

Tuesday, September 5, 2017 at 2:49 PM

From: ICANN Global Support <noreply-globalsupport@icann.org>

Date: Tuesday, September 5, 2017 at 2:49 PM

Subject: Results from the ICANN Contracted Parties Survey & You are invited to participate in the RDAP Pilot Program



Dear Contracted Party,

This week's communication includes an update on results from the ICANN Contracted Parties Survey and the Registration Data Access Protocol (RDAP) Pilot Program.

Results from the ICANN Contracted Parties Survey

You may recall that earlier this year, the ICANN organization commissioned the [MITA Group](#) to conduct a survey of ICANN contracted parties. The objective of the survey was to baseline perceptions of the ICANN organization on the following dimensions: integrity, dependability, competence, commitment and satisfaction.

Details of the survey methodology and results have been published on the [GDD Metrics page](#). This page contains a summary of the survey results, with insightful observations and conclusions by the MITA Group. The published results include a slide presentation with answers to each of the 16 questions in the survey and observations from 12 in-depth interviews. For additional clarity, there is also a [pre-recorded summary](#) of the results provided by the MITA Group.

The survey recipients were primary and secondary contacts of registry operators and registrars. Over 160 participants completed the survey. Of the respondents, 53 percent were registrars, 46 percent were registries and one percent were registry back-end service providers.

Responses were scored on a scale of 1.0 to 5.0 with 1.0 meaning respondents strongly agreed and 5.0 meaning respondents strongly disagreed. Our scores were in the range of 1.0 to 3.0, indicating a positive view.

From this survey, we identified the following areas of opportunity for improvement:

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

In the coming months, we will develop a plan that supports our goal of improving our performance and exceeding your expectations in the long-term.

Again, special thanks to those who participated in the survey. We value your opinion and welcome additional feedback. In order to ensure measured improvement and greater success regarding these areas of opportunities, we intend to offer this survey on a regular basis.

You are invited to participate in the RDAP Pilot Program

Dear Contracted Parties,

Thank you for your continued interest and discussion in the Registration Data Access Protocol (RDAP) program. On 1 August 2017, the Registry Stakeholder Group (RySG) with the support of Registrar Stakeholder Group (RrSG), proposed the initiation of a [voluntary pilot program for RDAP implementation](#). The ICANN organization has accepted this proposal and agrees to facilitate implementation of the RDAP pilot, which will commence on 5 September 2017 and conclude on 31 July 2018.

We encourage your participation in this voluntary RDAP pilot program. As stated in the proposal, to participate, a contracted party must provide certain information to the ICANN organization in advance of deploying their RDAP pilot. To facilitate this process and join the pilot, please complete the form available on the [community wiki workspace for the RDAP Pilot](#). The information provided in the form will be published on this wiki for community benefit. The required information includes, the name of their organization, description and location of their RDAP pilot and the applicable TLDs or registrars supported. In addition, contracted parties may choose to provide information regarding implementation features, limitations, privacy guidelines, available service/extensions and terms of use.

To facilitate participation in the pilot, this email also functions as the ICANN organization granting a limited waiver from applicable contractual requirements, such as the Registry Services Evaluation Policy (RSEP)[1] program through 31 July 2018 related to the implementation of the RDAP pilot. Nevertheless, if security or stability issues are discovered during the voluntary pilot program, the ICANN organization reserves its rights and remedies under the Registry Agreement and the Registrar Accreditation Agreement (collectively referred to as the "Agreements").

By participating in the RDAP pilot, you acknowledge and agree that, except as set forth in the letter from Paul Diaz (Chairman, RySG) to Akram Atallah dated 1 August 2017 regarding the RySG's voluntary pilot program for RDAP implementation, the current terms and conditions of the Agreements will remain in full force and effect. All capitalized terms not defined herein will have the meaning given to them in your agreement, as applicable.

We appreciate the opportunity to collaborate on this important step in the RDAP implementation. Please visit the [RDAP pilot program](#) workspace regularly for the most updated information. If you have questions about RDAP pilot or RDAP Implementation in general, please submit a GDD portal case or email globalsupport@icann.org with "RDAP Pilot Program" in the subject line.

Sincerely,

Cyrus Namazi
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