

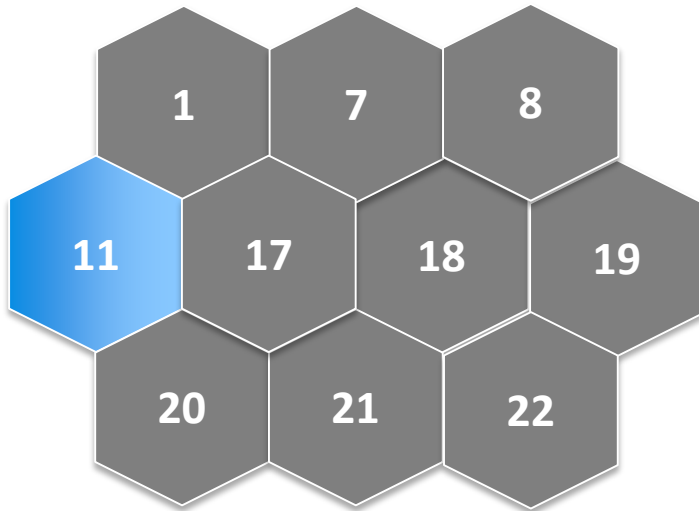
SSR1 Review Implementation



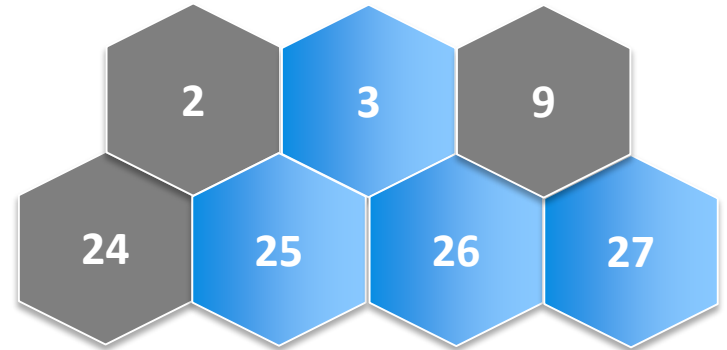
Briefing on SSR1
Recommendations

SSR1 Recommendations

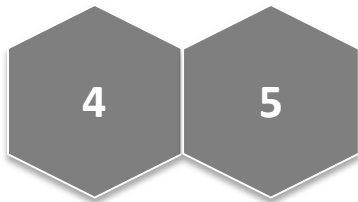
SSR Framework



ICANN's SSR Role & Remit Within It's Limited Mission



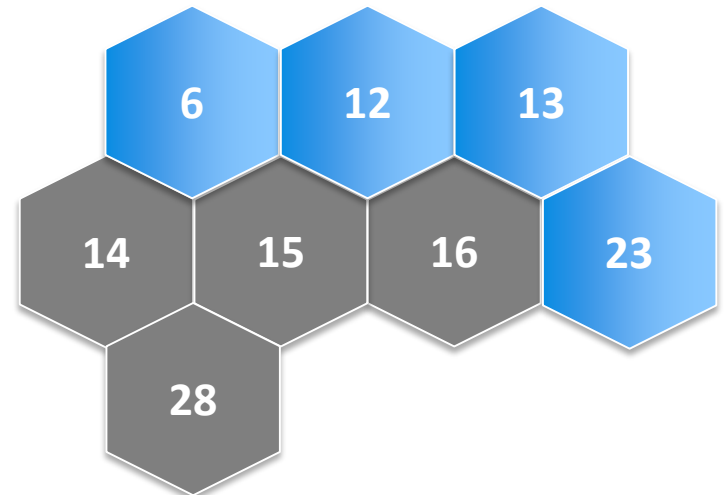
SSR Relationships to Support ICANN's Work



Compliance



SSR Community Outreach & Info Sharing – Security Threats & Mitigation



Legend for hexagon status:

- Briefing completed
- Briefing covered in this presentation
- Briefing not presented yet

SSR1 Recommendation 10 – Status & Deliverables

Report issued 20 June 2012

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.

