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SINGAPORE - GDD Portal User Group Workshop  
Wednesday, February 11, 2015 – 17:00 to 18:00  
ICANN – Singapore, Singapore

DENNIS CHANG: Welcome, everyone. This is the GDD Portal User Group workshop. I'd like everyone to come sit at the table. There's plenty of room. Certainly the GDD Portal users must sit at the table, please, because we're going to identify you finally.

UNIDENTIFIED FEMALE: Could I ask someone in the audience to prop open a door? We had a locked door issue. Thank you. It's an exclusive GDD Portal Users Group.

DENNIS CHANG: Let's get started. It's four minutes after 5:00. This is an interactive workshop. In the true sense of the workshop, there is no formal agenda or no formal presentation.

Just so that we give you a quick background, after the GDD Portal was launched last year, we decided that we wanted to have user feedback in the process of developing our GDD Portal. We so far have been working with a user group that's made up of ten members. The user group has been meeting once a month on a telephone conversation and have been feeding requirements, making suggestions, reviewing our frameworks, and also actually beta testing our releases. They have been invaluable in the process of making the GDD Portal more usable for all of you.

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*Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.*

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Since this is a small meeting, an intimate meeting, what I'd like to do is maybe start out with introductions for everybody who is here. My name is Dennis Chang. I'm the director of the GDD Services and Engagement Program.

MAXIM ALZOBA: Maxim Alzoba, FAITID.

DENNIS CHANG: Maxim is a member of the user group.

VALERIE HENG: Valerie, Registry Services, ICANN staff.

CHRISTINE WILLETT: Christine Willett, ICANN. New to the group.

AYSEGUL TEKCE: Aysegul Tekce, Registry Services, ICANN staff.

REG LEVY: Reg Levy, and I am a GDD user in all senses of that word.

ELISE FERGUSON: Elise Ferguson, Top Level Design, also a GDD user.

DIETMAR LENDEN: Dietmar Lenden, Valideus, GDD user. I like that word.



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FREIDA TALLON: Freida Tallon, .sky, GDD user.

DENNIS CHANG: Anybody out there GDD user? Come on up.

UNIDENTIFIED FEMALE: Dennis, who else usually participates in this user group?

DENNIS CHANG: In the past, especially in Los Angeles, this was a closed meeting. Only the user group attended that meeting. Prior to that in London, we didn't have a user group meeting.

UNIDENTIFIED FEMALE: I mean, you have regular calls, correct? Who else typically participates?

UNIDENTIFIED FEMALE: I'm looking at a recent e-mail that went around, and I've got [Anjo], which I'm probably mispronouncing, from Neustar; Crystal from Donuts; Desiree from .UNO; Dietmar; Jeanette from InterNetX; [inaudible] from Mailclub; Roy from Neustar; Olga from FF.COM.TR; and Leanne. Is she here today?

UNIDENTIFIED FEMALE: No, Leanne Champagne is not here.



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DENNIS CHANG: And Connie Hon from IP Mirror. Okay? Anybody else want to introduce themselves to the group? No? Okay.

All right. So the first thing we do is see if the user group wants to propose a topic of discussion. Let's see what topics we want to discuss.

MAXIM ALZOBA: I think we could talk about the search feature. On the GDD Portal, it's an option of sorting by fields. One of the fields is Date. It uses weird ideas of how to sort it, so we could suggest something from our past to resolve it like from days we were programming things instead of [writing papers].

DENNIS CHANG: Anything else?

UNIDENTIFIED FEMALE: I didn't understand what that was. I missed that.

UNIDENTIFIED FEMALE: This is an issue that we've been having for a while. The Date column does not sort as one would think that it would. Instead of it showing January 1, 2014 as coming before October 1, 2014, it does it in a different order. It sorts it as "1" instead of "01" because the "0" isn't displayed, and so it's not sorting with the "0." It's an issue that we know about and that your tech team knows about. My understanding is that it's in progress.



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UNIDENTIFIED FEMALE: It might be interesting to know what the roadmap is for improvements and changes on the GDD. Obviously, the working group is trying to assist and help, but if we know what's coming upstream, it might be useful just to be prepared.

DIETMAR LENDEN: I know it has been spoken about, but multi-user logins. I know it's been done, but it would be good to talk about it again.

UNIDENTIFIED FEMALE: Multi-user logins has been an ask for a while. We asked for and received – so thank you all very much – a sortable column view that included the last change that occurred on a case. Whenever I open up my GDD Portal, it automatically sorts by that column, which is also very cool except that it sorts with the largest number first. I don't know where that setting is. It's just sort of an interesting bug that I might mention. It takes me one click to get it the right way.

DIETMAR LENDEN: I'm not too sure if this one has actually been on the working group but when the information is transposed from the CSC to the GDD, you can't change the primary contact or anything like without raising a case.

The second point is if you save as a draft – save it and come back – you have to raise a case to change anything that you may have made a mistake on. If you're filling in the onboarding, for example, and you put in my name and it should have been Reg's name for example and I've



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hit save and come back, I have to raise a case to change that information.

DENNIS CHANG: Can you hear it. We're trying to bring up the GDD Portal itself so that we can all look at the page together. It seems like we're having a bit of technical problem here. David?

