



#ICANN50

25 June 2014

# New gTLD Registry Operator Engagement

**Krista Papac**  
Director, Registry Services

# Agenda

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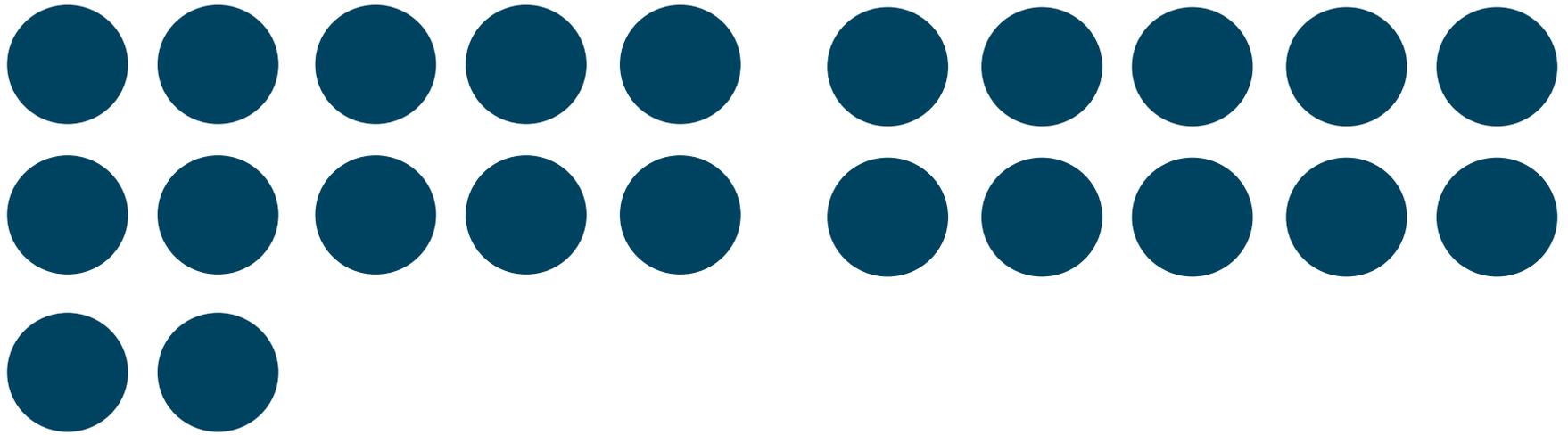
- Introduction
- Engagement & Relationship Management
- Services Available to Registry Operators
- Policy Implementation
- Questions & Answers

