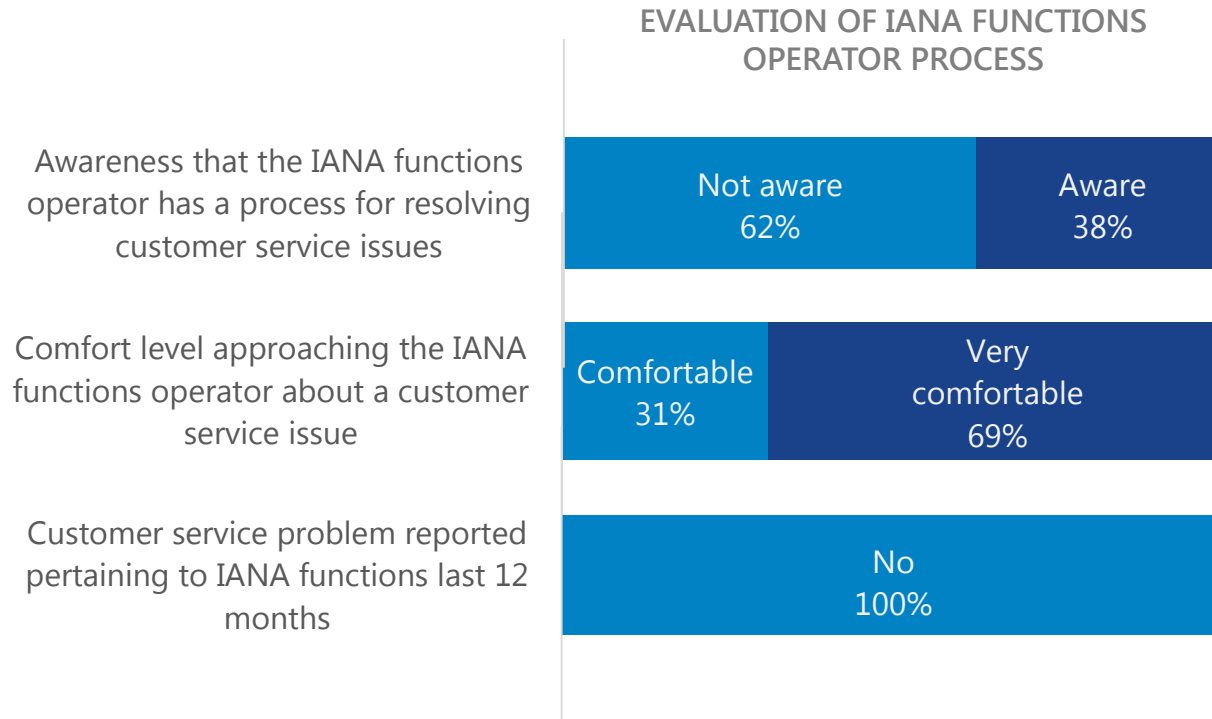|	Importance (1 or 2)	LEVEL OF SATISFACTION WITH THE DELIVERY OF IANA SERVICES			
		Very Satisfied or Satisfied	Very Satisfied	Satisfied	Dissatisfied / Very Dissatisfied
Accuracy of the registries	72%	97%	79%	17%	3%
Information provided to you on the status of your actions[1]	24%	97%	72%	24%	3%
IANA review of your document during IETF's document lifecycle[2]	38%	100%	83%	17%	0%
Review of your document by the IANA functions operator before it was published as an RFC[2]	38%	100%	79%	21%	0%
Timeliness with which the IANA Actions in your document were processed after approval	41%	100%	69%	31%	0%
Level of staff courtesy	3%	100%	86%	14%	0%

[1]Importance based on 'Process Quality' ranking in Q1
[2]Importance based on 'Documentation Quality' ranking in Q1

n=29

Q1 Think about the IANA functions operator's delivery of the IANA services.
Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important.
Q10 How satisfied were you with the integrated IANA review of your document during IETF's document lifecycle?
Q11 Please indicate your level of satisfaction with the review of your document by the IANA functions operator before it was approved for publication as an RFC.
Q12 Please indicate your level of satisfaction with the IANA functions operator's delivery in each of the following areas of your most recent document review and approval.

Most customers are not aware of IANA functions operator's process of resolving customer service issues (62%). There were no customer service issues reported over the last 12 months, but most customers feel very comfortable approaching an IANA function's operator.

EVALUATION OF IANA FUNCTIONS OPERATOR PROCESS

Awareness that the IANA functions operator has a process for resolving customer service issues	Not aware 62%	Aware 38%

Comfort level approaching the IANA functions operator about a customer service issue	Comfortable 31%	Very comfortable 69%

Customer service problem reported pertaining to IANA functions last 12 months	No 100%

Trending Data

RATED VERY SATISFIED OR SATISFIED WITH THE DELIVERY OF THE IANA SERVICES

	2018	2017*	2016	2015	2014	2013
	n=2	n=25	n=273	n=37	n=40	n=0
Accuracy of the registries	97%	88%	97%	97%	97%	-
Information provided to you on the status of your actions	97%	80%	92%	95%	100%	-
IANA review of your document during IETF's document lifecycle	100%	64%	97%	96%	97%	-
Review of your document by the IANA functions operator before it was published as an RFC	100%	52%	97%	98%	97%	-
Timeliness with which the IANA Actions in your document were processed after approval	100%	72%	95%	92%	92%	-
Level of staff courtesy	100%	84%	95%	98%	98%	-

*In 2017, a 'Not Applicable' option was added to this question

Q10 How satisfied were you with the integrated IANA review of your document during IETF's document lifecycle?
Q11 Please indicate your level of satisfaction with the review of your document by the IANA functions operator before it was approved for publication as an RFC.
Q12 Please indicate your level of satisfaction with the IANA functions operator's delivery in each of the following areas of your most recent document review and approval.