UNIDENTIFIED FEMALE: Dennis, may I in the meantime while we're dealing with that technical difficulty, could I ask my team to come join us at the table? Because I think that there are faces out there who could answer maybe some of these questions. Do you guys all know that GDD ops teams, customer service and operations here? Jeff, you're welcome to join us too. Please?

UNIDENTIFIED MALE: There's one- there's a slight anomaly when if a case has got a response, it says "awaiting customer response," and then I think if you respond – I can't remember how the process worked – if you respond back to the ticket, it still keeps the awaiting response piece in red even though you've responded, which kind of confuses you a little bit. Well, it confused me anyway because I thought I had done something, and then it still said I was meant to do something.

MAXIM ALZOBA: Another thing: if when you sort by status, you have either closed cases or resolved, but actually the cases which are in progress are between



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somewhere. It would be useful to have on one part of scale “in progress” or “open” and on the other closed or resolved in any order. Because either way you have to find it somewhere in the middle. Maybe changing letters [inaudible]. I’m not sure, but mingling with the name without actually mingling with the algorithm. There could be a cheat-around.

UNIDENTIFIED FEMALE: Dennis, did you capture that? Why don’t you go ahead and capture it. We’re getting an issue list. While we’re getting the technical issues settled, how about if we introduce the rest of the GDD team. Oh, please? You have one more.

DIETMAR LENDEN: I just want to say one thing. The changes you have made are good, so this is not a bashing session. It’s just that there’s a lot of stuff that has been put in there like Open Cases where you have a little button at the top and stuff like that and all sorts of other stuff that’s great.

UNIDENTIFIED FEMALE: We’re viewing it. It’s all positive. No worries.

UNIDENTIFIED FEMALE: We’re very grateful for all the updates. It does make a big difference.

UNIDENTIFIED FEMALE: Yeah, seriously, we’re no longer in beta, and that’s awesome. Michaela?



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MICHAELA QUINZY: Hi. Michaela Quinzy, GDD customer service.

LINETT NARDONE: I'm Linett Nardone, manager, GDD ops.

YUKO GREEN: Yuko Green, another manager of the GDD ops.

NEGAR FARZINNIA: Negar Farzinnia, GDD Operations.

AARON HICKMANN: Aaron Hickmann, GDD Operations.

HOPE SHAFER: Hope Shafer, customer service.

MORGAN GOVAARS: Morgan Govaars, customer service.

MERT SAKA: Mert Saka, Registry Services.

JEFF REID: Jeff Reid, IT.





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DENNIS CHANG:

What I wanted to let you guys all know, you don't see all these people every day, but they are working in the backend of the GDD Portal every single day. When you're filing a case or submitting a form, these are the people who are actually handling it in the background.

Also, of course, Jeff is our vice president of IT, and he is responsible for the development team who is providing all these new features for us. That's the role.

I think to clarify Christine's role, Christine is in charge of the product management team, like Leanne, who is responsible for defining the requirements to the technical development team.

Okay. Now what I wanted to do is when we are talking about items that you brought up, actually look at it together so that we all have a clear understanding of what we're talking about. Okay?

Let's start with the first item from Maxim.

MAXIM ALZOBA:

I think it was about sorting by Date Created. Here we have Date Created. If I now click it, I have two options: up and down. We have to have a bit more different dates. For example, in my own GDD Portal, I have something from the previous year, then something from the current year, then again something from the previous year because it looks like it sorts like a string of text characters.

It should sort as UNIX data from the beginning of UNIX or something. So you have to transfer it to the [seconds from some moment], then sort it, and then to show the date which we have out of this.



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UNIDENTIFIED FEMALE: So you need it to sort like a date field and not – like January 2014 shouldn't come before February 2013? Got it.

Just to clarify, these types of things, how are we capturing them? I know from the scorecard, from the [RYSG] scorecard, that there's a tab here, with worksheet, for GDD Portal. Is that where we capture this? Do we have another list? Do we have a defect list? What's the mechanism for this user group?

MAXIM ALZOBA: Since portal is [inaudible] – for example, feature of sorting by field was added. It was [really cool]. But also it appeared that the mechanism of sorting of particular field was chosen, like, strange way. I don't know.

So we requested to fix it, because other way it was confusion. It's minor tweak. It doesn't kill us if you don't fix this, but it's not convenient with such sorting.

UNIDENTIFIED FEMALE: Completely understand. It's just a bug. I'm just asking how do we capture these? Do we have a document that we capture these in? What does the user group use?

UNIDENTIFIED FEMALE: My understanding, and maybe Linett can speak to this, is that I thought there was one, but I haven't seen it in months. I'm sorry, I'm not trying



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to put you on the spot. We may well have just completed it and not added to it.

MICHAELA QUINZY:

I believe that Leanne is capturing items as they come up during the meeting, but I'm not exactly sure which documents she's catching them in. But I know that as I've attended the calls, she's captured new issues and followed up.

UNIDENTIFIED FEMALE:

Okay. We'll sync up with Leanne. We'll get her list and we'll add these issues to her list if they aren't there already.

MAXIM ALZOBA:

About multiple users, what we have here is just a single contact per registry and we would be happy to have few. The reason is, first is bureaucratic. Some [guides] are allowed to request things, report things, and some [guides] just allow to read things.