# Introduction



# Expansion of the gTLD Name Space

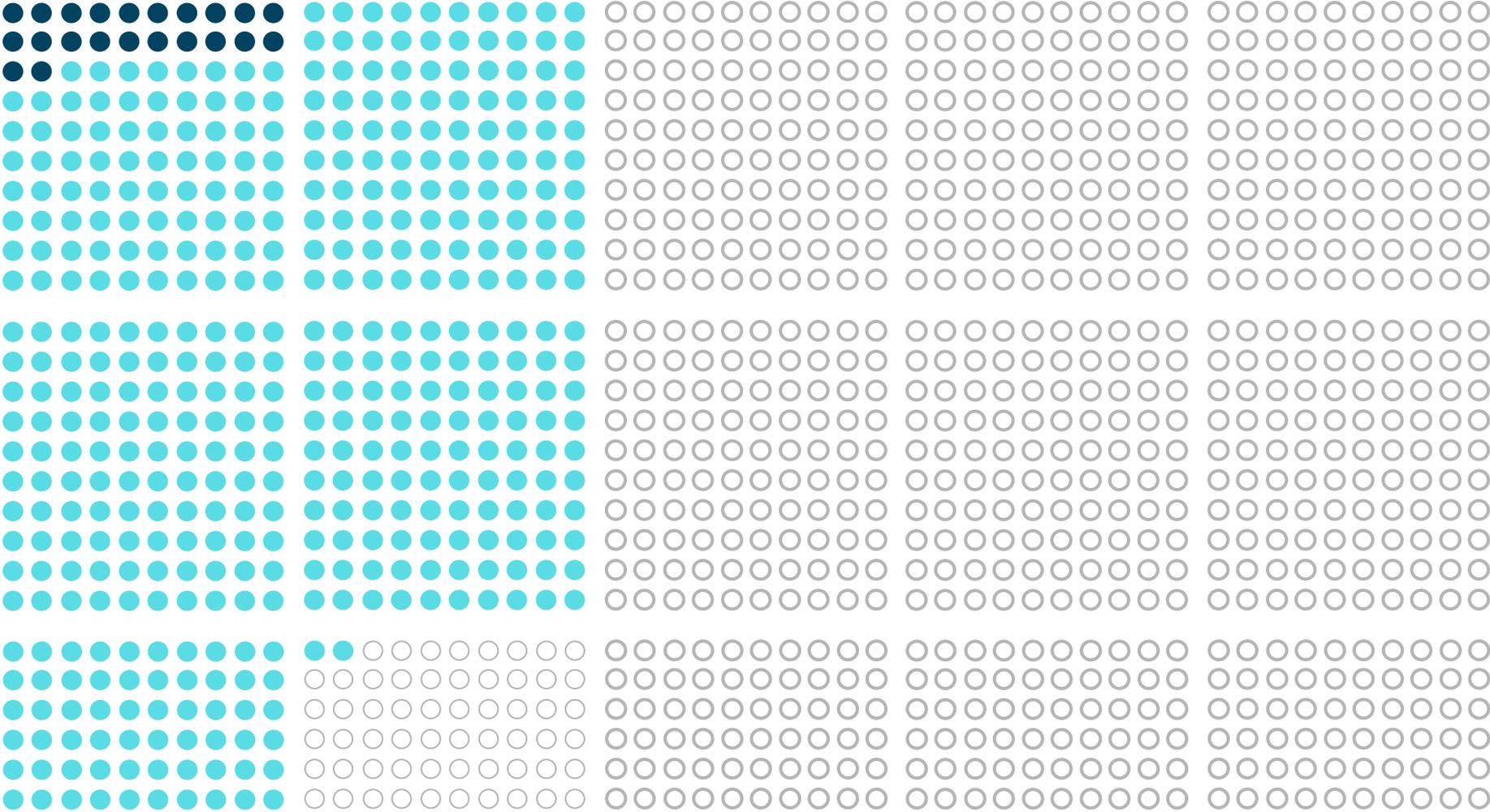
# Previous gTLD Rounds (prior to July 2013)



Key

