

# 2021 Contracted Parties Survey Results

March 2022



# ICANN's Annual Contracted Parties Survey

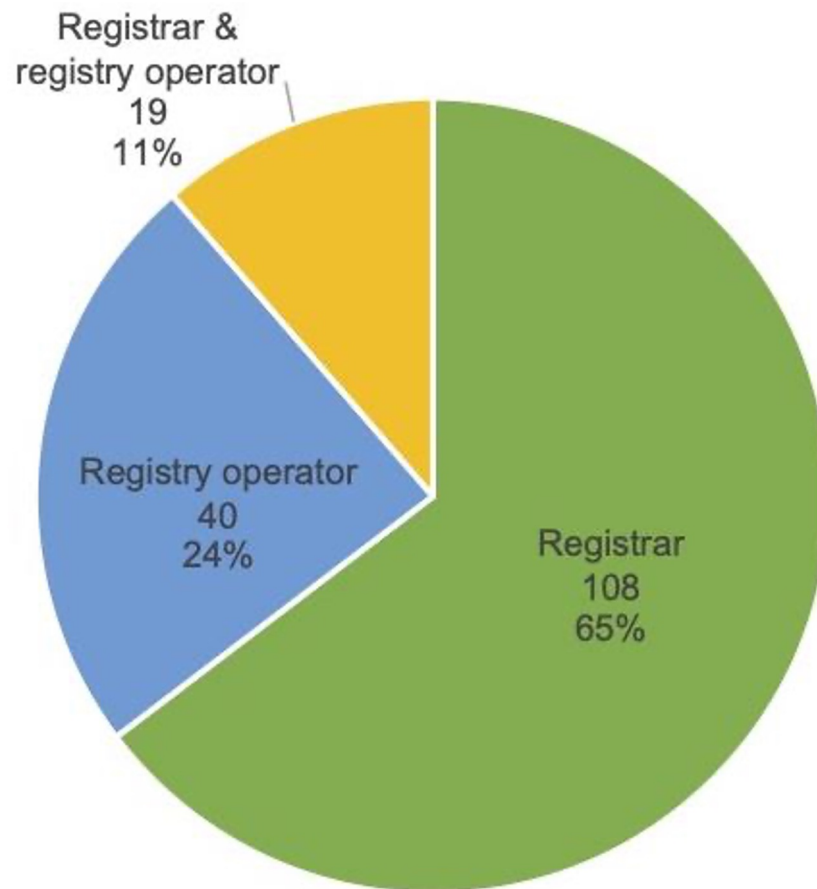
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- ICANN organization's Global Domains and Strategy (GDS) function supports generic top-level domain (gTLD) registry operators and ICANN-accredited registrars (contracted parties) in fulfilling their contractual obligations for the benefit of the Internet community.
- The Contracted Parties Survey is a means to understand areas of improvement when working with contracted parties.
- The objectives of the survey are to help GDS recognize the quality of its contracted party services and align GDS activities to better serve the DNS ecosystem.
- The 2021 Contracted Parties Survey focused on five areas:
  - Service improvements
  - Communication of useful information
  - Systems and tools
  - Support for mitigating Domain Name System (DNS) security threats
  - Knowledge, skills, and capabilities
- Survey requests were sent to 949 contracted parties with a response period from 1 to 23 November 2021. Overall, 167 participants completed the survey.