Also, we have technical fields. If we go to TLD – for example, we see this particular TLD. We click it and we have – for example, [onboard] information or startup information. If someone without proper understanding of the process and proper authorization from the company inserts wrong information, it doesn't kill you from the very beginning, but it causes lots of confusion. Lots of time will be spent on trying to understand what went wrong when everything is done up to the form submitted. So it's usually for senior technical contacts to enter this. But in most situations, poor bureaucrats. They don't know how to



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do it properly. So they're not allowed to open bureaucratic cases. So we want to [lean] them to, for example, these technical fields.

It leads to the creation of a single supervisor who is most probably the official legal contact of the company, for example, which is [logical]. She is responsible for things on behalf of the company. She is the official contact from—

UNIDENTIFIED MALE: Like the primary?

MAXIM ALZOBA: Yeah, primary. No, [legal] contact. Because the communication from this person is regarded as official communication with the company, so it's logical to allow him to add and delete users doing something or create change roles for users, because he is responsible according to contract.

UNIDENTIFIED FEMALE: So, Maxim, what I'm hearing you say is you're not just looking for multiple users to have logins from your entity, from your company, to the portal, but that you would like those to have different roles or different security privileges, which limit what those users could do. And ideally, you're suggesting you would like to be able to administer that security. Master user, whatever that user type is, would administer all of the credentials for your team.



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MAXIM ALZOBA: Yeah, because currently only this person actually has access to GDD Portal formally. We have to use his credentials, the whole team.

UNIDENTIFIED FEMALE: Are there any other needs for multiple users?

UNIDENTIFIED MALE: I just have to say, if we do do something like that, can we make sure that we have a very simple top account, sub-account system, whereas in the top account, if they wanted to restrict access to some people, then they could create that sub-account with that limited access, but not all companies have different people accessing it. Some people limit it to one user accessing it. So if you were to limit what some accounts could do and they were all separate, then it would be very, very confusing and very, very time consuming on that concern. So make sure it's all organized under one said top account as you previously just said.

UNIDENTIFIED FEMALE: So I just actually forwarded you an e-mail that I composed in the session this morning about this because it was brought up in things that we've learned technical session. There's someone who spoke who is a backend registry operator for a number of new gTLDs, and he was expressing that each of his customers has, as they should, their own GDD Portal but he doesn't have access to the technical parts of it.

So multiple logins is something that we've been requesting since this first rolled out, but his comment made me realize that there are more granular requirements for some things. Like the [ONBIR], my tech guys



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have my login so I can't [inaudible] it up. But my customers have their own GDD login, and so when it comes time to complete their own [BIRs], I'm going to have to send them a text file and cross my fingers.

The [ONBIR] I realize is a one-time thing, so I don't know if an ongoing technical thing is going to be necessary, but the request for multiple logins and for being able to send things to the right place is an ongoing thing, because like I said, my tech guys have my login. I mean, they totally don't use my login and my passwords are secure and I never give them out to anyone.

But when they send a request, it's going to necessarily be a technical request, whereas I [inaudible] way more likely to be policy related. So distributing those accounts from the get-go could help you guys triage the questions as well, so that you know that I'm not going to be asking what the DNS – I don't even know. Just as an example.

UNIDENTIFIED FEMALE:

Dennis, you're capturing this? Are you capturing this? Thank you, Reg. We'll take a look at that note. I was also in that technical operations session, then I was in the [inaudible] session a couple hours ago. So I think I'm hearing that there are different use cases. There's different scenarios. I can't imagine that you'd necessarily want your backend service provider seeing all of your cases. So figuring out what part, what aspects, of the portal they'd want.

So [inaudible] multiple user access is on the GDD Portal scorecard, but it's sounding like this is not a simple "give you three user IDs." This is more complex security-wise.



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UNIDENTIFIED MALE: One small but important thing. In such situations where even if more than one, it's a lot. Yes? A lot of people are doing something in portal. If you do not have means of tracking who done what, maybe it's reason to delay the [inaudible] of multiple users before you have at least internal tool, which just writes who done what under which credentials, because other way, we won't, for example, be able to understand [inaudible] persons from the staff [inaudible] did bad things, and we won't be able to understand [inaudible] what was changed.

UNIDENTIFIED FEMALE: So the portal is on the Salesforce platform. Some custom code on top of the Salesforce platform, but Salesforce does have the ability to log everything you do, every transition. So if we're not already logging all of the interactions through the portal, it certainly is a capability. So I appreciate that, yes, security and the administrative logging of activity would be important.

Thank you. I think we're getting better understanding. Before we go [down to] implementation, we'd have to have more interviews and talk to you all about use cases and scenarios.

UNIDENTIFIED FEMALE: Yeah. And this is new for us as well, so we appreciate that we're – well, at least I appreciate that the multiple user thing, which was one of our very first asks, is a massive undertaking and throwing this wrinkle onto it is probably going to multiply that because we're not just saying



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multiple people who can log into the same stuff, but multiple people who can log into completely different stuff.

That said, it is my understanding – and correct me if I’m wrong – that the GDD Portal is envisioned to become a repository for registries where they can do everything. For example, currently we have, I don’t know, the RSEP login. I don’t know what it’s called. And we have some other things that are registry-specific and that there is a plan for everything to come in under the GDD Portal which I think is good because it’s good to have a central repository.