● generic Top-Level Domains

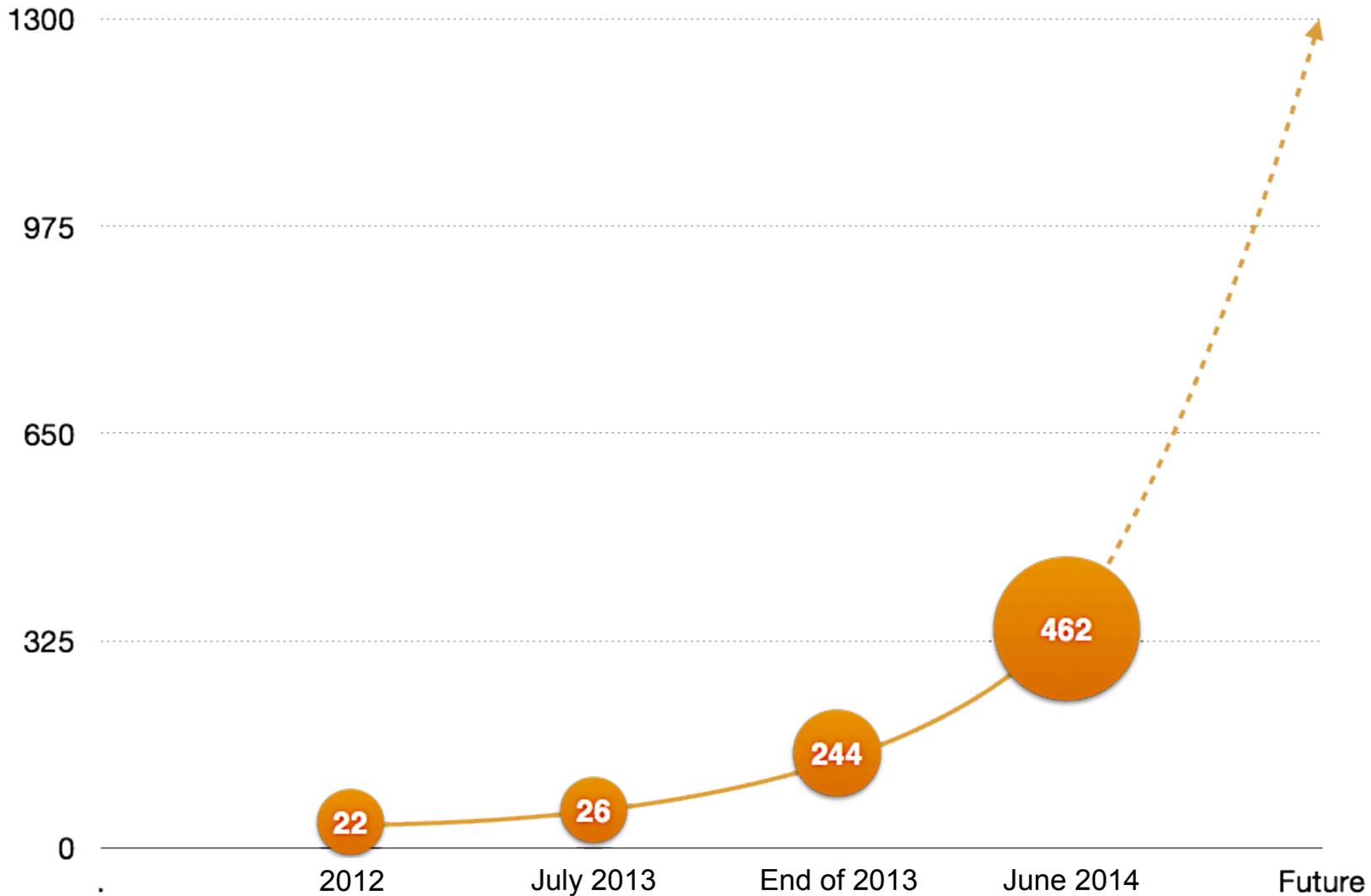
# Current + Future (potential) gTLD Expansion



