# Non-PDP GNSO Metrics & Reporting Working Group

## Original Resolution adopted by the GNSO Council on 16 May 2013:

Resolved,

The GNSO Council does not initiate a Policy Development Process at this stage but will review at the completion of the ICANN Contractual Compliance three-year plan expected for 31 December 2013 whether additional action is required;

The GNSO Council further approves the creation of a drafting team to develop a charter for a non-PDP Working Group to consider additional methods for collecting necessary metrics and reporting from Contracted Parties and other external resources to aid the investigation.

## Mission and Scope [Draft]:

The GNSO Metrics and Reporting Working Group is tasked to provide the GNSO Council with a set of recommendations on:

- A set of principles that may compliment any GNSO policy efforts related to metric/data requirements to better inform the policy development process;
- A process for requesting metrics and reports both internal to ICANN or external, including GNSO contracted parties;
- A framework for distributing metrics and reports to Working Groups, the GNSO Council and the GNSO as a whole;
- Changes, if any, to existing Working Group guidelines and work product templates

Any such recommendations will be developed through a process of community consultation and input, resulting in an Initial Report that would put published for public comment. Regular updates will be provided to the GNSO Council on the status of this project and at any time, the GNSO Council may provide additional instructions to ICANN staff either directly or through the appointed Council liaison.

## Topics to be Explored as Part of this Project:

Due diligence on current ICANN projects (non-exhaustive list):

- myICANN strategy (Compliance, GNSO Projects - AtTask)
- Review reporting aspects of SSAC, RSAC data they provide or consume
    - Identifier Abuse Metrics Work Party
- New gTLD reporting & metrics[1]
- Monitor the Policy / Implementation WG
- Contractual Compliance reporting (complaints and audit)[2]

Review and research data external to ICANN:

- Metrics from Contracted Parties (both Ry & Rr) to enhance policy development and monitoring of policy implementation.
    - Use cases from past WG efforts such as PEDNR and IRTP will be reviewed to better understand how future similar request should be handled.
- Review third-party metrics and access to sources like APWG, UDRP, SpamHaus, Botnet/Malware, and other abuse metrics.

Review the policy process and how metrics and interval reporting may enhance it:

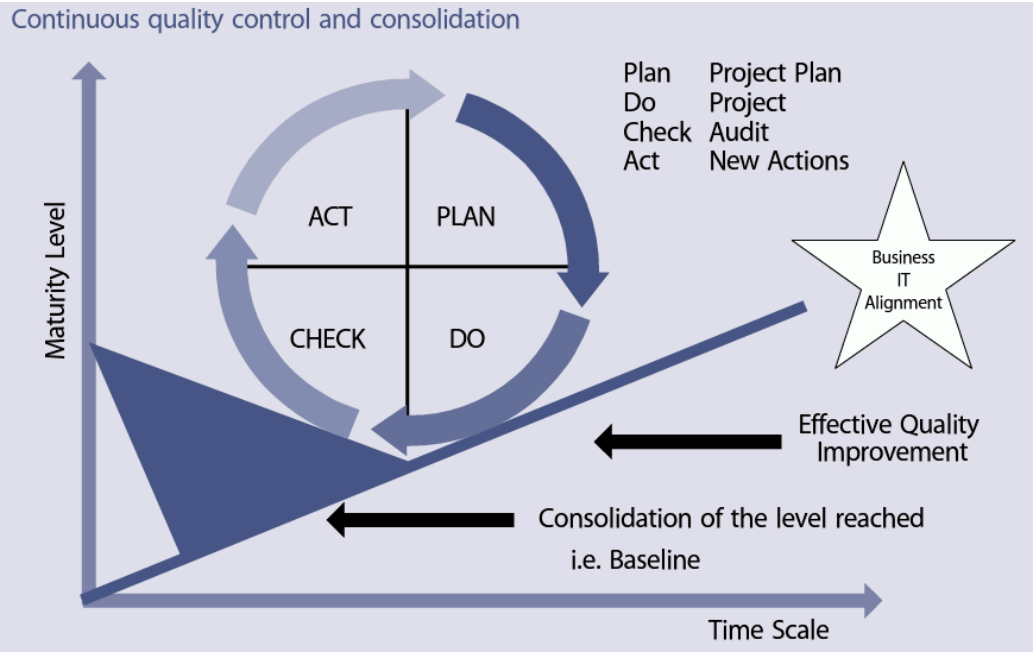
- Policy Development process
- Working Group Guidelines
- Charter Templates
- Issue Report Templates
- PDP Initial & Final Report Templates
- Conduct a review of what's worked and what has not
- Consider establishing more formal processes for the GNSO to request information either from ICANN and/or contracted parties (Nature of the problem, Scope of problem or issue to be solved, Report Requirements, Responsible Team(s), Expected Delivery Date, Resource estimation)
- Consider establishing year-end "state of generic names industry" reviews including next year forecasts of metrics and reporting efforts

[1] Note that the Consumer Metrics for the AoC review of the New gTLD program was briefly highlighted in Section 5 of the Issue Report. However, ongoing work by the CCT-IAG, once initiated, may provide useful benefit to any recommendations formulated from this effort and output from the review may further benefit the GNSO as the expansion of gTLDs continues.

