

## RFC PRODUCTION CENTER

### STATEMENT OF WORK

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

Reference: This Statement of Work was prepared based on RFC 4714, “Requirements for IETF Technical Publication Service”, the framework for the RFC Editor function expressed in RFC 4844, and <draft-iab-rfc-editor-model-04>. Additionally, various IETF process documents and operational procedures affect the work of the Production Center.

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.

#### A. Edit Internet Drafts

The following tasks apply to all documents from any of the streams.

##### 1. Editing

a) Review and edit the document for grammar, spelling, formatting, alignment with boilerplate, document structure, 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 ‘RFC Style Manual’ maintained by the RFC Series Editor. A draft of the RFC Style Manual is located at <http://www.rfc-editor.org/rfc-style-guide/rfc-style-manual-08.txt>. This draft will be used by the Production Center until replaced.

b) Maintain a tracking system for edits, and ensure that the changes are signed off by all authors, and that any technical changes are approved by an authorized stream representative.

c) In rare cases and under the directions of the stream manager the Production Center may be instructed to process a document or parts thereof without any changes.

## 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.

## 3. Validation of formal languages

The Production Center should validate the syntax of sections of documents containing formal languages. In particular ASN.1, ABNF, and XML should be verified using one or more tools as approved by the RFC Series Editor. The IAD will coordinate with Internet community tools developers in a reasonable effort to ensure that such tools are obtained, tested, adapted, extended, and maintained to meet the RFC Production Center needs.

## 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

## 5. Pre-Publication Corrections

a) Incorporate changes for an IETF community document upon request of authorized individuals.

b) Ensure that XML and nroff source files, and others that are feasible, that are associated with a published RFC are also updated to correspond to that published document.

## 6. Document Format Conversions

1) Accept ASCII text files as input and publish documents in the required formats.

2) When mutually convenient, accept document source files, such as XML and nroff, that are valuable in the publishing process.

3) Accept supplemental files that may contain information such as: code, formal descriptions (XML, ASN.1, etc.), graphics, data files, etc.

4) Supplemental files may also include enhanced versions of the document containing graphics or sections not presentable in text format. Some supplemental files may not be editable by the RFC Production Center.

## 7. Language Translation

Documents are published only in English.

## 8. Exception Handling

Permit documents to be withdrawn from or put on hold prior to publication where stream dependent process permits.

## 9. Expedited Handling

Expedite the processing of specific documents within a given document stream at the request of the appropriate party, i.e., IESG, IRSG, ISE, or IAB. Priorities for ordering among streams will be established by the IAB.

## 10. Process and Document Evolution

a) Participate in the discussions of changes to author guidelines and publication process changes.

b) Participate in and support process experiments proposed by the community involving the technical publication process that may improve the RFC series processes.

## B. Historical Workload

1) Statistics reflecting the workload of the RFC Editor can be found at the RFC Editor and the IAOC websites; <http://www.rfc-editor.org/RFCeditor.html> and [http://iaoc.ietf.org/rfc\\_editor\\_performance.html](http://iaoc.ietf.org/rfc_editor_performance.html)

2) The RFC Editor Services RFP in 2006 also contains data that a vendor may want to consider. The 2006 RFP can be found at: <http://iaoc.ietf.org/rfprsrfis.html> in the RFP Archive.

3) The average number of pages per document submitted to the RFC Editor in 2008 was 33.

4) Copy editors were employed by the Internet Society during a period from 2006 - 2009 to support the efforts of the incumbent RFC Editor. 2008 utilization was equivalent to a ¼ time copy editor. The Internet Society will not retain copy editors for that purpose beginning in 2010.

## C. Documents forwarded to RFC Publisher

1) The Production Center 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) Additionally, the Production Center will forward records of all interaction and edits relative to the document dialogue, including dialogue with the document authors, IAB, IESG, IRSG (or members thereof), and ISE for their respective streams, to the RFC Publisher for archiving.

## D. Accountability

1. The RPC is responsible for compliance with policies, processes and procedures as they relate to the consistency of the RFC series.

2. The RPC is primarily responsible to the RFC Series Editor as regards to RFC series consistency.

3. The RFC Series Editor may refer matters involving RPC compliance to the policies, processes and procedures to the IAOC.

#### E. Pre-Approval Editorial Review (Optional)

The Production Center 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 changes to be reviewed within the technical review process. This is an optional service that may or may not be required. If it is required, 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.

#### F. Communication of relevant Production Center processing information online

The Production Center shall provide the following information for publication on the RFC Publisher's website:

a. Processing status of all submitted documents

b. Editing Statistics and Status Reports

1) Provide monthly reports reflecting service level compliance data for RFC Production Center states. See Work Standards.

