

Second IANA Naming Function Review (IFR2) Meeting 20

3 September 2024 | 11:00 UTC

Agenda

1) Welcome, Roll Call, SOI updates

2) Action Items (all action items tracked in the Google sheet linked [here](#))

| Reference | Date | Action item | Status |
|-----------|----------------|--|---|
| 19-01 | 20 August 2024 | ICANN support team to put together a task list of remaining items that need to be completed before the end of the project. | Development of the list is complete. Outstanding: Staff will work with leadership on a prioritization exercise and developing a revised project schedule based on outstanding tasks to be completed. |
| 19-02 | 20 August 2024 | ICANN support team to email homework assignment to the review team. The team should read the Implementation report of IFR1 recommendations. | Complete upon distribution of 3 September agenda. |
| 19-03 | 20 August 2024 | Marilia to provide the IFR2 review team with reports from the last three months of the Customer Satisfaction Survey, the post ticket survey, with a brief description of what it measures, and the last three months of the response rate satisfaction. Marilia to also provide the review team with the links to the Annual Survey from previous years. | Complete. Marilia shared with the team via email on 23 August 2024. This information is ready for team review as a future homework assignment and discussion at a future meeting. |
| 07-01 | 4 March 2024 | As follow up from the 6 March CSC briefing: Co-chairs to consider formally asking the CSC liaison if there is anything they would like to bring to the attention of the IFR2. | Ongoing - On hold for future consideration, once the IFR2 gets to a place in its work where it feels it can phrase the question most meaningfully. |

3) Are there other ways we can better connect with direct customers that we have not considered, beyond a public comment on the draft report?

- For example, reaching out to gTLDs and ccTLDs to ask if there's anything they've noticed to bring to our attention?
- If we were to do proactive outreach, what vehicle might we use?

4) ICANN81 (Istanbul, 9 – 14 November 2024)

- Should we utilize the face-to-face time for a working session that could be combined with a community update on review progress?
 - Should we consider incorporating an engagement piece to this session (for example, are there 1-2 specific questions we could socialize in advance with specific customer groups)?
- 5) **Begin working through topics beyond the ‘nice to have’ that were identified to revisit during initial contract review. In advance of the meeting, please review column ‘I’ in the [workbook](#) to familiarize yourselves with the topics flagged for discussion below.**
- a. Article IV, Section 4.1: Designation (see row 11 in the [workbook](#))
 - b. Article VIII, Section 8.1: Complaint Resolution Process (see row 48 in the [workbook](#))
 - c. Article IX, Section 9.3: Transition (see row 54 in the [workbook](#))
 - d. Annex A, 2(b): Service Levels (see row 103 in the [workbook](#))
 - e. Annex A, 4 (i) (1) (a): Interface Basic Functionality (see row 136 in the [workbook](#))
- 6) **Time permitting standard agenda item:** Check in with [outstanding task list](#).
- 7) **Agree next steps:**
- Next meeting 17 September @ 18:00 UTC.
 - Homework assignment to be confirmed and distributed via email.
- 8) **AOB, close**