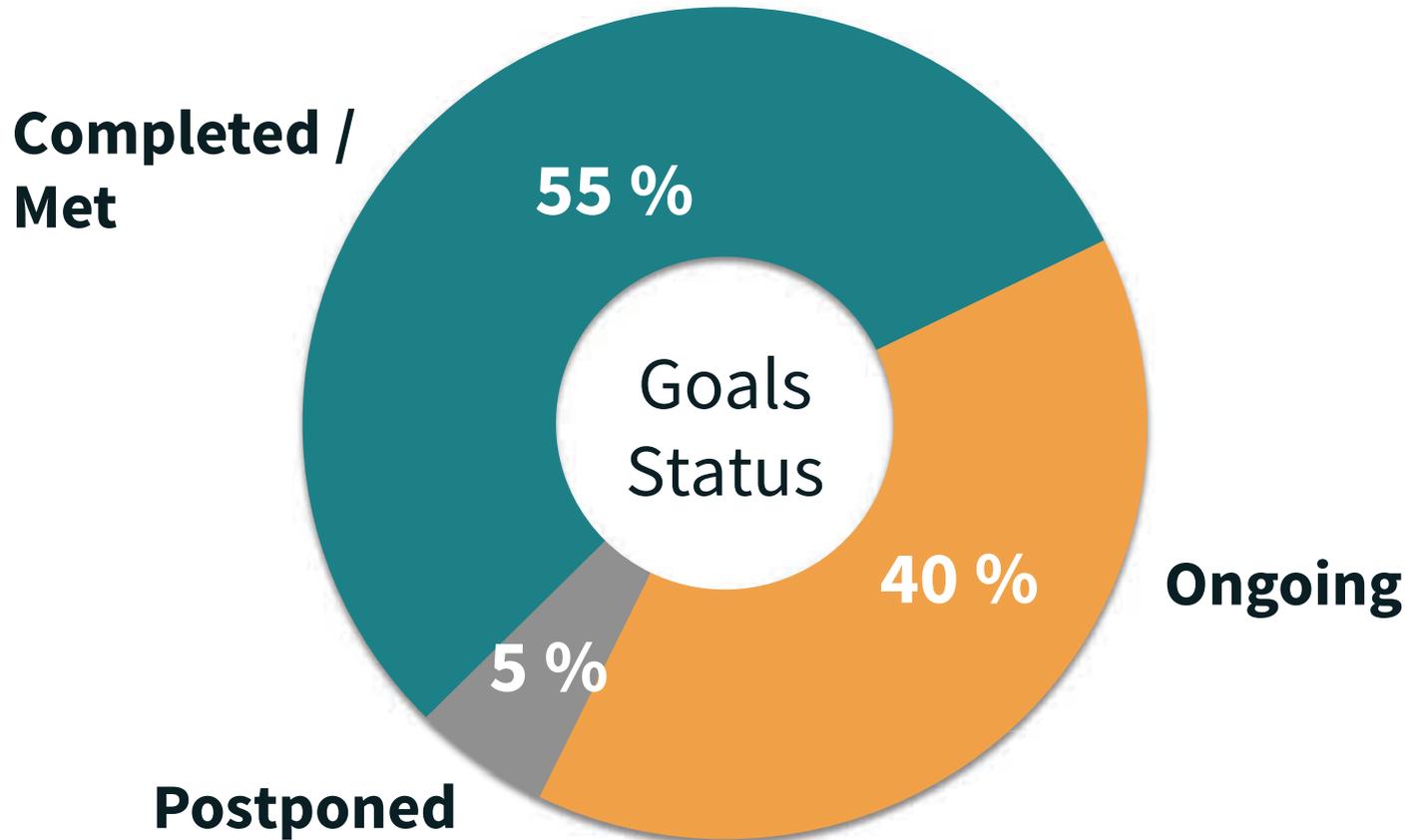# GDD Update

Akram Atallah | ICANN 53 | 22 June 2015

ICANN

Singapore to Buenos Aires

A look at what we've accomplished

Completed / Met — 55 %

Ongoing — 40 %

Postponed — 5 %

Goals Status

Technical and Security, Stability & Resiliency

Key Accomplishments since ICANN 52

⊙ Delivered 29 identifier security / operations trainings across all of ICANN's regions. Launched a "train the trainer" course on DNS operations with partner Network Startup Resource Center

