

ICANN Contractual Compliance's Report on Meta Issue:

Uniformity of Reporting

12 April 2012

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Objective: To provide the GNSO Council an overview of the report submitted on 16 March 2012

Agenda

- ❑ **Report Request Background**
- ❑ **Report Content**
 - Report Structure
 - Overview of Tools
 - Overview of Process
 - Application Improvement Plan
- ❑ **Compliance data and policy development**

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Report Request Background

The report was requested by the GNSO Council pursuant to Resolution 20111006-2

(<http://gnso.icann.org/resolutions/#201110>) regarding the recommendation by the Registration Abuse Policies Working Group concerning the Meta Issue: Uniformity of Reporting

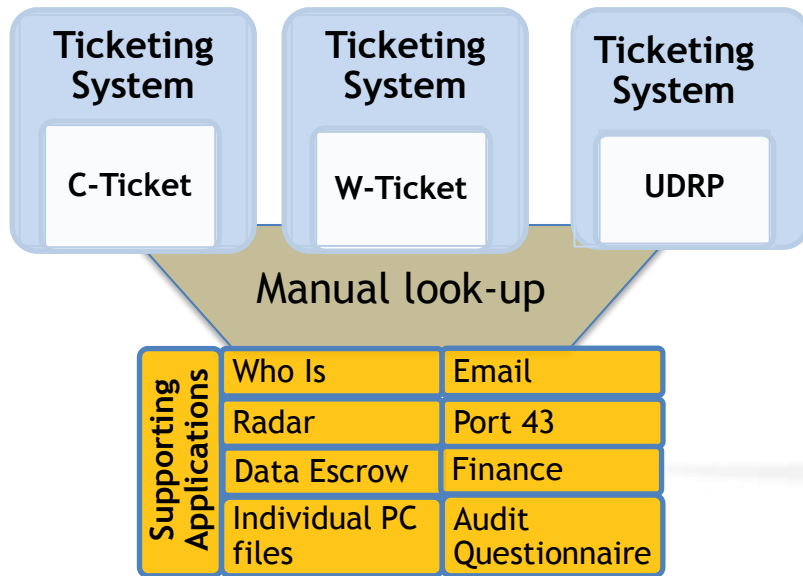
Report Structure

- Existing systems to report and track violations and/or complaints
- Improvements / changes made since the RAPWG Report
- Improvements / changes foreseen in the near future
- Gaps and any improvements that might be desirable but not foreseen at this stage

