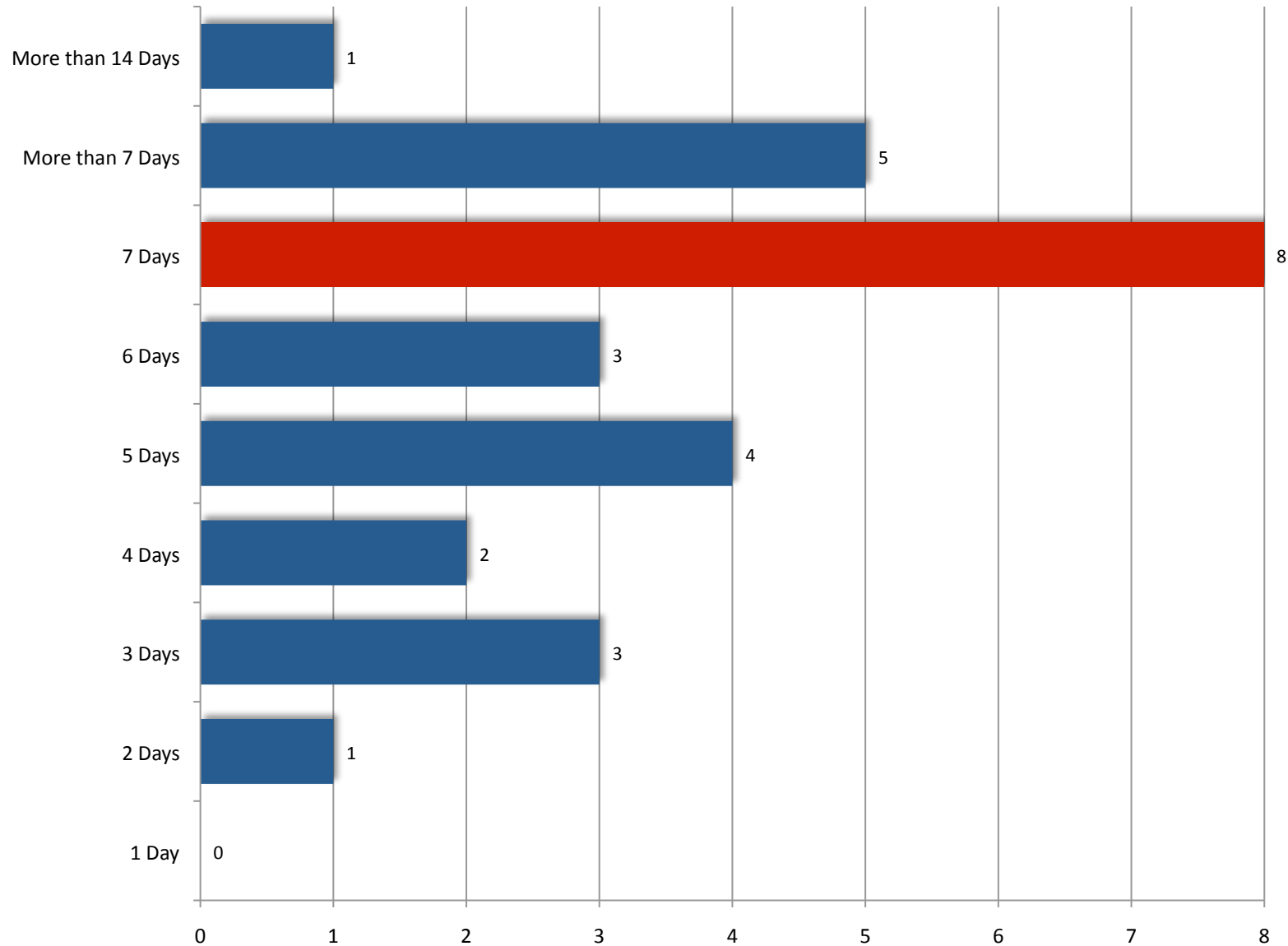


CENTR Update

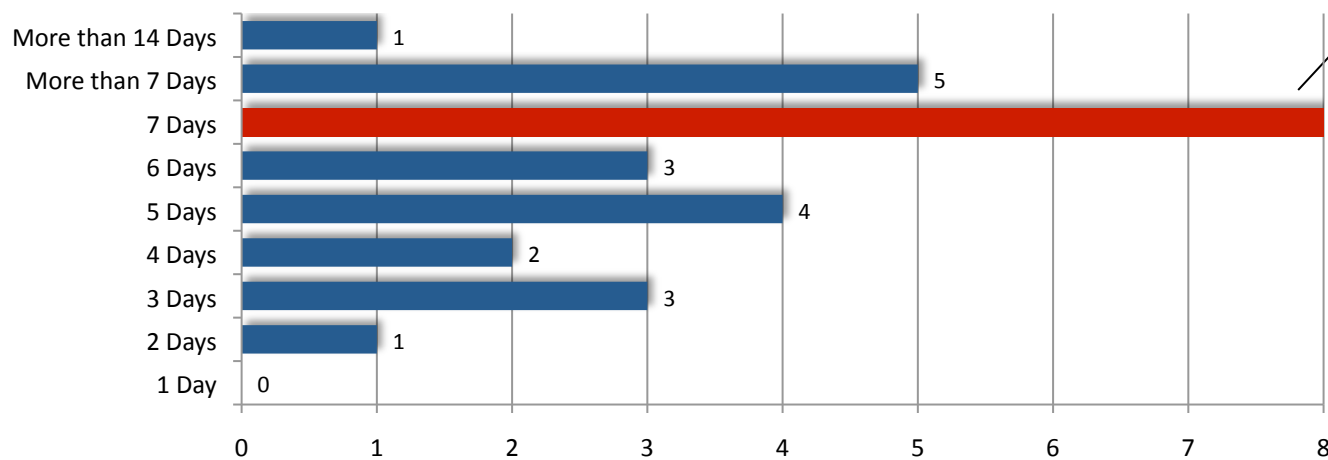
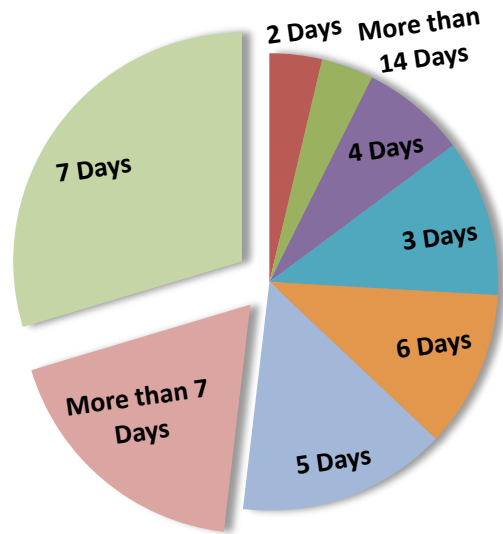
ccNSO - Singapore

Peter Van Roste