Customer Region

REGION OF PRIMARY OPERATIONS

Region	Percentage
North America	62%
Europe	28%
Asia/ Australia/ Pacific	10%
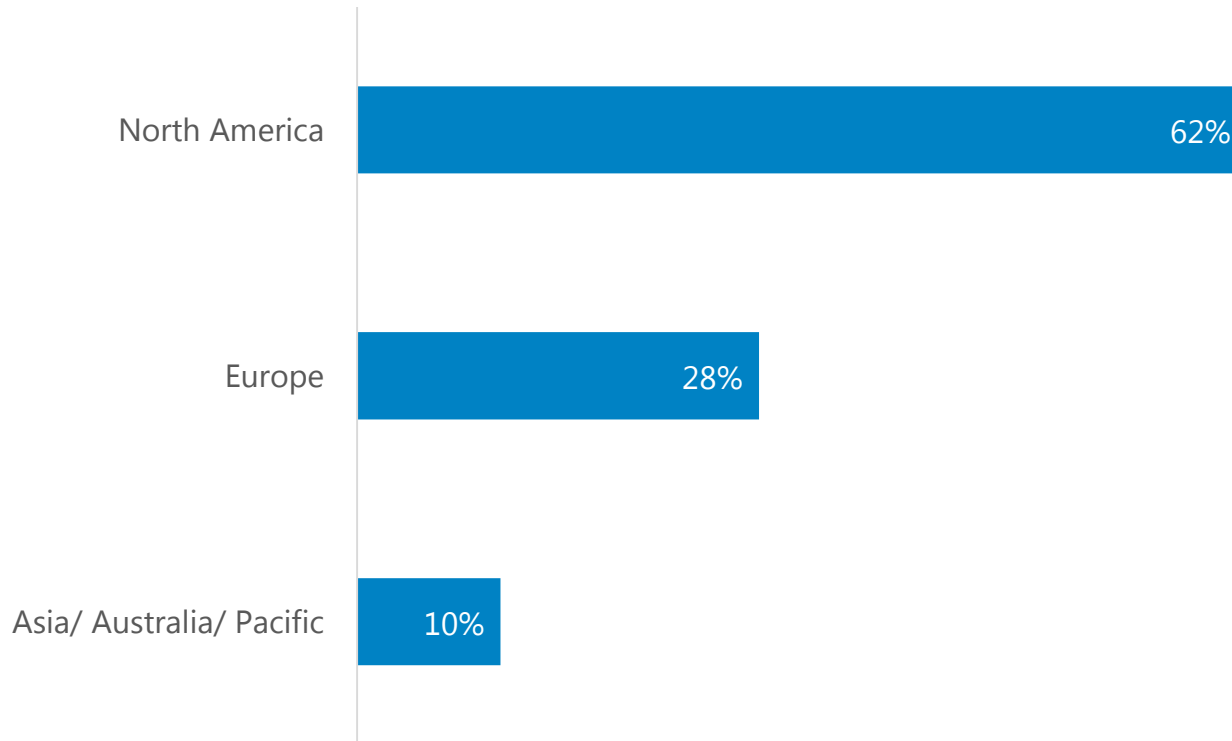
n=29 Q22. What region do you run your primary operations from?

Current IESG Members

IANA Customer Feedback Survey

*PERCENTS MAY NOT TOTAL TO
100 DUE TO ROUNDING*

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Both customers are 'very satisfied' or 'satisfied' with the IANA functions operator as it pertains to IESG accuracy, handling of management issues, monthly performance reports, and staff courtesy.
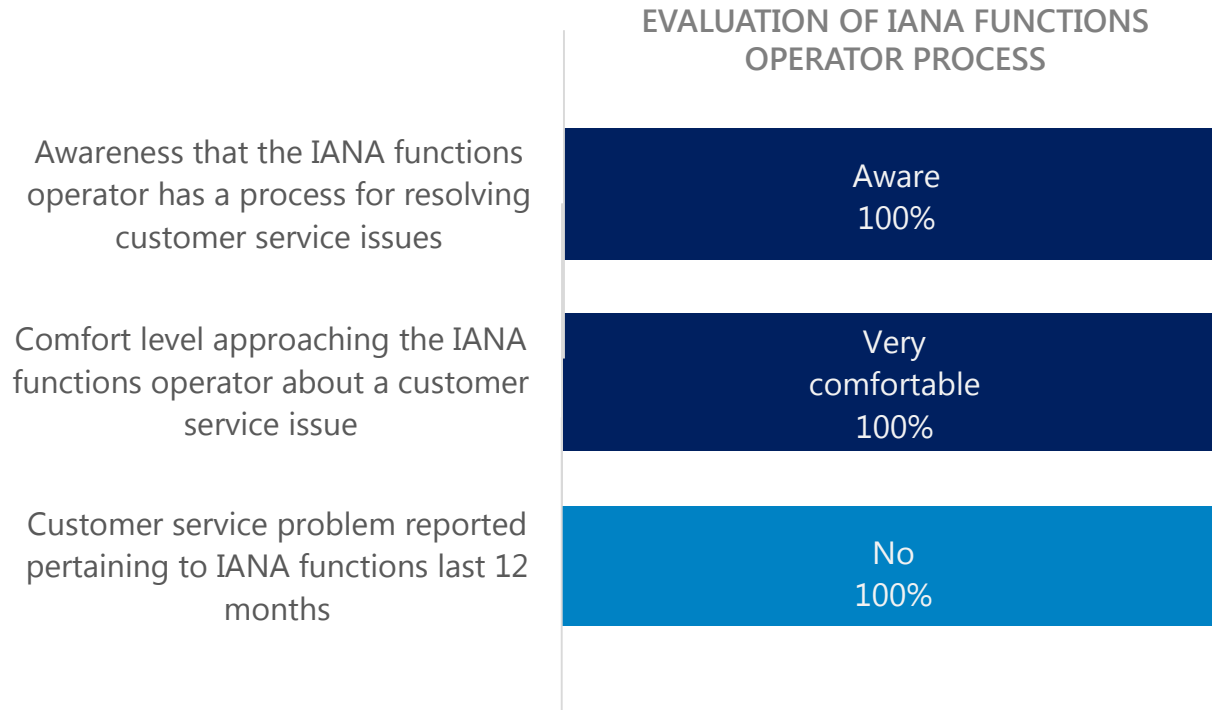
LEVEL OF SATISFACTION WITH THE DELIVERY OF IANA SERVICES

	Importance (1 or 2)	Very Satisfied or Satisfied	Very Satisfied	Satisfied
Accuracy of registries as they pertain to IESG	100%	100%	50%	50%
Handling of management issues	-	100%	100%	0%
Monthly performance reports	-	100%	100%	0%
Level of staff courtesy	-	100%	100%	0%

n=2

Q1. Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important
Q13. Please indicate your level of satisfaction with the IANA functions operator, in each of the following areas as they pertain to the IESG

CURRENT IESG MEMBERS

These customers are aware the IANA functions operator has a process for resolving customer service issues and are 'very comfortable' approaching the operator. However, neither had reported a problem to their IANA functions operator in the last 12 months.

