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LOS ANGELES

Registry Services Update

Krista Papac
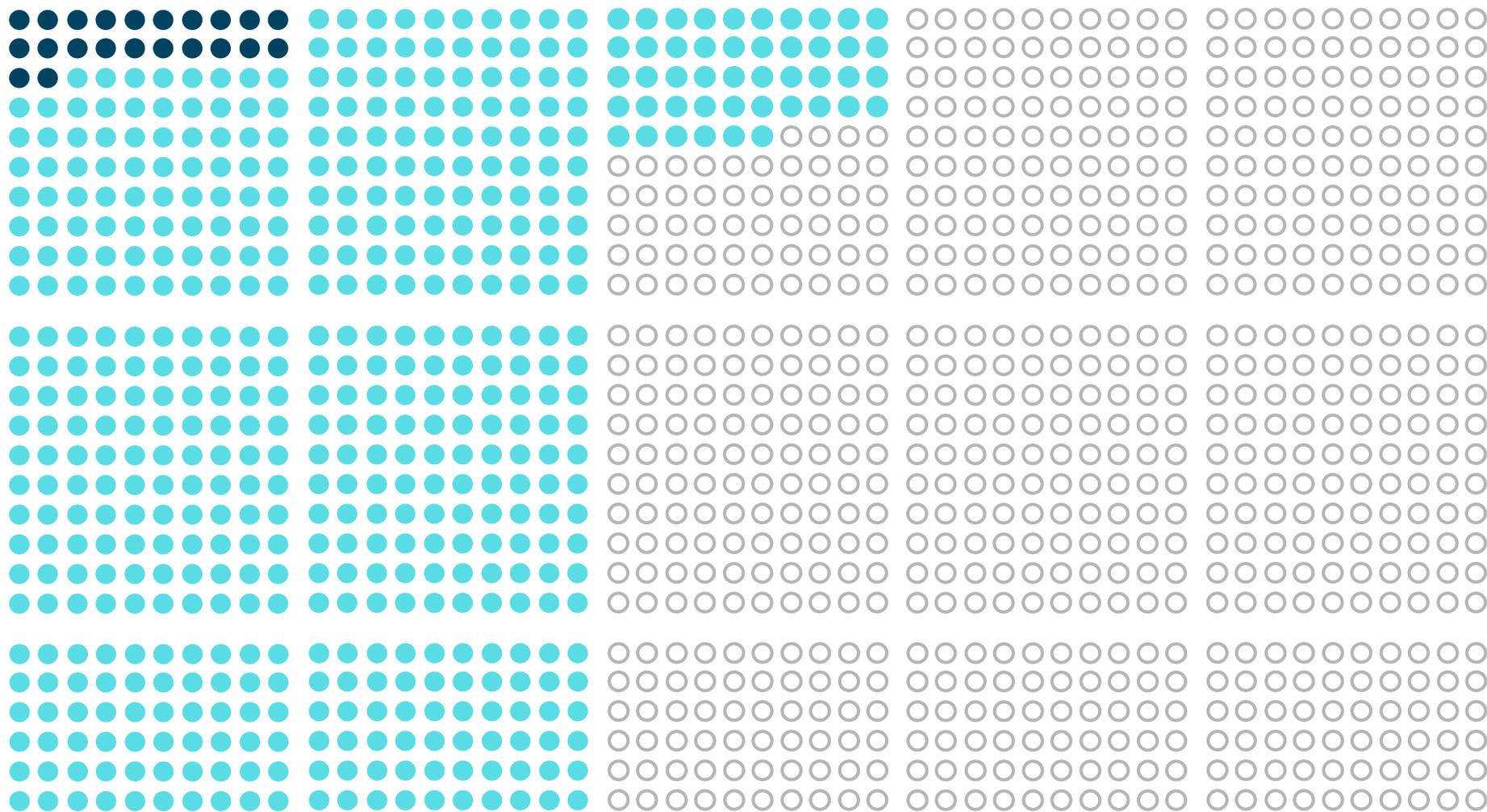
Director, Registry Services

