2018 KSK Outreach Plan

ICANN Office of the Chief Technical Officer
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Introduction

This document describes the plan to reach out to the various parties who might be affected by the 2018 KSK roll. ICANN will, of course, do more than just what is in this document as new opportunities arise to help assure that affected parties are ready for the rollover.

Our intention is to build upon the foundation of outreach that has already been conducted, rather than to duplicate those efforts, We have, for example, reached out to a large number of Network Operator Groups (NOGs), who are now well aware of the prending key roll. Regional Internet Registries (RIRs) have also been extremely helpful in informing relevant parties about the toll.

The Communications and the Global Stakeholder Engagement teams continue to engage appropriate audiences and media outlets to assure that word of the roll receives wide distribution.

Government regulators have already received correspondence from CEO Göran Marby about the roll and its scheduled date of 11 October 2018.

Outreach to Operators of Resolvers to Prepare for the KSK Roll

ICANN org will continue to present at appropriate events attended by resolver operators who may not have heard about the KSK roll. We will continue to reach out to groups like

the ccNSO, to help reach communities of resolver operators where our material would be beneficial.

ICANN org will continue to actively maintain the two web pages [Checking the Current Trust Anchors in DNS Validating Resolvers](#) and [Updating of DNS Validating Resolvers with the Latest Trust Anchor](#). These will be expanded as we obtain new information from software vendors and users.

Outreach to Search Engines

ICANN org will reach out to the major search engine to make the DNSSEC/DNS failure-related searches (for terms like SERVFAIL, DNSSEC, DNS resolution failure, and so on) more obvious during the rollover.

Collecting Measurements

We will facilitate planning and community consultation on the measurement of, and the improvements to, the many technical mechanisms involved in KSK rollover. After the roll, ICANN will publish these measurements in order to facilitate community discussion about future KSK rolls.

Outreach During the Roll Itself

ICANN org will be actively monitoring media and social media channels from before the KSK roll begins through the time when all active validating resolvers will have seen the new signatures on the root zone. There will be outreach as needed to help answer questions that arise, both from users and resolver operators.

Outreach After the Roll

After the roll is completed, ICANN org will produce one or more reports of what we saw during the roll. Some of these will be aimed at the technical community (in order to help them assess the operational documentation for resolvers), and some will be aimed at the non-technical communities (to help them understand what happened, and what to expect for future rolls).