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EVALUATION OF IANA FUNCTIONS OPERATOR PROCESS

Awareness that the IANA functions operator has a process for resolving customer service issues	Aware 100%
Comfort level approaching the IANA functions operator about a customer service issue	Very comfortable 100%
Customer service problem reported pertaining to IANA functions last 12 months	No 100%

Trending Data

RATED VERY SATISFIED OR SATISFIED WITH THE DELIVERY OF THE IANA SERVICES

	2018	2017*	2016	2015	2014	2013
	n=2	n=5	n=4	n=3	n=5	n=3
Handling of management issues	100%	60%	100%	100%	100%	100%
Accuracy of registries as they pertain to IESG	100%	60%	100%	100%	100%	100%
Monthly performance reports	100%	60%	100%	100%	100%	100%
Level of staff courtesy	100%	60%	100%	100%	100%	100%

*In 2017, a 'Not Applicable' option was added to this question

Q13. Please indicate your level of satisfaction with the IANA functions operator, in each of the following areas as they pertain to the IESG.

Routine Root Zone Management for ccTLDs

IANA Customer Feedback Survey

PERCENTS MAY NOT TOTAL TO 100 DUE TO ROUNDING

echo

ROUTINE ROOT ZONE MANAGEMENT FOR ccTLDs

Most Routine Root Zone Management (ccTLD) customers consider accuracy and timeliness most important (77% and 54%, respectively). Customers are highly satisfied with the IANA functions operator in all of the service areas.

LEVEL OF SATISFACTION WITH THE DELIVERY OF IANA SERVICES

	Importance (1 or 2)	Very Satisfied or Satisfied	Very Satisfied	Satisfied
Accuracy of the Root Zone Database	77%	100%	77%	23%
Published performance reports[2]	8%	92%	27%	65%
Level of staff courtesy	4%	100%	38%	62%
Timeliness with which your changes are processed	54%	100%	31%	69%
Information provided to you on the status of your requests[1]	38%	100%	50%	50%

[1]Importance based on 'Process Quality' ranking in Q1
[2]Improtance based on 'Reporting' ranking in Q1

n=26

Q1. Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important
Q14. Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to root zone management.

ROUTINE ROOT ZONE MANAGEMENT FOR ccTLDs

About two-thirds (65%) of Routine Root Zone Management (ccTLD) customers feel the web interface to the RZMS is easy to use, while 35% say it 'very easy' to use. One customer believes it is 'too easy.'
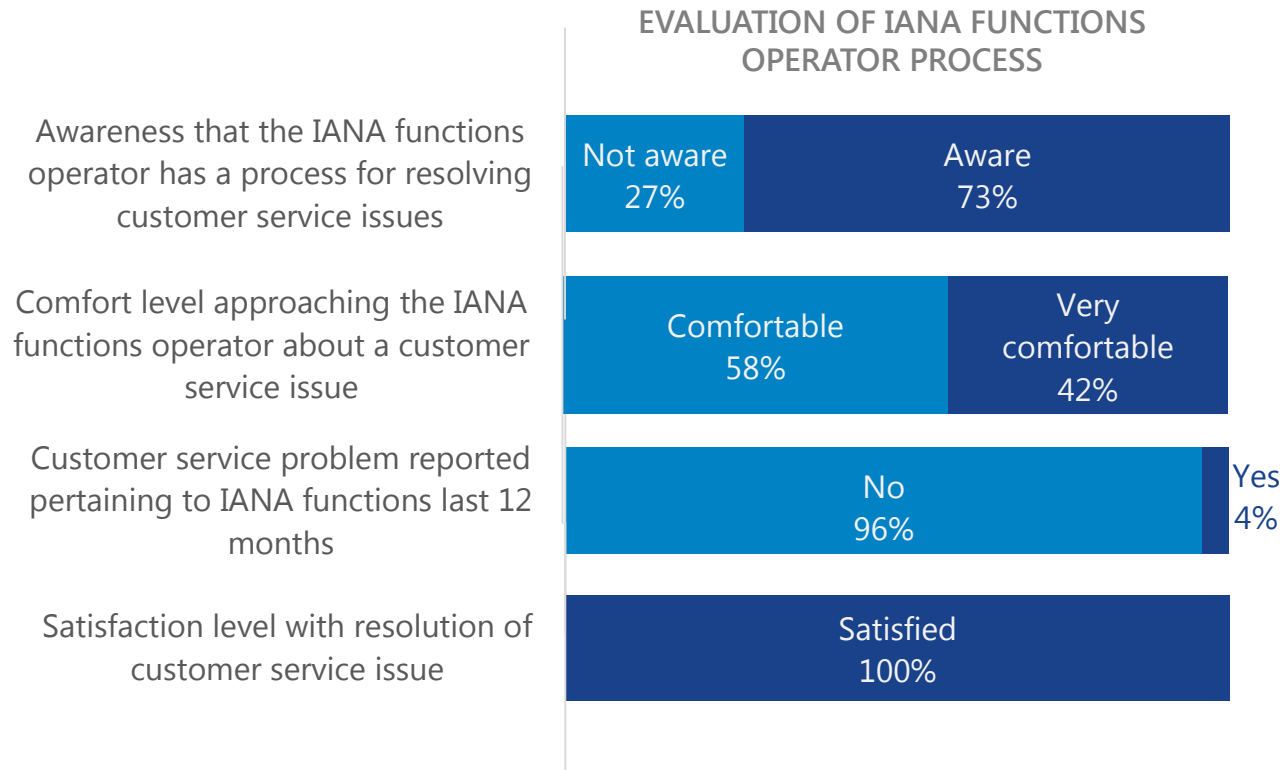
| WEB INTERFACE TO THE ROOT ZONE MANAGEMENT SYSTEM (RZMS) | Easy 65% | Very easy 35% |
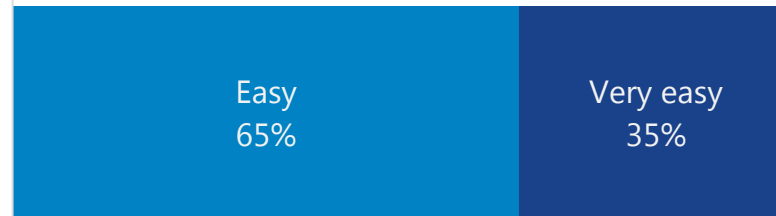
n=26   Q15. How easy or difficult is it to use the web interface to the Root Zone Management System (RZMS)?

ROUTINE ROOT ZONE MANAGEMENT FOR ccTLDs

Most customers are aware the IANA functions operator has a process for resolving customer service issues; all are either 'very comfortable' (42%) or 'comfortable' (58%) approaching the operator with a problem. Just one respondent reported an issue to the operator in the last 12 months and was 'satisfied' with the resolution.