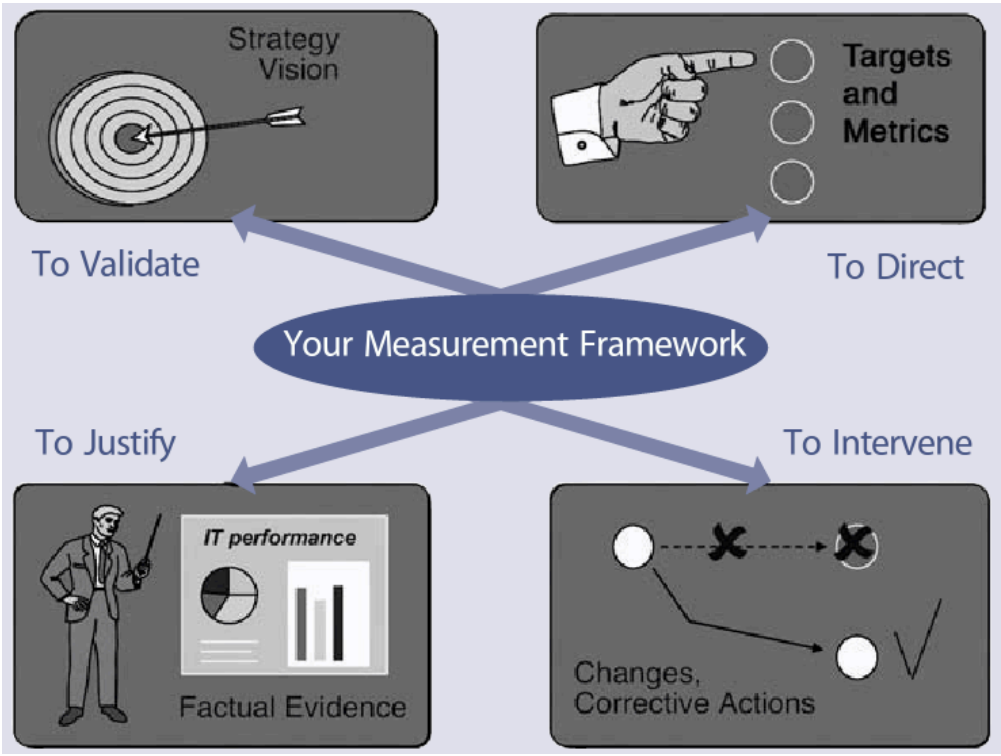
[2] Conclusion of this WG effort should contain a wrap-up review with respect to the first recommendation of this effort that awaits the conclusion of Contractual Compliance's three-year plan.