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…

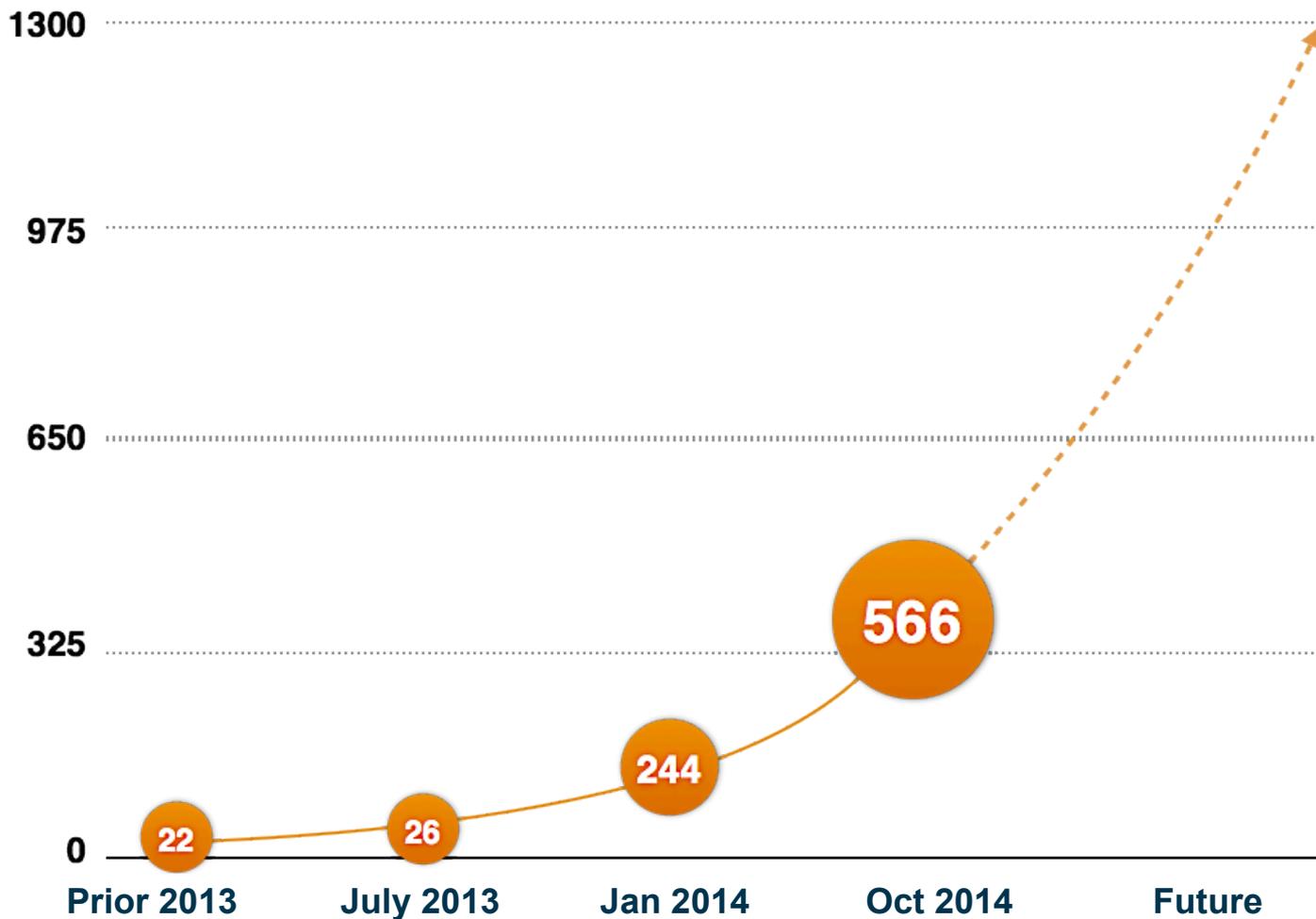**566** Contracted gTLD Registry Operators (as of 10 October 2014)

The Industry Keeps Growing and Growing…

566 Contracted gTLD Registry Operators (as of 10 Oct)

22	26	244	566	
Prior 2013	July 2013	Jan 2014	Oct 2014	Future

ICANN

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:

  ○ Understand your business challenges and

  ○ Build on our capabilities to **optimize efficiency** and **achieve our respective goals**

