RFC PRODUCTION CENTER (RPC) STATEMENT OF WORK

This Statement of Work describes tasks to be performed by the RFC Production Center (RPC).

The RPC is one of the distinct components of the RFC Editor. The primary responsibility for the RPC is to edit approved Internet Drafts to a consistent high level of quality as described by the RFC Style Manual. The RPC takes direction from the RFC Series Editor (RSE). Further detail on RPC responsibilities may be found in RFC 6635.

As described in RFC 4844, RFCs are documents generated by one of the four streams:

(i)   The Internet Engineering Task Force (IETF),
(ii)   The Internet Research Task Force (IRTF),
(iii)   The Internet Architecture Board (IAB), and
(iv)   Independent Submissions.

The IETF, IRTF and IAB streams are managed by the Internet Engineering Steering Group (IESG), the Internet Research Steering Group (IRSG), and the IAB respectively. The Independent Submissions stream is managed by the Independent Submissions Editor (ISE).

Where reference is made to individuals or roles that may authorize certain actions, these individuals or roles will be identified from time to time by the IAB, IESG, IRSG, and ISE for their respective streams.

1. Edit Internet Drafts
    The following tasks apply to all documents from any of the streams.

    1.1. Editing
        1.1.1. Review and edit the document for formal grammar, spelling, formatting, alignment with boilerplate, document structure, readability, etc. The review should strive to maintain consistency of style and appearance with previously published documents, editorial standards, and clarity. Editing shall be accomplished in accordance with the current 'RFC Style Manual' maintained by the RSE . The Style Manual specification now in use will be used by the RPC until replaced.

        1.1.2. Maintain a tracking system for edits, and ensure that changes are signed off by all authors and that any technical changes are approved by an authorized stream representative, except when exceptions are requested by the relevant stream and approved by the RSE.

        1.1.3. In rare cases and at the request of the stream manager, the RSE may direct the RPC to process all or parts of the document without any change to its editorial style or substantive content.

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1.2. Validation of references

Ensure that references within specifications are available and that referenced IETF documents (RFCs and Internet Drafts) are latest versions available. Also, match citations and references for consistency. In the IETF standards stream, specific rules on the suitability and availability of references apply, as documented in RFC 2026 and successors, as interpreted by the IESG. Editing of documents may be delayed waiting for normative references to become available.

1.3. Validation of formal languages

The RPC should validate the syntax of sections of documents containing formal languages. In particular ASN.1 (and particularly MIBs and MIB-related details), YANG, ABNF, and XML should be verified using one or more tools as approved by the RSE. The RSE will consult with the IAD and tools developers in the Internet community in a reasonable effort to ensure that such tools are obtained, tested, adapted, extended, and maintained to meet the needs of the RPC.

1.4. Insertion of Parameter Values

Review documents for actions required by organizations maintaining registries of protocol parameters (such as the IANA), work with these organizations to populate protocol parameters into documents, and update appropriate related text when required prior to publication

1.5. Pre-Publication Corrections

Incorporate changes upon request of the relevant individuals (any changes that are beyond editorial will be sent to the stream manager for approval).

1.6. Document Format Conversions

1.6.1. Follow the guidance provided in the RFC Series Format Requirements and Future Development document (RFC 6949) and subsequent communications from the RSE regarding what document formats may be accepted and published.

1.6.2. Accept files that may contain information such as: code, formal descriptions (XML, ABNF, etc.), graphics, data files, etc. as specified by the RSE.

1.7. Language Translation

Documents are published only in English.

1.8. Exception Handling

Permit documents being processed for publication to be withdrawn or put on hold where the stream-dependent process permits.

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1.9. Expedited Handling

On instructions from, and with priorities set by, the RSE, expedite the processing of specific documents within a given document stream at the request of the appropriate stream manager.

