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london
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ICANN FIFTY
22-26 JUNE 2014

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About ICANN's Global Domains Division

- ## What we do

  - GDD is the unit of ICANN that engages the Internet community to implement ICANN policies through contracts and services, and delivers IANA functions.

- ## Mission

  - To serve the global public interest, the registrants and end users of the Internet by ensuring a secure and stable domain name system (DNS), while promoting trust, choice, and competition in the trusted domain name service industry.

GDD Responsibilities

Community Engagement

- Upfront engagement with policy making groups

  o Early involvement with stakeholders to ensure awareness of proposed policies to enable smooth implementation

- Working with the community to develop implementation plans for contracts & services, such as:

  o New gTLD Applicant Guidebook

  o New gTLD Registry Agreement & 2013 RAA

  o Trademark Clearinghouse and Rights Protection MechanismsSpecification 13

  o Name Collision Framework

Policy Implementation

Operational processes include:

- Issuing Requests for Proposals

- Contracting third parties to provide services

- Developing tools and capabilities internally & externally

- Vendor management

- Service delivery management

- Customer support

IANA Services

- Allocate Internet Protocol (IP) Addresses
  - IPv4 and IPv6 Unicast Number allocations to Regional Internet Registries (RIRs)
  - Autonomous System Number allocations to RIRs

- Manage the Root Zone
  - Maintain the Root Zone Database – details of Top-Level Domains
  - Process change requests to existing data in the Root Zone Database
  - Manage the Root Key Signing Key (DNSSEC)

- Maintain the Protocol Parameter Registries for the IETF

- Operate the .int Top-Level Domain

DNS Security, Stability and Resiliency

- Ensure the GDD implementation of ICANN policies follows security and stability principles for the DNS

  o Implementation examples: Name Collision, New gTLD Program, root zone additions and scalability

- DNS threat awareness and preparedness

- DNS SSR research and analytics

- Outreach

  o Working with advisory committees, ICANN's Global Stakeholder Engagement team and more

- Capability building

How does the GDD operate?

Operational Model

Escalation & Resolution

Support

Community

Community Consultation, PDP, Public Comment

Community Engagement

Registry Services

Registrar Services

Finance

GDD Operations

Tier1 Support
(Eventually 24/7)