CENTR

Processing time for Nameserver / DNSSEC related change?

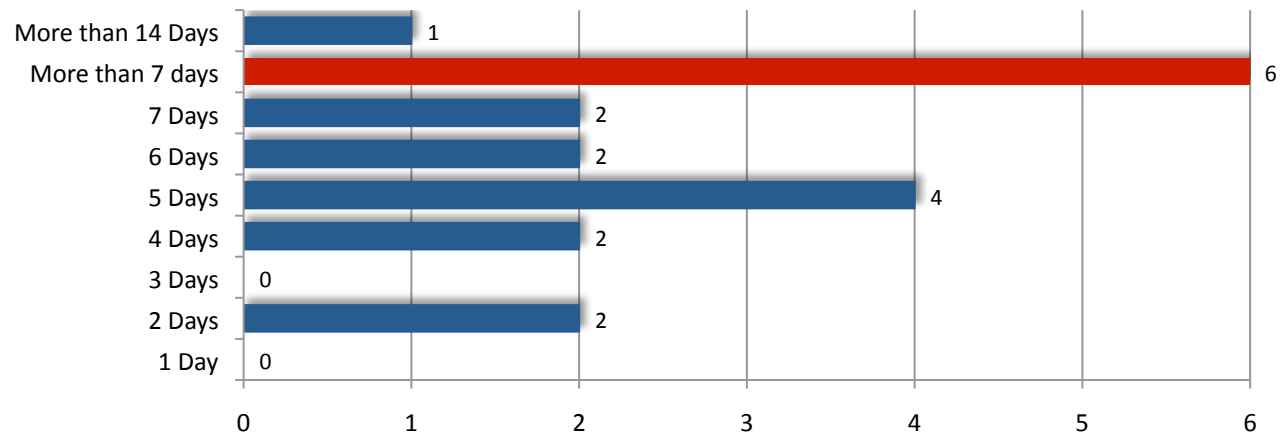


Processing time for Nameserver / DNSSEC related change?

