CEO Report to the Board

Period Covering: 13 November - 11 March

1 April 2022

ICANN

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OFFICE OF THE CEO

Göran Marby, President and CEO

KEY HIGHLIGHTS AND MILESTONES

- On 6 March 2022, the ICANN Board directed the ICANN President and Chief Executive Officer (CEO), Göran Marby, to provide financial assistance to support the security, stability, and resiliency of the Internet's unique identifier systems, where access to Internet infrastructure is under threat. The ICANN organization (org) plans to allocate $1 million to support Internet access in Ukraine.
- ICANN org is now adding terms in English, Ukrainian, Russian, Polish, and other appropriate languages to the Domain Name Security Threat Information Collection and Reporting (DNSTICR) watchlist to search for malicious domain registrations related to the Russia-Ukraine war.
- ICANN completed the ICANN73 Virtual Community Forum, which was held from 7-10 March. Although originally planned to be conducted in San Juan, Puerto Rico, ICANN hopes that this will be its last fully virtual ICANN Public Meeting.
- ICANN completed its 44th key signing ceremony at 21:00 UTC on 16 February 2022. This operational procedure helps secure the DNS against several security vulnerabilities. The DNS is a crucial piece of Internet infrastructure used by over 4.5 billion people every day.
- ICANN org issued a request for proposal (RFP) to perform a global study centered on further diversifying and innovating the Domain Name System (DNS) to serve the next billion Internet users.
- ICANN org completed its assessment and potential design for the System for Standardized Access/Disclosure (SSAD) as a part of the Operational Design Phase (ODP). SSAD is a new system proposed to centrally handle requests for non-public registration data, envisioned in Recommendations 1-18 of the Final Report of the GNSO [Expedited Policy Development Process (EPDP) on the Temporary Specification for gTLD Registration Data Phase 2](#).

OVERVIEW OF ACTIVITY

On 6 March 2022, the ICANN Board passed a resolution directing the ICANN President and CEO, Göran Marby, to develop a process to disperse financial assistance to support the security, stability, and resiliency of the Internet's unique identifier systems, specifically where access to Internet infrastructure is jeopardized by sudden, unexpected events beyond the control of the affected users. The first distribution of funds will be focused on Ukraine.

ICANN org, through its Office of the Chief Technology Officer (OCTO), developed the Domain Name Security Threat Information Collection and Reporting (DNSTICR) system to report COVID-19-related domain name system (DNS) security threats to the registrar responsible for the domains in question. ICANN org is now adding terms in English, Ukrainian, Russian, Polish, and other appropriate languages to the DNSTICR watchlist to search for malicious domain registrations related to the Russia-Ukraine war. When evidence of maliciousness is found, the results are reported to the corresponding registrars.

ICANN completed its first Public Meeting of 2022, the ICANN73 Virtual Community Forum, which was held from 7-10 March. Although originally planned to be conducted in San Juan, Puerto Rico, ICANN hopes that this will be its last fully virtual ICANN Public Meeting.

ICANN completed its 44th key signing ceremony on 16 February 2022. This operational procedure helps secure the DNS against several security vulnerabilities. The DNS is a crucial piece of Internet infrastructure used by over 4.5 billion people every day.

ICANN org issued an RFP to perform a global study centered on further diversifying and innovating the DNS to serve the next billion Internet users. ICANN is aware that the next chapter in the Internet's growth will increasingly impact the global Internet community as it evolves to include more of the world.

ICANN org completed its assessment and potential design for the System for Standardized Access/Disclosure (SSAD) as a part of the Operational Design Phase (ODP). The Operational Design Assessment (ODA) is the final outcome of the ODP, which we expect to deliver to the ICANN Board and publish in February 2022. The Board is reviewing the draft ODA, which highlights some of the challenges inherent in the set of policy recommendations related to the SSAD.

TOP ISSUES AND MITIGATION

In collaboration with the Executive team, I will work to make sure ICANN org prioritizes future goals and projects to ensure they are appropriately resourced. Our top goal remains, as always, to enable the ICANN community, Board, and org to serve the ICANN mission.

ORGANIZATION: PEOPLE

Gina Villavicencio, Senior Vice President, Global Human Resources

ORGANIZATION PEOPLE HIGHLIGHTS

Since the last report, ICANN org metrics, as displayed below, remain relatively stable.

As of 31 December 2021, ICANN org had a headcount of 389 active staff. There were 12 pending new hires confirmed beyond 31 December.
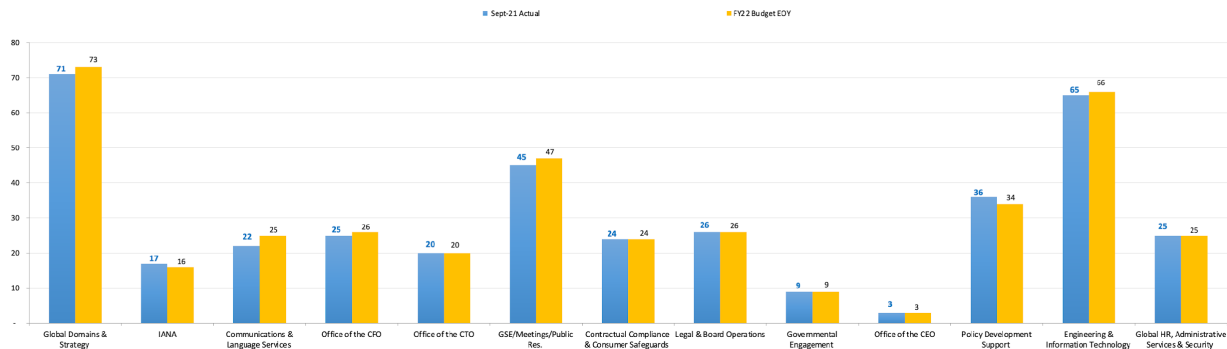
All new positions are held in an unallocated pool at the corporate level. In some departments, headcount will appear to exceed the FY22 budget, but that is not the case. The FY22 budget allots 16 unallocated positions held at the corporate level. Total FY22 Budgeted Headcount is 410.

ICANN Org by Regions

As of 31 December 2021, the staff distribution by region was 291 (75%) in North America, 40 (10%) in Europe, 23 (6%) in the Middle East and Africa, 26 (7%) in Asia Pacific, and nine (2%) in Latin American and Caribbean, for a total of 389.
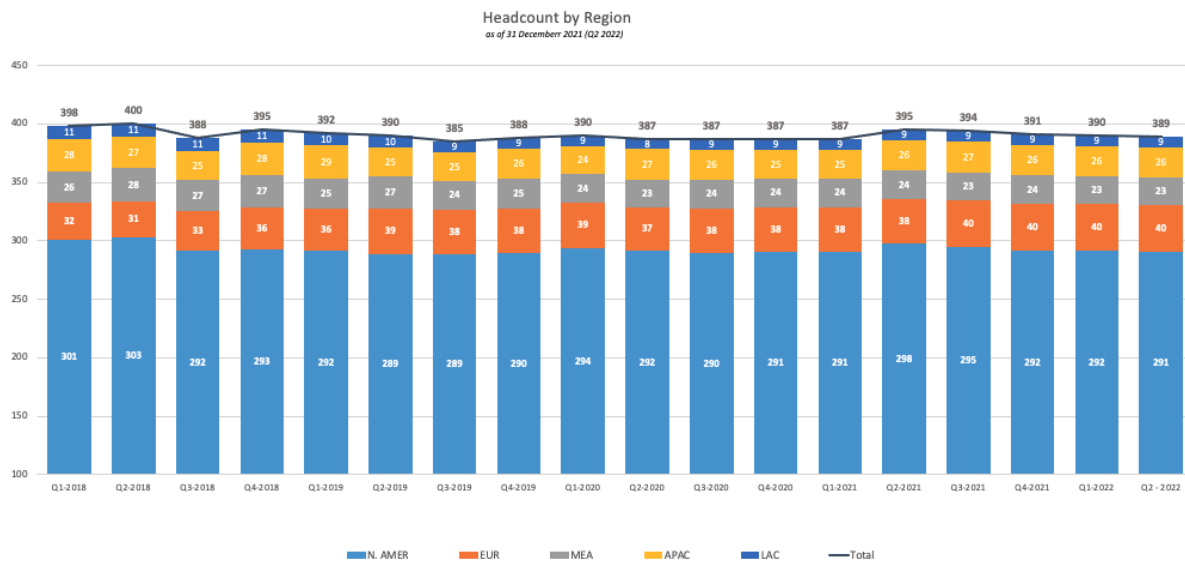
Voluntary Turnover

