.nz NEWSLETTER – DECEMBER 2004

:: DNC OFFICE ::

The DNC office would like to wish everyone a safe and happy festive season.

The office will be closed on the statutory holidays. If you need to contact the DNC over the holiday period, please email any issues to info@dnc.org.nz.

.nz Statistics

In November, the number of active .nz domain names increased from 168,926 to 171,807, a net increase of 2,881.

NZOC Meeting

A .nz Oversight Committee meeting was held on Wednesday 15 December 2004. A copy of the minutes will be available on the DNC website shortly.

Second Level Domains Policy

The InternetNZ Council approved the proposed new Second Level Domains (2LD) Policy at its meeting on 29 October 2004.

During their recent December meeting, NZOC approved Part B, the process section of the 2LD policy, and the application fees set out in Schedule Two of the policy, as recommended by the 2LD Working Group. This completes the final version of the new 2LD policy and marks the end of the 2LD policy review process. The revised 2LD policy will come into effect on 1 March 2005.

A copy of the new 2LD policy can be seen at http://dnc.org.nz/content//2LD_wef010305.pdf

Roles and Responsibilities Policy

As advised previously, the Roles and Responsibilities policy is currently under review. The latest version of the draft, revised policy can be seen at
http://dnc.org.nz/content//draft_RAR_for_comment.pdf

Comments on this revised policy are welcome and can be sent to policies@dnc.org.nz by **5pm on Monday 21 February 2005**.

Whois Policy Review

The Whois Working Group (Whois WG) held their second meeting on 15 November 2004 to discuss the submissions received during the first round of public consultation. Comments from the submissions were considered and the Whois WG has developed a draft revised policy.

Key points in the draft policy include:
- Maintaining the status quo with respect to the data provided in response to a WHOIS query
- A clearer list of principles which explain the rationale for providing a WHOIS service
- Stronger clauses regarding data protection, including a specified ability for the Domain Name Commissioner and the registry company to act to stop abuse of the service.

Consultation on the draft revised policy is currently being held. Public comment is sought on any aspect of the draft policy which is at http://dnc.org.nz/content/whois_draft_1.pdf

Submissions on the draft policy can be sent to policies@dnc.org.nz by **5pm on Monday 31 January 2005**.

For an overview and further information about the review go to http://dnc.org.nz/whois-review
All submissions received will be published on that page.

Dispute Resolution Process

InternetNZ has previously set up a Working Group to look at dispute resolution processes for .nz domain names. After an evaluation of the options, the initial view of the Dispute Resolution Working Group (WG) is that a dispute resolution process should be established for the .nz domain name space (although not all members of the WG necessarily share this view).

Two options have been identified by the WG as suitable options for implementing into New Zealand, if a dispute resolution process is to be established.

The first is based around the Nominet UK model, which essentially has New Zealand looking after and controlling its own system. The second would be using the WIPO process, and the experts and systems developed by WIPO though with some modifications to reflect the .nz policy environment.

The third option is to maintain the status quo. Parties are able to pursue matters involving .nz domain names through negotiation between the parties with recourse to the New Zealand Courts.

Consultation regarding a .nz dispute process is currently being held. An overview of the options is included in a consultation paper and comments are being sought on the options provided. Comments are also welcome from anyone who can suggest an alternative process.

The consultation paper can be read at http://dnc.org.nz/content/DRP_consultation_paper.pdf

Submissions can be sent to policies@dnc.org.nz by **5pm on Monday 28 February 2005**.

Go to http://dnc.org.nz/dispute-resolution for an overview and further information on the review. Submissions to the consultation will also be published on that page.

DNC Staff

The DNC office would like to farewell Jordan Carter. Jordan has held the position of Senior Support Analyst with the office since March 2003 and has recently taken up a position with InternetNZ as a Research and Policy Officer. We wish you all the best for your new challenge Jordan.

Statistics

Figures as at 30 November 2004:

	Active names as at 1 November	Active names as at end 30 November	New registrations November	Renewals November	Change over month
.ac	944	948	12	232	4
.co	143253	145725	4009	40111	2472
.cri	27	27	0	4	0
.geek	611	624	15	113	13
.gen	910	921	18	241	11
.govt	712	724	12	235	12
.iwi	49	51	2	10	2
.maori	354	361	12	60	7
.mil	16	16	0	6	0
.net	10012	10177	307	2299	165
.org	9767	9941	248	2633	174
.school	2271	2292	31	1002	21
TOTAL	*168926*	*171807*	*4666*	*46946*	*2881*

Note: these figures do not include names in the 'pendingrelease' status. They incorporate all active domain names in the .nz register. For more statistics, see http://dnc.org.nz/statistics

:: .nz REGISTRY SERVICES ::

The team at NZRS would like to wish everyone a merry festive season and we look forward to the new year.

Coming to the end of the calendar year has also brought the annual rush to get projects completed and life at NZRS has been no different. We are pleased to be closing off the year having announced that the Outsourcing contract has been signed (a copy of the Press release is below), our revitalised website has been released and our Business Continuity Plan signed off.

Planning has been underway for next year and the 2005 maintenance window schedule has been released.