# Respondent Firmographics

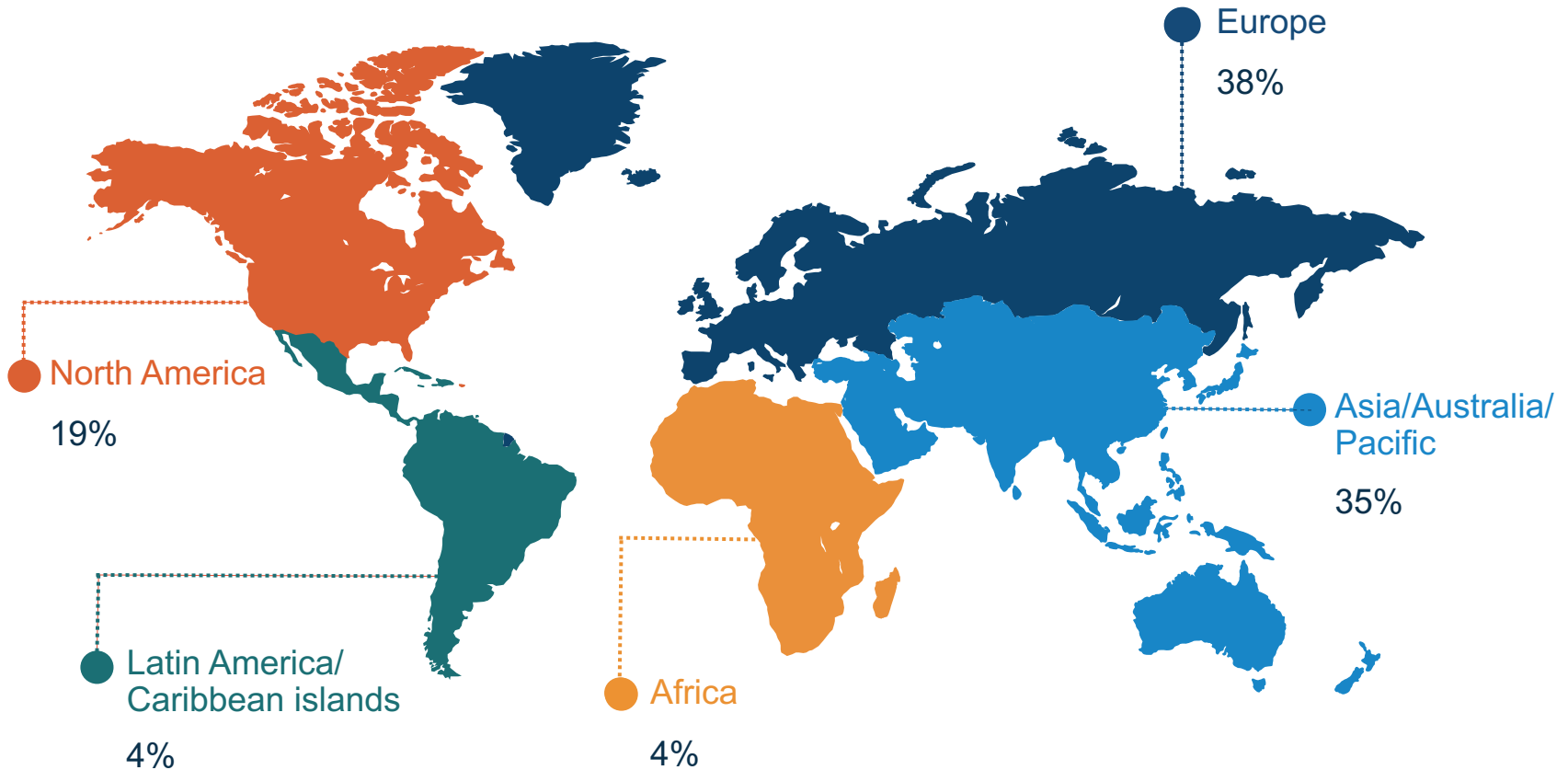
## Q1: Which of the following best describes your organization?

167 respondents self-identified as:



# Respondent Firmographics

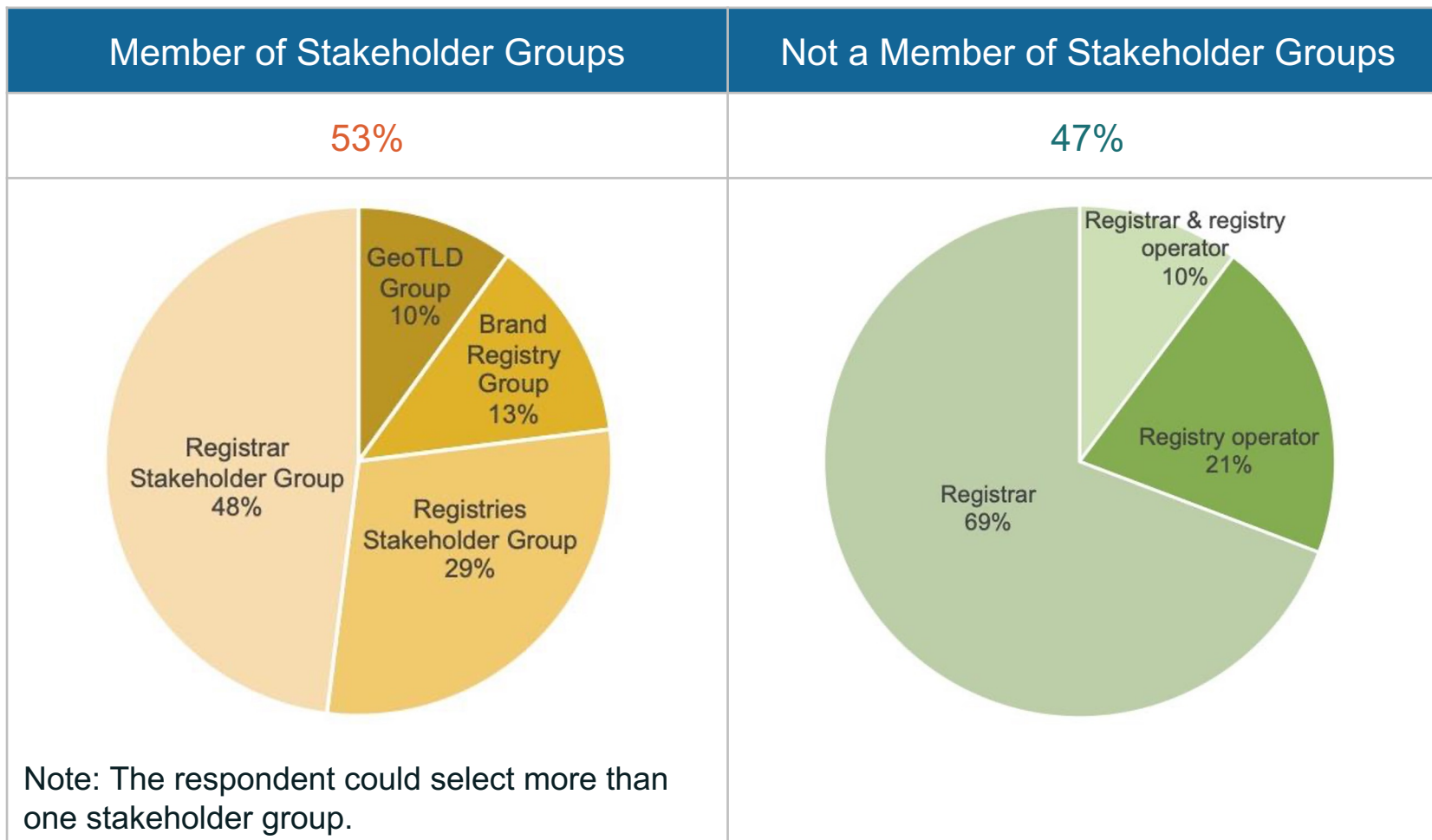
Q2: In which geographic region(s) does your organization primarily do business?



Note: The respondent could select more than one region.