EVALUATION OF IANA FUNCTIONS OPERATOR PROCESS

Awareness that the IANA functions operator has a process for resolving customer service issues
- Not aware 27%
- Aware 73%

Comfort level approaching the IANA functions operator about a customer service issue
- Comfortable 58%
- Very comfortable 42%

Customer service problem reported pertaining to IANA functions last 12 months
- No 96%
- Yes 4%

Satisfaction level with resolution of customer service issue
- Satisfied 100%

Trending Data

RATED VERY SATISFIED OR SATISFIED WITH THE DELIVERY OF THE IANA SERVICES

	2018	2017*
	n=26	n=56
Accuracy of the Root Zone Database	100%	100%
Published performance reports	92%	90%
Level of staff courtesy	100%	93%
Timeliness with which your changes are processed	100%	96%
Information provided to you on the status of your requests	100%	98%

*In 2017, a 'Not Applicable' option was added to this question

Q14. Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to root zone management.

Customer Region

REGION OF PRIMARY OPERATIONS

Region	Percentage
Europe	65%
Asia/ Australia/ Pacific	12%
Africa	12%
All other regions	11%
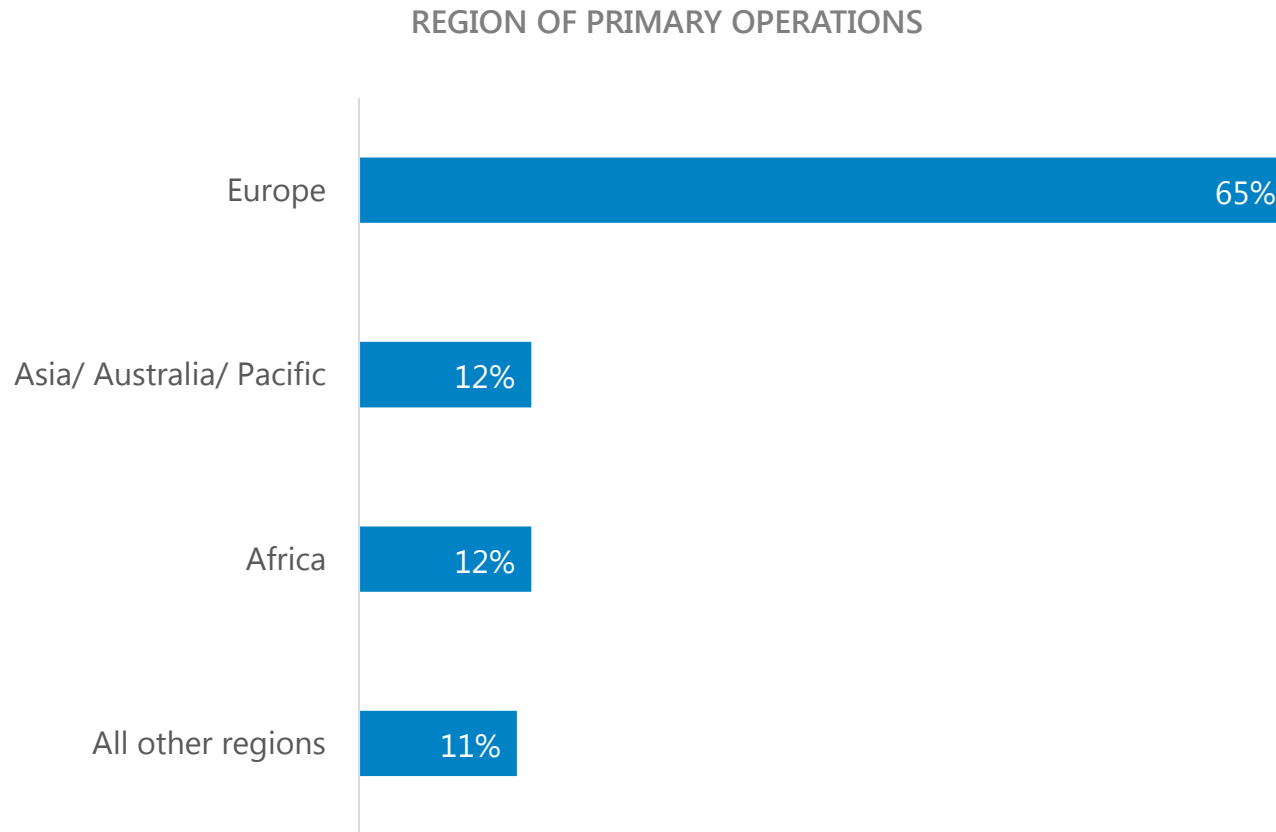
n=26 Q22. What region do you run your primary operations from?

Routine Root Zone Management for gTLDs

IANA Customer Feedback Survey

*PERCENTS MAY NOT TOTAL TO
100 DUE TO ROUNDING*

echo

ROUTINE ROOT ZONE MANAGEMENT FOR gTLDs

Most Routine Root Zone Management (gTLD) customers consider accuracy and timeliness most important (71% and 57%, respectively). Customers are highly satisfied with the IANA functions operator in all service areas.

