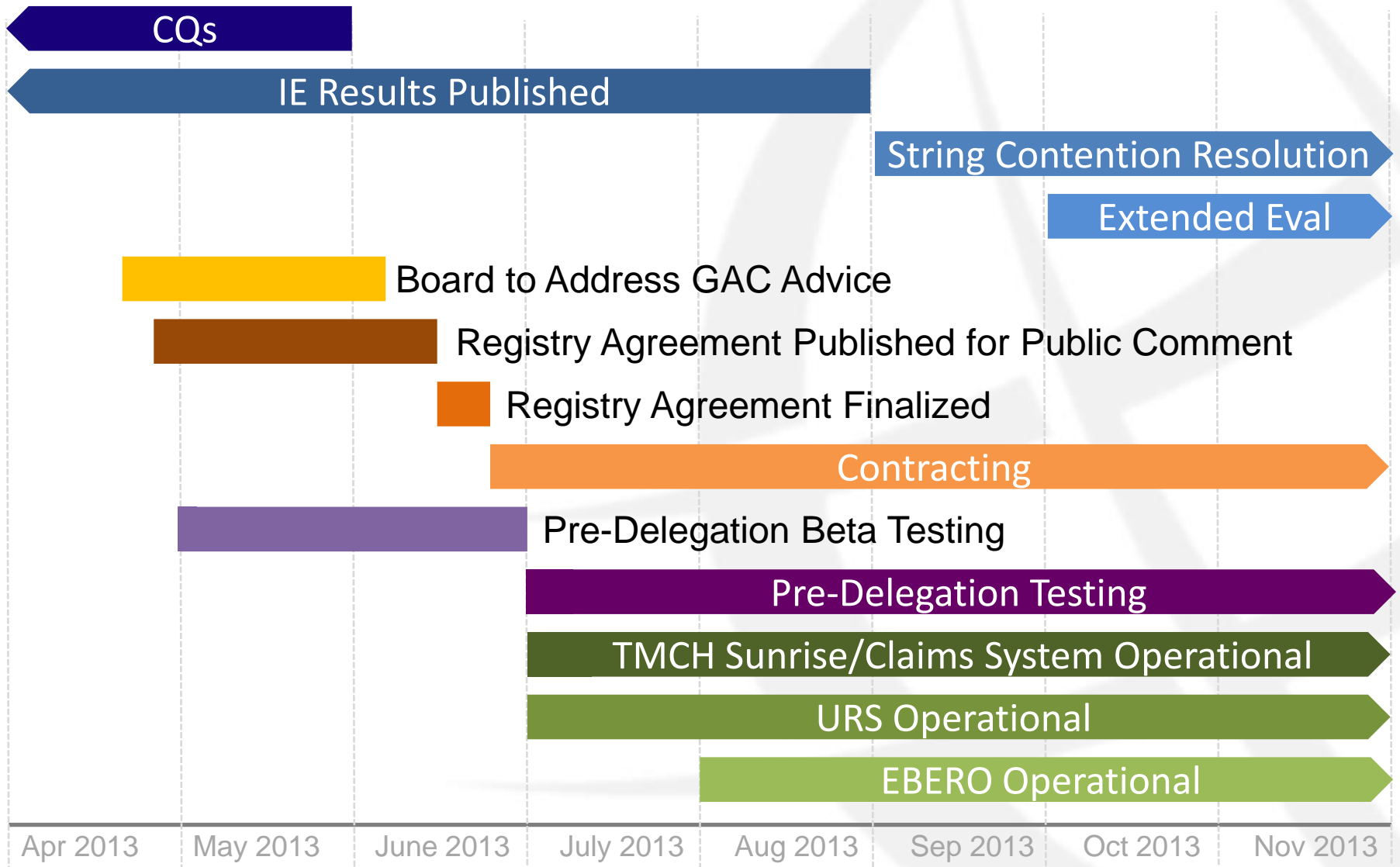


# New gTLD Program Update

23 April 2013

# New gTLD Program Timeline

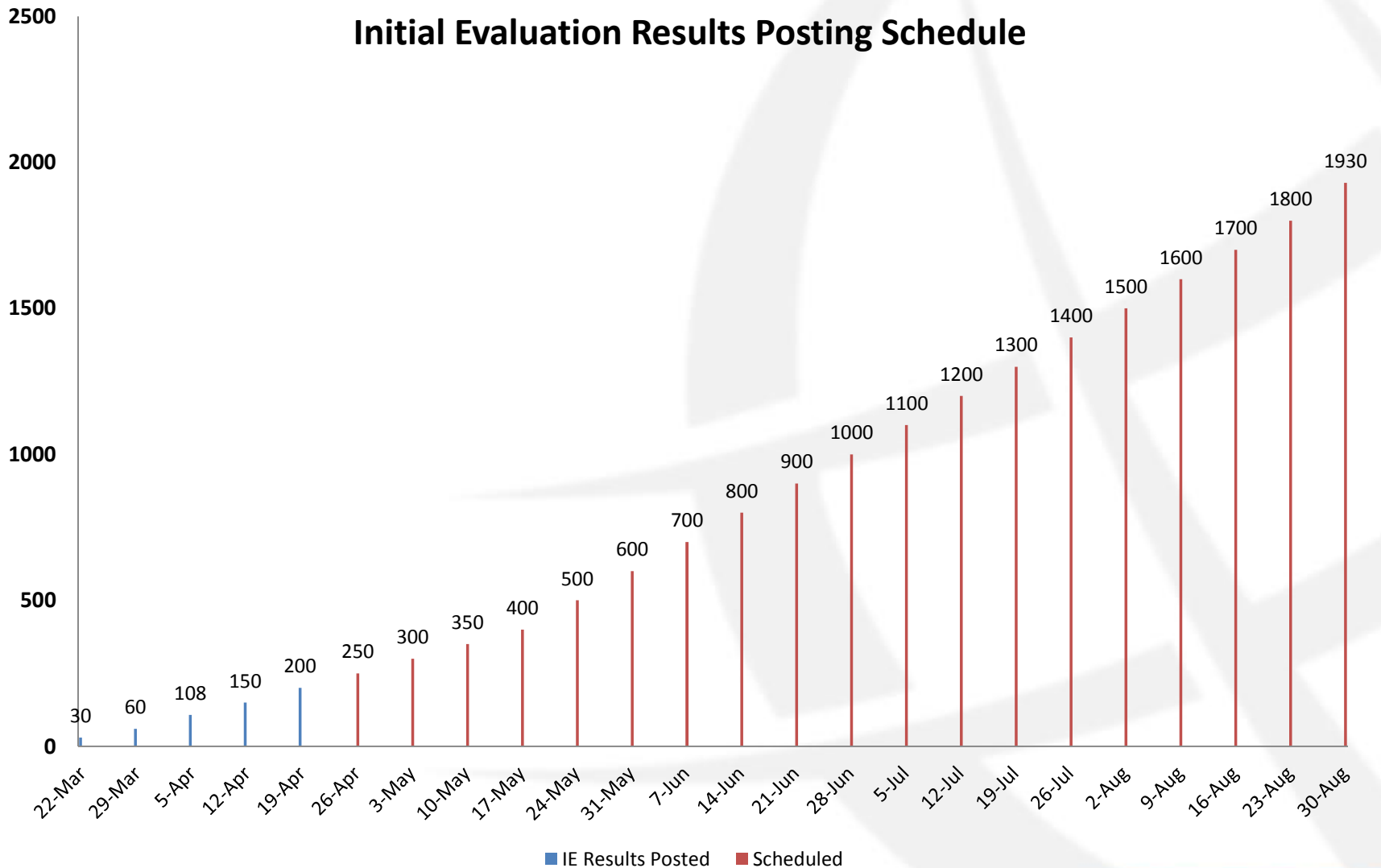
As of 23 April 2013



# Recent Accomplishment

- + 12 April Dispute Announcement of Objection Filings Published
- + 17 April New CRM System Implemented for New gTLD Customer Support
- + 18 April Pre-Delegation Testing Pilot results reports published to participants
- + 18 April GAC Communique published
- + 19 April Initial Evaluation results for applications through priority 200
  - + 169 published
  - + 168 pass Initial Evaluation
- + 19 April Announced additional URS Provider
  - + Asian Domain Name Dispute Resolution Centre (ADNDRC)

# Initial Evaluation Results Schedule



# CRM Adoption

- + 197 Open Cases converted to new CRM
  - + Historical cases planned for conversion in next release
- + Averaging 80 new cases per day since conversion
- + System to be used to track & manage upcoming phases of work

**ICANN** Christine Willett Help & Training ICANN

Home Accounts Contacts Cases Dashboards Reports Documents Applications +

**Search**  
Search All [dropdown]  
[input] Go!  
 Limit to items I own  
[Advanced Search...](#)

**Create New...**

**Recent Items**

- 00101176
- 00101183
- 00101202
- 00101191
- 00101184
- 00101212
- 00101206
- 00101214
- 00101217
- 00101225

**Custom Links**

## Christine Willett at ICANN

Tuesday April 23, 2013 [Discover Spring '13](#)

### Dashboard

Refresh Customize Page

