gTLD Marketplace Health Index Initiative
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gTLD Marketplace Health Index

1. Background
2. Recent Developments/Next Steps
3. Sample Beta Metrics
4. Advisory Panel
Project Background

- gTLD Marketplace Health Index Project launched 2015

- Health Index will track progress on ICANN objective 2.3, “Support the evolution of domain name marketplace to be robust, stable and trusted.”

- Metrics are being developed in consultation with a community Advisory Panel.
gTLD Marketplace Health Index In Context

• One piece of a broader, cross-organizational ICANN Key Performance Indicator (KPI) Dashboard, now in beta (https://www.icann.org/progress).

• In line with ICANN’s values of accountability, transparency, and operational excellence, this KPI Dashboard will be a living management tool to track progress of Objective 2.3.

• Data reported in Health Index could be used to track industry trends, inform future policy work and outreach.

• This is one of several metrics projects underway at ICANN. This focuses on the marketplace itself (others are focused on technical health of the domain name system, consumer trust, etc).
Public comments summary posted February 2016

ICANN refined project plan and draft metrics in consultation with Advisory Panel and consultant

ICANN published gTLD Marketplace Health Index (Beta) for public comments July to September 2016

ICANN working to develop next-generation metrics in consultation with Advisory Panel based on input received during public comment period

ICANN aims to finalize next metrics by year’s end, and publish updated metrics 1H 2017
Robust Competition:
diversity in choice of service provider (including geography, service model, languages and scripts offered, etc); a commercially thriving marketplace (demand for gTLDs is demonstrated by growth in new gTLDs and across all gTLDs); the market is open to new players and competition is fair among existing players; the market is not dependent on one or a small number of players

Trust:
the perception of marketplace risks and quantified measures of risk (such as adverse incidents detected and/or reported to ICANN) demonstrate that service providers and registrants are trustworthy and compliant with their contractual obligations

Stability:
a gTLD marketplace environment that is experiencing more market entrances than exits and in which service providers are reliable, giving registrants, internet users, and the global community (including registries, registrars, law enforcement, IP holders, and all others) consistent expectations and levels of service
gTLD Marketplace Health Index (Beta): Sample Metrics
Additional Metrics in gTLD Marketplace Health Index (Beta)

• Total number of jurisdictions with at least one gTLD registry operator/registrar

• Rate of new second-level registrations (adds) and deletions, broken down by gTLD category (legacy, new, “geographic,” IDNs and “brands”)

• The number of gTLD registrars accredited and de-accredited over time (to show marketplace stability, in terms of how many businesses are entering and leaving the marketplace)

• Percentage of UDRP/URS decisions decided against registrants (as a percentage of total cases filed)
Advisory Panel volunteers play a different role than PDP Working Group members, Implementation Review Teams, etc.

More of a conversation than a formal engagement process, Advisory Panel meetings will be held regularly, with additional discussion on the email list.

Staff will request feedback from Advisory Panel as project proceeds in developing/refining metrics.

Advisory Panel will not replace any needed community consultation, serves as a starting point for discussions that may be taken to broader community.
gTLD Marketplace Advisory Panel Volunteers

Europe
Thirteen Advisory Panel volunteers in Europe.

Asia/Australia/Pacific Islands
Six Advisory Panel volunteers from the Asia-Pacific region.

North America
Fifteen Advisory Panel volunteers from North America.

Latin America/Caribbean Islands
Three Advisory Panel volunteers from South America.

Africa
Three Advisory Panel volunteers from Africa.
Questions?
Engage with ICANN

Thank You and Questions
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Please submit feedback on metrics to gtldmarketplace@icann.org

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