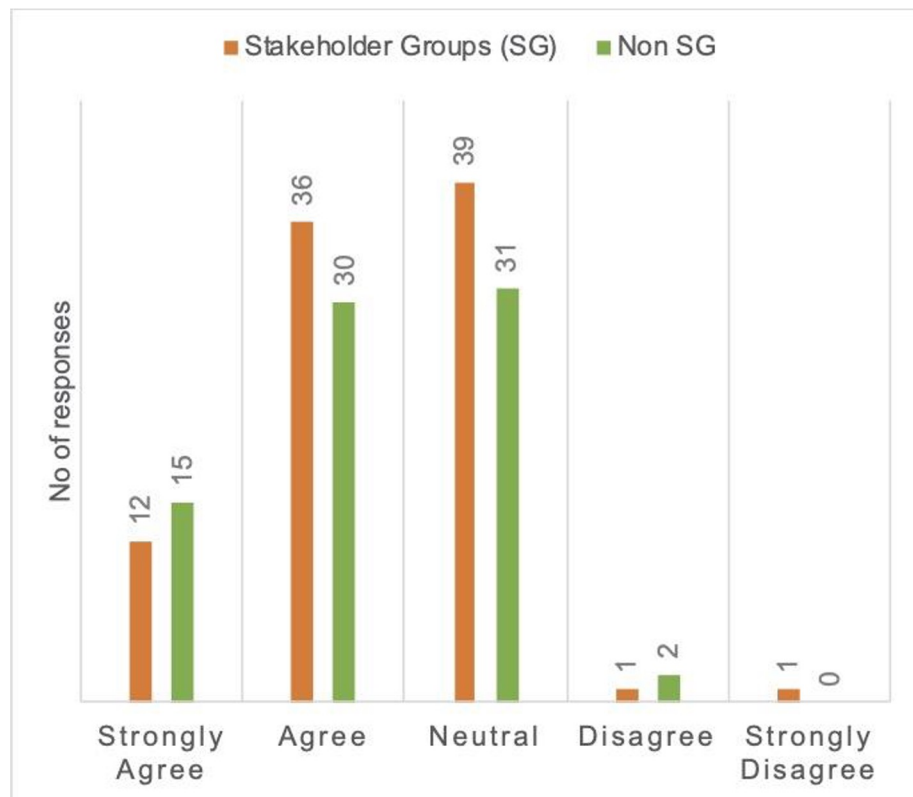
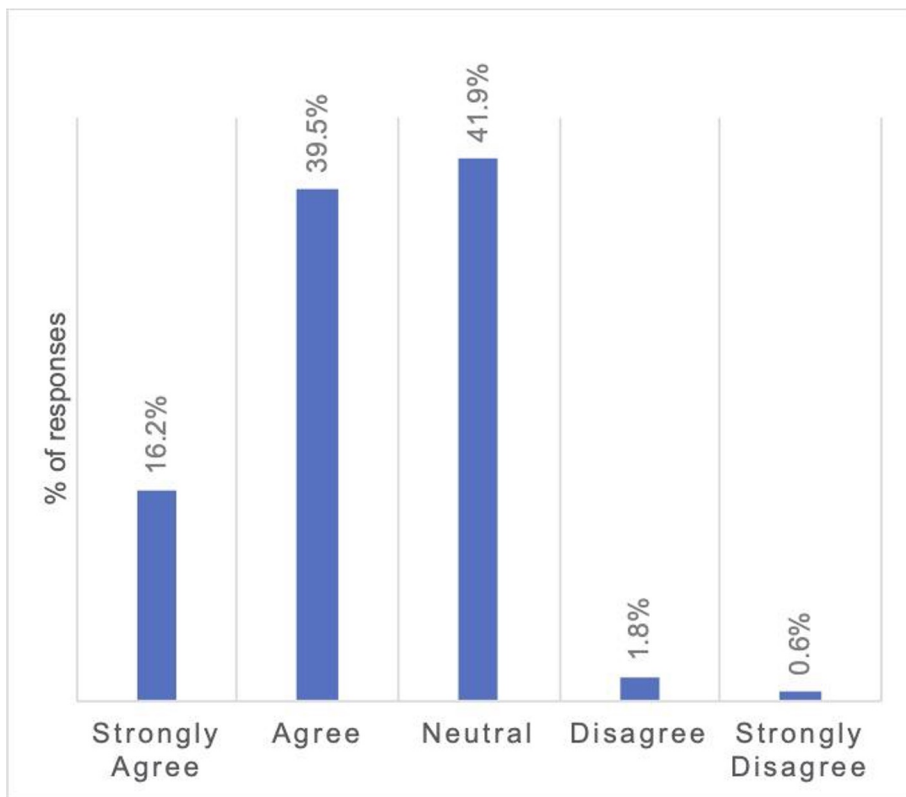
# Involvement in the ICANN Community

Q3: Which, if any, of the following ICANN stakeholder groups are you, or someone from your organization, a member of?