As of 31 December 2021, voluntary turnover was 6.13% and increased slightly from the previous quarter-end rate of 4.58%. Voluntary turnover has remained substantially lower than the worldwide voluntary turnover benchmark.

Turnover Trend: FY16 - FY22
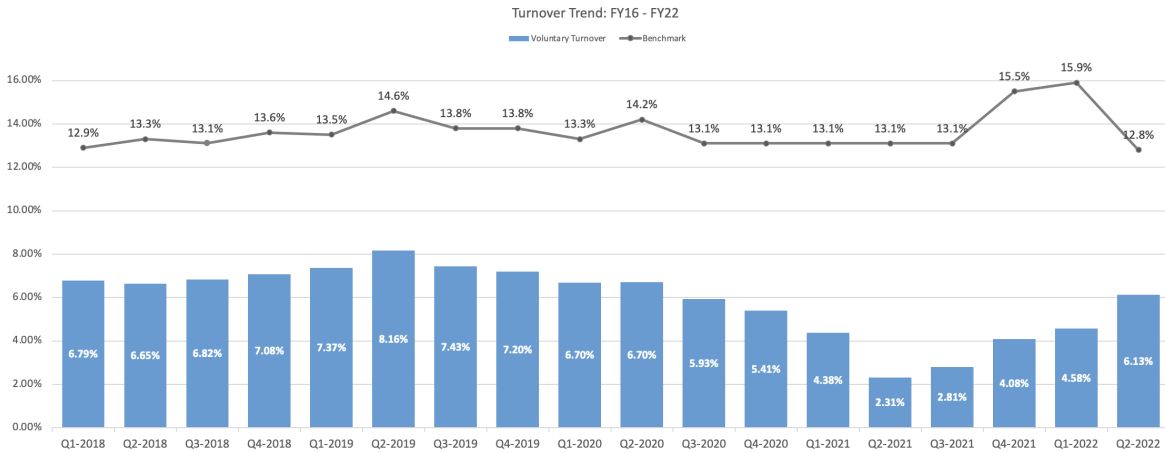
The trailing 12-month turnover rate is the total number of voluntary terminations of full-time staff members during a 12-month period divided by the average full-time headcount during the same period.

Benchmark Source: Radford Trends Report Technology Edition – Global. Radford data is delayed by 1-2 quarters.

Over the last three months, six staff members joined ICANN org and seven departed, resulting in a growth rate of 0%.

Annual growth rates (2017 to present)

Annual Growth Rate
(2017 to present)
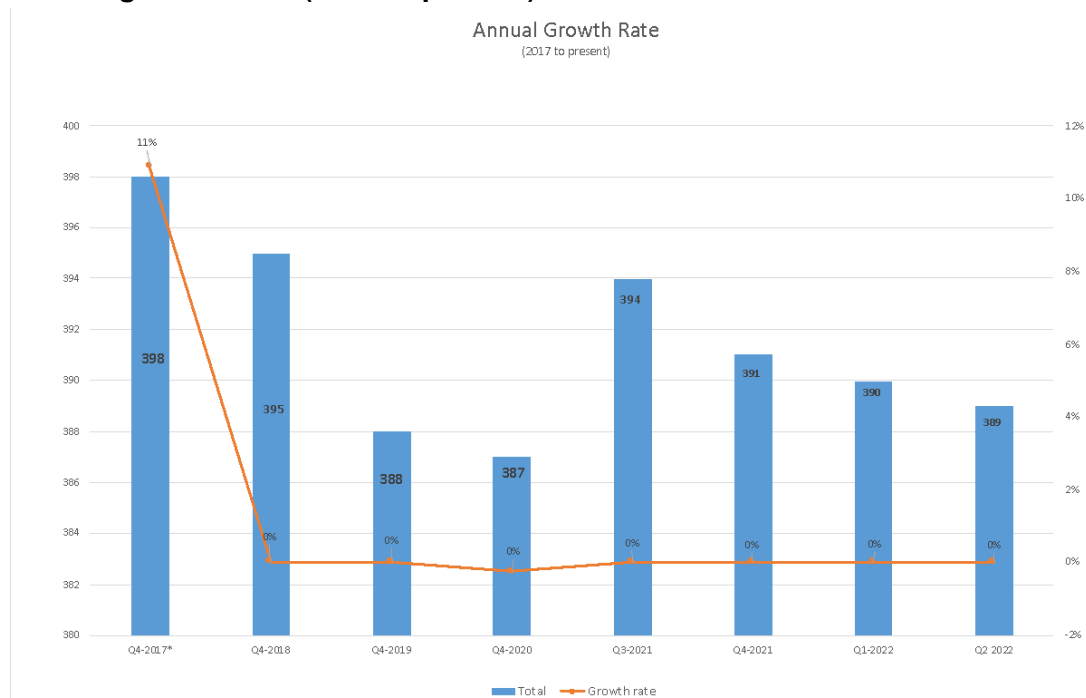
*Growth rate for Q4-2017 was calculated using Q4-2016 headcount of 359.

*Previous charts reflected incorrect growth rates due to a calculation error. This has been corrected and the growth rate has been updated accordingly.

ICANN Org Gender Diversity continues to be well balanced with females (52.4%) being a slight majority. The Executive team has made substantial progress in leadership roles since FY17, improving its gender composition by 50%. ICANN org is committed to building a culture of diversity and inclusion at all levels of leadership.

ICANN EXECUTIVES

Dec-21:

Jul-17:

Female 41.7%

Male 58.3%

28.6%

71.4%

ICANN ORG

Dec-21:

Jul-17:

Male 47.6%

Female 52.4%

47.1%

52.9%
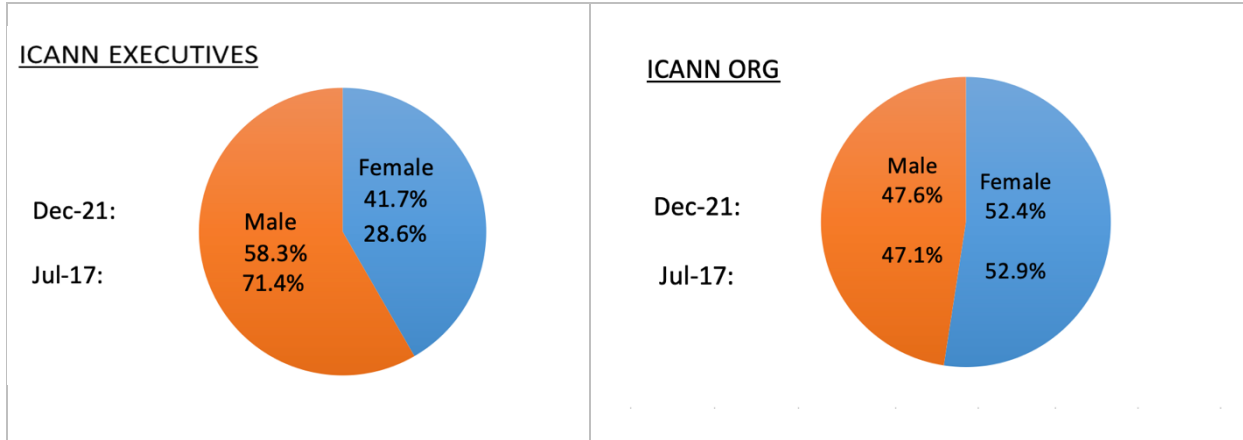
Age Distribution has also been stable at ICANN org over the last four years, with staff averaging approximately 45 years of age and representing the typical mid-point of most professional careers. The organization's average **years of service** as of December is 6.8 years, reflecting consistent growth and stability in ICANN org positions.