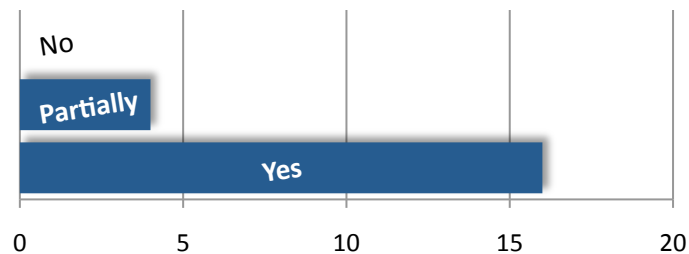


Of the 8 ccTLD Registries who responded "7 days", only 3 stated they felt the time period was "acceptable". The Remaining stated it "needs improvement"

Processing time for 'other' change (name, contact details)



Satisfaction with IANA performance (RZ management)?



Communication – What improvements could IANA implement to enhance its performance in this area?

Automate some routine steps – eg contacts' confirmations

Try to answer requests in a way to make turn around within 24h possible (e.g. answer requests from CET in the morning (PST))

-Current e-mail template is not easy to use if you need to change records, to add and remove it's OK.

The reason for the delay in processing our request is mostly due to our different office hours. Each e-mail usually takes a day to get answered and with the e-mail-verification this adds up

Use of the e-IANA software

Web or even EPP interface for changes requests

Communication is quite clear. What we especially like is the summary at the end of the confirmation mail (which should be upfront I think).

Provide web or application interface e.g. e-IANA

In the past IANA provided a web tool: "IANA Registry Services", performance might be improved if all approvals (from the admin, tech) can be given via this tool instead of via e-mails.

Faster turnaround times for TLDs not in the IANA time zone

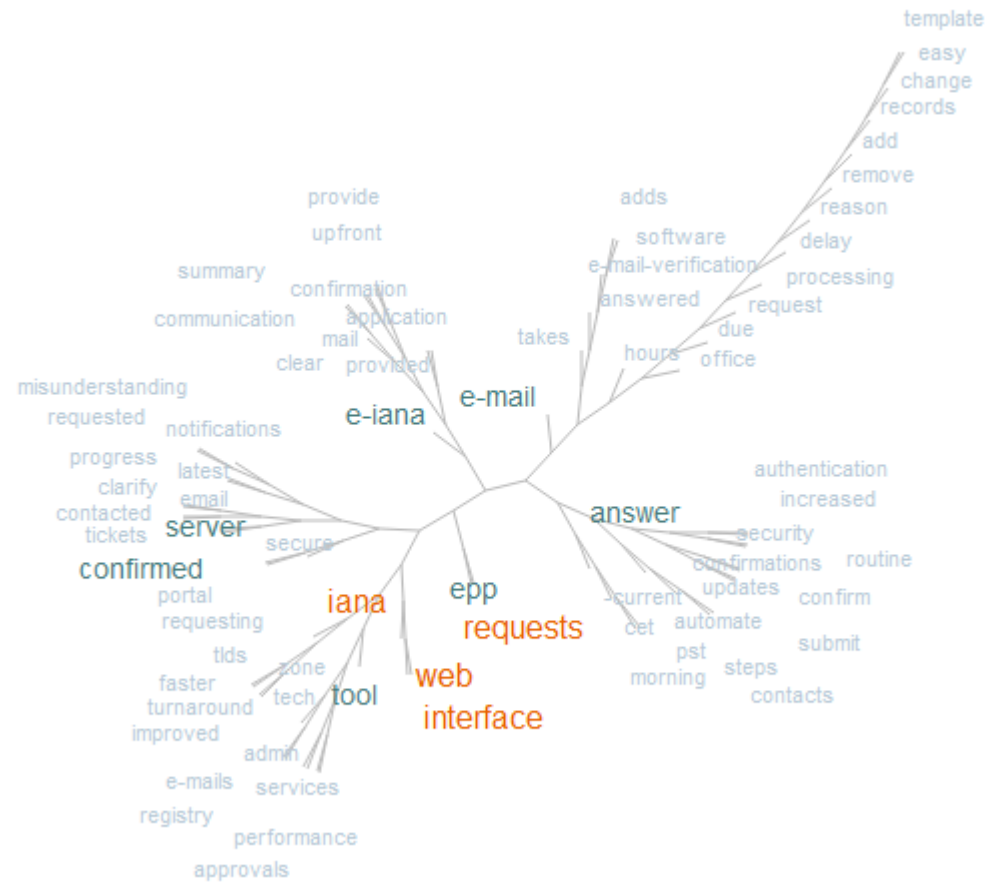
Web or even EPP interface for changes requests.

Secure web portal for requesting changes confirmed via email

On one of the latest server changes we requested, there was some misunderstanding concerning notifications, and IANA could have contacted to clarify.

It would be useful to see progress of tickets once confirmed, especially for name server changes. Also, a web interface to submit updates and confirm changes.

