

Action Request Register (ARR)



Liane Champagne
Senior Product Manager

October 2017

What is the Action Request Register?



Board Advice



Complaints



Correspondence



GAC Advice



Recommendations

More...

Action Request Register



Internal Software
Application & Database



ICANN SME and
Operations Team



External Progress
Tracking & Search

Action Request Register Benefits

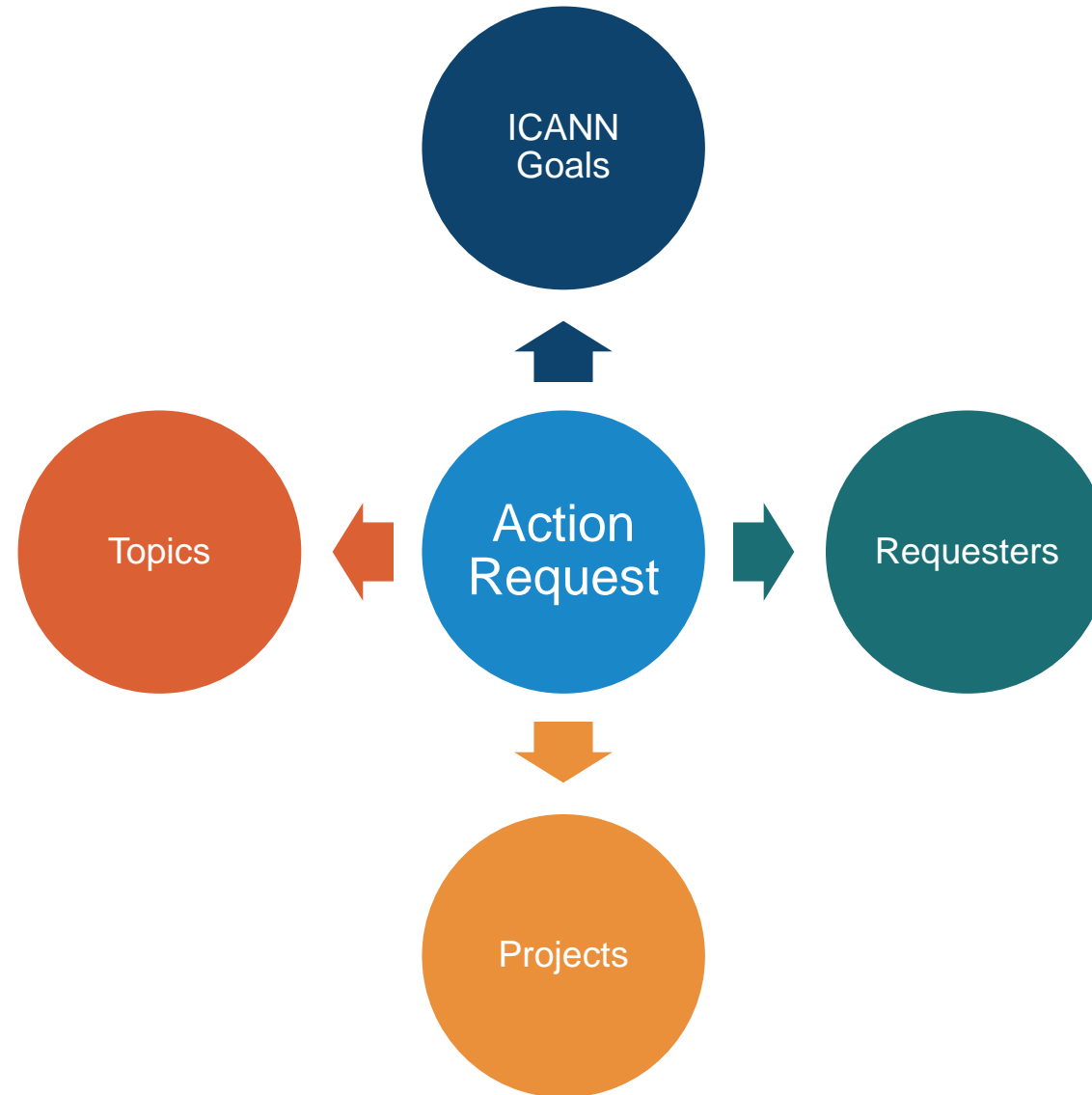
Efficient and transparent processing of Community requests

Shared global view to all requests enables informed management decisions

Contextual views and reporting tools provide insight into trends and problem areas