Years of Service: Global FY22 Q2

0-3 Years	3-5 Years	5-10 Years	10-15 Years	15+ Years
66	71	201	34	17
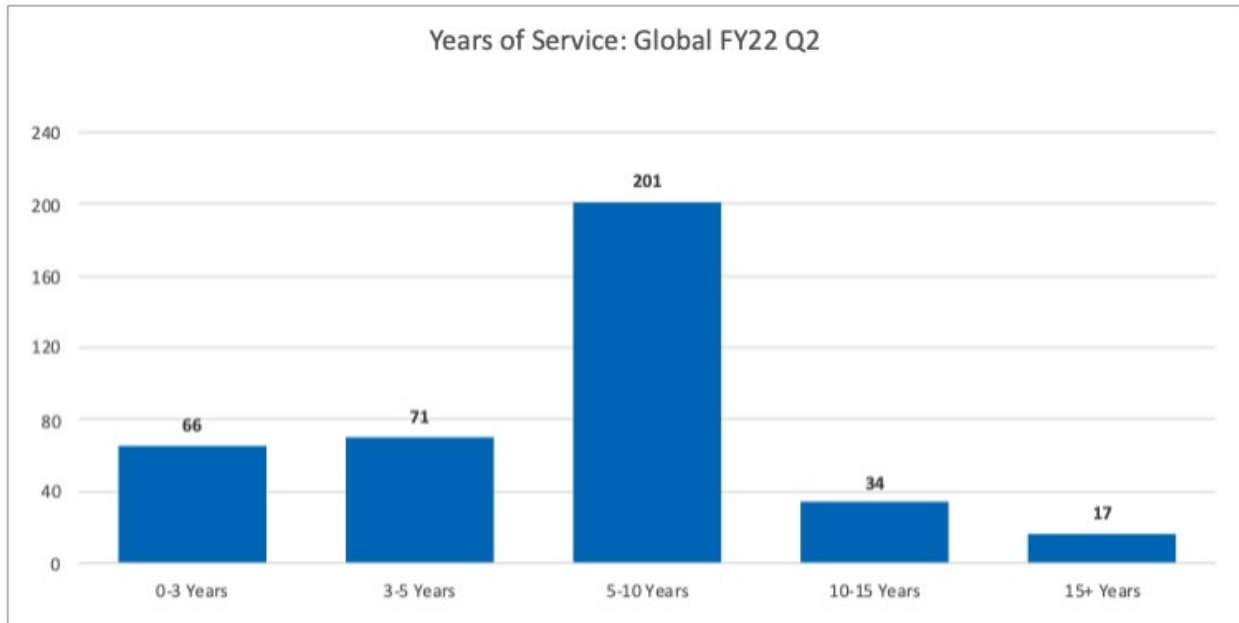
Senior Director and Above

The global distribution of senior directors and above has remained stable for the last couple of years with the largest population between 5 to 10 years of service. This reflects ICANN org's depth of experience within senior leadership.

Years of Service by Region - Sr. Director & Above
(as of FY22 Q2)

AMER   APAC   EUR   LAC   MEA
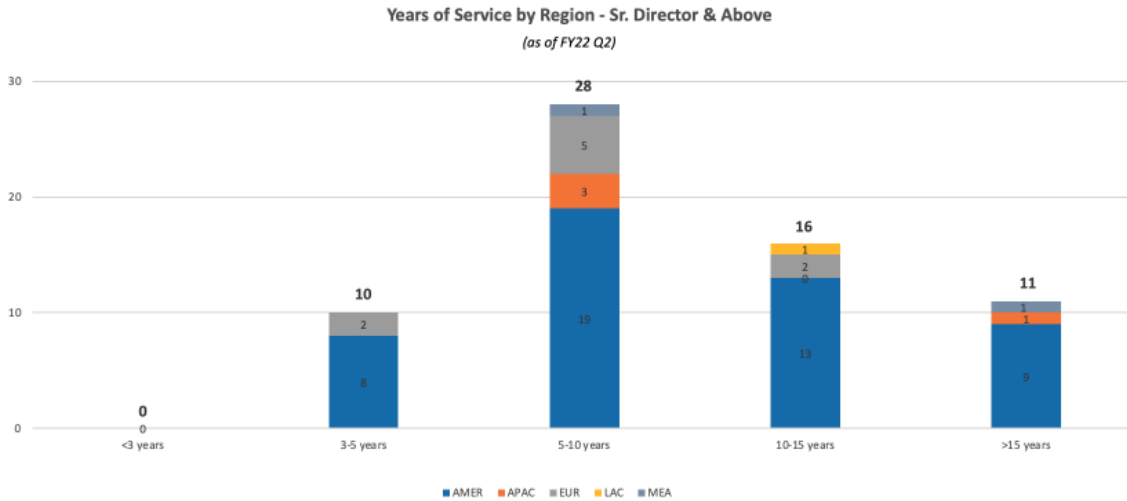
ORGANIZATION: FINANCES
Xavier Calvez, Senior Vice President, Planning and Chief Financial Officer (CFO)

FINANCIAL OVERVIEW
The term "Total ICANN" describes the financial components of ICANN Operations (including IANA), the New gTLD Program 2012 round, and the Operational Design Phase (ODP) of New gTLD Subsequent Procedures (SubPro). It also includes ICANN's funds under management. Below is a high-level summary of Total ICANN covering eight months of FY22 unaudited financials ending February 2022.