Key

- Previous gTLD rounds
- Current New gTLDs
- Potential New gTLDs

# Current + Future (potential) gTLD Expansion



# Geographic Distribution of Previous gTLD Rounds

22 Total Executed gTLD RAs for Previous gTLDs Rounds

15

North America



6

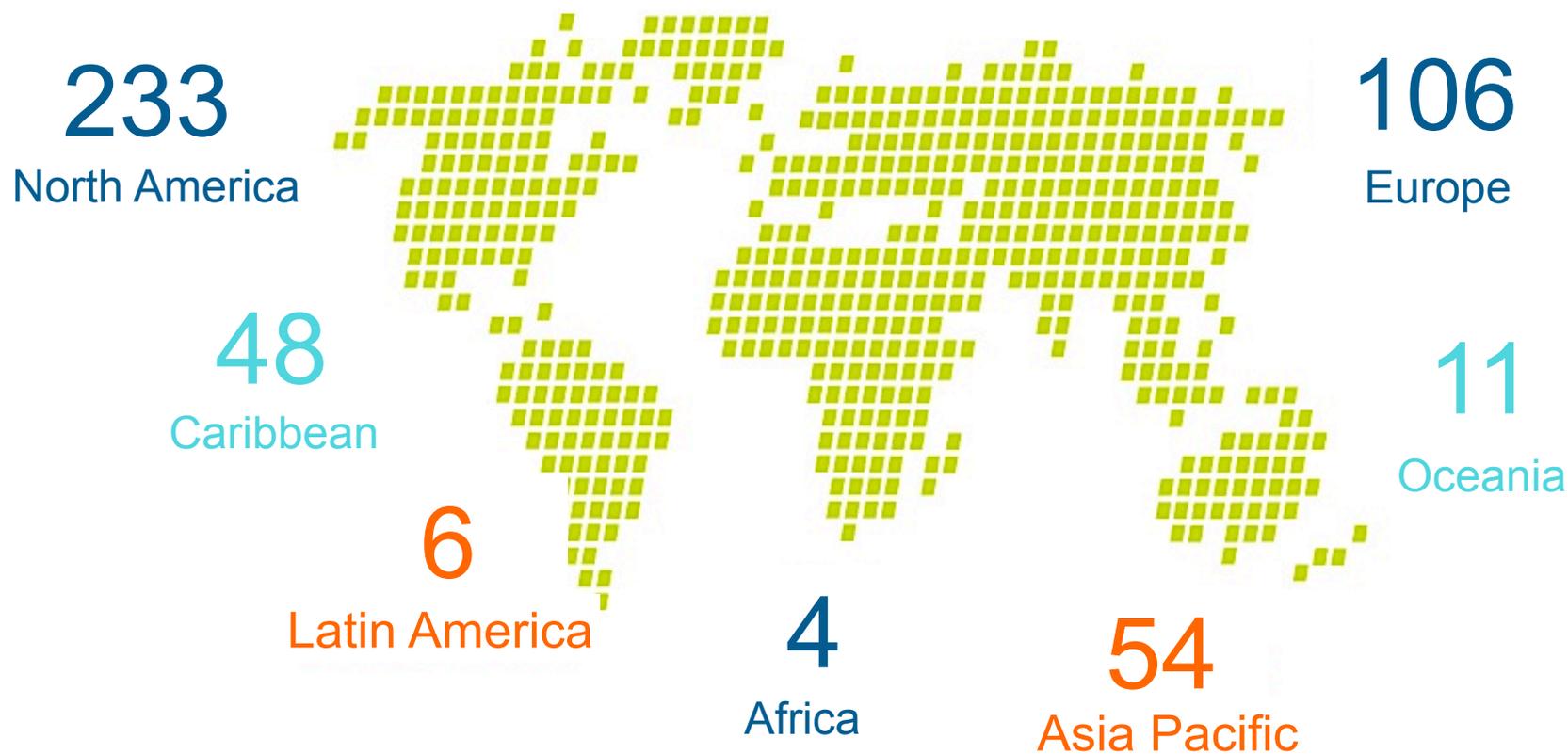
Europe

1

Asia Pacific

# Geographic Distribution of gTLD Name Space Today

**462** Total Executed gTLD RAs  
as of 21 June 2014



# Registry Services Team and Areas of Responsibility

# Registry Services Team

Krista Papac, Director  
Los Angeles, CA, US

Dennis Chang, GDD  
Services Programs  
Director  
Los Angeles, CA, US

Mert Saka,  
Product Manager  
Istanbul, TR

Han Chuan Lee,  
Senior Product Manager  
Singapore, SG

Wendy Profit,  
Product Manager  
Los Angeles, CA, US

Aysegul Tekce,  
Product Manager  
Istanbul, TR

Open Position,  
Product Manager  
Singapore, SG

Ann Yamashita,  
Product Manager  
Los Angeles, CA, US

Transactional processing support by GDD Operations Team

# Areas of Responsibility

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## Core Responsibilities

1. Engagement & Relationship Management
2. Services Available to Registry Operators
3. Policy Implementation

# Engagement & Relationship Management



# Customer Focus

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Building a sustainable foundation to strengthen current relationships and services

- Listening
  - Understanding your concerns and acting on what we've heard
- Continually Improving
  - Working to make your experiences better
- Communicating
  - Inform you of what we have done to make better

# Services Available to Registry Operators

# Available Services

Service Category	Registry Service List
Contracting	<ul style="list-style-type: none"><li>• RA Preparation</li><li>• RA Creation</li><li>• RA Execution &amp; Publication</li><li>• Renewals</li></ul>
Onboarding	<ul style="list-style-type: none"><li>• Contact &amp; ONBIR Work Items</li><li>• Technical Setup</li></ul>
Establish Launch Program	<ul style="list-style-type: none"><li>• TLD Startup Information</li><li>• Qualified Launch Program (QLP)</li><li>• Approved Launch Program</li></ul>
Registry Agreement Administration	<ul style="list-style-type: none"><li>• RRA Amendment</li><li>• Assignment and Assumption Agreement</li><li>• Cross Ownership Removal</li><li>• Legal Notices</li><li>• Code of Conduct</li><li>• Specification 13</li></ul>

# Available Services (continued)

Service Category	Registry Service List
Evaluation Services	<ul style="list-style-type: none"><li>• RSEP/RSTEP</li><li>• Registry Transition (Registry Assignment/Material Subcontracting)</li></ul>
Emergency & Crisis Management	<ul style="list-style-type: none"><li>• EBERO Activation</li><li>• ERSR Management</li><li>• Name Collision Response</li></ul>
Reporting & Support	<ul style="list-style-type: none"><li>• Registry Reports Publishing</li><li>• Registry Stakeholder Notifications &amp; Communications</li></ul>
Shared Services	<ul style="list-style-type: none"><li>• SLA Monitoring</li><li>• CZDS</li></ul>

