CentralNic Registry Services Human Resource Assignment Matrix

Role	Shared Registry System	Whois Service	Registration Life Cycle	Abuse Prevention	Rights Protection Mechanisms	Security	Architecture	Database	Geographic Diversity	DNS Service	IPv6 Reachability	Data Backup	Data Escrow	Registry Continuity	Registry Transition, Failover Testing	Monitoring and Fault Escalation	DNSSEC	IDN Support	Registrar Support	Finance (Cash Collection, Payroll, etc)	Business Development (Sales, Marketing, etc)	Non registry activities	Total
Finance Director	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	0%	50%	100%
Marketing Manager	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	75%	25%	100%
Account Manager (North America)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	15%	0%	85%	0%	100%
Account Manager (EU/RoW)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	15%	0%	85%	0%	100%
Account Manager (MENA)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	15%	0%	85%	0%	100%
Operations Manager	0%	0%	10%	15%	15%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	10%	20%	30%	0%	100%
Support Manager*	0%	0%	5%	25%	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	0%	0%	0%	100%
Support Agent*	0%	0%	10%	15%	15%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	60%	0%	0%	0%	100%
IT Department																							
CTO	10%	10%	0%	0%	0%	15%	5%	5%	5%	20%	0%	5%	0%	10%	5%	5%	5%	0%	0%	0%	0%	0%	100%
Senior Operations Engineer	3%	3%	0%	5%	0%	11%	20%	20%	5%	3%	5%	5%	0%	10%	5%	5%	0%	0%	0%	0%	0%	0%	100%
Operations Engineer*	5%	5%	0%	5%	0%	10%	15%	5%	5%	10%	5%	10%	5%	5%	5%	10%	0%	0%	0%	0%	0%	0%	100%
Operations Engineer*	5%	5%	0%	5%	0%	10%	15%	5%	5%	10%	5%	10%	0%	10%	10%	10%	0%	0%	0%	0%	0%	0%	100%
Security Engineer*	0%	0%	0%	5%	0%	45%	10%	5%	0%	0%	0%	5%	0%	5%	10%	5%	10%	0%	0%	0%	0%	0%	100%
Senior Technical Developer	45%	25%	0%	0%	0%	10%	0%	5%	0%	5%	0%	0%	0%	0%	0%	0%	5%	5%	0%	0%	0%	0%	100%
Senior Technical Developer	10%	10%	5%	0%	0%	5%	0%	5%	0%	5%	0%	5%	5%	5%	5%	5%	0%	5%	0%	0%	0%	30%	100%
Technical Developer	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	80%	100%
Technical Developer	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	80%	100%
Technical Developer*	15%	25%	0%	0%	0%	10%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	100%
Equivalent Dedicated Persons:	133%	83%	30%	70%	50%	116%	65%	50%	20%	53%	15%	40%	10%	45%	40%	40%	20%	10%	165%	70%	360%	315%	-