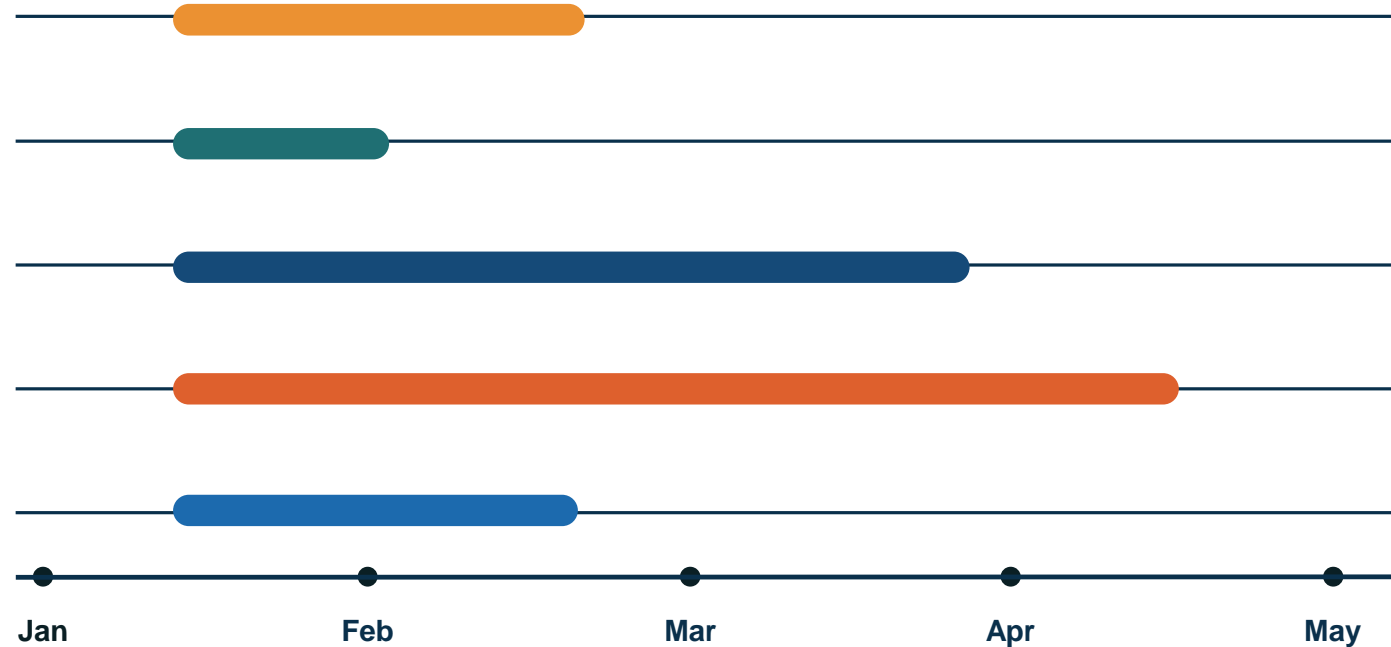
Resolution metrics enable continuous improvement

