

LONDON – What's New with the Global Domains Division  
Monday, June 23, 2014 – 13:30 to 15:00  
ICANN – London, England

AKRAM ATALLAH:

Hello, everyone. Good afternoon, and thank you for coming to the GDD session – the Global Domains Division update, if you want. My name is Akram Atallah, and I am responsible for the Global Domains Division.

I have next to me here Christine Willett, who is responsible for mainly the operation of GDD, so all GDD operations.

On my right is Cyrus Namazi, who is responsible for our contracted parties, relationships, and services. We will be talking about all of this in a second.

Next to Cyrus is Elise Gerich, who is responsible for the IANA functions.

Next to her is Chris, who is responsible for all of the online systems that we are putting together to provide the services to the contracted parties as well as hopefully more than that in the future.

So with that, there are some other people within GDD. I'm sure you've worked with a lot of them, so I'm not going to mention everybody. But as you've heard in the announcement, we've just hired David Conrad as new CTO. David is going to be helping us on the technical side. That's his focus. He will be a core member of the team.

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*Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.*

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We have also a lot of support from within ICANN. We work very closely with finance, so that is Xavier Calvez. We work with Allen Grogan, who is actually our Chief Contracting Officer. He is responsible with the legal team to help us with all of our contracts. Allen, why aren’t you sitting here on the table with us if you’re in the room? Okay.

We also work with Maguy Serad, who is the head of Compliance. As you all know, we make the contracts and she and her team make sure that everybody is compliant with the contracts. We work with her on a regular basis to make sure that happens.

The purpose of the meeting was to answer a lot of the questions about what is GDD, and why did we create GDD?

We’re going to try and go through that as quickly as possible, and then take as much time as possible also for answering questions. We’re going to explain things, and please hold your questions until we get through the presentation. Then hopefully we’ll leave more than 45 minutes to answer questions.

So what does GDD do? Please read both the “What We Do” and the “Mission” very carefully because we spent a lot of time crafting these words so we can be very explicit in what we do. But in a nutshell, what we do is we are the implementation arm of ICANN. Basically, when the community comes up with policies, we implement these policies.

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

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Our mission is to serve the global public interests, the registrants and end users of the Internet, by ensuring a secure and stable domain name system, while promoting trust, choice, and competition in the trusted domain name service industry.

I’m sure you’ve heard “trust” multiple times, but we believe that building a trusted domain name service industry is a key for our success – all of us because we believe that the more trusted the registries and registrars are, the more our work is valued. And that’s why we are working with Compliance to actually make sure that everybody is compliant with their contracts but, more importantly, we are establishing a culture of compliance within GDD.

Because we want to make sure that everybody is compliant, our interest is not in finding people not compliant and breach them. Our interest is in making sure that everybody within this industry goes to the next level. We don’t want anybody to be low performers because low performers give a bad reputation to all the good performers within the industry that actually are working very hard to establish their name and their presence. So we are very committed to a culture of compliance within GDD overall.

As you can see here, we get the policies and we actually implement them. The corporate infrastructure of ICANN is all the supporting organizations – HR, Finance, Legal, IT – all of these organizations support us in order to do our job. Then we work with the global stakeholder engagement team and the communications team to reach out to the world to get services to them but also to engage them in becoming contracted parties as well.

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The Global Domains Division focuses on four things: Community Engagement; Policy Implementation; IANA Services; DNS Security, Stability and Resiliency. These are the four main things that we work on. I’m going to go over these one by one.

In the Community Engagement we do – and I’m talking about community, not the contracted parties for now – what we do here is we engage with the community as they are developing policies to make sure that we’re aware of the pipeline of policies that’s coming our way that we have to implement and also to advise and make sure that we work with them to make sure the policies that we get we can implement as well. That’s the first thing that we do.

Then once these policies come to us, we actually work with the community again to come up with implementation plans. We do this through working groups and through public comments and many different bottom-up mechanisms, multi-stakeholder mechanisms, in order for us to get there.