As of 4/23/2013 5:24 AM. Displaying data as Mark Sepeta.

#### Volume of Open Cases

Record Count

This component shows how many open cases you have. Edit the breakpoints to reflect your own standards for what are high, low and acceptable levels for case volumes.

#### Current Workload

Case Owner	Record Count
Ann Yamashita	2
Catherine Cornejo	103
Christopher Bare	61
Cristina Flores	22
Jean-Christophe Finidori	45
Kevin Cannon	43
Russ Weinstein	10
Vanessa Graff	130
Z Edior	8

This component will show you how many open cases each rep has in stacked ranked order.

#### Average Handle Time

Per Rep (in hrs)

This is the average of the duration of all cases per rep for the current Fiscal Quarter

### My Tasks

New [dropdown] All Open [dropdown]

# Pre-Delegation Testing

## + Pilot Completed

- + 18 April - Test Reports provided to all pilot participants
- + 26 April – Scheduled to publish updated test specifications, FAQs, Input Data templates & examples, System User Guide

## + Beta Testing

- + Opportunity for all Registry Service Providers to prepare for successful pre-delegation testing after contracting
- + Test to be interactive (via email) with service provider
- + Test results to be reported to participants
- + Suggest retesting the pilots participants – as they are the most prepared and likely to have data ready
- + 10 testing slots available per week for additional participants
- + Considering inviting contact eligible applicants on priority order basis