**Call for User Experience Consultant:**

**Examining the User Experience Implications of Active Variant TLDs**

\* Deadline for responses is **6 July 2012**

ICANN is seeking a qualified user experience consultant to work on advancing IDN capabilities in the DNS. The project 6 "Examining the User Experience Implications of Active Variant TLDs" part of the IDN Variant TLD Program, is designed to study the possible user experience implications of activating two or more IDN variant TLDs.

**General Responsibilities:**

* Assist the lead researcher to produce a detailed study proposal, study plan and detailed report outline, focusing advice particularly on the user experience aspect
* Attend ICANN meetings and gather feedback of the study proposal, report outline and work plan.
* Working with other consultants, implement the study proposal
* Work with the team to possibly develop and conduct short usability studies, if necessary
* Assist the lead researcher to write a first draft of the study report
* Assist the lead researcher to revise and update the report per public comment
* Other tasks as mutually agreed
* Support on a part-time bases as required from July 2012 to January 2013

**Qualifications**

1. Must have practical experience conducting user experience research
2. Must be an expert & have proven knowledge in a wide range of qualitative and quantitative user research methodologies (e.g. user studies, focus groups, survey design and administration, prototyping, heuristic evaluation, etc)
3. Must be familiar with Internationalization and Unicode
4. Registry and registrar operations experience a plus
5. Knowledgeable or familiar about ICANN processes a plus
6. Fluency in more than one language / Unicode script a plus

How to Apply:

* Indications of interest should be sent to Dennis Chang (dennis.chang@icann.org), IDN Variant Program Manager, no later than **6 July 2012**.
* Interested experts are invited to submit a résumé (Curriculum Vitae) and an expression of interest statement demonstrating how they meet the qualifications specified above.

**Background on the IDN Variant TLD Program**

On 20 April 2011, ICANN announced the IDN Variant Issues Project to explore the benefits and risks associated with the potential inclusion of IDN variant TLDs in the DNS root zone. This project was initiated in response to a 2010 ICANN Board of Directors [resolution](mailto:http://www.icann.org/en/groups/board/documents/resolutions-25sep10-en.htm%232.5). Two phases of the project have been completed to date.

Phase I involved the formation of six case study teams for the Arabic, Chinese, Cyrillic, Devanagari, Greek and Latin scripts. These teams were comprised of community experts with support from ICANN that worked on identifying issues related to IDN variant TLDs for each particular script, resulting in the publication in October 2011 of six individual reports detailing their findings.

Phase II focused on integrating those six case study reports into the Integrated Issues Report. To complete this phase, ICANN formed a coordination team comprised of experts from each of the case study teams. The coordination team advised ICANN on completing the Integrated Issues Report, which summarizes and categorizes the various issues related to the identification and management of IDN variant TLDs.

The next phase (phase III) outlined in the [proposed program plan](mailto:http://www.icann.org/en/news/public-comment/idn-variant-tld-revised-program-plan-04may12-en.htm) includes a number of activities resulting from the issues identified in the final [Integrated Issues Report](mailto:http://www.icann.org/en/resources/idn/idn-vip-integrated-issues-final-clean-20feb12-en.pdf). The work is now focused on using the approach outlined in the Integrated Issues Report to define milestones that must be completed to manage the implementation of IDN variant TLDs.

The goal of the program is to define the necessary processes that must be in place to enable the management of variant TLDs. This incorporates the creation and maintenance of IDN tables for the root zone, and updating operational processes as appropriate to allow for the implementation of the IDN variant TLDs.