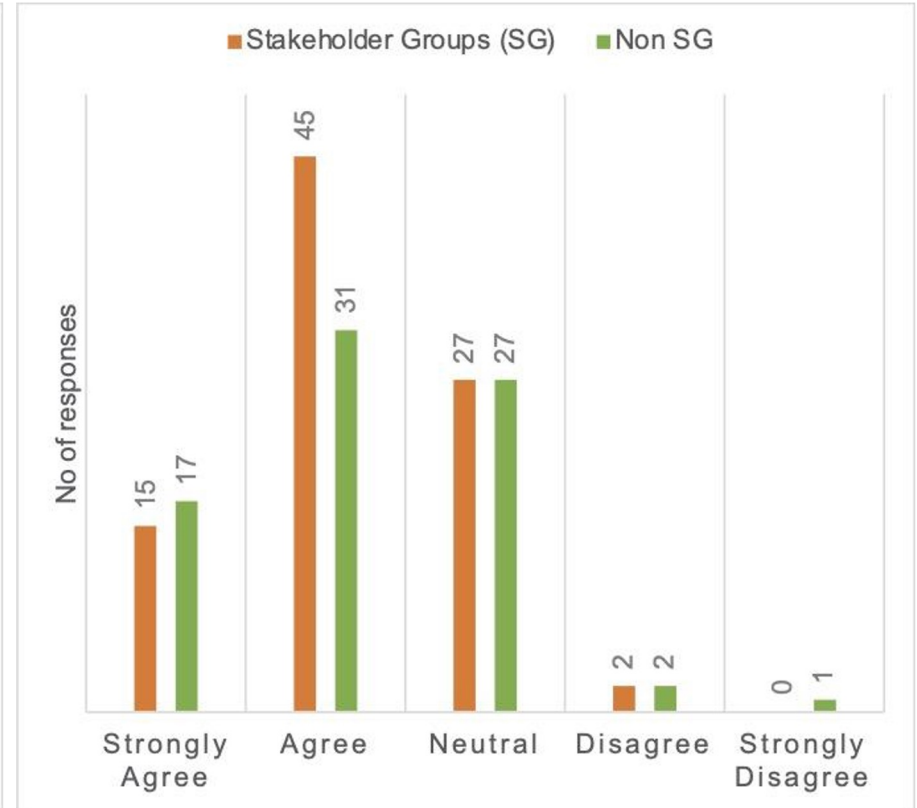
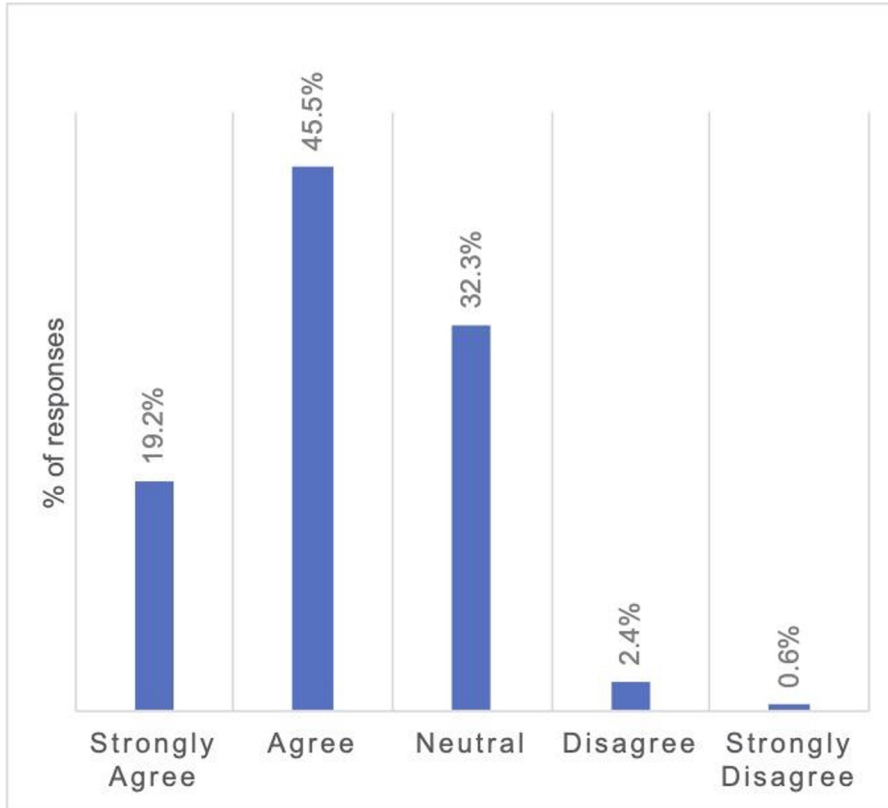
# Experience with GDS - Service Improvements

**Q4: GDS has improved the services ICANN provides to contracted parties to make contractual changes (e.g., Assignment, Name Change).**



