

CC2 – Work Track 1

Systems

1.8.1 - The WG considers this subject to be mainly implementation focused, but nevertheless, has identified areas for improvement. For instance, security and stability should be improved, more robust user testing (e.g., potential applicants) should be incorporated, systems should be better integrated, adequate time for system development should be afforded, etc. Do you have suggestions on additional areas for improvement?

Nominet, Jim Prendergast, BRG, Afilias and RySG provided specific suggestions for improving systems.

Excerpts:

“We strongly support the recommendation for **increased security of the systems** as this was a very concerning area last time. We also suggest that it should be **possible to upload application documents and associated information** rather than having to cut and paste it into a form.” -- Nominet

“The failures of the last application system are well noted. The new system should **undergo a sustained period of testing** before being put into use.” – Jim Prendergast

“Agree, this is implementation focused and there should be a **continual improvement program** in place, based on the reviews and feedback from applicants.” – BRG

“In addition to improvements noted within the question, the System could benefit from the following improvements:

- **Tracking capabilities** to allow users to confirm any edits or information are accepted and in-place;
- **Stronger communications;**
- **Grouping of applications** to create fewer messages;
- **Standard return email addresses,** and;
- **Secondary points of contact** to also receive communications.” – Afilias

“ . . . consideration should be given to policy or implementation regulations requiring **transparency to the user (within the security confines of permitted access) of the data that has been entered** with regard the user’s application and/or registry. . . ICANN could **consider live support** for use during applications (perhaps even 24/7 for the duration of a limited window) to address problems and cures. . . Also, it would be particularly helpful to **make available a test environment** as soon as feasible, prior to the opening of the system for live use.” – RySG

ALAC supported the SSAC’s recommendation that the Board should request a review of the Extended Process Similarity Review Panel (EPSRP).

Excerpt:

“While the ALAC cannot comment specifically on systems, particularly in relation to security and stability we can however refer to the recommendations made in the tables attached to the **SSAC Report #94**, responding to questions in this CC2 questionnaire. With particular attention to their **responses to 3.4.2 (String similarity)** where they recommend that the Board should request a review of the Extended Process Similarity Review Panel (EPSRP) to determine why its proposed guidelines do not respect the principles of conservatism, inclusion and stability. There is some contention between the SSAC view and that of the ccNSO over this issue which has been discussed by the ALAC and we believe it needs to be resolved.” -- ALAC

1.8.2 - The WG also noted that ICANN should expand its system capabilities to include the ability to send invoices to organizations who require documentation in order to process payments for any fees related to their application. Do you agree that this would be beneficial?

Jannik Skou, Nominet, Jim Prendergast, BRG, John Poole, Afilias, RySG, and Valideus supported ICANN having the ability to send invoices.

Sample excerpts:

“Yes, it is a standard business process to have a purchase order and invoice before processing payment. ICANN requires this themselves so ICANN should be able to facilitate this.” -- Nominet

“YES – this was an issue for many .brand applicants and should be easy to fix.” – Jim Prendergast

“In the next round, ICANN **should provide applicants with the option to receive an invoice for the purposes of application fee payment**. Without the provision of invoices, it can be a painstaking process for many organisations – large and small – to gain the internal approvals for the submission of large sums of money to an unrelated entity. Indeed, the larger the company the more difficult it tends to be to obtain an exception to the required financial accounting procedures put in place to safeguard against fraud. This process could be automated through ICANN’s application system.” -- Valideus