CRM

Contractual Compliance

IANA

GDD Portal

icann.org

Portal

gTLD Registries

Registrars

Users

RIRs, TLD managers, IAB, IETF
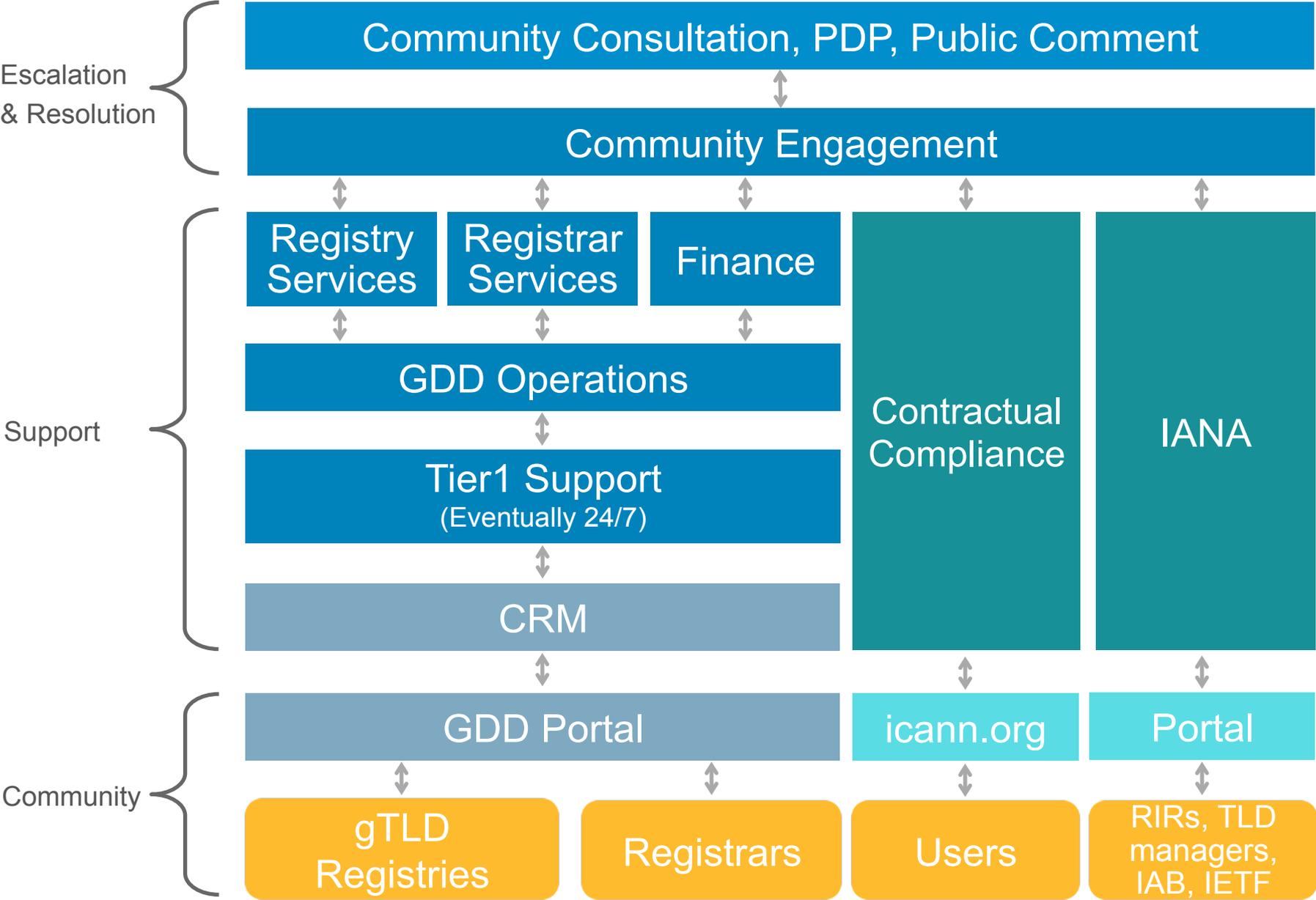
GDD Portal Overview

- A central place to facilitate work between GDD and its stakeholders

- Addition of Product Managers
  - Team that is business-focused (software product managers)
- Collaborative requirements gathering
- New software roadmap prioritization and planning process
- IT development improvements
- Proactive communications
  - E.g., "What's New" launch, system maintenance, portal support page
- Inclusive launch process

Customer Support

- Customer Service Center (CSC) established in 2011 to support New gTLD Program applicants

- Currently supporting registry operators and applicants

- FY15 – Implement global support for GDD
  - Add support for Registrars
  - Multiple channels – phone, chat, portal and email
  - 24 x 5 coverage with staffing in hub locations
  - Local language support → 6 ICANN languages

- FY16 – Rollout beyond GDD

Service Delivery

- Operations team delivers:

  - New gTLD Program functions
  - New Registry Onboarding
  - Registrar Contract Issuance
  - Data Escrow Agent Approval

  - EBERO
  - TMDB Credentials & Accreditation
  - TMCH
  - CZDS

- Expanding team for scalable operational capacity – additional scalable services implemented in the future

- Documented procedures for consistent, scalable service delivery

- Managing to Service Level Agreements

- Procedures & tools for tracking service requests and delivery

  - Request and tracking via portal

Contracts, Services & Relationship Management

- Registry & Registrar Contracts

  o Contracting, onboarding, agreement administration

- Stakeholder Services

  o Evaluation services, emergency & crisis management, reporting & support, Dispute Resolution Procedures, waiver requests, IDN program management, New gTLD Program review

- Technical Services

  o AROS, SLA Monitoring, TMCH, CZDS, Data Escrow Profiles, EPP Ext., NOC, Data Activation Discovery Service

- Relationship Management

  o Geographic segmentation of accounts, trained staff in each hub, targeted training and conferences

How to better serve our stakeholders?

