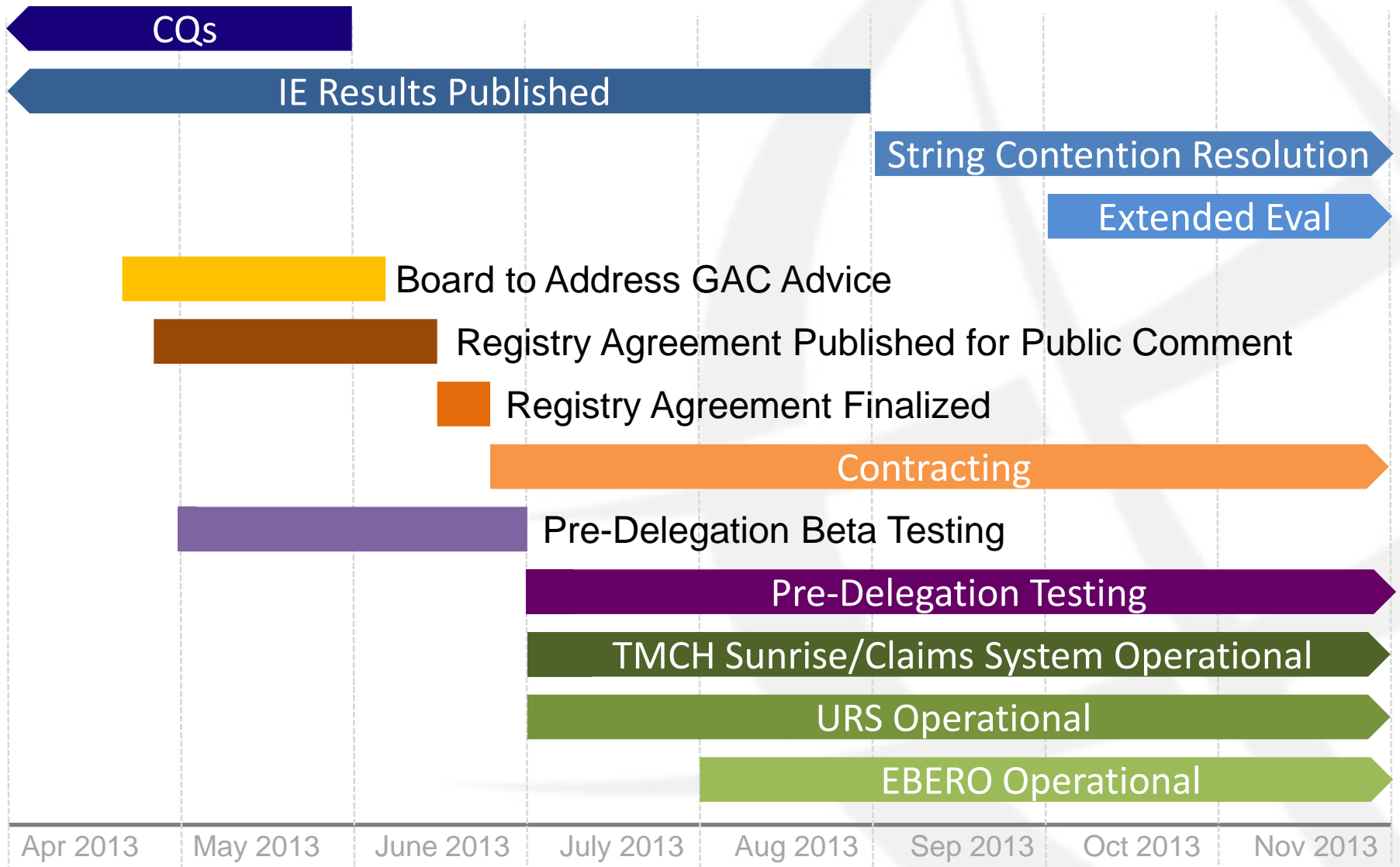


# New gTLD Program Update

23 April 2013

# New gTLD Program Timeline

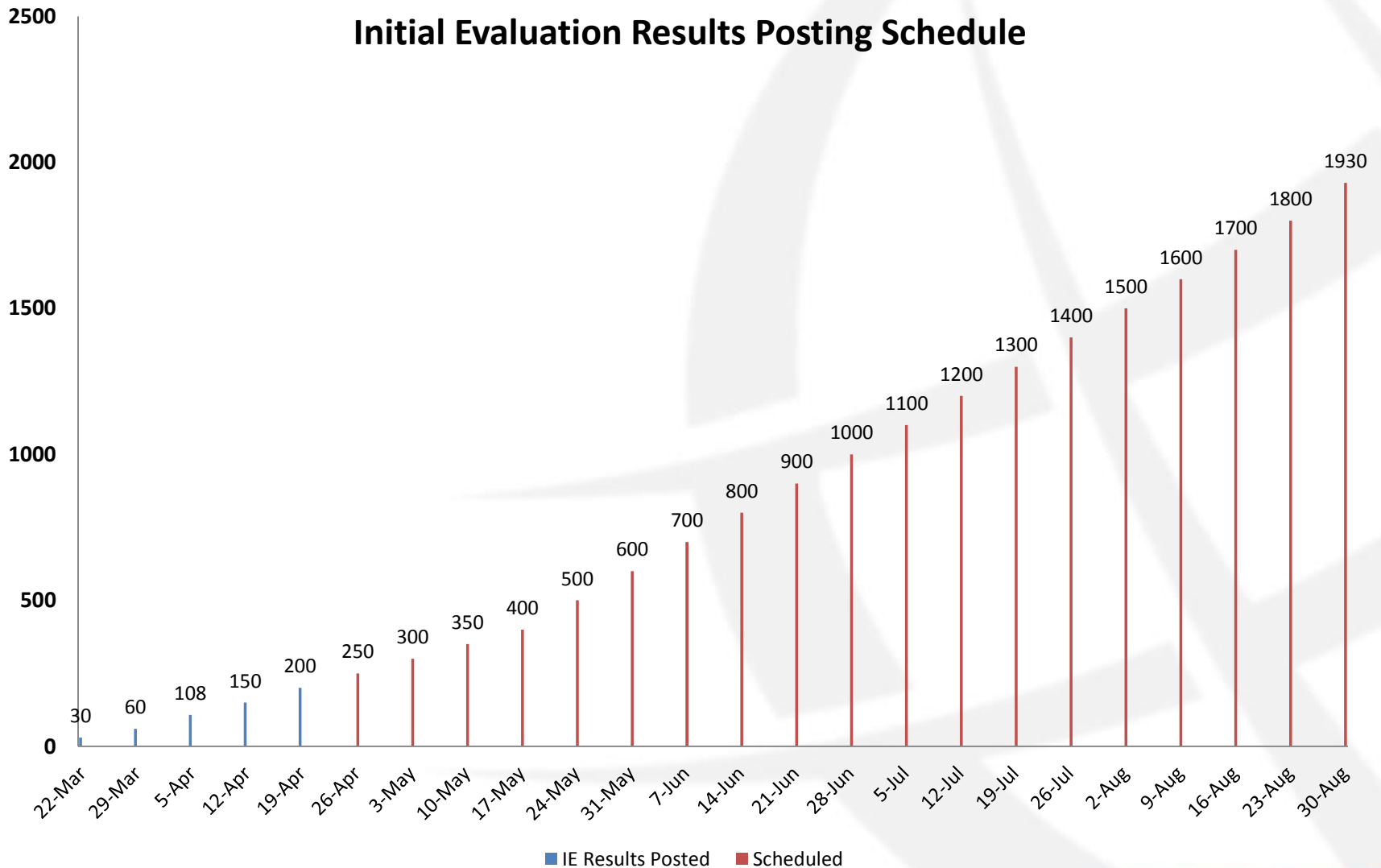
As of 23 April 2013



# 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 ▾

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**Recent Items**

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

**Custom Links**

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**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)

| Case Owner   | Average Duration (in hrs) |
|--------------|---------------------------|
| Ann Yamas... | ~10                       |
| Ashish Oj... | ~25                       |
| Catherine... | ~35                       |
| Christoph... | ~30                       |
| Cristina ... | ~25                       |
| Jean-Chri... | ~15                       |
| Kevin Can... | ~55                       |
| Russ Wein... | ~45                       |
| Vanessa G... | ~95                       |
| Z Edior      | ~10                       |

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

**My Tasks** New All Open ▾

# 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