Overview of Tools

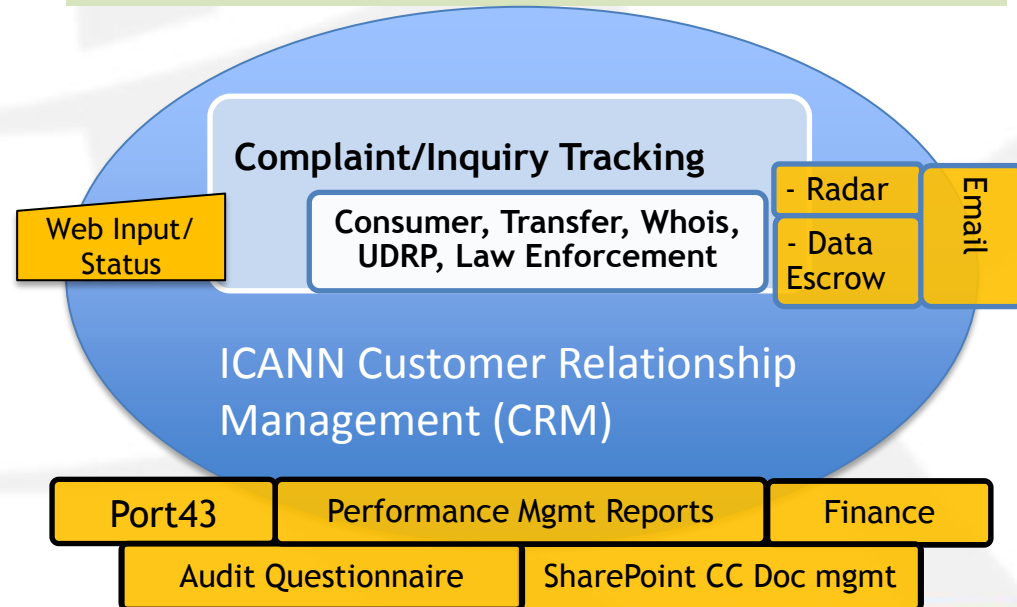
Current

- Separate ticketing systems
- Limited workflow
- 9% automated
- Manual ticket administration, tracking, email counting, etc
- Manual data collection for reporting
- Manual reference validation

