

INTERNET-DRAFT

N. Elkins
Inside Products
R. Hamilton
Chemical Abstracts Service
M. Ackermann
BCBS Michigan
September 8, 2014

Intended Status: Proposed Standard
Expires: March 2015

IPPM Considerations for the IPv6 PDM Destination Option
draft-elkins-ippm-pdm-option-00.txt

Table of Contents

1	Background	3
1.1	Terminology	3
1.2	End User Quality of Service (QoS)	3
1.3	Why Packet Sequence Number	4
1.4	Rationale for proposed solution	4
2	Metrics Derived from PDM	5
2.1	Round-Trip Delay	5
2.2	Server Delay	6
3	Performance and Diagnostic Metrics Destination Option Layout . .	6
3.1	Destination Options Header	6
3.2	Performance and Diagnostic Metrics Destination Option . . .	6
4	Considerations of Timing Representation	9
4.1	Encoding the Delta-Time Values	9
4.2	Timer registers are different on different hardware	9
4.3	Timer Units on Other Systems	10
4.4	Time Base	10
4.5	Timer-value scaling	10
4.3	Limitations with this encoding method	11
4.4	Lack of precision induced by timer value truncation	12
5	Sample Implementation Flow PDM	12
5.1	Step 1	13
5.2	Step 2	13
5.3	Step 3	14
5.4	Step 4	15
5.5	Step 5	16
6	Security Considerations	16
7	IANA Considerations	16
8	References	16
8.1	Normative References	16
8.2	Informative References	17
9	Acknowledgments	17

INTERNET DRAFT

elkins-ippm-pdm-metrics-00

September 4, 2014

Authors' Addresses [17](#)

Abstract

To measure performance and to diagnose performance and connectivity problems, metrics embedded in each packet are critical for timely and accurate problem resolution. Such diagnostics may be interpreted in real-time or after the fact. The base metrics are: packet sequence number and packet timing. An implementation of the existing IPv6 Destination Options extension header, the Performance and Diagnostic Metrics (PDM) Destination Options extension header has been proposed. This document specifies the metrics, field limits, calculation, and usage of the PDM.

Status of this Memo

This Internet-Draft is submitted to IETF in full conformance with the provisions of [BCP 78](#) and [BCP 79](#).

Internet-Drafts are working documents of the Internet Engineering Task Force (IETF), its areas, and its working groups. Note that other groups may also distribute working documents as Internet-Drafts.

Internet-Drafts are draft documents valid for a maximum of six months and may be updated, replaced, or obsoleted by other documents at any time. It is inappropriate to use Internet-Drafts as reference material or to cite them other than as "work in progress."

The list of current Internet-Drafts can be accessed at <http://www.ietf.org/lid-abstracts.html>

The list of Internet-Draft Shadow Directories can be accessed at <http://www.ietf.org/shadow.html>

INTERNET DRAFT

elkins-ippm-pdm-metrics-00

September 4, 2014

Copyright and License Notice

Copyright (c) 2014 IETF Trust and the persons identified as the document authors. All rights reserved.

This document is subject to [BCP 78](http://trustee.ietf.org/license-info) and the IETF Trust's Legal Provisions Relating to IETF Documents (<http://trustee.ietf.org/license-info>) in effect on the date of publication of this document. Please review these documents carefully, as they describe your rights and restrictions with respect to this document. Code Components extracted from this document must include Simplified BSD License text as described in Section 4.e of the Trust Legal Provisions and are provided without warranty as described in the Simplified BSD License.

1 Background

To measure performance and to diagnose performance and connectivity problems, metrics embedded in each packet are critical for timely and accurate problem resolution. Such diagnostics may be interpreted in real-time or after the fact. The base metrics are: packet sequence number and packet timing. An implementation of the existing IPv6 Destination Options extension header, the Performance and Diagnostic Metrics (PDM) Destination Options extension header has been proposed.

This document specifies the metrics, field limits, calculation, and usage of the PDM.