Big examples of that are the new gTLD Guidebook, the Registry Agreement as well as the 2013 RAA, Trademark Clearinghouse and Rights Protection Mechanisms, Spec 13, Name Collision Framework. All of these things we worked with the community on the implementation plans so that we have something that we can implement but also works for what the policies were intended to be. Okay?

Then we get into the policy implementation, and that’s where we actually do the work. Of course, everything starts by deciding whether this policy can be implemented by staff or we need external vendors to

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do it, or it’s a combination of the two. So we issue requests for proposals, we do contracts, we do vendor management, service delivery management, customer support. All of these functions as well as developing tools and capabilities, internally or externally, to meet the service that we need to deliver on.

Of course, you all know the IANA services. You know the allocation of Internet Protocol (IP) addresses, manage the root zone, maintain the Protocol parameter registries for the IETF, and then operate in the .int top-level domain.

These are the main IANA functions that are in our contract with the NTIA. Now, the team in IANA also does some other functions like – Elise, help me out.

ELISE GERICH: Time Zone database.

AKRAM ATALLAH: Time Zone Database and .ARPA, so there are other things that we do, but they’re not in the contract. That’s why we only listed those that are in the contract itself. Next.

The DNS Security, Stability and Resiliency team focuses mostly on really outreach and capability building. That’s a big piece of what we do. We do a lot of training and presentation and training the trainer, especially in the developing world.

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That’s something that we’re also moving to the next level to actually focus on getting our GSE team to be able to expand this training so that we can reach out to more people. John Crain is our chief security and stability officer, and he’s actually in the next room. He couldn’t be with us because he is actually engaged with the RSAC right now.

So we do also some research and analytics on the DNS SSR. We do threat awareness and preparedness, and we ensure that all of our implementations and all of our policies as well actually meet all the DNS security and stability and resiliency requirements. These are very focal for us. They actually participate us across the board in a lot of things that we do but mainly on the DNS issues.

How do we operate? This is what we do, and we’re going to go over a bit on how we do things. This is by no means a comprehensive diagram, but I want you to actually look at it and try to understand how we do things and how escalation happens.

So if we start from the bottom on the left-hand side, you have the gTLD registries and we have all the registrars. Then on the right-hand side, we have users because Compliance receives complaints from all over the world from any user of the Internet. And you have also the IANA function that actually delivers services to the RIRs, TLD managers, IAB, IETF, and other stakeholders as well, including the new gTLDs, existing TLDs, ccTLDs, and so on.

So right now, if you concentrate on (for you) the right-hand side of the screen, we are trying to get all the services through the GDD portal. This is the work that we’re working on right now. All the services might not

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be on the GDD portal, but we want the contracted parties to be able to go to one place where all of their services are present.

These services then will feed into a CRM system – basically Salesforce.com – and from that CRM we get all the tickets and we process them through a Tier 1 support, then GDD operations, then we escalate up to the services team as needs be.

From there, if we need to even go beyond that, that means our understanding or our current services are not meeting the requirements, then it goes out of the realm of an implementation issue and becomes a policy issue.

Then we have to go back and engage the community to either come up with a working group that we work with from the community to resolve the issue and understand how to implement this kind of exception in our services or to develop a PDP or to do something through public comment. We will work with the community on getting a solution to the exception of a particular problem within our services that our services were not able to handle.

Now, as you can see, the contractual compliance is sitting right next to the GDD portal and the CRM. Contractual compliance today goes through ICANN.org, and then it goes through a different system that they use. We want to be able to bring this into the CRM so that a registry or a registrar can not only deal with all of its services on one screen in one place, but also we want them to be able to deal with their compliance issues on the same screen as well.

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So that will be work that is the next phase after we get all the registries and registrar services going through the GDD portal and CRM. That will be work that will extend to the compliance functions, and we will port those to the GDD portal as well as the CRM so that we have a single place where all of these services are provided.

Then hopefully eventually we can do that with IANA as well so that everybody can work from one platform, and all the services are provided from one platform. Next.

The GDD portal overview, again like I said, it’s a central place that we want to facilitate services between stakeholders and the GDD team. We are in the process of developing these services, and we are adding product managers right now and processes to work with the community so that we don’t develop a service, put it in place, and then start working backwards on what is working, and what we need to modify.