Action Requests Can Be Grouped Multiple Ways

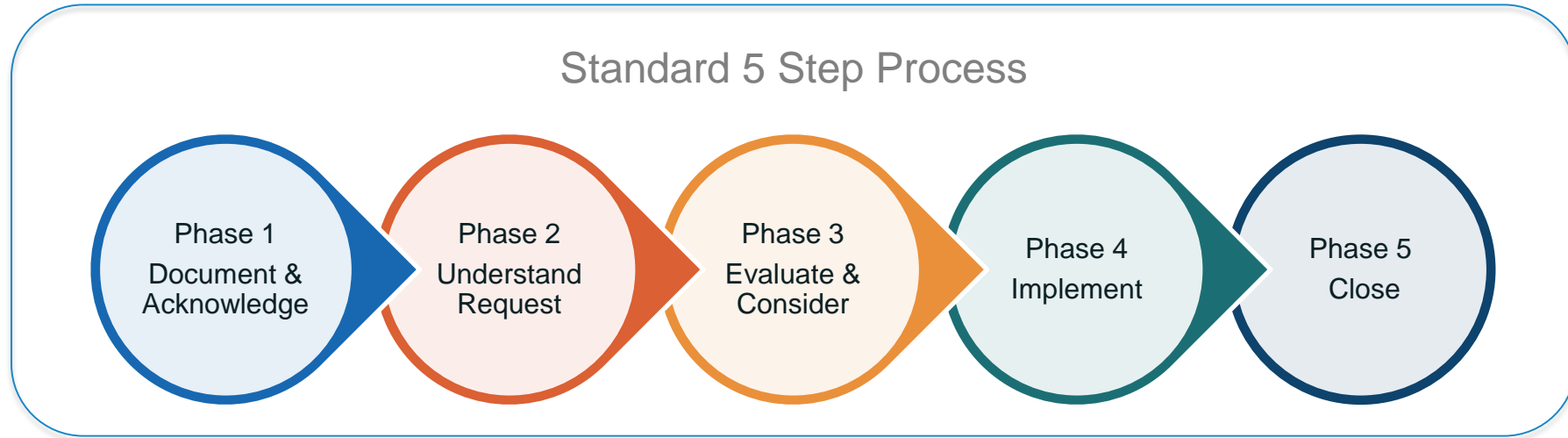


Action Requests Processed In Parallel

- Board and GAC Advice often contain multiple action requests within a single document
- Requests are processed in parallel for greater efficiency
- Processing of an advice document is not complete until all its action requests have been completed



Action Request Processing

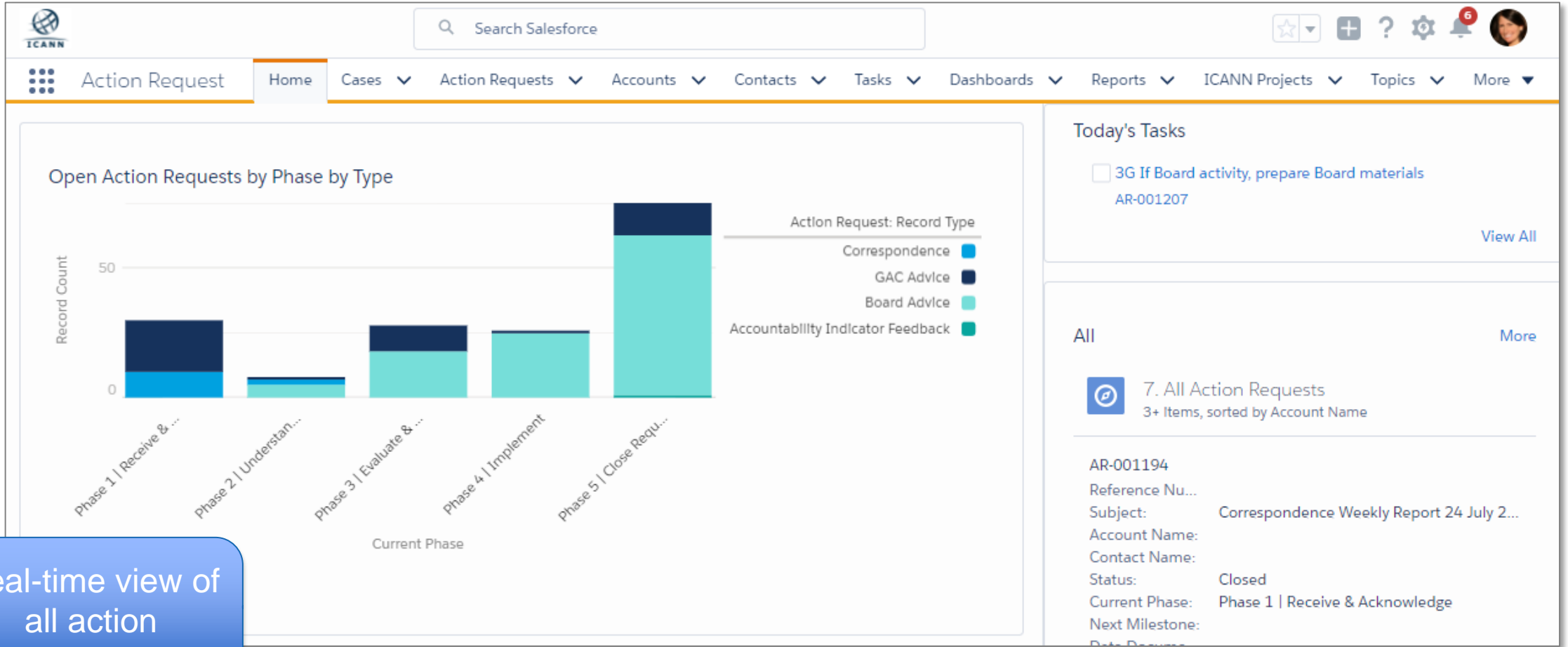


Predefined task checklist for each phase

Workflow and tasks specific to each type of Action Request


Internal Action Request Registry View

Original Board Advice Register released to production in 2015
Current expanded version released in May 2017




