

The background of the image is a night-time photograph of a cityscape in Abu Dhabi. On the left, several tall, modern skyscrapers with glass facades are illuminated with blue and white lights. In the center, there is a large, ornate fountain structure with a sign that reads "Emirates Palace" and "الجزيرة العمانية". To the right, a large, illuminated archway with a dome and classical architectural elements is visible. The foreground is filled with colorful flower beds in shades of white, red, and purple. The sky is a deep red and orange, suggesting a sunset or sunrise. The overall scene is vibrant and modern.

ICANN
ANNUAL GENERAL

60

ABU DHABI

28 October–3 November 2017

Global Domains Division Action Plan to 2017 Contracted Party Survey

Presented or referenced at various sessions during ICANN60

ICANN 60

October 2017



Global Domains Division Charter

The Global Domains Division is the unit of ICANN that engages the Internet community to implement ICANN domain name policies through contracts and services, and delivers IANA functions.

Purpose

- To serve the global public interest, the registrants and end users of the Internet by ensuring a secure and stable domain name system (DNS), while promoting trust, choice, and competition in the trusted domain name service industry

How we go about this

- By earning the trust of our stake-holders, by holding ourselves and our contracted parties to high standards of conduct, and by optimizing our operations in order to provide high quality, secure services that can scale to support global expansion.

Our Ultimate Goal

- To be respected for operational excellence within a trusted global market for domain name services.

2017 Contracted Party Survey Results

- ◎ Survey Results published on the GDD Metrics page of ICANN.org
 - <https://www.icann.org/resources/pages/metrics-gdd-2015-01-30-en>
 - Detailed Survey Results:
<https://www.icann.org/en/system/files/files/contracted-parties-satisfaction-survey-20jul17-en.pdf>
 - Prerecorded webinar of these slides:
<https://participate.icann.org/p87mms177ho/>
 - Summary Memo from MITA Group:
<https://www.icann.org/en/system/files/files/contracted-parties-satisfaction-survey-memo-05sep17-en.pdf>

Survey Findings: Opportunities for Improvement

- ◉ Obtain a greater **understanding of the challenges** facing registries and registrars and **improve our knowledge** of how the domain name marketplace functions.
- ◉ Ensure the ICANN organization's staff continues to address domain ecosystem challenges with **greater sensitivity to global, regional issues that impact both businesses and communities** that participate in the ICANN organization.
- ◉ Increase proactive communication that contains **greater context and rationale regarding our decisions** while remaining accountable to serving the needs of the ICANN community.
- ◉ Focus our efforts on **designing solutions** with greater emphasis on **simplicity** to ensure contracted parties' adoption.

Response Activities: Better understand the business & regional sensitivities

- ◉ Educate staff by broadening staff's understanding of the Domain Name Industry **business** and the impact of policy on business
 - Learn from you – a “day in the life” of a registry/registrar
 - Attend non-ICANN industry events
 - Develop mechanisms for gathering & sharing knowledge more effectively across GDD
- ◉ GDD partnering with GSE to extend our reach & impact
 - Regional engagement events & materials
 - How can we help you?

Response Activities: Improve Communications

- Provide greater context and rationale regarding our decisions while remaining accountable to serving the needs of the ICANN community.
- Utilize the relationship with the RySG & RrSG
 - Keep each other informed
 - Share ideas and gather feedback before implementing
 - Work towards common goals
 - More effective communications

Response Activities: Design better tools and solutions

- ◉ Partner with contracted parties to design solutions that enable compliance and improve trust in the industry as a whole

GDPR	RDAP Pilot
RSEP Improvements	IGO Policy Implementation
Privacy Proxy	AFAV
Beta programs for our systems	

- ◉ Provide tools to facilitate compliance & make doing business with ICANN easier
 - Naming Services portal
 - API for SLA Monitoring
 - LGR Tables
 - Education Materials



Thank you for your feedback!