



UA Issue Logging & Tracking

Michaela Quinzy | ICANN 57 Hyderabad | 3 November 2016

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Help

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Discussion

Through the continued pursuit of excellence in the execution of world class service delivery practices and principles, ICANN's Global Customer Service & Support Center:

- Enhances ICANN's brand.
- Models ICANN's operating principles.
- Supports ICANN's mission, vision & strategy.

Support Team

North America

- Michaela Quinzy
- Stephanie Moench
- Hope Shafer
- Aisha Herrell
- George Sarkisyan
- Hina Sattar
- Susan Yao

Europe

- Seda Akbulut
- Koray Namer

Asia / Pacific

- Tammy Yeow
- Shawn Seah

Charter

Operate a centralized, Global Customer Support function that provides end-to-end support for New gTLD Applicants, Contracted Parties, Registrants, the ICANN Community and the General Public.

- ✓ Responses to and resolution of (or manage to resolution) inquiries and incidents received via GDD portal, email, phone and web forms.
- ✓ 5 day x 24 hour availability
- ✓ Support in the six UN languages
- ✓ Escalation management
- ✓ Customer facing support for GDD Operations, the New gTLD Program and back office functions
- ✓ Email communications to contracted parties
- ✓ Ongoing metrics, performance reporting & improvement

GSC Objectives in Support of UA

- ⊙ Logging via a single, unified process and system
- ⊙ Inform & Track
 - Outreach to webmasters
 - Track reported issues to resolution
 - Status updates to reporters
- ⊙ Research & Identification
 - Perform UA-readiness testing of popular websites
 - Log and report results
- ⊙ Reporting & Analysis
 - Provide data to the UASG
 - Trends
 - Demographics
 - Resolution stats

Approach

Start Small

- Limit scope to UASG
- Capture issues reported via web form at uasg.tech
- House reported issues in ICANN's salesforce.com system
- GSC performs case management and outreach
- UASG provides technical expertise and guidance

Monitor

- UASG-readiness testing and reporting of results
- Issue reports

Iterate

- Learn from data
- Broaden awareness
- Other activities to be determined

- ⦿ Web form and ticketing Implementing November 2016
GSC staff readiness
 - Escalation process & resources identified
 - Self-study activities are in progress
 - Training ongoing

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Engage with ICANN



Thank You and Questions

Reach us at:

Email: globalsupport@icann.org

Website: icann.org



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