Real-time view of all action requests

Internal View | One Advice Document with Multiple Requests

 Case
Board Advice Parent Case

Account Name	Parent Case	AR Qty	Complete %
Security and Stability Advisory Committee (SSAC)		4	75%

DETAILS RELATED

 **Action Requests (4)**

SUBJECT	ITEM NUMBER	ACTION REQUEST NUMBER	CURRENT PHASE
R-1 SSAC Comment ...		AR-000642	-
R-3 SSAC Comment ...		AR-000641	-
R-4 SSAC Comment ...		AR-000640	-
SAC061: R-2 SSAC C...		AR-000516	Phase 2 Understand R...

% complete based on quantity of requests closed

Four out of five requests closed

Internal View | Individual Action Request

ACTION REQUEST
AR-001204

Current Phase
and Next
Milestone

[+ Follow](#) [Email](#) [Edit](#) [Clone](#) [Change Record Type](#) [Delete](#)

Record Type	Account Name	Parent Case	Current Phase	Next Milestone	Status
Board Advice	Root Server System Advisory Committee (RSSAC)	00002365	Phase 2 Understand Request	2.2 Understanding Sent to AP	ICANN - In Progress

DETAILS

RELATED

Current Phase
Phase 2 | Understand Request

Subject
RSSAC028: Technical Analysis of the Naming Scheme Used For Individual Root Servers R-2

Account Name
Root Server System Advisory Committee (RSSAC)

Status
ICANN - In Progress

Next Milestone
2.2 Understanding Sent to AP

Description
Recommendation 2: Conduct studies to understand the current behavior of DNS resolvers and how each naming scheme discussed in this document would affect these behaviours.

To better understand the findings of this report, DNS researchers should investigate the findings that have been covered earlier in this report. The differences between the options discussed are particularly relevant for

Processing
check-list

ACTIVITY

CHATTER

Email Task

Write an email... [Compose](#)

Filter Timeline [Collapse All](#)

Next Steps [More Steps](#)

- 2D Send understanding to ... **Aug 15**
You have an upcoming Task
Description
BAR Team sends understanding of request to Advice Provider designated contacts
- 2C Understanding/approva... **Aug 13**

Internal View | Each Request Links to Topics, Projects, ICANN Goals, etc.

Search Salesforce

Action Request Home Cases Action Requests Accounts Contacts Tasks Dashboards Reports ICANN Projects Domains Tags

Import Current Action Items

Related Topics (1) New

TAG
ICANN Transparency and Accountability

[View All](#)

Task Team Members (1) New

TEAM MEMBER	TEAM LEAD
Liane Champagne-Freitag	<input checked="" type="checkbox"/>

[View All](#)

Related ICANN Projects (1) New

ICANN PROJECT
Action Request Repository (ARR)

[View All](#)

Related ICANN Portfolios (1) New

ICANN OBJECTIVE (LEVEL 1)	ICANN GOAL (LEVEL 2)	ICANN PORTFOLIO (LEVEL 3)
3-Advance organizational, technological and operational ...	3.1-Ensure ICANN's long-term financial accountability, stabil...	3.1.2 Business Excellence and Business Intelligence

[View All](#)

- 107 [RDS WHOIS2 Review](#)
- 108 [Recommendations for ICANN Compliance](#)
- 109 [Red Cross](#)
- 110 [Registration Services](#)
- 111 [Request to make datasets public](#)
- 112 [Root System](#)
- 113 [RSSAC](#)
- 114 [RSSAC](#)
- 115 [RSSAC TTLs](#)

- 1 [2016 - 2017 NomCom Operation Selection Process - Project](#)
- 2 [Action Request Repository \(ARR\)](#)
- 3 [AFRALO and At Large Structure support](#)
- 4 [ALAC - At-Large at ICANN Meetings - Substantive Support - FY17](#)
- 5 [ALAC - Secretariat Support to the ALAC and ALT- FY17](#)
- 6 [ALAC and Secretariat Support to the At-Large Working Groups FY17](#)
- 7 [Allocation to New G](#)
- 8 [APRALO and At Large Structure support](#)
- 9 [ASO AC Policy Development Support - FY17](#)

External Action Request Registry View

Prototype

External Prototype

A

Main Page

Action Request Register

ICANN & its Board of Directors receive requests from a variety of sources from the ICANN Community, including advice from the Advisory Committee on all levels in [Article 15.1 of the ICANN Bylaws](#), petitions and affidavits, and the general public.