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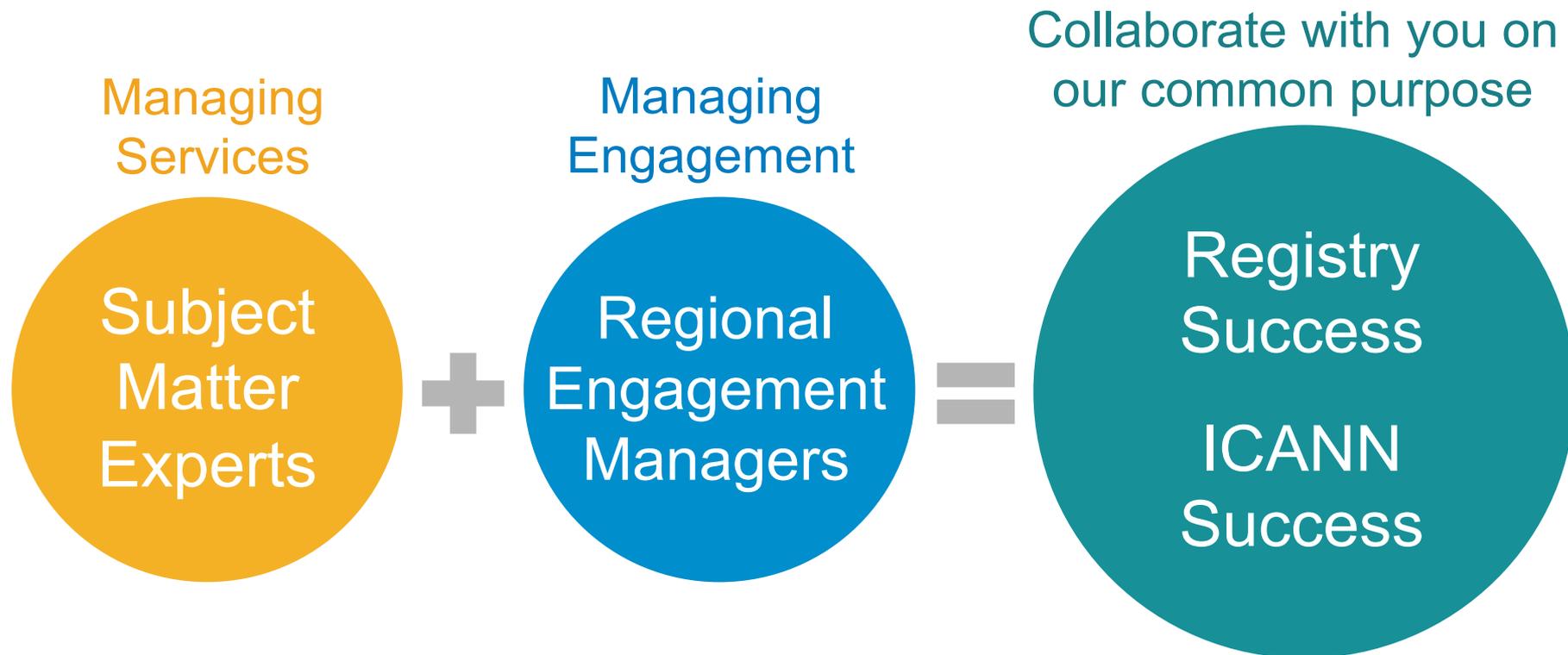
How We Provide Value

- Your **advocates** within ICANN

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

- Your **escalation point** for assistance and guidance

.TLD
Registry
Operator

Registry Services and Engagement Managers: **Dual Roles**

Managing Services

Subject Matter Experts

+

Managing Engagement

Regional Engagement Managers

=

Collaborate with you on our common purpose

Registry Success

ICANN Success

ICANN

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

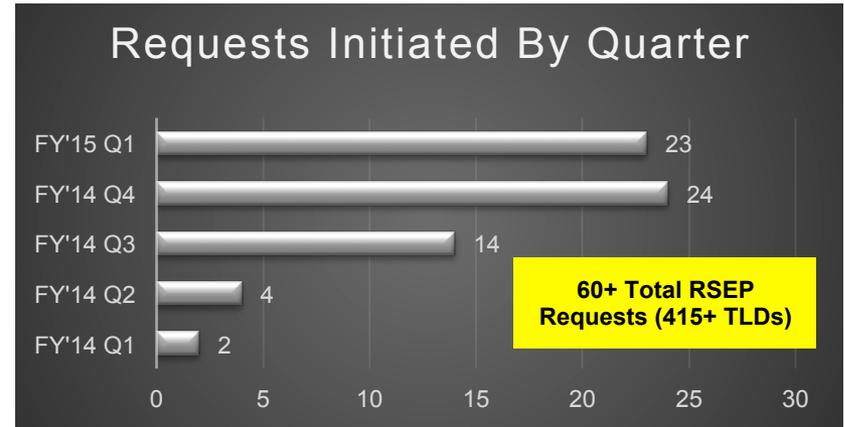- **Manage** lifecycle of services

Services: What's Available?

