

AROS Update July 2013



What is AROS?

Automated Registrar Onboarding System

- Replacing the current paper/fax based accreditation system
- Automating what can be automated
- Providing a better user experience
- **Improving scalability**

What Has Gone Before

- 3Q2011 Survey
 - Should onboarding be automated?
 - YES
- 4Q2012 Survey
 - What should automated onboarding include?
 - Not just accreditation but also data management
- Created a consultative/working group
- Hired JAS Global Advisors to develop Requirements Document
 - Analysis of Survey documents completed
 - User Requirement document completed
 - Additional consultation with registry and registrars on requirements draft

Consultative Working Group

- Roy Dykes
- Barbara Knight
- Michele Neylon
- Rob Golding
- Tobias Satter
- Benny Samuelson
- Karla Valente (Staff)
- Mike Zupke (Staff)
- Simon Raveh (Staff)
- David Conrad (JAS)

Requirement Highlights

- Browser based UI
- Administrator and Operator Users
 - Registrar and Registry Operators
 - Sub-operators
- Contact information
- Optional “Click-through” Accreditation
- Integration with Salesforce
- Document up/download
- Form data up/download
- Extensive audit logs
- RESTful APIs

Vendor Selection

ICANN solicited bids from four vendors: 2 Salesforce implementation provider, a web application developer and a consultants.

The proposals covered 3 options for moving forward:

1. Design and build a new stand alone offering;
2. Build a new offering on ICANN's Salesforce instance;
3. Purchase IP from a provider who has built similar systems and build on ICANN's Salesforce instance

ICANN elected to pursue the last option and accepted the proposal from Solution Street:

1. It offered the organization a minimum of feature and date risk;
2. It provided ICANN our preferred implementation, which was to continue leveraging our Salesforce CRM;
3. Lastly, out of the four proposals it was in the the mid-range of costs.

Status and next steps

- Vendor contract signed in June 2013
- Progressing with wireframes
 - Working Group reviewed first set of wireframes on July 2nd;
 - Second review scheduled for July 24th.
- Delivery Timelines:
 - September – Phase 1
 - October – Phase 2