Buenos Aires to Dublin

A look at what we’ve accomplished
IANA Functions

Goals & Outcomes

❌ 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.

**FY 2016 Q1 Metrics**

(originally reported on 6 October 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>396 Requests</td>
<td>1 Allocation</td>
<td>972 Requests</td>
<td>371 Requests</td>
</tr>
</tbody>
</table>

| General Requests |
New gTLD Program

Goals & Outcomes

- 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.

FY 2016 Q1 Metrics

(Originally reported on 6 October 2015 during Stakeholder Call)

<table>
<thead>
<tr>
<th>Strings Delegated</th>
<th>IDN Delegations</th>
<th>New Registry Agreements</th>
<th>Contention Sets Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>80</td>
<td>12</td>
<td>197</td>
<td>3</td>
</tr>
</tbody>
</table>

Totals as of 16 Oct 2015

- 769 Delegations
- 63 IDNs
- 1,200 Registry Agreements
- 208 of 233 Contention sets resolved
New gTLD Program Reviews

Goals & Outcomes

- Publish the first economic study report.
- Commence the root stability study. ✗
- Publish the Program Implementation Review report.

Additional Accomplishments

- Revised Rights Protection Mechanisms report published
- Domain registrant survey published
- Competition, Trust & Choice metrics webpage launched
Industry Engagement and Services

Goals & Outcomes

✔️ Publish final policy and announce implementation of the IRTP C.
✔️ Release API for Service Level Agreement monitoring for registries.

Additional Accomplishments

- Waived CGL insurance requirement for registrar accreditation
- Hosted first GDD Summit in September 2015.
- Approved 4th registrar data escrow Third Party Provider
- Issued draft of RDAP operational profile for discussion.
- Launched first phase of process for handling comments on registry requests for two-character letter/letter labels
Initiatives

Goals & Outcomes

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

- **Internationalized Domain Names**: Release the first version of the Label Generation Ruleset for the Internet’s Root Zone.

Accomplishments

- **Universal Acceptance**: “An Analysis of New gTLD Universal Acceptance” published

  - **Internationalized Domain Names**
    - Arabic, Armenian communities first to submit Label Generation Rules proposals
    - Lao, Thai script Generation Panels formed
Global Support Center

Goals & Outcomes

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

FY 2016 Q1 Metrics
(or originally reported on 6 October 2015 during Stakeholder Call)

<table>
<thead>
<tr>
<th>Case Volume Trending</th>
<th>Case Backlog</th>
<th>Case Resolution Time Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,069 opened</td>
<td>151 unresolved</td>
<td>92 % in 7 days</td>
</tr>
<tr>
<td>3,292 resolved</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Operations: ICANN53 – ICANN54

- 579 Registrars accredited
- 2,121 Total accredited registrars
- 46 Registry assignments processed
- 915 Contracted party cases closed
Operational Goals

Complete consideration of Governmental Advisory Committee advice on the New gTLD program

Submit WHOIS Conflicts Implementation Advisory Group recommendations to GNSO

Execute 20 new gTLD registry agreements (reach 1,220 in total) and delegate over 100 new gTLDs (reach 870 in total)
Operational Goals

- Capture Global Support case and call quality metrics and begin reporting them in operations dashboard.

- Define and rollout product management methodology for service and technical product development.

- EFQM (European Foundation for Quality Management) assessment of internal processes.
Operational Goals

Publish monthly IANA functions performance reports on IANA.org
Strategic Initiatives

Complete changes to Root zone Management Software to remove administrator role and start parallel testing process.

Build out detailed project plans for all IANA Stewardship transition implementation projects.

Finalize Thick WHOIS Consistent Labeling and Display, and IGO/INGO whole name Identifiers.
Strategic Initiatives


Strategic Initiatives


2. Publish RDAP implementation framework for public comment.

3. General release of API for SLA monitoring system.
Strategic Initiatives

Complete implementation of IRTP-D recommendations.

Complete revision of Trusted Community Representatives selection and refresh policy.
GDD at ICANN54 in Dublin

Monday

New gTLD Program: Reviews & Related Activities

Universal Acceptance of TLDs

New gTLD Program Implementation Review

Tuesday

Root Stability Study Workshop

Wednesday (continued)

Policy Implementation IRT: IGO/INGO Identifiers Protection

IDN Program Update

Spec 11 Security Framework Drafting Team Face to Face

Registration Data Access Protocol Implementation

IDN Root Zone LGR Workshop

Registrars/Law Enforcement

Wednesday

Competition, Consumer Choice and Consumer Trust Review: Survey and Data Workshop

Thick Whois Policy Implementation with IRT

Thursday

Registry Operator Roundtable

GDD Info Booth in main foyer
Questions and Feedback

Are we on the right track?

Engage with Us

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ICANN.org
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linkedin.com/company/icann