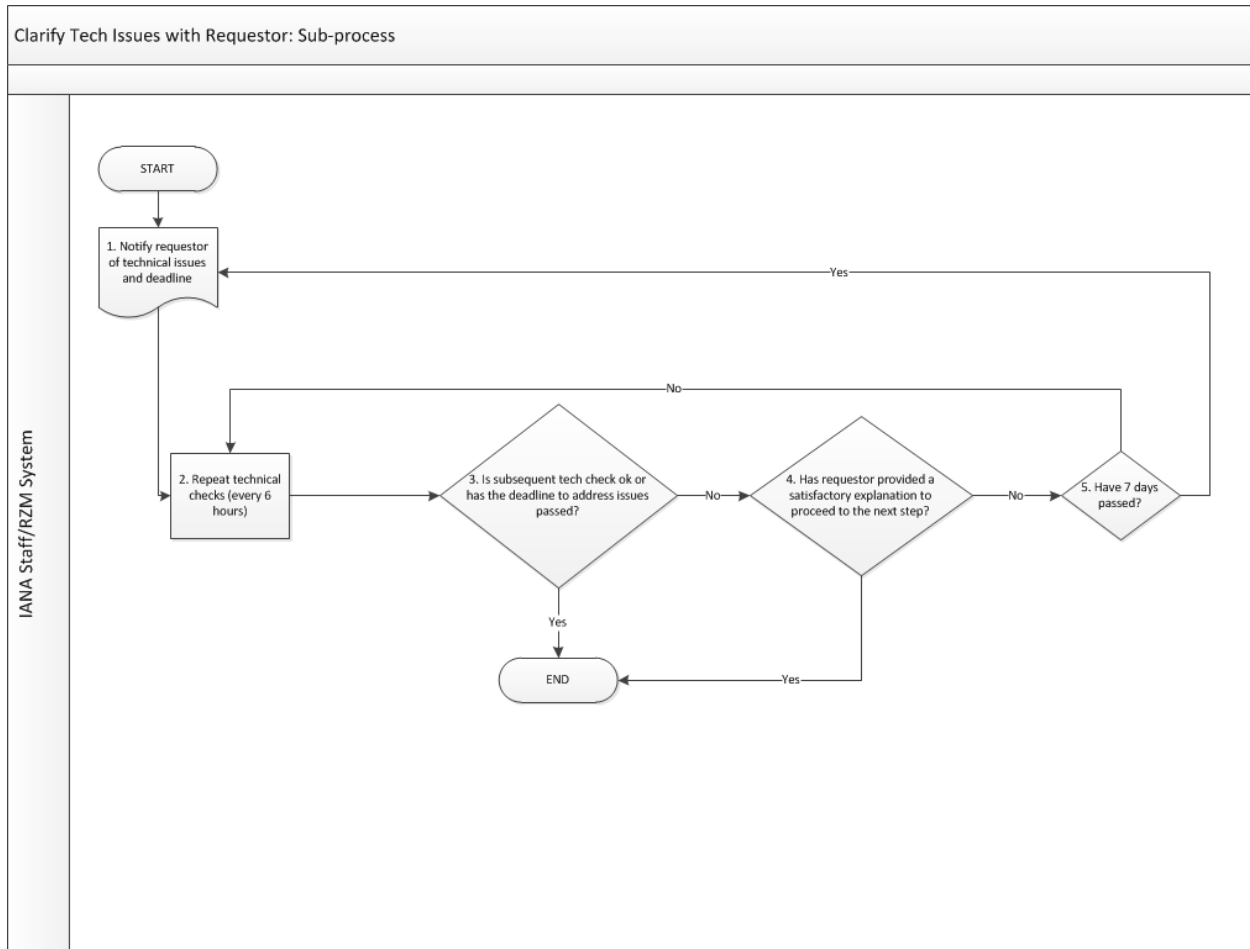


Clarify Tech Issues with Requestor Sub-Process



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Clarify Tech Issues with Requestor Sub-process

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Contact Information Redacted

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Overview:

This sub-process describes how RZM and IANA staff clarify root zone change technical issues with requestors.

