

# CEO Report to the Board

Period Covering: 20 March – 15 December 2023

5 January 2024



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# OFFICE OF THE CEO

Sally Costerton, SVP, Global Stakeholder Engagement and Interim President and CEO

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ Helped organize the first-ever UA Day on 28 March 2023. More than 9,400 people around the world took part in over 50 events worldwide.
- ⦿ Submitted the [New Generic Top-Level Domain \(gTLD\) Program: Next Round implementation plan](#) to the ICANN Board ahead of the 1 August deadline.
- ⦿ Launched the [Registration Data Request Service](#) in September to streamline requests for nonpublic gTLD registration data.
- ⦿ Negotiated [contract amendments](#) that target Domain Name System (DNS) abuse, which received overwhelming support from gTLD registries and accredited registrars.
- ⦿ Deployed an ICANN Managed Root Server (IMRS) cluster in Cairo, the second in Africa.

## OVERVIEW OF ACTIVITIES

As 2023 draws to a close, I can't help but look back on how far we've come in a year. Not only did we celebrate ICANN's 25<sup>th</sup> anniversary, we also recognized 10 years of successes by our Regional Office teams in Istanbul, Montevideo, and Singapore.

During this reporting period, ICANN org made progress across our many areas of work, including fulfilling my [President and CEO Goals](#) for the current fiscal year.

The inaugural [UA Day](#) marked the first time a diverse set of technical and language communities, companies, governments, and DNS industry stakeholders mobilized to champion UA and a multilingual Internet on a global scale. Building on this success, we are busy planning UA Day 2024 and issued a [call for proposals](#) in November.

In a significant milestone in the development of the New gTLD Program: Next Round, ICANN org submitted the [implementation plan](#) to the Board ahead of the 1 August deadline. Going forward, we will continue to deliver a program status report before each ICANN Public Meeting, and to proceed with a phased communications campaign to raise awareness of the next round.

ICANN org launched the [Registration Data Request Service](#) (RDRS) in September, and so far registrars representing approximately half of the total gTLD domains under management have volunteered to participate. In 2024, we will regularly update the Board on the service's usage statistics.

ICANN org and the Contracted Parties House worked for months to negotiate [contract amendments](#) that target DNS abuse. The proposed amendments received overwhelming support from gTLD registries and accredited registrars, a major victory in our effort to combat and mitigate DNS abuse. Next, the proposed amendments will be shared with the ICANN Board for consideration.

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The [Coalition for Digital Africa](#) continues to expand its outreach, with activities in 26 African countries. In November, I traveled to Cairo for the launch of the second IMRS installation in Africa, which will significantly improve DNS resiliency across the continent.

We continue to monitor the African Network Information Centre situation and remain in close communication with the leadership of the other Regional Internet Registries (RIRs). ICANN org maintains its commitment to the long-term viability of the RIR system.

Meanwhile, we are continuing to develop, share, and implement a clear strategy to address the upcoming review of the World Summit on the Information Society (WSIS) in early 2025. The purpose is to identify and mitigate any issues that have the potential to impact ICANN's mission; to maintain the multistakeholder model of Internet governance, and protect ICANN's role within it; to increase the visibility of ICANN's work in support of its mission, including policy-development process; and to reinforce the importance of a single, global, interoperable Internet. In November, I participated in the Web Summit, where I [emphasized](#) the crucial role of the technical community in ensuring a secure, stable, and unified global Internet.

# ORGANIZATION: FINANCES

Xavier Calvez, SVP, Planning and CFO

## Total ICANN Year-to-Date Financials – as of 31 October 2023

In Millions, US dollars	Segment Reporting for the Four Months Ending 31 Oct 2023						Total
	ICANN Operations	New gTLD Program		SFICR Projects	Grant Program	Reserve Fund	
		2012 Round	Next Round				
<b>Funds Under Management - 30 Jun 2023</b>	<b>56.5</b>	<b>50.0</b>	<b>5.1</b>	<b>19.1</b>	<b>217.3</b>	<b>170.0</b>	<b>517.8</b>
Funding	51.2	(0.2)	-	-	-	-	51.1
Expenses	(47.2)	(1.3)	(4.3)	(0.8)	(0.4)	-	(54.0)
Board-Approved Transfers	-	-	-	-	-	-	-
Investment Income/(Declines)	0.6	1.0	-	0.3	4.2	(10.0)	(3.8)
<b>Funds Under Management - 31 Oct 2023</b>	<b>58.3</b>	<b>54.7</b>	<b>1.0</b>	<b>18.6</b>	<b>221.5</b>	<b>160.0</b>	<b>514.1</b>
<b>Average FTEs</b>	<b>402</b>	<b>3</b>	<b>27</b>	<b>10</b>	<b>3</b>	<b>-</b>	<b>445</b>
<b>End of Period FTEs</b>	<b>405</b>	<b>3</b>	<b>28</b>	<b>11</b>	<b>4</b>	<b>-</b>	<b>450</b>

The table above is a summary of ICANN's financials and its segment components, which include ICANN Operations (including IANA), the New gTLD Program 2012 Round and Next Round, Review Prioritization Implementation, Registration Data Request Service (RDRS), and the Grant Program. This information reflects four months of FY24 actuals ending 31 October 2023. All monetary figures are in U.S. dollars unless otherwise stated.

Overall, ICANN's financial position remains strong. ICANN's funds under management decreased \$4 million since the beginning of the fiscal year due to investment declines in the Reserve Fund and segment operating expenses. Total ICANN year-to-date expenses have increased \$7 million from the same period last year driven primarily by an increase in personnel, the resumption of travel, and work on the New gTLD Program: Next Round. Staffing levels have increased to support new work that the org is carrying out.

Below are detailed summaries of each ICANN segment and the Reserve Fund.

### New gTLD Program: 2012 Round

The 2012 Round of the New gTLD Program spent \$1 million in FY24 for costs to process remaining applications including, but not limited to, application change requests, communicating with applicants, contracting processes, support systems for TLD launches, the Trademark Clearinghouse and Trademark Database, legal fees and the EBERO program that is in place in the event of a registry failure.

### New gTLD Program: Next Round

- ☉ March 2023, the ICANN Board approved \$9 million in funding for implementation efforts from April 2023 through October 2023.
- ☉ July 2023, the ICANN Board received the \$70M Implementation Plan.

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- ⦿ October 2023, the ICANN Board approved \$13 million in funding for implementation efforts from November 2023 through June 2024.
  - ⦿ Expenses of \$8.4 million have been incurred from April through October 2023 for continued internal staff and external vendor costs as work continues toward policy recommendation Board approval and finalization of the implementation framework.

### **Review Prioritization Implementation**

Review prioritization implementation work, approved by the ICANN Board in November 2022 for \$5.8 million, continues to progress and is 42 percent complete at spend of \$1.8 million from July 2022 through October 2023.

### **Registration Data Request Service**

The service has incurred \$0.7M in labor costs for developing the system from March 2023 through October 2023.

### **ICANN Grant Program**

The Grant Program has incurred \$0.8 million in implementation expenses from July 2022 through October 2023 for staff efforts, external consultations, and ICANN org administrative support. The first application window is planned to open March 2024.

### **Reserve Fund**

The Reserve Fund balance is \$160 million as of 31 October 2023, a decrease of \$10M from the start of the fiscal year due to investment declines.

## ICANN Operations Year-to-Date Financials – as of 31 October 2023

ICANN Operations, a segment of Total ICANN, consists of ongoing activities such as the technical coordination of the domain name system (DNS) and coordination of the development and implementation of policies concerning top-level domains.

The statement of activity below provides a summary of ICANN Operations' financial highlights covering four months of FY24 unaudited financials ending 31 October 2023. The funding and expenses in the table below may be different than the Cash Flow data in the previous section due to the timing of cash inflows and outflows.

USD in millions Unaudited	FY24 YTD Actual	FY24 YTD Revised Budget	Under/(Over) vs. FY24 Budget	FY23 Actual	Under/(Over) vs. FY23 Actuals
<b>Funding</b>	<b>\$51.2</b>	<b>\$51.3</b>	<b>(\$0.1)</b>	<b>\$52.0</b>	<b>(\$0.7)</b>
Personnel	28.5	27.7	(0.7)	26.2	(2.3)
Travel & Meetings	6.1	4.2	(1.9)	4.5	(1.6)
Professional Services	9.6	8.6	(1.0)	7.6	(1.9)
Administration	6.4	6.5	0.1	6.0	(0.4)
Capital	0.2	1.1	0.9	0.7	0.5
Contingency	0.2	0.2	0.0	0.2	(0.1)
<b>Cash Expenses <sup>(1)</sup></b>	<b>\$51.0</b>	<b>\$48.3</b>	<b>(\$2.7)</b>	<b>\$45.2</b>	<b>(\$5.8)</b>
<b>Operating Excess/(Deficit)</b>	<b>\$0.3</b>	<b>\$3.1</b>	<b>(\$2.8)</b>	<b>\$6.7</b>	<b>(\$6.5)</b>
ICANN Ops Average FTEs <sup>(2)</sup>	402	401	(1)	400	(2)
ICANN Ops EOP FTEs <sup>(2)</sup>	405	400	(5)	400	(5)

1) Expenses exclude depreciation, investment income, and F/X translation

2) Average Full-Time Equivalents after allocations to other ICANN segments

Operating Excess at the end of October is \$0.3 million, which is \$2.8 million lower than budget and \$6.5 million lower than the prior year.

FY24 operating excess is \$2.8 million lower than budget due to \$0.1 million lower-than-planned funding and \$2.7 million due to higher expenses.

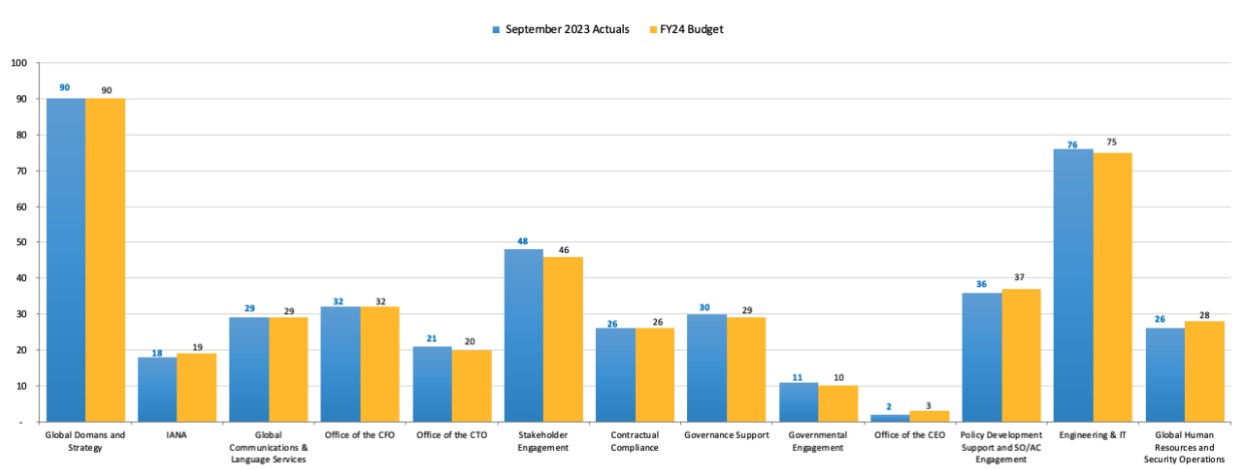
- ⊙ Funding is \$0.1 million lower than budget driven by lower-than-planned Legacy transaction fees, partially offset by higher-than-planned Registrar Application and Accreditation Fees, and New gTLD transaction fees.
- ⊙ Expenses are \$2.7 million higher than budget primarily due to:
  - \$1.9 million Travel & Meetings driven by higher-than-planned expenses related to ICANN78 and engagement events.
  - \$1.0 million Professional Services driven by higher-than-planned legal expenses.

# ORGANIZATION: PEOPLE

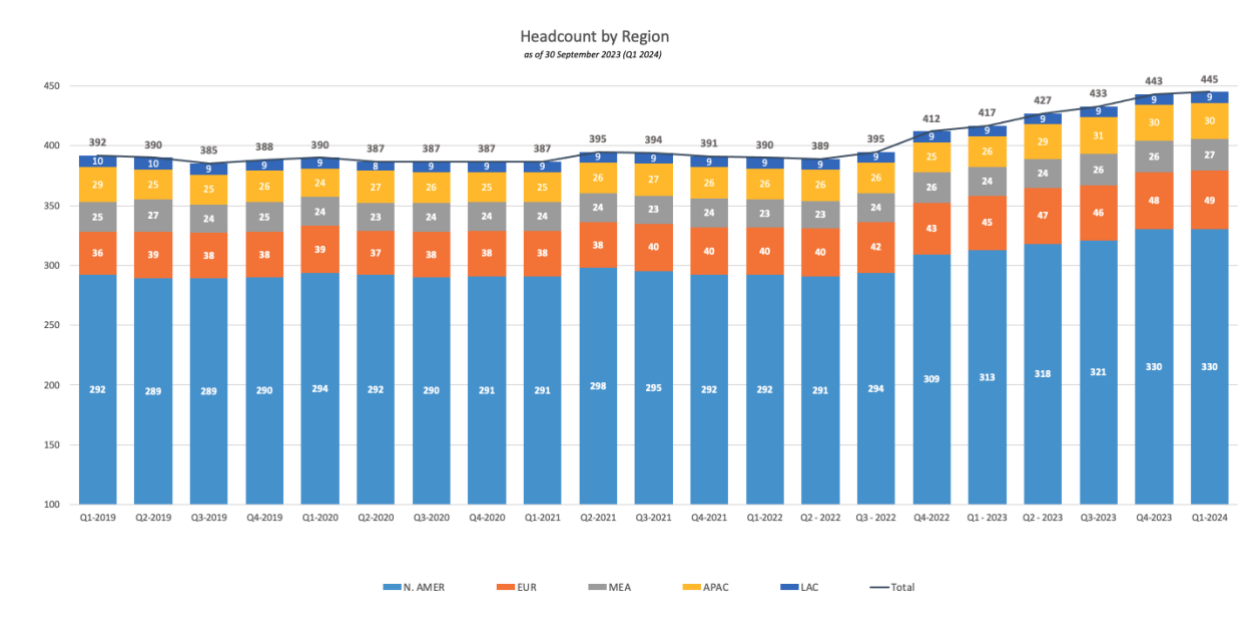
Henry Meyer, VP, Global HR Operations, and Interim Head of HR

## ICANN Org Headcount

As of 30 September 2023, ICANN org had a headcount of 445 active staff. There were 10 pending new hires confirmed beyond 30 September.



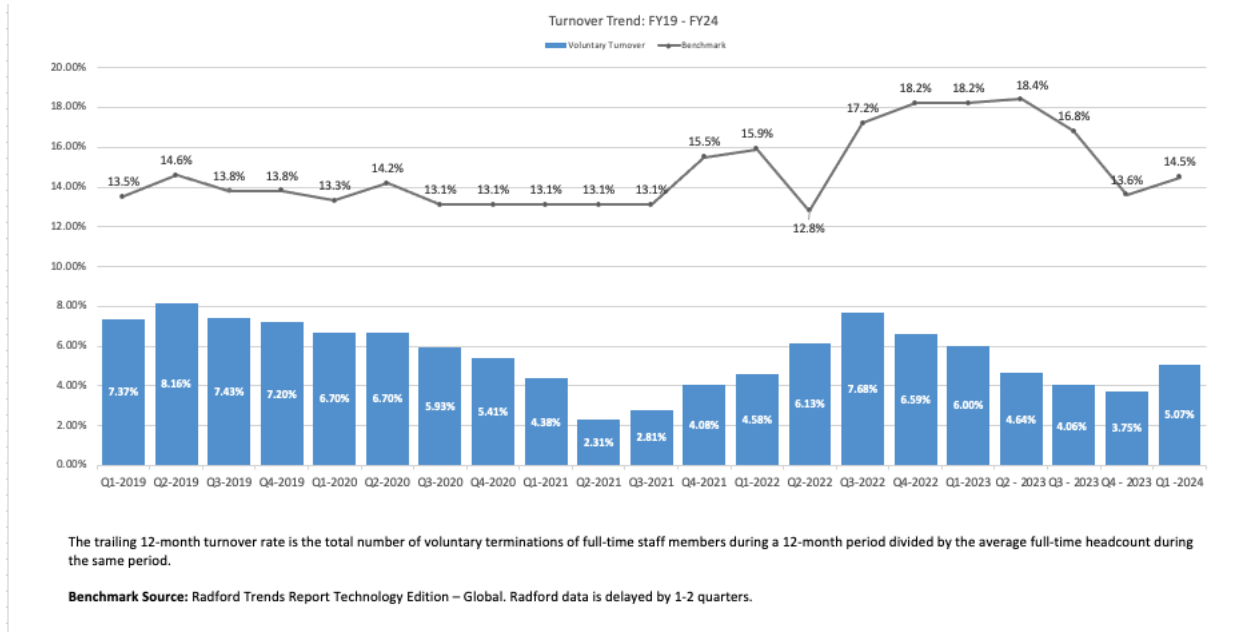
As of 30 September, staff distribution by region: 330 (74 percent) in North America, 49 (11 percent) in Europe, 27 (6 percent) in the Middle East and Africa, 30 (7 percent) in Asia Pacific, and nine (2 percent) in Latin American and the Caribbean.





## Voluntary Turnover

As of 30 September, voluntary turnover was 5.07 percent, an increase from the previous quarter-end rate of 3.75 percent. The rate has remained substantially lower than the worldwide voluntary turnover benchmark.

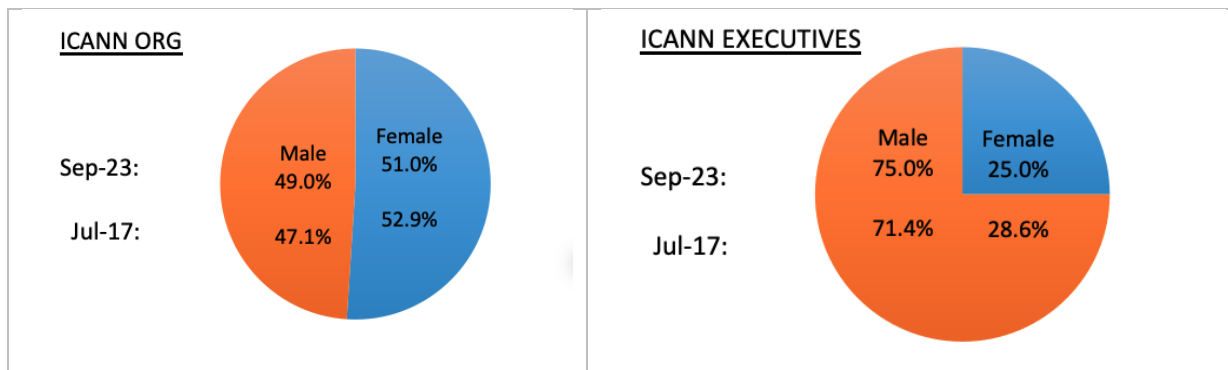


Over the last three months, 14 staff members joined ICANN org and 11 departed, resulting in a growth rate of 0.5 percent.