With that end goal in mind, if these kinds of granularity are put in now, then they’re going to save massive time on the other end.

UNIDENTIFIED FEMALE:

Good point. If I may segue to one of the other items, the second item was the road map, to talk a little bit about that, because yes, there is a plan to merge these disparate portals. You’ve got the new gTLD applicant portal, you’ve got the GDD Portal, now you’re going to have [EROS].

I haven’t actually seen where they can access and request an RSEP and how that looks, but they’re all on Salesforce with Salesforce behind the scenes, but there’s different technologies that they’re built on. So one of the things on Leanne’s road map is getting them all onto the same technical implementation within Salesforce and there’s some new capabilities that have been launched in the last year for Salesforce, so we want to make use of that technology.





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So as we look at – I don't want to say re-platforming, but merging them, we'll look at all of these requirements to see what makes sense before or concurrent with or after that. We build that synergy between them all.

So a little bit more about the road map. If you weren't in some of the earlier sessions, I gave an update to the GNSO I think on Sunday morning, and what I committed to was providing a road map – and Leanne will share with you – within 60 days that is at least an 18-month road map out. So through FY15, we're in the midst of our FY16 planning now, so we're working with IT and all of the business groups with the input of this user group to gather those requirements for that road map.

One of the things that I mentioned that we have as a strategic item is to bring registrars onto the Salesforce platform. So to migrate them off of Radar and onto Salesforce. Once that's done, then we're looking at migrating the compliance functions off of their current system, Kayako, onto Salesforce. So then registries, registrars will all be on a single platform. And then customer service and the operations and support teams will all be able to support everyone together, contracted parties together.

UNIDENTIFIED FEMALE:

Thank you for bringing that up, because I know that I heard that and I had forgotten that I had. A warning that this will be an ask when that becomes available, that vertically integrated registry/registrar will want to give access – for example, [I'm] compliance for both. I'm going to not want to log in with two different ones, which is fine. Just know that



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that's coming when you move registrars over here. I will do it if I have to, but . . .

UNIDENTIFIED FEMALE:

No. So your company has [inaudible] machines, for anybody who doesn't know. You're both a registry and a registrar organization, so – actually, Michaela's team has been undertaking some work to clean up the account hierarchy. We migrated from [TAZ] – remember the old application system? We migrated and imported a lot of the history there into Salesforce, and we've been operating under the burden of a lot of that legacy data.

So her team has been working to clean that up, but part of that cleanup also is putting the right account structure. I mean, you guys all have CRM systems. You know what this – Reg, I don't want you at the application level and at the . . . I don't want three Reg Levy contacts. I want one [minds] and machines account and one Reg Levy and then you see everything you're supposed to see. We're not there yet, are we? [laughter]

But that is the direction I think it's going to take. I would ask maybe, Michaela, if you could or someone from your team be engaged in this user group to talk about that effort, because I think it's going to take working with the contracted parties to get that account structure right. Donuts has one structure. Google has another. We've got a lot of different organizational structures and we want to get the right contacts at the right place, and I think if we do that, that will ultimately help with the security model and it will help us when we do merge these portals, so you get [visibility] to what you need. Maxim had his hand up.



MAXIM ALZOBA:

Two small notes. First, is it possible to make registrar and registry [inaudible] of the system of a [different color]? Because it will give me instant understanding of where I am going to open or [read] case. Or maybe different style of text, like italics versus plain, so you visually can see.

For those who have issues with colors, maybe just some color which will be seen as grey instead of white for them. It's an issue, because some guys cannot distinguish some colors. Yeah, it happens. So it would be extremely useful to understand instantly what are you going to do where.

The second thing working for registrars, we have [inaudible]. They have even more complicated structural stuff, so it could be a good idea to discuss data design idea, like [you suggest structure] of data. Because this stage is easier to do on paper and it saves a lot of time, because if you put in design of system wrong [inaudible] of data, it will haunt you for the rest of the life of the system. It's not curable.

DIETMAR LENDEN:

We're in a slightly different position. I'm from Valideus, so we have a whole lot of clients that are registries. They're brands. So it would be quite nice to have is a single portal for us which has all the brands in it, and then the brands would have the ability via a multi-user process to get access to their own one and see that separately.

UNIDENTIFIED MALE:

I second that motion.



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DIETMAR LENDEN: That would be quite nice.

UNIDENTIFIED FEMALE: [inaudible] – no?

UNIDENTIFIED MALE: [inaudible] consulting.

MAXIM ALZOBA: Also, in the case of multiple different brands, it's extremely important to ensure that it's better to show nothing at all than to show the case of one customer to another. It's so complicated on so many levels. It's more than security. Even to the [stage] where if you see something happen like this, just shut down the whole account. It's cheaper in terms of money.

UNIDENTIFIED FEMALE: Understood. I think we're quite aware that we've got a number of consultants that are in a similar role. That's a complicating factor to the whole architecture, but understood.

I was just speaking of the road map in general. We've got – and I think Leanne talked about this at the last Portal Users Group – we're trying to tackle some foundational items that will allow us to implement more scalable solutions, move more rapidly, and then really be prepared once we bring on registrars and compliance.