Service Category	Service List	Systems and Tools
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	

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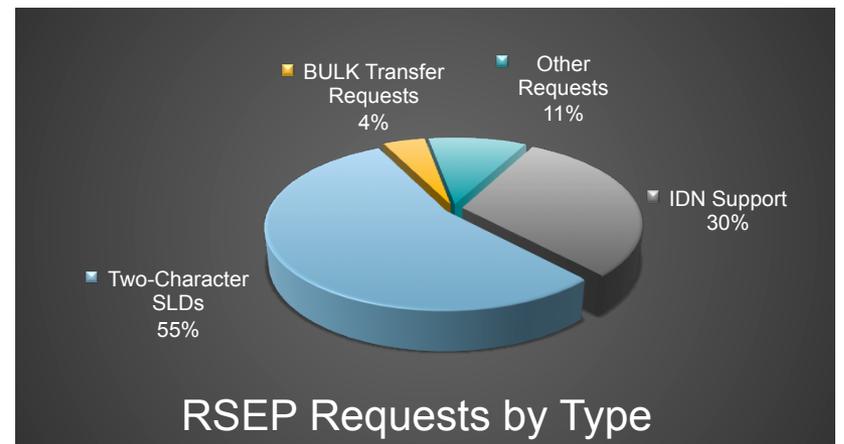# Registry Services Evaluation Policy (RSEP)

Process overview

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

What we hear

o It's unclear how to submit and track RSEP requests

o The RSEP process can be further streamlined

What we see

Requests Initiated By Quarter

Quarter	Requests
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 Requests by Type

- BULK Transfer Requests 4%
- Other Requests 11%
- IDN Support 30%
- Two-Character SLDs 55%

RSEP (continued)

Current challenges

- o Scaling systems and the process to meet the growing demand

- o Clear communication of timelines and next steps for requests

Addressing these challenges

- o Operationalizing the processing of RSEP requests and related contract amendments

- o Exploring migrating request submission from RRS tool to GDD Portal

- o Educating registries on the RSEP process through the Registry Roadshow

- o Building "how to" guidance documents and looking at ways to streamline certain requests
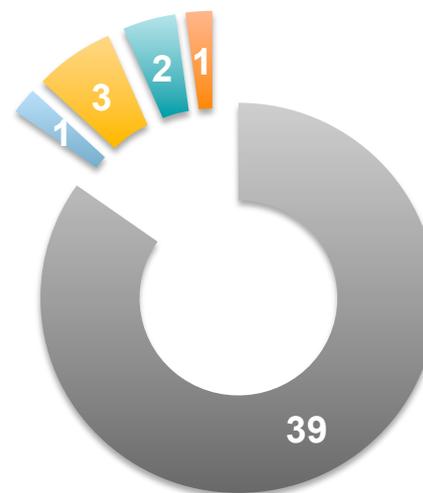
Services: Contract Assignment

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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Services: Contract Assignment (continued)

Current challenges

o 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

o Educating registries on the process and considerations through the Registry Roadshow and GDD Portal cases

o Registry Operators should submit an assignment inquiry in advance so ICANN can assist with preparing formal request

o 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

o Competing system priority requests

o Clarity around user requirements

Addressing these challenges

o Designated a GDD Portal Technical Product Manager to gather requirements and implement solutions

o Established a GDD Portal working group that helps define requirements and assists with beta test activities

o 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

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

Relationship Management Defined

- You've got mail!

  o Registry Operators and potential Registry Operators received an introductory email from their respective Engagement Managers

- Methodology of account assignments

  o Geographic location of primary contact

  o Existing relationships

  o Grouping of portfolios

- Principles of engagement

  o We handle the exceptions

  o We listen and help you work with you through challenges

Escalation Path for Exceptions

.TLD Registry Operator

Designated Engagement Manager

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
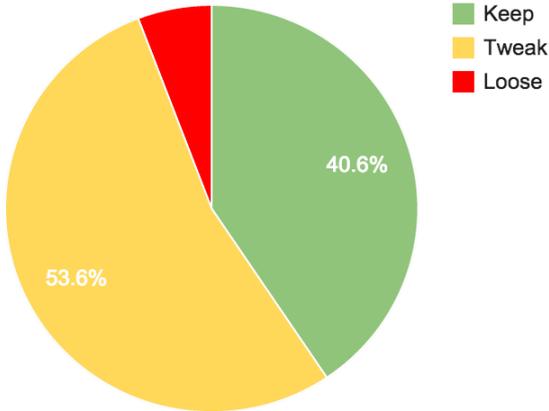
Registry Roadshow: Updates