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Stakeholders
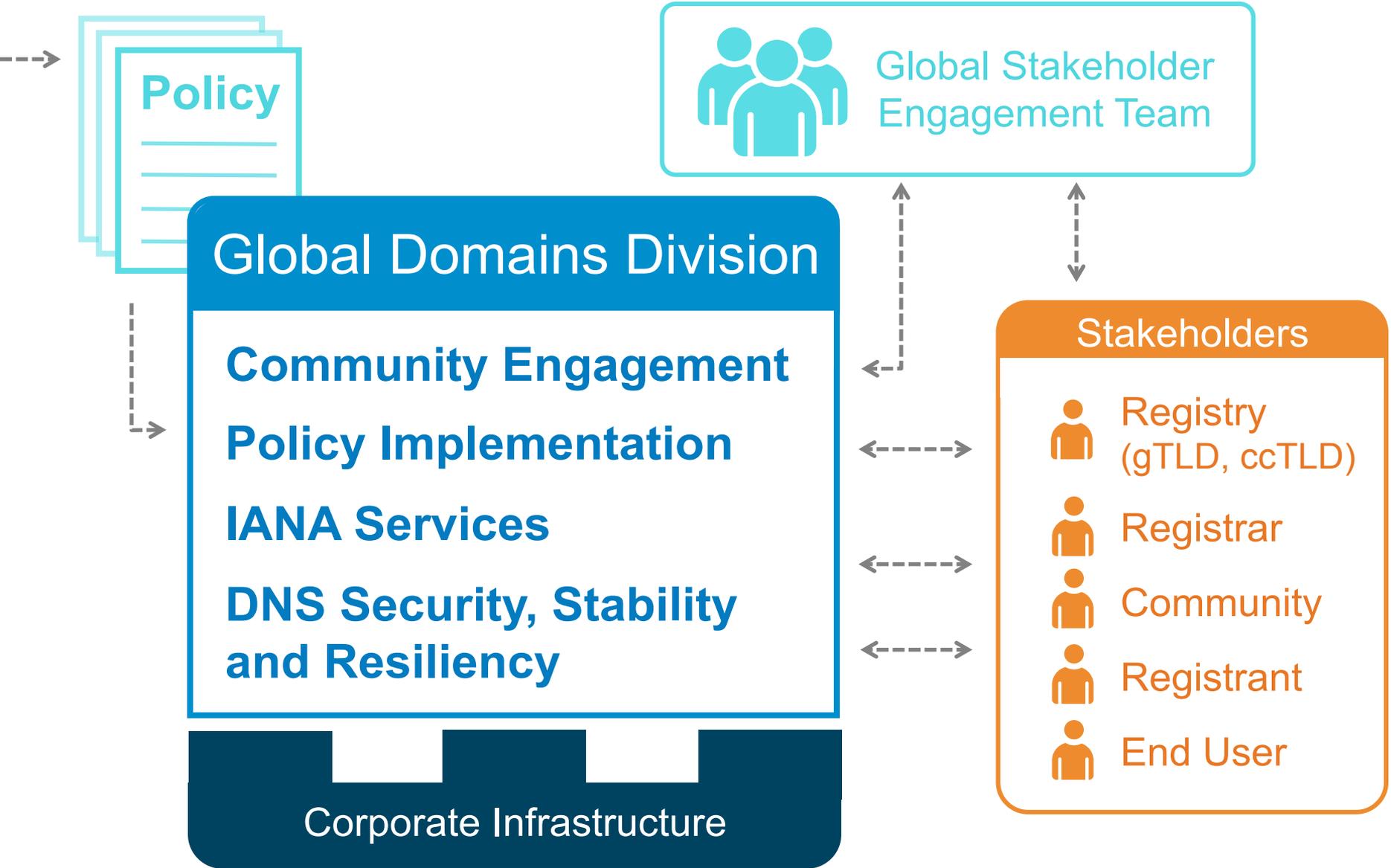
Improving Service

- Operational Excellence

- Customer Focus

- Culture of Compliance

- Registrant Advocacy

Call to Action

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Participate During ICANN 50

Attend GDD sessions and contribute!

