



IANA ENGAGEMENT SURVEY 2020

December 2020

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echo

2020 IANA Engagement Survey - Key highlights

METHODOLOGY & TOP FINDINGS



The survey was conducted in November 2020

149 total completes



Overall response has **increased from 3% (2019) to 5% in 2020**



Overall score among customer segments **increased to 4.1** from 3.9 in 2019

HIGHEST RATINGS



Customers scored the IANA team **highest for**:

- IANA team's ability to achieve its objectives (**4.3**)
- IANA team has established itself as credible (**4.3**)
- IANA's ability to cooperate with the community if a concern is raised (**4.3**)



Community leadership groups scored the IANA team the **highest** in its quality of performance reporting (**4.4**)



IETF community scored the IANA team **highest** in its availability via their outreach, help desk and other engagements (**4.8**)

KEY SCORES AWARDED TO THE IANA TEAM



Engagement (4.2)

Transparent communication (4.1)

Attentiveness (4.1)

Fairness to customers (4.1)

Responsiveness (4.1)

Quality reporting (4.0)

Each attribute is made up of a number of statements relating to IANA's performance in that area

2020 IANA Engagement Survey - Key highlights (2)

CUSTOMER FEEDBACK & SUGGESTIONS

*"I have only engaged with IANA in terms of setting up registries and found the IANA folks I worked with **helpful and motivated** to ensure everything was accomplished expediently and properly." IETF Community*

*"[Implement a] **remote seminar with different interest** groups once or twice a year treating specific topics. This would help many people to understand IANA functions and address critical issues." ccTLD Operator*

"What IANA is doing serves the purpose" ccNSO Council

*"**Security. Initiatives to boost IPv6 deployment.**" Internet Numbers Resources Leadership and Oversight*

CUSTOMER FEEDBACK & SUGGESTIONS

*"**Sustainability** and carbon impact of operations and infrastructure should be explicitly addressed." gTLD Operator*

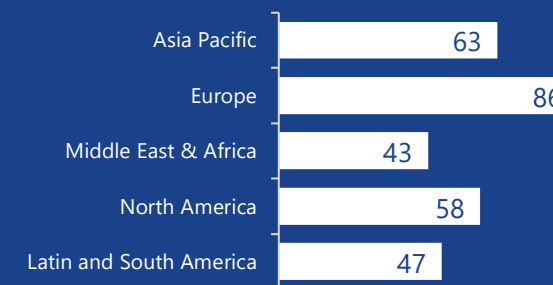
*"**Online/Virtual engagements** using available technologies like Zoom, MS Teams, Skype and the like instead of regular face-to-face meetings." Trusted Community Representative*

"With the lack of F2F meetings, I think it continues to work, but then again, I have personal relationships with IANA staff that other ccTLD Managers do not." ccNSO Council

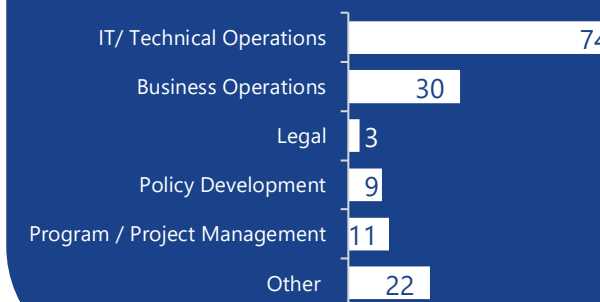
*"Normally perfect, currently **as good as it can be under COVID-19** restrictions." IETF Community*

WHO TOOK PART

Markets your organization/does business in



Job description



Charts show the number of respondents in each group

AIM FOR BETTER

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