That’s very time consuming, so we’re asking the product managers – namely, Chris’ team – to engage the community, define these services, even wireframes and all of that, so that we can all agree how the service is going to work, how the stakeholders are going to use these services, before we work them and put them in. So you can see collaborative requirements gathering but focusing on the user of the service instead of on implementation of the service as it is today.

There are a lot of different things that we are working on. The other big step I think that you’re going to see from us that we haven’t done before is – other than, of course, operational excellence and trying to do



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better testing on our systems before we launch them – is an inclusive launch process.

Which means we want to be able to do alpha release and then beta release and work with a subset of the community to get the kinks out and make sure that everything is working. Then launching a wider version of the program with the service with additional users and then launching it into production. We’re going to define these things with the community so that we can meet everybody’s expectations.

The customer support is something that is very sensitive. Everybody keeps asking about it. We have established the customer service center and, yes, we are going to have everybody write their names on the emails that come out of the customer service so that you know who you’re working with or who you’re talking to when you get an email from them.

But this customer service center that we put together has been growing, and they’ve been gaining knowledge and that’s helping us deliver services better. But it’s still a first front-line of services and as we scale, we need to learn to deal with the majority of the issues through our tickets, through our customer service front line, and through our operational team.

So our goal is that 90% of tickets should be just done as expected. It’s just a processing item. It’s formulated. We’ve done it before; we keep doing it the same way. We expect to clear about 80-90% of these things through this set of people that’s doing customer service and operation in the CRM.

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The next tier of experts is to deal with exceptions. So we want to be able to deal with fewer exceptions and if we don’t get there, then we’re going to struggle and you’re not going to be happy. So we want to be able to put systems in place to clear the majority of the tickets that we have at the level of customer service and operations and then take the exceptions to the team that are experts in these issues.

We are moving the customer support. It will start at the New gTLD Program. We’re moving it to the GDD operations now so that we can cover registrars and registry services. You will see this stuff moving forward.

Then we want to expand that geographically so that we can have people working around the clock from our hubs in Istanbul as well as in Singapore, and therefore be able to close 24x5 working on your tickets. Then we expect that this customer service platform, once we put it together, it will be able to roll out in FY16 to outside of GDD and encompass all of ICANN. Okay, next, please.

On the service delivery side, you’ve seen that there are a lot of services that the team delivers today. We’re moving a lot more services to the team also so that, the operations team again focuses on the mainstream of each service and then only the exceptions get handled by the expert team. Then our registry services team focuses on relationship building and exception management. That’s really the goal here.

We are working on documenting our procedures. Believe it or not, we do have service level agreements with the operations team, and we need share those things with you so that you can see how well we’re

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doing or how bad we’re doing. We need to make sure that you are happy with your services, so we need to expand our procedures and tools for tracking our delivery times and all of the things that you’re looking from us.

On the contract, services, and relationship management side, our team, Cyrus’ team – both for the registries and registrars as well as the engagement with the policy teams to develop the implementation plans as well as engaging on the technical issues – all of these things are under Cyrus’ team.

The main things we do are four things:

1. Registry and registrar contracts – so we manage the contracts, we negotiate with the registries and registrars, of course, with the support of our contracting team, the legal contracting team.
2. We provide the services to stakeholders, so negotiation of what services need to be implemented, like Spec 13. Anything that is additional that is not existing today get’s done by this team.
3. Technical services.
4. Relationship management.

All of these functions are the work of the team with Cyrus: Christa on registries, Mike Zupke on registrars, Francisco on the technical stuff, and Karen that works a lot on the policy implementation side of things.

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These are all within Cyrus’ team, and they focus there. They’re your relationship team as well, so if you have any issues that’s who you engage with.

Okay. How to better serve our stakeholders. Next slide. We want to hear from you on how to improve things. We received the letter from the registry group and the NTAG, and I think that was a very valuable letter. It gave us a list of things that they are not happy with that they would like to see improvements on.