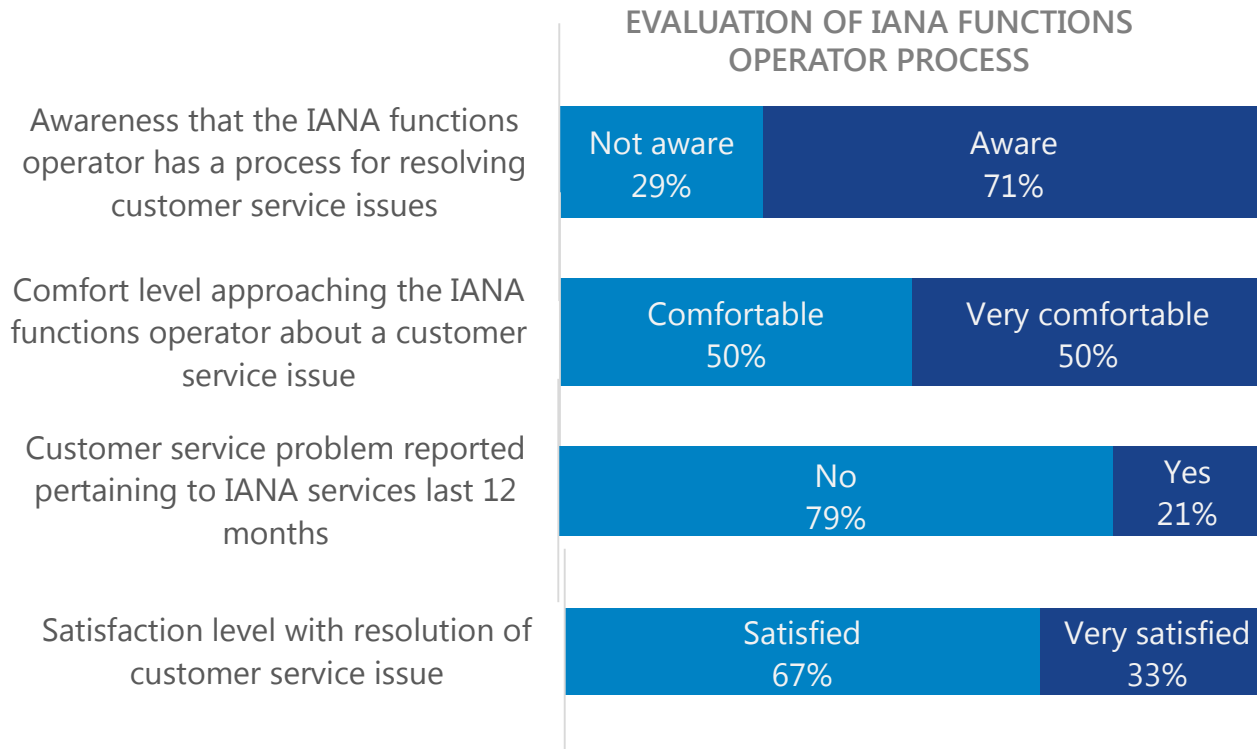**LEVEL OF SATISFACTION WITH THE DELIVERY OF IANA SERVICES**

	Importance (1 or 2)	Very Satisfied or Satisfied	Very Satisfied	Satisfied	Dissatisfied
Accuracy of the Root Zone Database	71%	100%	57%	43%	0%
Timeliness with which your changes are processed	57%	93%	43%	50%	7%
Information provided to you on the status of your requests[1]	36%	93%	43%	50%	7%
Published performance reports	0%	100%	14%	86%	0%
Level of staff courtesy	0%	100%	36%	64%	0%

[1]Importance based on 'Process Quality' ranking in Q1

n=14
Q1. Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important
Q14. Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to root zone management.

ROUTINE ROOT ZONE MANAGEMENT FOR gTLDs

Most customers are aware the IANA functions operator has a process for resolving customer service issues; all are either 'very comfortable' or 'comfortable' approaching the operator with a problem. Three of the 14 (21%) customers reported an issue to the operator in the last 12 months; all were either 'very satisfied' or satisfied' with the resolution.

EVALUATION OF IANA FUNCTIONS OPERATOR PROCESS

Awareness that the IANA functions operator has a process for resolving customer service issues

| Not aware 29% | Aware 71% |

Comfort level approaching the IANA functions operator about a customer service issue

| Comfortable 50% | Very comfortable 50% |

Customer service problem reported pertaining to IANA services last 12 months

| No 79% | Yes 21% |

Satisfaction level with resolution of customer service issue

| Satisfied 67% | Very satisfied 33% |

n=14

Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q4 Have you experienced a customer service problem pertaining to the IANA services within the last 12 months?

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n=3 experienced problem: Q5 How satisfied were you about the resolution of the customer service issue?

Trending Data

RATED VERY SATISFIED OR SATISFIED WITH THE DELIVERY OF THE IANA SERVICES

	2018	2017*
	n=14	n=20
Accuracy of the Root Zone Database	100%	85%
Timeliness with which your changes are processed	100%	80%
Information provided to you on the status of your requests1	93%	75%
Published performance reports	100%	80%
Level of staff courtesy	100%	85%

*In 2017, a 'Not Applicable' option was added to this question
Q14. Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to root zone management.

Delegation, Transfer & Revocations of gTLDs

IANA Customer Feedback Survey

PERCENTS MAY NOT TOTAL TO 100 DUE TO ROUNDING

echo

DELEGATION, TRANSFER & REVOCATIONS OF gTLDs

All customers are highly satisfied with the IANA functions operator in each of the areas as they pertain to gTLD delegations, transfers and revocations.

LEVEL OF SATISFACTION WITH THE DELIVERY OF IANA SERVICES

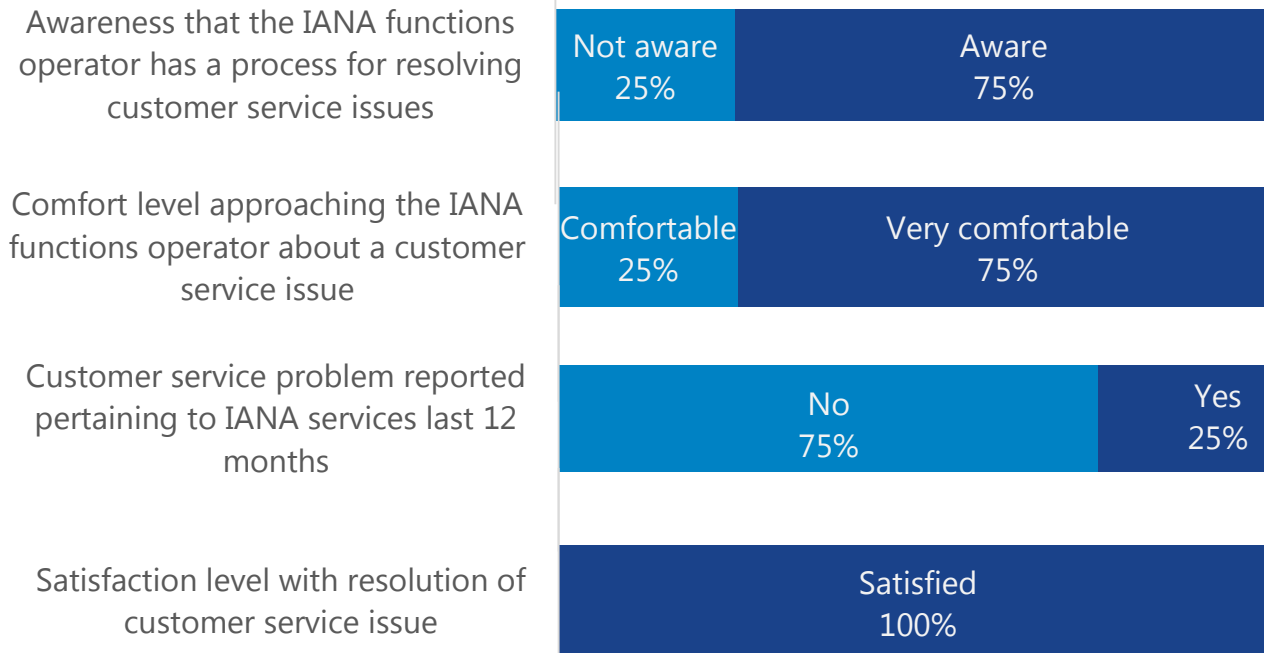|	Importance (1 or 2)	Very Satisfied or Satisfied	Very Satisfied	Satisfied
Timeliness with which your request was processed	25%	100%	75%	25%
Level of staff courtesy	0%	100%	75%	25%
Information provided to you on the status of your requests [1]	25%	100%	50%	50%
Quality of the process	25%	100%	100%	0%
Quality of published user instructions	0%	100%	25%	75%

[1]Importance based on 'Process Quality' ranking in Q1

n=4

Q1. Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important
Q17 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to gTLD delegations, transfers or revocations.