## Gender Diversity

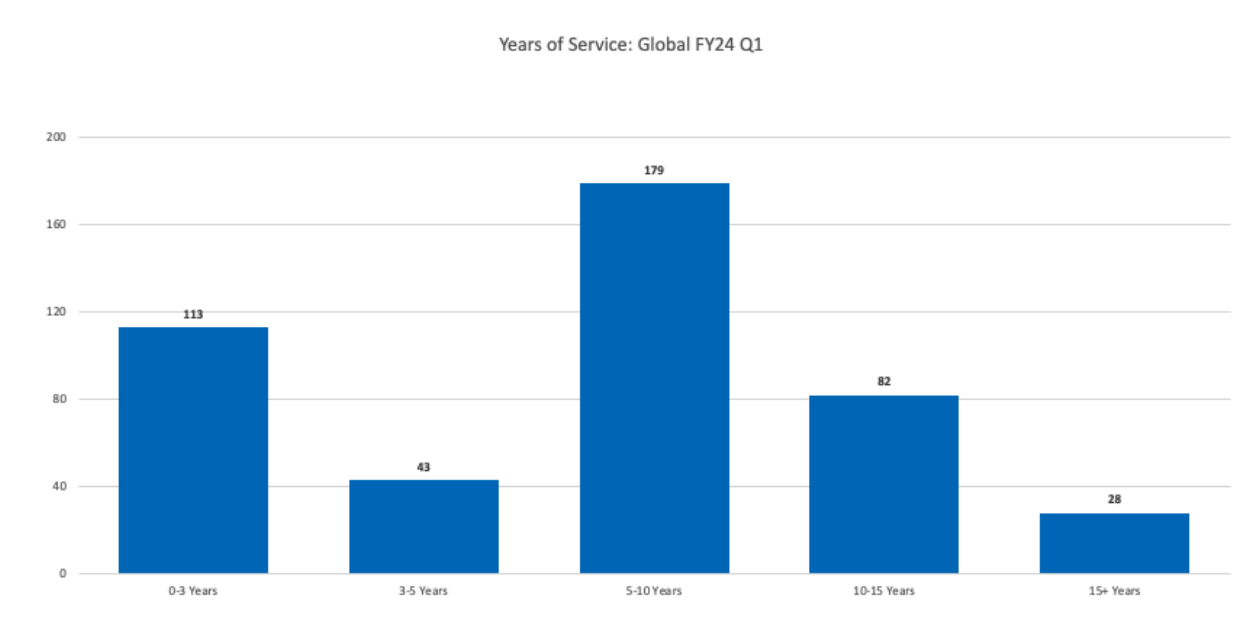
ICANN org continues to be well-balanced with females having a slight majority (51.0 percent). The diversity profile of the Executive team has changed as a result of recent personnel changes. ICANN org is committed to building a culture of diversity and inclusion at all levels of leadership.



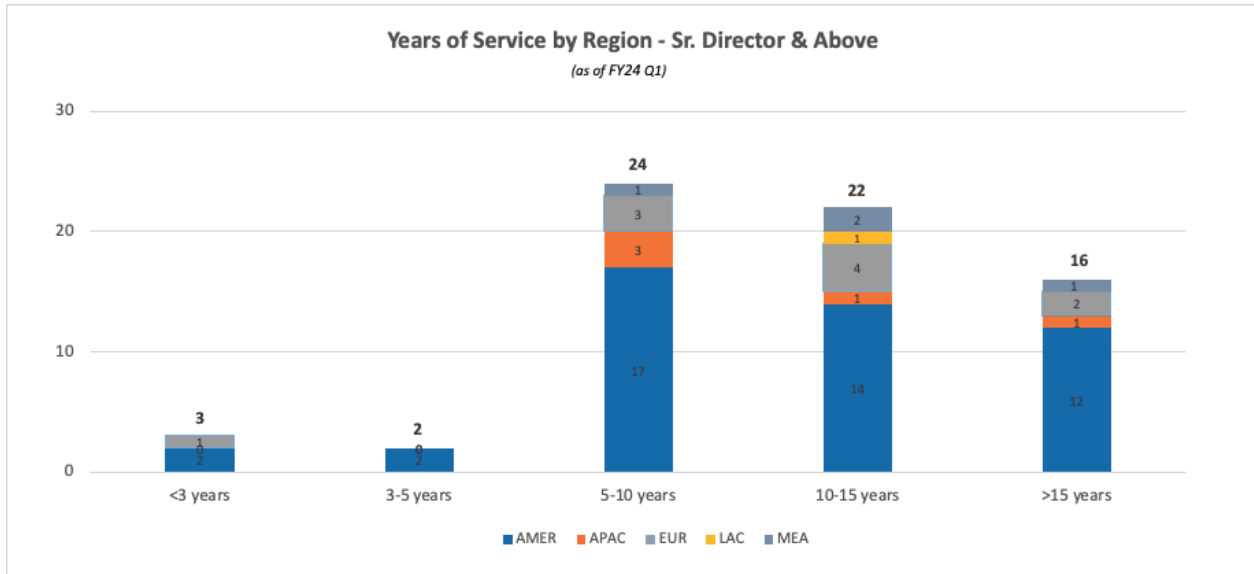
Age distribution has also been stable over the last four years, averaging approximately 45 years of age and representing the typical midpoint of most professional careers.

## Years of Service

As of 30 September, the average years of service is seven years, reflecting consistent growth and stability in ICANN org positions.



At the senior director level and above, global distribution has remained stable with the largest population between five to 10 years of service. This reflects ICANN org’s depth of experience among senior leadership.



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# GOVERNANCE (LEGAL, BOARD OPERATIONS, AND COMPLAINTS OFFICE)

*John Jeffrey, General Counsel and Secretary*

## OVERVIEW OF ACTIVITIES

### Board Operations

- ⦿ Organized and supported four Board Workshops, two ICANN Meetings, 10 Board Meetings, 14 Board Info Calls, as well as Committee and PTI Board Meetings.
- ⦿ Supported the ICANN's President and CEO Search Committee with scheduling of 15 listening sessions across ICANN Stakeholders and internet ecosystem, and supported the Ombuds Search Committee.
- ⦿ Onboarded Board Members-elect to be seated at the 2024 Annual General Meeting.

### Complaints Office

- ⦿ Received and resolved three new complaints. The Complaints Office did not identify improvement opportunities for any of the three complaints. One complaint was resolved by educating the submitter on the subject matter, and the remaining two complaints were outside the scope of the Complaints Office.

### Dispute-Related Matters and Internal Services

- ⦿ Managed four pending Independent Review Processes (IRPs):
  - ⦿ **Altanovo IRP (.WEB)** – In April 2023, the Board determined that NDC did not violate the Guidebook or the Auction Rules, and directed ICANN org to continue processing NDC's .WEB application. In July 2023, Altanovo initiated another .WEB IRP challenging the Board's April 2023 resolutions.
  - ⦿ **.GCC IRP** – In April 2023, the Board reaffirmed its 2013 acceptance of GAC consensus advice that the .GCC application not proceed. Claimant is set to file a Second Amended IRP Request in December 2023.
  - ⦿ **Namecheap IRP (.BIZ, .INFO, .ORG)** – After review of the Panel's Final Declaration in this IRP, the Board directed ICANN org "to retain an economist to provide input regarding the current [DNS] marketplace as it relates to the market power of .INFO and .ORG," which the org is in the process of doing.
  - ⦿ **.HOTEL IRP** – Claimants voluntarily withdrew the IRP in October 2023.
- ⦿ Received two Reconsideration Requests. One was summarily dismissed by the Board Accountability Mechanisms Review Committee (BAMC) and the other is undergoing procedural evaluation for the BAMC's consideration.
- ⦿ Responded to 23 subpoenas/requests regarding information concerning IP addresses, domain names, and reserved or Special Use IP addresses not assigned to any particular entity or individual for use.

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## Legal Contracting

- ⦿ Handled a variety of contracting needs for the GDS Function, including, most notably: (i) the DNS Abuse Global Amendment and vote, (ii) renewal of the .NET Registry Agreement, (iii) incorporation of RDAP global amendment obligations into legacy agreements, and (iv) agreements in relation to the transition of registrar data escrow services from NCC to DENIC.
- ⦿ Handled approximately 1,200 new requests for contract drafting or advice during the period for all ICANN groups, including for (i) ICANN77 and ICANN78, (ii) the Digital Africa project, (iii) various Next Round systems, (iv) the ICANN Grant Program and (v) Universal Acceptance Day 2024 preparations.

## Legal Support for Global Domains and Strategy and Policy

- ⦿ Supported ongoing work to prepare for the New gTLD Program: Next Round, including developing the draft Applicant Guidebook and internal business processes.
- ⦿ Progressed efforts to finalize Data Processing Agreements to support implementation work for the new Registration Data Policy.
- ⦿ Provided legal and other strategic support on projects related to the GDPR and other global privacy legislation.

## Legal Support for Global Stakeholder Engagement, Strategic Initiatives, and Implementation of IANA Stewardship Transition

- ⦿ Provided legal advice and support for Coalition for Digital Africa initiative, including support for development of multiple Memorandums of Understanding.
- ⦿ Provided legal advice and support for ICANN's efforts in monitoring and addressing the issues posed by the AFRINIC situation.
- ⦿ Supported development, negotiation, and execution of agreements with providers selected for Emergency Internet Access Program.
- ⦿ Continued significant legal guidance for the ICANN Grant Program implementation.
- ⦿ Provided strategic and legal advice to the team responsible for coordination of development of ICANN's next Strategic Plan.

## TOP ISSUES AND MITIGATION

The team provides support in ongoing litigation and Independent Review Process proceedings. Litigation and other dispute matters are mitigated by maintaining a litigation readiness plan for relevant legal filings as well as utilization of the 2012 round funds from new gTLD application fees. The team regularly provides a privileged and confidential version of a litigation report to the Board under separate cover. Ongoing litigation activities are published on the litigation page on the ICANN website: <https://www.icann.org/resources/pages/governance/litigation-en>.

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# GLOBAL DOMAINS AND STRATEGY

Theresa Swinehart, SVP, Global Domains and Strategy (GDS)

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ DNS abuse contract amendments approved by ICANN's contracted parties.
- ⦿ Launched the [Registration Data Request Service](#) (RDRS) to requestors in November.
- ⦿ Continued to make progress on the New gTLD Program: Next Round implementation, including launching an Implementation Review Team, and publishing the [New gTLD Program: Next Round Implementation Plan](#).
- ⦿ The ICANN Board approved the 2023 Global Amendments to the Base gTLD Registry Agreement (RA), 2013 Registrar Accreditation Agreement (RAA), and Specification 13 to add the contractual obligations for Registration Data Access Protocol (RDAP).
- ⦿ The Internationalized Domain Names (IDNs) and Universal Acceptance (UA) program teams supported the development and publication of Universal Acceptance Steering Group (UASG) plans, technical resources and evaluations, and continued to support important technical work related to IDN implementation and policy development.

## OVERVIEW OF ACTIVITY

### Data Protection Privacy

The work on Data Protection and Privacy continued during this period building on Expedited Policy Development Phase (EPDP) Phase 1, Phase 2, and 2A activities including:

#### EPDP Phase 1: Registration Data Policy Implementation

- ⦿ The planned publication of the Registration Data Policy was put on hold because of a [GAC letter](#) from 23 August 2023 requesting the ICANN Board to review the Urgent Request response time requirement in the policy.
- ⦿ The Board and community discussed the issue at ICANN78 and a response from the Board to the GAC letter is in progress.

#### EPDP Phase 2: System for Standardized Access/Disclosure

- ⦿ On 28 November 2023, the RDRS was publicly launched.
- ⦿ ICANN org published a [press release](#) announcing the launch.
- ⦿ ICANN org developed a number of materials and resources for RDRS users and ICANN-accredited registrars including:
  - ⦿ [RDRS User Guide for Requestors](#)
  - ⦿ [RDRS User Guide for Registrars](#)
  - ⦿ [RDRS FAQs for Requestors](#)
  - ⦿ [RDRS FAQs for Registrars](#)
  - ⦿ [Video: How to use the system for requestors](#)
  - ⦿ [Video: How to use the template feature for requestors](#)
  - ⦿ [Video: How to use the system for registrars](#)

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- [Video: How to use bulk processing for registrars](#)
  - [RDRS Flyer](#) (available in multiple languages)
  - ⦿ Terms of Use updated for ICANN's Naming Services Portal to account for RDRS.
  - ⦿ Onboarding of ICANN-accredited registrars began in September 2023.
  - ⦿ ICANN org continued to hold biweekly meetings with the Generic Names Supporting Organization (GNSO) Small Team throughout the development process and launch of the service.
  - ⦿ ICANN org held webinars on the RDRS for the ICANN and broader Internet community in May, July, and September 2023.
  - ⦿ ICANN org conducted outreach to various stakeholders and user groups, notably RrSG, IPC, BC, APAC, NARALO, and presented at conferences such as IGF, INTA Leadership, and Council of Europe's Octopus conference.

## New gTLD Program: Next Round

### Policy Recommendations

The Board approved a [resolution](#) on 26 October 2023 during ICANN78 taking action on 38 recommendations designated as "pending" during ICANN76.

### Implementation of Adopted Policy Recommendations

- ⦿ ICANN org established the SubPro Implementation Review Team (IRT) on 16 May to assist the org with implementation of the policy recommendations contained in the [Final Report](#).
- ⦿ The org assisted the IRT with development of a work plan and initiated the IRT community [workspace](#).
- ⦿ ICANN org delivered the [Overview of Work Necessary to Complete Program Development to the ICANN Board](#) on 15 June 2023, identifying the implementation work streams and outlining the work that must be completed before opening the next application round.
- ⦿ During ICANN77, ICANN org and the GNSO Council delivered a plan and timeline for resolution of all the outputs contained in Section B of the [Resolution Scorecard](#); a working [methodology and plan](#) for the IRT; a [project plan and timeline](#) for policy work on closed generics; and a [project plan](#) from the IDNs EPDP Working Group identifying all charter questions that will impact the next Applicant Guidebook.
- ⦿ As of 7 December 2023, the IRT has held 25 meetings, discussing 12 topics.
- ⦿ Two IRT sub-tracks have been set up, one focusing on the Registry Service Provider Evaluation program and the other on the Applicant Support Program.

### ICANN Org Activities in Support of the Board

- ⦿ Supported Next Round Board Caucus meetings and presented information, prepared Board papers and scorecards about the New gTLD Program: Next Round during five Board Workshops.
- ⦿ ICANN org published an [announcement](#) for the 18 December 2023 webinar, Framework for Public Interest Commitments and Registry Voluntary Commitments.

### Next Round Program Governance Structure

ICANN org announced a new governance model and introduced new leadership in a December 2023 [blog](#).

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## DNS Abuse Contract Negotiations

- ⦿ In May 2023, ICANN org and the Contracted Parties House Negotiating Team successfully negotiated targeted amendments to the 2013 RAA and Base gTLD RA concerning DNS abuse and published the [draft ICANN Advisory](#), which explains the new requirements and how they will be enforced.
- ⦿ ICANN org conducted a [Public Comment proceeding](#) on the proposed amendments from 29 May through 20 July 2023. ICANN org received 36 comments on the proposed amendments to the RAA and Base RA from groups, organizations, and individuals. On 31 August 2023, ICANN org published the [Public Comment Summary Report](#).
- ⦿ ICANN org hosted [A Day of Domain Name System Abuse Discussions](#) in Da Nang, Vietnam, on 4 September 2023.
- ⦿ ICANN org facilitated a vote by all eligible registrars and registry operators to approve or reject the proposed amendments. The voting period opened on 9 October 2023 and closed on 8 December 2023. Final results are being certified by the Votenet, the independent administrator.
- ⦿ Preliminary results show that Registrar Approval and Registry Operator Approval, as defined in the contracts, was obtained.
- ⦿ ICANN org held several [information sessions](#) with contracted parties that provided an overview of the amendments, voting processes, and procedures, and allowed for questions.
- ⦿ Following the certification of the voting results the proposed amendments will be shared with the ICANN Board for consideration. If approval is obtained, the proposed amendments shall be effective following a 60-day notice from ICANN. If the proposed amendments are not approved, they will go back to the negotiating teams to discuss next steps.

## RDAP Amendments

- ⦿ ICANN org opened the 60-day voting period on 19 January 2023 and the voting period closed on 20 March. All voting thresholds were met.
- ⦿ On 30 April 2023, the ICANN Board approved the RDAP Global Amendments to the Base gTLD RA, Specification 13 of the Base gTLD RA, and 2013 RAA, and the amendments went into effect 7 August.

## .NET Registry Agreement Renewal

- ⦿ Published the Public Comment Summary [Report](#) for the proposed .NET Registry Agreement on 26 June 2023.
- ⦿ The .NET RA renewed on 1 July 2023. It includes:
  - ⦿ Compliance with the RDAP Profile.
  - ⦿ Plan to sunset certain requirements to provide RDDS via the WHOIS protocols as outlined in the 2023 Global Amendment to the Base gTLD RA.
  - ⦿ Updated defined terms for RDDS.
  - ⦿ Updated SLAs for RDAP availability, round-trip time, and update time.
  - ⦿ Updated reporting requirements to address SAC097.
  - ⦿ Adjustments to the allowable uses by ICANN of the Bulk Registration Data Access for research purposes.
  - ⦿ Commitment by Verisign to incorporate the proposed DNS Abuse obligations from the Base gTLD RA if the amendment is approved.



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## IDNs Program

- ⦿ Continued to support policy development work on IDNs, which is integrating Root Zone Label Generation Rules (RZ-LGR), and detailing how to support variant top-level domains in TLD applications.
  - The GNSO's IDN EPDP [Phase 1 Final Report](#) has been finalized after the [Public Comment](#) and has been submitted to the GNSO council.
  - The Country Code Names Supporting Organization's (ccNSO) Policy Development Process on the (De-)selection of IDN Country Code Top-Level Domains (ccTLD).: Submitted a comment through the [Public Comment](#) proceeding.
- ⦿ Presented at the ICANN DNS Symposium 2023 on designing secure and stable rules for IDNs.
- ⦿ Presented RZ-LGR work at the [Unicode Technical Workshop 2023](#).
- ⦿ Updated and published the Label Generation Rules Toolset by providing functionality for checking conformance with IDNA2008. See the [announcement](#).