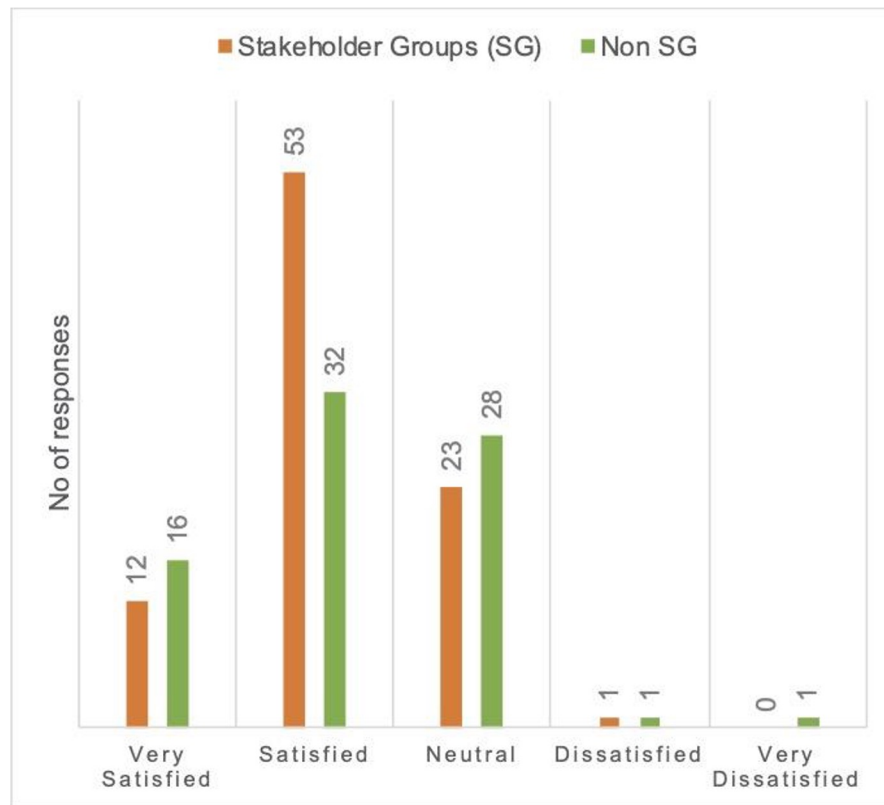
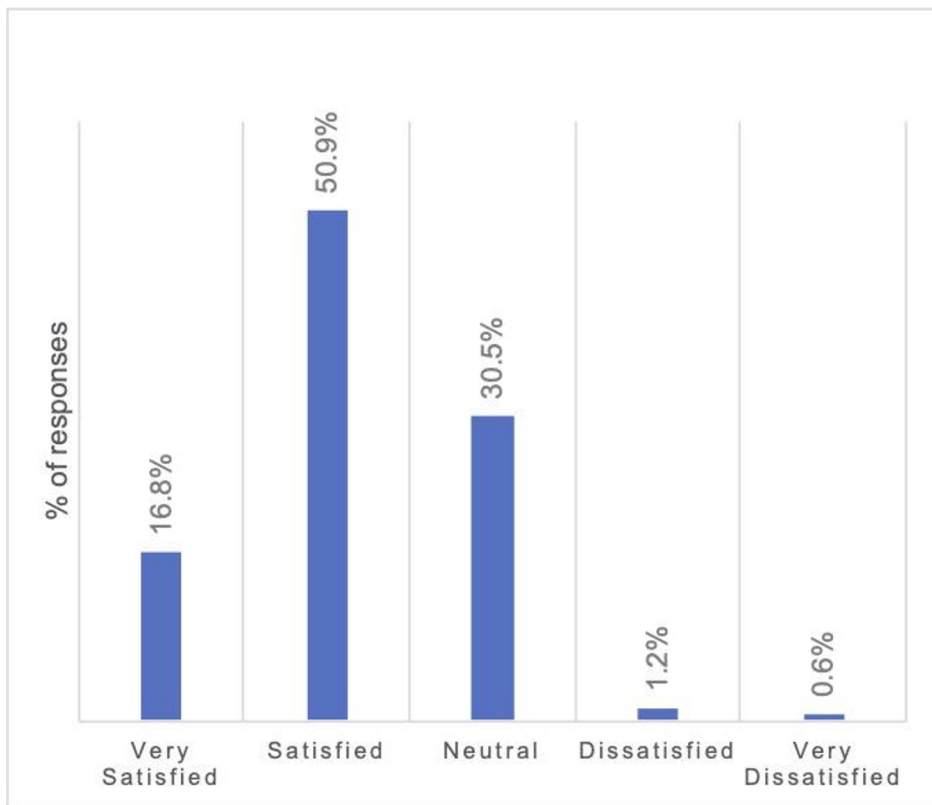
# Experience with GDS - Communication of Useful Information

Q5: GDS provides useful information to my organization.