[1.1](#) Terminology

The key words "MUST", "MUST NOT", "REQUIRED", "SHALL", "SHALL NOT", "SHOULD", "SHOULD NOT", "RECOMMENDED", "MAY", and "OPTIONAL" in this document are to be interpreted as described in [RFC 2119](#) [[RFC2119](#)].

[1.2](#) End User Quality of Service (QoS)

The delta values in the PDM traveling along with the packet will be used to calculate QoS as experienced by an end user device.

End-to-end response is what the user of a network system actually experiences. When the end user is an individual, he is generally indifferent to what is happening along the network; what he really cares about is how long it takes to get a response back. But this is not just a matter of individuals' personal convenience. In many cases, rapid response is critical to the business being conducted.

When the end user is a device (e.g. with the Internet of Things), what matters is the speed with which requested data can be transferred -- specifically, whether the requested data can be transferred in time to accomplish the desired actions. This can be important when the relevant external conditions are subject to rapid change.

Response time and consistency are not just "nice to have". On many networks, the impact can be financial hardship or endanger human life. In some cities, the emergency police contact system operates over IP, law enforcement uses TCP/IP networks, transactions on our stock exchanges are settled using IP networks. The critical nature of such activities to our daily lives and financial well-being demand a solution.

[1.3](#) Why Packet Sequence Number

While performing network diagnostics of an end-to-end connection, it often becomes necessary to find the device along the network path creating problems. Diagnostic data may be collected at multiple places along the path (if possible), or at the source and destination. Then, the diagnostic data must be matched. An IP packet

sequence number may be used for this matching process.

This method of data collection along the path is of special use on large multi-tier networks to determine where packet loss or packet corruption is happening. Multi-tier networks are those which have multiple routers or switches on the path between the sender and the receiver.

The packet sequence number needs to be unique in the context of the session (5-tuple).

[1.4](#) Rationale for proposed solution

The current IPv6 specification does not provide timing nor a similar field in the IPv6 main header or in any extension header. So, we propose the IPv6 Performance and Diagnostic Metrics destination option (PDM) [[ELK-PDM](#)].

Advantages include:

Elkins

Expires March 12, 2015

[Page 4]

INTERNET DRAFT

elkins-ippm-pdm-metrics-00

September 4, 2014

1. Real measure of actual transactions.
2. Independence from transport layer protocols.
3. Ability to span organizational boundaries with consistent instrumentation
4. No time synchronization needed between session partners

The PDM does not solve every response time issue for every situation. Network connections with multiple hops will still need more granular metrics, as will the differentiation between multiple components at each host. That is, TCP/IP stack time vs. applications time will still need to be broken out by client software. What the PDM does provide is the ability to do rapid triage. That is, to determine quickly if the problem is in the network or in the server (application).

[2](#) Metrics Derived from PDM

Each packet contains information about the sender and receiver. In IP protocol, the identifying information is called a "5-tuple".

The 5-tuple consists of:

SADDR : IP address of the sender
SPORT : Port for sender
DADDR : IP address of the destination
DPORT : Port for destination
PROTC : Protocol for upper layer (ex. TCP, UDP, ICMP, etc.)

The PDM contains the following metrics:

PSNTP : Packet Sequence Number This Packet
PSNLR : Packet Sequence Number Last Received
DELTALR : Delta Last Received
PSNLS : Packet Sequence Number Last Sent
DELTALS : Delta Last Sent

These metrics, combined with the 5-tuple, allow derivation of:

1. Round-trip delay
2. Server delay

[2.1](#) Round-Trip Delay

Round-trip delay is the time taken to traverse the path both ways between one network device to another. The entire delay to travel from A to B and B to A is used. Round-trip delay cannot tell if one

path is quite different from another. Round-trip delay is discussed in "A Round-trip Delay Metric for IPPM" [[RFC2681](#)].

[2.2](#) Server Delay

Server delay is the interval between when a packet is received by a device and a subsequent packet is sent back in response. This may be "Server Processing Time". It may also be a delay caused by acknowledgements. Server processing time includes the time taken by the combination of the stack and application to return the response.

