



## The Internet Corporation for Assigned Names and Numbers

11 April 2017

Mr. Graeme Bunton, Chair, Registrars Stakeholder Group  
Mr. Paul Diaz, Chair, gTLD Registries Stakeholder Group

*Via Email*

Dear Graeme and Paul:

Thank you for your letter of 14 February 2017 highlighting your issues and concerns in the course of your engagement with ICANN's Global Domains Division (GDD) staff. I appreciate your feedback and the recommendations on how to enhance and improve the ICANN organization's approach to and performance in servicing the community's needs. Your letter has been posted to ICANN's Correspondence page at <https://www.icann.org/en/system/files/correspondence/cph-to-icann-board-24feb17-en.pdf>.

I want to reassure you that the ICANN organization is committed to continuing to look for ways to minimize operational impacts to our contracted parties in implementation of services and policy. The GDD team strives to listen carefully and accommodate all suggestions for improvements to proposed implementations.

The team recognizes the difference between implementations that impose new obligations versus voluntary implementations, and it endeavors to ensure that the community is aware of the distinction. In order to continue to enhance GDD's effectiveness in its policy implementation efforts, I have asked Akram Atallah, President, Global Domains Division, to identify appropriate training courses for our team for improved facilitation and engagement skills.

GDD's work priorities are derived from community objectives, as expressed in GNSO policy recommendations, Board resolutions, contracts, and other community work. In light of the concerns expressed in your letter, GDD will investigate additional methods for providing better visibility into planned work and the work in progress to provide better transparency and opportunities for contracted parties to share their ideas about the planned work. As you may know, ICANN will be providing an overview of the ongoing work on process flow and impasse resolution at the upcoming GDD Summit in Madrid, Spain (see <https://www.icann.org/gddsummit>). This exercise includes clarification of process flow from inception to implementation for policy and service development, community advice and reviews, as well as resolving potential impasses.

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Moreover, in order to improve the ICANN organization's effectiveness, GDD plans to conduct a survey of all ICANN contracted parties with the goal of identifying areas of improvement, and to help enhance the level of mutual trust between GDD and contracted parties. We plan to launch this survey before the GDD Summit in May 2017.

As we continue to enhance ICANN's accountability and transparency, I look forward to continuing to build on this positive momentum and will work to schedule a face-to-face meeting with your executive committees during ICANN59 in Johannesburg, South Africa for further engagement and discussion.

Once again, thank you for taking the time to share your concerns and your constructive feedback with me and the Board.

Sincerely,

A handwritten signature in blue ink, appearing to read "Göran Marby", is placed above the printed name.

Göran Marby  
President & CEO, ICANN

Cc: Akram Atallah, President, Global Domains Division, ICANN  
Cyrus Namazi, Vice President, DNS Industry Engagement, ICANN