- ✓ Structured Approach & Improved Experience
 - ✓ One Compliance Approach and Process
 - ✓ Consolidation of systems and migration to ICANN.org
 - ✓ Added "Learn More" and Frequently Asked Questions on common topics in 6 languages
 - ✓ Implemented Pulse Survey in complaint closure email
- ✓ Improved and Increased Community Outreach
- ✓ Defined & Implemented Compliance Metrics & Reporting
- ✓ Defined and Implemented compliance Audit Program
- ✓ Launched Bulk Complaint submission
- ✓ Launched WHOIS Inaccuracy Quality Review
- ✓ Structured approach to enforcement & proactive monitoring
- ✓ Focus on Continuous Improvement

Contractual Compliance Complaint Submission

- Migrated previous systems and forms into one central location on ICANN.org
- Added the "*Learn More*" links to Frequently Asked Questions on common topics to provide guidance. The information is provided in 6 languages.
- "*Take Action*" column links to the appropriate form to file a complaint
- Contractual Compliance Complaint Submission, Learn More and Take Action are at this link:
<https://www.icann.org/compliance/complaint>

Bulk WHOIS Inaccuracy Submission

- Bulk submission is granted by request only as it requires authentication, testing and then access to submit to a production platform that will convert the bulk submissions into individual tickets
- To inquire about access to the bulk WHOIS Inaccuracy complaint tool, please email compliance@icann.org, Subject: Inquiry about WHOIS Bulk Submission.
- Learn more about WHOIS Inaccuracy at this link: <https://www.icann.org/resources/pages/inaccuracy-2013-03-22-en>

WHOIS Inaccuracy Quality Review

- A process by which ICANN samples previously closed tickets to confirm continued compliance
- Updates are provided in the monthly dashboard and at ICANN meetings
- WHOIS Inaccuracy Quality Review metrics (WHOIS QR) are reported at this link <https://features.icann.org/compliance>
- Presentations for the ICANN meetings can be found in the ICANN meeting schedule and on the compliance outreach pages:
<https://www.icann.org/resources/compliance/outreach>

Contractual Compliance Audit Program

- Audit program launched late 2012 and the audit position has been fulfilled to meet the goals and objective of this area
- ICANN targets 2 audit rounds per year for registrars and for registries
- Reports are published at the closure of every audit round
- Updates are provided in the quarterly and annual contractual compliance reports and at ICANN meetings
- Contractual Compliance Audit Program page at:
<https://www.icann.org/resources/pages/audits-2012-02-25-en>

Contractual Compliance Metrics Reporting & Outreach

- ICANN Contractual Compliance team holds outreach activities in collaboration with the Global Domains Division and the Global Stakeholder Engagement team
- ICANN outreach activities are reported on in the quarterly and annual compliance reports
- Contractual Compliance Outreach information and Metrics Reporting are published at:
<https://www.icann.org/resources/compliance-reporting-performance>

Contractual Compliance Enforcement & Proactive Monitoring

- Established process and approach for enforcing the contract at <https://www.icann.org/resources/pages/approach-processes-2012-02-25-en>
- Enforcement updates can be found at <https://www.icann.org/compliance/notices>
- Proactive monitoring is ICANN's effort to take initiative in identifying potential issues. For example:
 - Audit program,
 - Review of blogs and social media,
 - Observed behavior from complaints,
 - Real-time automated monitoring system to ensure compliance with Specification 10 of the Registry Agreement

Questions & Answers



Send compliance questions

To: compliance@icann.org

Subject line: SSR2 Briefing Session

Learn more about Contractual Compliance at

- Contractual Compliance Landing page at this link –

<https://www.icann.org/resources/pages/compliance-2012-02-25-en>

- 2016 Contractual Compliance Annual Report published at

<https://www.icann.org/en/system/files/files/annual-2016-31jan17-en.pdf>

Additional information

Additional Information

[Security Stability and Resiliency Review \(SSR1\)](#)

[SSR1 Implementation Quarterly Reports](#)

[SSR2-RT information](#)

[SSR Framework](#)

[ICANN Planning Process](#)

[ICANN Operating Plan 2016 – 2020](#)

[ICANN Strategic Plan](#)