



Dear Contracted Party,

Last November, ICANN org's Global Domains and Strategy team (GDS) requested your participation in the 2021 Contracted Parties Survey. The goal of the survey is to determine how GDS interacts with you and align activities to best serve the DNS ecosystem.

GDS contracted with an independent firm, [eBallot](#), to conduct the survey. Your feedback indicates an overall favorable perception of GDS has the knowledge, skills, and capabilities to support the ICANN community.

Opportunities to improve, as indicated in the survey findings, include strengthening simplicity and efficiency for contractual changes services, quality of communication in terms of greater effectiveness and proactiveness, targeted promotion of tools and resources for mitigating DNS security threats.

We will use the results for continuous improvement in our services and deliverables. The results of the 2021 survey are now posted on the [GDD Metrics](#) page on [icann.org](#).

We sincerely appreciate your participation in the survey. If you have any questions or comments, please contact globalsupport@icann.org.

Best Regards,

Andee Hill
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