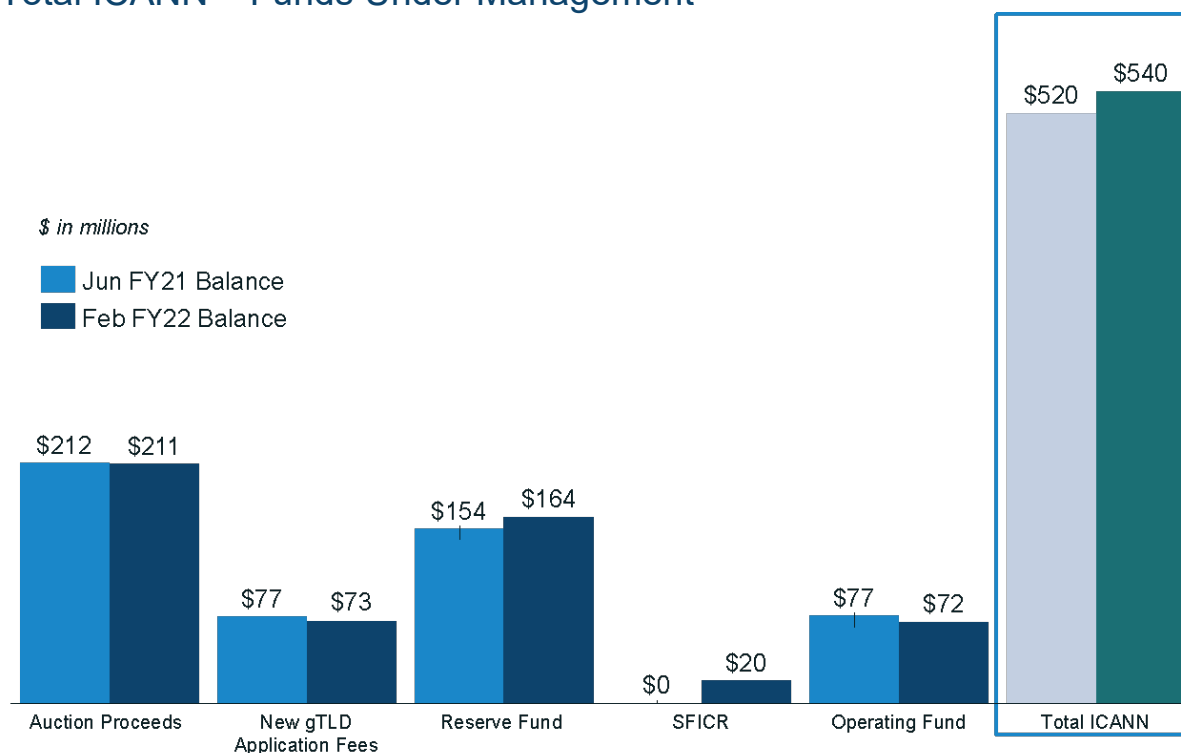| ICANN Cash Financials - Year to Date In Millions, US dollars	ICANN Operations	New gTLD 2012	SubPro ODP	SFICR	Auction Proceeds	Reserve Fund	Total
Funds Under Management - 30 Jun 2021	**77.4**	**67.5**	**9.0**	**-**	**212.2**	**154.3**	**520.5**
Funding Collected from Contracted Parties	107.5	(0.1)	-	-	-	-	107.4
Expenses paid to Employees	(50.1)	(0.5)	(0.3)	-	-	-	(50.8)
Expenses paid to Vendors	(27.4)	(3.4)	(0.1)	-	-	-	(30.9)
Working Capital and Timing	(0.7)	0.5	0.4	-	-	-	0.2
Operating Excess/(Deficit)	29.4	(3.5)	(0.0)	-	-	-	25.8
ICANN org Transfers (Board Approved)	(35.0)			20.0	-	15.0	-
Change In Market Value	-	(0.2)		-	(0.8)	(5.1)	(6.1)
Funds Under Management - 28 Feb 2022	**71.8**	**63.8**	**9.0**	**20.0**	**211.4**	**164.2**	**540.2**

- ICANN operations reflect funding received and expenses incurred year to date; see subsequent pages for details.
    - Board-approved transfers are also shown and future transfers to the Supplemental Fund for Implementation of Community Recommendations (SFICR); and the Reserve Fund will continue to be assessed annually if excess is available.
- New gTLD Program 2012 round expenses are for operations and risk costs.
- SubPro ODP-related expenses commenced in January 2022. Please see page 16 for details.
- The SFICR does not have any approved projects yet, but that will occur over the course of the next year as ODPs and community recommendations are approved by the Board.
- Auction Proceeds are held in investments until the time when the Community Working Group will have an approved plan for the use of these funds.
- The Reserve fund has risen due to Board-approved transfers of $15 million. This growth is partially offset by investment declines in January and February due to market volatility.
    - As of 28 February 2021, the Reserve Fund has increased $103 million since FY17:
        - A $36 million one-time transfer from auction proceeds for reimbursement of USG transition expenses
        - $36 million in periodic transfers from operating fund excesses
        - $31 million in net investment gains, including recent market activity

Total ICANN – Funds Under Management

$ in millions

■ Jun FY21 Balance
■ Feb FY22 Balance

	Auction Proceeds	New gTLD Application Fees	Reserve Fund	SFICR	Operating Fund	Total ICANN
Jun FY21 Balance	$212	$77	$154	$0	$77	$520
Feb FY22 Balance	$211	$73	$164	$20	$72	$540

Funds under management as of 28 February 2021 increased by $19.7 million as compared to 30 June 2021 (end of FY21) driven primarily by net excess in the operating fund. All funds had investment declines to due market fluctuations.

There has been significant volatility in the markets due to inflation concerns and the Russia-Ukraine war. ICANN org has been working with our banking partners to understand the situation and the impact on its investments. The overall impact on ICANN's total investments is -1.4%, while the financial markets have declined much more (~15-20%). The historically conservative policies put in place by ICANN (Board/Board Financial Committee (BFC)/org) ensure the mitigation of declines in times of crisis.

- Auction proceeds declined $0.8 million due to market fluctuations.
- New gTLD Program application fees decreased $3.7 million primarily due to reimbursement to ICANN operations for $2.7 million and $0.9 million of expenses.
- The Reserve Fund increased $9.9 million due to Board-approved transfers of $5M in August 2021 and $10 million in October 2021.
  - The Reserve Fund balance now covers 14 months of budgeted expenses ($143 million in FY22 Budget).
- The SFICR includes Board-approved transfers of $15 million in July 2021 and $5 million in October 2021.
- The operating fund decreased $5.6 million due to transfers to the Reserve Fund of $15 million, transfers to the SFICR of $20 million, partially offset by net excess from this fiscal year and the collection of funding in July, October, and January.

ICANN Operations – Financial Overview

This Financial Overview section provides a summary of ICANN operations' financial highlights covering eight months of FY22 unaudited financials ending February 2022. This is the most recent financial information available as of the time of publication of this report.

USD in millions Unaudited	FY22 YTD Actual ICANN Operations	FY22 YTD Budget ICANN Operations	Under/(Over) vs. FY22 Budget ICANN Operations	FY21 YTD Actual ICANN Operations	Under/(Over) vs. FY21 Actuals ICANN Operations
Funding	$99.9	$95.6	$4.2	$93.0	$6.8
Personnel	50.9	52.2	1.3	50.4	-0.5
Travel & Meetings	0.3	2.9	2.6	0.4	0.2
Professional Services	15.6	21.3	5.7	11.8	-3.9
Administration	9.6	11.6	2.1	9.4	-0.2
Capital	0.5	1.1	0.6	2.4	1.9
Cash Expenses [1]	$76.8	$89.1	$12.3	$74.4	($2.4)
Net Operating Excess/(Deficit)	$23.0	$6.6	$16.5	$18.6	$4.4
Active Headcount [2]	386	406	20	389	3

Net operating excess at the end of February is $23.0 million, which is $16.5 million higher than budget and $4.4 million higher than the prior year. Note: The operating excess figures found on page nine are based on year-to-date cash inflows/outflows and are different from the excess according to the financial statement above.

The February year-to-date net excess is $16.5 million higher than the budget due to higher than planned funding of $4.2 million and lower than planned expenses of $12.3 million. Funding for July 2021 through January 2022 is based on actual data from those months, while funding for February is estimated based on January data.

