Operational Readiness

ICANN's Operational Readiness as New gTLD Program rolls out

Elements

Capable Talent

Systems/ Processes

Facilities
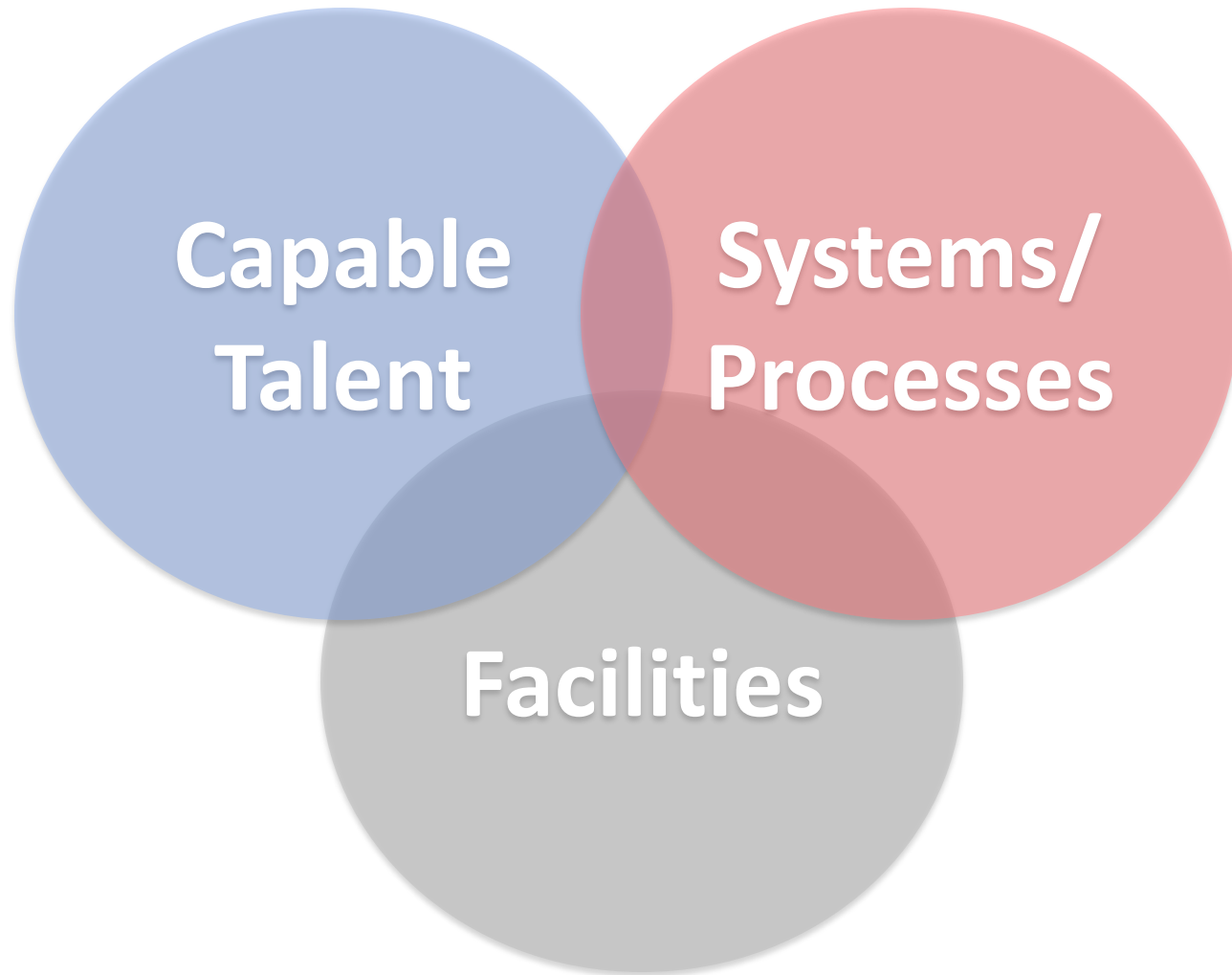
Framework

- Appraisal to Identify Gaps

- Develop Plan

- Risk Assessment

- Risk Mitigation

- Implementation

- Continuous Improvement

Capable Talent

- Resource ramp up:
  - Hiring Engine
  - Absorption Rate
- Community
- Professional Services

Systems and Processes

- Internal Focus:
  - Portfolio and Project Management
  - System Analysis
  - Quality
  - Development
- External Focus:
  - Customization of Business Tools
  - Resource Augmentation

Facilities

- Brussels Office:
  - Move in June 2012
  - Capacity of 20+
- Los Angeles Office:
  - Move in June 2012
  - Capacity of 150+

Questions?

Thank You