It was a long letter; it was 26 pages. Hopefully, that next time we’ll ask it will be much smaller, and the next time after that it will be down to one additional item, and then after that it will be “Well, we would like to have something, and everything else is working.”

Now this is ambitious, but I think that’s our goal. Our goal is to meet your needs, deliver to our customers, and then continuous improvements after that. So that’s where we want to get to, and we’re looking forward to working with you in order to do that.

Now, one thing that I think is missing in the staff side is somebody that represents the needs of the registrants and end users. We look also forward to figuring out how to do that within the staff.

Today, the only thing that meets registrant and end users’ needs is through the Compliance team. I think that’s something that needs to change. They are our end customers, and we need to figure out what services they need. We need to have a place for the community to come to for these kinds of services and needs.

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So we’re looking for that. We’re looking to start with a nucleus team next year to address the registrant services and what they need from ICANN and deliver on those.

You will hear from us in the next fiscal year on this item or initiative. We plan to actually have a manager hopefully based in Istanbul or Singapore to start with and then to see the demand from the likes of the ALAC and the Business Constituencies and NPOC and all of the different parties that are not contracted parties on what they think we need to develop in services.

Based on that, we would actually see what staffing needs we will have there and what kind of services we will implement. This is, I think, the next step in the evolution of our services and how we’re going to expand and meet the needs of our end users. Thank you.

So improving our service is focusing on operational excellence, customer focus, culture of compliance, and registrant advocacy. All of these things are in our focus, and we will be working with you, the community, to make sure that we meet all of these things and we deliver them with excellence.

The next thing that I want from you is to actually participate in our meeting. We have a lot of sessions across the board. We have a lot of meetings that are happening, so I’m not going to read all of these things.

But all of these GDD sessions are for you to participate with us, for us to hear your input, see what is meeting your needs, and learn about what we need to do better and to do more in order for us to actually exceed

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your expectations. So please do not hesitate to attend these sessions, ask questions, contribute to them because they will guide our thinking and our actions.

We have an information booth you can visit. We have both to schedule an appointment with any GDD staff about any issue that you may have. We’re going to try this time to put somebody in a booth that will be able to schedule appointments for you in real time.

So if you need to meet with somebody on an urgent issue, we want you to have somebody that you can talk to, a face and a name that also you can follow up with on your issues after you leave this meeting. Please do use this service. We look forward to meeting with you, and also to learn more about the GDD portal and services. Okay?

With that, I think I will leave and let Christine provide a quick update on the new gTLD progress. Then from there, we will take questions and answers. Okay, thank you.

CHRISTINE WILLETT:

Thanks, Akram. So a quick update on the new gTLD program since Singapore, some key accomplishments. We now have 203 withdrawn applications, and 1145 applicants invited to contracting. We’ve gone up to 594 applicants responding to those invitations, which is exciting to see. Some significant progress in the last couple of months. We’ve signed 440 contracts, and a lot of those have gone through pre-delegation testing. This slide didn’t get updated since, what? Yesterday, Kim? We now have 320 delegated new gTLDs.

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The items in orange here are highlighted orange: 76 contracts are awaiting applicant’s signature, 42 have non-compliant COIs. We’ve got applicants who’ve been invited to pre-delegation testing but haven’t scheduled their appointments. Other applicants who have been given ready for delegation but haven’t completed onboarding. Everybody who’s in that orange phase, the ball’s in your court, so you guys have something to do.

We’re continuing to process through the new gTLD program according to our processes and procedures. We’ve got excess capacity at this rate. Because of the slower than expected response for contracting, we actually have some excess capacity in moving things through our pipeline.

In the last quarter we’ve also had some progress in a number of other areas. We’re down to 13 pending objections. All of those are based on stage requested by both sides of those disputes.

We’re down to 17 applications on hold due to GAC advice. We’ve finished 9 total community priority evaluations, leaving 21 remaining. And we have a total of 82 contentions sets resolved.

And a timeline – I know that some of you have asked for a timeline previously. This gives you a little idea not only of the progress that we’ve made to-date but what we are forecasting going forward. As some of you may note, this extends out farther than we’ve been forecasting previously. This forecasts out through FY17 at the moment. These are calendar years, but right now you see the program running through FY17.

