



Article #: 030042	Date: 15 November 2011
Article Name: Evaluation question #42: Monitoring and Fault Escalation Processes	AGB Reference: none
Version #: v01	Category: Supplemental Notes

[Supplemental Notes](#)  
[Best Practice Suggestions](#)

## **1. SUPPLEMENTAL NOTES**

### **15 November 2011**

1.1 As part of the eligibility to score a “2 – exceeds requirements” the applicant should describe in detail the resources, processes, requirements used to develop such processes, and other factors that would demonstrate a well thought-out plan to provide 24x7 response. Secondly, if this activity is being outsourced, an agreement showing the commitments from the outsourced provide to meet the 24x7 requirement would also be helpful, but does not replace the requirement to show your work.

## **2. BEST PRACTICE SUGGESTIONS**

### **15 November 2011**

2.1 Applicants should read each evaluation question in its entirety, including the notes, criteria, and scoring text. The answer should address all criteria specified, and include detailed rationale demonstrating a thorough understanding of the criteria (i.e., show your work).

2.2 If acronyms are used, applicants should spell out the first instance, even if the acronyms represent a common term/product/service.

2.3 Applicants proposing to outsource a function or functions of their registry operations must address all criteria specified in each relevant question, and include detailed rationale demonstrating a thorough understanding of the criteria (i.e., show your work).

2.4 Simply providing a Curriculum Vitae (CVs/resume) will not be considered as demonstrating technical/operational capabilities nor does it necessarily establish “proof” that resources are on hand. The applicant should provide a detailed explanation of the resourcing plan and should including areas such as the resources required to manage/run a function, the skillset required, the hiring schedule, and so on. CVs may be used to augment this proposed resourcing plan.

2.5 If a policy/procedure is referenced in an answer, applicants should provide a summary of such policy/procedure. Applicants should not attach copies of the referenced policy/procedure, unless specifically requested.



NewgTLDs

*DISCLAIMER: This material is for information only and does not represent all requirements and criteria that the applicant must satisfy. ICANN is not providing legal, financial, business or any other kind of advice. This material does not represent a modification to the Applicant Guidebook, or the terms and conditions to the new gTLD program. This material also does not represent a waiver of any ICANN policy, procedure or agreement. In the event that any information provided in this material appears to be inconsistent with any information published elsewhere by ICANN, please do not rely on this material without confirmation or clarification from ICANN.*