

Second IANA Naming Function Review (IFR2) Meeting 22

1 October 2024 | 11:00 UTC

Meeting Wiki:

<https://community.icann.org/pages/viewpage.action?pageId=369852514>

Review Team Members and Liaisons: Alan Barrett, Ashley Heineman, Carlton Samuels, Jonathan Robinson, Lars-John Liman, Marilia Hirano, Peter Koch, Raffik Dammak, Rick Wilhelm, Sami Ali, Steve Conte Apologies: N/A	Observers: Brett Carr ICANN Org: Brenda Brewer, Elizabeth Garber (technical writer), Reda Josifi
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These high-level notes are designed to help people to navigate through the content of the call. They are not meant to be a substitute for the meeting recording, which can be accessed directly via this [link](#), or on the wiki page linked above.

Action Items:

- ICANN support team to email homework assignment to the review team.

Agenda Item #1: Welcome, Roll Call, SOI updates

- No SOI updates were offered.

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

Reference	Date	Action item	Status
22-01	1 October 2024	ICANN support team to email homework assignment to the review team.	
21-02	17 September 2024	Elizabeth to provide a summary of the review team's learnings and incidental findings from the contract.	
20-02	3 September 2024	Co-chairs to coordinate formal request to allow Rick and Jonathan present to registry stakeholder groups. Peter to identify presenter from ccTLD group.	In progress.
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.

Agenda Item #3: Continue discussion of IANA’s [Annual Customer Engagement Surveys](#) from 2019 onward.

- Notes are captured below.

IFR2 Review Team Question(s)/Comment(s)	PTI Response
Liman noted to keep a close eye on the respondents when looking at the percentage numbers since in some cases, the respondent numbers are low.	
Carlton asked if invitations are sent to specific persons and addresses, the distribution channel for the survey, and how the respondents classified?	<ul style="list-style-type: none"> • Annual surveys are not administered by IANA directly, rather by a third party. • IANA publishes the full report, as received by the third party, and does not redact any information. • As far as invitations, IANA collects the customer list (ccNSO Council, Root Server operators, gTLD operators, trusted community representatives). • Customer contact information is sent to the survey vendor, and they send out the surveys. • IANA does not see who responds to what question. • 2019 was the year that IANA switched to the currently used annual survey, which focuses on how it engages with its customers. • The post ticket survey is the customer satisfaction with their specific requests. • IANA readjusted the questions and the scope of the annual survey and has been following the same methodology since. • The only difference is that in 2023, IANA expanded the groups where it surveys because it started going back to face-to-face engagement. Groups like ALAC were included. • IANA is trying to evolve how it invites customers to participate, who it invites, the

	<p>questions that it asks depending on which group the customer identifies under.</p>
<p>Jonathan asked if questions have been removed from the surveys and noted that the review team should look into whether or not the results have not been skewed.</p>	<ul style="list-style-type: none"> • This was discussed as the questions were streamlined. The questions eliminated were more of the demographics type questions. • For streamlining actual sentences, IANA made sure that any outliers (positive or trending downwards) were kept. • Categories (fairness, accountability, timeliness and all other six categories) that were being measured were never changed.

Agenda Item #4: Discuss CSC Reports (see CSC Reports tab in the [workbook](#))

Review reports scored under 100%.

Check to see if anything in reports is flagged as a customer issue.

- The review team will look at the CSC reports at the next meeting on 15 October.
- We may not have a presenter to present to the ccNSO. Instead, the ccNSO may organize a webinar for all ccTLD operators on this topic. Peter is still in talks with the ccNSO secretariat and will update the team when he has more information.

Agenda Item #5: ICANN81 PPT slides for RySG and ccNSO presentations

- RySG Slides [linked here](#).
- The review team had no further comments for the RySG slides.

Agenda Item #6: Agree on next steps:

- Next meeting 15 October @ 18:00 UTC.
- Homework assignment to be confirmed and distributed via email.

Agenda Item #7: AOB, close

- No AOB was discussed.