Singapore to Buenos Aires
A look at what we’ve accomplished
Technical and Security, Stability & Resiliency

Key Accomplishments since ICANN 52

- Delivered 29 identifier security / operations trainings across all of ICANN’s regions. Launched a “train the trainer” course on DNS operations with partner Network Startup Resource Center.
- Public consultation on draft plan for rolling the Root Zone DNSSEC Key Signing Key to be initiated immediately after ICANN 53.

A New Role within ICANN

David Conrad, Chief Technology Officer, leading ICANN’s newly formed Internet Technology Coordination Team.
IANA Functions

- Executed plan to upgrade cryptographic hardware for signing root zone
- Publication of a booklet describing the IANA functions. Available as you leave this session!
- Met service level agreements for Names, Numbers & Protocol Parameters

Q3 Metrics
(originally reported on 23 April 2015 during Stakeholder Call)

<table>
<thead>
<tr>
<th>Names</th>
<th>Numbers</th>
<th>Protocol Parameters</th>
<th>General</th>
</tr>
</thead>
<tbody>
<tr>
<td>395 requests</td>
<td>1 requests</td>
<td>1,084 requests</td>
<td>314 requests</td>
</tr>
<tr>
<td>51% increase from FY15 Q2</td>
<td>0 requests in FY15 Q2</td>
<td>13% increase from FY15 Q2</td>
<td>21% increase from FY15 Q2</td>
</tr>
</tbody>
</table>
Domain Name Industry Engagement

**PICDRP**
Standing Panel expanded to seven panelists.

**New gTLD Program Reviews**
First Global Consumer Study on Domain Name System published. Public comment on draft Rights Protection Mechanisms review completed.

**Survey**
Initiated a Registry Engagement Survey to measure performance.

**Registrar Accreditation**
Public comment completed on revising Accreditation Agreement to aid underserved regions.

**WHOIS (RDDS) Advisory**
Finalized with community. Clarifies provisions in registry and registrar agreements.
Initiatives

1 Universal Acceptance
• Steering Group (UASG) leadership seated and charter established.
• Executive briefing paper produced – includes what “Universal Acceptance-ready” looks like.
• Email address internationalization identified as biggest challenge to achieving success.

2 Internationalized Domain Names
• Arabic and Armenian script communities completed proposals for Label Generation Rules. Currently available for public comment.
• Six scripts added in recent update of Maximal Starting Repertoire (Armenian, Ethiopian, Khmer, Myanmar, Thaana, Tibetan)
New gTLD Program: Driving Toward Completion

Withdrawn: 522
Withdrawal Expected: 133
Prior to Contracting: 259
In Contracting: 318
Contracted: 660
Delegated: 1277

Potential Unique Strings: 1277
660 Delegations and Counting

North America: 308 gTLDs
Latin America/Caribbean Islands: 31 gTLDs
Africa: 6 gTLDs
Europe: 208 gTLDs
Asia/Australia/Pacific Islands: 107 gTLDs

Total: 660 Delegations
Contestion Resolution Statistics

- 88% complete – 204 of 233 contention sets resolved
- 40 sets resolved since ICANN 52
- 29 sets remain to be resolved
- 13 sets resolved via ICANN Auction;
  3 resolved since ICANN 52

Net proceeds to date: US$ 58.8M

- Funds segregated. Community discussing use in Buenos Aires.
- Details of the proceeds can be found at:
  http://newgtlds.icann.org/en/applicants/auctions/proceeds

Why Auctions?

Only one registry can operate a top-level domain. Auction is the “mechanism of last resort” for resolving contention for the same string.

Attend the Session

Wednesday, 24 June
17:00 ART
Retiro C
Operations & Customer Service


Customer Satisfaction Survey tool developed.

85% of registrars now operating under 2013 Registrar Accreditation Agreement covering 96% of total domains.

Global customer service capability established:

- Multi-language
  Arabic, Chinese, English, French, Russian and Spanish

- Los Angeles, Istanbul, Singapore
  24x5 SUPPORT

- Email | Phone | Web
ICANN 53
Objectives for Buenos Aires
Engage with the Community

- Governmental Advisory Committee (GAC), including Intergovernmental Organizations (IGOs)
- Implementation Advisory Groups (IAGs)
- Implementation Recommendation Teams (IRTs)
- Internationalized Domain Name Script Communities
- Law Enforcement
- Non-governmental Organizations (NGOs)
- Registrars
- Registries
- New gTLD Applicants
- Universal Acceptance Steering Group
- And others!
Deliver Updates and Raise Awareness

**New gTLD Program Reviews**
- Work in progress
- Upcoming projects
- Opportunities for participation

**Universal Acceptance**
- Status update on Steering Group
- Opportunities for participation

**Attend the Session**
Monday, 22 June
15:45 ART
Libertador C

**Attend the Session**
Monday, 22 June
18:00 ART
Libertador C
Internationalized Domain Names

**Program Update**
- Label Generation Rules statuses, including which scripts are close to entering the Internet’s root zone

**IDN Root Zone Workshop**
- Steps involved in implementing the procedure for the Label Generation Ruleset
- Issues raised by script communities
Deliver Updates and Raise Awareness (continued)

Registration Data Access Protocol: What’s Next?

- Implementing new protocol
- Work required for RDAP profile
- Future of port-43 and web WHOIS

Registrars and Law Enforcement

- Strategies for addressing crimes related to registration and use of domain names

Attend the Session

Wednesday, 24 June
14:15 ART
Retiro A

Attend the Session

Wednesday, 24 June
13:30 ART
Auditorio
Deliver Updates and Raise Awareness (continued)

Thick WHOIS Policy Implementation Meeting with IRT

- Consistent Labeling and Display draft policy
- Legal review regarding transition from thin to thick of .COM, .NET and .JOBS

Next Steps for WHOIS Accuracy Reporting

- Timeline for next reports
- What to expect in reports
- Contractual compliance update

Attend the Session

Wednesday, 24 June 15:45 ART
Libertador C

Attend the Session

Wednesday, 24 June 17:00 ART
Retiro A
Buenos Aires to Dublin
Creating a Scorecard
IANA Functions

- 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.
Industry Engagement and Services

- Post final policy and announce implementation of the IRTP C.
- Implement case management improvements.
- Release API for Service Level Agreement monitoring for registries.
New gTLD Program and Reviews

- 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.
- Publish the first economic study report.
- Commence the root stability study.
- Publish the Program Implementation Review report.
Operations & Customer Service


- Establish measure and report on new key performance indicators for phone support, quality measurement and customer satisfaction.

- Improve the effectiveness of several key processes through process improvement and re-engineering.
Initiatives

**Universal Acceptance**
Begin defining success factors for the initiative and establish baseline measurement.

**IDN Program**
Release the first version of the Label Generation Ruleset for the Internet’s Root Zone.

**WHOIS**
Publish the WHOIS Implementation Advisory Group report.
Engage with GDD

Visit the GDD Information Booth

Location: Floor 1, near Registration

Hours (ART):
- Mon 10:30 – 14:00
- Tue 08:00 – 18:00
- Wed 08:00 – 18:00
- Thu 08:00 – 12:30

- Provide answers to contracted parties regarding various process flows.
- Discuss operational issues or challenges and work to find solutions.
- Schedule an appointment with GDD subject matter experts.
Engage with ICANN

Thank You and Questions

Reach us at:
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Websites: icann.org, newgtlds.icann.org

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