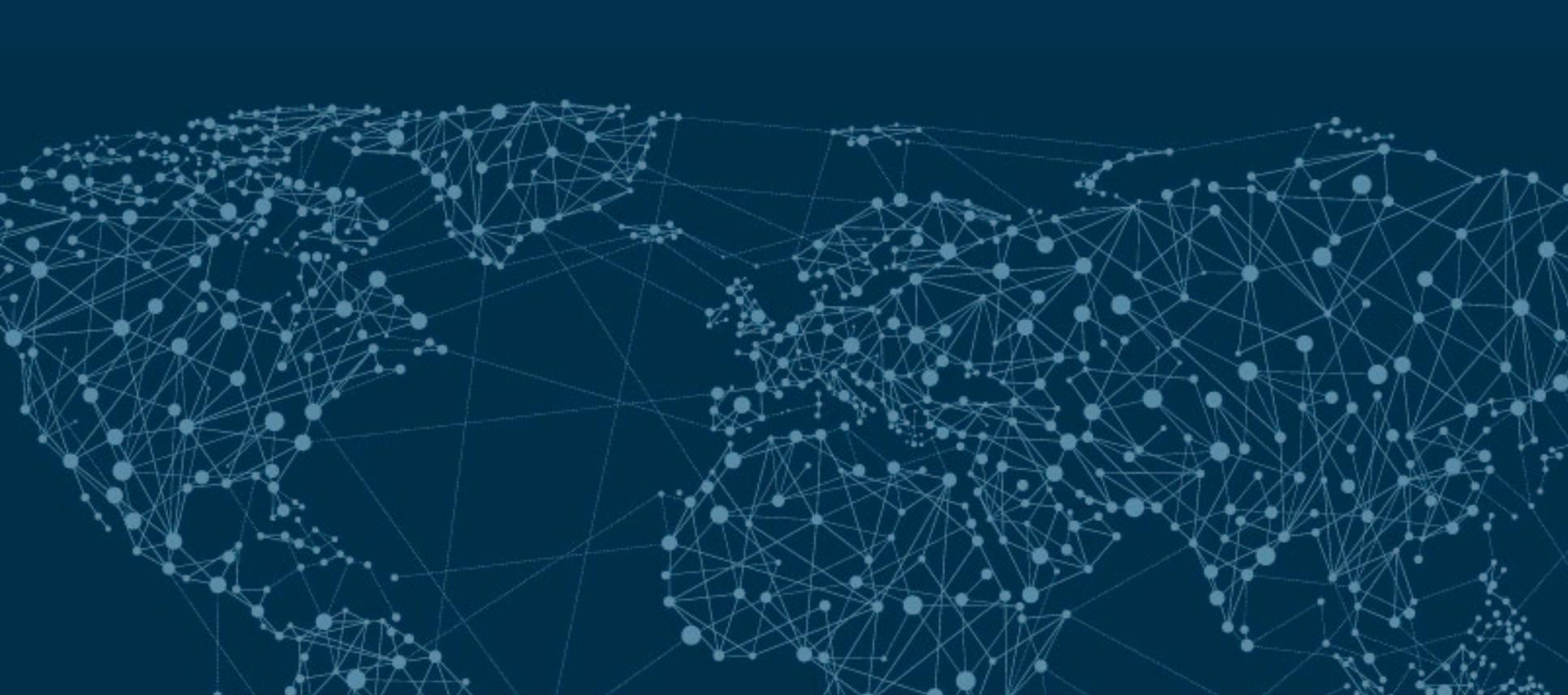


ICANN | 52

Singapore

8-12 FEBRUARY 2015





Global Domains Division Update

Akram Atallah | ICANN 52 | 9 February 2015



Los Angeles to Singapore

A look at what we've accomplished

Security, Stability, Resiliency and Technical

- ⦿ Conducted 62 presentations and trainings across ICANN's five regions
- ⦿ Delivered on 18 requests for assistance on identifier SSR issues
- ⦿ Released bi-annual SSR activity report
- ⦿ Selected seven DNS / DNSSEC experts from the community to join Root Key Signing Key rollover design team
- ⦿ Assessed implementation of SSR Review Team recommendations and developed update for ICANN 52
- ⦿ Collected and analyzed software and process requirements for IANA stewardship transition
- ⦿ Spoke at technical forums: Future Internet Summit (China), IETF (U.S.) and NANOG63 (U.S.)

