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LOS ANGELES

Registry/Registrar Meeting

Registrar Liaison Update

18 May 2012

Registrar Liaison Team

Kimberly Alston (Washington, DC)

Process & Data Management

Mike Zupke (Boston)

New Programs

Steve Gobin (Brussels)

Accreditation

Tim Cole (Los Angeles)

Outreach, Strategy, Team Leadership

Registrar Liaison Services

- Accreditation approval & management
- Policy implementation
- RAA training
- Registrar end-of-life transitioning
- Outreach coordination

Recent Initiatives

- Registrar Training Program
- Enhanced accreditation applicant background checks
- Improved new-registrar on-boarding procedures
- Transfer Policy amendments
- Post-Expiration Domain Name Recovery Recommendations
- RAA amendments
- Operational readiness

Registrar Training Program

- Required of all registrars on 2009 RAA
- To be completed by primary contact or employee-designee
- Offered in seven languages (1/3 non-English learners)
- 100% of obligated registrars (959) now enrolled
- 60% of registrars have completed training
- 15 registrars (68 users) enrolled in trial voluntary training program
- Contact: registrar-training@icann.org

Transfer Policy Amendments

- Transfer Emergency Action Contact (TEAC) in RADAR
 - Initial “human” response within 4 hours
 - Responder capable/authorized to investigate, address
 - TEAC correspondence retained per RAA requirements
- FOA required of “losing” registrar
- “Express objection to transfer” must be “opt-in” and lock must be removable by Transfer Contact
- Clarification re locked names: rejected by registry, not NACKed by registrar



Thank You

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