⊙ Public consultation on draft plan for rolling the Root Zone DNSSEC Key Signing Key to be initiated immediately after ICANN 53

A New Role within ICANN

David Conrad, Chief Technology Officer, leading ICANN's newly formed Internet Technology Coordination Team.

IANA Functions

⊙ Executed plan to upgrade cryptographic hardware for signing root zone

⊙ Publication of a booklet describing the IANA functions.
  Available as you leave this session!

⊙ Met service level agreements for Names, Numbers & Protocol Parameters

Q3 Metrics
(originally reported on 23 April 2015 during Stakeholder Call)

Names	Numbers	Protocol Parameters	General
395 requests	1 requests	1,084 requests	314 requests
51% increase from FY15 Q2	0 requests in FY15 Q2	13% increase from FY15 Q2	21% increase from FY15 Q2

Domain Name Industry Engagement

PICDRP
Standing Panel expanded to seven panelists.

New gTLD Program Reviews
First Global Consumer Study on Domain Name System published. Public comment on draft Rights Protection Mechanisms review completed.

Survey
Initiated a Registry Engagement Survey to measure performance.

Registrar Accreditation
Public comment completed on revising Accreditation Agreement to aid underserved regions.

WHOIS (RDDS) Advisory
Finalized with community. Clarifies provisions in registry and registrar agreements.
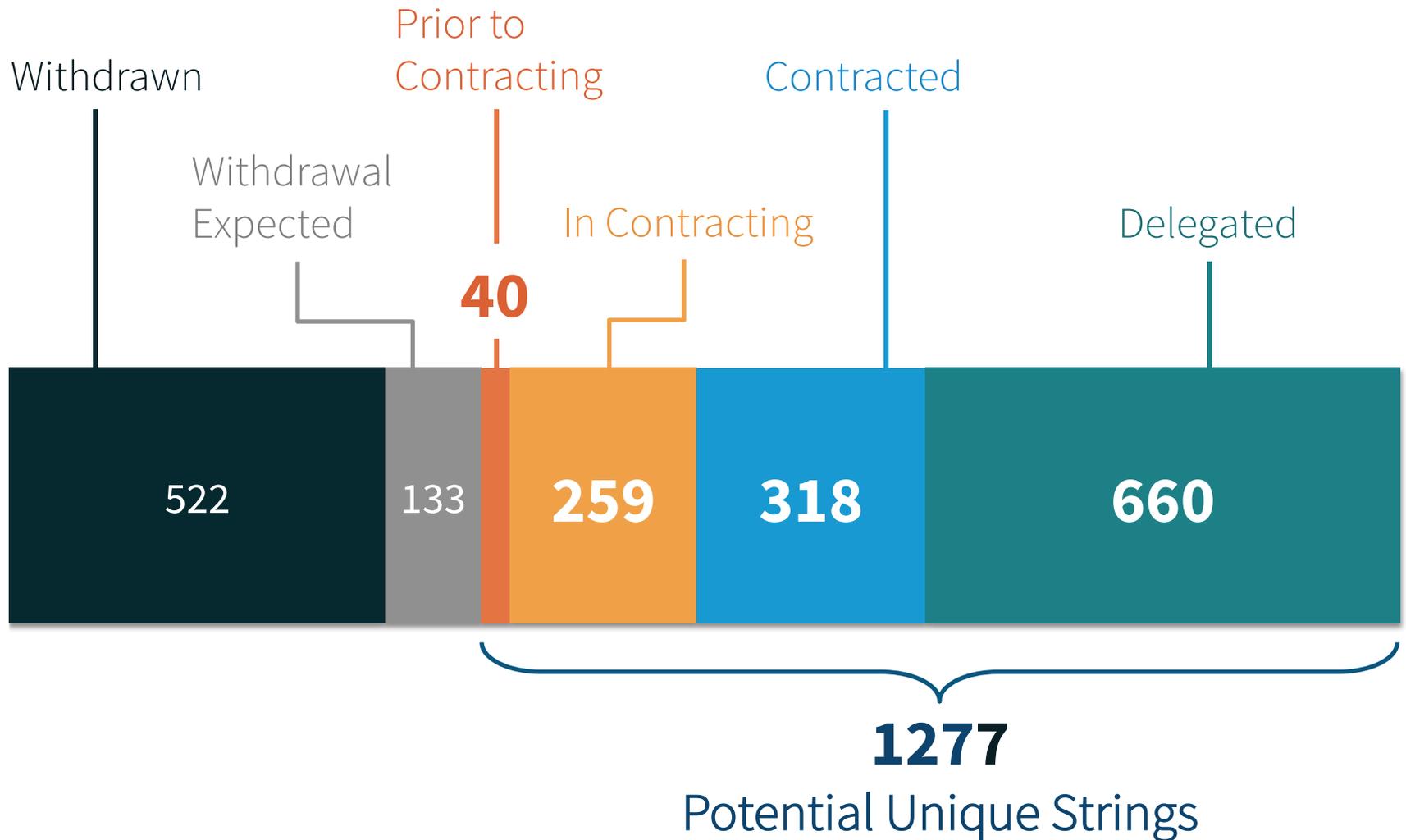
Initiatives