IANA Functions

- ⊙ Published results of IANA functions customer satisfaction survey – 93% of respondents report overall satisfaction
- ⊙ Continued to meet and exceed Service Level Agreement with Internet Engineering Task Force
- ⊙ Published monthly reports for all root zone changes
- ⊙ Delegated 76 top-level domains
- ⊙ Processed approximately:
 - ⊙ 1,000 protocol parameter requests
 - ⊙ 210 root zone change requests
- ⊙ Held quarterly Key Signing Ceremonies in November 2014 (Los Angeles) and January 2015 (Culpeper, Virginia)

Industry Engagement

- ⦿ Implemented escalation path for registries
- ⦿ Hosted Registry Roadshow in Istanbul
- ⦿ Participated in registrar events in Bulgaria, Indonesia and Turkey
- ⦿ Conducted outreach sessions with registrars in China and Malaysia via webinars
- ⦿ Presented at industry events in Stockholm, Istanbul, Las Vegas and Washington, D.C.
- ⦿ Surveyed registries to determine how to prioritize document translation
- ⦿ Conducted webinars on Indirect Contention Sets and Post-Contracting
- ⦿ Published paper regarding Registrar Accreditation Agreement insurance alternatives – public comment available now

New gTLD Program

- ⦿ Executed 258 registry agreements; current total = 798
- ⦿ Total delegated new gTLDs = 506
- ⦿ Resolved 46 contention sets; 70% of sets have been resolved to date
- ⦿ Implemented interim milestones to maintain program progress
- ⦿ Supported NGPC / GAC discussion on WHOIS safeguards, security risks, verification and validation of credentials for Cat1 strings, Cat2 safeguards, PICDRP
- ⦿ Supported NGPC / ALAC discussion on PICDRP and Cat1 safeguards
- ⦿ Solicited additional candidates to expand PICDRP Standing Panel
- ⦿ Created online hub for New gTLD Program Reviews
- ⦿ Published draft Rights Protection Review paper
- ⦿ Initiated Consumer Survey to inform review on competition, choice and trust in New gTLD Program

Operations and Customer Support

- ⊙ Resolved over 4,000 cases – more than 80% resolved within seven days
- ⊙ Exceeded customer service target for Tier-1 resolutions past three months
- ⊙ Processed and executed over 300 registrar applications
- ⊙ Completed 24 Registry Agreement Assignment Requests
- ⊙ Evaluated and announced results of three applications for IDN ccTLDs through the Fast Track Program
- ⊙ Launched onboarding welcome calls to new Registry Operators
- ⊙ Deployed knowledgebase within Salesforce.com in preparation for global customer service initiative
- ⊙ Implemented GDD Portal usability enhancements and introduced standard method for requesting services
- ⊙ Developing process for adjusting COI amounts
- ⊙ Created service for Exclusive Registration Period
- ⊙ Launched process for release of 2-character ASCII labels at second level
- ⊙ Released enhanced SLA monitoring system

Initiatives

- ⦿ Facilitated formation of Generation Panels for Armenian, Cyrillic, Japanese, Myanmar and Neo-Brahmi scripts
- ⦿ Delivered on WHOIS Roadmap (table and timeline of all ongoing WHOIS-related efforts)
- ⦿ Published final report on WHOIS Accuracy Reporting System pilot – available for public comment
- ⦿ Launched Implementation Advisory Group on WHOIS Conflicts with National Law
- ⦿ Created a community working group to ramp up efforts on Universal Acceptance of TLDs

A world map where the continents are defined by a network of white dots and connecting lines, set against a teal background. The map is centered and occupies most of the frame.

ICANN 52

Objectives for Singapore

Security, Stability, Resiliency and Technical

- ⦿ Engage with community in knowledge-sharing on most pressing issues related to SSR
- ⦿ Ensure community gets best level of support ICANN can provide in regard to identifier technologies by acting as knowledge base/sounding board
- ⦿ Meet with community members to explain strategy on identifier technology

Attend

gTLD Technical Operations Lessons

Wednesday, 11 February 2015 – 10:30 to 11:45 SGT

- ⦿ Present to the community how IANA functions are administered and maintained

Attend

IANA Department – Who, What, Why?

Wednesday, 11 February 2015 – 09:00 to 10:15 SGT

- ⦿ Engage with the ccNSO community to discuss handling of root zone requests and enhancements
- ⦿ Participate in Root Server Advisory Committee meetings

Industry Engagement

- ⦿ Meet with registries and collect feedback
- ⦿ Advance Specification 11 Security Framework
- ⦿ Engage on Thick WHOIS implementation plan
- ⦿ Discuss WHOIS Data Validation with registrars and law enforcement

Attend

Thick WHOIS Implementation - Meeting with IRT
Thursday, 12 February 2015 – 11:30 to 12:30 SGT

New gTLD Program

- ⦿ Discuss methods to maintain program progress, including interim milestones in contracting and pre-delegation activities
- ⦿ Educate and generate community participation in the New gTLD Program Reviews process

Attend

New gTLD Program: Status, Reviews and Next Round

Monday, 9 February 2015 – 15:30-16:30 SGT

Operations and Customer Support

- ⦿ Provide on-site support for contracted parties in relation to service delivery and service level agreements
- ⦿ Answer general questions about the Global Domains Division