## Due Diligence Aids:

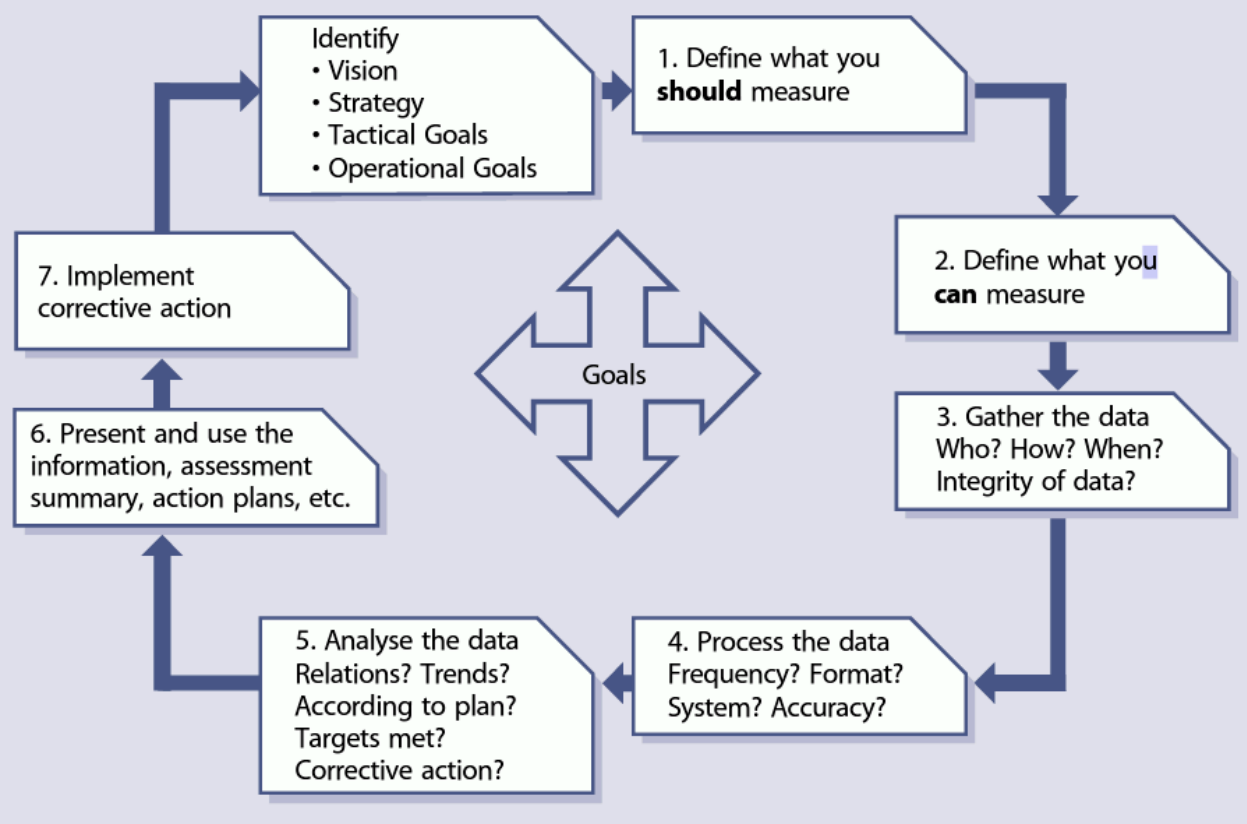
**The Deming Cycle**



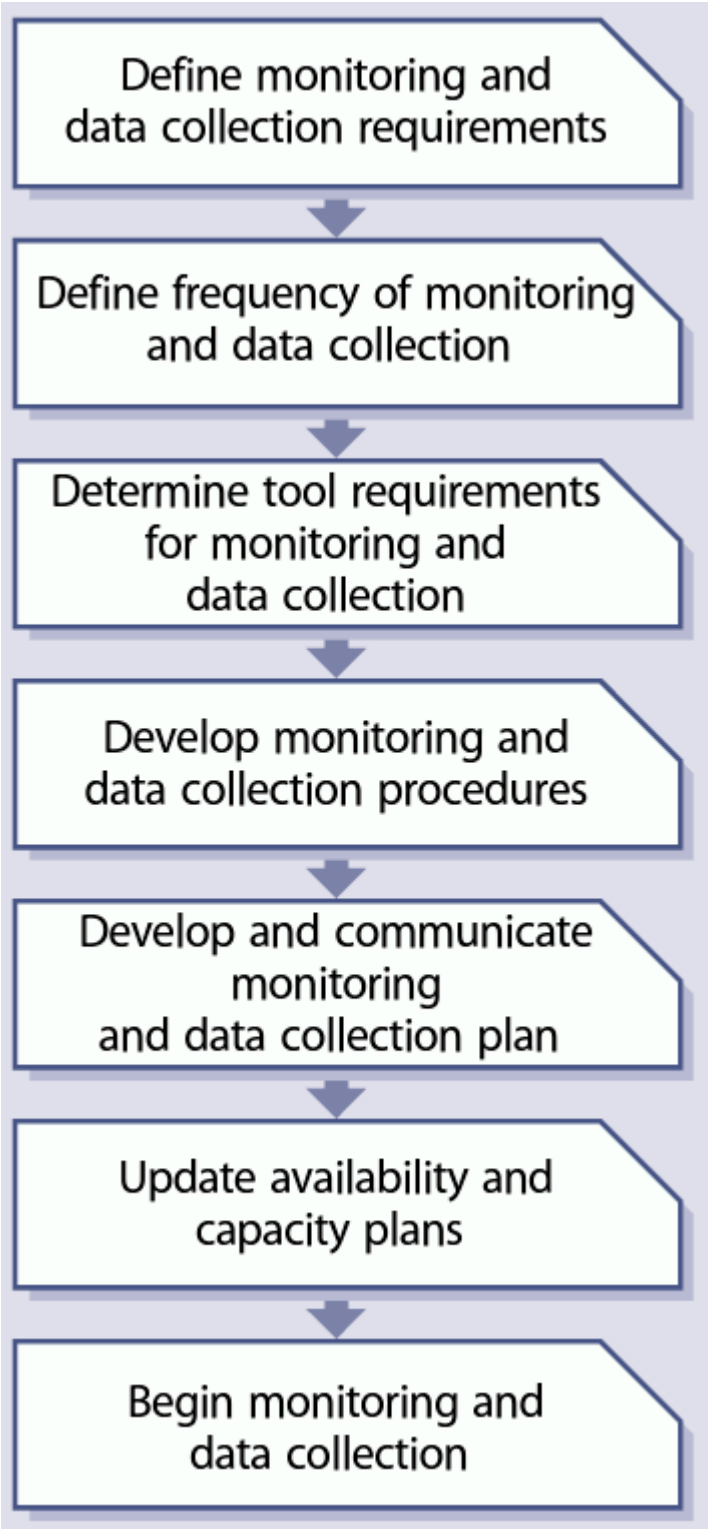
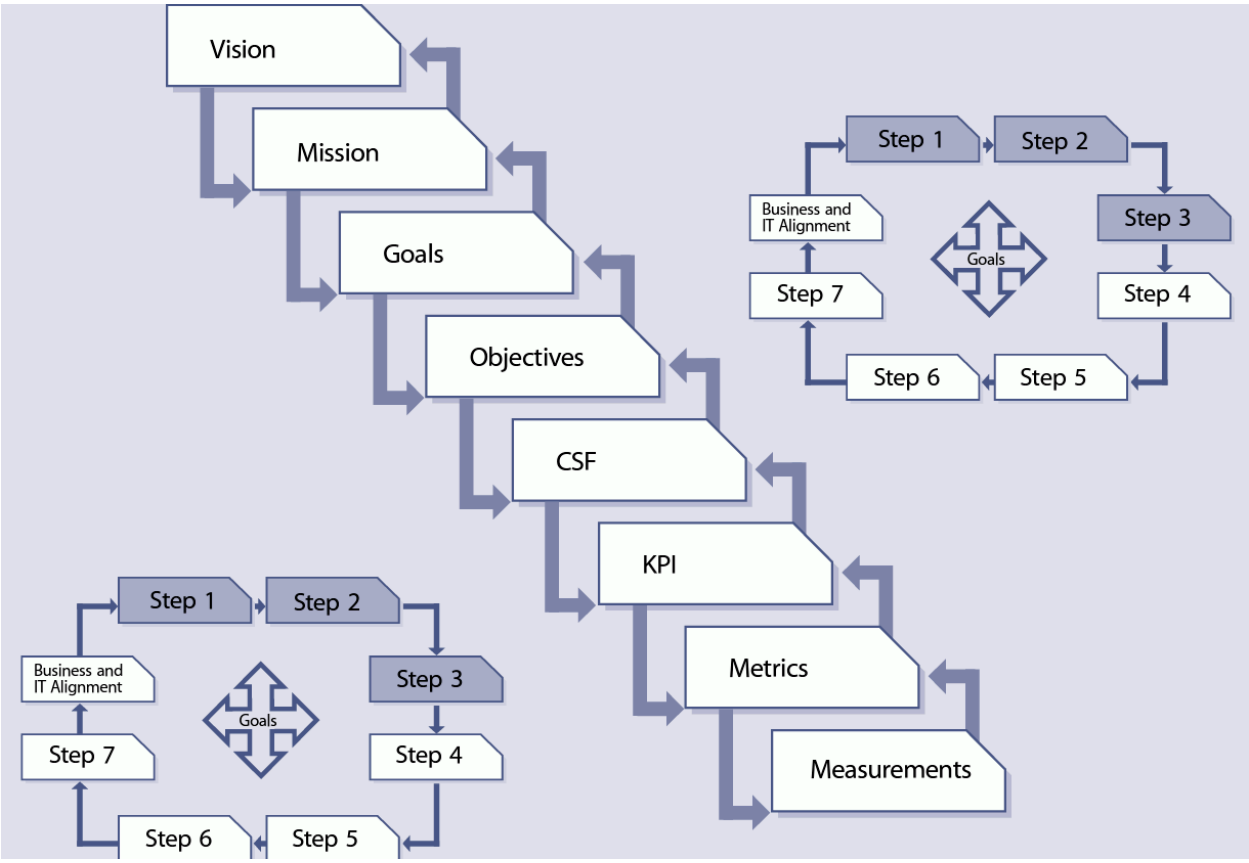

**Why do we measure?**



**7 Step Improvement Process**



**Monitoring and Data Collection Procedures**



**Vision to Measurement**