What’s New with the Global Domains Division?

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President, Global Domains Division

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About ICANN’s Global Domains Division

• What we do
  o GDD is the unit of ICANN that engages the Internet community to implement ICANN policies through contracts and services, and delivers IANA functions.

• Mission
  o 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

Global Domains Division

- Community Engagement
- Policy Implementation
- IANA Services
- DNS Security, Stability and Resiliency

Global Stakeholder Engagement Team

Corporate Infrastructure
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
  o IPv4 and IPv6 Unicast Number allocations to Regional Internet Registries (RIRs)
  o Autonomous System Number allocations to RIRs

• Manage the Root Zone
  o Maintain the Root Zone Database – details of Top-Level Domains
  o Process change requests to existing data in the Root Zone Database
  o 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
  - Implementation examples: Name Collision, New gTLD Program, root zone additions and scalability
- DNS threat awareness and preparedness
- DNS SSR research and analytics
- Outreach
  - Working with advisory committees, ICANN’s Global Stakeholder Engagement team and more
- Capability building
How does the GDD operate?
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
  o Add support for Registrars
  o Multiple channels – phone, chat, portal and email
  o 24 x 5 coverage with staffing in hub locations
  o 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?
Improving Service

• Operational Excellence
• Customer Focus
• Culture of Compliance
• Registrant Advocacy
Call to Action
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

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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
Appendix
gTLD Program Operations
Application Pipeline

Total Applications: 1930

Passed Evaluation
- 1721

Invited to Contracting
- 1099
- 1145

Contracting Responses Received
- 516
- 594

Contracts Signed
- 368
- 440
- In process: 154

Passed PDT
- 283
- 398
- In process: 42

Delegated
- 186
- 319
- In process: 79

Key

<table>
<thead>
<tr>
<th>ICANN 49: Singapore</th>
<th>ICANN 50: London</th>
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<tbody>
<tr>
<td>Not approved 4</td>
<td>Withdrewn 203</td>
</tr>
<tr>
<td>In evaluation 2</td>
<td></td>
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</tbody>
</table>

Total Applications: 1930

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

- 21 Invited
- 9 Scheduled
- 12 In Testing

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

- **Objections & Dispute Resolution**
  - Completed: 13
  - Remaining: 250

- **Community Priority Evaluation**
  - Completed: 21
  - Remaining: 9

- **GAC Advice**
  - Completed: 17
  - Remaining: 369

- **Contention Resolution**
  - Completed: 151
  - Remaining: 82

**Key**
- Completed
- Remaining
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## New gTLD Program Timeline

<table>
<thead>
<tr>
<th>Phase</th>
<th>Completed</th>
<th>Remaining/Pending</th>
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<tbody>
<tr>
<td><strong>Application Window</strong></td>
<td>1930 applications received</td>
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<tr>
<td><strong>Application Evaluation</strong></td>
<td>1719 (99%)</td>
<td>2 (1%)</td>
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<tr>
<td><strong>Dispute Resolution</strong></td>
<td>250 (95%)</td>
<td>13 (5%)</td>
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<tr>
<td><strong>Contention Resolution</strong></td>
<td>82 (35%)</td>
<td>151 (65%)</td>
</tr>
<tr>
<td><strong>Contracting</strong></td>
<td>440 (34%)</td>
<td>865 (66%)</td>
</tr>
<tr>
<td><strong>PDT</strong></td>
<td>398 (30%)</td>
<td>907 (70%)</td>
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<tr>
<td><strong>Delegation</strong></td>
<td>319 (24%)</td>
<td>986 (76%)</td>
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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

- Cleared to Proceed: 170
- Change Requests Required: 3
- Pending Direction from NGPC: 13
## String Contention Set Statistics

<table>
<thead>
<tr>
<th>Contention Set Statistics</th>
<th>Number of Contention Sets</th>
<th>Number of Applications in Contention</th>
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<tbody>
<tr>
<td>26 February 2013</td>
<td>234</td>
<td>758</td>
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<tr>
<td>21 March 2014</td>
<td>233</td>
<td>630</td>
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<tr>
<td>▪ Resolved</td>
<td>47</td>
<td>543</td>
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<tr>
<td>▪ Active Sets</td>
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<td>87</td>
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<tr>
<td>▪ On Hold Sets</td>
<td>22</td>
<td></td>
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<tr>
<td>4 June 2014</td>
<td>233</td>
<td>534</td>
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<tr>
<td>▪ Resolved</td>
<td>81</td>
<td>446</td>
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<tr>
<td>▪ Active Sets</td>
<td>131</td>
<td>88</td>
</tr>
<tr>
<td>▪ On Hold Sets</td>
<td>21</td>
<td></td>
</tr>
</tbody>
</table>
Community Priority Evaluation (CPE)

- 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:
  o 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
  o CNNIC
  o CORE
  o 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.