- Funding is $4.2 million higher than the budget and is driven by:
  - $2.3 million higher-than-planned transaction fees from legacy TLDs, primarily due to growth from .com and New gTLD transaction fees driven by promotional activity in Q3
    - $0.9 million SSR contribution was recognized earlier than planned
    - $1.3 million higher-than-planned registry fixed fees, registrar application fees, and accreditation fees due to higher-than-planned contracted parties
- Cash expenses are $12.3 million lower than budget and are driven by:
  - $2.7 million lower for ICANN72, which was held virtually
  - $2.3 million lower incremental SSR expenses than planned
  - $1.4 million lower-than-planned contingency and operating initiative spending
  - $1.3 million lower headcount than planned
  - $4.6 million in travel restrictions and timing of projects for professional services, administration, and capital

ICANN Operations – Funding

In Millions, US dollars	FY22 Actual	FY22 Budget	Inc/(Dec)	FY21 Actual	Inc/(Dec)
Funding Year to Date Eight Months Ending 28 Feb 2022 (Unaudited)					
Transactions					
Legacy transaction fees	$58.4	$57.0	*$1.4*	$55.9	*$2.5*
New gTLD transaction fees	6.9	6.0	*0.9*	5.7	*1.1*
Sub-total	**$65.3**	**$63.0**	*$2.3*	**$61.7**	*$3.6*
Volume: Legacy transactions (millions)	*126.9*	*122.6*	*4.3*	*119.7*	*7.2*
Volume: New gTLD transactions (millions)	*13.8*	*13.1*	*0.7*	*12.0*	*1.8*
Sub-total	*140.7*	*135.7*	*5.0*	*131.7*	*9.0*
Registry Fixed Fees	**$19.6**	**$19.1**	*$0.5*	**$19.9**	*($0.3)*
Count of Registries/TLDs - YTD Average	*1,172*	*1,147*	*25*	*1,186*	*(14)*
Registrar Fees					
Application fees	$0.2	$0.1	*$0.2*	$0.5	*($0.3)*
Accreditation fees - annual	6.8	6.2	*0.6*	6.7	*0.2*
Per-registrar variable fees	2.3	2.3	*0.0*	2.3	*0.0*
Sub-total	**$9.4**	**$8.6**	*$0.8*	**$9.5**	*($0.1)*
Count of Registrars - YTD Average	*2,510*	*2,342*	*168*	*2,460*	*50*
Contributions					
SSR Contribution	$3.6	$2.7	*$0.9*	$0.0	*3.6*
ccTLD	2.3	2.3	*0.0*	2.4	*(0.0)*
RIR	0.0	0.0	*-*	0.0	*-*
Meeting Sponsorships	0.0	0.1	*(0.1)*	0.0	*(0.0)*
Sub-total	**$5.6**	**$5.0**	*$0.6*	**$2.0**	*$3.6*
ICANN Ops Total	**$99.9**	**$95.6**	*$4.2*	**$93.0**	*$6.8*

Versus Budget

Funding for July 2021 through January 2022 is based on actual data from those months, while funding for February is estimated based on January data.

Funding for the first eight months of the fiscal year is $4.2 million higher than the budget primarily due to higher than planned:

- $1.4 million in legacy TLD transaction fees driven by growth in Legacy TLDs, primarily .com
- $0.9 million in new gTLD transaction fees driven by promotional activity in Q3.
- $0.9 million in the timing of recognizing the SSR contribution; the budget planned for recognition evenly across the fiscal year
- $0.6 million accreditation fees due to more accredited registrars than planned

- FY22 Q1 – Q3 actual average of 2,510 registrars versus FY22 Q1 – Q3 budget average of 2,342 (+168)
- $0.5 million for Registry Fixed Fees due to more contracted TLD operators than planned
  - FY22 Q1 – Q3 actual average of 1,172 TLD operators versus FY22 Q1 – Q2 budget average of 1,147 (+25)
- $0.2 million higher than planned registrar application fees

Versus Prior Year

Funding is $6.8 million higher than prior year due to:
- $3.6 million SSR contribution due to timing
- $2.5 million legacy transaction fees due to Legacy TLD growth, primarily .com.
- $1.1 million New gTLD transaction fees driven by promotional activity
- Partially offset by ($0.3 million) decline in "Registry Fixed Fees" due to having an average of 14 fewer registries in Q1-Q3 FY22 versus the same time period in FY21

ICANN Operations – Expenses

USD in millions Unaudited	FY22 YTD Actual	FY22 YTD Budget	FY22 Actual vs. Budget		FY21 YTD Actual	FY22 Actual vs. FY21 Actual	
Personnel	$50.9	$52.2	$1.3	3%	$50.4	($0.5)	-1%
Travel & Meetings	0.3	2.9	2.6	91%	0.4	0.2	41%
Professional Services	15.6	21.3	5.7	27%	11.8	(3.9)	-33%
Administration[(1)]	9.6	11.6	2.1	18%	9.4	(0.2)	-2%
Capital	0.5	1.1	0.6	55%	2.4	1.9	80%
Cash Expenses [(1)]	$76.8	$89.1	$12.3	14%	$74.4	($2.4)	-3%

(1) Excludes depreciation, bad debt, investment (income)/ expense

Expenses are $12.3 million lower than budget due to:
- Personnel expenses are $1.3 million lower than the budget primarily driven by a lower headcount
  - **Personnel costs are inclusive of enhancements the ICANN org has made to staff working situations, such as Be Well Days.**
- Travel and Meetings expenses are $2.6 million lower than the budget and are driven by holding ICANN72 virtually and travel restrictions.
- Professional Services are $5.7 million lower than budget:
  - $2.3 million due to SSR expenses that were budgeted as incremental but after review, existing costs were identified
  - $0.9 million due to holding ICANN72 virtually
  - $1.0 million driven by the timing of incremental operating initiatives
  - $0.4 million lower than planned contingency spend year to date
  - $0.6 million across several GDS departments due to timing of projects
- Administration is $2.1 million under budget:
  - $0.7 million Engineering and Information Technology (E&IT) expenses are driven by:
    - $0.2 million for lower-than-planned phone/connectivity expenses due to the pandemic and an effort to reduce usage of operator assisted services (savings)
    - $0.1 million for lower-than-planned license costs (savings)

- $0.1 million for unneeded meetings bandwidth and shipping costs (savings)
- $0.1 million for security tests (likely will be spent later in the year)
- $0.1 million for training and team expenses (likely will be spent later in the year)
  - o $0.5 million for regional offices driven by lower than planned office expenses of $0.2 million due to the pandemic and parking credits of $0.2 million in the LA office
  - o $0.2 million for the Office of the Chief Financial Office (OCFO) driven by lower insurance and business taxes than planned (savings)
  - o $0.3 million due to meeting sponsorships and contribution delays; a portion of which will be repurposed for online meeting support
- Capital is $0.6 million under budget:
  - o $0.4 million due to the timing of hardware purchases

Expenses are $2.4 million higher than the prior year:
- Professional services are $3.9 million higher than the prior year but offset by $1.9 million less Capital as the Information Transparency Initiative (ITI) costs were capitalized last year versus expensed this year
  - o Therefore, the actual Professional Service variance is $2.0 million driven by the legal costs of $1.2 million
- $0.5 million for personnel due to standard of living increases

New gTLD Program – Financial Overview

USD in millions Unaudited	FY22 YTD Actual New gTLD	FY22 YTD Budget New gTLD	Under / (Over) vs. FY22 Budget New gTLD	FY21 Actuals New gTLD	Under/(Over) vs. FY22 Actuals New gTLD
Funding	$0.0	$0.0	$0.0	$0.0	$0.0
Cash Expenses [1]	$1.8	$3.7	$1.9	$2.1	$0.3
Risk Costs	$2.1	$0.0	($2.1)	$3.5	$1.4
Excess/(Deficit)	($3.9)	($3.7)	$0.2	($5.6)	($1.7)

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

- Cash expenses were lower than planned primarily due to fewer expenses for Universal Acceptance and pre-delegation testing (PDT) and registry service provider (RSP) change testing; as well as timing on Trademark Clearing House fees.
  - o Cash expenses are lower than last year due to PDT and RSP change testing that is now being performed in house versus by a third-party vendor.
- Risk costs are not budgeted due to the difficulty in estimating these expenses. Risk costs are legal expenses for .africa, .web and .hotel. FY21 had $2.6M incurred for .web.
- The overall funding for the New gTLD program *(see table below)* has not changed; however, there was an accounting revenue recognition change in FY20 and FY21. As a result, all revenue associated with applications that were completed or withdrawn by 30 June 2021 has been recognized. Due to this change in revenue recognition, we have not recognized any revenue this year and do not project to recognize much this year.