23 June 2014 (Monday)
- New gTLD "Stories" Panel
- Name Collision

25 June 2014 (Wednesday)
- IDN Variant TLDs Program
- Contractual Compliance Program Update and Q&A
- Universal Acceptance
- Whiteboarding Session with IRTP - C IRT
- IDN Root Zone LGR Generation Panels Workshop
- ICANN's Security, Stability & Resiliency Team Outreach Session
- New gTLD Registry Operator Engagement
- User Workshop for GDD Portal

Questions & Answers

Visit the GDD information booth

- Located on the ground floor of the West Wing
- Get answers to general questions
- Schedule a meeting to discuss a particular subject

Learn more about the GDD Portal

- Located on the 3th floor of the West Wing
- Get an in-person demonstration of Portal functionality
- Share your ideas on how to improve the Portal

Social Media

@ICANN   ICANNnews   ICANN

ICANNorg   ICANN

Appendix

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gTLD Program Operations

Application Pipeline

Total Applications: 1930

Passed Evaluation

1721

In evaluation 2   Not approved 4   Withdrawn 203
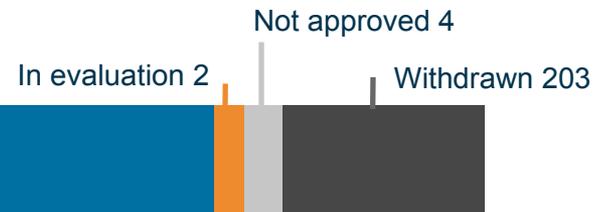
Invited to Contracting