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Three of the four customers are aware the IANA functions operator has a process for resolving customer service issues and are very comfortable approaching the operator with a problem. Just one customer reported a customer service problem in the last 12 months and was satisfied with the resolution.

EVALUATION OF IANA FUNCTIONS OPERATOR PROCESS

Awareness that the IANA functions operator has a process for resolving customer service issues

| Not aware 25% | Aware 75% |

Comfort level approaching the IANA functions operator about a customer service issue

| Comfortable 25% | Very comfortable 75% |

Customer service problem reported pertaining to IANA services last 12 months

| No 75% | Yes 25% |

Satisfaction level with resolution of customer service issue

| Satisfied 100% |

n=4
Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q4 Have you experienced a customer service problem pertaining to the IANA services within the last 12 months?

n=1 experienced problem: Q5 How satisfied were you about the resolution of the customer service issue?

Trending Data

RATED VERY SATISFIED OR SATISFIED WITH THE DELIVERY OF THE IANA SERVICES

	2018	2017*	2016	2015	2014	2013
	n=4	n=4	n=21	n=34	n=35	n=0
Timeliness with which your request was processed	100%	75%	81%	82%	77%	-
Level of staff courtesy	100%	75%	95%	88%	97%	-
Information provided to you on the status of your requests	100%	75%	81%	77%	85%	-
Quality of the process	100%	75%	81%	95%	88%	-
Quality of published user instructions	100%	75%	81%	88%	85%	-

*In 2017, a 'Not Applicable' option was added to this question

Q17 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to gTLD delegations, transfers or revocations.

Root DNSSEC Key Management

IANA Customer Feedback Survey

*PERCENTS MAY NOT TOTAL TO
100 DUE TO ROUNDING*

echo

ROOT DNSSEC KEY MANAGEMENT

Both customers responded they are 'very satisfied' with the processes used, transparency provided and the level of staff courtesy.

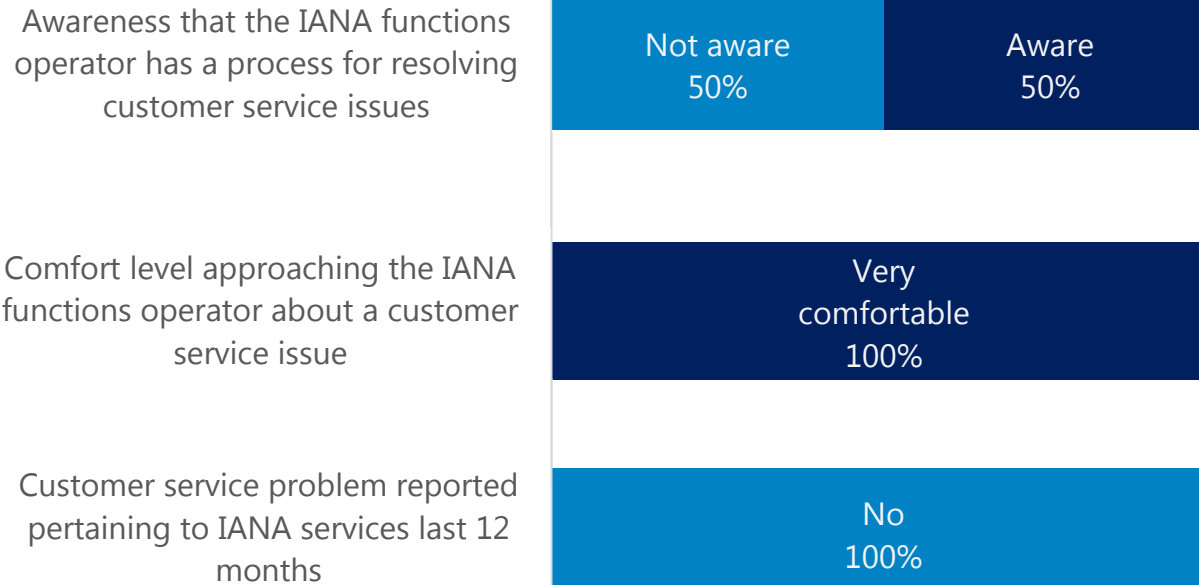|	LEVEL OF SATISFACTION WITH THE DELIVERY OF IANA SERVICES	
	Importance (1 or 2)	Very Satisfied
The processes used to manage the Root Zone DNSSEC Key Signing Key 1	100%	100%
The level of transparency provided for the Key Signing Key Ceremonies	0%	100%
Level of staff courtesy	0%	100%

[1]Importance based on 'Process Quality' ranking in Q1

n=2

Q1. Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important
IANA services, with 1 being the Most Important and 7 being the Least Important.
Q18 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to KSK Management for DNSSEC in the root Zone.

One of the two customers is aware the IANA functions operator has a process for resolving customer service issues and are 'very comfortable' approaching the operator with a problem. Neither customer reported a problem in the last 12 months.

EVALUATION OF IANA FUNCTIONS OPERATOR PROCESS

Awareness that the IANA functions operator has a process for resolving customer service issues	Not aware 50%	Aware 50%
Comfort level approaching the IANA functions operator about a customer service issue	Very comfortable 100%	
Customer service problem reported pertaining to IANA services last 12 months	No 100%	

n=2

Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q4 Have you experienced a customer service problem pertaining to the IANA services within the last 12 months?

Trending Data

RATED VERY SATISFIED OR SATISFIED WITH THE DELIVERY OF THE IANA SERVICES

	2018	2017	2016	2015	2014	2013
	n=2	n=4	n=2	n=6	n=6	n=6
The processes used to manage the Root Zone DNSSEC Key Signing Key [1]	100%	100%	100%	100%	100%	100%
The level of transparency provided for the Key Signing Key Ceremonies	100%	100%	100%	100%	100%	100%
Level of staff courtesy	100%	100%	100%	100%	100%	100%

[1]Importance based on 'Process Quality' ranking in Q1

Q18 Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to KSK Management for DNSSEC in the root Zone.