1.10. Process and Document Evolution

At the direction of the RSE:

1.10.1. Participate in the discussions of author guidelines and publication process changes.

1.10.2. Participate in and support process experiments and prototyping efforts proposed by the community involving the technical publication process that may improve the processes associated with the RFC Series.

2. Documents forwarded to RFC Publisher
   2.1. The RPC will edit the documents from all streams consistent with the RFC Style Manual, the RFC Series, and the intent of the Authors. Documents so edited will be placed in the ready-to-publish state and forwarded to the RFC Publisher.

   2.2. Additionally, the RPC will forward records of all interaction and edits relative to the document, including dialogue with the document authors and stream representatives, to the RFC Publisher for archiving.

3. Accountability
   The RPC is responsible to the RSE as regards to RFC Series consistency.

4. Pre-Approval Editorial Review (Optional)
   The RPC should be capable of performing an editorial review of stable Internet-Drafts upon request by a stream representative. Such review should take place early enough to allow any proposed changes to be reviewed within the technical review process. This is an optional service that may or may not be requested. If it is requested, it will be separately priced. For the IETF standards process stream this review is expected to be performed before WG Last Call to provide feedback to the authors to improve quality of the documents.

5. Communication of relevant RPC processing information online
   The RPC shall keep the information on the RFC Editor website current and provide the following information:
   5.1. Processing status of all submitted documents

   5.2. Editing Statistics and Status Reports

      5.2.1. Provide monthly reports reflecting service level compliance data for RPC states. See Work Standards.

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5.2.2. Provide monthly statistics on median queue times, counts and pages of documents published, editing processing time, and RPC total processing time (defined in Work Standards), in the aggregate and also sorted by document stream. The presentation should provide a historical context to identify trends.

5.2.3. The RPC will, upon request, provide status reports to IETF meetings to apprise the community of its work and the performance of the RPC.

6. Community liaison and training
   6.1. Tutorial and Help Services
       6.1.1. Provide and maintain documentation giving guidance to authors on the layout, structure, and style required to develop documents suitable for publication.

       6.1.2. Provide tutorials to prospective RFC authors to educate authors on the processes and expectations of the RPC.

       6.1.3. Provide a contact e-mail address and correspond as required to progress the publication work, and address queries from the Internet community.

       6.1.4. Provide a help desk at IETF meetings.

   6.2. Response to general questions directed to rfc-editor@rfc-editor.org and webmaster@rfc-editor.org, coordinating as necessary with the RFC Publisher and RSE.

7. Coordination Responsibility
   The RPC will interact with the RSE, IANA, authors, and representatives of the different streams, and others in the proper performance of its responsibilities. It will be responsible for managing those relationships, including the establishment of due dates, follow-up notices, and escalation to maintain the publication process in a timely fashion.

8. Collaboration
   The RPC shall work with the appropriate parties to integrate its document tracking system with the RSE, the RFC Publisher, the IETF Secretariat, and the IANA tracking systems.

9. Liaison and Communication Support
   9.1. The RPC will, when requested, participate in coordination telechats, and face-to-face meetings when requested, with other RFC stream representatives, the RFC Publisher, the IAD, and others as appropriate.

9.2. The RPC will, when requested, make regular reports at IETF meetings, online, in writing, in person, or all three.

9.3. The RFC Style Manual
    9.3.1. The RPC shall assist the RSE in the preparation and ongoing upkeep of an RFC Style Manual, which shall describe with clarity the grammar, style, usage, typography, punctuation, and spelling to hone clear, concise technical prose, and so on, for the drafting and editing of RFCs. It will be published on the RFC Publisher web site. The Style Manual shall replace RFC 2223 "Instructions to RFC Authors".

    9.3.2. The RPC shall advise the RSE of any concerns or issues that may arise in the application of the Style Manual.

10. Specific Deliverables
In addition to the foregoing functions and tasks there are specific deliverables:
10.1. The RPC Procedures Manual: The RPC shall prepare and maintain a Procedures Manual describing with clear detail each task performed in the provision of RPC services.

