



4 December 2017

RE: Response to Inability to Access Recordings from DNS Abuse Webinar

John Poole
Via Email

Dear John Poole,

Thank you for your submission advising that you were unable to access the recording from the 13 September 2017 DNS Abuse webinar hosted by the ICANN organization and published on our website at: <https://newgtlds.icann.org/en/reviews/cct/dns-abuse>. I appreciate you bringing this to the attention of the ICANN organization (all subsequent uses of "ICANN" refer to the ICANN organization). I've researched this issue with various departments inside ICANN and worked with the Information Technology and Global Domains Division teams to provide you with this response.

After researching your issue, I found it was caused by a combination of system limitations, human error, and staff training. To start, there is a global setting in the Adobe Connect software that requires manual intervention by a member of staff to change the global setting from private to public. If this step is missed prior to publishing recordings, then links to recordings may only be accessed by a user who is credentialed to use the ICANN organization's instance of Adobe Connect. Next, a member of the ICANN organization that is part of the standard process for publishing Adobe Connect recordings missed a step in the process. Lastly, ICANN personnel conducting the meeting were unaware of the need to manually change the global setting from private to public and therefore could not act as an additional checkpoint prior to publication of the recording.

ICANN apologizes for the issue you experienced and notes that the recordings were published on the DNS Abuse Review page, referenced above, within a few hours the issue being reported. ICANN is accountable for the work it delivers, to meeting its obligations, and to continuous improvement. As this issue resulted from system limitations, human error and training, ICANN has reinforced the need to follow established process so steps are not missed and, for future reference, has shown those personnel affiliated with the meeting how to manually change the setting from private to public. While I appreciate this will not change the past or the experience you had, ICANN has reviewed the conditions which created the mistake and has worked to address them. I appreciate you bringing this to our attention. Thank you again for your submission.

Kind regards,

Krista Papac
Complaints Officer