## UA Program

- ⦿ ICANN org and the UASG held the first ever UA Day on 28 March 2023.
  - Created and published UA Day training materials and presentations available for global UA Day events at <https://uasg.tech/ua-day-2023>.
  - Published a [UA Day 2023 Recap Report](#) outlining participation figures from the first ever UA Day. Over 9,400 people around the world took part in over 50 events held in more than 40 countries/territories.
- ⦿ Published [FY23 UA-Readiness Report](#).
- ⦿ Conducted UA remediation work to make tools and libraries UA-ready. Read more in Section 7.7.1 of [FY23 UA-Readiness Report](#).
- ⦿ Held meetings with Meta to address UA issues with Facebook and WhatsApp.
- ⦿ Announced the second annual UA Day through a [call for proposals](#) for UA Day events to be held in 2024.
- ⦿ Supported multiple UA-related sessions at ICANN77 and ICANN78.
- ⦿ Published UA-readiness surveys of ccTLDs and ICANN contracted parties.
- ⦿ Published weekly social media content to promote UASG resources, blogs, and industry news.
- ⦿ Supported the development and publication of UASG plans, technical resources and evaluations:
  - [FY24 Action Plan](#)
  - [UA Remediation for Top Global Websites](#) (UASG046)
  - [UA-Readiness of Popular Identity Platforms](#) (Okta, Auth0, OpenIAM) (UASG045)

## Global Support

The Global Support team answered 2,732 phone calls and closed 17,474 cases. ICANN's contracted parties represented 13.7 percent of the case volume, while the remaining 86.3 percent was from registrants and the community. The team sent 90 [notifications](#), including [contracted party communications](#), during this period. The overall customer satisfaction score for contracted parties was 4.9 on a 5-point scale for the question, "How satisfied are you with the service you received from ICANN?"

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## Contracted Party Service Delivery

A total of 4,828 service requests were completed during the period. In addition, 128 RAAs and 205 RAs were renewed. Ten RAAs (eight voluntarily and two involuntarily) and 20 gTLD RAs (all voluntarily) were terminated. There were 170 new registrars accredited in three regions: 95 percent in Asia Pacific, 2 percent in Europe and 3 percent in North America. Fourteen RA assignments were completed for 14 gTLDs; four registry Changes of Control were completed; 45 Material Subcontracting Arrangement requests were completed for 68 gTLDs. Sixty-two Registry Services Evaluation Policy requests (including Fast Track RSEPs) were completed for 675 gTLDs, and 18 IDN service requests were completed for 24 gTLDs.

## Board Advice

The ICANN Board received four advisories during this period related to At-Large Advisory Committee, Root Server System Advisory Committee, Root Zone Evolution Review Committee, and Security and Stability Advisory Committee advice, which equates to four pieces of individual advice (advisories often contain more than one piece of advice). Four require action from the ICANN Board. Open Board advice can be found on the [Board Advice page](#), while open Board advice items for the GAC can be found on the [GAC advice page](#).

## Correspondence

ICANN org handled 463 cases related to the work of processing correspondence. Of those, 26 were letters resulting in substantive responses and were published on the ICANN [Correspondence](#) page. ICANN also published 87 letters directed to the ICANN community to inform the community or request information on various topics.

## New gTLD Program: 2012 Round

As of 20 December 2023, 29 applications remain in the 2012 round, with two applications actively working toward contracting. During this period, no applicants withdrew from the New gTLD Program.

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# REVIEW SUPPORT AND ACCOUNTABILITY

Theresa Swinehart, SVP, GDS

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ Facilitated [Board action](#) on the second Organizational Review of the Nominating Committee (NomCom2 Review) implementation and the related ICANN Bylaws Amendment process.
- ⦿ Created a project plan for implementation of [ATRT3 Recommendation 3.6 to evolve Organizational Reviews into a Continuous Improvement Program \(CIP\)](#), and engaged with the ICANN community to form the CIP Community Coordination Group (CIP-CCG) to develop a draft CIP Framework.
- ⦿ Introduced the Lifecycle of Reviews Project along with a thought paper to share the initial proposed improvement areas for the Specific Review process with the community and developed proposed significant process changes to be socialized with the Board and community.
- ⦿ Delivered a Risk Assessment of Reviews to the Board in September.
- ⦿ Held a Public Comment proceeding on the Pilot Holistic Review Revised Draft Terms of Reference and briefed the Organizational Effectiveness Committee of the Board.

## OVERVIEW OF ACTIVITIES

### NomCom2 Review

- ⦿ Supported Board action including approval of Standard Bylaws amendments on Articles 8, 12, and 27 of the ICANN Bylaws, and the NomCom Standing Committee Charter.
- ⦿ Developed an engagement proposal to address the topic of NomCom rebalancing with the ICANN community.
- ⦿ Work is underway to facilitate the OEC and Board’s plans to address the “Unaffiliated Director” role and NomCom Rebalancing.

### Evolve Organizational Reviews Into a Continuous Improvement Program

- ⦿ The Board directed ICANN org to initiate the development of a project plan to implement a pilot Continuous Improvement Program to ensure it yields the outcomes intended by the ATRT3 before a Bylaws amendment is completed.
- ⦿ Work began for the formation of a CIP-CCG, with the goal of developing a framework for implementation of ATRT3 Rec. 3.6. The representatives in the CIP-CCG will share best practices and collaborate on community-wide implementation of ATRT3 Rec. 3.6, while relaying information back to their constituencies to inform the process and voice decisions. See more information on the [ATRT3 Recommendation 3.6 – CIP](#) homepage.

### Lifecycle of Reviews

- ⦿ Introduced project and socialized “Thought Paper: Proposed Improvements to the Specific Reviews Process. See [blog](#) and Prep Week Webinars ([ICANN78](#) and [ICANN77](#)).

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- ⦿ Drafted “Lifecycle of Reviews – Proposed Significant Process Changes” in preparation for Board and community discussions in 2024.
  - ⦿ Developed communication and engagement strategies and plans.

### Pilot Holistic Review implementation

- ⦿ Facilitated the work of the Terms of Reference Development Team to address Public Comments and develop revised Terms of Reference and the related community engagement
- ⦿ Conducted a [second Public Comment Proceeding](#).
- ⦿ Briefed the Board Organizational Effectiveness Committee.

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# IMPLEMENTATION OF NON-POLICY RECOMMENDATIONS AND AD-HOC PROJECTS

Xavier Calvez, SVP, Planning and CFO

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ Implementation is complete for 30 of the 71 Specific Reviews recommendations, 34 recommendations are in progress and seven have not been started.
- ⦿ Implementation is complete for 48 of the 65 org recommendations of the Cross-Community Working Group on Enhancing ICANN Accountability – Work Stream 2 (WS2), while 15 recommendations are in progress and two have not started.
- ⦿ Completed the design of key elements of the [ICANN Grant Program](#), which is slated to launch in March 2024.

## OVERVIEW OF ACTIVITIES

### Specific Reviews

- ⦿ Board [action](#) to resolve the pending status of eleven Specific Reviews recommendations on 10 September 2023.
- ⦿ On 14 December 2023, the Board’s Organizational Effectiveness Committee (OEC) endorsed the process to retire non-policy recommendations.
- ⦿ On 14 December 2023, the OEC approved a recommendation to the Board on four recommendations pending Board consideration.
- ⦿ Proposed process to retire non-policy recommendations, shared with the OEC, the Board’s Strategic Planning Committee and community leaders, resulted in a [community consultation](#) that yielded three comments from Supporting Organizations and Advisory Committees. The process was revised accordingly and endorsed by the OEC.
- ⦿ Coordinated the Board consideration of and action on 11 Specific Reviews recommendations pending Board consideration.
- ⦿ Led the org efforts to produce assessment of eight of the nine Specific Reviews recommendations that remain pending Board consideration. The OEC approved a recommendation to the Board on four pending recommendations.
- ⦿ Delivered progress updates to the Executive team, Board Caucuses, SSR2 Implementation Shepherds, and the OEC.
- ⦿ Posted two blog posts and delivered two Prep Week updates during ICANN77 and ICANN78.
- ⦿ Released three quarterly reports on the status of Specific Reviews recommendations.
- ⦿ Supported the Review Support and Accountability function’s work through contributions to the Lifecycle of Reviews process, Continuous Improvements Programs, and suggested next steps on the Pilot Holistic Review Terms of Reference.

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## WS2 Implementation

- ⦿ Deployed additional reporting on community implementation, including implementation documentation.
- ⦿ Delivered progress updates to the Executive team, Board Caucus, WS2 Implementation Team, and the OEC.
- ⦿ Posted two blog posts and delivered two Prep Week updates during ICANN77 and ICANN78.
- ⦿ Released three quarterly reports on the implementation status.

## ICANN Grant Program

- ⦿ Designed the program key elements (application evaluation and its flow, fund disbursement, and project reporting and monitoring).
- ⦿ Progressed on the selection of the external vendors for the program implementation.
- ⦿ Produced Applicant Guide for the first cycle.
- ⦿ Translated the program objectives into themes and work areas.
- ⦿ Refined the cost model for the Grant Program.
- ⦿ Delivered updates on the Grant Program at ICANN77 and ICANN78, the latter with a [live session on 26 October 2023](#).
- ⦿ Designed program communication related activities (awareness campaign, [webpage](#), toolkit, crisis communications and internal communications to support the launch of the first cycle).
- ⦿ Selected external agency for the awareness campaign for the first grant cycle.
- ⦿ Completed the initial staffing of the Grant Program function with the recruitment of the Grant Program director in July and the coordinator in October.
- ⦿ Board [resolution](#) Recommendation 7 of the Cross Community Working Group on Auction Proceeds at ICANN78.

## Enhancing the Effectiveness of the ICANN Multistakeholder Model

- ⦿ Developed a revised approach to implement this project during the second calendar quarter of 2023. The revised approach foresees the continuation of the assessment of the projects as listed within the “[Enhancing the Effectiveness of the ICANN Multistakeholder Model](#)” paper, and engagement activities with the community to collect further input on possible new topics that may affect the multistakeholder model.
- ⦿ Presented the revised approach at the Board Strategic Planning Committee on 1 June 2023 and further discussed it at ICANN78.

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# CONTRACTUAL COMPLIANCE

Jamie Hedlund, SVP, Contractual Compliance and U.S. Government Engagement

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ Launched initiatives focused on Contractual Compliance Process Improvement, Training, and Web Content.
- ⦿ Welcomed four new hires to LA, Istanbul, and Singapore offices.

## OVERVIEW OF ACTIVITY

### Audit Program

- ⦿ In May, the ICANN Contractual Compliance Audit team completed an audit round of 15 registrars focused on their compliance with Registrar Accreditation Agreement (RAA) and Consensus Policies obligations.
  - In June, Contractual Compliance published a [consolidated report](#) on the audit, key statistics and findings.
- ⦿ In August, the ICANN Contractual Compliance Audit team launched a new audit round of 19 registry operators (ROs) focused on validating ROs' compliance with multiple terms of the ICANN gTLD Registry Agreement (RA) and Temporary and Consensus Policies.
  - The audit was completed in early December.
  - The consolidated audit report is being drafted and will be published once complete.

### Notices of Breach, Suspension, Termination and Non-Renewal

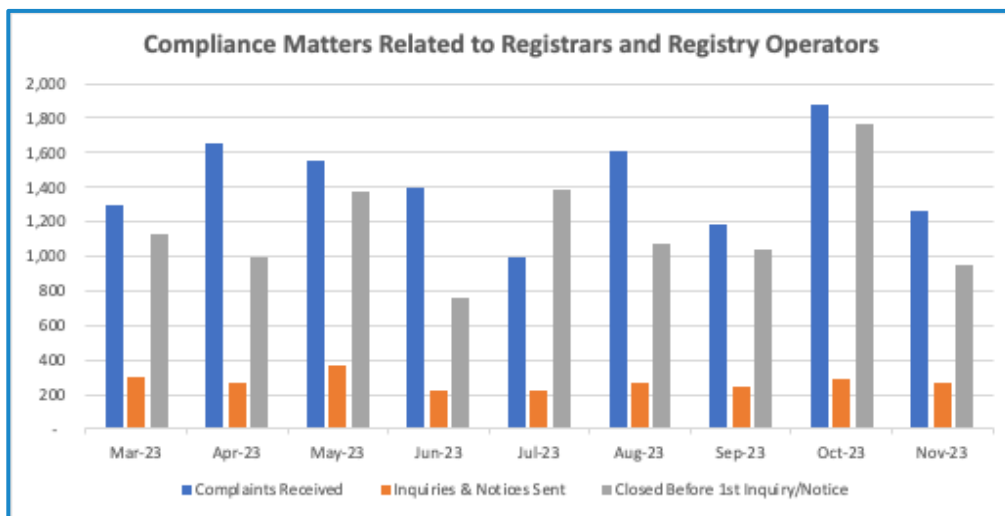
- ⦿ 1 May, ICANN sent a [Notice of Breach](#) to the registrar Nimzo 98, LLC. This escalated to a [Termination Notice](#) on 25 July 2023
- ⦿ 1 June, ICANN sent a [Notice of Breach](#) to the registrar Epik Inc.
- ⦿ 5 June, ICANN sent a [Notice of Breach](#) to the registry operator Asia Green IT System Bilgisayar San. ve Tic. Ltd. Sti.
- ⦿ [20 September](#), [29 September](#), and [17 October](#), ICANN issued Notices of Breach against the registrar OpenTLD B.V. that escalated to a [Termination Notice](#) on 9 November 2023
- ⦿ 22 September, ICANN issued a [Notice of Breach](#) against the registrar GKG.NET, INC.

Additional information is located on the [Contractual Compliance Enforcement](#) page.

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## Compliance Matters Related to Registrars and Registry Operators

The following chart details compliance matters related to registrars and registry operators during the reporting period of March through November 2023:



### Contractual Compliance Performance Measurement

- ⦿ The monthly dashboards available for this reporting period are accessible using the following link: [2023 Monthly Dashboards](#).
- ⦿ The New Trend Reporting for this period is available here: [Contractual Compliance 12-Month Trends Reporting](#).

### Policy and Working Groups

The Contractual Compliance team contributed to the following (nonexhaustive list):

- ⦿ IDN Implementation Guidelines 4.1
- ⦿ Registration Data Request Service
- ⦿ Rights Protection Mechanisms IPT
- ⦿ IDNs Expedited Policy Development Process
- ⦿ New gTLD Subsequent Procedures
- ⦿ EPDP on the Temporary Specification for gTLD Registration Data Phase 1
- ⦿ Second Security, Stability, and Resiliency Review Team
- ⦿ Transfer Policy Review – Phase 2
- ⦿ DNS Abuse Amendments to the RAA and the Base RA negotiation efforts

### Contractual Compliance Outreach

The Contractual Compliance team participated in multiple outreach activities during:

- ⦿ 11–16 March: 76th ICANN Community Forum
- ⦿ 12–15 June: 77th ICANN Policy Forum
- ⦿ 4 September: [ICANN DNS Symposium](#)
- ⦿ 21 September: A [webinar](#) ICANN hosted to review the proposed DNS abuse amendments and provide an overview of the voting process and procedures



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- ⦿ 9 October: ICANN78 Prep Week [webinar](#)
  - ⦿ 21–26 October: 78th Annual General Meeting
  - ⦿ 31 October: Brunch with Turkish Registrars

Additional information regarding all ICANN Contractual Compliance activities during this reporting period is available in the [Contractual Compliance Monthly Reports](#).

# PROCUREMENT

Xavier Calvez, SVP, Planning and CFO

## KEY HIGHLIGHTS AND MILESTONES

Procurement supported the organization in various purchasing related activities throughout the reporting period to ensure that goods and services were procured at the right time, place and at the right price. Procurement also supported the org with competitive bidding (RFP) efforts and supplier negotiations.

## OVERVIEW OF ACTIVITY

### Procurement Operations

Purchase orders for the reporting period totaled \$47,488,051, issued to 506 unique suppliers with an average PO amount of approx. \$59.9K. The months of July and August show a large spike in spending, which is explained by the execution of two large contracts respectively: 1) the ICANN-designated Registrar Data Escrow Service, approx. \$7.6 M over five years, and 2) the staff augmentation contract for the Information Transparency Platform, approx. \$7.5 M over three years.

A summary of procurement operations metrics for the reporting period:

Purchasing Operations Metrics for Reporting Period (20 Mar '23 thru 15 Dec '23)											
Metrics	Reporting Period (20 Mar '23 to 15 Dec '23)	Dec '23 (through the 7th) <sup>2</sup>	Nov '23	Oct '23	Sep '23	Aug '23	Jul '23	Jun '23	May '23	Apr '23	Mar '23 (20th onwards)
Number of PO's	793	27	51	74	122	85	149	77	93	69	46
Total PO Amount (\$)	\$47,488,051	\$827,364	\$2,119,639	\$2,189,293	\$6,103,644	\$12,095,821	\$15,493,517	\$2,661,066	\$2,203,796	\$1,502,402	\$2,291,509
Average PO Amount (\$)	\$59,884	\$30,643	\$41,562	\$29,585	\$50,030	\$142,304	\$103,983	\$34,559	\$23,697	\$21,774	\$49,815
Average Cycle time <sup>1</sup> (days)	18.6	13.0	22.5	13.9	15.2	16.4	30.9	12.1	16.0	17.8	15.8
Number of unique suppliers that were issued POs	506	21	44	63	102	77	129	62	78	59	42

1. Cycle time is defined as the number of days it takes from submission of a purchase request in Oracle to creation of the associated purchase order (PO).

Steps included: Approvals per contracting & disbursement policy; contract revisions by Legal-Contracting; and obtaining contract signatures.

2. The last date for purchase order transactional data considered for this report is 7 December 2023, which is the date this report was submitted for processing prior to circulation.

## Strategic Sourcing

Procurement continued to support the organization with the various phases of sourcing activities throughout the reporting period. Seventeen competitive bidding events (RFIs/RFPs/RFQs/Reverse Auctions) were concluded within the reporting period. In addition, planning and preparation for six competitive bidding processes occurred in the same period. There has been an uptick in the number of competitive bidding events over the reporting period, which is expected to grow even further as vendor selection work related to the Next Round continues.

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# RISK MANAGEMENT

*Xavier Calvez, SVP, Planning and CFO*

## OVERVIEW OF ACTIVITY

The Risk Appetite Statement was approved two years ago, and an update is in order. Risk Management analyzed the evolution of the org's portfolio of risks and compared actual experience to previous expectations in order to draft a proposed, revised Risk Appetite Statement. The draft has been discussed with the org Executive team and is undergoing further review the Board Risk Committee and will be brought to the full Board for approval in due course.

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# PLANNING

Xavier Calvez, SVP, Planning and CFO

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ The FY25 Strategic Outlook Trends Program ran from March through October 2023. After a review of the strategic trends analysis, the Board Strategic Planning Committee (SPC) recommended to the Board that the FY21–25 strategic plan remain unchanged, and the Board agreed.
- ⦿ The development of the next five-year Strategic Plan was initiated with oversight from the SPC.
- ⦿ The FY25 Draft Operating Planning and Budget process for ICANN and Public Technical Identifiers (PTI) is underway, with plans published for Public Comment on 12 December 2023.
- ⦿ The Planning team supported the PTI Bylaws amendment project, which was completed on 10 September 2023 and resulted in efforts to reduce complexities and improve PTI-related planning processes within the overall ICANN planning process.