New gTLD Program – Multi-Year Financials

New gTLD Program 2012 Round	Statement of Activities by Fiscal Year					Statement of Activities for Full Program (Dec 2021) Current Estimate
	FY12 – FY20 Actual	FY21 Actual	FY22 Forecast	FY23 Budget	FY24 & Beyond Forecast	
New gTLD Applicant Fees	360	0	0	0	1	361
Refunds	(52)	-	(0)	(0)	(0)	(53)
Applicant Fees (Net of Refunds)	$ 308	$ 0	$ 0	$ 0	$ 0	$ 308
Initial and Extended Evaluation	(68)	-	-	-	-	(68)
Quality Control and Objection Processes	(11)	-	-	-	-	(11)
Pre-delegation	(12)	-	-	-	-	(12)
Program Costs	(38)	(2)	(3)	(2)	(9)	(54)
Staff Costs	(56)	(1)	(1)	(1)	(1)	(61)
Operating Expenses	$ (185)	$ (4)	$ (4)	$ (4)	$ (10)	$ (206)
Historical Development Costs	(32)	-	-	-	-	(32)
Risk Costs	(25)	(4)	(1)	-	-	(31)
Non Operating Expenses	$ (58)	$ (4)	$ (1)	$ -	$ -	$ (63)
Other Income/(Expense)	$ (2)	$ -	$ -	$ -	$ -	$ (2)
Investment Income/(Expense)	$ 11	$ 0	$ 0	$ -	$ -	$ 11
Total Expenses	$ (234)	$ (8)	$ (5)	$ (4)	$ (10)	$ (259)
Net Remaining New gTLD Funds	$ 74	$ (8)	$ (5)	$ (3)	$ (10)	$ 49

- Risk costs and Investment Income are not projected due to the difficulty in estimating these items.

New gTLD SubPro ODP – Financial Overview

The New gTLD Subsequent Procedures (SubPro) Operational Design Phase (ODP) and financial tracking began in January 2022. The efforts and costs for this work will rise in the coming months as staffing increases. SubPro ODP resources and costs have been categorized into nine work tracks to better articulate how efforts and costs align to deliverables and milestones. In total, 21 staff have spent a fraction of their time working on the SubPro ODP and these allocations equate to 6.1 full-time-equivalent (FTE) staff. The 6.1 FTE staff translates to approximately 1,900 work hours from January through February.

SubPro ODP (USD in thousands)	FY22 YTD Actuals Thru February 2022			
Category	Personnel	Non-Personnel	Shared Services Support	Total
Personnel	$ 211	$ -	$ 85	$ 296
T&M	$ -	$ -	$ 2	$ 2
Prof Svcs	$ -	$ 42	$ 34	$ 76
Admin	$ -	$ -	$ 15	$ 15
Total	**$ 211**	**$ 42**	**$ 136**	**$ 389**
# of Staff	21			
FTE Equivalent	6.2			

SubPro ODP	Project-to-Date (January 2022-February 2022)		
Work Track	Staff FTE (avg)	Contractor FTE (avg)	Total Expenses*
Project Governance	1.5	1.0	$89
Policy Development and Implementaion Materials	1.7	0.0	$60
Operational Readiness	0.1	0.0	$3
Systems and Tools	0.4	0.0	$14
Vendors	0.1	0.0	$3
Communications and Outreach	0.8	0.0	$27
Resources, Staffing, and Logistics	0.6	0.2	$27
Finance	0.5	0.0	$17
Overaching	0.4	0.0	$14
Shared Services Support**	0.0	0.0	$136
Total	**6.1**	**1.1**	**$389**

*Expenses presented in USD Thousands

** Shared Services Support is not a work track and represents allocated costs from ICANN org for general and administrative costs

PROCUREMENT

Xavier Calvez, Senior Vice President, Planning and Chief Financial Officer (CFO)

KEY HIGHLIGHTS AND MILESTONES

Procurement supported ICANN org 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 ICANN org with competitive bidding (request for proposal (RFP)) efforts and supplier negotiations.

OVERVIEW OF ACTIVITY

Procurement Operations

Purchase orders for the reporting period (15 November 2021 through 25 March 2022) totaled $9,483,960, issued to 142 unique suppliers with an average purchase order (PO) amount of approx. $45.5 thousand. This is just under the previous reporting period numbers, which had a PO total amount of $9,858,486, issued to 185 unique suppliers. The PO amounts for each month within the reporting period are also quite uniform, indicating a steadiness to spending. The month of March does show a slightly higher amount, which is due to a couple of higher-dollar contract renewals. Note that the spending is still reduced from normal times due to the pandemic (reduced spending for face-to-face meetings and related activities such as catering, hotels, vendor services, etc.).

A summary of procurement operations metrics for the reporting period:

Purchasing Operations Metrics for Reporting Period (15 Nov '21 thru 25 Mar '22)						
Metrics	**Reporting Period (15 Nov '21 to 25 Mar '22)**	**March '22 (through the 21st)**	**February '22**	**January '22**	**December '21**	**November '21 (15th onwards)**
Number of PO's	208	32	57	55	49	15
Total PO Amount ($)	$9,483,960	$3,335,362	$2,143,552	$1,123,846	$2,253,554	$627,646
Average PO Amount ($)	$45,596	$104,230	$37,606	$20,434	$45,991	$41,843
Average Cycle time[1] (days)	20.0	21.4	17.9	25.1	19.7	16.0
Number of unique suppliers that were issued POs	142	27	43	47	37	15

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.

Strategic Sourcing (RFPs)

Procurement continued to support the organization with the various phases of sourcing (RFP) activities throughout the reporting period. Five (5) competitive bidding events (RFPs) were concluded within the reporting period, including an RFP for the annual financial audit. In addition, planning and preparation for eleven (11) competitive bidding (RFP/ request for quote (RFQ)) processes occurred in the same period, including those related to the ICANN Managed Root Server (IMRS) Cluster projects in Africa. This reporting period has had a larger than average number of competitive bidding events, which is expected to continue as we move into the last quarter of the fiscal year.

GOVERNANCE: LEGAL, BOARD OPERATIONS, AND COMPLAINTS OFFICE

John Jeffrey, General Counsel and Secretary

KEY HIGHLIGHTS AND MILESTONES

The Governance Function continues to provide advice and guidance to support areas of work across many aspects of ICANN org. The following are key highlights and milestones for this reporting period:

Board Operations
- Focused on content, coordination, and logistical support of two Board Workshops and the ICANN73 Community Forum to facilitate the Board's preparation for the various meetings with stakeholders.
- Scheduled and supported both ICANN and Public Technical Identifiers (PTI) Board Directors, which included over 40 sessions across various time zones.
- Participated in prioritization exercises by the Board Strategic Planning Committee and the ICANN org's Strategic Planning team in support of Board Operational Priority Block 2 to identify key activities and optimize the org's reporting to the Board.