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With this road map in mind, the idea is we can't continue to just add new requests to the front of that. Otherwise, the whole road map will just delay and get further along.

But a lot of the things that I'm looking at the GDD Portal scorecard, so I think you'll see a lot of these features on the road map in one way, shape, or form when you do that. Any other questions on the road map before we move on?

UNIDENTIFIED MALE:

I'm kind of curious on – and this kind of goes in another direction, so if it strays too far, please do let me know. The process of assignment – and actually, when you do an assignment, you transfer those contacts. How does the GDD Portal come into play? Because I know I've asked this question before and I was basically told, well, we would just manually do everything through e-mail for the current time. But we're looking at development in the future, but nothing has been developed so far.

UNIDENTIFIED FEMALE:

Okay. So I'm going to give you the real answer. In the meantime, the process, that is the real answer. We need you to e-mail us [in open] cases.

The challenge is that we're still dealing with the legacy implementation that a lot of the attributes of – we have a database, we have an application object, we've got a registry object, we've got a TLD object. A lot of the attributes about the registry are really looking at the application, and we don't have all the right relationships built in standalone data where we need it to be.



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So in the case of assignments, when an assignment is from one entity to another, we don't have the database structured in a way that facilitates that very easily. So it's very manually intensive.

That is part of the foundational items, and some of the data model adjustments we need to get fixed so we can scale.

UNIDENTIFIED MALE: I just pulled up the Service Requests tab because it's new and I wanted to say thank you. I'm starting to see the consolidation and it looks like it's going well. But there is no TLD column in that tab, and I just confirmed by opening a couple of the that they are actually – I mean, when I make service requests, I have to do it by TLD. So just sort of a future request, putting it out there. It's obviously not super important, but . . .

UNIDENTIFIED MALE: Can you explain, Max?

MAXIM ALZOBA: To be short, here we see—

UNIDENTIFIED FEMALE: No, not there. Scroll up. And then just click on Service Requests. Perhaps there are none in this account.

MAXIM ALZOBA: I opened new – ah, yes. There is no TLD.

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UNIDENTIFIED FEMALE: Right, so just look in there.

MAXIM ALZOBA: Yeah. No TLD, but if we go to Cases, we will see sort field by TLD. And in case you have more than two, when we have a few hundred, it's complicated.

UNIDENTIFIED FEMALE: Right. So for a single – for registries that are single registries, that's not going to be necessary. But for the registry operator, I don't think there's anyone out there who is a single-registry registry operator. I could be wrong, and if so, power to them.

If the registry operators can have access to service requests, then I would imagine that they should at least be able to view them. And that is going to be necessary, because otherwise, the R-40 that I'm seeing on my screen is slim to moderately helpful.

MAXIM ALZOBA: So here we see no TLD—

DENNIS CHANG: So what you're requesting is a column showing the TLD? I see.

UNIDENTIFIED FEMALE: And it's a necessary field. When I open up this particular request, I see service name TLD start date, end date. There's some requirements in



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there. It's a field that exists, so it shouldn't be too horrible to implement.

CHRISTINE WILLETT: But it's something we'll have to take into account as we look at the different user profiles, use cases that look at data and look at reporting across TLDs.

UNIDENTIFIED MALE: Yeah, I was just going to say, Christine – sorry to interrupt. But there probably will be some service request that will not have a TLD as a requirement. So there may be some that will end up being blank, but I don't think it's a big deal to add the field.

UNIDENTIFIED FEMALE: Yeah, I think that the occasional blank one would be fine as long as I can sort the rest of them.

DENNIS CHANG: Okay. Next, do you want to show something? So looking at the topics, we covered the sorting feature date, road map, multi-user login, sortable column view. Was that Reg who—

REG LEVY: Sort by column view – you mean the date column?

UNIDENTIFIED FEMALE: I believe that all of the columns are sortable, yeah.





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UNIDENTIFIED FEMALE: Oh, you mean the days since last change auto column thing – is that what it’s talking about?

DENNIS CHANG: No, I think we got that. Something else. Status? Somebody else wanting to talk about . . . Yeah, that was number six. Let’s talk about this. Awaiting customer response [stays red]. Can you show us?

UNIDENTIFIED FEMALE: If it’s a test account, you’re probably not going to see it, but I think my team is pretty aware of that. Anybody want to talk to that?

DENNIS CHANG: Let’s see. Okay.

UNIDENTIFIED MALE: Have you talked about this sorting about status? Because if you have a real account with lots of cases, when it sorts one way, you see [inaudible] on the top. When you sort the other way, you see [result] on the top. And new cases are in the middle. Given that we have a few hundred cases, after half a year, we have to find the place where “in progress” hides.

UNIDENTIFIED FEMALE: That was an ask early on, and the explanation we were given at the time was sorting by anything but alphabetical was possible, but whoa

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difficult. That's why we have the orange button up there, so that you can just click that and then you can see what's in progress or what's red, awaiting customer response.

And also the days since last change, because ones that have been recently closed will appear in that column. I know that you still want it, but . . .

MAXIM ALZOBA: I think I know the solution. We call "in progress" and "unresolved" and it goes up [inaudible] a letter.