## OVERVIEW OF ACTIVITY

### Strategic Outlook Trends Program

- ⦿ On 26 October 2023, the Board approved keeping the ICANN Strategic Plan for fiscal years 2021–2025 in force and unchanged.
- ⦿ This approval is based on the team’s analysis of the 1,048 data elements collected during the strategic outlook trend identification sessions from March to April 2023.

### FY26–30 Strategic Plan

- ⦿ The strategic planning process for fiscal years 2026–2030 started in June 2023, involving the initial planning and discussions with the SPC and ICANN’s Executive team.
- ⦿ In September 2023, the SPC officially launched this process with the community. Since the launch, the team has actively engaged with the community, organization, and Board in a series of seven environmental scan sessions.
- ⦿ Currently, the team is analyzing the input gathered. The insights derived from this analysis will play a crucial role in shaping the upcoming phase of work. The SPC will leverage these findings to formulate strategies for ICANN’s fiscal years 2026–2030.

### FY25 Draft Operating Plan and Budget

- ⦿ The process kicked off in August after community-led planning prioritization and involved collaboration with finance and Planning Liaisons.
- ⦿ The draft plans for FY25 for ICANN and PTI all opened for public comment on 12 December 2023.
- ⦿ The Budget document contains a new section called “Activity Based Reporting” to present ICANN Operations’ costs in a way that better relates to ICANN’s core work and mission.

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- ⦿ The team also contributed macroeconomic and DNS industry background on the Funding Forecast Assumptions document supporting the Five-Year Operating and Financial Plan.

## PTI Bylaws Amendment Project

- ⦿ In March, the team supported the PTI Board by initiating the project to amend the PTI Bylaws.
- ⦿ The proposal to amend the Bylaws was submitted for public comment on 16 May 2023; five submissions were received.
- ⦿ Following an approval by the PTI Board, the amendment was then approved by the ICANN Board, as sole member of PTI, on 10 September 2023.
- ⦿ The result of this Bylaws amendment is to improve the planning process and to enhance community involvement in the planning process and public comments. This Bylaws amendment also aligns with one of the strategic goals outlined in the PTI Strategic Plan for FY2021–25.

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# GLOBAL HUMAN RESOURCES

Henry Meyer, VP, Global HR Operations, and Interim Head of HR

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ Conducted the annual staff Engagement Survey and debriefed the org and all functions.
- ⦿ Completed the FY24 SR1 performance management review process for a total of 442 eligible staff and processed corresponding At-Risk Payments.
- ⦿ During this reporting period, 63 vacancies were filled.

## OVERVIEW OF ACTIVITIES

- ⦿ FY23 ACMR process was completed in July 2023 for all eligible staff.
- ⦿ Completed the FY24 SR1 performance management review process for a total of 442 eligible staff; resultant At-Risk Payments will be distributed to all eligible staff on 29 December 2023.
- ⦿ During this reporting period, 63 vacancies were filled, with 13 through internal placements, and 15 roles in Europe, Middle East and Africa, and APAC regions. Key roles filled include: a Director IT – Internal Applications, Outreach and Digital Inclusion Director, Senior Director – Digital and Creative Services, Grant Program Director, Treasury Director, Government and IGO Engagement Director – APAC, Senior Director – Service Delivery, Support and Vendor Management, Director – Data Center and Cloud Operations, Vice President – Government and IGO Engagement, APAC and Stakeholder Engagement, South Asia, Vice President – Global Communications; and four external hires dedicated to the Next Round Program.
- ⦿ Continued to develop leadership skill sets through our ICANN LEAD program (Leadership Education and Development), including Delegating with Purpose, The ART of Behavioral Interviewing, Creating an Inclusive Environment, Addressing Poor Performance, Coaching, Setting Goals and Reviewing Results, Leading Virtually, Delegating with Purpose, Communicating for Leadership Success, and Engaging and Retaining Talent to help improve inclusion, trust and respect, responsibility, collaboration, communication, teamwork, and engagement.
- ⦿ Continued to build networking and development opportunities for staff and leadership through our Development Debrief with ICANN Leadership. Topics of focus were diversity, equity, and inclusion as well as trust, productivity, speaking with confidence, prioritizing, and empowerment.
- ⦿ Continued our diversity, equity and inclusion efforts by holding panel discussions with staff. Activities included International Women’s Day in March, and Pride Month in June.
- ⦿ Due to ongoing economic challenges in Türkiye marked by high inflation, increased living costs, and reduced purchasing power, completed a compensation market review for staff located in Türkiye, which resulted in the provision of a temporary hardship allowance for staff there from July 2023. Local economic conditions will continue to be monitored to assess effects on our staff.
- ⦿ Completed Türkiye and Singapore staff group benefits insurance reviews respectively in April and August of 2023. Completed U.S. staff group benefits insurance renewal and enrollment in November 2023.

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- ⦿ The annual staff Engagement Survey was administered 19–30 June 2023. Participation was 87 percent, and overall engagement was 74 percent, 9 percent lower than in 2022. Org and functional debriefs and action planning was completed in October 2023.
  - ⦿ The annual Policy Acknowledgement, Conflict of Interest, and Outside Business Activity processes were conducted during this period.

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# SECURITY OPERATIONS AND ADMINISTRATIVE SERVICES

*Simon Garside, VP, Security Operations and Interim Head of Administrative Services*

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ Successfully opened the new Washington, D.C., Engagement Center.
- ⦿ Launched Travel Security 2.0 amid an increasingly complex risk landscape.

## OVERVIEW OF ACTIVITIES

### Security Operations

- ⦿ Conducted the grand opening of the new Washington, D.C., office on 15 May.
- ⦿ Promoted Mental Health Awareness Month in May.
- ⦿ Updated the Beijing office agreement with a change of property management company.
- ⦿ Increased Nairobi office capacity at current location.
- ⦿ Assisted with planning for ICANN summer and holiday events globally.
- ⦿ Supported ICANN 25<sup>th</sup> Anniversary celebrations.

### Administrative Services

- ⦿ Provided on the ground health, safety, and security support to ICANN77 and ICANN78 as well as other ICANN sponsored events globally, including Board Workshops.
- ⦿ Facilitated with external experts an annual tabletop exercise for ICANN's Global Crisis Management Team and delivered emergency response tabletop exercises to office Emergency Response Teams in Los Angeles, Istanbul, and Singapore in order to optimize ICANN's readiness to respond to, and manage, crises and emergencies.
- ⦿ Conducted staff earthquake training in Istanbul.
- ⦿ Launched Travel Security 2.0 for all staff to refresh and build upon best practices and prepare staff for travel in an increasingly complex risk landscape.
- ⦿ Conducted site visits to San Juan, Puerto Rico, and to Kigali, Rwanda, in preparation for ICANN79 and ICANN80, respectively.



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# ENGINEERING AND INFORMATION TECHNOLOGY

*Andre Abed, VP, Relationship and Delivery Management and Interim Head, Engineering and IT*

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ As part of the Information Transparency Platform (ITP), Engineering and Information Technology (E&IT) successfully deployed many features and updates to icann.org, including ccNSO Audit Interface and integration with the Engagement Calendar.
- ⦿ As part of the Community Engagement system (CES), E&IT successfully launched ICANN Join and Events 2.0 with differentiated access, focusing on data privacy by design, as well as integration with ICANN Account.
- ⦿ E&IT successfully launched the Registration Data Request Service (RDRS) for ICANN community and contracted parties.
- ⦿ As part of the gTLD Next Round program, E&IT completed a comprehensive RFP evaluation selecting a vendor to provide a platform and professional services.
- ⦿ As part of UA readiness within ICANN org systems, E&IT has completed all milestones for Email Address Internationalization with our core email systems allowing our staff to send and receive email to international email addresses.

## OVERVIEW OF ACTIVITIES

### Relationship and Delivery Management Team

#### **Information Transparency Platform**

The ITP team deployed the ccNSO Audit Interface so taxonomy can be applied to ccNSO content when migrated into ITP. The team also deployed CEO Corner and SSAC authoring experiences, web pages, and content subscription feature. Additionally, the team deployed Authoring Permissions Management, the Content Subscription Unsubscribe page that provides users details on how to unsubscribe, and the Engagement Calendar (in coordination with the CES team) which has allowed ICANN to sunset the legacy calendaring tool hosted by Second Rise. The team also initiated several upcoming deliverables, including RSSAC and Community authoring experiences and pages, as well as continuing milestone two of a Centralized Taxonomy Service.

#### **Community Collaboration Systems – Doodle Enterprise**

The Community Collaboration team introduced and launched the Doodle Enterprise service, which is a cloud-based scheduling tool that helps streamline scheduling for ICANN org. Doodle Enterprise is used by various functions within the organization, with the aim of increasing efficiency and productivity in scheduling meetings, appointments, and events for staff and the ICANN Community.

#### **Community Collaboration Systems – SurveyMonkey Enterprise**

The Community Collaboration team introduced and launched the SurveyMonkey Enterprise service, which is a cloud-based survey tool that replaces the GetFeedback survey tool for

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ICANN org. SurveyMonkey Enterprise is used by various functions within the organization to conduct staff and ICANN Community surveys.

### **Community Engagement System**

The launch of ICANN Join and Events 2.0 with Differentiated Access to improve data privacy controls (Privacy by Design) and integration with ICANN Account was completed in early July 2023. The integration from Events 2.0 to the ICANN Website Engagement Calendar was completed in October 2023. The onboarding of additional functions is in progress and planned to complete by June 2024 and delivery of a Minimum Viable Product Dashboard on community participation by December 2024.

### **Community Engagement Systems – ICANN Account**

New optional functionality was added to enable multifactor authentication for community users for additional security for ICANN services in December 2023. A blog was issued to encourage community users to make use of the new feature which offers two additional factors, time-based one-time password and voice call.

### **Community Engagement Systems – Cookie Consent Management Tool**

Initiated project to centralize cookie consent management across ICANN services and improve the user experience for managing their consent for essential and other functional cookies.

### **Contracted Parties Systems – Naming Services Portal**

Launched the RDRS for the ICANN community and contracted parties, as promised, in late November. ICANN will collect usage metrics for the Board to determine whether the product should continue. The Naming Services portal (NSp) team also replaced the GetFeedback survey tool in Salesforce/NSp with a Salesforce/SurveyMonkey tool, and configured a new bulk mailer service in NSp for sending notices to contracted parties.

### **Technical Services Systems – RRI Registry Escrow Enhancements**

Retroactive Remediation functionality added to Registration Reporting Interfaces (RRI) in April 2023. Compliance is able to see the submitting valid DEA notification for a registry and that is reflected in any existing compliance issue for the registry (Paths: Full, Diff, Dea), honoring the Retroactive Remediation functionality.

### **Technical Services Systems – SLA Monitoring and MoSAPI Enhancements**

New functionalities added for SLA Monitoring and MoSAPI and deployed in multiple phases in FY24 SR2. These enhancements will make the system continuously run (i.e., cycles of 30 minutes) network tools for the IP addresses used to provide DNS/RDAP information and, through MoSAPI, provide such information without manual intervention. Contracted Parties will now have information about the state of the network before and after an incident was detected.

### **New gTLD Program: Next Round**

E&IT completed a comprehensive RFP evaluation, selecting a vendor to provide a platform and professional services for our core systems for the program. The evaluation included a successful proof-of-concept build of the TLD Application Management System system Minimum Viable Product as well as an internal decision paper documenting our analysis of the vendor options covering financial, product, technical, and security perspectives.

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Concurrently, development progressed for the Registry Service Provider evaluation system while preparations began for the Applicant Support Program system and Registry System Testing service, all of which are slated for development completion in the fourth quarter of 2024.

Finally, the team continues making progress on the New gTLD Program: Next Round website and a number of strategic and operational dependency projects and anticipates significant progress in the semester ahead.

## Data Center and Cloud Ops, Meetings Tech Services, End User Support, and Back Office Relationship

### **Data Center and Cloud Ops – Email Address Internationalization (EAI) Readiness**

This is an important project for achieving International Domain Names and Universal Acceptance readiness within ICANN org systems. We have completed all of the three main milestones for Email Address Internationalization readiness with our core email systems. The third milestone was implemented and brought into production September 2023. EAI allows our staff to send and receive email to international email addresses such as 用户@例子.广告 or коля@пример.рф.

### **Meetings Tech Services (MTS) – Hybrid Meetings**

In 2023, MTS completed Phase 1 of the Office AV Standardization Project, which streamlines the user experience in the conference rooms in Brussels, Istanbul, Los Angeles, Singapore, and Washington, D.C. Phase 2 will begin in early 2024 as a pilot for digital whiteboards. In 2023, MTS provided hybrid meeting participation services for 3 ICANN Public Meetings and 19 other events.

### **End User Support (EUS) – Technical Support Requests**

For the period of 1 July 2023 to 1 December 2023, End User Support fielded 3,957 general support requests. The same period in 2022, EUS worked 3,271 general support requests, representing an 18 percent increase. The trend of staff requiring increased technical assistance continues. This increase in requests is a function of the higher numbers of staff, and increased support commitments for nonstaff, within the org. Of note, EUS onboarded 101 users from 1 July 2023 to 1 December 2023, compared to 57 users during the same period in 2022. This number is comprised of staff and fully supported contracted resources.

### **Back Office Relationship – Board Management Software**

The Board is requesting a Board Management application to streamline board processes and to more effectively manage document security as well as other features. The product has been selected and contracting is complete. All implementation activities that IT is responsible for should be completed around 15 December 2023, at which point the product will be handed over to Board Operations. IT project management will stay on the project to assist Board Operations in its roll out to the Board through January 2024.

## Security and Network Engineering

### **Network Security Audit**

From September through to October a qualitative internal audit of the ICANN Corporate network was performed. The recommendations delivered on the report have been entered into the E&IT Recommendations Tracker and are currently being evaluated for acceptance and prioritization.

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### **IMRS Cluster Implementation**

The ICANN Managed Root Server (IMRS) Cluster deployment in Egypt was completed at the end of October 2023. The next deployment to be targeted is Germany with the RFP/RFQ process completed and expected implementation in 2024.

### **NIST Cyber Security Framework**

In June, an external party performed an assessment of information security practices in the organization with a focus on NIST Cyber Security Framework usage. The recommendations delivered on the report have been entered into the E&IT Recommendations Tracker and are currently being evaluated for acceptance and prioritization.

## **Governance**

### **Frozen Delivery Pipeline**

The FY23 SR2 semester concluded 14 May 2023 with 85 project commitments and on track delivery of 97 percent, as well as continued maintenance support across 79 services and/or activities.

The FY24 SR1 semester concluded 14 November 2023 with 87 project commitments and on track delivery of 100 percent, as well as continued maintenance support across 78 services and/or activities.

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# IDENTIFIER RESEARCH, OPERATIONS, AND SECURITY

*John Crain, SVP and Chief Technology Officer*

## OFFICE OF THE CHIEF TECHNOLOGY OFFICER

### KEY HIGHLIGHTS AND MILESTONES

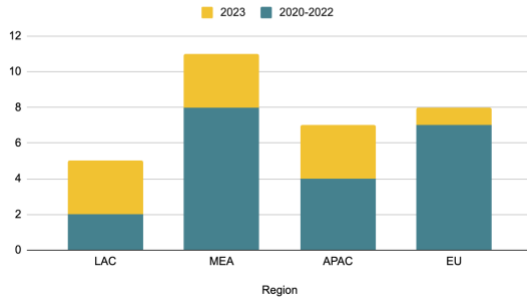
- ⦿ Technical Engagement and Capacity-Building Events
- ⦿ Trust and Public Safety Engagement
- ⦿ KINDNS
- ⦿ Detection of “parked” domains through their DNS records
- ⦿ Inferential analysis of maliciously registered domains (INFERMAL)
- ⦿ ICANN DNS Symposium 2023
- ⦿ Second IANA Functions Review

### OVERVIEW OF ACTIVITIES

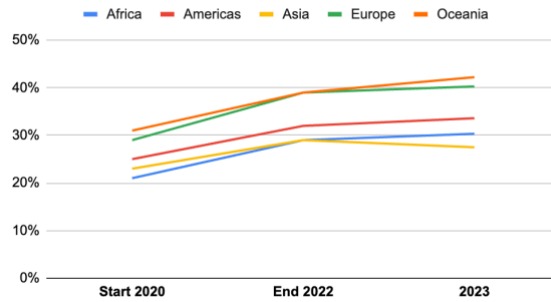
#### Technical Engagement and Capacity Building

- ⦿ Technical Engagement has continued around the world on DNS ecosystem Security with 130 new engagements during the period under review (157 total for 2023): nine in APAC, 13 in Europe, 51 LAC, 43 in MEA, and six in North America. We saw a slight drop in total number of engagements this year due to reduced staff covering MEA and APAC regions.
- ⦿ The focus on ISPs in our outreach activities also helped significantly improve DNSSEC validation in each region, particularly in Africa (50 percent increase), Asia Pacific (25 percent), and Latin America and the Caribbean (50 percent).
- ⦿ 15 new ccTLDs (including IDNs) have signed their zone following our outreach and hands-on capacity-building workshops.

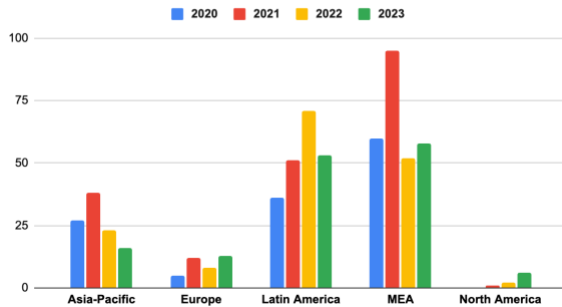
### ccTLDs (+IDN CCs) DNSSEC Signing



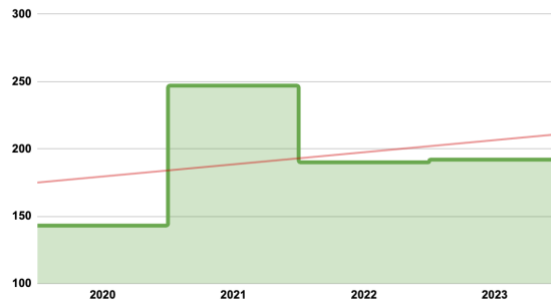
### Evolution of DNSSEC Validation



### Regional Engagement



### Total Engagement (+TPSE)



## Trust and Public Safety Engagement

- Our engagement with Trust and Public safety has continued over the period. We had 35 distinct engagements with different trust and public safety groups including the London Metropolitan Police, the Central Cybercrime Bureau of the Polish National Police, the Argentinean Federal Police, the U.S. Federal Bureau of Investigations, the U.K. National Crime Agency, the Mexican National Guard, and the Spanish Guardia Civil, the Council of Europe’s Cybercrime Programme Office, and others.
- We provided assistance to the cyberthreat intelligence community to address queries related to domain names and DNS in investigating and mitigating attacks 32 times during the period under review.