1 **Universal Acceptance**
- Steering Group (UASG) leadership seated and charter established.
- Executive briefing paper produced – includes what "Universal Acceptance-ready" looks like.
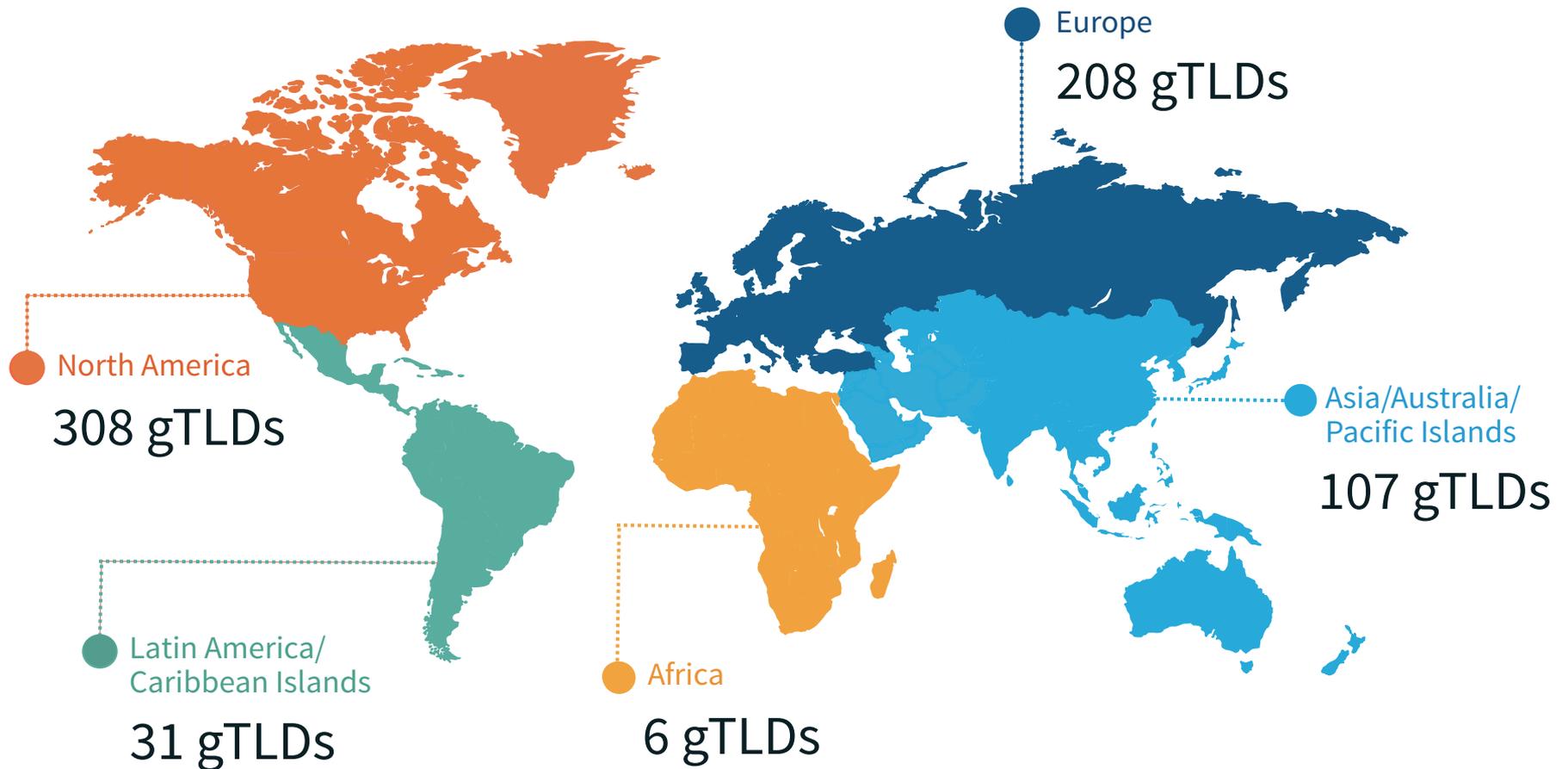- Email address internationalization identified as biggest challenge to achieving success.

