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# gTLD Registry Continuity Plan

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- Overall goals of Plan:
  - Protection of Existing Registrants
  - Ensure confidence in the DNS
- The gTLD Registry Continuity Plan is one of ICANN's key projects in its Operational Plan: Sec. 1.10.1 of '07-08 Ops Plan: ICANN will "Establish a comprehensive plan to be followed in the event of a financial, technical or business failure of a registry operator, including full compliance with data escrow requirements and recovery testing."





#### **Update** - Since Paris

- Plan finalised at ICANN Paris, posted for public comment from Jul-Aug 2008
- SSAC comment plan was implementable & should be tested
- Meeting conducted in Washington DC 29 Sept of core planning team, ICANN staff for next test exercise
- Plan updated following 29 Sept 2008 meeting
- Staff developing implementation details and preparations for joint ICANN-gTLD registry test exercise in Jan 2009





## Update – Improvements to Plan

- Clarified plan is for protection of existing registrants
- Retitled plan and references in new gTLD documents as gTLD Registry Continuity Plan
- Updated composition of ICANN's crisis response team
- Incorporated elements into new gTLD draft materials
- Live test planned with gTLD registries, others



- Plan is a guide for ICANN actions in failure situations and defines roles of ICANN and registries, in line with existing gTLD registry agreements
- Includes an approach to situation handling, communications between ICANN and registries, description of ICANN's crisis response team (with roles and backups), business continuity and TLD transition elements



- Plan identifies the following critical registry functions:
  - 1. Maintenance of nameservers and DNS for domains
  - 2. Shared Registration System
  - 3. Data security and data escrow
  - 4. Accessibility of Registration Data
  - 5. IDN Tables (if offered by the registry)
  - 6. DNSSEC keys (if offered by the registry)



- Within these functions are levels of importance
- List was based on existing gTLD agreements



- Situation handling for when ICANN learns of or receives information
- System for noting, logging situations
  - Registry at issue
  - Timeline of situation
  - Critical functions involved
  - Identity of party providing information
  - As much detail as possible on nature and impact of Situation
- Staff will assess and communicate results internally
- If Situation requires a manager, coordinated, interdepartmental response & coordinated outside communications, Situation will be declared an Event





- Crisis Response following contact with registry or independent confirmation of Situation/Event & assessment, ICANN may initiate crisis response team
  - VP of Corporate Affairs
  - General Counsel staff
  - Services team
  - Security staff
  - Global Partnerships
  - Other staff as necessary
- Roles should have designated backups
- ICANN shall test crisis response at least once per year

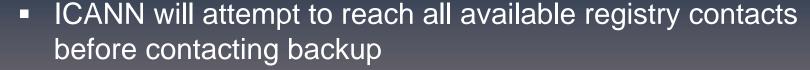




- Crisis Response Team shall inform Executive Mgmt + Board of Event, known facts and course of action
- VP of Corporate Affairs is designated spokesperson
- ICANN will make best efforts to coordinate with the affected registry media staff on public statements
- Public awareness program may be implemented
- ICANN Corporate Affairs will maintain central media contacts
- ICANN staff shall inform registrars in line with agreements



- Crisis Response ICANN will communicate w/registry or sponsor and provider technical assistance where appropriate or requested
- In consultation w/registry, determine whether Event occurred as a result of technical, business/financial or other reasons
- If registry cannot be reached and backup operations provider is known and available, ICANN should contact backup (or seek alternate confirmation of Event and contact escrow provider)







- Crisis Response If registry's contingency plan activates registry services continuity provider, registry must make contact w/ICANN and confirm level of service to be provided by backup to registrars & registrants
- Registry or Backup will use commercially reasonable efforts to maintain critical functions
- ICANN will confirm with registrars on notice to community and registrants



- Business Continuity plan presumes registry has own contingency plans
- ICANN may offer to provide or locate technical assistance to the registry or sponsor, if appropriate
- Registry shall provide notice to community of the timeline for return to normal operations
- If registry cannot continue operations, registry will invoke contingency plan or backup provider to ensure continuity of service for the TLD



Backup provider must meet ICANN requirements for operating TLD

#### Continuity – New gTLDs

- Provisions included in draft new gTLD materials and base agreement derived from gTLD Registry Contiunity efforts
  - Applicant questions on continuity planning & technical capacity
  - Revised Registry Data Escrow Specification
  - Draft Registry Interoperability, Continuity & Performance Specification
  - Pre-delegation check



#### Jan 2009 Continuity Exercise

- Joint ICANN-gTLD exercise planned for late January 09
- Core planning team meeting occurred in Washington DC; meeting again in Cairo
- Participants include Afilias, NeuStar, PIR, VeriSign
- Scenario-based table top simulation plus data escrow simulation
- Update to be given at ICANN Mexico City