## KINDNS

- During the period under review, 679 operators participated in KINDNS by completing their self-assessment and downloading their personalized implementation report. That represents a more than 50 percent increase from the last period.
- Twenty-seven operators formally agreed to the practices and have their assessment and commitment reviewed and published. Seventeen have completed the review process and listed at <https://kindns.org/participants>.
- In the majority of the operators’ responses (74 percent), the objective was to know where they stand in their DNS operation practices, 41 percent to convince their organization to better secure their DNS operations. Only 30 percent of the time, they took it in order to formally commit to implement them and join the program. The latter is an indicator of the gap to work on to help those 30 percent (more than 200) to actually make their assessment reviewed.

## 1. Why are you taking this self-assessment?



- ⦿ The majority of operators who self-assessed their practices run Authoritative server or Recursive servers only, while 44 percent run both.

## Detection of 'Parked' Domains

The Office of the Chief Technology Officer (OCTO) published a peer-reviewed research paper as well as the OCTO037 document on detecting parked domains as part of the overall domain anime space. Here is the summary of the results:

- ⦿ Many domains resolve to a web site not under the control of the registrant; instead showing content, usually adverts, set by a "parking service."
- ⦿ Many of these parked domains can be discovered without looking at the site itself, just from their DNS settings (IP addresses, name server records, or CNAME).
- ⦿ A relatively simple set of rules gives us an accurate classification, although we only catch about 75 percent of parked pages this way.
- ⦿ On random samples of domains we see around a third of them are parked; but when we look at specific populations (e.g. individual TLDs) we see the proportions vary greatly. This variation can change our interpretation of statistics, e.g., where they are based on zone size.
- ⦿ We see similar variations when grouping by registrar, with a similar effect on statistics like ranking registrars by the proportion of their domains which have reports of abuse.

## INFERMAL

- ⦿ Inferential Analysis of Maliciously Registered Domains (INFERMAL) is a research project being carried out by KOR Labs and funded by ICANN. The goal of this project is to conduct an in-depth analysis of maliciously registered domain names, aiming to uncover cyber attackers' preferences and possible measures to mitigate abusive activities within the domain name space.
- ⦿ By the end of November 2023, for chosen domain abuse blacklists such as APWG, the researchers extracted malicious domains and mapped them to their corresponding registration information at the time of their registration.
- ⦿ We expect to finish phase two by July 2024. Phase two includes July analysis of preselected proactive security measures, including domain registrant data validation, strategies for blocking domain names containing, for example, keywords of the most abused services, and other proactive security measures.

## ICANN DNS Symposium 2023

- ⦿ The 2023 ICANN DNS Symposium (IDS) was held on 5 September in Da Nang, Vietnam.
- ⦿ The theme was "The Integration of DNS with Emerging Technologies."

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- ⦿ There was a wide variety of technical presentations and over 120 people attended in person.

## Second IANA Naming Function Review

- ⦿ ICANN Board [convened](#) the second IANA Naming Function Review (IFR) on 10 September 2023.
- ⦿ The IFR is an accountability mechanism created as part of the IANA stewardship transition to ensure that ICANN's IANA work through Public Technical Identifiers meets the needs and expectations of its naming customers.
- ⦿ Appointing organizations have appointed members and liaisons to the IFR2 in accordance with Section 18.7 of the ICANN Bylaws. Alan Barrett will serve as the Board's liaison to the IFR2.
- ⦿ IFR2 had a kick off meeting at [ICANN78](#) in October 2023; the review work is anticipated to take around 12–18 months.
- ⦿ IFR2 working procedures will be open to the public and conducted in a transparent manner to the fullest extent possible. More information can be found on the IFR2 [workspace](#).



# INTERNET ASSIGNED NUMBERS AUTHORITY

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ The Internet Assigned Numbers Authority (IANA) services have satisfactorily met service-level agreements for the period.
- ⦿ A design team that studied how to change the cryptographic algorithm in the root zone published its draft report for public comment.
- ⦿ After making an exceptional caretaker designation for a ccTLD, IANA is collaborating with the ccNSO to identify potential operational circumstances that may warrant policy development.
- ⦿ IANA supported the renumbering of B-Root (USC-ISI). This increases the resilience of the Root Server System by further diversifying the number of Regional Internet Registries that have allocated IP addresses to Root Server Operators. B-Root's addresses will be the first in the Root Server System to have been allocated by the Latin American and Caribbean Internet Addresses Registry.

## OVERVIEW OF ACTIVITIES

### Performance in Brief

This represents a summary view of comprehensive reporting available on the IANA website at <http://iana.org/performance>.

	Apr	May	June	July	Aug	Sep	Oct
<b>DNS Root Zone</b>							
SLAs Met	100%	100%	100%	98.3%	100%	100%	100%
Metrics Met	64/64	64/64	64/64	63/64	64/64	64/64	64/64
CSC assessed satisfactory or higher	✓	✓	✓	✓	✓	✓	✓
Request Volume	58	184	263	292	639	1266	184
TLDs in Root Zone	1479	1479	1470	1466	1464	1464	1460
<b>DNS Root KSK**</b>							
Metrics Met	5/5	-	-	5/5	-	-	-
Scheduled Items Met	6/7	-	-	7/7	-	-	-
<b>.INT Top-Level Domain</b>							
New .INT registered	0	0	0	1	0	0	1
.INT modifications	2	2	4	0	2	5	3
Request Volume	15	21	14	19	21	23	19
<b>Protocol Parameters</b>							
SLAs Met	100%	100%	100%	100%	100%	100%	100%
Met MOU requirement (90%)	✓	✓	✓	✓	✓	✓	✓
Met internal target (95%)	✓	✓	✓	✓	✓	✓	✓
Request Volume	277	243	248	206	267	229	217
<b>Number Resources</b>							
SLAs Met	100%	100%	100%	100%	100%	100%	100%
Metrics Met	4/4	4/4	4/4	4/4	4/4	4/4	4/4
Met SLA requirement	✓	✓	✓	✓	✓	✓	✓
Request Volume	0	1	0	0	1	0	0
<b>Label Generation Rulesets</b>							
New LGRs posted	0	5	0	0	0	18	0
LGRs modified	5	10	1	620	0	190	526

Request Volume	1	3	1	2	0	2	8
<b>General Enquiries</b>							
Request Volume	146	175	135	152	181	158	181

\*Only applicable to months where ceremonies are held.

## Customer Satisfaction in Brief

	Apr	May	June	July	Aug	Sep	Oct
Response Rate	25.5%	23.7%	22.6%	37%	39.7%	41.8%	27.1%
Satisfaction	92.3%	85.7%	100%	90%	100%	95.7%	100%

## Updates and Initiatives

- ⦿ A community design team has been convened to study how to perform a cryptographic algorithm change in the DNS root zone. Its work will inform future operational enhancements that will enable the root zone to adapt to future developments in cryptography.
- ⦿ A critical component of how we safely secure the Root Zone Key Signing Key, the trust anchor for the DNS, is a specialized device called a hardware security module. The vendor of the current hardware security modules has discontinued the devices. As a priority, work is underway to evaluate and identify alternate vendors. As these devices are generally incompatible, introducing the replacement hardware will require significant effort and coordination over the coming 12 months.
- ⦿ Work is underway on IANA’s annual customer engagement survey. Owing to the reduction in participation over time, this year a new approach is being trialed involving presenting to stakeholder groups with QR codes that enables them to quickly respond to the survey in 5 minutes. In previous years we relied on email-based outreach to encourage participation.
- ⦿ Operational circumstances necessitated noting a specific ccTLD operator as in “caretaker operations.” This did not mean IANA took control of the ccTLD, rather that the management was temporarily being undertaken in an informal way within the country without a specific entity to nominate. Work is underway within that country to identify an appropriate manager to remove this designation. In the meantime, this activity has prompted exploratory work between IANA and the ccNSO to identify potential room for policy work to address operational circumstances not covered by existing policy.

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# STAKEHOLDER ENGAGEMENT

Sally Costerton, SVP, Global Stakeholder Engagement and Interim President and CEO

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ The Global Stakeholder Engagement, Engagement Programs (formerly Public Responsibility Support), and Global Meetings Operations functions commenced an integration effort to bring the three functions into one, Stakeholder Engagement.
- ⦿ ICANN org successfully piloted the Global Public Interest (GPI) Framework using two test cases: (1) the System for Standardized Access/Disclosure recommendations and (2) New gTLD Subsequent Procedures (SubPro) recommendations. The pilot for the GPI Framework was completed in October 2023, and the [final report](#) is available.
- ⦿ Working with the Board Anti-Harassment Working Group, the Engagement Programs team successfully implemented Upstander Training at both ICANN76 and ICANN77.
- ⦿ ICANN org developed, with input from the WS2 Community Coordination Group, a [diversity toolkit](#) to support community groups to implement [WS2 recommendations](#) on diversity.
- ⦿ The 2024 Policy Forum has been [announced](#) to be held in Kigali, Rwanda, and the 26th Annual General Meeting has been [announced](#) to be held in Istanbul, Türkiye.
- ⦿ In June, ICANN held the [ICANN77 Policy Forum](#) in Washington, D.C., with 1,767 attendees, with 1,137 participating in-person and 630 virtually. In October, ICANN held the [ICANN78 Annual General Meeting](#) in Hamburg, Germany, with 1,849 people attending in person and 663 participating remotely, representing over 175 countries or territories.
- ⦿ ICANN Travel Support [announced and previewed](#) the new Funded Traveler Portal.

## OVERVIEW OF ACTIVITIES

### Global Stakeholder Engagement

Major initiatives included support for Universal Acceptance Day 2023 in March; the APAC DNS Forum in Hong Kong; the Africa Engagement Forum in Accra, Ghana; LAC DNS Week; Istanbul Regional Office 10<sup>th</sup> anniversary celebration; and the launch of the ICANN Managed Root Server installation in Cairo, Egypt, as part of the Coalition for Digital Africa. The initial participants for the DNSSEC roadshows under the Coalition for Digital Africa were [announced](#) on 5 December 2023. The team also relaunched the Coalition [website](#).

Regional year-end recap blogs:

- ⦿ [ICANN APAC Regional Plan Report Highlights FY23 Achievements](#)
- ⦿ [ICANN Middle East and Africa Region: A Year in Review](#)
- ⦿ [Security Topics Drive ICANN LAC Engagement in 2023](#)
- ⦿ [Over 120 Events: ICANN's North American Engagement Team Closes 2023 Strong](#)
- ⦿ [Reflecting on 2023: ICANN in Europe, Eastern Europe, and Central Asia](#)

Global Stakeholder Engagement facilitates dialogues to reach new stakeholders and represent ICANN org at events around the world. During this period, the team supported the following regional events: NAP Colombia workshop; 11th AfICTA virtual summit; ICANN Readouts in Japan, China, India, Germany; Internet Measurement Day Moldova; DNSSEC training for Fiji stakeholders; security training for Kazakh Computer Emergency Response Teams and law

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enforcement; 2023 Telecommunications and Media Forum; 18th Bangladesh IGF; the global IGF in Kyoto, Japan; APNIC 56 in Kyoto; PACNOG 32; AFRALO General Assembly; APRALO General Assembly; EURALO General Assembly; Middle East Space, Afghanistan School on Internet Governance; MEAC School on Internet Governance; UADom; Unicode Technology Workshop; Wuzhen Summit 2023; Ukrainian IGF; TWIGF; ICANN-TWNIC Engagement Forum; Domain Days Dubai; Mobile World Congress Africa; APTLD 84; LAC Roadshow Costa Rica; APAC Space; and APriGF.

The team also participated in and supported the North America School on Internet Governance; ARIN 52; Africa Internet Summit; ITU Regional Development Forum for Africa; Pacific Cyber Community Capacity-Building Conference; MENOG 23; DNSSEC validation training for operators in Pakistan; Baltic Domain Days; PacIGF 2023; Pakistan School on Internet Governance; Africa IGF and Africa School of Internet Governance; Global Forum on Cyber Expertise training in India; Caribbean Telecommunications Union ICT meeting; .tr ccTLD meeting with stakeholders; DNSSEC and DNS operations workshop for Saudi Arabia; ICANN DNS Symposium 2023 in Vietnam; Polish Economic Forum; Semana de Internet de Yucatán; DNS and Security seminar for United Arab Emirates, Bahrain; Samoa IT Association Tech Expo 2023; and many other events.

A highlight of the year for the European regional team was ICANN's attendance at the Web Summit in Lisbon, Portugal. This event attracts an audience of tens of thousands of entrepreneurs, business stakeholders, and political leaders. ICANN led or facilitated several sessions on domain name innovations, UA, and IDNs. ICANN's interim president and CEO appeared in multiple sessions and was featured in a number of media outlets.

## Engagement Programs

The team is carrying out best practice research to better understand the broader environmental sustainability landscape. This research will help inform the scope of ICANN's environmental sustainability goals and practices. The exercise is expected to produce a set of principles and outline the need for an internal review to understand the baseline.

ICANN org will engage with three suitable third-party organizations focused on supporting Internet access and recovery for local populations during natural disasters and human-made emergencies as a result of an [open call](#) for Expressions of Interest for the Emergency Assistance Program for Continued Internet Access Program. ICANN org is finalizing terms for a \$0 three-year Master Service Agreement in preparation for future contributions for emergency assistance.

ICANN org updated training on ICANN Learn, including the ccNSO onboarding course, and launched two new courses: DNS for ISPs and Benefitting from Inclusion. Four [ICANN for Beginners Virtual Program](#) webinars were held between April and July. The introductory webinars saw a total of 81 participants and the Universal Acceptance webinars had 97 participants. Two new topics will be introduced during the first quarter of 2024.

ICANN welcomed 24 fellows and nine NextGen@ICANN participants from 19 countries for ICANN77, and 40 fellows (five virtual) and 11 NextGen@ICANN participants from 43 countries for ICANN78. For ICANN79, ICANN org has selected 40 fellows and 12 NextGen@ICANN participants from 32 countries.

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The Registrant Program continued to conduct informational and capacity-building activities on topics relevant to domain name registrants, and sought out feedback from the community about additional registrant issues that could be addressed by the program. Activities included sessions at the 2023 Middle East DNS Forum, the 2023 APAC DNS Forum (Pre-Event Webinar), and ICANN78 (hosted by the ccNSO).

Engagement Programs continues to respond to the demand for remote training for the community with updated training on ICANN Learn, emphasizing skill-building training in this period with a new course focused on increasing productivity through inclusion as well as updated Unconscious Bias training.

The team has supported, along with colleagues in Policy, the [Workstream 2](#) Community Coordination Group for relevant diversity recommendations and continues to coordinate the development of a diversity toolkit.

## Meetings Operations

ICANN is closing 2023 with a full calendar of hybrid events, with in-person gatherings making a strong comeback since all face-to-face meetings were canceled through May 2022 due to the COVID-19 pandemic. In total, the Meeting Operations team supported 106 events in 30 international cities in 2023.

Planning for ICANN79 Community Forum in San Juan and ICANN80 Policy Forum in Kigali is in progress. In consultation with community leaders, the team is working to sustain the improvements to the hybrid meeting format and is committed to ensuring an inclusive meeting experience that provides an equal opportunity for all to engage on important policy matters.

The travel team is implementing the Travel Modernization Project with beta testing for select funded travelers in early 2024, with a full public launch by mid-2024.

For more information, see the [ICANN Meeting By the Numbers Reports](#).

## Regional Offices

The Istanbul Regional Office celebrated its 10<sup>th</sup> anniversary in May 2023, and the team celebrated the Montevideo Regional Office celebrated its 10<sup>th</sup> anniversary in July. August marked the 10<sup>th</sup> anniversary of the Singapore Regional Office.

The new Washington, D.C., Regional Office opened in April 2023, and during ICANN77 hosted a series of events with ICANN Board members. The new D.C. office has also hosted community gatherings, stakeholder dialogues, and working group meetings.

The Brussels Regional Office hosted a series of Internet Dialogues with European stakeholders, and during this period has served as a convening location for ICANN org staff and community discussions.

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# GLOBAL COMMUNICATIONS AND LANGUAGE SERVICES

Sally Newell Cohen, SVP, Global Communications

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ Launched a community group page and updated Engagement Calendar on the Information Transparency Platform.
- ⦿ Launched the new Coalition for Digital Africa website and social media handles.
- ⦿ Launched a targeted awareness campaign focused on Universal Acceptance and Internationalize Domain Names

## OVERVIEW OF ACTIVITIES

### Information Transparency Platform

#### Initiatives Completed and Launched

- ⦿ [Security and Stability Advisory Committee page](#), marking the first Advisory Committee web content to be released on the Information Transparency Platform (ITP)
- ⦿ [Engagement Calendar](#), ending reliance on the legacy external calendar system in favor of an internally created and managed solution
- ⦿ Country Code Names Supporting Organization Audit Interface, used to complete the eyes-on audit of more than 8,500 pages and files
- ⦿ [CEO Corner](#), streamlining the update process in anticipation of the upcoming change in leadership
- ⦿ Authoring Permissions Management, enabling content management hand-offs for the CEO Corner and SSAC pages to their respective functional owners
- ⦿ [Unsubscribe from Content Subscriptions](#), furthering ITP alignment with best practices for web privacy

### Media

#### Press Releases

During this period, ICANN issued nine [press releases](#), which generated:

- ⦿ More than **5,230** release pickups across global media outlets
- ⦿ More than **540,786** release views
- ⦿ More than **5,567** media views

#### Announcements and Blogs

Global Communications is responsible for writing or editing all blogs and announcements published on the ICANN website. During this period, ICANN published 99 [announcements](#) and 78 [blogs](#).

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## Creative Services

The Creative Services team completed 613 projects, including graphics, newsletters, photography, and social media campaigns. Please see the [Social Media Report](#) for metrics.

## Regional and Functional Communications Support

### Asia Pacific Region

- ⦿ Secured media interviews with the Board Chair and CEO related to UA Day.
- ⦿ Developed and executed comms plan for the APAC DNS Forum (4–5 July).
- ⦿ Provided on-ground communications support for the global IGF (8–12 October).

### Europe, the Middle East, and Africa Region

- ⦿ Launched the new Coalition for Digital Africa website and social media handles.
- ⦿ Secured an interview with the CTO for an IONOS-sponsored four-part series titled: "Freedom on the Internet."
- ⦿ Provided communications support for the Middle East DNS Forum (9–10 May), Africa Engagement Forum (25–27 July), ICANN78 (October), and the IMRS installation in Cairo (November).

### Latin America and the Caribbean Region

- ⦿ Secured an interview with the ICANN's VP of Latin America and the Caribbean on the topic of the next round.
- ⦿ Provided comms support for the LAC Domain Names Week (10–13 July), the first DNSSEC Day in Paraguay (21 September), and ICANN's participation in LACNIC40-LACNOG2023 (2–6 October).