2 **Internationalized Domain Names**
- Arabic and Armenian script communities completed proposals for Label Generation Rules. Currently available for public comment.
- Six scripts added in recent update of Maximal Starting Repertoire
  (Armenian, Ethiopic, Khmer, Myanmar, Thaana, Tibetan)

New gTLD Program: Driving Toward Completion

Withdrawn

Withdrawal Expected

Prior to Contracting

In Contracting

Contracted

Delegated

40

522 | 133 | **259** | **318** | **660**

1277
Potential Unique Strings

660 Delegations and Counting

Europe
208 gTLDs

North America
308 gTLDs

Asia/Australia/
Pacific Islands
107 gTLDs

Latin America/
Caribbean Islands
31 gTLDs

Africa
6 gTLDs

New gTLD Program Auction Proceeds

Contention Resolution Statistics

- 88% complete – 204 of 233 contention sets resolved
- 40 sets resolved since ICANN 52
- 29 sets remain to be resolved
- 13 sets resolved via ICANN Auction; 3 resolved since ICANN 52

Net proceeds to date: US$ 58.8M

- Funds segregated. Community discussing use in Buenos Aires.
- Details of the proceeds can be found at: http://newgtlds.icann.org/en/applicants/auctions/proceeds

Why Auctions?

Only one registry can operate a top-level domain. Auction is the "mechanism of last resort" for resolving contention for the same string.

Attend the Session

Wednesday, 24 June
17:00 ART
Retiro C

Operations & Customer Service

Completed enhanced Two-character Release Process. Processed 154 requests for 498 TLDs.

Customer Satisfaction Survey tool developed.

85% of registrars now operating under 2013 Registrar Accreditation Agreement covering 96% of total domains.

