



17 August 2018

RE: Response to Inability to Access Recordings from the ICANN60 Engagement Session with the Second Security, Stability, and Resiliency of the DNS Review Team

John Poole
Via Email

Dear John Poole,

Thank you for your submission advising that you were unable to access the Adobe Connect recording from the 29 October 2017 ICANN60 Engagement Session with the Second Security, Stability, and Resiliency of the DNS Review Team in Abu Dhabi, United Arab Emirates. When you attempted to access the recording from the meeting webpage at: <https://icann60abudhabi2017.sched.com/event/CbGX/engagement-session-with-the-second-security-stability-and-resiliency-of-the-dns-review-team>, you received a message requiring you to login to ICANN's Virtual Private Network. 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 team to provide you with this response.

In addition to this complaint, you also submitted a complaint on 15 September 2017 (see: #C-2017-00018 at <https://www.icann.org/complaints-report>) for a similar issue. In the response to your 15 September complaint, I explained that the issue was caused by a combination of system limitations, human error, and staff training and that ICANN has subsequently reinforced the importance of following established process and provided additional instruction to affected personnel.

At the time of your 15 September complaint, it appeared that the issue could be limited to human error and somewhat constrained by system limitations. Due to the close proximity of both complaints I reexamined the cause. As a result, improvements were identified and have since been implemented. The improvements the team made were to the information collected when a webinar is requested for scheduling, and to the steps taken prior to publishing a webinar recording.

ICANN apologizes for the issue you experienced and notes that the Adobe Connect recording for this session was updated on the session meeting page within a few hours the issue being reported. ICANN is accountable for the work it delivers, to meeting its obligations, and to continuous improvement. I appreciate you bringing this to my attention. Thank you again for your submission and for your participation in the multi-stakeholder model.

Kind regards,

Krista Papac
Complaints Officer