[3](#) Performance and Diagnostic Metrics Destination Option Layout

[3.1](#) Destination Options Header

The IPv6 Destination Options Header is used to carry optional information that need be examined only by a packet's destination node(s). The Destination Options Header is identified by a Next Header value of 60 in the immediately preceding header and is defined in [RFC2460](#) [[RFC2460](#)]. The IPv6 Performance and Diagnostic Metrics Destination Option (PDM) is an implementation of the Destination Options Header (Next Header value = 60). The PDM does not require time synchronization.

3.2 Performance and Diagnostic Metrics Destination Option

The IPv6 Performance and Diagnostic Metrics Destination Option (PDM) contains the following fields:

```

TIMEBASE : Base timer unit
SCALEDL  : Scale for Delta Last Received
SCALEDL  : Scale for Delta Last Sent
PSNTP    : Packet Sequence Number This Packet
PSNLR    : Packet Sequence Number Last Received
DELTALR  : Delta Last Received
DELTALS  : Delta Last Sent

```

The PDM destination option is encoded in type-length-value (TLV) format as follows:

```

      0               1               2               3
0 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 0 1
+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+
| Option Type | Option Length | TB | ScaledDL | ScaledDS |
+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+
| PSN This Packet | PSN Last Received |
+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+
| Delta Last Received | Delta Last Sent |

```

```

+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+--+

```

Option Type

TBD = 0xXX (TBD) [To be assigned by IANA] [[RFC2780](#)]

Option Length

8-bit unsigned integer. Length of the option, in octets, excluding the Option Type and Option Length fields. This field MUST be set to 16.

Time Base

2-bit unsigned integer. It will indicate the lowest granularity possible for this device. That is, for a value of 00 in the Time Base field, a value of 1 in the DELTA fields indicates 1 picosecond.

This field is being included so that a device may choose the granularity which most suits its timer ticks. That is, so that it does not have to do more work than needed to convert values required for the PDM.

The possible values of Time Base are as follows:

- 00 - picoseconds
- 01 - nanoseconds
- 10 - microseconds
- 11 - milliseconds

Scale Delta Last Received (SCALEDLR)

7-bit signed integer. This is the scaling value for the Delta Last Received (DELTALR) field. The possible values are from -128 to +127. See [Section 4](#) for further discussion on Timing Considerations and formatting of the scaling values.

Scale Delta Last Sent (SCALEDLS)

7-bit signed integer. This is the scaling value for the Delta Last Sent (DELTALS) field. The possible values are from -128 to +127.

Packet Sequence Number This Packet (PSNTP)

16-bit unsigned integer. This field will wrap. It is intended for

Initialized at a random number and monotonically incremented for each packet on the 5-tuple. The 5-tuple consists of the source and destination IP addresses, the source and destination ports, and the upper layer protocol (ex. TCP, ICMP, etc).

Operating systems MUST implement a separate packet sequence number counter per 5-tuple. Operating systems MUST NOT implement a single counter for all connections.

Packet Sequence Number Last Received (PSNLR)

16-bit unsigned integer. This is the PSN of the packet last received on the 5-tuple.

Delta Last Received (DELTALR)

A 16-bit unsigned integer field. The value is according to the scale in SCALEDLR.

$\text{DELTALR} = \text{Send time packet 2} - \text{Receive time packet 1}$

Delta Last Sent (DELTALS)

A 16-bit unsigned integer field. The value is according to the scale in SCALEDLS.

$\text{DELTALS} = \text{Receive time packet 2} - \text{Send time packet 1}$

Option Type

The two highest-order bits of the Option Type field are encoded to indicate specific processing of the option; for the PDM destination option, these two bits MUST be set to 00. This indicates the following processing requirements:

00 - skip over this option and continue processing the header.

[RFC2460](#) [[RFC2460](#)] defines other values for the Option Type field. These MUST NOT be used in the PDM. The other values are as follows:

01 - discard the packet.

10 - discard the packet and, regardless of whether or not the packet's Destination Address was a multicast address, send an ICMP Parameter Problem, Code 2, message to the packet's Source Address, pointing to the unrecognized Option Type.