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Largely in part due to the contracting process, we’ve got contention resolution – both auctions and CPE which are progressing – but based on those resolutions and the time to contract, we’re still forecasting a longer timeline here on the program than I think any of us had previously expected.

A little more information on GAC advice: we still have some applications subject to category two GAC advice. We’ll publish all these slides afterwards; we’ll make sure that they’re out there. This gives you a little preview into the report on the contention set resolution. We’ve resolved 81 of the contention sets, as I mentioned. We’ve got 131 contention sets which are active scheduled for auction and 21 of those which are on hold.

I think we’ll wrap it up there, and then we’ll turn it over for questions and answers. We’ve got how much time? [50] minutes, I think, left for questions and answers. So if anybody wants to come to either microphone on either side, or if we have anybody in the remote queue?

UNKNOWN MALE: I also want to highlight there is plenty of spare seats up here for people who are standing in the back. You might like to sit down.

UNKNOWN FEMALE: Oh, Amadeo.

UNKNOWN MALE: I was beginning to worry, Amadeo. I didn’t see you for a few seconds.



AMADEO ABRIL:

Thanks. Okay, before the questions and comments, thanks for doing this presentation about the portals and the services. That’s very important because we are moving from one to the other, and sometimes we are not completely sure whether we are adding or we are consolidating. Sometimes we are lost, but that’s normal in a process of transition.

I would say that we are never going backward, so each new incarnation seems better than the previous one, which is good. But also I think it’s very important for another thing that I would request to you, is that beyond the usual suspects – like the people that need always to be the first in the line for the microphone – now we have lots of people that are contracted parties which are not DNS [suspects].

We have at core many customers that are not from the DNS role. Not only that, they will never be mainly DNS people but may attend an ICANN meeting. They’re a little bit lost about what’s their tools and obligations. Indeed, we explain them, but I think it’s very good that somehow instead of being spread in 30 different presentations, there is a way to say, “These are the tools.”

What I think it’s missing that I would advise you to do in the next meetings – because there are many more coming – is something like we’ve been running this DNSSEC for everybody for centuries. So I think we should have something like: Registry operator, what are your main obligations?

Something like an introduction of what really ICANN, not just from the [business] perspective, from compliance, technical side. What are the

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things that we expect from a registry operator that we only explain them and we try to explain them probably according to our priorities or our needs or when we think about something.

That we try to do something more organized about what are the real things that ICANN expects from a registry operator now that we have hundreds of them that are not at all DNS [suspects]. Even though, as I said, people that don’t spend a whole day in the DNS or companies that don’t spend a whole day in the DNS. I think that would be useful.

Another thing that would be useful from my perspective is that customer service I think has been improving in the way they respond. They’re much less defensive than at the very beginning. But still the contract is new – the [inaudible], the name collisions – there are lots of things that are new to everybody. To us and to you and to everybody.

We need to ask qualifying questions as we find them – as we find the questions not the answers, indeed. Sometimes we have the experience talking with other people that probably many of us are asking the same questions. Probably, you should think about having a sort of knowledge base for the most important questions and prevent us from repeating the same questions, even sometimes having different answers from the same questions as well.

But even if they are exactly the same questions, I think it would be useful to keep in mind that this is not normal operation. This is a new run with new rules, with new contracts, with new procedures, with new obligations, with new lots of things that we are all learning. I think this would be also a helpful tool for all of us. Okay? Thanks.

AKRAM ATALLAH:

Thank you, Amadeo. Excellent suggestions. In fact, those are the kinds of things we’ve been thinking about, and your insights and suggestions are quite helpful.

Let me tell you what we’re doing to address some of these issues. Internally – on my staff, at least – we are realigning the team so that we actually recognize and have resources that can manage and service new operators that are coming on board that perhaps don’t have the depth of knowledge and history that most of the so-called “legacy operators” have had. So that’s one thing.

