Registry Services Update

Krista Papac
Director, Registry Services
Agenda

• Domain Name Industry Growth
• Registry Services Team
• Services
• Engagement
• Policy Implementation
• Question & Answers
Domain Name Industry Growth

The new landscape
The Industry Keeps Growing...

566 Contracted gTLD Registry Operators (as of 10 October 2014)

Key:
- Previous gTLD Rounds
- Current New gTLDs
- Potential New gTLDs
The Industry Keeps Growing and Growing…

566 Contracted gTLD Registry Operators (as of 10 Oct)
ICANN is Adapting to the Growth

• ICANN’s strategic goals include **operational excellence**

• **Global Domains Division (GDD)** is focused to deliver services and engage with contracted parties, applicants and supporting parties

• A dedicated team for registries with GDD: The **Registry Services & Engagement Team** and the team can focus on you

• **Operationalization of service delivery** within GDD
Registry Services and Engagement Team

Get to know us
Registry Services and Engagement Team

A global team of 8 individuals accessible to you

Americas

Europe

Middle East

Africa

Asia Pacific
What We Do. How We Do It.

• We are here to support **Registry Operators** and prospective Registry Operators

• We need to **continuously work together** to:
  o Understand your business challenges and
  o Build on our capabilities to **optimize efficiency** and achieve our respective goals

• We are **dedicated to building trust** in our working relationship with you
How We Provide Value

• Your **advocates** within ICANN

• An **access point** to help you navigate ICANN

• Your **escalation point** for assistance and guidance
Registry Services and Engagement Managers: Dual Roles

Collaborate with you on our common purpose

Managing Services
Subject Matter Experts

Managing Engagement
Regional Engagement Managers

Registry Success
ICANN Success
Team Responsibilities

Services to current and prospective Registry Operators

- Design, deliver, implement and improve your services
- Services include: Registry Agreement administration, Registry onboarding, Contract Assignments, Registry Services Evaluation Policy (RSEP) process

Engagement with current/prospective Registry Operators

- One-to-one relationship management
- Collective engagement activities

Policy implementation
Services

Learn about our deliverables
Services: What Do We Support?

- **Identify** the need for new services
- **Design** the services
- **Implement** new services
- **Operationalize** the services with GDD Operations
- **Manage** lifecycle of services
## Services: What’s Available?

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Service List</th>
<th>Systems and Tools</th>
</tr>
</thead>
</table>
| Contracting                    | • RA Preparation  
• RA Creation  
• RA Execution & Publication  
• Renewals | • Customer Portal  
• GDD Portal  
• CZDS  
• RRI  
• RZM  
• SLA Monitoring  
• TMDB |
| Registry Onboarding            | • Contact & ONBIR work Items  
• Technical Setup |                             |
| Establish Launch Program       | • TLD Startup Information  
• Qualified Launch Program (QLP)  
• Approved Launch Program |                             |
| Registry Agreement Administration | • RRA Amendment  
• Assignment and Assumption Agreement  
• Cross Ownership Removal  
• Legal Notices  
• Code of Conduct  
• Specification 13 |                             |
| Evaluation Services            | • RSEP/RSTEP  
• Registry Transition |                             |
| Emergency & Crisis Management  | • EBERO Activation  
• ERSR Management  
• Name Collision Response |                             |
| Reporting & Support            | • Registry Reports Publishing  
• Registry Stakeholder Notifications & Communications |                             |
| Shared Services and/or Tools   | • CZDS  
• SLA Monitoring |                             |
Registry Services Evaluation Policy (RSEP)

Process overview

- Mechanism to modify/add/remove approved Registry Services from an existing Registry Agreement

What we hear

- It’s unclear how to submit and track RSEP requests
- The RSEP process can be further streamlined

What we see

- RSEP Requests by Type
  - IDN Support: 30%
  - Two-Character SLDs: 55%
  - Other Requests: 11%
  - BULK Transfer Requests: 4%
- Requests Initiated By Quarter
  - FY'15 Q1: 23
  - FY'14 Q4: 24
  - FY'14 Q3: 14
  - FY'14 Q2: 4
  - FY'14 Q1: 2
- 60+ Total RSEP Requests (415+ TLDs)
RSEP (continued)

Current challenges

- Scaling systems and the process to meet the growing demand
- Clear communication of timelines and next steps for requests

Addressing these challenges

- Operationalizing the processing of RSEP requests and related contract amendments
- Exploring migrating request submission from RRS tool to GDD Portal
- Educating registries on the RSEP process through the Registry Roadshow
- Building “how to” guidance documents and looking at ways to streamline certain requests
Services: Contract Assignment

Process overview
• Direct or indirect change of control of the registries or any subcontracting arrangement

What we hear
• It’s unclear what an “assignment” is and how to submit one
• The fees and processing time associated to “Assignments” are unknown

What we see
Assignment Requests Initiated

- Assigned
- Processing Request
- Processing Inquiries
- Withheld Consent
- Withdrew Request

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Current challenges

- Processing timelines and fees vary based on:
  - Timing of assignment request
  - Direct/indirect change of control
  - Type of change requested
  - ICANN’s familiarity of the assignee