Visit

GDD Information Booth

- ⦿ Discuss / demonstrate ICANN services and systems

Attend

All About AROS: The Automated Registrar Onboarding System

Wednesday, 11 February 2015 – 15:15 to 16:15 SGT

Attend

GDD Portal User Group Workshop

Wednesday, 11 February 2015 – 17:00 to 18:00 SGT

Initiatives: WHOIS, Universal Acceptance

- ⦿ Present WHOIS Roadmap with community

Attend

All Things WHOIS

Monday, 9 February 2015 – 14:00 to 15:15 SGT

- ⦿ Reach agreement on updated WHOIS Clarifications

Attend

WHOIS Clarifications

Wednesday, 11 February 2015 – 17:00 to 18:15 SGT

- ⦿ Engage community on Universal Acceptance

Attend

Universal Acceptance

Monday, 9 February 2015 – 17:00 to 18:15 SGT

Initiatives: Internationalized Domain Names

- ⦿ Discuss Internationalized Domain Names Program projects and progress

Attend

IDN Program Update

Wednesday, 11 February 2015 – 09:00 to 10:15 SGT

- ⦿ Support Generation Panels through workshops

Attend

IDN Root Zone LGR Workshop

Wednesday, 11 February 2015 – 13:00 to 14:15 SGT

- ⦿ Get community feedback on second version of Maximal Starting Repertoire (MSR-2)

A world map composed of a network of white dots and lines on an orange background. The dots represent nodes and the lines represent connections between them, forming a complex web that outlines the continents. The background is a solid orange color with a horizontal band of a slightly darker shade of orange across the middle.

Singapore to Buenos Aires

Creating a Scorecard

Security, Stability, Resiliency and Technical

- ⦿ Publish mid-2015 bi-annual SSR activity report
- ⦿ Provide analysis documents for DNS Risk Framework
- ⦿ Initiate development of revised Advice Registry system
- ⦿ Begin process of enhancing root server system in coordination with RSSAC leadership
- ⦿ Solidify Technical Experts Group to provide concrete input to Board on technical matters
- ⦿ Continue implementation of modifications to Root Zone Management System to facilitate the IANA stewardship transition
- ⦿ Deliver draft of the plan to change root Key Signing Key

IANA Functions

- ⦿ Continue to deliver service that meets the community's key performance indicators and service level agreements
- ⦿ Beginning the refresh of the cryptographic devices for the Key Signing Ceremonies
- ⦿ Publish the 2014 SYStrust audit report
- ⦿ Announce plan and solicit candidates for Trusted Community Representatives (TCRs) for Key Signing Ceremonies

Industry Engagement

- ⦿ Host first contracted parties intersessional meeting in Los Angeles
- ⦿ Complete Specification 11 Security Framework
- ⦿ Full launch of Automated Registrar Onboarding System (AROS)
- ⦿ Launch Registrar Training Program on learn.icann.org
- ⦿ Address Registrar Accreditation Agreement insurance
- ⦿ Publish educational documents for current and prospective registrars
- ⦿ Release API for Service Level Agreement monitoring to allow for data access in near real-time

New gTLD Program

- ⊙ Ensure more than 90% of TLDs are delegated within 12 months of signing the Registry Agreement
- ⊙ Resolve 85% of contention sets
- ⊙ Support NGPC to address remaining GAC Advice on new gTLDs
- ⊙ Publish Program Implementation Reviews reports for comment
- ⊙ Launch Trademark Clearinghouse independent review, Root Stability Review, Economic Study
- ⊙ Complete Rights Protection review report incorporating inputs received during public comment period

Operations and Customer Support

- ⦿ Launch global customer service capability with staff in Singapore and Istanbul
- ⦿ Meet or exceed Service Level Targets
- ⦿ Conduct customer satisfaction surveys
- ⦿ Implement case management improvements
- ⦿ Deploy CRM enhancements to optimize service delivery
- ⦿ Launch process for registry operators to adjust COI amounts in line with registration levels

Initiatives

- ⦿ Seat new Generation Panels for additional script communities
- ⦿ Plan first release of Label Generation Rules for the Root Zone
- ⦿ Begin development of open-source LGR tool to assist with label validation and determining variants
- ⦿ Conclude ongoing WHOIS-related implementation matters
- ⦿ Launch Implementation Advisory Group for forwarding inaccurate WHOIS reports to registrars
- ⦿ Initiate community dialogue on ICANN-related privacy issues
- ⦿ Conclude Implementation IRTP C Consensus Policy Recommendation efforts
- ⦿ Initiate Implementation IRTP D Consensus Policy Recommendations

Engage with ICANN



Thank You and Questions

Reach us at:

Email: CustomerService@icann.org

Website: <http://www.icann.org>



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