For instance, we’re going to have a dedicated registry services person for onboarding, which is an area that there is a lot of difficulties. There’s a lot of complex issues involved. This person is going to be able to help the applicants and contracted parties at that point get onboarded through our systems.

Christa and her team are planning a roadshow in the coming fiscal year – which begins in a few days, actually – in various regions in the world to provide on-site training on all of these issues that actually you have highlighted. So that will be another avenue for us to help develop and promote the knowledge base that’s needed out there.

The new version of the welcome kit that’s going to be out shortly after London is also going to have additional information that should hopefully be helpful in that regard.

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We also have, actually, a dedicated session on Wednesday on registry engagement. I encourage all of the new operators as well as the existing ones to come attend it because that’s exactly the purpose of it.

Any one of these ideas that you have of the types of things that we can do to help disseminate information to help provide training, if you can email it to us or let us know of your thoughts and ideas, it would just enhance the benefits of the program that much more.

UNKNOWN FEMALE: We have a question from a remote participant, Maxim Alzoba: “We see 24x5 instead of 24x7 on slide 10. Could we hope to have weekend hours covered by service in FY16 as part of global support of GDD?”

CHRISTINE WILLETT: So for FY15, we discussed building up 24x5 during working days. We’ll certainly look at, where feasible, if weekend coverage in each of the regions and through the hubs is feasible. We’ll consider that as we plan for FY16.

That was the only question on-line.

AKRAM ATALLAH: For the record, we are working on Saturdays and Sundays, we’re just not available.

CHRISTINE WILLETT: Okay. No other questions? Amadeo? Okay.

AMADEO ABRIL:

I will not give up! Now, there are two simple questions. One of the recurring problems we have is that sometimes some of our TLDs get stuck somewhere. Usually, it’s after pre-delegation. In between pre-delegation to delegation, it seems like weeks and weeks and weeks and sometimes months happen. We don’t get any requests or any mail, but nothing happens. It’s not directly related with a priority number because with the same or higher priority number the other TLD moves forward.

So the question is we are somehow in the in-between. We don’t know whether this is still GDD or this is IANA. Can you clarify for me at which point this moves as in we should not be sending emails to customer service anymore and just directly IANA? Because sometimes maybe we have an onboarding question, but here is where we don’t have any clarity. And sometimes magically this moves forward, but we don’t know how to push because very often we feel the need from our customers to push a little bit.

The other concrete question I have is, normally we get emails for mostly everything – that it’s a new case, or a new comment, or something on the GDD or CSC – but not always. Can you clarify when we don’t receive emails because we still don’t know when to check directly on GDD because we will not be alerted by email?

CHRISTINE WILLETT:

Thank you, Amadeo.

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So to address the question of moving from pre-delegation testing onto delegation. So you are the program team and the customer service team are still working with you until you receive your token and until you take that token to the IANA RZM system to redeem it. So until you receive that token, please work through the customer service center for any questions.

I will say that we are certainly aware that there has been a disconnect regarding onboarding. So after contracting applicants are invited to begin onboarding, there’s an ONBIR form because we didn’t have enough acronyms.

There’s been a process: we get a contracting contact, then there’s the application contact, and I think there’s been some confusion with applicants about who is getting which emails.

I’d say in the last month, we have reached out to everyone in that queue – everyone who is in that state on a regular basis – to make sure that everyone is proceeding, that they know what the next step is.

So it’s a function of the fact that you do have two portals. We know that it’s an area we want to improve: that the applicants and the primary contact through the applicants go through the applicant portal, the contracted parties – as your now assigned registry operator – go through the GDD portal.

Two sets on contacts, it is challenging. If you feel like you’re stuck and you haven’t heard from us, please send an email to customer service to find out where you’re at. There’s very little in that stage in between that’s a hold up on our part. It’s generally an onboarding issue.

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In terms of when you get emails and when you don’t: we have opportunities for improvement there. As we manage services and as we work to make the way we manage all services consistent, we are going to strive to have a consistent method and mode of interaction for receiving requests for service, notifying you that it’s in process, and notifying you of the next steps and where each request stands, whether it’s any service you request from GDD.