# Process for Providing Services



**.TLD  
Registry  
Operator**



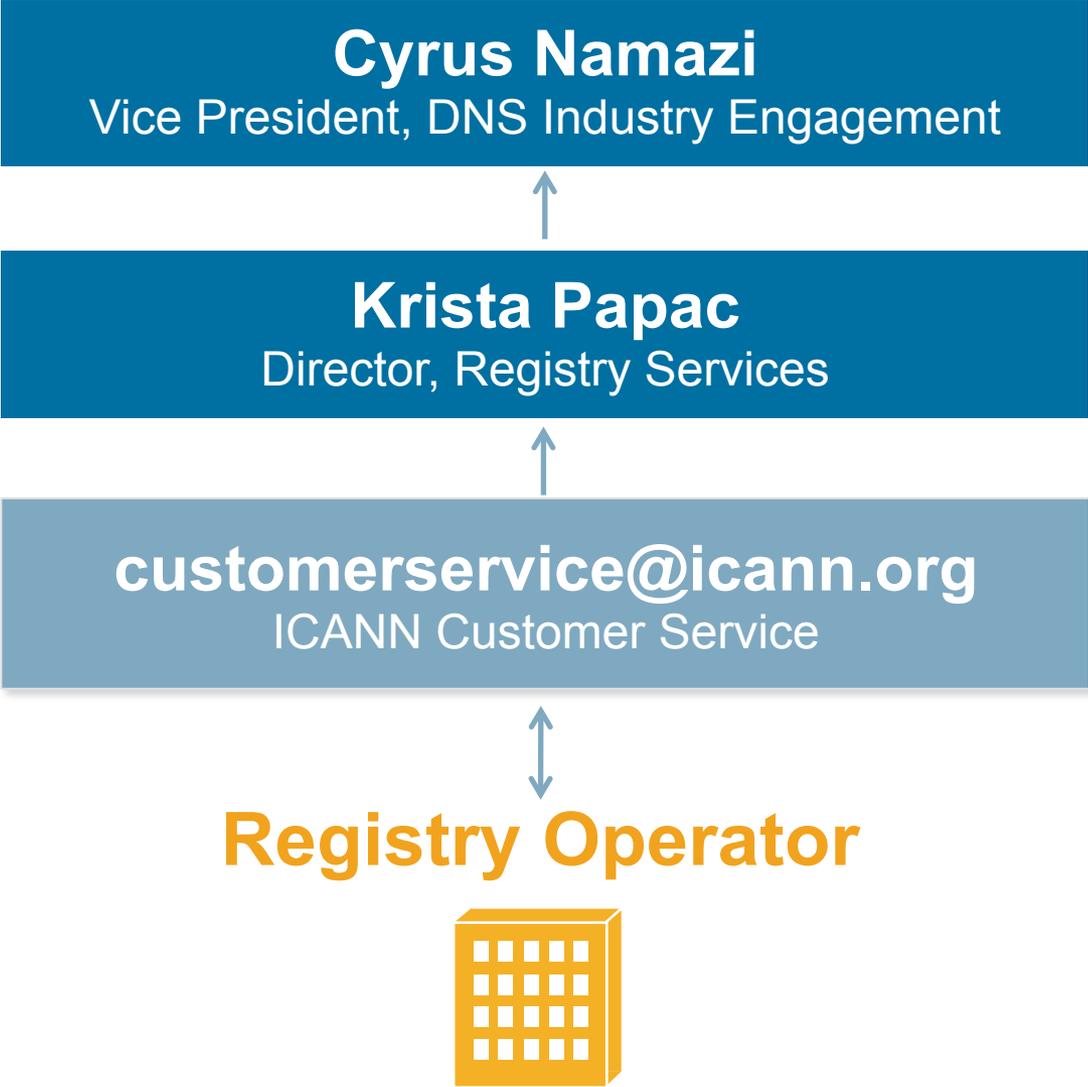
## Global Domains Division Team

- 1 Review request
- 2 Determine best course of action
  - Customer Support
  - Subject Matter Expert
  - Registry Services Team Regional Member
- 3 Engage and/or deliver service



**.TLD  
Registry  
Operator**

# Exception Handling & Escalation Path



# Portal Services

	Process	New gTLD Customer Portal	GDD Portal
Evaluation - Contracting	Application	✓	
	Initial Evaluation	✓	
	Contracting	✓	
	General Customer Service Inquiries (before signing a Registry Agreement)	✓	
Post-Contracting - Delegation	Registry Contact Information		✓
	On-Boarding Information Request		✓
	Pre-Delegation Testing	✓	
	Approved Launch Program Requests		✓
	Transition-to-Delegation	✓	
	Delegation	✓	
Post-Delegation	General Customer Service Inquiries (after signing a Registry Agreement)		✓
	TLD Startup Information		✓
	General Customer Service Inquiries (after signing a Registry Agreement)		✓

# Policy Implementation

# Policy Implementation

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Implementation processes include:

- Issuing Requests for Proposals
- Contracting third parties to provide services
- Developing tools and capabilities internally & externally
- Vendor engagement

# Questions & Answers

## Submit Registry Services Inquiries

- GDD Portal: <https://gddportal.icann.org>
- Email: [customerservice@icann.org](mailto:customerservice@icann.org)

### Social Media



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