Addressing these challenges

- Educating registries on the process and considerations through the Registry Roadshow and GDD Portal cases
- Registry Operators should submit an assignment inquiry in advance so ICANN can assist with preparing formal request
- Building “how to” guidance documents
Services: GDD Portal

System overview

- GDD Portal is an ICANN tool to centralize the communications, and the work between ICANN staff and Registry Operators

What we hear

- Implement a product manager role for the system
- Improve the usability and features of the GDD Portal
- Allow Registry Operators to beta test enhancements
Services: GDD Portal (continued)

Current challenges

- Competing system priority requests
- Clarity around user requirements

Addressing these challenges

- Designated a GDD Portal Technical Product Manager to gather requirements and implement solutions
- Established a GDD Portal working group that helps define requirements and assists with beta test activities
- Deployed first round of requested enhancements, including ability to filter by open/closed cases and summary count of open/closed cases
Engagement

How can we help you today?
### Engagement Channels

<table>
<thead>
<tr>
<th>Activities</th>
<th>Frequency</th>
<th>How</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relationship management</td>
<td>As needed</td>
<td>Customer Portal, GDD Portal, email, phone, webinar, workshops</td>
</tr>
<tr>
<td>Registries Stakeholder Group (RySG) relations</td>
<td>Bi-weekly</td>
<td>Conference call</td>
</tr>
<tr>
<td>Registry Roadshows</td>
<td>As scheduled</td>
<td>In-person</td>
</tr>
<tr>
<td>ICANN meetings</td>
<td>3 times a year</td>
<td>In-person</td>
</tr>
<tr>
<td>Collaboration activities and working groups</td>
<td>On demand</td>
<td>Discussions, working teams</td>
</tr>
</tbody>
</table>
Relationship Management Defined

• You’ve got mail!
  - Registry Operators and potential Registry Operators received an introductory email from their respective Engagement Managers

• Methodology of account assignments
  - Geographic location of primary contact
  - Existing relationships
  - Grouping of portfolios

• Principles of engagement
  - We handle the exceptions
  - We listen and help you work with you through challenges
Escalation Path for Exceptions

- Designated Engagement Manager
  - .TLD Registry Operator

- Krista Papac
  - Director, Registry Services & Engagement

- Cyrus Namazi
  - Vice President, Domain Name Services & Industry Engagement
Engagement: GDD Feedback Letter Updates

- Implement reliable and usable service platforms
- Designate an engagement manager to each registry operator and gTLD applicant
- Commit to standard customer service levels especially for response time, progress updates on open issues and escalation
- Publicly report on performance of key processes
- Improved GDD communications, notably ICANN webinars
- Implement a reliable Registry Services Evaluation Policy (RSEP) process
Registry Roadshow: Updates


- 110+ attendees representing approximately 1000 New gTLDs as Registry, Applicant and/or Service Provider

- This is not your average ICANN meeting

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Registry Roadshow: Feedback

- Feedback we collected

“Humanized ICANN” – L.A. Participant

“A turning point in the relationship” – L.A. Participant

“Never seen before in 14 years of ICANN” – Tokyo Participant

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Registry Roadshow: Istanbul

• Date: 19-21 November 2014

• More Information
  o https://community.icann.org/display/RH/Registry+Roadshow+Workshops

• Registration
  o https://registration.icann.org/register.php?id=2014istanbulregistry

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Policy Implementation

Get involved!
Policy Implementation: What Are We Doing?

• Additional Whois Information Policy (AWIP)
  - Who: All gTLDs registries and registrars – When: by 31 January 2015
  - Provide a link or URL next to each EPP status code
  - Include the Globally Unique Registrar ID (GURID, or IANA ID)

• Thick Whois Policy
  - Who: All gTLDs – When: In the coming 1 or 2 years
  - Transition form thin to thick Whois for .COM, .NET, .JOBS
  - Consistent labeling and display of output for all gTLDs as per Specification 3 of RAA 2013

• Protection of IGO/INGO identifiers
  - Who: All gTLDs – When: In the coming 1 or 2 years
  - Reservation of IGO and INGO names (Red Cross, Red Crescent, IOC, others)
  - Implementation of 90-day Trademark Claims for certain INGO names
Policy Implementation: Get Involved

- Keep an eye out for implementation notifications from ICANN
- Volunteer in GNSO working groups
- Participate in GNSO implementation review teams (e.g., Thick Whois)
- Attend GNSO meetings or catch up on recordings and transcripts at:
  - http://gnso.icann.org/en/group-activities/calendar
Final Thoughts
Your Participation is Desired and Valued

Get involved

Talk to us

Work with us

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GDD + Related Sessions

Wednesday, 15 October
- Rights Protection Mechanisms: User Feedback
- DNS Risk Framework
- GDD Service Delivery, Customer Service & SLAs
- Universal Acceptance

Thursday, 16 October
- DNSSEC Key Rollover Workshop
- Thick WHOIS Implementation (Working Session)
- Deploying the IETF’s WHOIS Replacement