.INT Domain Registrants

IANA Customer Feedback Survey

PERCENTS MAY NOT TOTAL TO
100 DUE TO ROUNDING

echo

Customer satisfaction is high (very satisfied or satisfied) for the delivery of IANA services by the IANA functions operator. All customers are highly satisfied with the IANA functions operator in each of the areas as they pertain to .INT domain management.

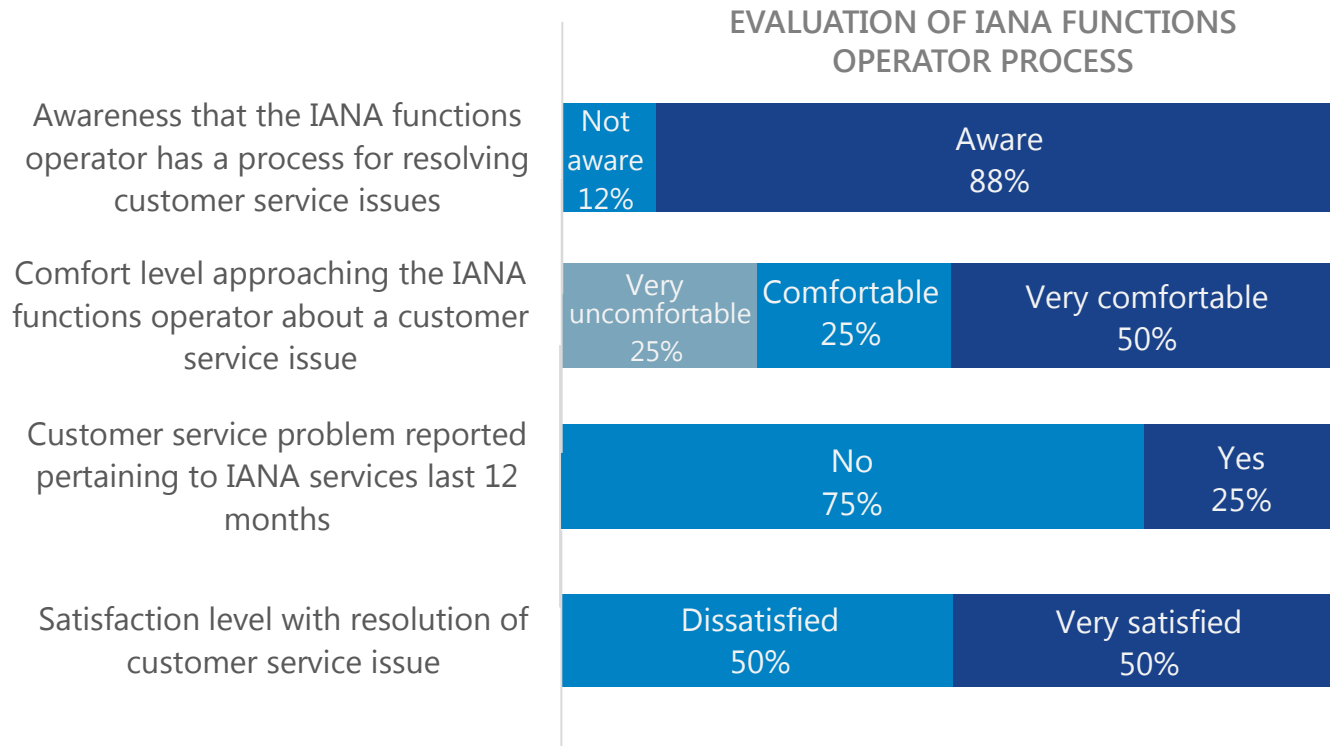LEVEL OF SATISFACTION WITH THE DELIVERY OF IANA SERVICES

	Importance (1 or 2)	Very Satisfied/ Satisfied	Very Satisfied	Satisfied	Dissatisfied / Very Dissatisfied
Information provided to you on the status of your requests [1]	50%	75%	63%	12%	25%
Level of staff courtesy	12%	88%	25%	63%	12%
Timeliness with which your changes are processed	12%	63%	25%	38%	37%

[1]Importance based on 'Process Quality' ranking in Q1

n=8

Q1. Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important
IANA services, with 1 being the Most Important and 7 being the Least Important.
Q20. Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to .INT domain management.

Seven of the eight (88%) customers are aware the IANA functions operator has a process for resolving customer service issues; six (75%) are 'very comfortable' or 'comfortable' approaching the operator with a problem, and two (25%) are 'very uncomfortable' approaching the operator with a customer service issue.

EVALUATION OF IANA FUNCTIONS OPERATOR PROCESS

Awareness that the IANA functions operator has a process for resolving customer service issues

| Not aware 12% | Aware 88% |

Comfort level approaching the IANA functions operator about a customer service issue

| Very uncomfortable 25% | Comfortable 25% | Very comfortable 50% |

Customer service problem reported pertaining to IANA services last 12 months

| No 75% | Yes 25% |

Satisfaction level with resolution of customer service issue

| Dissatisfied 50% | Very satisfied 50% |

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Trending Data

RATED VERY SATISFIED OR SATISFIED WITH THE DELIVERY OF THE IANA SERVICES

	2018	2017*	2016	2015	2014	2013
	n=8	n=15	n=10	n=13	n=14	n=10
Information provided to you on the status of your requests	75%	54%	100%	69%	100%	90%
Level of staff courtesy	88%	47%	100%	85%	100%	100%
Timeliness with which your changes are processed	63%	54%	90%	93%	78%	70%

*In 2017, 'Not Applicable' option was added to this question

Q20. Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to .INT domain management.

Internet Number Resources Allocation Management

IANA Customer Feedback Survey

PERCENTS MAY NOT TOTAL TO
100 DUE TO ROUNDING

echo

INTERNET NUMBER RESOURCES ALLOCATION MANAGEMENT

Customer satisfaction is high (very satisfied or satisfied) for the delivery of IANA services by the IAN functions operator. All customers are highly satisfied with the IANA functions operator in each of the areas as they pertain to the Internet Number Resource management.

