

Root Zone Workflow Automation

A technical introduction

Kim Davies

Manager, Root Zone Services



Internet Corporation for
Assigned Names & Numbers

Deployment Status

- ▶ RZM system is fully deployed
- ▶ All TLD managers have been invited to use the system
- ▶ No significant issues so far, all root changes implemented successfully

System Launch

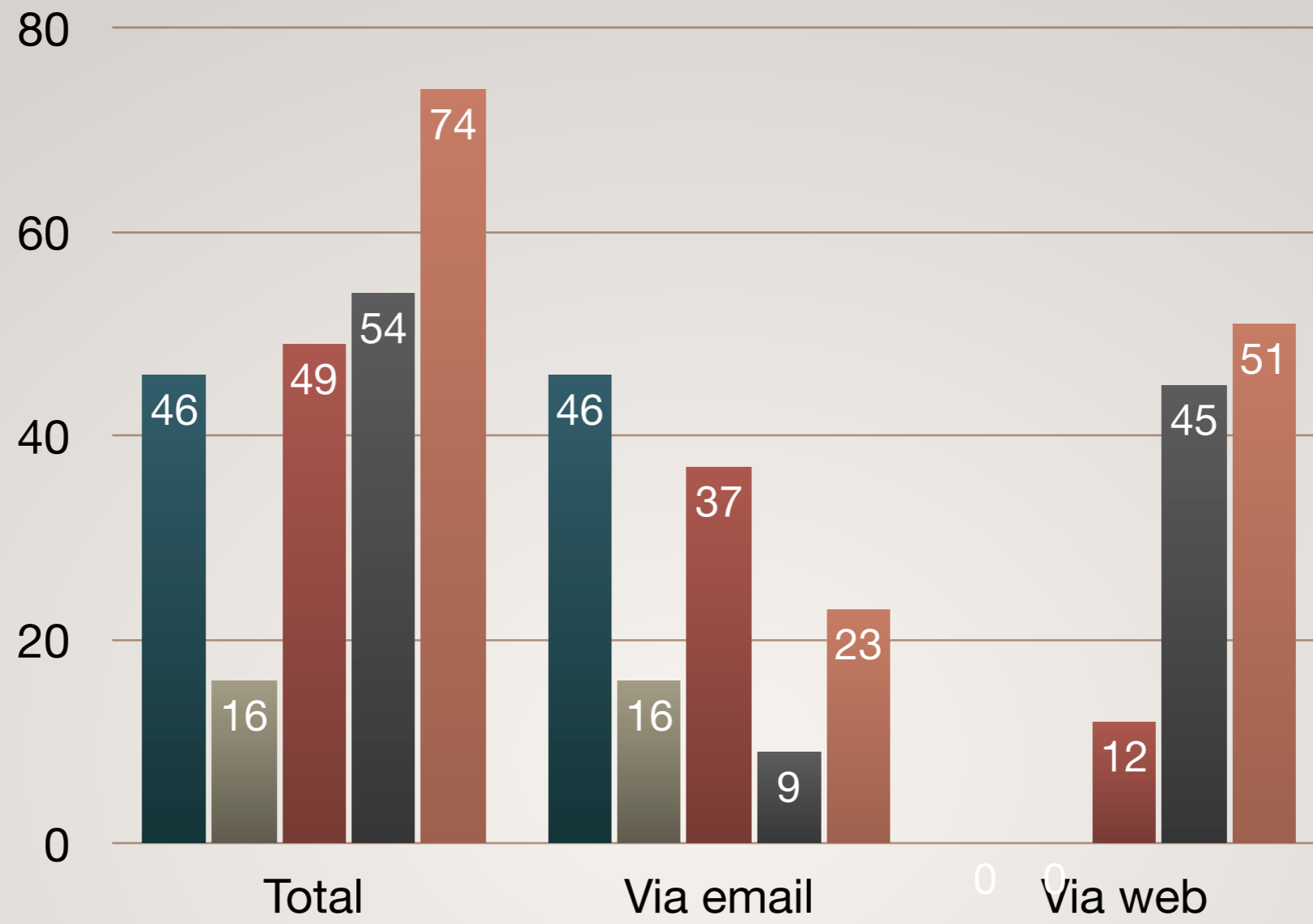
- ▶ Parallel ops began at the start of the year (all requests were processed manually and through system)
- ▶ After successful qualification of system, date of 21 July was set for cut over to system taking primacy
- ▶ Advance notification started at ICANN Singapore
- ▶ Cut-over happened on schedule, after 21 July actual root zone came from system

What happened in July?

- ▶ VeriSign's DNS master started taking the zone generated by the system, rather than the manually generated zone
- ▶ ICANN's system started generating process notifications to end user (requests to confirm, tech check details, status updates)
- ▶ End users did not yet have access to use the new web-based interface

Initial Intake

- ▶ Invitations issued from 1 August to 15 September
- ▶ TLD contacts had 30 days to claim their credential or it would expire
- ▶ Of 474 TLD contacts, 40.7% claimed their credentials



Number of root zone requests lodged

What are the pieces

- ▶ User service — ICANN Application for end-user interaction
- ▶ Internal service — internal application for staff interaction, runs the workflow
 - ▶ Acts as EPP client
- ▶ NTIA UI — manages NTIA interactions
- ▶ RZMS — VeriSign system for their component, publishing root zone
 - ▶ Acts as EPP server

What does it do

- ▶ Workflow management process tracks root changes through the process, performs some automatable steps (tech checks, contact confirms, etc.)
- ▶ EPP integration between VeriSign/ICANN means automatic transfer of data between parties
- ▶ New web interface provides new methods of working for TLD managers (submitting requests, checking status)

Demonstration

Future work

Provide feedback
(thanks!)

kim.davies@icann.org