### North America

- ⦿ Provided communications support for ICANN77 (June), including the session on Digital Inclusivity for the North American Internet community.
- ⦿ Provided communications support for Internet governance engagements in Montréal in October: the Canadian IGF and Canadians Connected.

### Community Engagement System

- ⦿ Reviewed the user guide for Events 2.0.
- ⦿ Prepared for Comms team onboarding, including updating the team's Records of Processing Activities for legal review.

### GDS

- ⦿ Developed and executed a communications plan and related material for the launch of the Registration Data Request Service.
- ⦿ Assisted with writing and editing for the New gTLD Program: Next Round Implementation Plan, meeting briefings, and supporting materials.
- ⦿ Launched a targeted awareness campaign for the next round that included media outreach, speaking and event opportunities, and paid and organic social media campaigns.
- ⦿ Developed and executed a comms plan for the inaugural UA Day.
- ⦿ Managed the Universal Acceptance Steering Group's social media channels.



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## **Government Engagement**

- ⦿ Provided communications support for ICANN's participation in the Web Summit (13–16 November).
- ⦿ Secured two media interviews with CEO during the Web Summit.

## **Meetings**

- ⦿ Coordinated the compilation of Hot Topics briefs for ICANN77 and ICANN78. For ICANN78, developed a more concise version comprising only 13 hot topics for the Board.
- ⦿ Developed the communications plan for the visual redesign of ICANN Public Meetings and ICANN Events.

## **Policy**

- ⦿ Reviewed GNSO Policy Briefings for ICANN77 and ICANN78.
- ⦿ Reviewed ICANN77 and ICANN78 Policy Outlook Reports.
- ⦿ Developed and executed communications plans for the Community Excellence Award and the Dr. Tarek Kamel Award for Capacity Development.

## **Public Responsibility Support**

- ⦿ Brainstormed and developed a communications plan for recruiting women for the Fellowship Program, including a marketing flyer, a social media campaign, and engaging with the Policy team on spreading the word to the community.
- ⦿ Reviewed and edited post-meeting Fellowship Program reports for ICANN76, ICANN77, ICANN78.



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# LANGUAGE SERVICES

## Language Support

### Translation Projects

Type	No. of Projects	No. of Words
General	386	3,249,200
GAC	61	1,504,632
Board	12	285,179
Newsletters	26	59,146
Press Releases	10	38,212
Announcements	103	145,540
Blogs	85	75,761
IANA	49	222,725
Total	732	5,580,395

### Teleconference Interpretation

No. of Calls	134 (with at least 3 languages/call)
No. of Interpreters	27
No. of Minutes	17,647

### Transcriptions

Type	No. of Calls	No. of Minutes
GNSO	280	18,628
ICANN General	266	31,337
ALAC (RTT)	46	3,990

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## ICANN Public Meeting Support

Support Service	ICANN77 and Prep Week	ICANN78 and Prep Week
Simultaneous Interpretation	57 sessions	105 sessions
Real Time Transcription	19 sessions	42 sessions
Transcription	103 sessions	193 sessions
<b>Support Staff</b>		
On-Site Interpretation	34 interpreters	42 interpreters
Remote Simultaneous Interpretation	41 interpreters	39 interpreters
Real Time Transcription	4 captioners	6 captioners
Tech Support	15 tech experts	8 tech experts

## LS Projects

### Neural Machine Translation (Generative AI)

In July 2023, the LS team set down a plan to conduct thorough research and subsequent tests related to artificial intelligence (AI) and its impact and application in the language industry. The industry has been working with machine-assisted support for over 20 years; nevertheless, the latest developments have led us to investigate the best avenue to apply the updated technologies. As we research and test, we are recording the work and intend to deliver a preliminary report in March 2024.

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# POLICY DEVELOPMENT SUPPORT

David Olive, SVP, Policy Development Support and Managing Director – Washington, D.C.

## OVERVIEW OF ACTIVITIES

### Policy and Advice

- ⦿ Supported an update of the Address Supporting Organization (ASO) Address Council operating procedures and engaged with the ASO to plan an upcoming review of Internet Coordination Policy 2.
- ⦿ Supported the Country Code Names Supporting Organization (ccNSO) in delivering policy recommendation on a review mechanism for specific decisions pertaining to the delegation, transfer, revocation and retirement of ccTLDs and in the development of a policy on the (de-)selection of Internationalized Domain Name country code top-level domain (ccTLD) strings. In addition, the ccNSO worked on a ccTLD-focused DNS abuse survey and activities pertaining to Internet governance, and governance of the ccNSO, which resulted in four ccNSO guidelines and six ccNSO committees.
- ⦿ Supported the Generic Names Supporting Organization (GNSO) Council in its collaboration with the ICANN Board to reach resolution on all pending policy recommendations related to subsequent procedures for new generic top-level domains (gTLDs) and to successfully deliver the Final Reports of Phase 1 of the Expedited Policy Development Process on Internationalized Domain Names and the GNSO Guidance Process on Applicant Support.
- ⦿ Facilitated the development of 15 comments from the At-Large Advisory Committee (ALAC), including 13 ALAC statements in response to Public Comment proceedings and two pieces of correspondence. The ALAC also issued advice on Closed Generics.
- ⦿ Facilitated the development of Governmental Advisory Committee (GAC) consensus advice on eight topics, including protections for intergovernmental organizations and registry voluntary commitments, and submissions to four Public Comment proceedings.
- ⦿ Facilitated the update of two Root Server System Advisory Committee advisories about the Measurements of the Root Server System and Service Expectation of Root Servers.
- ⦿ Facilitated three Security and Stability Advisory Committee (SSAC) work parties on Registrar Name Server Management, DNS Security Extensions delegation signer record automation, and the evolution of DNS resolution. The SSAC also published a report on urgent requests in the gTLD Registration Data Policy.

### Community Engagement and Capacity Development

- ⦿ Coordinated the GNSO Non-Contracted Parties House Workshop in October 2023 to strengthen the relationship between the Commercial and Noncommercial Stakeholder Groups.
- ⦿ Planned the African Regional At-Large Organization General Assembly for 50 At-Large Structures in Accra, Ghana, in July 2023 and the Asian, Australasian, and Pacific Islands Regional At-Large Organization General Assembly for 37 At-Large Structures in Istanbul in September 2023.
- ⦿ Organized a two-day GAC Capacity-Development Workshop for 82 participants focused on emerging technologies and an introduction to GAC operations.
- ⦿ Approved 17 trip proposals as part of the Community Regional Outreach Program.

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- ⦿ Produced 86 issues of the ICANN Community Digest, which averaged a 43 percent open rate.

## Community Readiness and Mediation

- ⦿ Launched the Policy Development Accelerator on gTLD registration data with 51 participants in two sections.
- ⦿ Organized a three-day GNSO Council Strategic Planning Session in Washington, D.C. in November 2023 to build trust, anticipate challenges, and plan for GNSO work in the year ahead.
- ⦿ Mediated the Closed Generics Facilitated Dialogue to produce an Outcomes Report that was delivered in December 2023.
- ⦿ Assembled a practical toolkit for the consideration of the Work Stream 2 Community Coordination Group to support ICANN community diversity assessments, elaboration of diversity strategies and objectives, and associated reviews.
- ⦿ Developed the Consensus-Building Workshop through in-person workshops focused on the Consensus Playbook and through a supplementary ICANN Learn course.

## Community Governance and Resourcing

- ⦿ Supported five Empowered Community consideration processes on the Fiscal Year 2024 operating plan and budget and organized an Approval Action Community Forum during ICANN78 on proposed ICANN Bylaws amendments.
- ⦿ Supported 10 Customer Standing Committee (CSC) meetings and facilitated the second CSC Effectiveness Review, which concluded in April 2023.
- ⦿ Supported the Root Zone Evolution Review Committee (RZERC) in developing the Initial Draft of the first RZERC Charter Review through Public Comment and finalization.
- ⦿ Supported the Root Server System Governance Working Group in the development of principles for root server system governance and organized a three-day workshop in Washington, D.C. in April 2023.
- ⦿ Ushered the completion of two charter revisions: the Internet Service Providers and Connectivity Providers Constituency and the Not-for-Profit Organizations Constituency.
- ⦿ Managed 15 Public Comment proceedings, which received 178 submissions.
- ⦿ Led the Fiscal Year 2024 Additional Budget Requests Process, which resulted in seven proposals receiving \$191,000 in support as approved by the ICANN Board.

## ICANN Public Meetings

- ⦿ Led 102 of 175 (58 percent) scheduled sessions held during the ICANN77 Policy Forum and 164 of 264 (62 percent) scheduled sessions during the ICANN78 Annual General Meeting.
- ⦿ Organized ICANN77 Prep Week, which featured 12 webinars, and ICANN78 Prep Week, which featured 14 webinars. Topics ranged from an introduction for newcomers to project updates from several functions of the ICANN organization.
- ⦿ Published the ICANN77 Policy Outlook Report, ICANN77 Policy Outcomes Report, ICANN78 Policy Outlook Report, ICANN78 Policy Outcomes Report; the four reports averaged 856 downloads.

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# GOVERNMENT AND IGO ENGAGEMENT

Veni Markovski, VP and Interim Head, Government and IGO Engagement (GE)

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ GE continued to monitor the United Nations processes that could potentially touch on ICANN's mission; where possible, the team made oral interventions, and sent a written [submission](#) in March, reaffirming ICANN's commitment to the multistakeholder model and the Internet Governance Forum (IGF).
- ⦿ Two new GE staff members started work in the APAC region (India and Singapore), aiming at a more regionally focused approach to engagements with government stakeholders and IGOs.
- ⦿ ICANN participated in the Internet Governance Forum 2023 in Kyoto, Japan, with a delegation headed by the ICANN Board Chair. During IGF, there were 22 bilateral meetings. ICANN also organized five sessions and the chair of the Board participated in the Opening Ceremony and spoke at the high-level leaders session, and other members of the delegation took part in different sessions.
- ⦿ GE organized Geopolitical Legislative and Regulatory Developments sessions at each ICANN meeting, providing updates for the ICANN community.

## OVERVIEW OF ACTIVITY

### U.N. and Other IGOs

- Monitored and reported to the community the results from the discussions of 53 U.N., ITU, and other IGO events, among them: the U.N. OEWG, AHC, GDC, and WSIS-related events, ITU CWG meetings, CSTD, UNCTAD, etc.
- On 25 July 2023 ICANN co-hosted (with the Permanent Missions of Bulgaria and Australia) a side-event during the OEWG session for over 60 diplomats, the topic was "Internet governance in the context of UNGA processes: risks and opportunities for the OEWG, AHC, WSIS+20 and GDC."
- [Published](#) and [submitted](#) several documents, related to different U.N. and IGO processes.
- Published a [blog](#) on the U.N. Secretary-General Policy Brief.

### Legislative and Regulatory

- ⦿ Submitted three regulatory-related contributions to external bodies:
  - ICANN Submission on Powers in Relation to U.K.-Related Domain Name Registries (31 August)
  - ICANN Response to the Call for Evidence for an Evaluation or Fitness Check on Regulation 1025/2012 And EU's Standardization Policy (29 September)
  - ICANN communication to the EU Network and Information Systems Cooperation Group Work Stream for Ar. 28 NIS2 (9 November)
- ⦿ Followed European legislation affecting the domain names ecosystem, most notably the Regulations on Geographical Indications for craft and industrial products and on Geographical indications for wine, spirit drinks and agricultural products.

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## Governmental Advisory Committee

- ⦿ Held GAC Capacity-Building Workshops (ICANN77 and ICANN78).
- ⦿ With Governmental Advisory Committee (GAC) Leadership and GAC Support, developed a Strategy to address the main challenges the GAC is facing.
- ⦿ Secured and planning for GAC High-Level Government Meeting in Rwanda, June 2024.

## Government Engagement

- ⦿ GE team members participated in over 70 government and IGO-related events, including global and regional IGFs, Africa Engagement Forum, and Web Summit.
- ⦿ Conducted dozens of bilateral meetings with ministers from each geographic region on Internet governance topics, including with governmental representatives from Australia, China, India, Indonesia, Japan, Nepal, Rwanda, and Singapore, among others.
- ⦿ Accepted as an affiliate member of the Asia Pacific Telecommunity.
- ⦿ Recruitment of Smart Africa as GAC Observer and Coalition for Digital Africa Partner.

## TOP ISSUES AND MITIGATION

- ⦿ The United Nations Global Digital Compact (GDC) negotiations are intergovernmental by nature, and no other stakeholders can participate in them, including ICANN.
- ⦿ The co-facilitators of the GDC have stated that all stakeholders could contribute by submitting comments; however, there is no guarantee that any of these comments will be taken into account when preparing the text of the compact.
- ⦿ ICANN has provided feedback directly to member states, including during the briefing session for diplomats at the U.N. in July, organized by ICANN.
- ⦿ The U.N. Tech Envoy stated that the U.N. considers the technical community as part of the civil society. ICANN responded with an August statement, signed by the interim CEO, the APNIC CEO and ARIN CEO.

# ANNEX

## ICANN SOCIAL MEDIA REPORT

Covering the period from 20 March to 11 December 2023

### Social Media Metrics: Prologue

Social media plays an important role in our engagement with global stakeholders and remains a powerful communication tool in expanding our reach to other audiences. The ICANN organization’s Communications team continues to invest time, resources, and budget to expand our global social media reach. The team operates 17 accounts and pages in multiple languages.

### ICANN Social Media Accounts

Platform	Accounts	Details	Multilingual
<b>X</b>	8	English, French, Arabic, Russian, Portuguese, Spanish, ICANN President and CEO handles	Yes
<b>Facebook</b>	1	Multilingual platform in the six U.N. languages, primarily focused on English	Yes
<b>LinkedIn</b>	1	English	No
<b>YouTube</b>	1	Videos in all ICANN languages	Yes
<b>Instagram</b>	1	English	No
<b>WeChat</b>	1	Chinese	No
<b>Weibo</b>	1	Chinese	No
<b>Youku</b>	1	Chinese	No
<b>Flickr</b>	1	N/A	N/A
<b>SoundCloud</b>	1	English	No

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## Social Media Strategy

ICANN's social media platforms help increase and encourage engagement with and awareness of our content, events, and important milestones, in multiple languages. Stakeholders also interact directly with ICANN to pose questions or send comments. This allows us to create a direct dialogue with stakeholders that would otherwise not exist. The Communications team responds to hundreds of direct messages posted to our social media channels each month.

The Communications team proactively works to improve our social media content and strategy on a regular basis. Social media is monitored daily, and we regularly collaborate with other functions to create effective organic and paid campaigns, publicize announcements and blogs, and promote ICANN-related events. A metrics report is produced quarterly, which allows us to measure performance.

The Communications team also amplifies messages from the social media handles and pages of ICANN's Supporting Organizations and Advisory Committees (SOs/ACs) and influential ICANN stakeholders. This allows for an even broader reach by leveraging ICANN's large follower base to reach a wider audience.

## How to Measure Effectiveness and ROI?

Evaluating the effectiveness of social media ROI is not an exact science. The methodologies that social media companies use to calculate and report metrics are opaque. This makes it difficult to determine the quantifiable impact that ICANN's social media activities have on engagement. Furthermore, there is no independent verification of the data that social media platforms provide. The data should be used primarily to determine which posts lead to verifiable engagements (clicks to pages, applications, surveys, etc.) as 'awareness' is difficult to measure.

Although it is difficult to measure the exact effectiveness of social media versus the level of effort, we can show trends in the engagement rate of content posted to ICANN's social media accounts, gauge follower interest in a particular topic, and reach audiences outside our traditional stakeholder base.

Engagement rate is an important social media metric that measures how many people interact or "engage" with ICANN's social media content via likes, shares, comments, or reactions divided by how many people saw the post. A higher engagement rate typically indicates that people found the content more relevant or compelling.

## The Impact of Paid Posts

Social media platforms are increasingly prioritizing paid posts, meaning organic reach is declining. Newsletter platforms already have a paid model and the content served to the subscriber is independent from the platform's control.

Newsletter open and click rates are also less reliable due to Apple's new privacy settings (Mail Privacy Protection).



# Industry Average and ICANN Key Performance Indicators

Platform	Industry Average Engagement Rate*	Industry Average Click Rate	Industry Average Open Rate	ICANN KPI Targets**
X	0.50%	N/A	N/A	1.0%
Facebook	0.07%	N/A	N/A	1.5%
Instagram	0.63%	N/A	N/A	3.0%
LinkedIn	0.90%	N/A	N/A	2.5%
Newsletters	N/A	1.27%	29.55%	30% Open Rate 1.5% Click Rate

\* Source: [RivalIQ Social Media Industry Benchmark Report 2023](#) and Times of India

\*\*Industry average newsletter open rates increased due to Apple’s Mail Privacy Protection, released in September 2021. Mail Privacy Protection disables open rate tracking by downloading an email and its images including tracking pixels. Mail Privacy Protection marks an email as opened, inflating open rates for each user that has opted into the new feature. Newsletter tracking data has become less reliable. Read [this blog](#) for more information.

## Key Findings: Cross-Platform

ICANN’s primary audience is a niche group of dedicated stakeholders interested in specialized topics; their behavior may differ from larger trends. As we return to in-person meetings, the social media analytics have begun to return to pre-pandemic levels, and our overall metrics are likely to improve further as this continues. We are also increasing the number of paid campaigns for various ICANN functions, in line with our strategic goals. This reporting period also included ICANN78, a milestone meeting where we celebrated ICANN’s 25<sup>th</sup> anniversary.

- ⦿ Our four primary platforms are X, Facebook, LinkedIn, and Instagram.
- ⦿ LinkedIn is our top platform in terms of follower growth and engagement rate.
- ⦿ Visual posts containing photos and videos get the highest results on every platform.
- ⦿ We’ve increased our collaboration with ICANN org functions to promote programs and initiatives, resulting in more paid campaigns and increased outreach.
- ⦿ High-interest topics, which receive higher than average engagement rates and reach on social media, include the Coalition for Digital Africa, DNSSEC, and regional events.
- ⦿ Our fastest growing platforms are Instagram, LinkedIn, Facebook, and X, respectively.
- ⦿ In the future, we plan to focus on expanding our social media footprint and expanding our audience to reach more people, with a focus on audiences unfamiliar with ICANN

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## Key Findings: ICANN78

- ⦿ The ICANN78 Annual General Meeting was as milestone event, as we celebrated ICANN's 25-year anniversary and the 7-year anniversary of the IANA stewardship transition. As a result, we saw an increase in meeting participants, and had an increased presence on social media.
- ⦿ Our Public Meeting metrics tend to outperform quarterly metrics thanks to an influx of photo and video content, and increased content sharing, and interest from meeting participants.
- ⦿ 2,512 people participated in ICANN78, the highest number since ICANN63.
- ⦿ We posted to social media 215 times during ICANN78, a 68 percent increase over the 128 posts published during ICANN77.
- ⦿ Professional photos of the meeting in our Flickr gallery continued to be the top performers across all platforms and exceeded metrics for ICANN77. We had more photos to choose from during ICANN78 which enabled us to pick higher quality content, which led to an increase in clicks, particularly on LinkedIn.
- ⦿ Videos were also top performers. We chose to convey most of our messaging in videos this meeting, which allowed us to take advantage of platform algorithms and convey information in a more detailed and engaging format.
- ⦿ The average post engagement rate across all platforms was 9.41 percent, a 170 percent increase (from 3.48 percent) over ICANN77. This was largely driven by X.
- ⦿ 5,168 people saw our posts, an 18.9 percent increase over ICANN77.