So we have room to improve there, but I’m sure you’re right. I can’t give you a list of which services get emails and which don’t at the moment. But I apologize if you don’t feel like you’re well communicated with on that front. We know we’ve got some opportunities for improvement there.

ELISE GERICH:

Thanks, Christine. This is Elise from the IANA department. You know you can come to the IANA department for delegation if you’ve received the token and a unique URL. If you don’t have those two things, we don’t know you exist.

So I know that you’ve spent a lot of time and energy with the GDD team and you’re working with their customer support and service, but when you get those two things – the token and the unique URL – then that will allow you to use the root zone management system to start the delegation process. If you don’t have those two things, you’re still talking to the GDD team and customer service.

Thank you.

JACOB MALTHOUSE:

Sorry, I know we’re nearing the end of the session. It’s Jacob Malthouse, NTAG Chair, one of the culprits behind the lengthy letter that you received with suggestions for making things better.

I just wanted to say that thus far the response from the GDD has been very positive and constructive. I think the approach to working collaboratively with registries and applicants going forward to resolve issues will certainly bear fruit in the future. So thanks for being open, and let’s keep that dialogue going.

Cheers.

AKRAM ATALLAH:

Absolutely. Thank you, Jacob. We encourage the registrars to actually get their thoughts together. If they can agree on a list of features and issues that they would like us to prioritize or help us to prioritize also, that would be very helpful.

As Jacob said, we’ve actually committed to work on this list. We’re going to hold some interim meetings, as well, between the ICANN meetings so we can make faster progress and hope to close on all of these issues. As Fadi said, 7/10 is not a very good mark, so we want to get that 10.

Thank you.



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JIM PRENDERGAST: Hi, guys. Jim Prendergast, Galway Strategy Group. At delegation, is there a wait right now, or are you still under the 20 delegations per week?

AKRAM ATALLAH: The 20 delegations per week was an average that we put out because we committed to do no more than a 1,000 per year. So 1,000/52 is roughly 20 a week. So we did not commit that we would not go over 20 a week, but we don’t want to do 100 a week either. We want to be able to meet the needs of the community but to keep it below 1,000 a year and keep it spread out over the year, so not have large spikes.

Right now, we are actually below capacity. We can do probably up to 50 a week. If we work with our service provider, within two to three weeks we can up the service capacity. But, right now, we’re below 20, so we have room.

JIM PRENDERGAST: So from when you get the notice that you’re ready to move to delegation, what’s that? Is it a week? Is it two weeks? How long does that process usually take? Assuming no backlogs.

AKRAM ATALLAH: There is a difference between moving from delegation versus scheduling pre-delegation testing. So what I was talking about was actually pre-delegation testing. Delegation...

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JIM PRENDERGAST: I was asking delegation, yes.

AKRAM ATALLAH: Delegation is actually what IANA does, and IANA has a lot more capacity than we need.

ELISE GERICH: I always want more capacity. Anyway, it’s been taking on average about seven days per delegation. Some have gone as fast as two days. Some have gone over seven days. But on average it takes from the time you get your token and submit it into the root zone management system, the average is seven days.

JIM PRENDERGAST: And there’s no waiting list right now?

ELISE GERICH: There’s no wait, no.

JIM PRENDERGAST: Okay, thanks.

ELISE GERICH: No. We do them and start the process immediately when we receive the request. It’s all in a system.

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RAY FASSETT: Hello. Ray Fassett with the registry group number of TLDs. I just wanted to say that the GDD information booth is a really good idea. I have no idea what this [Lozano] API monthly reporting thing is. I think that's going to help me out a lot to get to the finish line and make Maguy happy.

So thank you.

AKRAM ATALLAH: Everybody wants to make Maguy happy. Nobody wants to make her upset.

UNIDENTIFIED FEMALE: Easy crowd today. You made them happy, Akram.

AKRAM ATALLAH: Very good.

UNIDENTIFIED FEMALE: Okay. Thanks, everybody, for joining us today. Please go ahead and take a look at the other sessions that are coming up later today and the rest of the week.

Thank you all.

**[END OF TRANSCRIPTION]**