1.	Notify requestor of technical issues and deadline.
Description	Document, in which requestor(s) is notified by email of the technical errors that have been identified. A deadline to address the technical issues is set.
Actor	RZM
Documents	<ul style="list-style-type: none"> • Email describing technical errors that have been identified. • Technical Requirements for Authoritative Name Servers: http://www.iana.org/procedures/nameserver-requirements.html • DS records requirements: http://www.iana.org/procedures/root-dnssec-records.html
Steps	<ul style="list-style-type: none"> • RZM notifies requestor of technical errors possibly identified and sets a deadline for requestor to mend those. • Proceed to Step 2.

2.	Repeat technical checks (every 6 hours).
Description	Action, in which the RZM system automatically repeats the technical checks.
Actor	RZM
Documents	<ul style="list-style-type: none"> • RZM admin interface: Reference to internal link redacted • Technical Requirements for Authoritative Name Servers: http://www.iana.org/procedures/nameserver-requirements.html • DS records requirements: http://www.iana.org/procedures/root-dnssec-records.html
Steps	<ul style="list-style-type: none"> • RZM system automatically repeats the technical checks every 6 hours. • Proceed to Step 3 .

3.	Subsequent tech check ok or has the deadline to address the technical issues passed?
Description	Decision to determine whether the subsequent tech check is ok or if the deadline to address the technical issues has passed.
Actor	RZM
Documents	<ul style="list-style-type: none"> • RZM admin interface: Reference to internal link redacted • Technical Requirements for Authoritative Name Servers: http://www.iana.org/procedures/nameserver-requirements.html • DS records requirements: http://www.iana.org/procedures/root-dnssec-records.html
Steps	<ul style="list-style-type: none"> • RZM system automatically determines whether the technical issues are ok or if the deadline to address the technical issues has passed. • Yes, if the technical issues are ok or if the deadline has passed, go to END . If technical issues are ok, this will deliver a positive result to #6 of the RZM top-level process. If the deadline has passed, this will deliver a negative result to #6 of the RZM top-level process. • No, if technical errors have been identified and the deadline to address the technical issues has not passed, proceed to Step 4 .

4.	Has requestor provided a satisfactory explanation to proceed to the next step?
Description	Decision in which the RZM system and/or IANA staff determine whether an explanation has been provided by the requestor that justifies why the request should proceed despite the technical errors.
Actor	IANA Staff, RZM and/or Requestor
Documents	<ul style="list-style-type: none"> • RZM admin interface: Reference to internal link redacted • RT: Reference to internal link redacted
Steps	<ul style="list-style-type: none"> • If the requestor provides an explanation that justifies why the request should proceed despite the technical errors, IANA staff will determine whether the request can be manually moved to the next state. • Yes, if the requestor provides an explanation and IANA staff determine it is ok to proceed to the next step, go to END . This will deliver a positive result to #6 of the RZM top-level process. • No, if the requestor does not provide an explanation, RZM system automatically goes to Step 1 .

5.	Have 7 days passed?
Description	Decision in which the RZM system automatically determines whether 7 days have passed since the last technical issue notification was sent to the requestor.
Actor	RZM
Documents	<ul style="list-style-type: none"> • RZM admin interface: Reference to internal link redacted
Steps	<ul style="list-style-type: none"> • The system runs technical checks every 6 hours. If technical errors are still present 7 days after the last technical error notification was sent to the requestor, another notification will be sent to the requestor . • RZM automatically determines if 7 days have passed since last technical error notification was sent to requestors. • Yes, if 7 days have passed since the last technical error notification was sent to the requestors, go to Step 1 . • No, if 7 days have not yet passed since the last technical error notification was sent to requestors, go to Step 2 .