1099   **1145**

Contracting Responses Received

516   **594**

Contracts Signed

368   **440**   **In process:154**

76 Awaiting Applicant Signature	42 Non-Compliant COI	16 Negotiation	21 Incomplete CIR Response	12 Contracting

Passed PDT

283   **398**   **In process:42**

21 Invited	9 Scheduled	12 In Testing

Delegated

186   **319**   **In process:79**

40 Pending On-boarding	6 Not eligible for APD	7 In Transition Process	26 Tokens Issued

Pre-Contracting Processes Stats

13

250
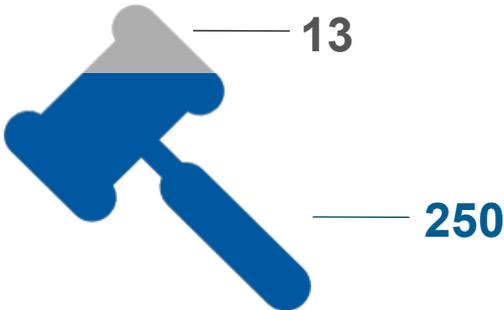
Objections & Dispute Resolution

17

369

GAC Advice

21

9

Community Priority Evaluation

151

82
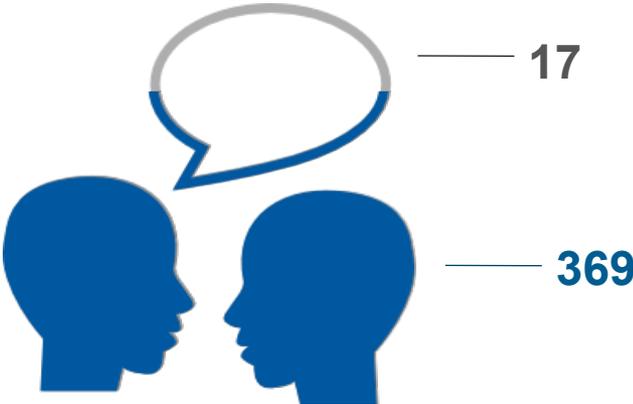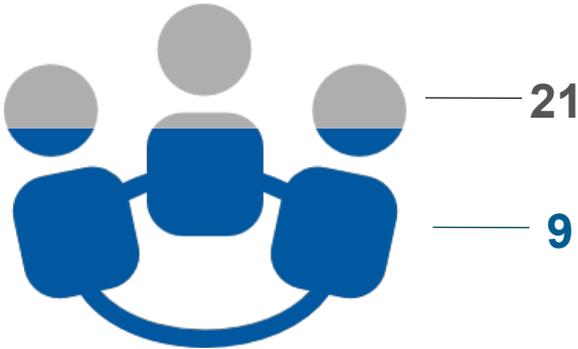
Contention Resolution

Key | ■ Completed ■ Remaining

New gTLD Program Timeline

	2012	2013	2014	2015	2016	2017

Application Window — 1930 applications received

Application Evaluation — 1719 (99%)   2 (1%)

Dispute Resolution — 250 (95%)   13 (5%)

Contention Resolution — 82 (35%)   151 (65%)

Contracting — 440 (34%)   865 (66%)

PDT — 398 (30%)   907 (70%)

Delegation — 319 (24%)   986 (76%)
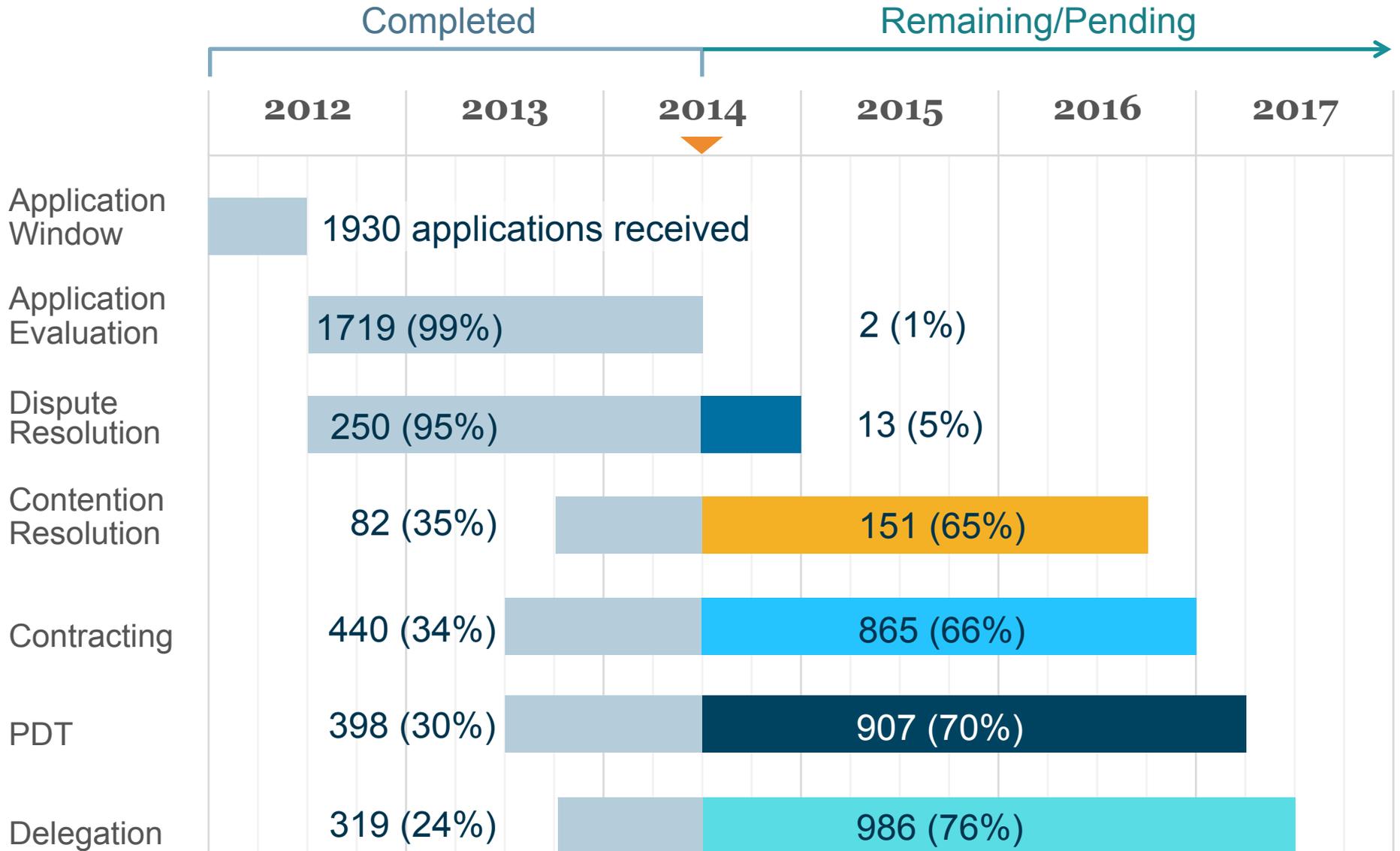
Note: This graphic depicts actual past dates and future target dates; future dates may change.