11 - discard the packet and, only if the packet's Destination Address was not a multicast address, send an ICMP Parameter Problem, Code 2, message to the packet's Source Address, pointing to the unrecognized Option Type.

In keeping with [RFC2460](#) [[RFC2460](#)], the third-highest-order bit of the Option Type specifies whether or not the Option Data of that option can change en-route to the packet's final destination.

In the PDM, the value of the third-highest-order bit MUST be 0. The possible values are as follows:

0 - Option Data does not change en-route

1 - Option Data may change en-route

The three high-order bits described above are to be treated as part of the Option Type, not independent of the Option Type. That is, a particular option is identified by a full 8-bit Option Type, not just the low-order 5 bits of an Option Type.

[4](#) Considerations of Timing Representation

[4.1](#) Encoding the Delta-Time Values

This section makes reference to and expands on the document "Encoding of Time Intervals for the TCP Timestamp Option" [[TRAM-TCPM](#)].

[4.2](#) Timer registers are different on different hardware

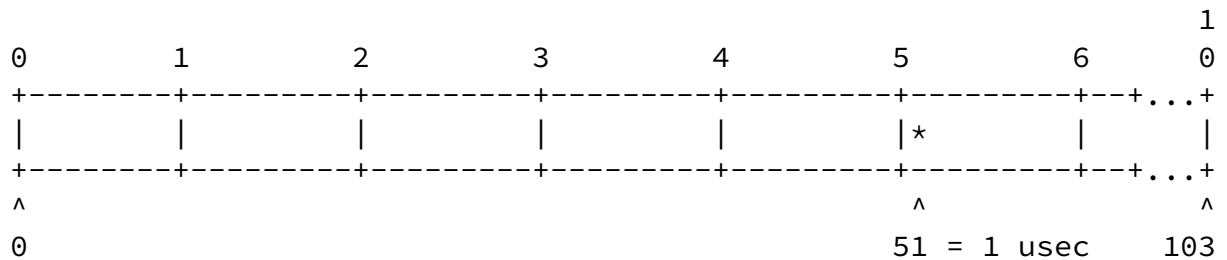
One of the problems with timestamp recording is the variety of hardware that generates the time value to be used. Different CPUs track the time in registers of different sizes, and the most-frequently-iterated bit could be the first on the left or the first on the right. In order to generate some examples here it is necessary to indicate the type of timer register being used.

As described in the "IBM z/Architecture Principles of Operation" [[IBM-POPS](#)], the Time-Of-Day clock in a zSeries CPU is a 104-bit register, where bit 51 is incremented approximately every microsecond:

INTERNET DRAFT

elkins-ippm-pdm-metrics-00

September 4, 2014



To represent these values concisely a hexadecimal representation will be used, where each digit represents 4 binary bits. Thus:

```

0000 0000 0000 0001 = 1 timer unit (2**-12 usec, or about 244 psec)
0000 0000 0000 1000 = 1 microsecond
0000 0000 003E 8000 = 1 millisecond
0000 0000 F424 0000 = 1 second
0000 0039 3870 0000 = 1 minute
0000 0D69 3A40 0000 = 1 hour
0001 41DD 7600 0000 = 1 day

```

Note that only the first 64 bits of the register are commonly represented, as that represents a count of timer units on this hardware. Commonly the first 52 bits are all that are displayed, as that represents a count of microseconds.

[4.3](#) Timer Units on Other Systems TBD

[4.4](#) Time Base

We propose a base unit for the time. This is a 2-bit integer indicating the lowest granularity possible for this device. That is, for a value of 00 in the Time Base field, a value of 1 in the DELTA fields indicates 1 picosecond.