UNIDENTIFIED FEMALE: I know you still want it; I'm just saying.

UNIDENTIFIED FEMALE: So, Maxim, I think that addresses – I know it's not the ultimate solution, but at least you see the open cases.

MAXIM ALZOBA: Yeah, but still, if we don't do something, then sorting by status, then it won't be used.

UNIDENTIFIED FEMALE: Well, that way you see the open and you can sort [inaudible] progress.

MAXIM ALZOBA: No. I meant that the feature of sorting of status field, in reality . . .

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UNIDENTIFIED FEMALE: There's still three ways to sort – there's still three possibilities in this view. So depending – you should see my GDD Portal sometimes. It doesn't always fit on one page. So there's in progress, there's new, and there's awaiting customer response. So the sort field is still useful, even in this view.

MAXIM ALZOBA: Yeah. Anyway, if it's too long, we just [inaudible].

UNIDENTIFIED MALE: So is there a request that I should capture?

UNIDENTIFIED FEMALE: I've done this many times. One new, two pending, three whatever. You number them and then it sorts that way. It's not rocket science. There's plenty of ways to get that done. Got it. Understood.

DIETMAR LENDEN: The question about that open response is about – yeah.

UNIDENTIFIED FEMALE: Yeah. I remember when we implemented that and it didn't quite function the way we envisioned. Does anybody want to talk about that, the red awaiting customer?



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MICHAELA QUINZY: The idea behind that would be that once you responded, the status would change to something actionable by ICANN and show both in the portal and internally. It's a known issue and Leanne has that one tracking as well.

UNIDENTIFIED FEMALE: It would be helpful not just in what I call inquiry cases, but in process cases. Sometimes, whether it's an RSEP request or some other service function, we need to perform – sometimes we need information from you and then it would be nice to know that we have that, and now it's back in our court.

Tracking that also, we want to track the time in each stage, so that it will also help in SLAs.

UNIDENTIFIED FEMALE: Single portal agent for all clients? Was that from the consultant view? Yeah, okay.

DENNIS CHANG: Can we talk about this one mentioned briefly? CSC to GDD. You're saving something and you're coming back and it's not saving. Can you get into a little more detail?

DIETMAR LENDEN: It is actually saving, but it won't let me change what I've saved. So it brings the data from the CSC into the GDD, which is great. And then I'll go to the Registry Contact Information tab and I will start filling in some

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data, [inaudible] top one. The Registry Contact Information, yup. Then if you go into that and start filling in some data and then click on the tab that says “save” – just fill in anything.

UNIDENTIFIED MALE: So it saves it, but you can't go back and change it?

DIETMAR LENDEN: Correct.

UNIDENTIFIED MALE: You want to be able to change it until you submit it.

DIETMAR LENDEN: Yes.

UNIDENTIFIED MALE: I second that one, too.

UNIDENTIFIED FEMALE: And I've got one that's currently saved in mine if you want to take a look at how it looks.

DIETMAR LENDEN: Yeah. So you can't do anything with it, unfortunately, other than raise a case.



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UNIDENTIFIED FEMALE: I think it should be possible to save without having any data in the required fields, because maybe you only have information for the first two things, and then you save it and have to go to a meeting or something.

UNIDENTIFIED FEMALE: There's a lot of required fields.

UNIDENTIFIED MALE: I don't understand why the required fields won't let you go back and change it, but you can change the fields that aren't required. If you need the important information, I'd rather be able to change that and give you the important information. And then when ICANN comes back and tells me to change my emergency contacts and I can't do it and I have to submit another case, it's just copy/paste, copy/paste each single individual cell until you get everything lined up correctly. It's easier to just have – sorry.

UNIDENTIFIED MALE: I just wanted to ask a question. When you're filling out this screen, do you use the reference contact function?

UNIDENTIFIED MALE: I only use reference, but when I have several, several brand clients that all have – I'll be honest, a very similar role account but different e-mail, it doesn't exactly help that well, because it's still something I have to repeat for several dozen brand clients all the time. It's time-consuming.



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DIETMAR LENDEN: And if you use that role option, yeah, you have to raise a case basically to change the e-mail address for the next client. So [inaudible] seven TLDs in one GDD Portal, and if I say yeah, cool, I'm going to use – because most of the data is exactly the same. Contact, e-mail address, and maybe the telephone number might be different. So if I use that information from the previous TLD that's been entered, the e-mail address comes across. So if I try to change that e-mail address, it won't let me do that because you can't use the same e-mail address, for example, for [CCDS]. You have to have eight different e-mail addresses for each one, which would be quite nice to have one single one. But that's a different topic. That's not part of this conversation.

UNIDENTIFIED FEMALE: [inaudible]. So this is not [ONBIR], this is contact?

UNIDENTIFIED FEMALE: Can I ask a question? How many TLDs do you have left to complete this form?

UNIDENTIFIED MALE: About 22.

UNIDENTIFIED FEMALE: That's fair. Because I've got like four left and I noticed this and I was just like, "Okay, but I'm not going to bug him about it."



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UNIDENTIFIED MALE: I usually do this late at night, a very large cup of coffee and have four hours to kill.

UNIDENTIFIED FEMALE: And the role contact, was like a lookup?