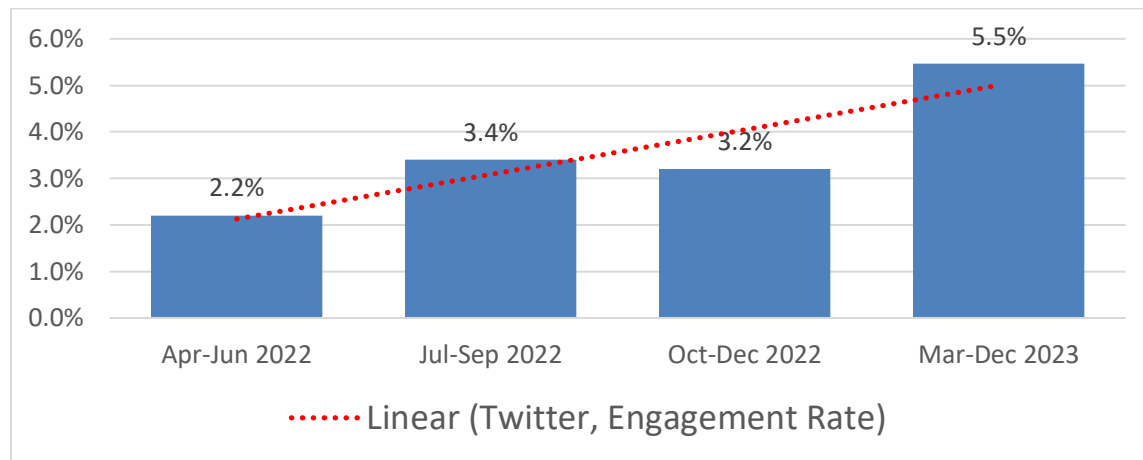
# Platform Social Media Metrics

Covering the period from 20 March to 11 December 2023

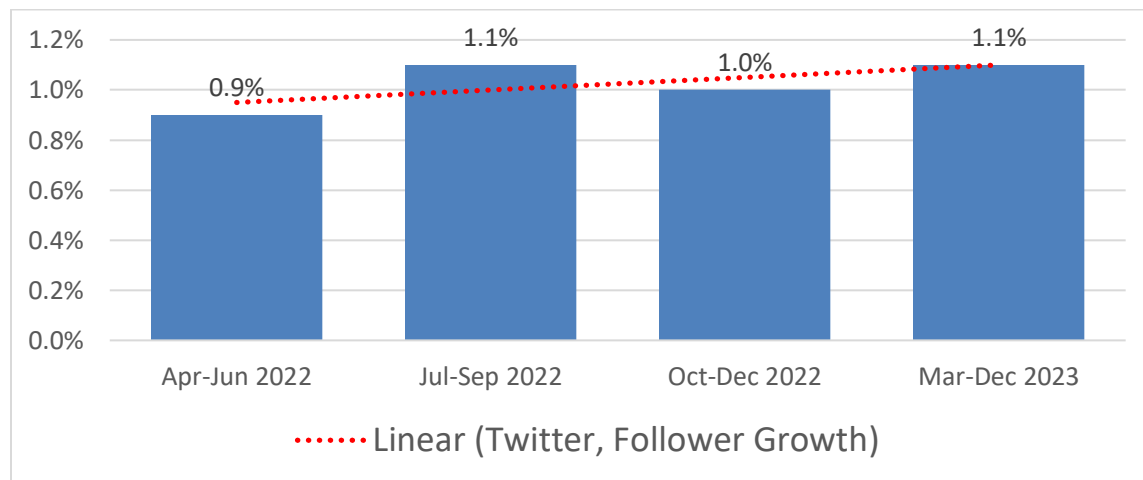
## X @ICANN Highlights

- ⦿ Follower count: approximately 103,500
- ⦿ The industry benchmark for X is a 0.5 percent engagement rate and the internal ICANN KPI is 1.0 percent.
- ⦿ Our @ICANN account on X/Twitter experienced an increase in the engagement rate during this reporting period, landing at 5.5 percent, higher than average and above benchmarks.
- ⦿ Follower growth remained stable at 1.1 percent, in line with the average.
- ⦿ An ICANN78 post on the Emerging Identifier Technologies session performed extremely well.

## X @ICANN Engagement Rate



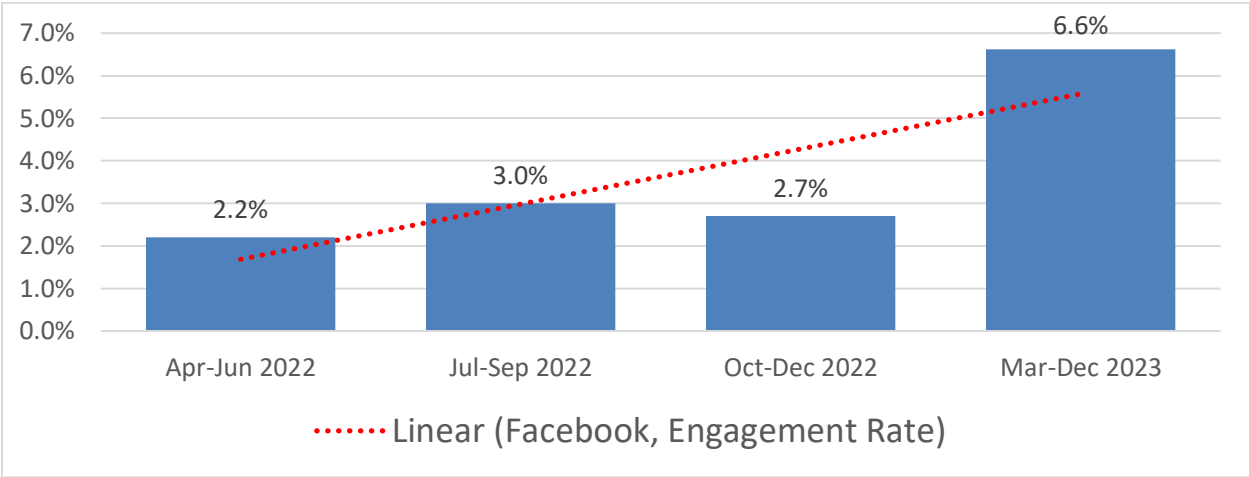
## X @ICANN Follower Growth



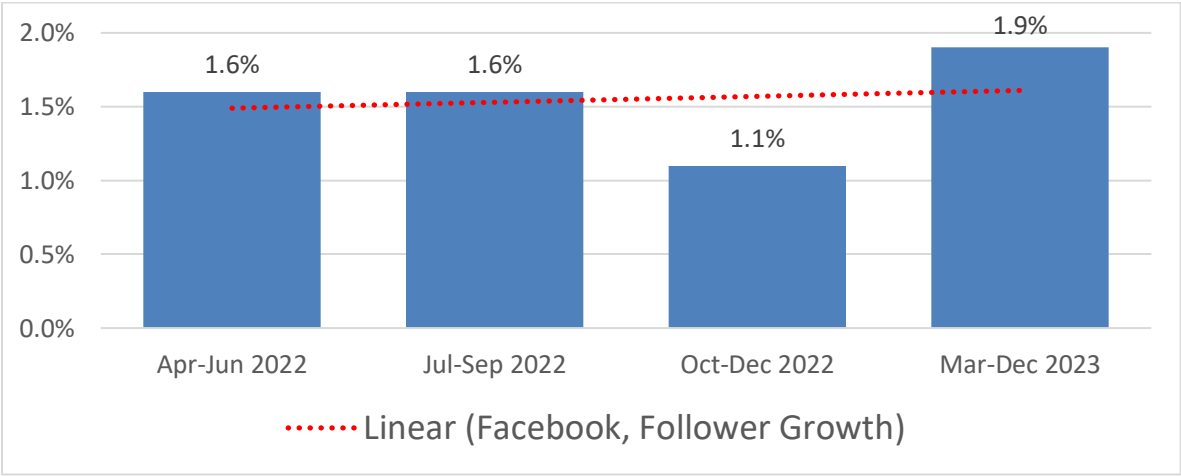
# Facebook Highlights

- ⦿ Follower count: approximately 87,000
- ⦿ The industry benchmark for Facebook is a 0.7 percent engagement rate and the internal ICANN KPI is 1.5 percent.
- ⦿ The ICANN Facebook Page had a large increase in engagement rate, with an increase of 6.6 percent during this reporting period, higher than average.
- ⦿ We posted more videos to Facebook, which get higher placement in their algorithm and contributed to the increase.
- ⦿ Follower growth was healthy and slightly higher than average at 1.9 percent.

## Facebook Engagement Rate



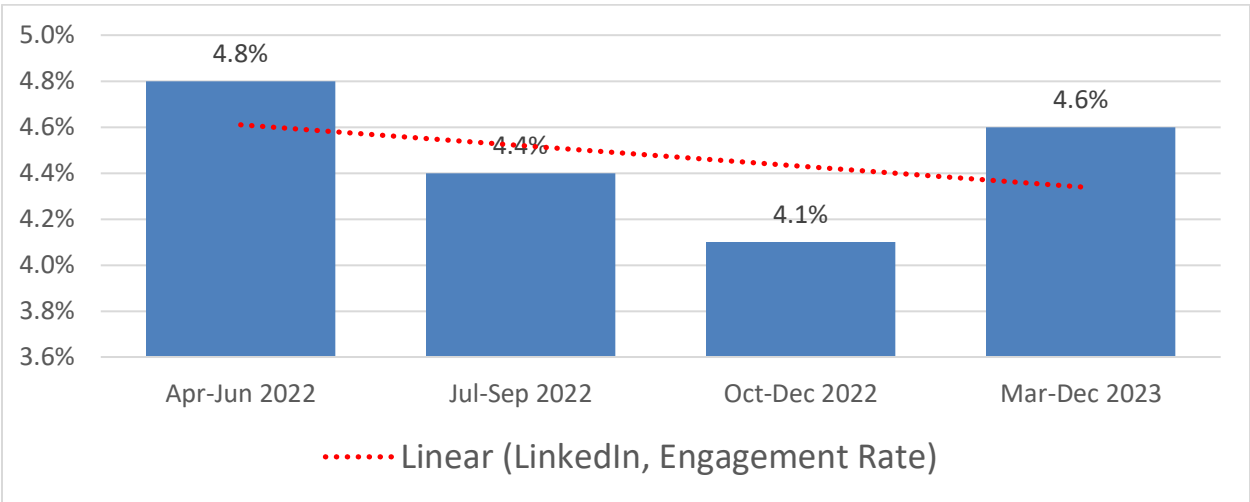
## Facebook Follower Growth



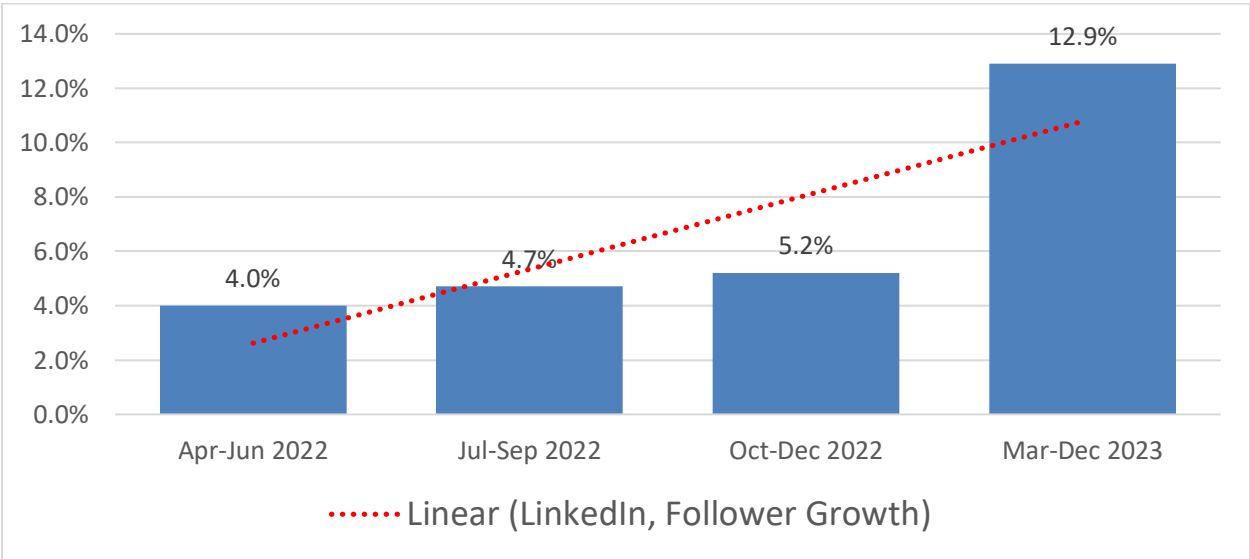
# LinkedIn Highlights

- ⦿ Follower count: approximately 44,000
- ⦿ The industry benchmark for LinkedIn is a 0.9 percent engagement rate and the internal ICANN KPI is 2.5 percent.
- ⦿ Our LinkedIn account maintained a healthy engagement rate of 4.6 percent, in line with averages.
- ⦿ We had a 12.9 percent increase in followers, much higher than average.
- ⦿ Followers had the highest growth rate during the two public meetings during this reporting period, ICANN77 and ICANN78.

## LinkedIn Engagement Rate



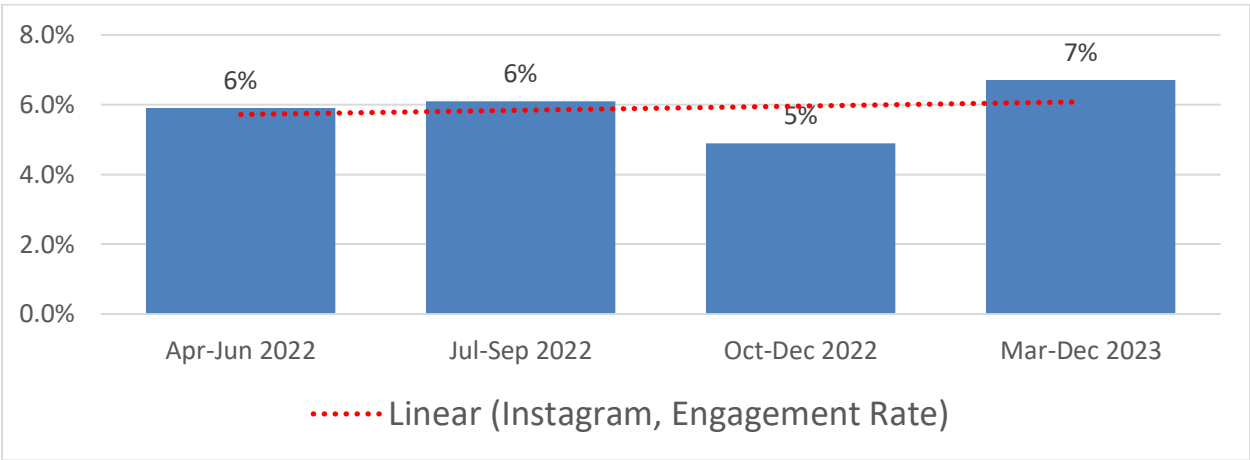
## LinkedIn Follower Growth



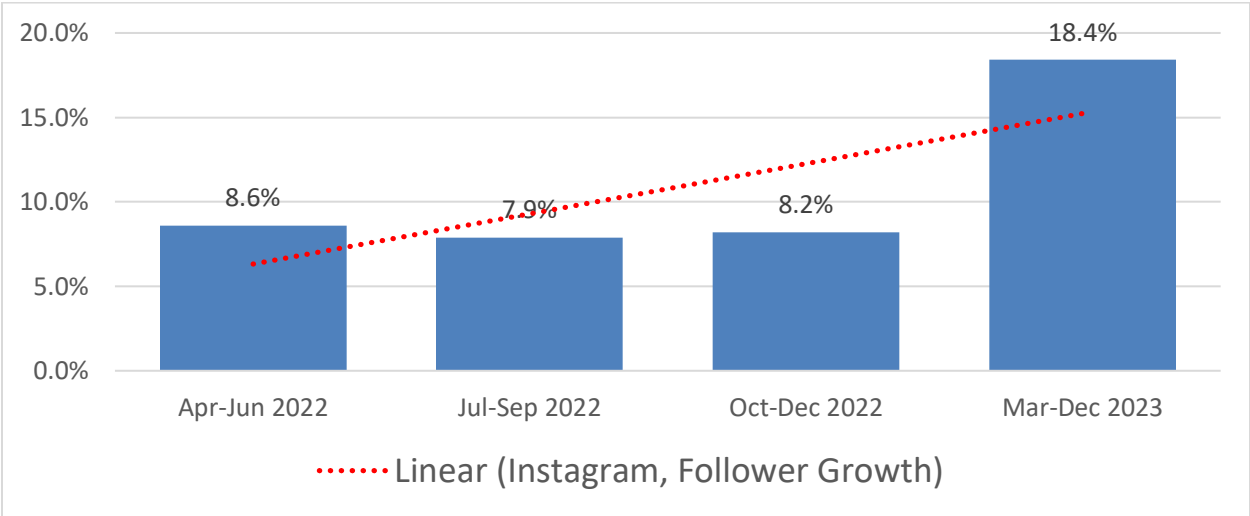
# Instagram Highlights

- Follower count: approximately 7,520
- The industry average engagement rate is 0.47 percent and the internal ICANN KPI is 3.0 percent.
- Our Instagram account continues to grow, with a higher than average (7 percent) engagement rate and a very robust 18.4 percent increase in follower growth.
- Our content strategy involved increasing the number of videos and stories at Public Meetings, which included ICANN77 and ICANN78 during this reporting period, and launching campaigns for ICANN’s 25<sup>th</sup> anniversary, all of which helped drive the increase in metrics.