The possible values of Time Base are as follows:

```

00 - picoseconds
01 - nanoseconds
10 - microseconds

```

4.5 Timer-value scaling

As discussed in [[TRAM-TCPM](#)] we propose storing not an entire time-interval value, but just the most significant bits of that value, along with a scaling factor to indicate the magnitude of the time-interval value. In our case, we will use the high-order 16 bits. The

Elkins

Expires March 12, 2015

[Page 10]

INTERNET DRAFT

elkins-ippm-pdm-metrics-00

September 4, 2014

scaling value will be the number of bits in the timer register to the right of the 16th significant bit. That is, if the timer register contains this binary value:

```
1110100011010100101001010001000000000000
<-16 bits      -><-24 bits      ->
```

then, the values stored would be 1110 1000 1101 0100 in binary (E8D4 hexadecimal) for the time value and 24 for the scaling value. Note that the displayed value is the binary equivalent of 1 second expressed in picoseconds.

The below table represents a device which has a TimeBase of picosecond (or 00). The smallest and simplest value to represent is 1 picosecond; the time value stored is 1, and the scaling value is 0. Using values from the table below, we have:

Delta time	Time value in picoseconds	Encoded value	Scaling decimal
1 picosecond	1	1	0
1 millisecond	3E8	3E8	0
1 microsecond	F4240	F424	4
1 millisecond	3B9ACA00	3B9A	16
1 second	E8D4A51000	E8D4	24
1 minute	3691D6AFC000	3691	32
1 hour	cca2e51310000	CCA2	36
1 day	132f4579c980000	132F	44
365 days	1b5a660ea44b80000	1B5A	52

Sample binary values (high order 16 bits taken)

1 pico	1									0001
1 nanos	3E8							0011	1110	1000
1 micro	F4240					1111	0100	0010	0100	0000
1 milli	3B9ACA00			0011	1011	1001	1010	1100	1010	0000 0000
1 sec.	E8D4A51000	1110	1000	1101	0100	1010	0101	0001	0000	0000 0000

4.3 Limitations with this encoding method

If we follow the specification in [\[TRAM-TCPM\]](#), the size of the time-interval fields is limited to an 11-bit value and five-bit scale, so that they fit into a 16-bit space. We, however, have 16 bits available to us for our time-interval or delta values. We also have a 7-bit scale.

Elkins

Expires March 12, 2015

[Page 11]

INTERNET DRAFT

elkins-ippm-pdm-metrics-00

September 4, 2014

The maximum value that could be stored in 16 bits is hex FFFF or 65,535. The maximum value of the scale as a signed integer of 7 bits is -64 to +63.

This value corresponds to any time differential between 1 picosecond and $FFFF * 2$ to the 63rd picoseconds. Given that 365 days is 1B5A with a scale of 52, then we have quite a bit of room on the upper bound for this number.

4.4 Lack of precision induced by timer value truncation

When the bit values following the first 16 significant bits are truncated, obviously loss of precision in the value results. The range of values that will be truncated to the same encoded value is $2^{*(Scale)-1}$ picoseconds.

[TBD]

5 Sample Implementation Flow PDM

Following is a sample simple flow for the PDM with one packet sent from Host A and one packet received by Host B. The PDM does not require time synchronization between Host A and Host B. The calculations to derive meaningful metrics for network diagnostics are

shown below each packet sent or received.

Each packet, in addition to the PDM contains information on the sender and receiver. As discussed before, a 5-tuple consists of:

SADDR : IP address of the sender
SPORT : Port for sender
DADDR : IP address of the destination
DPORT : Port for destination
PROTC : Protocol for upper layer (ex. TCP, UDP, ICMP)

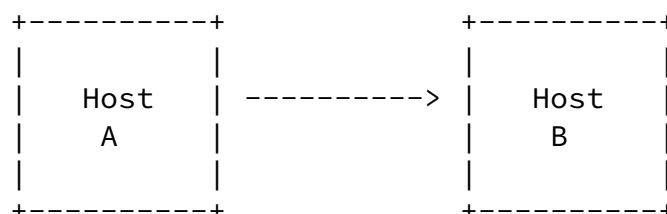
It should be understood that the packet identification information is in each packet. We will not repeat that in each of the following steps.

[5.1](#) Step 1

Packet 1 is sent from Host A to Host B. The time for Host A is set initially to 10:00AM.