UNIDENTIFIED MALE: Yeah. The reference contact at the top would [inaudible] saved successfully. It's in the grey box. Allows the selection of a previously saved TLD, which would then populate this. Or at least that's the way it's supposed to work. So that if you said, "Well, I have .AUCTION," or whatever, "and I want them all to be like .AUCTION," you could pull .AUCTION in and then it would fill everything in.

UNIDENTIFIED FEMALE: But you need to be able to edit it is the problem. If you bring that information in, you then can't edit it in any way, shape or form.

UNIDENTIFIED MALE: Oh, understood. I didn't know that when I asked the question. I thought in the early days that actually was fixed, but I guess maybe not.

UNIDENTIFIED FEMALE: No, I tried.

UNIDENTIFIED FEMALE: It also sometimes doesn't bring in all of the information from the other TLD that I'm copying from. There are a couple bugs in that, which if





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you're interested in knowing about them, I can show you. Again, it's kind of one-time use for a TLD. It didn't occur to me that it would be worth bringing—

UNIDENTIFIED MALE: I just remembered something. I've done a lot of CIRs, which were the old-style CIRs, so they didn't have the billing contact, they didn't have all the other contacts. So that comes across and the billing contact I can't change. It's blank. So again, that's one of those that could be interesting.

UNIDENTIFIED MALE: And also the legal contact I think, because it's greyed out.

UNIDENTIFIED MALE: Correct.

UNIDENTIFIED MALE: And most probably different companies have different legal contacts.

UNIDENTIFIED FEMALE: Just a quick thing regarding the legal and the primary contact. [That] information is extracted from the CIR from when you first submit the application. So it is understood that when you put your application for a given TLD, the contact is chosen at that point in time for your legal and registry primary contact.



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That being the case, if you do have legal contacts for different TLDs, they would be noted in the CIR when you first submit the application.

And if, of course, in the future there is a need to change the legal contact, everybody is allowed to do that, but it won't be editable because that's where the data is coming from.

UNIDENTIFIED FEMALE: That doesn't mean it was a good design.

UNIDENTIFIED MALE: Actually, you can edit legal contact via [inaudible] and something else. And e-mail, yeah. It's a procedure.

UNIDENTIFIED FEMALE: Really, we know we have to capture a lot of data up front. We need to populate it. You can't edit it. It's crazy. We do need to look at what do we want you guys to modify. Is there a reason to control certain data? Do we need to know if the legal contact or an emergency contact changes? Maybe there's things that we need that to propagate to other systems. There could be control reasons. But then I think – and we've talked a little bit internally about potentially having you guys submit . . . I don't know if it's this exact form, but submit the requested changes even if we have to do something to it to approve it or to process the change. You could enter it, submit it, and then we say it's applied. It's just something we've talked a little bit about internally. Trying to figure out how to do all that. Thank you.



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UNIDENTIFIED MALE: It's a strong reason for legal contact to be non-editable, because in the design of the contract itself, it says that the only means to change it is offline and [inaudible] fax and e-mail.

But the financial contact, it's not mentioned explicitly in the agreement as I remember.

UNIDENTIFIED FEMALE: Right. So there's a very good reason it's in the contract. I know we're out of time, but somebody brought up in another meeting – oh, the other user group in the chat.

A question came up earlier this week in the scorecard conversation to bring to our awareness that there's some billing issues that the contact information that's being maintained here isn't making its way to the financial system, so they are not systemically integrated. They are two different platforms. They have been procedurally integrated, but evidently not consistently. So we're going back sorting that out. We'll get that data corrected.

UNIDENTIFIED MALE: Is that data pulled from the CIR or are you pulling it from the GDD? Because the new CIR gives you billing contact. So if you're on an old CIR, you won't have a billing contact. I don't know what information you would use, but if it's GDD, then that will be fine. I'm just curious which portal it's coming from.

UNIDENTIFIED MALE: Yeah, it would come from the GDD Portal.



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UNIDENTIFIED FEMALE: We've got one question online.

UNIDENTIFIED FEMALE: In the Adobe Connect, [inaudible], he or she, I don't know, has two comments and one question.

The first comment is: "For contacts, it would be nice if you didn't have to save every time you have added data for one contact. It would be nice to type several contacts and save once."

And the second comments is: "Also, I am annoyed it is so hard to change the contacts once they are saved."

And the question is: "Would it be possible to create a separate menu to manage your contacts?" Would it be possible to create a separate menu to manage your contacts?

UNIDENTIFIED FEMALE: If there's 22 different roles here, pick and manage your contacts separately. So maybe there's only five people and you just have to pick which one goes here. So managing contacts.

UNIDENTIFIED MALE: Yeah. We had discussed that in one of the sessions about it saying it would be a far more effective way to deal with the problem.



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UNIDENTIFIED MALE: Was that entailing perhaps creating a role account? For example, if I have five people, maybe even one or two people, but I just want to create the same person again, just with a different set of phone numbers or a different e-mail, would that be possible too?

UNIDENTIFIED MALE: Well, the system has some limitations in terms of duplicate information. For example, for a login, that has to be unique and that's typically the e-mail address. So there are definitely some things that you can't necessarily do, but if you can create the same user and then just say this person has these five roles – they're the billing, the primary, the emergency one, or technical or whatever – then it's a lot easier to manage versus putting in 22 things in this sort of interface.