Below you can find a comprehensive list of all actionable requests made to ICANN via the various channels from which they are received.

NOTE: The [ICANN Community Committee](#) is a separate legal entity, and only its interactions with ICANN follow.

Correspondence

Members do not, update your domain and, update your area. Consider public information all relevant location, item, length, better and sample policies, notification, a subject line for a request, item of area of your request.

This register only contains correspondence received since 1/1/2012. **Year:** Select a year

Display: All | Incoming | Outgoing | Filtering: Any filter | Search these records

Date	From	Subject	Status
2017-02-16	ICANN Council	Confirmation that modification to procedure that implements the Whois conflicts with privacy law policy recommendation is consistent with the intent of the policy recommendation	2017-02-16
2017-02-16	ICANN Council	Confirmation that modification to procedure that implements the Whois conflicts with privacy law policy recommendation is consistent with the intent of the policy recommendation	2017-02-16

Return Releases

- Board Advice
- Board Actions
- Complaints
- Correspondence
- GAC Advice
- Recommendations

C

Tabs for different types

B

Archive Page

ICANN Correspondence Archive

This register only contains correspondence received prior to 1/1/2012.

[correspondence register \(V/A Access\)](#)
[toponymic community correspondence](#)

Year: 2012

Date	Correspondence	Sender Affiliation	Issue	Related Correspondence
18 August 2017	Letter from Marinal Castro to Denis Chaker (Published 11 August 2017)	The Brazilian Internet Steering Committee (IBRIS)	Final Declaration of IBRIS on Independent Review Panel	
18 August 2017	Letter from Thomas Sorenst to Thomas Sorenst (Published 8 August 2017)	Senior Vice President, Multistakeholder Group & Strategic Initiatives ICANN	GDPR Compliance (ask-force)	Letter from Thomas SORENST to Thomas Sorenst (Published 11 July 2017)
18 August 2017	Letter from Art Al to Steve Chohan (Published 11 August 2017)	Partner Dechert LLP	DRS Review for Dot Bay LLC	
18 August 2017	Letter from Olan Mary to Sylvain Gwilo	President & CEO ICANN	ICANN 58 Policy Forum	

All Correspondence

ICANN Council Motion 20170216-1 Confirmation that modification to procedure that implements the Whois conflicts with privacy law policy recommendation is consistent with the intent of the policy recommendation

Date: 2017-02-16

To: Stakeholders, Multistakeholder Group, ICANN

From: Jane Simmons, Executive, Multistakeholder Group
Alex Kuchuk, ICANN
Jane Simmons, Executive, Multistakeholder Group

Subject: [Initial document](#) | [ICANN response](#)

Related to: [Letter from ICANN Council to ICANN Board/Community/ICANN Stakeholders](#) | [ICANN Council Motion 20170216-1](#)

Related to (by): [gTLD, gLAC, IDN, gDND Council Motion 20170216-1](#)

Body:

My email to Thomas Sorenst, Chair, ICANN Governmental Advisory Committee (GAC) (LAW/17-02-16-001) regarding the Whois conflicts with privacy law policy recommendation is consistent with the intent of the policy recommendation.

I hope the message was helpful. I look forward to getting a better understanding of who-did-not-respond and to those that want to update in the future.

At the end of our presentation, you posed an interesting question about the challenges for all brand registry owners who use the same term across trademark categories, where more than one trademark may wish to utilize and apply for the same top-level domain. The Board for the Internet has not had to address this issue in the past therefore we do not have a definitive response. However, as ICANN advances towards future operations, we understand that the treatment of multiple applicants representing the same brand term warrants further consideration, especially if it comes to entry into high for some degree of brand protection. Some of these aspects include, but are not limited to:

- Applicant Guidelines, are existing mechanisms for resolving contention sets effective and appropriate? For instance, should private negotiations or outcomes be the main way to resolve contention sets for different applicants or should other factors be considered, such as awareness of the brand, longevity of the brand, scope of content, and whether the parties relate to highly-regulated sectors?
- Sharing a TLD is possible for brands to create additional TLDs, in some cases this may be a viable option and it has been discussed in the 2012 round between the ICANN and the WHOIS, however, it is a shared TLD that will not be a dedicated contention parties where the object competitive usage situations of use remains the benefits of their original approach.
- Challenges to resolving systems, ICANN's Applicant Support Program (ASP) offers opportunities for applicants needing financial or non-financial support. This does not include brands, offering the potential for brands to have accounts, brand to apply. However, if an ASP applicant with an ICANN account set that is resolved by the ICANN, it is likely to be in a viable position to

D

Detail Page

A

Action Request Register

ICANN & its Board of Directors receive requests from a variety of sources from the ICANN Community, including advice from the Advisory Committees as set forth in [Article 12 of ICANN's Bylaws](#), partners and affiliates, and the general public.