## Instagram Engagement Rate



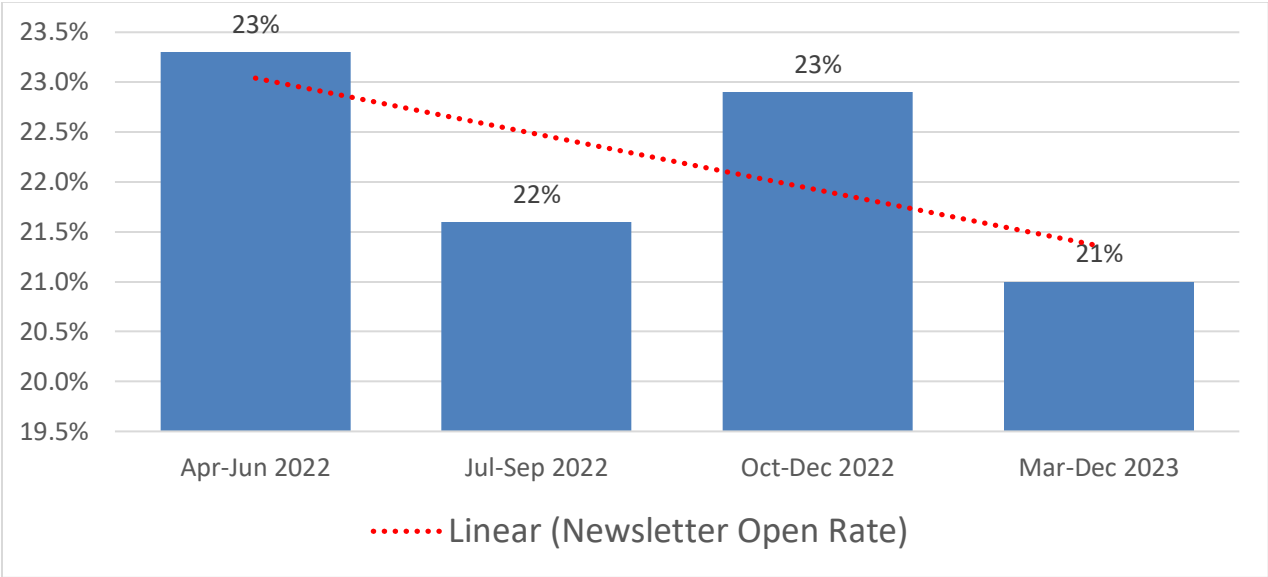
## Instagram Follower Growth



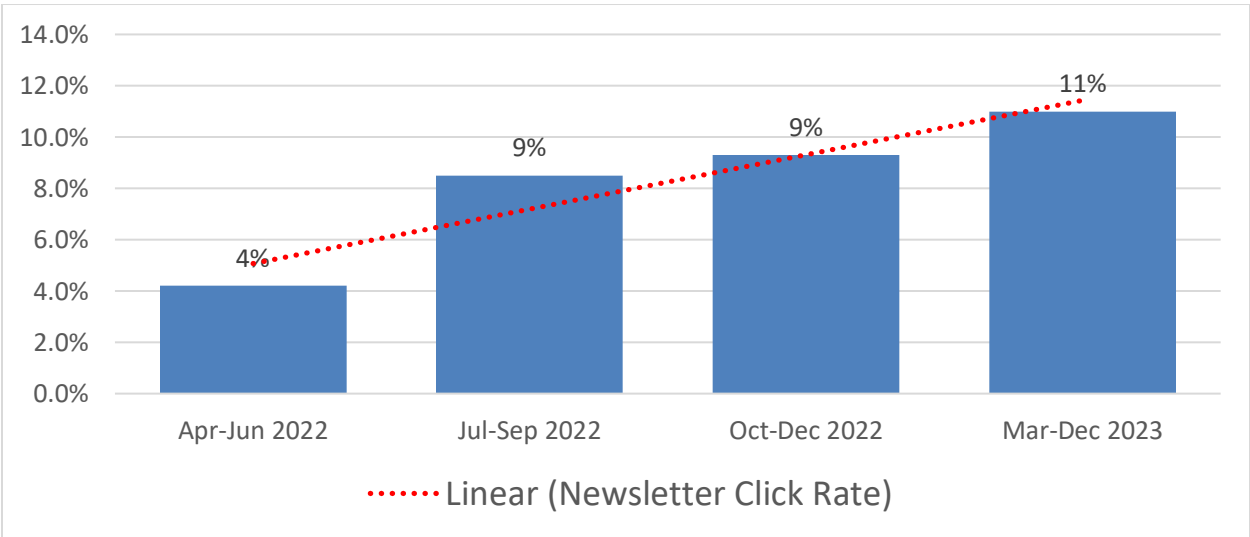
# Newsletters Highlights

- ⦿ The average open rate for ICANN regional newsletters during this reporting period was 21 percent, in line with the average.
- ⦿ The average click rate of 11 percent was slightly higher than average.
- ⦿ Public Meeting newsletters are not included in quarterly metrics and are reported separately in each ICANN meeting engagement report.

## Newsletters Open Rate



## Newsletters Click Rate

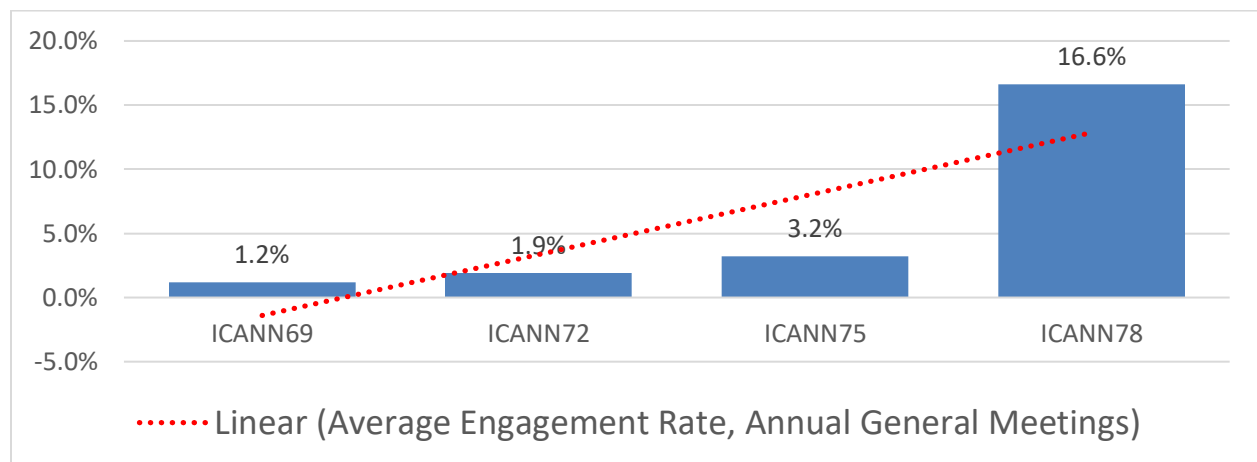


## Key Findings: Annual General Meetings

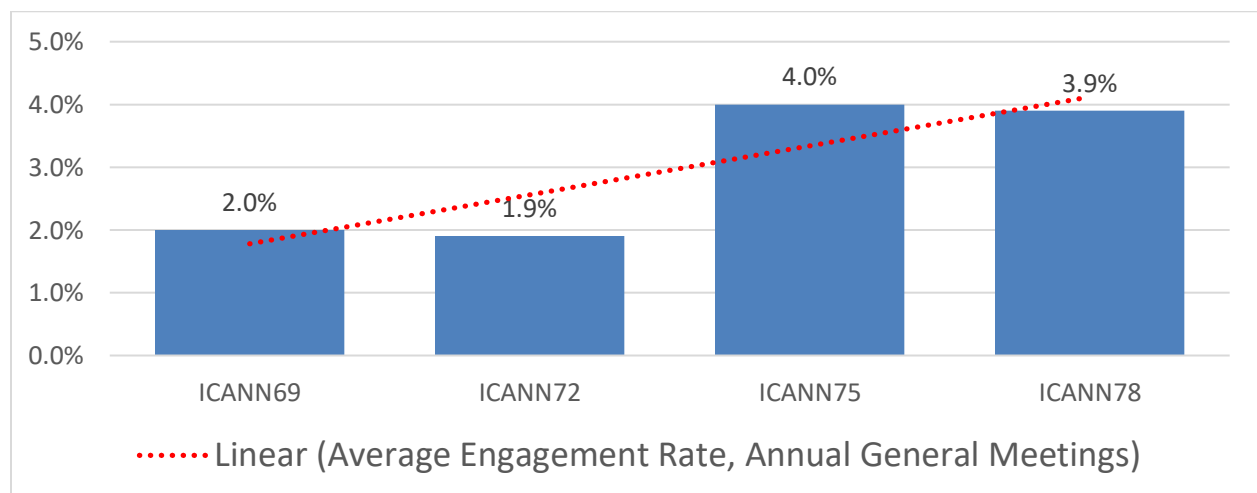
The following data reflects ICANN’s social media performance during the previous four Annual General Meetings. We compare Public Meeting data against Public Meetings of the same type, as the Annual General meeting has more participants than the Community or Policy Forums.

- ⦿ X/Twitter had an outstanding engagement rate of 16.6 percent, the highest on record. We saw more interaction with our posts, particularly during ICANN78, and have increased our interactions with other X accounts that mention ICANN.
- ⦿ All platforms showed high metrics for the ICANN 25<sup>th</sup> anniversary posts, indicating support and engagement from our global community.
- ⦿ Instagram also had a higher-than-average engagement rate at 11.4 percent. We posted much more frequently during ICANN78 and had a variety of content styles with an increase in reels and stories.
- ⦿ Both Facebook and LinkedIn had average engagement rates during the ICANN78 meeting.

### X @ICANN Engagement Rate, Annual General Meetings

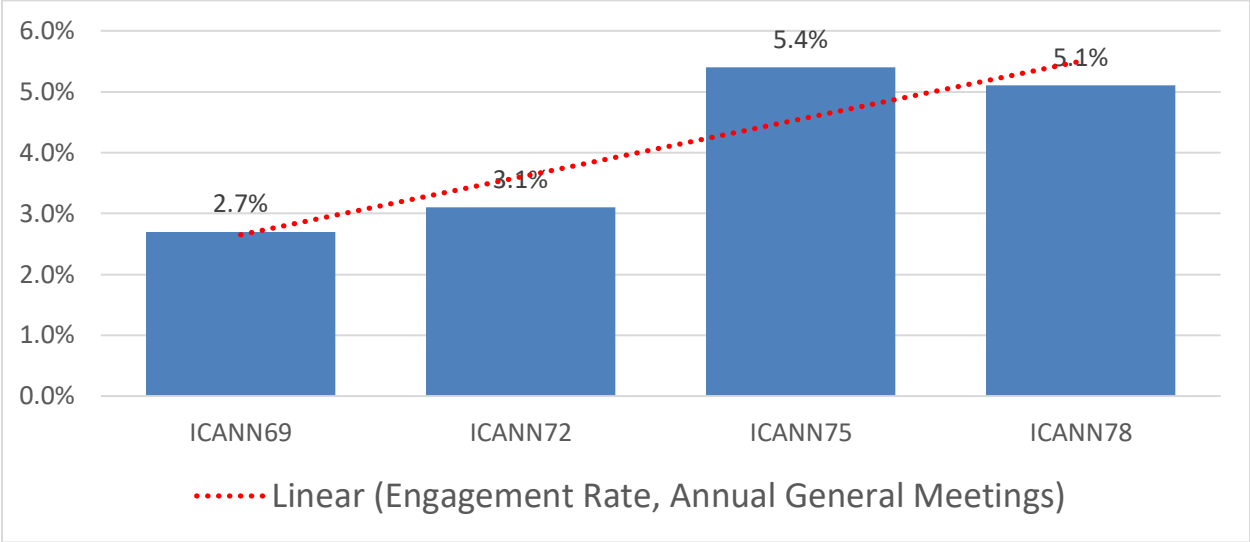


### Facebook Engagement Rate, Annual General Meetings

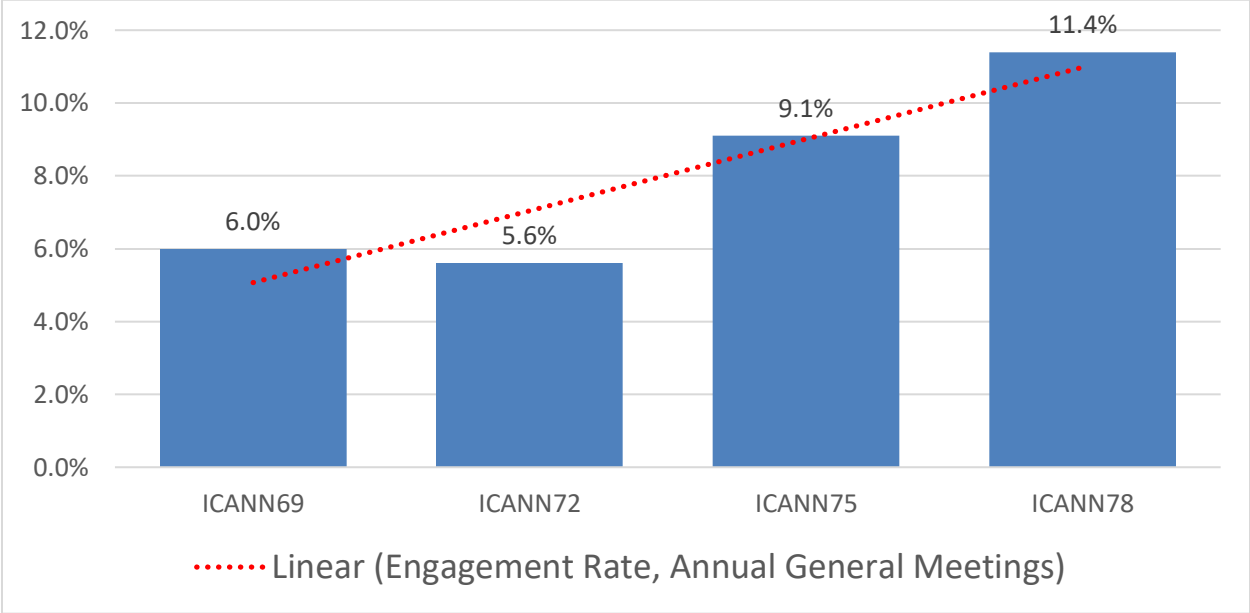




### LinkedIn Engagement Rate, Annual General Meetings



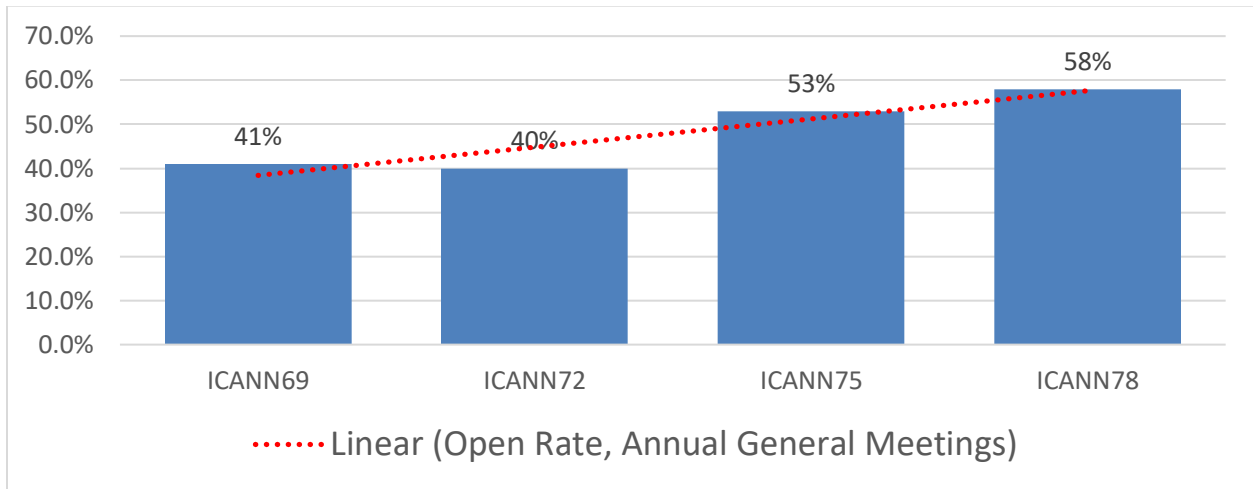
### Instagram Engagement Rate, Annual General Meetings



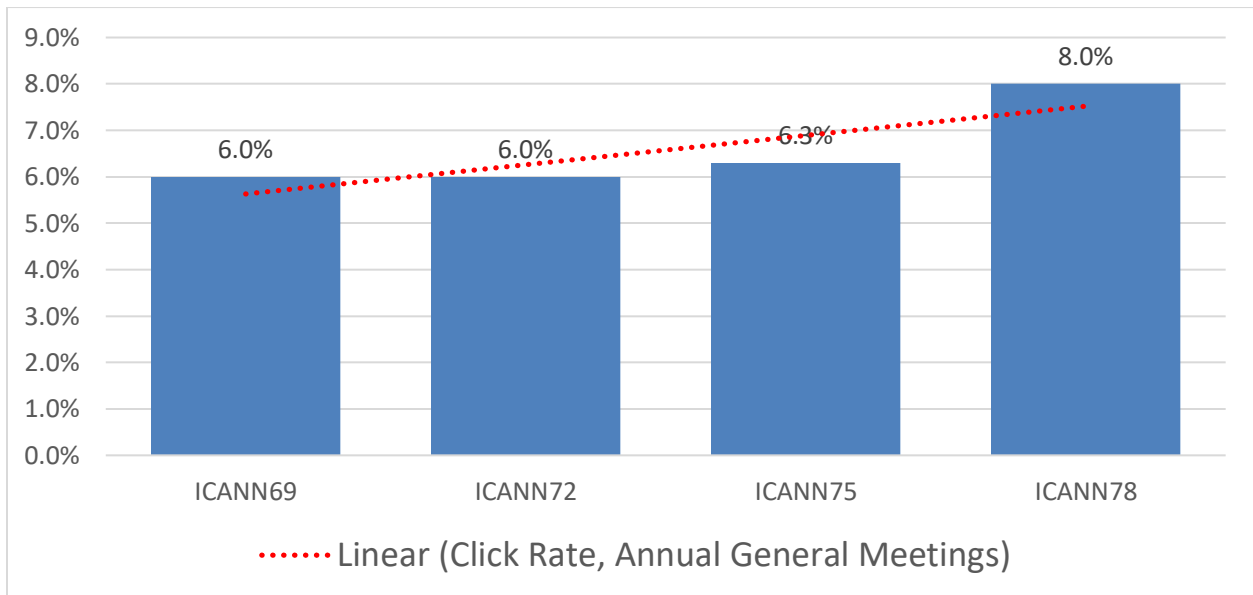
## Annual General Meetings: Newsletters

- ⦿ The newsletter open rate for ICANN78 was the highest on record at 58 percent. We had a large number of participants during ICANN78 (over 2,500), anniversary celebrations, and high-interest topics that contributed to the increase.
- ⦿ The click rate was also above average at 8 percent.
- ⦿ Newsletters remain one of our best communication tools during Public Meetings.

### Newsletters Open Rate, Annual General Meetings



### Newsletters Click Rate, Annual General Meetings





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