# Experience with GDS - Systems and Tools

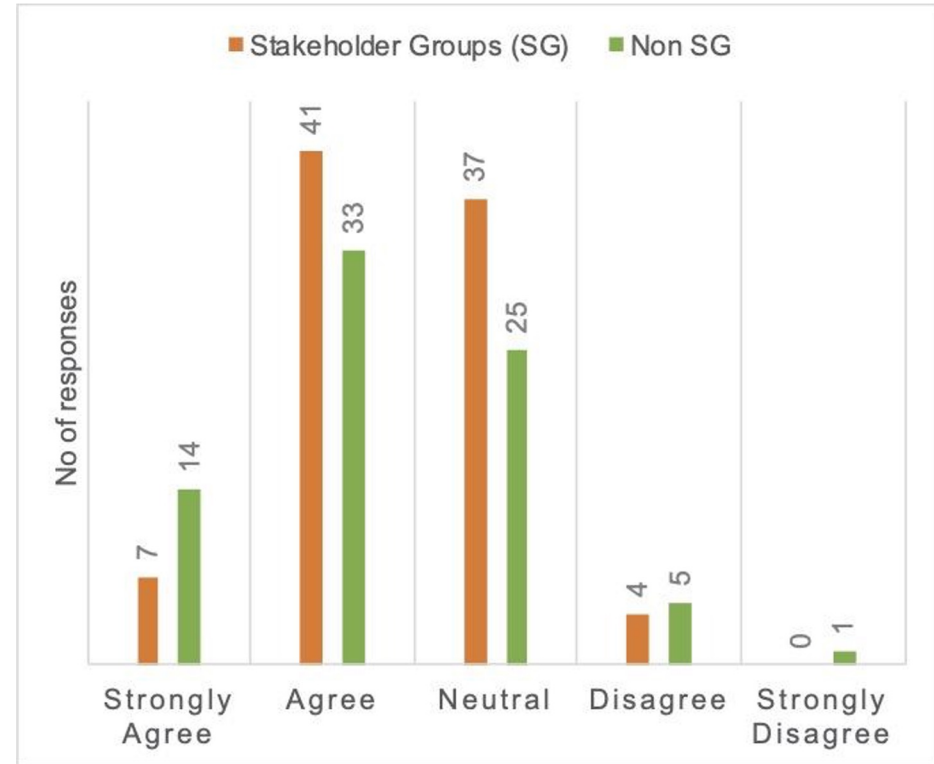
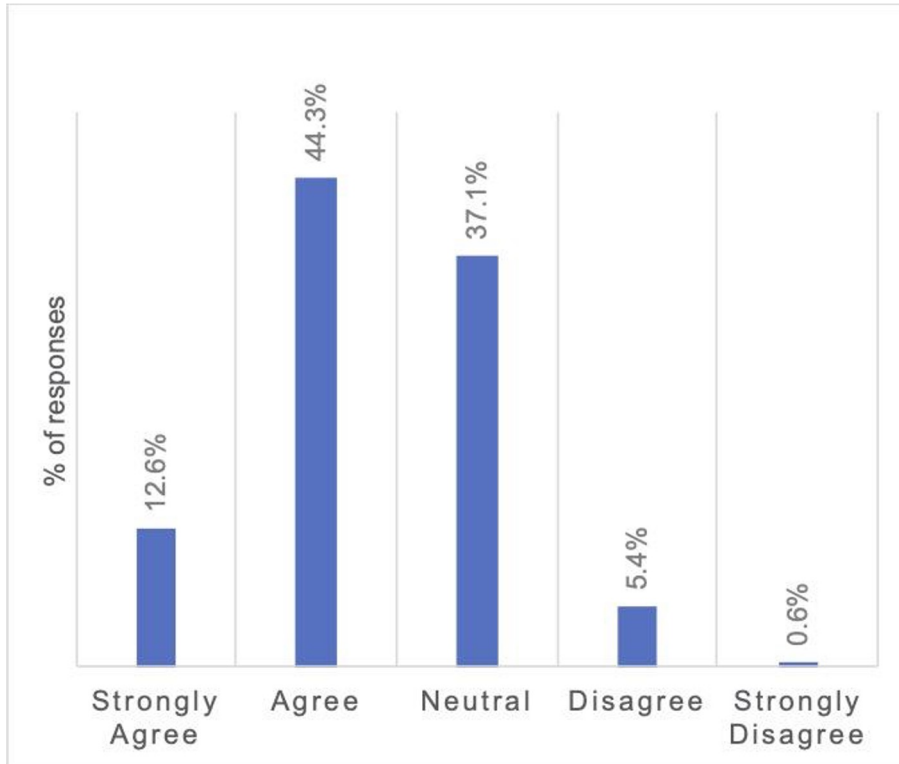
**Q6: My organization is satisfied with the GDS systems and tools (e.g., Naming Services portal, Registry Reporting Interface (RRI), Monitoring System Application Program Interface (MoSAPI)).**