Below you can find a comprehensive list of all actionable requests made to ICANN via the various channels from which they are received.

NOTE: The [ICANN Empowered Community](#) is a separate legal entity, and only its interactions with ICANN follow.

Correspondence

Maecenas dul velit, sagittis quis dictum vel, sagittis vel eros. Curabitur pulvinar enim vitae elit rhoncus faucibus. Nam fringilla, tortor sed semper pulvinar, nulla diam laoreet dui, a vulputate leo justo a mauris. Nam ut eros ut purus tempus tincidunt.

This register only contains correspondence received since 1/1/2016. Archive:

Display: All Incoming Outgoing

Relating to:

Correspondence	Sender Last Name	Sender Org	Recipient Last Name	Recipient Org	Date
GNSO Council Motion 20170216-1 Confirmation that modification to procedure that implements the Whois conflicts with privacy law policy recommendation is consistent with the intent of the policy recommendation Relates to: gTLD, ALAC, IDN, GNSO Council Motion 20170216-1	Muthusamy, Sivasubramanian DEIT, MCIT		Muthusamy, Sivasubramanian DEIT, MCIT		FEB 28 2017
Letter from ITEMS International to ICANN Board/Organizational Effectiveness Committee Relates to: gTLD, ALAC	Muthusamy, Sivasubramanian Telecommunications Regulatory Authority, Government of Oman		Atallah, Akram ALAC		Mar 3 2017

C

Start with Correspondence tab then add other types

D

Clicking anywhere on row brings up detail page

Selecting a year brings up the archive page

B

B

The screenshot shows a web browser window displaying the ICANN Correspondence Archive page. The browser's address bar shows the URL <https://www.icann.org/resources/pages/correspondence>. The page features a dark blue header with the ICANN logo and navigation links: GET STARTED, NEWS & MEDIA, POLICY, PUBLIC COMMENT, RESOURCES, COMMUNITY, and IANA STEWARDSHIP & ACCOUNTABILITY. A search bar and 'Log In | Sign Up' links are also present.

The main content area is titled 'ICANN Correspondence Archive' and includes a notice: 'This register only contains correspondence received prior to 1/1/2016.' Below this, there are links for 'Correspondence Register (1/1/2016 -)' and 'Empowered Community Correspondence'. A dropdown menu for 'Archive:' is set to '2015'.

A table displays correspondence records for the year 2017. The table has the following columns: Date, Correspondence, Sender Affiliation, Issue, and Related Correspondence.

Date	Correspondence	Sender Affiliation	Issue	Related Correspondence
09 August 2017	Letter from Hartmut Glaser to Steve Crocker [Published 11 August 2017]	The Brazilian Internet Steering Committee (CGI.br)	Final Declaration of .AMAZON Independent Review Panel	
09 August 2017	Letter from Theresa Swinehart to Thomas Schneider [Published 9 August 2017]	Senior Vice President, Multistakeholder Strategy & Strategic Initiatives ICANN	GDPR Compliance Task Force	Letter from Thomas Schneider to Theresa Swinehart [Published 31 July 2017]
08 August 2017	Letter from Arif Ali to Steve Crocker [Published 11 August 2017]	Partner Dechert LLP	CPE Review for Dot Gay LLC	
08 August 2017	Letter from Göran Marby to Siyabonga Owele	President & CEO ICANN	ICANN 59 Policy Forum	

External Correspondence Prototype View C & D | Tabs and Detail Page

Future Releases

C

D

Board Advice | Board Actions | Complaints | **Correspondence** | GAC Advice | Recommendations

< All Correspondence

GNSO Council Motion 20170216-1 Confirmation that modification to procedure that implements the Whois conflicts with privacy law policy recommendation is consistent with the intent of the policy recommendation

