

Improving Electronic Interaction with stakeholders

Rationale

Members have informally indicated that they would like to manage their relationship and their day-to-day interactions with Nominet in a more real time, electronic manner.

For example, the management of billing, renewals, contact details management; name servers, transfers and potentially registrations could be greatly enhanced.

Nominet also interacts directly with registrants a great deal. For example, approximately 1500 transfer forms are issued each month. There are also problems with renewals, contact details being out of date and management of domains not on tags. It is conceivable that registrants would benefit from electronic working practices.

I am unsure whether any of the other stakeholders (e.g. Government) would benefit from greater electronic interaction.

It is likely that Nominet will benefit significantly, not least in terms of cost efficiencies from a system.

Proposed

- That PAB considers whether Nominet should use entirely electronic processes as the first choice method for interaction with stakeholders.
- That the PAB considers which groups of stakeholders would benefit from electronic interaction (and which would not), bearing in mind that the PAB represents the interests of all stakeholders.

Further, if the PAB considers that it does prefer electronic processes, it is proposed that:

- The PAB should urge the CoM to initiate a working party to define a high level "requirements specification" defining areas for further development. This working party should probably include a small core of Nominet staff, members and others as applicable.