Office Hours During December and January

The NZRS office will be manned on the business days but will not be staffed on the following public holidays in December and January.
27, 28 December
3, 4 and 24 January.

Registrars: to contact NZRS urgently outside the normal business hours, please call: (64 4) 496-4697. Your call will be taken by a call centre operator who will request your contact details. These will be passed on to NZRS Support, who will then respond to your call on the number given to the operator. An escalation process is in place to ensure that your message is passed on.

Press Release - NZRS Signs Outsourcing Contract with Catalyst IT

NZ Registry Services (NZRS) today announced that it has signed a two year Outsourcing Services agreement with Catalyst IT Limited for the provision of the Outsourcing Services covering the Shared Registry System (SRS) and Domain Name Server systems and applications.

NZRS undertook a comprehensive and robust Request for Information and Request for Proposal process which focused on continuity of service, incremental improvement, and low risk while improving the management framework. The parties took particular care in crafting an outsourcing contract that would ensure the continued high availability of the NZRS systems.

NZRS General Manager, Nick Griffin stated "We are pleased to announce the successful conclusion of an agreement with Catalyst. The signing of this contract provides NZRS with an enhanced level of service for the next two years. Catalyst has provided NZRS with an excellent service over the last couple of years and we look forward to continuing our relationship with them."

Mr Griffin went on to say "that this contract will ensure the continued high availability with stronger support for the SRS and DNS environments to Registrars and individuals who operate Domain Names".

NZRS operates and manages the Shared Registry System and the Domain Name System for the .nz Top Level Domain. The company, established in 2002 to operate the shared registry system, had temporarily outsourced system support. The Board took the decision last year to continue outsourcing but on a longer term contract basis and one that improved quality and service levels. The registry currently supports in excess of 173,000 .nz domain names and has experienced strong growth in its 26 months of operation.

2005 Maintenance Windows

The SRS maintenance windows for 2005 are available on the NZRS website:
http://www.nzrs.net.nz/notices/updates.shtmlhttp://www.nzrs.net.nz/notices/updates.shtml

NZRS Website

A new version of the NZRS website was launched on Monday the 29th November. There is a Registrar only section on the site containing:

- Summary information on monthly domain name volumes and year to date totals
- Registrar Domain Name Transfer information
- Registrar FAQs
- the list of names about to be released and
- the current SRS Status, which is updated every 5 minutes.

The Registrar section is encrypted and access is by a logon id and password. The Registrar section can also be restricted to specific IP addresses. If you wish to have your registrar section limited to specific IP addresses please send them to support@nzrs.net.nz .

SRS Scheduled Jobs

We recommend that Registrars try to avoid where possible update requests around the time of the scheduled jobs (12:00 - 01:00). To ensure that there is no problem around the time of the release domains process we recommend that a whois XML availability check is done first and if a response is returned that says the name is available then a domain create request should be sent.

SRS Availability

System availability for November was 99.99%, against the SLA standard of 99.9%

SRS Availability	September	October	November
%	99.99	99.97	99.99

SRS Response Times

Response time performance figures on the production environment for the previous three months were:

Avg Response time (in seconds)	September	October	November
Domain Details Query	0.42	0.43	0.44
Domain Update	0.42	0.39	0.41
Domain Create	0.47	0.46	0.33
GetMessage performance	0.48	0.35	0.41
GetMessage (volume 000's)	36	38	37
Whois	0.21	0.19	0.18
Whois queries at back end including Registrar (volume 000's)	976	929	949
Whois Server Queries (volume 000's)	274	259	253
UDAI Valid Query	0.24	0.24	0.24

DNS Availability

DNS Availability	September	October	November
%	100	100	100

Unscheduled Outages

There were two unscheduled outages during the month totalling 5.5 minutes unavailability.

	Date	Time	Description	Outage Time
1.	30/11/04	00:30– 12.30	Two servers were marked out of sync causing short periods of outage during the morning.	3 minutes
2.	19/11/04	05:59 – 06:01	The Front End Replication stopped at 05:59 and was restarted automatically at 6:01.	2.5 minutes

The public WHOIS service had two unscheduled outages during the month totalling 6 minutes. This outage affected the public service only. Registrars using XML WHOIS queries were not affected and the SRS remained available for registrations and updates.

	Date	Time	Description	Outage Time
1.	15/11/04	09:42 – 09:44	The public WHOIS server stopped, and was automatically restarted.	2 minutes
2.	04/11/04	14:41 – 14:45	The public WHOIS server stopped and was manually restarted.	4 minutes

Scheduled Outages and Updates

There was one scheduled outage during November, utilising the maintenance window on 28 November from 0700 – 0900. During this outage, the SRS software was upgraded to release 1-14-0 and the switchover process was retested. In addition the Wellington gateway was upgraded to openBSD 3.6 and the network hubs in Wellington were replaced.

Any Comments?

If you have any questions or concerns about the SRS, please don't hesitate to contact us. For registry or technical matters, contact Nick Griffin at support@nzrs.net.nz. For all other matters, contact Debbie Monahan at info@dnc.org.nz.

Please Note

If you would like to be notified of future updates, please use the SUBSCRIBE function on the DNC site and select the category 'Newsletters'.