Draft ICANN gTLD Registry Failover Plan

Initiating Event Occurs → ICANN Quick Look, decision to contact registry → ICANN contact w/ registry or registry operations provider → ICANN initiates internal communications plan → ICANN consultations with experts & follows plans based on type of event → ICANN consults w/Board and Advisory Groups → Decision on external communications → Community informed of event & measures taken
Draft ICANN gTLD Registry Failover Plan

Initiating Event Occurs

ICANN Quick Look, decision to contact registry

ICANN contact w/ registry or registry operations provider

ICANN initiates internal communications plan

ICANN consults w/Board and Advisory Groups

Decision on external communications

Community informed of event & measures taken

Yes, registry confirms contact & describes event

No, registry cannot be contacted

Seek alternative confirmation of event

Type of Event

Non-event, registry is ok

Temporary Event (certainty of recovery in reasonable period of time)

Long-term Event (rendering registry or critical function inoperable for unacceptable period of time)

Determination of Event

Technical Failure

Business Failure

Other Failure
Draft ICANN gTLD Registry Failover Plan

Initiating Event Occurs -> GC & Registry Liaison Quick Look, decision to contact registry

ICANN contact w/ registry or registry operations provider -> ICANN initiates internal communications plan

ICANN consults w/ Board and Advisory Groups -> Decision on external communications

Community informed of event & measures taken

Determination of Event

Technical Failure -> Registry should have failover plan; communicates plan & timeline

Business Failure -> ICANN offers to provide or locate technical assistance, if appropriate

Other Failure

Provide notice to community and timeframe to return to normal operations

Is registry capable of continuing operations?

Yes

No

Continue to Registry Cannot Continue Operations

Can registry continue operations?
Draft ICANN gTLD Registry Failover Plan

Initiating Event Occurs → GC & Registry Liaison Quick Look, decision to contact registry → ICANN contact w/ registry or registry operations provider → ICANN initiates internal communications plan → ICANN consults w/ Board and Advisory Groups → Registry cannot continue operations

Type of Event
- Technical Failure
- Business Failure
- Other Failure

Registry Cannot Continue Operations
- ICANN consults w/ registry or registry operations provider based on type of event
- ICANN consults w/ Board and Advisory Groups
- Information provided to Board
- Decision on external communications
- Community informed of event & measures taken

Has registry identified a backup registry operations provider?
- Yes
  - Registry should have failover plan in place
    - Yes, does backup meet ICANN requirements?
      - Yes
        - If yes, ICANN, registry consult on voluntary transition
        - ICANN follows voluntary transition process
      - No
        - ICANN invokes emergency procedure to ensure continuity of service
          - Is registry cooperative?
            - Yes
              - ICANN follows voluntary transition process
            - No
              - No, meeting scheduled to determine whether to invoke non-voluntary transition
          - Emergency Procedure
        - Information provided to Board
    - No
      - Registry cannot continue operations
- No
  - Registry cannot continue operations
Non-Voluntary Transition Process

Legal determination on whether to proceed with non-voluntary process

Registry cannot continue operations & does not agree to voluntary transition

Determination not to proceed with non-voluntary process

ICANN initiates non-voluntary transition process

ICANN invokes breach process & provides notice to registry

Community informed of event & status of registry

Registry has 30 days to cure or initiate arbitration

Registry fails to cure

Registry files for arbitration or court action

ICANN recommends transition of TLD to successor

ICANN proceeds under arbitration and/or litigation

Registry does not challenge termination

ICANN follows next steps depending on terms of agreement

Notice to community of status

Next steps depend on arbitration/litigation

ICANN follows process for selection of successor depending on TLD

ICANN follows process for selection of successor depending on TLD

Next steps depend on arbitration/litigation

ICANN follows process for selection of successor depending on TLD