
ICANN Specific Reviews - Second Security, Stability and Resiliency of the DNS Review (SSR2)

Recommendation 9.1 - Implementation Documentation

Published on 14 September 2022

SSR2 Final Report <https://www.icann.org/en/system/files/files/ssr2-review-team-final-report-25jan21-en.pdf>

Board resolution on SSR2 Final Report <https://www.icann.org/resources/board-material/resolutions-2021-07-22-en#2.a>

- Recommendation submitted: January 2021
- Recommendation approved: July 2021
- Implementation completed: N/A

See <https://community.icann.org/display/SSR/Implementation> for more information on SSR2 implementation.

SSR2 Recommendation 9.1

The ICANN Board should direct the compliance team to monitor and strictly enforce the compliance of contracted parties to current and future SSR and abuse related obligations in contracts, baseline agreements, temporary specifications, and community policies.

Board Action on SSR2 Recommendation 9.1

The Board accepts ICANN org's representation that the Contractual Compliance operations that ICANN org has in place already meet the SSR2 Review Team's defined measures of success for Recommendation 9.1. Therefore, the Board approves this recommendation, with the understanding that this recommendation is already fully implemented and no further action is required.

Final Implementation Report

- ICANN Contractual Compliance ensures that registries and registrars fulfill the requirements in their agreements with ICANN organization. In collaboration with the different ICANN stakeholders, Contractual Compliance implemented the informal and formal resolution processes. The processes ensure consistency for all parties involved, including ICANN's global staff, contracted parties and complainants.
- The informal resolution process allows ICANN's Contractual Compliance team to work closely with registrars and registries to help them understand their contractual obligations and what they might have to do in order to comply with them. ICANN attempts to resolve contractual compliance matters informally before pursuing formal remedies available under the agreements. ICANN does not publish details regarding contractual compliance activities in the informal resolution phase, in the interest of facilitating open dialogue and resolution. In certain cases, when ICANN determines that a contracted party must resolve a critical issue immediately, an escalated notice is sent. Failure to adequately respond to an escalated notice may result in a breach notice.
- The formal resolution process, also known as the enforcement process, commences when contracted parties have either failed to sufficiently collaborate during the Informal

Resolution process or otherwise continue to be noncompliant after attempts at informal resolution have been unsuccessful. Notices sent during the formal resolution process are published on <https://www.icann.org/compliance/notices>, and ICANN updates the progress of each enforcement action.

- ICANN undertakes various activities to ensure compliance with contractual obligations; some of the activities are a result of complaints, some involve monitoring, and others are audit related.
- Contractual Compliance reviews all complaints it receives, regardless of the source, and addresses them when the complaints are within the scope of agreement and consensus policies. The monitoring activities are ICANN-initiated, based in part on industry articles, social media postings, previous complaints, and trend analysis in an effort to proactively address any alleged failure to comply with contract terms. The audit program is an integral part of the ICANN Contractual Compliance function. The goal is to ensure that contracted parties, registrars and registries, comply with their agreements and the consensus policies.
- Contractual Compliance carries out the activities described above on a daily basis. Contractual Compliance enforces its agreements with ICANN contracted parties and consensus policies.

Rationale

This is already part of Contractual Compliance work, as described above.

Timeline

Expected implementation date: N/A

Final implementation date: N/A

Milestones

N/A