SSR Review Recommendation 10 Implementation

Recommendation fully implemented as of 30 June 2015

SSR Recommendation 10 Implementation
ICANN Operational Responsibilities
30 June 2015

Implementation 10 Timeline

Contractual
Compliance

Recommendation 10 Implementation Description

ICANN should continue its efforts to step up contract compliance enforcement and provide adequate resources for this function. ICANN also should develop and implement a more structured process for monitoring compliance issues and investigations.

Status of Deliverables

	Responsible	Due Date
Report compliance activities as part of standard operating procedures	Staff	✓
• Migrate complaints icann.org and automated • Launch bulk complaint tool • Implement Pulse Survey • Launch WHOIS inaccuracy qualities check • Create complaints submission processes & FAQs to address new 2013 RAA requirements • Launch compliance auditing and outreach programs • Create new positions to ensure fulfillment of goals and objectives in this area	Staff	✓

☑ Complete
🟩 Planned/In Process
🟨 Behind schedule, expected to recover within original plan
🟥 Behind schedule, original plan to be adjusted

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Project Status

[Note: As Review Team noted, this Recommendation is more fully addressed in the WHOIS Review]

Regular public reporting of compliance activities are part of SOP; detailed information is available here.

Complaints migrated to icann.org and automated; bulk complaint tool launched; Pulse Survey implemented; WHOIS inaccuracy qualities check launched; complaints submission processes & FAQs to address new 2013 RAA requirements completed; compliance auditing and outreached programs in place; new positions created to ensure fulfillment of goals and objectives in this area.

Implementation Notes

This recommendation is complete.

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