GAC Advice – Category 2 Implementation

Total applications subject to GAC category 2 advice: **186**

- o Cleared to Proceed: **170**

- o Change Requests Required: **3**

- o Pending Direction from NGPC: **13**

String Contention Set Statistics

Contention Set Statistics	Number of Contention Sets	Number of Applications in Contention
26 February 2013	**234**	**758**
21 March 2014	**233**	**630**
▪ Resolved	47	-----
▪ Active Sets	164	543
▪ On Hold Sets	22	87
4 June 2014	**233**	**534**
▪ Resolved	81	-----
▪ Active Sets	131	446
▪ On Hold Sets	21	88

Community Priority Evaluation (CPE)

Number of Applications
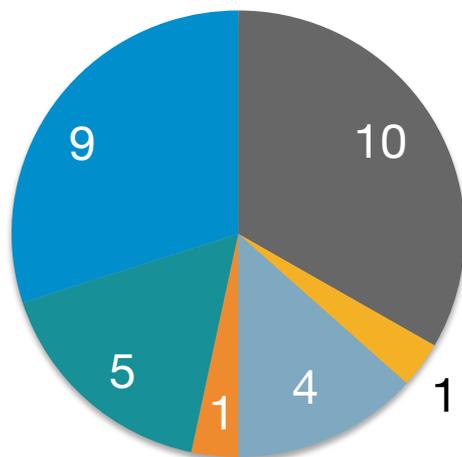
Pie chart — Number of Applications:
- Pending Eligibility: 10
- On Hold: 1
- Accelerated Invite Offered: 4
- Invited: 1
- In Evaluation: 5
- Results Published: 9

- Published 5 more results in June

- .HOTEL is first application to prevail CPE

- Targeting publishing more results in July

- Published Accelerated Invitation Process in late May, 6 applicants contacted, no responses yet

- Cycle time for the current evaluations ~ 3-4 months

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Auctions Status Update

- First auction successfully completed 4 June 2014 for 信息 (xn--vuq861b), won by Beijing Tele-info Network Technology

- Next auction: 6 August 2014: 18 Contention Sets

- If Name Collision Framework not finalized at ICANN 50:
  - 16 contention sets will be rescheduled for future Auction

- Rules for Sets with Indirect Contention in development, expected to publish later this summer

Emergency Back-End Registry Operator (EBERO)

- Three fully operational providers on stand-by
  - CNNIC
  - CORE
  - Nominet
- Expected release in July for Public RFP to add additional providers. Accompanied by public comment period on location selection.
- Escrow Provider RFP in draft for additional DEAs to support EBERO expansion.