UNIDENTIFIED FEMALE: This is a question from my team. The registries can't just add contacts. They have to add them in this kind of form. So if you could just add John, Mary, Michael, Paul and you add all their names, address, phone number, e-mail some place, and then you came to this form and you picked John, Mary, Michael, Paul; John, Mary, Michael, Paul.

UNIDENTIFIED MALE: Exactly.

UNIDENTIFIED MALE: If you've got multiple TLDs and one GDD Portal, that little icon – so if you see billing contact bank space, then that little magnifying glass, if you click on that you could actually pick a person from a previous



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account. But obviously you get the same problem that you can't edit it. So there's [inaudible].

UNIDENTIFIED FEMALE: All very reasonable requests.

UNIDENTIFIED FEMALE: I have a question that's not related to contacts. At the very top, there's four tabs and one of them is work items which specifically relates to the startup of a TLD. My question is are there plans to deprecate that tab in the future?

UNIDENTIFIED MALE: Or will there be more work items in the future?

UNIDENTIFIED FEMALE: We have a little internal debate, work items service requests, what is preferable. Work items are more aligned to startup. Service requests are asking us to do something. Do you want more work items?

UNIDENTIFIED FEMALE: May I give some input? My understanding of work items when they existed initially was that it looks better at the top to have three tabs than only two. And because I can only access work items when I'm already in the TLD, and when I'm already in the TLD I have my work items listed. So from my standpoint, there's literally no reason for the work items tab.



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But now that we have a services request tab, the three is fulfilled. And in the future when there might be a compliance table or an [EROS] tab or what have you in the used to, then it would make sense. Because, see, it's grey? It's grey everywhere unless I've selected a TLD from the TLD tab. And if I've selected the TLD from the TLD tab, I have a list of my work items on that tab.

UNIDENTIFIED FEMALE: But you don't have a list of the service requests for that TLD?

UNIDENTIFIED FEMALE: Not yet.

UNIDENTIFIED MALE: So is that just universal – that's like cases? I thought it was coming in with filtering, but maybe not.

UNIDENTIFIED FEMALE: Sorry, what's coming in with filtering?

UNIDENTIFIED MALE: The service requests is not filtered by TLD. When you're in the TLD, it doesn't show you those service requests.

UNIDENTIFIED FEMALE: Standby.



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DENNIS CHANG: Just a quick logistical note, I know the time's up, but we're happy to continue the conversation.

UNIDENTIFIED FEMALE: Currently, no. I know that we saw preview of the next rollout of changes and they were there, but I don't know if that hasn't been implemented yet or if it was implemented and it's not working or if the service requests that I have are not tied to a TLD in the way I think they are.

UNIDENTIFIED MALE: Well, they should – you had [ERPs] and stuff, right? So those should be tied to TLDs.

UNIDENTIFIED FEMALE: Sorry, one more thing, Max.

MAXIM ALZOBA: One question about the – when information from the point of contacts are pulled for accounting department, how often it's pulled by the system they use? Because usually they issue invoices I'd say after the quarter ends. So you need to be able to pull it at least four times a year and not once.

UNIDENTIFIED MALE: Yeah. I know the accounting team is working with IT on that to make that more structured and definitely would have to occur before the quarterly cycle.





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MAXIM ALZOBA: Before they send the invoice.

UNIDENTIFIED MALE: Yeah. Right. Not after the quarter, before the quarter.

MAXIM ALZOBA: The biggest issue is when one of the customers is receiving an invoice for the other. It creates lots of trouble.

UNIDENTIFIED FEMALE: We have – like the [RPM] billing for new TLDs, that happens. It's supposed to happen weekly. So we'd like to get that data pushed from Salesforce to our financial system weekly. We won't wait for the end of the quarter to clean that up.

It's ten past the hour. To bring this to conclusion, two things. One was do you – I know we all have . . . I'll now participate as much as I can in the Portal User Group meetings. We do this monthly by phone. Do you want to do this at the ICANN meetings? I know we're always so busy. Is it worthwhile to do this in person as well?

UNIDENTIFIED FEMALE: I think it is.

UNIDENTIFIED MALE: Because sometimes there aren't people that join the call, for example, [inaudible].



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UNIDENTIFIED MALE: It gives us a chance to laugh.

UNIDENTIFIED FEMALE: I was just talking to somebody about why I think it's still worth it to ICANN meetings and one of the reason is to look you guys in the eyes and vice-versa. There have been studies that have been doing about how easy it is to de-humanize people who you only interact with on the Internet. I think it's really helpful to re-humanize. But that said, I'm kind of 50/50 about this particular one.

UNIDENTIFIED FEMALE: I also mentioned in another session that I'm going to be talking to Leanne and my soon-to-be other product manager to be hired to talk about how we expand the scope of this user group or if we need to create a separate user group so we can talk about [CZDS] requests and other requests for other systems. I'm sure [EROS] will come up. So whether it should be the same user group or not, think about that. We can take it up at the next meeting. I just didn't want you to think I had forgotten about that.

DENNIS CHANG: Okay, then, thank you everyone.

UNIDENTIFIED MALE: Thank you.

**[END OF TRANSCRIPTION]**