The time and packet sequence number are saved by the sender internally. The packet sequence number and delta times are sent in the packet.

Packet 1



PDM Contents:

PSNTP	: Packet Sequence Number This Packet:	25
PSNLR	: Packet Sequence Number Last Received:	-
DELTALR	: Delta Last Received:	-
SCALEDL	: Scale of Delta LR:	0
DELTALS	: Delta Last Sent:	-
SCALEDL	: Scale of Delta LS:	0
TIMEBASE	: Granularity of Time:	00 (Picoseconds)

Internally, within the sender, Host A, it must keep:

Packet Sequence Number of the last packet sent:	25
Time the last packet was sent:	10:00:00

Note, the initial PSNTP from Host A starts at a random number. In this case, 25. The timestamp is in seconds for the sake of simplicity.

[5.2](#) Step 2

Packet 1 is received at Host B. Its time is set to one hour later than Host A. In this case, 11:00AM

Internally, within the receiver, Host B, it must note:

Packet Sequence Number of the last packet received:	25
Time the last packet was received	: 11:00:03

Note, this timestamp is in Host B time. It has nothing whatsoever to do with Host A time. The Packet Sequence Number of the last packet received will become PSNLR which will be sent out in the packet sent by Host B in the next step. The time last received will be used to calculate the DELTALR value to be sent out in the packet sent by Host B in the next step.

[5.3](#) Step 3

Packet 2 is sent by Host B to Host A. Note, the initial packet

sequence number (PSNTP) from Host B starts at a random number. In this case, 12. Before sending the packet, Host B does a calculation of deltas. Since Host B knows when it is sending the packet, and it knows when it received the previous packet, it can do the following calculation:

Sending time (packet 2) - receive time (packet 1)

We will call the result of this calculation: Delta Last Received

That is:

DELTALR = Sending time (packet 2) - receive time (packet 1)

Note, both sending time and receive time are saved internally in Host B. They do not travel in the packet. Only the Delta is in the packet.

Assume that within Host B is the following:

Packet Sequence Number of the last packet received:	25
Time the last packet was received:	11:00:03
Packet Sequence Number of this packet:	12
Time this packet is being sent:	11:00:07

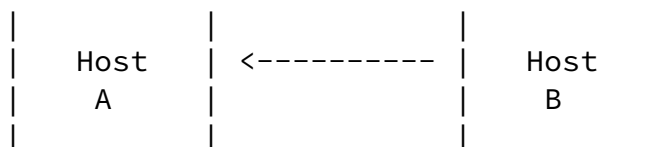
We can now calculate a delta value to be sent out in the packet. DELTALR becomes:

4 seconds = 11:00:07 - 11:00:03

This is the derived metric: Server Delay. The time and scaling factor must be calculated. Then, this value, along with the packet sequence numbers will be sent to Host A as follows:

Packet 2

+-----+ +-----+



+-----+

+-----+

PDM Contents:

```
PSNTP      : Packet Sequence Number This Packet:    12
PSNLR      : Packet Sequence Number Last Received:  25
DELTALR    : Delta Last Received:                  3A35 (4 seconds)
SCALEDL    : Scale of Delta LR:                     25
DELTALS    : Delta Last Sent:                       -
SCALEDLS   : Scale of Delta LS:                     0
TIMEBASE   : Granularity of Time:                   00 (Picoseconds)
```

The metric left to be calculated is the Round-Trip Delay. This will be calculated by Host A when it receives Packet 2.

[5.4](#) Step 4

Packet 2 is received at Host A. Remember, its time is set to one hour earlier than Host B. Internally, it must note:

```
Packet Sequence Number of the last packet received:    12
Time the last packet was received                     :   10:00:12
```

Note, this timestamp is in Host A time. It has nothing whatsoever to do with Host B time.

So, now, Host A can calculate total end-to-end time. That is:

End-to-End Time = Time Last Received - Time Last Sent

For example, packet 25 was sent by Host A at 10:00:00. Packet 12 was received by Host A at 10:00:12 so:

End-to-End time = 10:00:12 - 10:00:00 or 12

This derived metric we will call DELTALS or Delta Last Sent.