Increased authentication security



Security – What improvements could IANA implement to enhance its performance in this area?

Accept PGP/X.509 signed requests. And/or get "e-IANA" working! (Net gain: 24-48h)

Unclear if e-mail-verification is secure enough, perhaps they should verify PGP-signatures.

More security should be added -- the e-mail interface is too primitive and in principle prone to spoofing. At some point in time, IANA considered giving ccTLD managers security tokens, to be used for securing the communication. This ideal however good was sort of abandoned. At least, use X.509 signed communication. In some countries this is legally binding.

Use of the e-IANA software

Only requests with eg defined PGP signatures will be handled. The confirmation given by the admin and tech should contain some validation methods.

Provide web or application interface e.g. e-IANA

Today we need to use the IANA Root zone change template. This template can be completed by anyone. Upon this request, 2 e-mails are sent by IANA to the admin and tech contact of the registry. A malicious person might manage to intercept these e-mails (e-mails are considered to be very insecure, they are sent in clear text and can be read by anyone who does packet sniffing anywhere along the e-mail route). Finally, the request is also sent by fax, which is also easy to fake. We would prefer a new secure web tool: "IANA Registry Services" which require a login for the admin and tech. E-mails with notifications about change requests are still useful.

Accept digitally signed requests and confirmations only or provide web access using certificates.

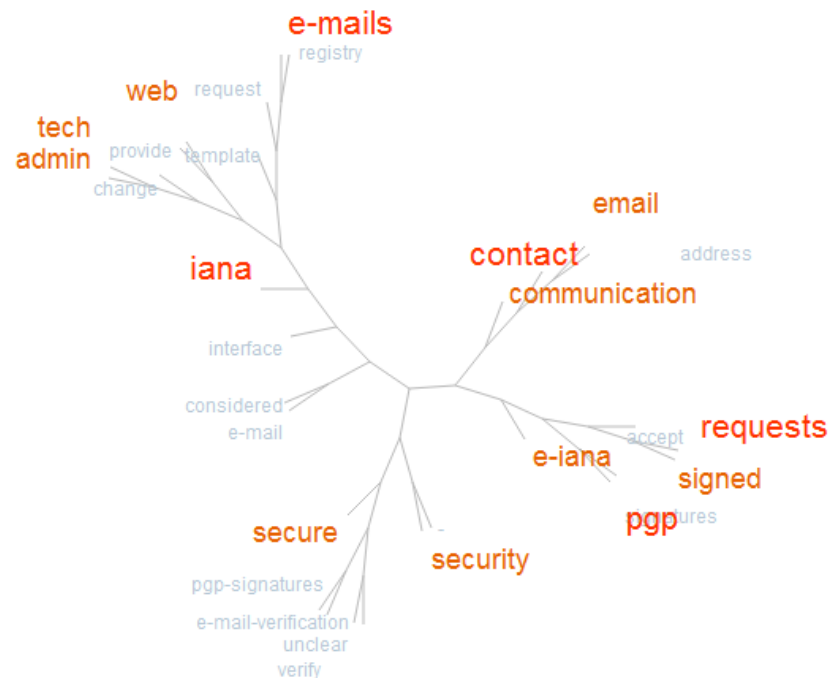
Consider PGP signatures for email verification

Unclear if e-mail-verification is secure enough, perhaps they should verify PGP-signatures.

Would benefit from encrypted communications when making changes e.g. PGP

We need additional security checks - right now, it is password in subject line, but if email address of contact is compromised, or its DNS is attacked, it would be an issue. I think out of band communication (for example, SMS messages) would be useful to notify of all domain changes. Actually, just "notify-also" contact by email may be a good start (such contact address would be an audit trail, too.)

Improve authentication



What improvements could IANA implement to enhance its performance in this area?

Add at least one feedback message when IANA is forwarding the request to DoC: it's a confirmation that all questions are answered and it allows to see who is taking what time.

Provide feedback as the request passes different internal IANA process stages.

Use of the e-IANA software

I like the confirmation mail which gives all information needed.

New tool providing for more feedback and follow up of requests that are in progress, maybe a history function would be an extra nice to have.

It would be nice to see/get status of the request (eg.: Submitted to DoC, Waiting for confirmations...)


We have not been asked by IANA themselves to rate their performance and our user's satisfaction

I think IANA is very good at this already. Better than all help desks I have seen.

Automation, transparent workflow

IGF discussion summary and update

- Continue our involvement
- WS proposal approved
 - “Emerging issues in the ccTLD ecosystem: The next decade challenges”
- Broader outreach
- In close cooperation with other ROs



Thanks!
Any questions?

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