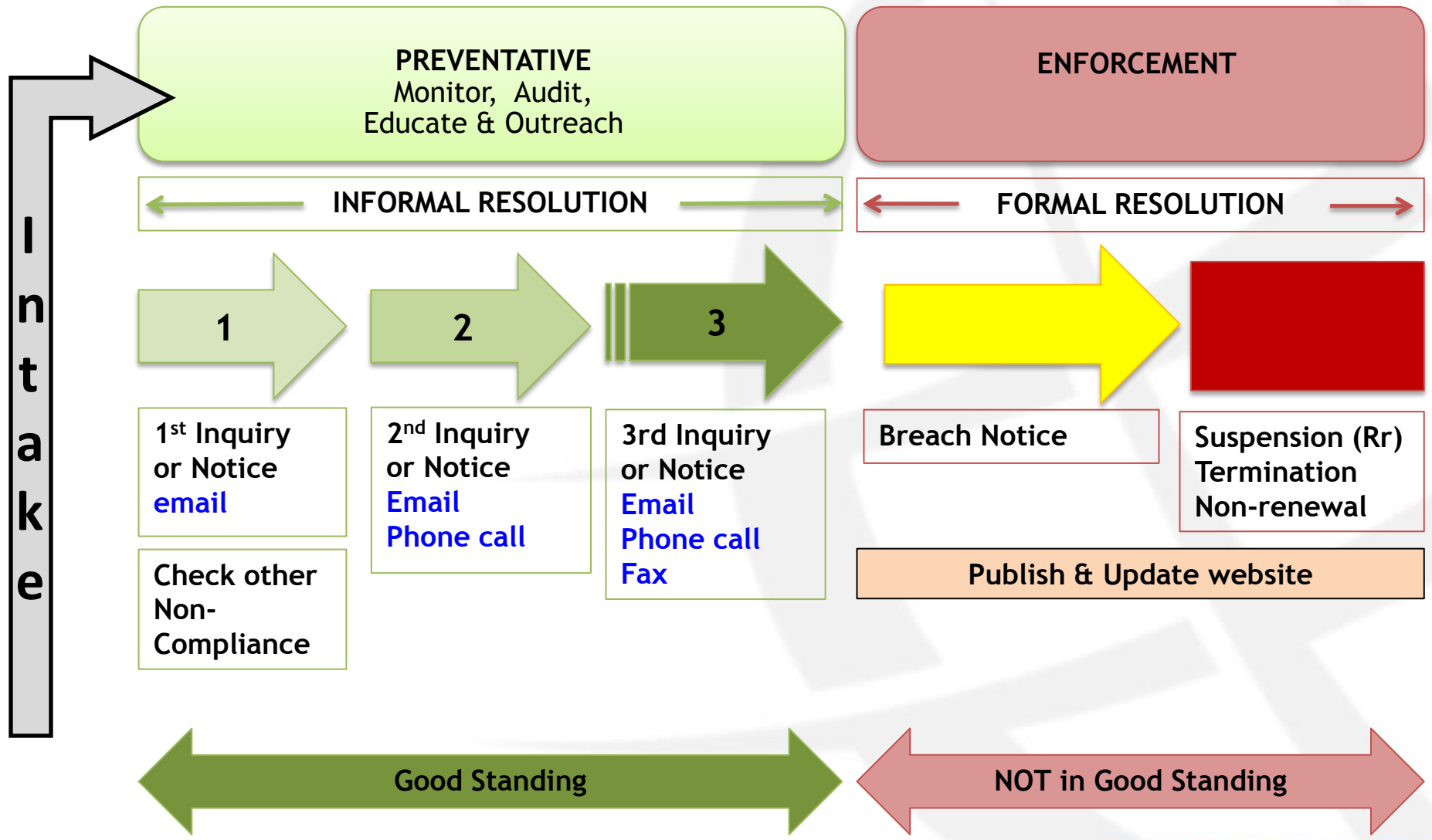


Future

- ONE Registrar/Registry complaint System
- Common process & automated workflow
- Exception based complaint administration
- Incorporate w/ CRM solution
- Interface with supporting applications
- Automated pull and look-up validation
- ONE consistent data source for managing and reporting



Overview of process approach



Compliance Application Improvement Plan

Short Term (Now to August 2012)

- Enhance current ticketing applications
- Improve document management
- System integration of standardized business process
- Investigate and provide a reporting tool for metric data analytics

Mid-Term (2012-2013)

- Define & implement a consolidated Compliance system
- Develop and gradually rollout a Compliance dashboard
- Define and deliver Compliance risk and audit strategy

Long Term (2013 and beyond)

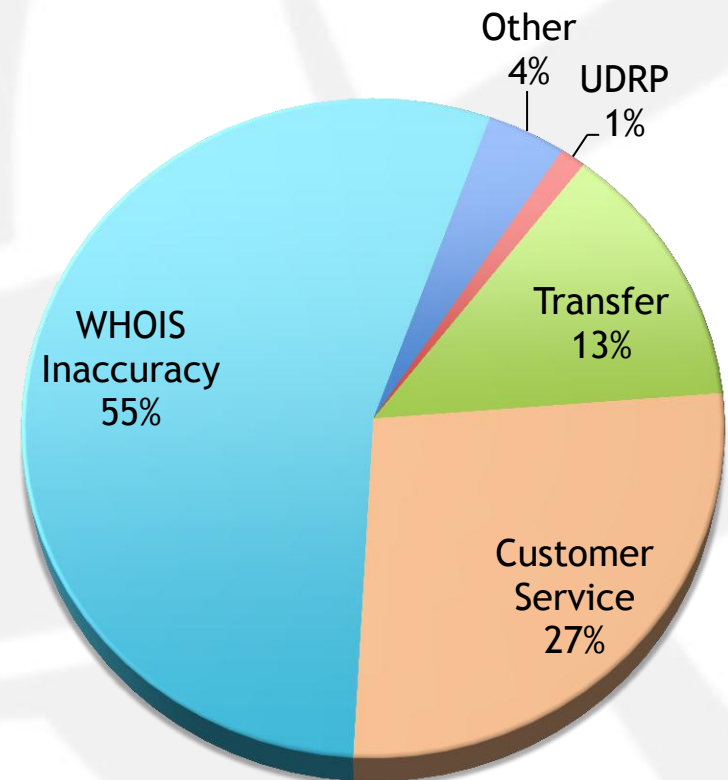
- Expand the new consolidated system to provide additional functionality

Compliance data and policy development

In summary:

- Not all complaints are valid
- Not all valid complaints lead to contract violations or enforcement actions
- Most compliance issues are resolved informally, without the need for escalated actions
- Complaints received by ICANN do not capture all the abuses or issues covered in the RAPWG's final report
- Data derived from those complaint intake systems is limited
- Other sources of data should be explored if there is community support for developing a uniform reporting system

45,185 Complaints - 2011



Questions and Feedback

- Please send your feedback to Compliance@icann.org