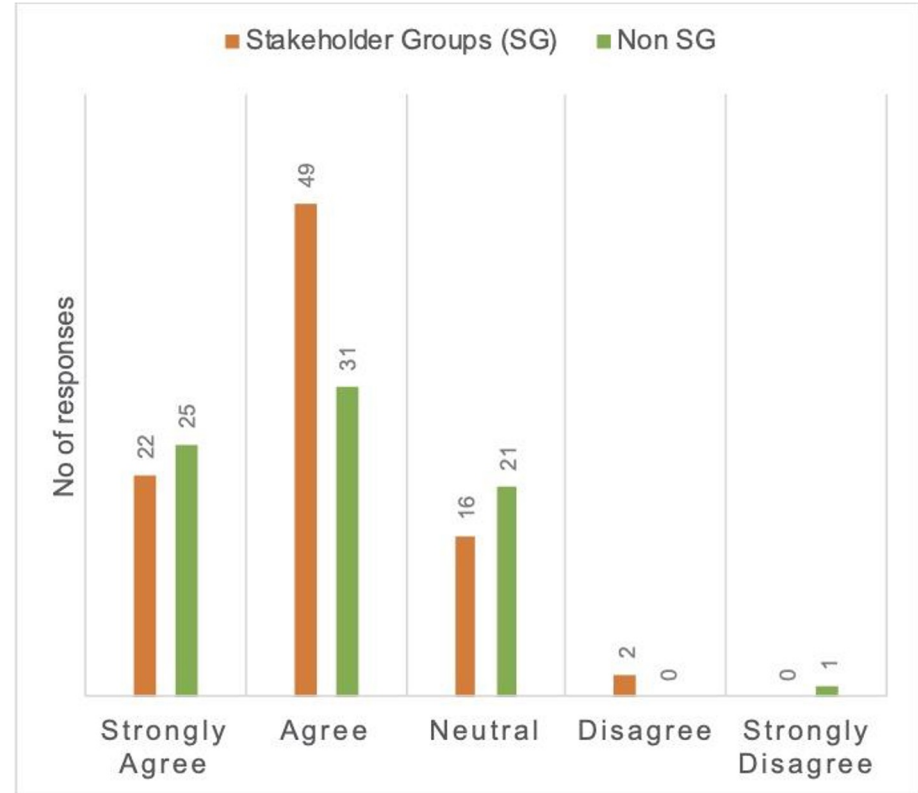
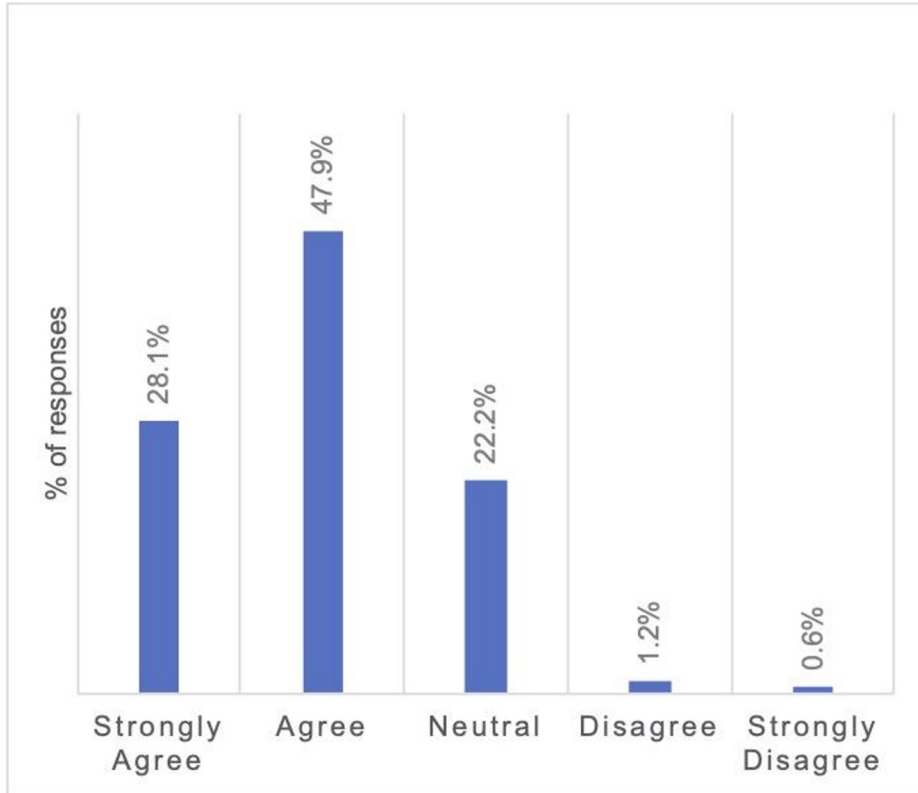
# Experience with GDS - Support for Mitigating DNS Security Threats

**Q7: GDS is supporting the contracted parties in their efforts to combat DNS security threats effectively.**



# Experience with GDS - Knowledge, Skills, and Capabilities

**Q8: I am confident that GDS has the knowledge, skills, and capabilities to support the ICANN community.**



## Opportunities for Improvement

- ⦿ Services for contractual changes:
  - Simplify requirements and processes
  - Improve processing efficiency
  - Communicate effectively and proactively
  - Increased effort to understand contracted parties' situations and adapt requirements to unforeseen circumstances
  
- ⦿ Communication of information:
  - Simplify language
  - Direct contracted parties to correct resource depending on their needs
  
- ⦿ Support for mitigating DNS security threats:
  - Targeted promotion of ICANN org and community tools and resources to contracted parties