

Second Security, Stability and Resiliency Review (SSR2)

16th Plenary Meeting

11 July 2017



Draft Agenda

- ⦿ Updated SOIs & note apologies/absences
- ⦿ Johannesburg meeting – recap & review of action items
- ⦿ Updates from subtopic teams (SSR1 Implementation, ICANN SSR, DNS Security, Future Challenges, IANA Transition)
- ⦿ SSR1 Implementation Briefing: Maguy Serad, VP ICANN Compliance (Recommendation 10)
- ⦿ Trello Demonstration: James Gannon
- ⦿ AOB

Johannesburg Recap & Review of Action Items (1 of 2)

Open Action Item / Request	Owner	Due Date
Review ICANN SSR re-organized work items (37 items in 8 groups) and send feedback to ICANNsecurity-SSR2-RT@icann.org.	SSR2-RT	25 July
Publish post-meeting blog on ICANN.org.	ICANN Org	19 July
Provide SSR2-RT with information on if ICANN Office of the CTO has plans to re-define “security”? If so, how and when?	ICANN Org	14 July
Provide SSR2-RT with information on if ICANN Org will accept Board proposal for a new, template “Terms of Reference in Operating Standards”? If so, when will it be issued?	ICANN Org	14 July
Establish staff support requirements and availability to support SSR2-RT subgroups.	ICANN Org, Co-Chairs	11 July
Review 06:00 plenary call slot attendance and provide input to inform discussion around potential cancelation of call.	Co-Chairs	25 July
Update SSR2-RT action items wiki page with new request reporting tool. https://community.icann.org/display/SSR/Tracking+Tool	ICANN Org	7 July
SSR2-RT to share thoughts on top SSR concerns with Future Challenges subtopic team to inform work items/scope.	SSR2-RT	TBD
Provide follow-up questions from the 25 June SSR1 briefings so that ICANN Org can prepare responses.	SSR2-RT	7 July
Complete SSR1 implementation briefings	ICANN Org	1 August

Johannesburg Recap & Review of Action Items (2 of 2)

Open Action Item / Request	Owner	Due Date
Prepare draft questions for ICANN Chief Innovation & Information Officer (CIO). Questions will be sent to the CIO in preparation for holding a briefing for the RT.	SSR2-RT	7 July
Draft SSR2 Review Team work plan with key dates, circulate to RT for input.	Denise Michel, James Gannon, Boban Krsic	TBD
Draft note and summary of SSR1 implementation for ICANN to send to SSR1 team members and invite them to share their assessment with the SSR2-RT.	Denise Michel	TBD
Review non-disclosure form with ICANN Legal and report back to RT on any updates or edits to the circulated form.	James Gannon, Emily Taylor, Kerry-Ann Barrett	18 July
Draft a Statement of Work for specialist technical writer.	James Gannon, Cathy Handley, Denise Michel	25 July
Research collaborative tools the RT may use that can be publicly archived.	ICANN Org	11 July

Updates from Subtopic Teams

Subtopic	Rapporteur	Volunteers
1. SSR1 Implementation	Alain	Denise, Alain, Ram Krishna, Eric
2. ICANN SSR	Boban	James, Denise, Boban, Noorul Ameen, Kerry-Ann, Žarko, Eric
3. DNS Security	Geoff	Emily, Alain, Cathy, Matogoro, Ram Krishna, Geoff, Amin Hasbini, Žarko, Eric, Don, Boban
4. Future Challenges	Kerry-Ann	Emily, Kerry-Ann, Matogoro, Amin Hasbini, Noorul Ameen, Eric
5. IANA Transition	James	Cathy, James, Geoff, Eric

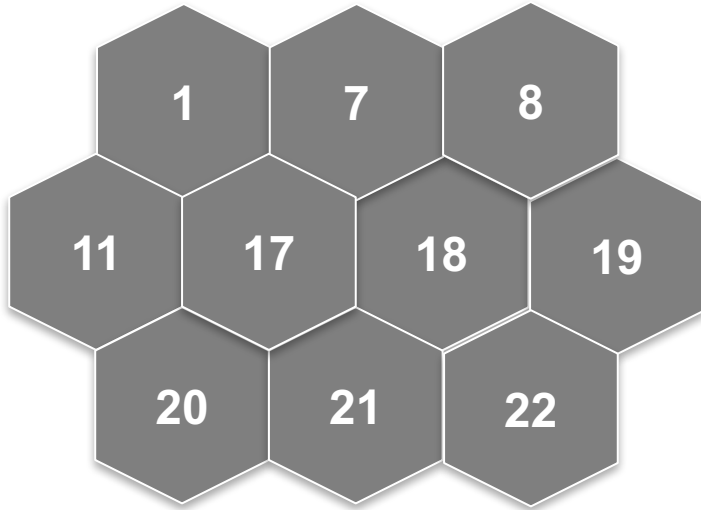
SSR1 Review Implementation

Briefing on SSR1
Recommendations

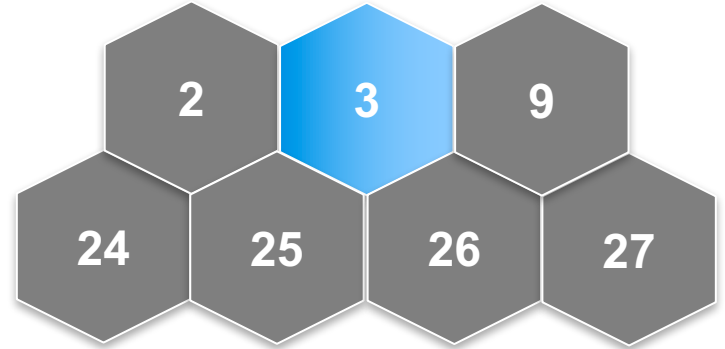


SSR1 Recommendations

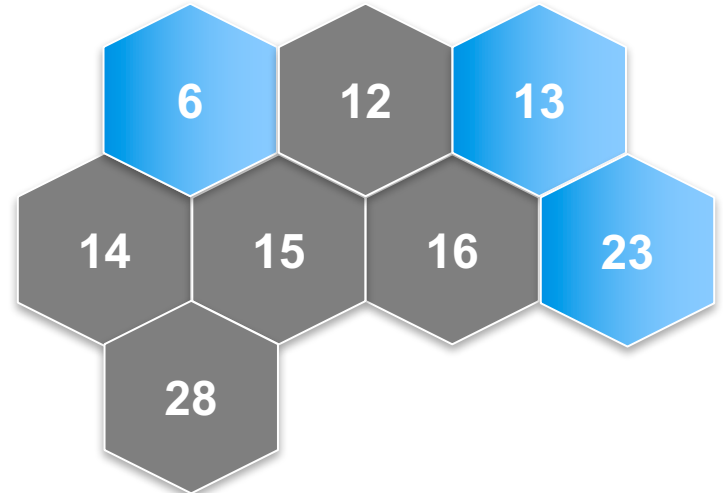
SSR Framework



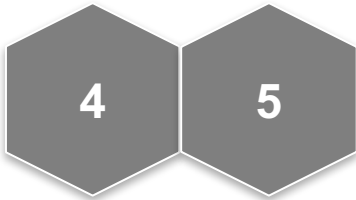
ICANN's SSR Role & Remit Within It's Limited Mission



SSR Community Outreach & Info Sharing – Security Threats & Mitigation



SSR Relationships to Support ICANN's Work



Compliance



Legend for hexagon colors:

- 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-](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

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](#)

Trello Demonstration

James Gannon

AOB