2) Provide monthly statistics on median queue times, counts and pages of documents published, editing processing time, and RFC Production Center 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.

3) The Production Center may be requested to provide periodic status reports to IETF meetings to apprise the community of its work and the RFC Production Center performance.

#### G. IETF community liaison and training

1. Tutorial and Help Services

a) Provide and maintain documentation giving guidance to authors on the layout, structure, expectations, and so on required to develop documents suitable for publication.

b) Provide tutorials to prospective RFC authors to educate authors on the processes and expectations of the Production Center.

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

d) Provide a help desk at IETF meetings.

#### H. Coordination Responsibility

The Production Center will interact with the RSE, IANA, authors, the 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.

#### I. Collaboration

The RFC Production Center shall work with the appropriate parties to integrate its document tracking system with the RFC Series Editor, the RFC Publisher, the IETF Secretariat, and the IANA tracking systems.

#### J. Liaison and Communication Support

1. The Production Center may be requested to 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.

2. The Production Center may be requested to make regular reports at IETF meetings, online, in writing, in person, or all three.

#### K. Specific Deliverables

In addition to the foregoing functions and tasks there are specific deliverables:

##### 1. The Production Center Procedures Manual

a) The Production Center shall prepare and maintain a Procedures Manual describing with clear detail each task performed in the provision of Production Center services.

##### 2. The RFC Style Manual

a) The Production Center shall assist the RFC Series Editor 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 parts of RFC 2223 "Instructions to RFC Authors".

b) The Production Center shall advise the RFC Series Editor of any concerns or issues that may arise in the application of the Style Manual.

##### 3. System Documentation

a) The Production Center will document the systems supporting the RFC editing process.

##### 4. Information Systems and Tools Development

a) Tools development includes systems development in direct support of the Production Center, enhancements and applications providing for 3<sup>rd</sup> party interaction and shall be undertaken with goals of:

- 1) Improving performance of staff,
  - 2) Enhancing participation of necessary 3<sup>rd</sup> parties, e.g., authors,
  - 3) Enhancing interaction with the IETF, RFC Series Editor, RFC Publisher, authors, and IANA,
  - 4) Enhancing portability during a future transition, if any, and
  - 5) Adding services required by this SOW.
- b. All tools development shall be open source, unless waived in writing by the IAD.

## 5. Innovations

The Production Center will continuously examine its process for possible improvements, experiment with feasible and useful ones, and adopt those that succeed. The Production Center should consider innovations to improve efficiency, improve coordination and transparency, and improve quality within the boundaries laid out in <draft-iab-rfc-editor-model-04>.

# **ATTACHMENT 1**

## **WORK STANDARDS**

## A. INTRODUCTION

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.

2. The applicable Service Levels are set forth below

## B. Document Processing Service Levels

### 1. Edit Processing

a. A document is “received” by the Production Center on the date of the receipt of a request to publish by the each of the respective streams (Receipt Date).

b. A document is “ready-to-publish” on the date it is forwarded to the RFC Publisher by the Production Center (Forwarded Date).

c. A document is in a Production Center state when the work of the Production Center is not being delayed by the actions of a third party. Production Center operations that are blocked by a 3<sup>rd</sup> party is outside a Production Center state.

### 2. Processing Times

a. Processing times per document are from Receipt Date to Forwarded Date in total business days.

b. The total processing time goal for each document from Receipt Date to Forwarded Date, including all third party activity, is 30 business days (6 weeks).

c. By July 1, 2010, 33% of the ready-to-publish documents shall have an Production Center processing time of 30 business days or fewer.

d. By January 1, 2011, 50% of the ready-to-publish documents shall have an Production Center processing time of 30 business days or fewer.

e. By July 1, 2011, 67% of the ready-to-publish documents shall have an Production Center processing time of 30 business days or fewer.

f. Publication processing time goals include Production Center states and third party states. The Production Center shall interact with third parties to promote an efficient and timely publication process, using escalation methods when appropriate.

g. The Production Center shall commit to continuous process improvement leading to the reduction of outliers in Production Center and publication processing times.

h. There shall be no long-term growth trend in the length of the publication queue. The IAD and the Production Center shall review growth trends in the queue to determine causality and whether, among other things, adjustments in expectations and/or resources may be required.

### 3. Document Style and Quality

a. 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 RFC Series Editor. The RFC Series Editor may review documents at the same time that authors review the ready-to-publish result of Production Center processing.

b. The Production Center may raise concerns about document quality from a stream with the stream manager and the RFC Series Editor.

c. The Production Center may discuss the level of effort necessary to process a streams' output with the stream's manager, the RFC Series Editor and the IAOC.