At-Large's Subsequent Procedures Scorecard: **Systems**

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FOUNDATIONAL ISSUES

Topic/Area:	[14] SYSTEMS [2.4.3]			Priority:	MEDIUM	Settled On:	(07.09.2020)
Related:	• Predictability [2.2.1] • Communications [2.4.2] • Application Guidebook [2.4.1] • Role of Application Comment [S2.3]						
Key Issues:	How to improve the systems used to facilitate applications (submissions and evaluations) for the next round?						
Policy Goals:	To have in place systems that can support: • Program communications in major languages other than English, eg. the 6 working UN languages • Improved security, stability, usability and a positive user experience following industry best practices.						
Assigned CCT-RT Rec's:	None						
References:	• SubPro Draft Final Report, 20 August 2020						

What has SubPro PDP WG concluded?	What will SubPro PDP WG recommend?	Is this acceptable? What else needs to be done and by/with whom?
1. Believes that applicant-facing systems should facilitate the application process in an effective manner consistent with industry best practices. Recommendations and IGs aimed at **improving usability and user experience, minimizing logistical barriers**.	<u>Affirmation 14.1</u>: WG affirms Implementation Guideline O and Implementation Guideline L from 2007 Final Report: • IG O, "ICANN may put in place systems that could provide information about the gTLD process in major languages other than English, for eg, the 6 UN working languages." • IG L, "The use of personal data must be limited to the purpose for which it is collected.	Acceptable. No further intervention required.

2. Nevertheless, still need to balance desired system enhancements against resulting added complexity, cost and time to implement	Recommendation 14.2: Design, development and deployment of applicant-facing systems must prioritize security, stability, usability, and a positive user experience following industry best practices.	Acceptable in principle, however, while the system supporting applications should target applicants as its main end-users, they should also be able to support community needs in accessing and monitoring all publicly-available information pertaining to an application – including but not limited to responses to entries and historical changes to application question answers, Public Comment forum, Public Interest Commitments or Registry Voluntary Commitments offered.
	Implementation Guidance 14.3: In support of security, stability, usability and a positive user experience, systems should be designed and developed well in advance of the point that they need to be used by applicants, so that there is sufficient time for system testing without causing undue delay. System tests should follow industry best practices and ensure all tools meet security, stability, and usability requirements and that confidential data will be kept private.	Acceptable. No further intervention required.
	Implementation Guidance 14.4: In support of **improved usability**, ICANN org should leverage prospective end-users to beta test systems, perhaps by setting up an Operational Test and Evaluation environment. Notes that if best testing is conducted, it must be done in an open and transparent manner the does not provide the testers with an unfair advantage in the application process. Notes however that the mere access to beta testing does not in itself constitute such an unfair advantage.	No comment.
	Implementation Guidance 14.5: In support of **improved usability**, suggest integrating systems to the extent possible and simplifying login management. Specifically, if use of multiple systems is required, the WG	No comment.

	encourages enabling users to access different systems using a single login, (per PIRR Rec 1.1.b, "Implement a system that would allow applicants the flexibility to associate as many applications as desired to a single user account.")	
	Implementation Guidance 14.6: In support of **improved usability**, suggest a number of feature enhancements to support user experience. Specifically, WG suggests the following capabilities for applicant-facing systems:	Acceptable in principle, vis a vis applicants, however systems should also be able to support community needs in accessing and monitoring all publicly-available information pertaining to an application – including but not limited to responses to entries and historical changes to application question answers, Public Comment forum, Public Interest Commitments or Registry Voluntary Commitments offered, supported by an open opt-in notification tool.
	• Provide applicants with automated confirmation emails when information or documentation is submitted. Where applicable, applicants should also receive confirmation of payments.	
	• Provide applicants with automated invoices for application-related fees.	
	• Allow applicants to view historical changes that have been made to the application by any system user, including ICANN org, both during the application and evaluation phases.	
	• Allow applicants to upload application documents into the application system for additional questions (2012 round did not permit this)	
	• Allow applicants to auto-fill information/documentation in multiple fields across applications – to be enabled in a limited number of fields where appropriate for identical responses. TO BE CLEAR, not possible to auto-fill responses to (equivalent to) 2012 AGB Q16, 18(a), 18(b), 19, 20, 21, 22, 23 (only if services are pre-approved), Registry Voluntary Commitments.	Absolutely agree on limited auto-fill capability as described.
	• Allow applicants to specify additional contacts to receive communication about application and/or access to application and specify different levels for additional points of contact.	
3. Re: predictability and transparency	Recommendation 14.8: The principles of predictability and transparency must be observed in the deployment and operation of applicant-facing systems.	Acceptable.

	Implementation Guidance 14.9: To ensure predictability and minimize obstacles and legal burdens for applicants, any Agreements or Terms of Use associated with systems access (incl. "click-throughs") should be finalized in advance of the AGB publications and published with the AGB. Implementation Guidance 14.10: In service of **transparency**, once the systems are in use, ICANN should communicate any system changes that may impact applicants or the application process – follow Topic 2 Predictability Model/Framework.	
Main Positions of Concern:	In respect of Rec 14.2 and IG 14.6, we believe systems used for the application and evaluations processes should not only target applicants as its main end-users, but should also be able to support community needs in accessing, commenting and monitoring all publicly-available information pertaining to an application – including but not limited to responses to entries and historical changes to application question answers, Public Comment forum, Public Interest Commitments or Registry Voluntary Commitments offered. In particular, we propose that two (additional) opt-in notification tools be created for: (1) Specific to Non-AGB terms with geographic meanings - Participating GAC Members to be notified of applications submitted for strings which are exact matches of adjectival forms of country and territory names (per ISO 3166-1 list) in the official language(s) of the country in question and other terms with geographic meaning, as notified by any GAC Member to ICANN Org, where there exists an official document (eg. of founding/incorporation of an administrative division) giving a geographic place its name, or it is attested that a geographic place or feature has the name from time immemorial. (refer to comments under topic of [21.1] Geographic Names) (2) Any interested party (without any limiting criteria) to receive updates on any indicated application.