Global customer service capability established:

Multi-language
Arabic, Chinese, English, French, Russian and Spanish

Los Angeles, Istanbul, Singapore
24x5 SUPPORT

Email | Phone | Web

Engage with the Community

- Governmental Advisory Committee (GAC), including Intergovernmental Organizations (IGOs)
- Implementation Advisory Groups (IAGs)
- Implementation Recommendation Teams (IRTs)
- Internationalized Domain Name Script Communities
- Law Enforcement
- Non-governmental Organizations (NGOs)
- Registrars
- Registries
- New gTLD Applicants
- Universal Acceptance Steering Group
- And others!

Deliver Updates and Raise Awareness

New gTLD Program Reviews

- Work in progress
- Upcoming projects
- Opportunities for participation

Attend the Session

Monday, 22 June
15:45 ART
Libertador C

Universal Acceptance

- Status update on Steering Group
- Opportunities for participation

Attend the Session

Monday, 22 June
18:00 ART
Libertador C

Internationalized Domain Names Program Update

- ⊙ Label Generation Rules statuses, including which scripts are close to entering the Internet's root zone

Attend the Session

Wednesday, 24 June
10:30 ART
Libertador C

IDN Root Zone Workshop

- ⊙ Steps involved in implementing the procedure for the Label Generation Ruleset
- ⊙ Issues raised by script communities

Attend the Session

Wednesday, 24 June
13:00 ART
Aguila

Deliver Updates and Raise Awareness (continued)

Registration Data Access Protocol: What's Next?

- Implementing new protocol
- Work required for RDAP profile
- Future of port-43 and web WHOIS

Attend the Session

Wednesday, 24 June
14:15 ART
Retiro A

Registrars and Law Enforcement

- Strategies for addressing crimes related to registration and use of domain names

Attend the Session

Wednesday, 24 June
13:30 ART
Auditorio

Thick WHOIS Policy Implementation Meeting with IRT

- ⊙ Consistent Labeling and Display draft policy
- ⊙ Legal review regarding transition from thin to thick of .COM, .NET and .JOBS

Attend the Session

Wednesday, 24 June
15:45 ART
Libertador C

Next Steps for WHOIS Accuracy Reporting

- ⊙ Timeline for next reports
- ⊙ What to expect in reports
- ⊙ Contractual compliance update

Attend the Session

Wednesday, 24 June
17:00 ART
Retiro A

ICANN

IANA Functions

Complete project to refresh the pool of trusted community representatives.

Execute the plan to add additional Hardware Security Modules to the West coast Key Management Facility.

Conduct the Customer Service Survey.

Industry Engagement and Services

Post final policy and announce implementation of the IRTP C.

Implement case management improvements.

Release API for Service Level Agreement monitoring for registries.

New gTLD Program and Reviews

Execute registry agreements for brand applicants with 29 July 2015 contracting deadline.

Publish the first economic study report.

Deploy Continuing Operations Instrument (COI) amendment process.

Commence the root stability study.

Increase the number of delegated gTLDS to 775.

Publish the Program Implementation Review report.

Operations & Customer Service

Deploy Customer Satisfaction Survey to measure success of Global Customer Service Center.

Establish measure and report on new key performance indicators for phone support, quality measurement and customer satisfaction.

Improve the effectiveness of several key processes through process improvement and re-engineering.

Initiatives

Universal Acceptance
Begin defining success factors for the initiative and establish baseline measurement.

IDN Program
Release the first version of the Label Generation Ruleset for the Internet's Root Zone.

WHOIS
Publish the WHOIS Implementation Advisory Group report.

Engage with GDD

Visit the GDD Information Booth

Location: Floor 1, near Registration

Hours (ART):

- Mon 10:30 – 14:00
- Tue 08:00 – 18:00
- Wed 08:00 – 18:00
- Thu 08:00 – 12:30

⊙ Provide answers to contracted parties regarding various process flows.

⊙ Discuss operational issues or challenges and work to find solutions.

⊙ Schedule an appointment with GDD subject matter experts.

Engage with ICANN

Thank You and Questions

Reach us at:
Email: CustomerService@icann.org
Websites: icann.org, newgtlds.icann.org

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