Complaints
- No new complaints received for the reporting period.
- Focused on resuming normal staffing operations in January 2022 after a period of unanticipated staff resourcing challenges during the last four months of 2021.

Dispute-Related Matters and Internal Services
- Managed four pending Independent Review Processes (IRPs):
  - Afilias IRP (.WEB) – The Final Declaration was deemed "final" as of 21 December 2021 when the Panel denied Afilias' "frivolous" challenge to it. The [Board considered](#) the Final Declaration on 16 January 2022 and 10 March 2022, [adopted several resolutions](#) relating to it, and is continuing its consideration.
  - .HOTEL IRP – The parties are currently in the discovery phase of the IRP. There is also ongoing litigation related to this matter.
  - Namecheap IRP (.ORG, .INFO, .BIZ) – The Parties submitted extensive pre-hearing briefings, and the final hearing began 28 March 2022.
  - .GCC IRP – Awaiting Panel's decision regarding ICANN's request for a stay of the .GCC IRP, to allow time for ICANN to complete its dialogue with the GAC regarding the rationale for the GAC consensus advice on the .GCC application; and awaiting Panel's decision regarding Claimant's request to include confidential material in the IRP Request.
- Responded to six subpoenas regarding information mostly concerning reserved or Special Use IP addresses that have not been assigned to any particular entity or individual for use.

Legal Contracting
- Handled contract advice, drafting, and negotiation for the review of the portfolio auction and related assignments by UNR and ongoing work for a global amendment to the Registry Agreement (RA) and Registrar Accreditation Agreement (RAA).
- Advised ICANN org on a wide variety of ongoing contracting-related issues, with

approximately 350 new requests for contract drafting or advice during the period.

Legal Support for Global Domains and Strategy (GDS) and Policy Teams
- Supported internal and Board Caucus work of the Operational Design Phase for the New gTLD Subsequent Procedures PDP.
- Supported implementation activities for the Registration Data Policy for All gTLDs (EPDP Phase 1 Implementation), including work with contracted parties on data protection arrangements.
- Helped to advance implementation activities for the Operational Design Phase (ODP) for System for Standardized Access/Disclosure to Nonpublic Generic Top-Level Domain Registration Data (SSAD).

Legal Support for Global Stakeholder Engagement, Strategic Initiatives and Implementation of IANA Stewardship Transition
- Supported Board efforts on consideration of the Nominating Committee Review Implementation Working Group proposals and engaged directly with the working group on key deliverables including the Standing Committee Charter.
- Engaged with the Root Server Operators to develop success criteria for the Root Server System Governance work on behalf of the IMRS team.
- Provided legal advice to support ICANN org's continued response to the COVID-19 Pandemic, including preparations to bring ICANN org back into offices, return to travel, and hosting ICANN meetings.
- Provided legal advice to support ICANN org's response to the Russia/Ukraine War, including supporting ICANN in providing emergency assistance to support Internet access to Ukraine.
- Supported ICANN org efforts to prepare the Board to consider the recommendations of the Cross-Community Working Group on Auction Proceeds.
- Helped advance the Prioritization Framework program design and launch of the Prioritization Framework Pilot.

TOP ISSUES AND MITIGATION
We provide support and briefing documents in ongoing litigation, in support of Independent Review Process filings concerning new gTLD Program applications. The litigation issues are mitigated by maintaining a litigation readiness plan for relevant legal filings as well as utilization of the Risk Fund for costs. We provide an attorney-client privileged 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.

GLOBAL DOMAINS AND STRATEGY (GDS)

Theresa Swinehart, Senior Vice President, Global Domains and Strategy

DATA PROTECTION AND PRIVACY

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

EPDP Phase 1
- Continued implementation of the EPDP Phase 1 recommendations. This includes several tracks of work:
  - Drafting Registration Data Policy to reflect policy requirements.
  - Developing data protection specification to the RA/RAA.
  - Conducting the studies required by the recommendations.
  - Reviewing and identifying the impact of the EPDP Phase 1 recommendations on existing policies and procedures with the IRT.
- Data Processing Agreement negotiation continues with the Contracted Parties.
- On 24 February 2022, the Board adopted a resolution on Recommendation 12 regarding the Registrant Organization Field.

EPDP Phase 2
- For the 18 recommendations related to the System for Standardized Access/Disclosure to Nonpublic Generic Top-Level Domain Registration Data (SSAD), please see the section on the SSAD Operational Design Phase (ODP).

EPDP Phase 2A
- On 9 December 2021, the ICANN Board notified the GAC of the approved Phase 2A policy recommendations.
- On 16 December 2021, the Generic Names Supporting Organization (GNSO) Council submitted the Recommendations Report to the ICANN Board.
- Following a Public Comment proceeding that took place from 23 November 2021 - 13 January 2022, including a published summary report on 27 January 2022, the ICANN Board approved the EPDP Phase 2A policy recommendations on 10 March 2022.

System for Standardized Access/Disclosure (SSAD) Operational Design Phase (ODP)
On 18 November 2021, the project team conducted Community Webinar #4 on the additional design elements for the SSAD, including the business process design and published a blog summarizing the webinar.
- On 3 December 2021, the project team conducted a GAC-specific webinar on Governmental Accreditation Authorities, followed by a blog summarizing the GAC-specific webinar.
- The project team presented the analysis of the implementation timeline, costs, and fees to the full Board in December 2021.
- In December and January, the SSAD ODP project team conducted a series of webinars on costs, fees and timelines associated with the SSAD design in the ODA for several community groups:
  - For the GNSO Council on 20 December 2021, published a blog.
  - For the GAC on 11 January 2022, published another blog summarizing the discussion.

- ○ For the wider ICANN community, as [Community Webinar #5](#), on 18 January 2022 published a [blog](#) summarizing the ODP's status and the publication of the ODP on 25 January 2022.
- On 16 January 2022, the project team presented proposed next steps to the ICANN Board.
- On 18 January 2022, the GNSO Council sent a [letter to Maarten Botterman, Chair, ICANN Board of Directors regarding possible next steps.](#)
- On 24 January, Maarten Botterman sent [a letter to the GNSO Council expressing concerns regarding the SSAD recommendations](#).
- The project team [published the ODA](#) on 25 January 2022, and Göran Marby, ICANN President and CEO, [sent a letter to the GNSO Council informing them of the completed ODA](#).
- Throughout this period, the project team continued to engage with the GNSO Council liaison to clarify assumptions and provide status updates.
- On 27 January 2022, [the GNSO Council and ICANN Board engaged in the first meeting of a formal consultation process on the ODA.](#)
- On 16 February 2022, the project team engaged with the [At-Large Leadership Team (ALT Plus) to further discuss the SSAD ODP and resulting ODA](#).
- In February 2022, the SSAD ODP project was formally closed.
- In February 2022, the GNSO Council formed a small team that is expected to consider the concerns outlined in the 27 January 2022 ICANN Board letter and analyze the SSAD ODA and provide the GNSO Council with its feedback.
- On 4 March 2022, the GNSO Council sent a [letter to the Maarten Botterman regarding their intended next steps with regards to the ODA as well as a response to his letter from 24 January 2022](#).
- On 5 March 2022, the project team presented proposed next steps at the ICANN Board Workshop.
- During ICANN 73, discussions continued between the GNSO Council and the ICANN Board regarding possible next steps.
- In March 2022, the GNSO Council Small Team sent ICANN Org questions around the ODA and the project team responded to the questions – this dialogue is currently ongoing.
- On 21 March 2022, members of the ICANN Board Caucus on EPDP/GDPR and the ICANN Org met with the GNSO Council Small Team to discuss their proposed "Proof of Concept" outline, a proposed alternative to the SSAD recommendations – this dialogue is currently ongoing.