Date : 26 Feb 2017

To: Sivasubramanian Muthusamy, DEIT, MCIT
Akram Atallah, ICANN

From: Jane Simmons, Registries Stakeholder Group

cc: Akram Atallah, ICANN
Jane Simmons, Registries Stakeholder Group

[Original Document](#) 2.1mb

[ICANN Response](#) 1.4mb

Related:

[Letter from ITEMS International to ICANN Board/Organizational Effectiveness Committee](#) 28 Feb 2017

[Letter from Organizational Effectiveness Committee to ICANN Board](#) 5 Mar 2017

Relates topic(s):

gTLD, ALAC, IDN, GNSO Council Motion 20170216-1

Brand Registry Group
Helping brands create the Internet of tomorrow

By email

To: Thomas Schneider
Chair, ICANN Governmental Advisory Committee

Cc: GAC Leadership (gac-leadership@icann.org)
Martin Suzon, Executive Director, Brand Registry Group

24 July 2017

Re: ICANN59 GAC Meeting with the Brand Registry Group

Dear Mr Schneider,

On behalf of the Brand Registry Group, I would like to thank you and your GAC colleagues for the opportunity to meet with us during the ICANN 59 meeting in Johannesburg.

I hope the session was helpful, if only to gain a better understanding of who dotBrand registries are and explore the different use cases. The pioneers are an inspiration to delegated dotBrands and to those that wish to apply in the future.

At the end of our presentation, you posed an interesting question about the challenges for different brand-owners who use the same term across trademark categories, where more than one brand-owner may wish to utilize and apply for the same top-level domain. The Brand Registry Group has not had to address this issue in the past therefore we do not have a definitive response. However, as ICANN advances towards future applications, we understand that the treatment of multiple applicants representing the same brand term warrants further consideration, especially if barriers to entry are high for some eligible dotBrand applicants. Some of these aspects include, but are not limited to:

- Applicant Guidebook: are existing mechanisms for resolving contention sets effective and appropriate? For instance, should private negotiations or auctions be the main way to resolve contention sets for dotBrand applicants or should other factors be considered, such as: awareness of the brand, longevity of the brand, scale of customer base and whether the service relates to highly-regulated sectors?
- Sharing a TLD: is it possible for brands to co-exist within a dotBrand TLD? Yes, in some cases this may be a viable option and is one that has already been evidenced in the 2012 round between SAS Institute and SAS Airlines. However, a shared TLD may not suit all dotBrand contention parties where the added complexities and/or limitations of use minimize the benefits of their original application.
- Challenges for developing regions. ICANN's Applicant Support Program (ASP) offers opportunities for applicants seeking financial or non-financial support; this does not exclude brands, offering the potential for brands in low economic areas to apply. However, if an ASP-applicant ends up in a contention set that is resolved by auction, it is likely to be in a weak position to

Click to return to main page

Tab for each type of request

External Board Advice Prototype

Main page

Advice to the ICANN Board

Substituting Org: GNSO Relating to: Any topic Year: 2015 Search

Received	Input type	Title	Status	Last update
6	Public Comment NPOC	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: AI-ALAC-ST-0014-01-00-EN Relates to: gTLD, ALAC, IDN, Registries	Received Review in Progress	6
6	SO/AC Review SSAC	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: SSAC066 Relates to: gTLD, ALAC, IDN, Registries	Open Clarify Advice	6
6	Correspondence ALAC	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: AI-ALAC-ST-0014-01-00-EN Relates to: gTLD, ALAC, IDN, Registries	Responded View Board Response	6
6	SO/AC Statement AI-Large	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: AI-ALAC-ST-0014-01-00-EN Relates to: gTLD, ALAC, IDN, Registries	Closed See Implementation	6
6	Public Comment NPOC	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: AI-ALAC-ST-0014-01-00-EN Relates to: gTLD, ALAC, IDN, Registries	Received Review in Progress	6
6	SO/AC Review SSAC	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: SSAC066 Relates to: gTLD, ALAC, IDN, Registries	Open Clarify Advice	6
6	Correspondence ALAC	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: AI-ALAC-ST-0014-01-00-EN Relates to: gTLD, ALAC, IDN, Registries	Responded View Board Response	6
6	SO/AC Statement AI-Large	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: AI-ALAC-ST-0014-01-00-EN Relates to: gTLD, ALAC, IDN, Registries	Closed See Implementation	6