- L.A. (9-11 Sept. 2014)
  Tokyo (24-26 Sept. 2014)

- 110+ attendees representing approximately 1000 New gTLDs as Registry, Applicant and/or Service Provider
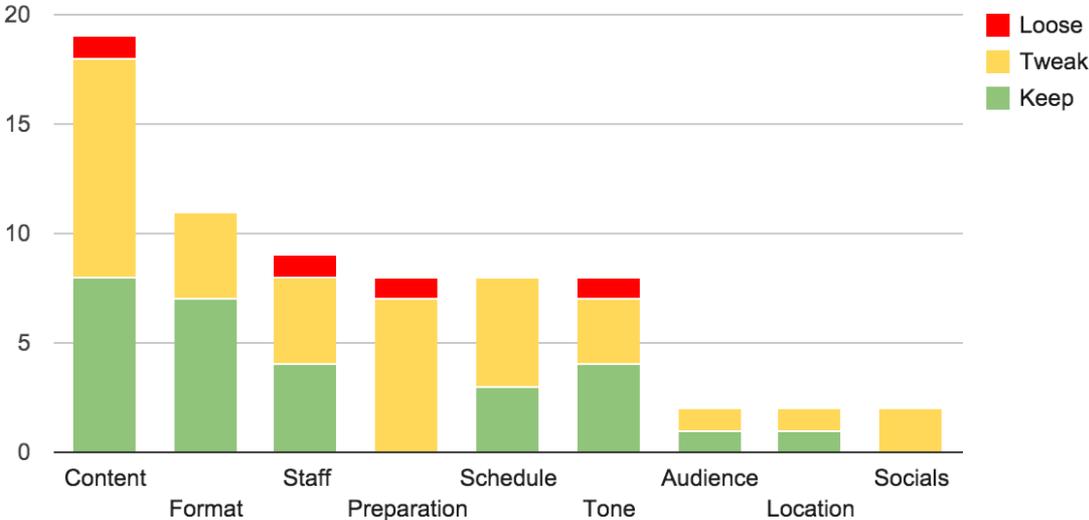
- This is not your average ICANN meeting
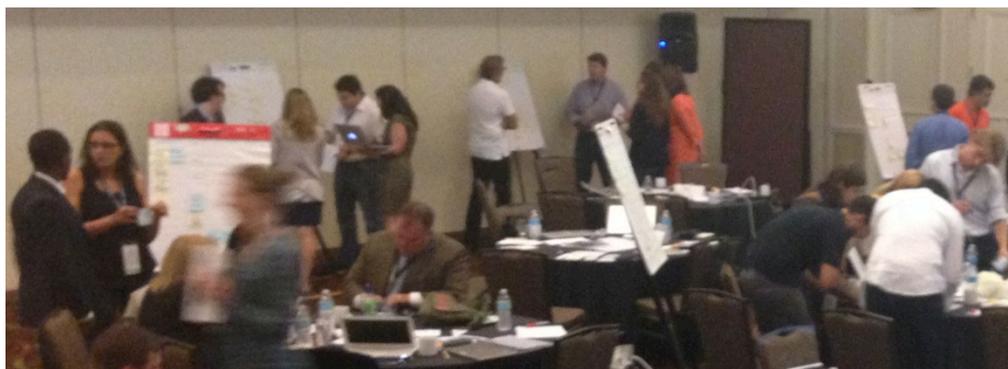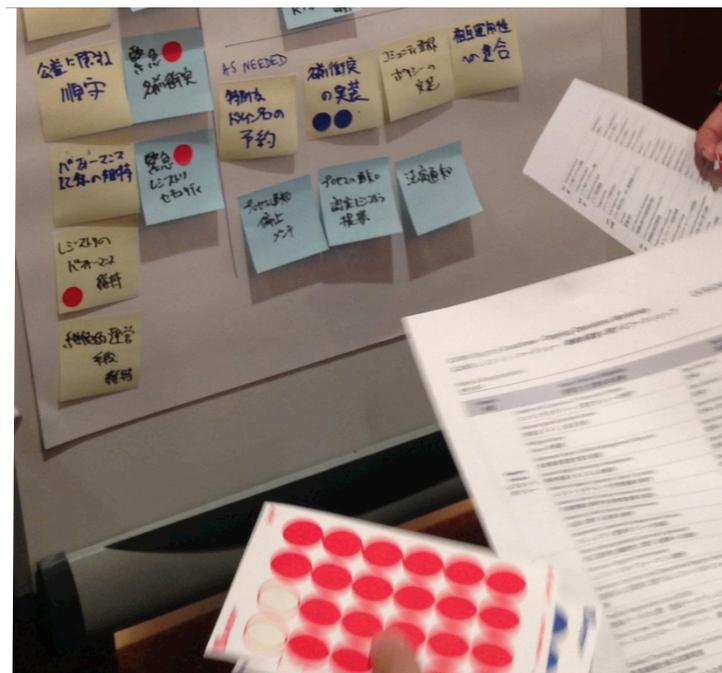
Registry Roadshow: Feedback