	Importance (1 or 2)	LEVEL OF SATISFACTION WITH THE DELIVERY OF IANA SERVICES		
		Very Satisfied or Satisfied	Very Satisfied	Satisfied
Timeliness with which your requests are processed	60%	100%	80%	20%
Quality of the processes for Internet Number Resource Management	20%	100%	80%	20%
Accuracy of the registries	100%	100%	100%	0%
Information provided to you on the status of your requests [1]	20%	100%	100%	0%
Level of staff courtesy	0%	100%	100%	0%

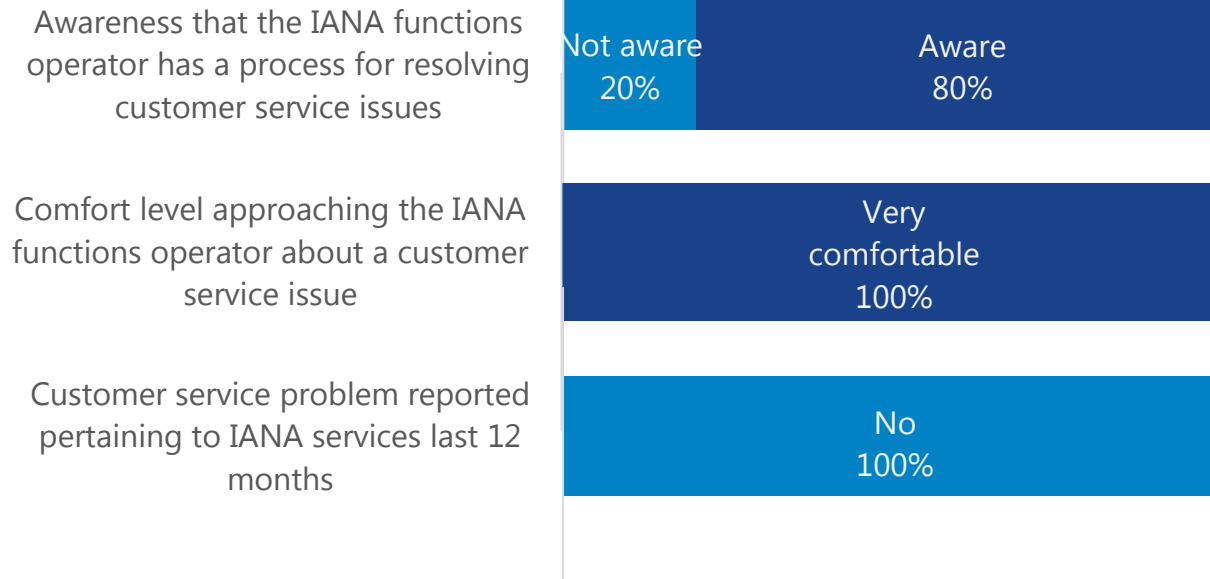[1]Importance based on 'Process Quality' ranking in Q1

n=5

Q1. Think about the IANA functions operator's delivery of the IANA services. Please rank the importance of each of the following areas in providing the IANA services, with 1 being the Most Important and 7 being the Least Important
IANA services, with 1 being the Most Important and 7 being the Least Important.
Q19. Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to Internet Number Resource Management.

INTERNET NUMBER RESOURCES ALLOCATION MANAGEMENT

Four of the five (80%) are aware the IANA functions operator has a process for resolving customer service issues; however, all are 'very comfortable' approaching the operator with a problem. No customer service issue was reported in the last 12 months.

EVALUATION OF IANA FUNCTIONS OPERATOR PROCESS

Awareness that the IANA functions operator has a process for resolving customer service issues

| Not aware 20% | Aware 80% |

Comfort level approaching the IANA functions operator about a customer service issue

Very comfortable 100%

Customer service problem reported pertaining to IANA services last 12 months

No 100%

n=5
Q3 Are you aware that the IANA functions operator has a process for resolving customer service issues?
Q6 How comfortable are you in approaching the IANA functions operator about a customer service issue you need resolved?
Q4 Have you experienced a customer service problem pertaining to the IANA services within the last 12 months?

Trending Data

RATED VERY SATISFIED OR SATISFIED WITH THE DELIVERY OF THE IANA SERVICES

	2018	2017*	2016	2015	2014	2013
	n=5	n=5	n=6	n=7	n=7	n=2
Timeliness with which your requests are processed	100%	100%	100%	100%	100%	100%
Quality of the processes for Internet Number Resource Management	100%	100%	83%	100%	100%	100%
Accuracy of the registries	100%	100%	100%	100%	100%	100%
Information provided to you on the status of your requests	100%	100%	100%	100%	100%	100%
Level of staff courtesy	100%	100%	100%	100%	100%	100%

*In 2017, a 'Not Applicable' option was added to this question

Q19. Please indicate your level of satisfaction with the IANA functions operator in each of the following areas as they pertain to Internet Number Resource Management.

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Appendix

IANA Customer Feedback Survey

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Issues Expressed

Regarding the service received from ICANN in its provisions of the IANA functions

- *"The method for listing of PEN codes is an ancient report which is difficult to search efficiently."*

- *"I would like to better understand all of the services that IANA has to offer."*

- *"So far the only issue I had was with this survey. IANA contacted me to my original PEN contact, not the updated one. Other than that, I had no issues."*

- *"More feedback about the progress of the request could have been provided, but given that it only took two business days to process the request, more feedback might well slow the process!"*

- *"It's hard to find how to modify/update some assignment."*

- *"Most services were great, but when there was an issue there was no direct contact with the person responsible not any indication of how to proceed. The request was declined with reasons that didn't match our situation."*

- *"As an RIR staffer, I have a small number of simple functional dependencies, but they are possibly informal. Its arguable we should move to co-author the spec over boundaries for things like reverse-DNS (apologies if this better documented than I realize) regarding certificates, PGP keys and the like. RDAP steerage is good, very happy. haven't had to change it. We think an IANA 'delegated' file is needed."*

- *"The tools used are archaic. IANA needs to modernize desperately."*

- *"To registries. some random changes. some concern that new forms may be needed but old forms should be respected."*

Are there any issues regarding the service that you have received from the IANA functions operator that you would like to make them aware of?

Issues Expressed

Regarding the service received from ICANN
in its provisions of the IANA functions

- *"Those reviews have gotten too formalized and process-bound, but that is very clearly IETF's fault, not IANA's."*

- *"We still wait for the announced changes to the RZM interface. I understand the importance of the KSK rollover, but the changes to the RZM are also of importance to the registries."*

- *"Templated emails should be refined and made more user friendly."*

- *"All easily done, uncomplicated - great service! Thanks a lot!"*

- *"I have used IANA services for decades and can say I have always had a pleasant experience. IANA has great people. Thanks for the consistency of service!"*

- *"The items marked 'satisfactory' are of less importance to me - maybe that is why they did not receive a higher grade. I'd rather IANA continue to concentrate on those items marked 'very satisfied' rather than improve the other items."*

- *"One of the best customer service providers, thank you for the good work."*

- *"Excellent service, could not ask for better."*

- *"Always professional."*

Are there any issues regarding the service that you have received from the IANA functions operator that you would like to make them aware of?

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