We can now also calculate two-way delay. The formula is:

Two-way delay = DELTALS - DELTALR

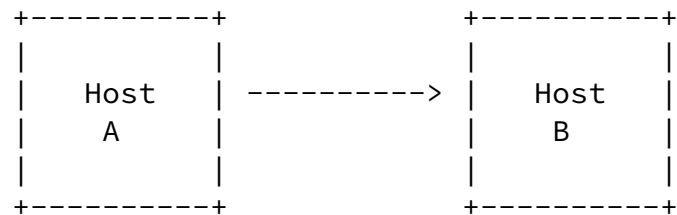
Or:

Two-way delay = 12 - 4 or 8

Now, the only problem is that at this point all metrics are in the Host and not exposed in a packet. To do that, we need a third packet.

[5.5](#) Step 5

Packet 3 is sent from Host A to Host B.



PDM Contents:

```

PSNTP      : Packet Sequence Number This Packet:    26
PSNLR      : Packet Sequence Number Last Received:  12
DELTALR    : Delta Last Received:                    0
SCALEDL    : Scale of Delta LR                        0
DELTALS    : Delta Last Sent:                        105e (12 seconds)
SCALEDL    : Scale of Delta LR                        26
TIMEBASE   : Granularity of Time:                    00 (Picoseconds)
  
```

To calculate Two-Way Delay, any packet capture device may look at these packets and do what is necessary.

[6](#) Security Considerations

There are no security considerations.

[7](#) IANA Considerations

There are no IANA considerations.

[8](#) References

[8.1](#) Normative References

- [RFC2119] Bradner, S., "Key words for use in RFCs to Indicate Requirement Levels", [BCP 14](#), [RFC 2119](#), March 1997.
- [RFC2460] Deering, S. and R. Hinden, "Internet Protocol, Version 6 (IPv6) Specification", [RFC 2460](#), December 1998.
- [RFC2681] Almes, G., Kalidindi, S., and M. Zekauskas, "A Round-trip

Delay Metric for IPPM", [RFC 2681](#), September 1999.

Elkins

Expires March 12, 2015

[Page 16]

INTERNET DRAFT

elkins-ippm-pdm-metrics-00

September 4, 2014

[RFC2780] Bradner, S. and V. Paxson, "IANA Allocation Guidelines For Values In the Internet Protocol and Related Headers", [BCP 37](#), [RFC 2780](#), March 2000.

[IBM-POPS] IBM Corporation, "IBM z/Architecture Principles of Operation", SA22-7832, 1990-2012

[8.2](#) Informative References

[ELK-PDM] Elkins, N., "[draft-elkins-6man-ipv6-pdm-dest-option-07](#)", Internet Draft, September 2014. [Work in Progress]

[TRAM-TCPM] Trammel, B., "Encoding of Time Intervals for the TCP Timestamp Option-01", Internet Draft, July 2013. [Work in Progress]

[9](#) Acknowledgments

The authors would like to thank Keven Haining, Al Morton, Brian Trammel, David Boyes, and Rick Troth for their comments and assistance.

Authors' Addresses

Nalini Elkins
Inside Products, Inc.
36A Upper Circle
Carmel Valley, CA 93924
United States
Phone: +1 831 659 8360
Email: nalini.elkins@insidethestack.com
<http://www.insidethestack.com>

Robert Hamilton
Chemical Abstracts Service
A Division of the American Chemical Society
2540 Olentangy River Road
Columbus, Ohio 43202
United States
Phone: +1 614 447 3600 x2517
Email: rhamilton@cas.org

<http://www.cas.org>

Michael S. Ackermann
Blue Cross Blue Shield of Michigan
P.O. Box 2888
Detroit, Michigan 48231
United States
Phone: +1 310 460 4080

Elkins

Expires March 12, 2015

[Page 17]

INTERNET DRAFT

elkins-ippm-pdm-metrics-00

September 4, 2014

Email: mackermann@bcbsmi.com
<http://www.bcbsmi.com>

