

RSSAC Liaison to the Customer Standing Committee

Expression of Interest

1. **Name:** Lars-Johan Liman
2. **Affiliation:** Netnod (operator of i.root-servers.net), member of Root Server System Advisory Committee (RSSAC)
3. **Geographic Region:** Europe
4. **Skills and Experience**

a. Please describe your direct experience and knowledge of the IANA naming function.

Having been technically responsible for one of Internet's 13 root name servers for the past 24 years, I have been part of countless dialogues and discussions around the IANA. I had direct contact with Jon Postel in the years before ICANN, I was part of the Policy Oversight Committee during the establishment of the IANA, and most recently I was a member of the IANA Coordination Group (ICG) for the transition.

As a root server operator, we are indirect customers of services from the IANA (the root zone itself).

b. Please describe your analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence.

I hold a Master of Science degree in Engineering Physics from the Royal Institute of Technology, and today I hold a position as Sr. Systems Specialist at Netnod. My daily work in this role is to handle complex problems that more junior staff are unable to cope with.

I have taken part in various investigations ranging from a public report, requested by the (then) Swedish Department of Communication, regarding the Swedish part of the Internet ("Internetutredningen", 1996–1997) to the root scaling study undertaken by ICANN (2009) in preparation for expanding the root zone.

c. Are you able to work and communicate in written and spoken English?

Yes

d. Please describe your communications skills.

RSSAC Liaison to the Customer Standing Committee

Expression of Interest

I have a good ability to take in complex structures, condense the information, focus on the important parts, and find problems. I also have the ability to express these complex systems in layman's terms to make them easier to understand for people with non-technical background. I have close to 30 years experience from teaching various courses, mostly in the various aspects of the DNS system, but also in programming languages and techniques.

- e. Please describe your experience in managing and/or participating in committees (e.g. meeting coordination, reporting and escalation) in order to contribute meaningfully to CSC processes.**

I was the co-chair of the Root Server System Advisory Committee from July 2013-December 2015. During this time, I chaired committee meetings, managed agenda items and worked with my RSSAC colleagues and ICANN staff to implement the RSSAC restructuring effort. As a result of our hard work, the RSSAC is now invigorated, a caucus of 74 technical experts is recruited to work on substantive technical documents related to the root server system.

From 2000 until 2003 I was co-chair of the DNS Operations working group in the IETF, which gave me similar skills.

I have also been the chair of a smaller group for developing rules for domain names under the .SE ccTLD during the later half of the 1990s, when such rules were still in place.

- f. Please describe your demonstrated ability in relationship management to support diplomatic discussion, consensus-driven decision-making, and productive negotiation.**

I am a strong supporter of consensus driven decision-making. I have experienced and appreciated this through more than 20 years of continuous engagement in the IETF and in the RIPE community in Europe. I have been met with fair and equal treatment and mutual respect in these circles, and I try to treat other people the same way.

As the Chair of the RSSAC, I learned to drive consensus by listening to people's viewpoints, by identifying agreements and differences, by fairly allowing people to express their differences, and finally by building common ground amidst differences little by little. Throughout these discussions, to be fair and have good relationship with the participants are two key factors.

- g. Please describe other skills or experience relevant to CSC work.**

RSSAC Liaison to the Customer Standing Committee

Expression of Interest

I have a deep and solid understanding of the DNS system, including its limitations. I have more than 25 years of experience in operating DNS servers in key positions on the Internet. I have more than 20 years of exposure to the IANA services through my IETF engagement and in my root server operator role, and I understand the requirements “customers” of the IANA have.

5. Please explain your interest in becoming involved in the CSC.

I would like to serve as the RSSAC liaison to the IANA Customer Standing Committee. The work and output the IANA direct impacts the root server operations and the Internet.

6. Please elaborate on your understanding of the purpose of the CSC.

The CSC will monitor the performance of the IANA naming function against agreed service level targets. Specifically, the CSC will:

- Analyze monthly reports provided by the IANA naming function operator and publish its findings.
- Undertake action to address poor performance in accordance to established procedures.
- Escalate performance issues that are not remedied to the satisfaction of the CSC to the ccNSO and GNSO Councils for consideration.
- Review individual complaints from registry operators to identify any patterns of poor performance by the IANA naming function operator.
- Conduct an annual consultation with the IANA naming function operator, the direct customers of the naming services and the ICANN community regarding performance of the IANA naming function operator.

In addition, the CSC, in consultation with registry operators, is authorized to discuss ways to enhance the provision of operational services with the IANA naming function operator. Any recommended changes must be approved by the ccNSO Council and RySG.

7. Please confirm your ability to meet the time commitment to participate in the CSC.

CSC members and liaisons are expected to participate in monthly meetings. It is expected that members and liaisons must attend a minimum of nine meetings in a one-year period, and must not be absent for more than two consecutive meetings. Outside of the monthly meetings, members and liaisons may also be asked to participate in other CSC processes. Members and liaisons must be available starting 15 August 2016 to perform pre-work such as working with the IANA Function Operator to finalize remedial action procedures, drafting CSC

RSSAC Liaison to the Customer Standing Committee

Expression of Interest

operational procedures, and collaborating with ICANN to create an online portal/workspace for the CSC. Participation in the CSC is voluntary. The CSC is expected to perform the majority of its work telephonically and via email. Travel funding will not be provided.

I confirm that I will be available to attend nine meetings in a one-year period. teleconferences.

- 8. Please indicate if you would like to be considered for an appointment to an inaugural three-year term.**

Yes