- ## Feedback we collected

Roadshow : Keep | Tweak | Loose (Overall)

- Keep
- Tweak
- Loose

40.6%

53.6%

Roadshow : Keep | Tweak | Loose (Categorized)

- Loose
- Tweak
- Keep

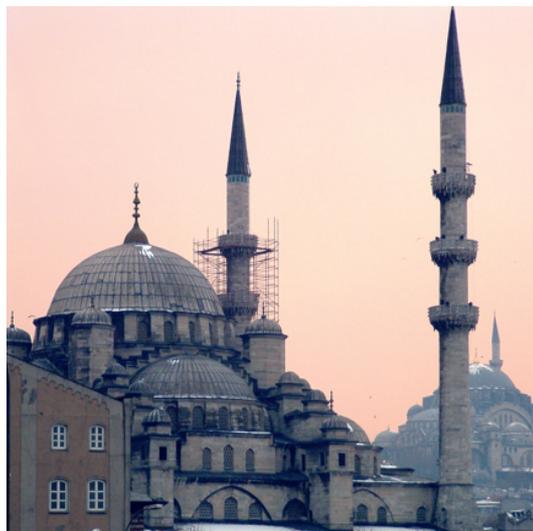Content Format Staff Preparation Schedule Tone Audience Location Socials

"Humanized ICANN" – L.A. Participant

"A turning point in the relationship" – L.A. Participant

"Never seen before in 14 years of ICANN" – Tokyo Participant

Registry Roadshow: Istanbul

- Date: 19-21 November 2014

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

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

Policy Implementation

Get involved!

Policy Implementation: What Are We Doing?

- **Additional Whois Information Policy (AWIP)**

  o **Who**: All gTLDs registries and registrars – **When:** by 31 January 2015

  o Provide a link or URL next to each EPP status code

  o Include the Globally Unique Registrar ID (GURID, or IANA ID)

- **Thick Whois Policy**

  o **Who**: All gTLDs – **When:** In the coming 1 or 2 years

  o Transition form thin to thick Whois for .COM, .NET, .JOBS

  o Consistent labeling and display of output for all gTLDs as per Specification 3 of RAA 2013

- **Protection of IGO/INGO identifiers**

  o **Who:** All gTLDs – **When:** In the coming 1 or 2 years

  o Reservation of IGO and INGO names (Red Cross, Red Crescent, IOC, others)

  o 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)

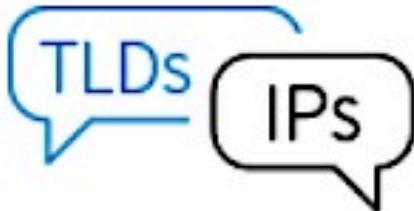- Attend GNSO meetings or catch up on recordings and transcripts at:

  o http://gnso.icann.org/en/group-activities/calendar

Final Thoughts

Your Participation is Desired and Valued
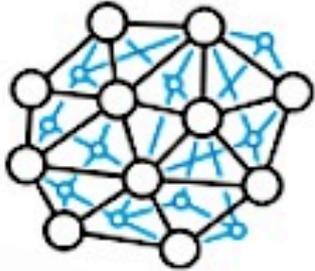
 Get involved
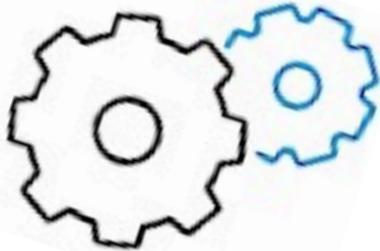
 Talk to us

 Work with us

GDD + Related Sessions

Wednesday, 15 October

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

Thursday, 16 October

- o DNSSEC Key Rollover Workshop
- o Thick WHOIS Implementation (Working Session)
- o Deploying the IETF's WHOIS Replacement