



# Global Domains Division Update

Akram Atallah | ICANN 54 | 19 October 2015

# **Buenos Aires to Dublin**

A look at what we've accomplished

# IANA Functions

## Goals & Outcomes

- ✘ 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.



### FY 2016 Q1 Metrics

(originally reported on 6 October 2015 during Stakeholder Call)

Names

**396**

Requests

Numbers

**1**

Allocation

Protocol Parameters

**972**

Requests

General

**371**

Requests

# New gTLD Program

## Goals & Outcomes

- ✓ Execute registry agreements for brand applicants with 29 July 2015 contracting deadline.
- ✓ Deploy Continuing Operations Instrument (COI) amendment process.
- ✗ Increase the number of delegated gTLDs to 775.



### FY 2016 Q1 Metrics

(originally reported on 6 October 2015 during Stakeholder Call)

**80** Strings  
Delegated

**12** IDN  
Delegations

**197** New Registry  
Agreements

**3** Contention  
Sets Resolved

**Totals**  
as of 16 Oct 2015

**769**  
Delegations

**63**  
IDNs

**1,200**  
Registry Agreements

**208 of 233**  
Contention sets resolved

# New gTLD Program Reviews

## Goals & Outcomes

- ✓ Publish the first economic study report.
- ✗ Commence the root stability study.
- ✓ Publish the Program Implementation Review report.



## Additional Accomplishments

- ⦿ Revised Rights Protection Mechanisms report published
- ⦿ Domain registrant survey published
- ⦿ Competition, Trust & Choice metrics webpage launched

# Industry Engagement and Services

## Goals & Outcomes

- ✓ Publish final policy and announce implementation of the IRTP C.
- ✓ Release API for Service Level Agreement monitoring for registries.



## Additional Accomplishments

- ◉ Waived CGL insurance requirement for registrar accreditation
- ◉ Hosted first GDD Summit in September 2015.
- ◉ Approved 4th registrar data escrow Third Party Provider
- ◉ Issued draft of RDAP operational profile for discussion.
- ◉ Launched first phase of process for handling comments on registry requests for two-character letter/letter labels

## Goals & Outcomes

- ✓ **Universal Acceptance:** Begin defining success factors for the initiative and establish baseline measurement.
- ✗ **Internationalized Domain Names:** Release the first version of the Label Generation Ruleset for the Internet's Root Zone.



## Accomplishments

**Universal Acceptance:** “An Analysis of New gTLD Universal Acceptance” published

### Internationalized Domain Names

- ◉ Arabic, Armenian communities first to submit Label Generation Rules proposals
- ◉ Lao, Thai script Generation Panels formed

# Global Support Center

## Goals & Outcomes

- ✓ Deploy Customer Satisfaction Survey
- ✓ Establish measure and report on new key performance indicators for phone support, quality measurement and customer satisfaction.



### FY 2016 Q1 Metrics

(originally reported on 6 October 2015 during Stakeholder Call)

#### Case Volume Trending

**3,069** opened

**3,292** resolved

#### Case Backlog

**151**  
unresolved

#### Case Resolution Time Target

**92** % in

**7** days



**579**

Registrars accredited

**2,121**

Total accredited registrars

**46**

Registry assignments processed

**915**

Contracted party cases closed

# Dublin to Marrakech

Building the Next Scorecard

# Operational Goals



Complete consideration of Governmental Advisory Committee advice on the New gTLD program



Submit WHOIS Conflicts Implementation Advisory Group recommendations to GNSO



Execute 20 new gTLD registry agreements (reach 1,220 in total) and delegate over 100 new gTLDs (reach 870 in total)

# Operational Goals



Capture Global Support case and call quality metrics and begin reporting them in operations dashboard.



Define and rollout product management methodology for service and technical product development



EFQM (European Foundation for Quality Management) assessment of internal processes.

# Operational Goals



Publish monthly IANA functions performance reports on IANA.org

# Strategic Initiatives



Complete changes to Root zone Management Software to remove administrator role and start parallel testing process.



Build out detailed project plans for all IANA Stewardship transition implementation projects.



Finalize Thick WHOIS Consistent Labeling and Display, and IGO/INGO whole name Identifiers.

# Strategic Initiatives



Conclude review of WHOIS Accuracy Program Specification in 2013 Registrar Accreditation Agreement.



Kick off Competition, Consumer Trust and Consumer Choice review, root stability study and Trademark Clearinghouse independent review.



Complete Integration Panel evaluation of Armenian and Arabic script Label Generation Rules and release LGR-1.

# Strategic Initiatives



Release beta version of “Use” function of the Label Generation Rules toolset and finalize guidelines for second-level reference LGRs.



Publish RDAP implementation framework for public comment.



General release of API for SLA monitoring system.



# Strategic Initiatives



Complete implementation of IRTP-D recommendations.



Complete revision of Trusted Community Representatives selection and refresh policy.

# GDD at ICANN54 in Dublin

## Monday

New gTLD Program: Reviews & Related Activities

Universal Acceptance of TLDs

New gTLD Program Implementation Review

## Tuesday

Root Stability Study Workshop

## Wednesday

Competition, Consumer Choice and Consumer Trust Review: Survey and Data Workshop

Thick Whois Policy Implementation with IRT

## Wednesday (continued)

Policy Implementation IRT: IGO/INGO Identifiers Protection

IDN Program Update

Spec 11 Security Framework Drafting Team Face to Face

Registration Data Access Protocol Implementation

IDN Root Zone LGR Workshop

Registrars/Law Enforcement

## Thursday

Registry Operator Roundtable

**GDD Info Booth in main foyer**

Are we on the right track?

## Engage with Us



[GlobalSupport@icann.org](mailto:GlobalSupport@icann.org)



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