10.2. System Documentation: The RPC will document the systems supporting the RFC editing process.

10.3. RFC Editor website: The RPC will maintain the content of the RFC Editor website.

10.4. Information Systems and Tools Development
    10.4.1. Tools development includes systems development in direct support of the RPC, enhancements and applications providing for 3rd party interaction and shall be undertaken with goals of:

        10.4.1.1. Improving performance of staff,

        10.4.1.2. Enhancing participation of necessary 3rd parties, e.g., authors,

        10.4.1.3. Enhancing interaction with the streams, RSE, RFC Publisher, authors, and IANA,

        10.4.1.4. Enhancing portability during a future transition, if any, and

        10.4.1.5. Adding services required by this SOW.

    10.4.2. All non-proprietary tools shall be licensed in accordance with current IETF Trust policy.

10.4.3. Proprietary tools shall not be used without the written authorization of the IAD obtained at the request of the RSE.

10.5. Innovations

10.5.1. The RPC, under the guidance of the RSE, will continuously examine its system administration for possible improvements, experiment with feasible and useful ones, and adopt those that succeed. The RPC should consider innovations to improve efficiency, improve coordination and transparency, and improve quality. The RPC will review all proposed changes with the RSE for approval and report out to the streams on the implementation and result of those changes.

10.5.2. The RPC will attempt steady progress on their proposed innovations and shall report progress thereon three times a year, before each IETF meeting, and provide such additional reports and reviews as directed by the RSE.

10.6. Legal verification

The RPC will respond, with direction from the IAOC or its designee, to subpoena requests verifying the publication process and specific document status.

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WORK STANDARDS

A.1. INTRODUCTION

A.1.1. Vendor will provide the services set forth in the SOW in accordance with the service levels set forth herein ("Service Levels"). In the event that vendor does not meet the defined Service Levels, the Internet Society shall be entitled to exercise the provisions of the Master Agreement.

A.1.2. The applicable Service Levels are set forth below

A.2. Document Processing Service Levels
A.2.1. Edit Processing
A.2.1.1. A document is "received" by the RPC on the date of the receipt of a request to publish by the each of the respective streams (Receipt Date).
A.2.1.2. A document is "ready-to-publish" on the date it is forwarded to the RFC Publisher by the RPC (Forwarded Date).
A.2.1.3. A document is in a RPC state when the work of the RPC is not being delayed by the actions of a third party. RPC operations that are blocked by a 3rd party are outside a RPC state.

A.2.2. Processing Times
A.2.2.1. Processing times per document are from Receipt Date to Forwarded Date in total business days.
A.2.2.2. While the overall goal for document publication is 30 business days (6 weeks) from Receipt Date to Forwarded Date, the times measured in the defined Service Levels are times in RPC state.
A.2.2.3. 67% of the ready-to-publish documents shall have a RPC processing time (RPC states only) of 30 business days or fewer.
A.2.2.4. Publication processing time goals include RPC states and third party states. The RPC shall interact with third parties to promote an efficient and timely publication process, using escalation methods when appropriate.
A.2.2.5. The RPC shall commit to continuous process improvement leading to the reduction of outliers in RPC and publication processing times.
A.2.2.6. There shall be no long-term growth trend in the length of the publication queue. The RSE, IAD, and the RPC shall review growth trends in the queue to determine causality and whether, among other things, adjustments in expectations and/or resources may be required.

A2.3. Document Style and Quality
A.2.3.1. Document style shall be consistent with the RFC Series historically and in accordance with the RFC Style Manual. Questions concerning style shall be directed to the RSE. The RSE may review and comment on documents at the same time that authors review the ready-to-publish result of RPC processing.

A.2.3.2. The RPC may raise concerns about document quality from a stream with the stream manager and the RSE.

A.2.3.3. The RPC may discuss the level of effort necessary to process a stream's output with the stream's manager, the RSE and the IAOC.