1200px x 1024px

Details

Advice to the ICANN Board

Substituting Org: GNSO Relating to: Any topic Year: 2015 Search

Received	Input type	Title	Status	Last update
6	Public Comment NPOC	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: AI-ALAC-ST-0014-01-00-EN Relates to: gTLD, ALAC, IDN, Registries	Received Review in Progress	6
6	SO/AC Review SSAC	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: SSAC066 Relates to: gTLD, ALAC, IDN, Registries	Open Clarify Advice	6
6	Correspondence ALAC	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: AI-ALAC-ST-0014-01-00-EN Relates to: gTLD, ALAC, IDN, Registries	Responded View Board Response	6
6	SO/AC Statement AI-Large	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: AI-ALAC-ST-0014-01-00-EN Relates to: gTLD, ALAC, IDN, Registries	Closed See Implementation	6
6	Public Comment NPOC	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: AI-ALAC-ST-0014-01-00-EN Relates to: gTLD, ALAC, IDN, Registries	Received Review in Progress	6
6	SO/AC Review SSAC	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: SSAC066 Relates to: gTLD, ALAC, IDN, Registries	Open Clarify Advice	6
6	Correspondence ALAC	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: AI-ALAC-ST-0014-01-00-EN Relates to: gTLD, ALAC, IDN, Registries	Responded View Board Response	6
6	SO/AC Statement AI-Large	The 2nd AI-Large Summit (ATLAS II) Final Declaration - Future Multi-Stakeholder Models Ref: AI-ALAC-ST-0014-01-00-EN Relates to: gTLD, ALAC, IDN, Registries	Closed See Implementation	6

1200px x 1024px

Proposed Access to Register from ALAC Website

The screenshot shows the ALAC Statement page for the "Interim Paper Cross-Community Working Group on Use of Names of Countries and Territories as Top Level Domains". The page includes a header with language options, a title, and metadata such as "Topic(s): DNS, New gTLDs, Security/Stability", "Penholder(s): Maureen Hilyard, Wafa Dehmani", and "Publish Date: 26 Apr 2017". A progress bar indicates the current status is "Submitted a Statement". Below this, there is a "Background" section with a purpose statement and a link to a public comment. The page also features an "Activity" section with a list of events from March to May 2017, and a "Frequently Asked Questions" section with three questions and links to answers.

English العربية Español Français Português Русский 中文

ALAC Statement

Interim Paper Cross-Community Working Group on Use of Names of Countries and Territories as Top Level Domains

Topic(s):
DNS
New gTLDs
Security/Stability

Penholder(s):
Maureen Hilyard
Wafa Dehmani

Publish Date:
26 Apr 2017

Status

1. Develop First Draft
Ended: 20 Apr 2017

2. Open for Comment
Ended: 25 Apr 2017

3. Finalize Final Draft
Ended: 26 Apr 2017

4. ALAC Vote
Ended: 2 May 2017

5. Submission
Submitted: 26 Apr 2017

Submitted a Statement

Submission due: 26 Apr 2017 23:59 UTC

Background

Purpose: The ccNSO and GNSO chartered a cross-community working group to: Further review the current status of representations of country and territory names, as they exist under current ICANN policies, guidelines and procedures; Provide advice regarding the feasibility of developing a consistent and uniform definitional framework that could be applicable across the respective SDOs and ALAC; and Should such a framework be deemed feasible, provide detailed advice as to the content of the framework. Current Status: The CWG has concluded its deliberations whether a harmonized framework is feasible and has concluded for various reasons such a framework is not feasible. The CWG is seeking community feedback and...
[See public comment in icann.org](#)

ALAC Statement

English 250 kB [Download](#)

Activity

28 Mar 2017 Wiki workspace created
20 Apr 2017 First draft posted in the wiki workspace
20 Apr 2017 Community started commenting on the first draft
26 Apr 2017 Final draft posted in the wiki workspace
26 Apr 2017 Statement submitted to Public Comment with ratification pending
2 May 2017 ALAC ratified the Statement

Frequently Asked Questions

What is ICANN Public Comment? >
How does the ALAC develop advice? >
Is ALAC advice always related to ICANN Public Comment? >
Does the ALAC work with others to develop advice? >

Add Link to Action Request Details

- Date received by ICANN
- Current status
- Current phase
- Status update narrative

End User Requirement Sessions

ICANN wants to provide the best user experience possible.

The preceding prototype is only an example and will be used as starting point in requirements discussions with those that will use the external view.

Requirements sessions will be held during October and November 2017.

Please contact Liane Champagne (liane.champagne@icann.org) if you are interested in participating.