Registrant Program

During the reporting period, the Registrant Program team continued to focus on its program goals to work towards educating domain name registrants about their rights and responsibilities, the domain name ecosystem and how to navigate it, and the ICANN policies that impact them; raising awareness about issues and challenges faced by registrants and ensuring that registrant perspectives are reflected in ICANN org's ongoing work, services, and reviews. The Registrant Program team:

- Joined ALAC's [roundtable discussion](#) on registrant rights and responsibilities during ICANN73.
- Prepared a registrant session for the [APAC DNS Forum](#).
- Published a [blog](#) announcing relief for registrants in Ukraine and surrounding region by declaring related events an extenuating circumstance under Section 3.7.5.1 of the 2013 Registrar Accreditation Agreement (RAA).

- Supported ICANN regional communications with registrant-related materials to include in global Domain Name System (DNS) events.
- Continued to share and promote registrant resources through ICANN channels including newsletters, social media, and events.

Internationalized Domain Names (IDNs) and Universal Acceptance (UA)
- IDNs and UA are a key focus for ICANN org and the ICANN Board, and are included in ICANN President and Chief Executive Officer's FY22 goals and in the ICANN Board's FY22 operational priorities. Implementing IDNs and UA is also part of ICANN's FY21-25 Strategic Plan.
- ICANN's IDN and UA Programs support the community's IDN and UA efforts, including the Generation Panels (GPs) for the development of Root Zone Label Generation Rules (RZ-LGR) and Universal Acceptance Steering Group (UASG).
- ICANN org's IDN and UA Steering Committee continue to meet regularly to plan, coordinate, and implement relevant work.

IDN Program (see Public Comment section below for related information)
- Published RZ-LGR-5 for Public Comment, which integrates a total of 26 unique scripts.
- Published a blog highlighting the importance of Generation Panels and how their work has helped pave the way for a more multilingual Internet.
- Launched a social media campaign showcasing quotes from Generation Panel chairs and co-chairs on the importance of IDNs, Generation Panels, and the multistakeholder process.
- Conducted Public Comment for Myanmar Script Generation Panel's (GP) RZ-LGR proposal.
- Continued to provide support to the GNSO's IDN EPDP and ccNSO's IDN ccPDP4, integrating RZ-LGR, and detailing how to support variant top-level domains.
- The IDN Program held a session during ICANN73 Prep Week that provided updates on the Myanmar Script Generation Panel and RZ-LGR-5.
- Published the 2021 IDN Progress Report and accompanying blog.
- Conducted security and stability analysis of IDN tables for gTLDs, published in the IANA repository, as part of the IDN Table Update project.

UA Program
- Worked with ICANN org's Technical Services team to conduct and publish data on the acceptance of internationalized email addresses by email servers globally.
- Supported ALAC in publishing a Request for Proposal (RFP): End User Survey, and contributing to identifying a qualified provider or providers to design and conduct a survey to assess end user experience with IDNs and UA.
- Organized a UA session during the Global IGF in December 2021.
- Continued to conduct UA Regional Training Programs in collaboration with the GSE team:
  - Africa UA Training Program held in partnership with the AFTLD (December 2021-February 2022). ICANN announcement.
  - NARALO UA Training Program (January-February 2022). ICANN announcement.
  - Conducted UA-related outreach:
  - Introduction to UA, Iraq and Tunisia, November 2021
  - ARAB IGF, December 2021
  - Bhashantara 2021: UA - The Foundation of a Multilingual and Inclusive Internet, India, December 2021

- ○ High-level meeting on UA with Bangladesh Ministry of IT, February 2022.
    - ○ APTLD81, UAE, December 2021
- The UA Program hosted the ICANN73 Prep Week session, [Community Update on Universal Acceptance](#), that provided the community with a recap of recent work and progress made by UASG working groups.
- The UA Program supported the UASG-led session, [Achieving Universal Acceptance: The Way Forward](#), which discussed collaboration with SO/ACs, specifically ALAC, GNSO, and GAC.
- Published weekly social media content to promote UASG resources, blogs, and industry news.
- UASG Blogs/Announcements
    - ■ [New Tests on Universal Acceptance (UA) Conformance of Programming Languages and Libraries Published](#)
    - ■ [New UA Testing of Social Media Platforms and Browsers Published](#)
    - ■ [UASG Welcomes Leading Tech Entrepreneur Vijay Shekhar Sharma as UA Ambassador](#)
    - ■ [ICANN72 Recap: Highlights on the Progress of UA and IDNs](#)
    - ○ Conducted a social media campaign to promote UASG033 to Python developers and increase web traffic to uasg.tech.
- Supported the publishing of UASG technical resources and evaluations:
    - ○ [UASG 037UA-Readiness of Some Programming Language Libraries and Frameworks](#)
    - ○ [UASG036 UA-Readiness of Browsers](#)
    - ○ [UASG035 UA-Readiness of Social Media Platforms](#)

Contractual Activity
- In May 2021, ICANN began receiving formal assignment notifications and requests for approval relating to the proposed assignments of top-level domain (TLD) Registry Agreements by UNR Corp. (UNR). With the exception of one TLD, the assignments are the result of private, non-ICANN affiliated auctions held by UNR for several of its TLDs in April 2021. In January, ICANN org [published a blog](#) to provide context to community discussions and an Urgent Reconsideration Request about these assignments and ICANN's process for evaluating and handling the assignments. After several more months of work with UNR and proposed assignees, ICANN announced in a [blog from 21 March 2022](#) that as of 18 March 2022 ICANN org consented to 11 of the 17 proposed assignments requested by UNR. Evaluation of the remaining requests is in process, based in part on when UNR submitted the request and in consideration of the remaining due diligence that must be completed.
- In March, ICANN org provided a draft proposed registry agreement to the negotiating team from the gTLD Registries Stakeholder Group (RySG) that attempts to capture the preliminary agreements between ICANN and RySG to incorporate more robust requirements for providing Registration Data Directory Services (RDDS) using Registration Data Access Protocol (RDAP). This [negotiation started in late 2019](#). ICANN and RySG hope to reach preliminary agreement on a contractual amendment later this year and will follow the process described in the registry agreement which includes public comment to affect that change.
- In March ICANN org provided an updated proposal to the RySG regarding the Bulk Registration Data Access provision that would enable ICANN access to the "thin" registration data provided to ICANN for research purposes. This access would [enable ICANN to extend the DAAR to registrar level](#), and produce metrics for both registries and

registrars regarding DNS Security Threat concentrations. ICANN is eagerly awaiting feedback from the RySG on this proposal. Once preliminarily agreed with the RySG this change will also require formal amendment to the Base gTLD Registry Agreement.

● To help registrants affected by the events in Ukraine and the surrounding region, in March ICANN classified the events as extenuating circumstances per a clause in the 2013 Registrar Accreditation Agreement (RAA). This means that registrars now have the flexibility to extend the domain name registration renewal period for domain name holders in affected areas. ICANN has formally encouraged registrars and registries to support this action and take these circumstances into consideration when reviewing impacted registrants' renewal delinquencies in affected regions.

OVERVIEW OF ACTIVITY

ICANN73 Virtual Meeting
● The GDS team held three Prep Week sessions leading up to the ICANN73 Community Forum:
  ○ Internationalized Domain Names Program Update: provided an update on the work on Internationalized Domain Names (IDNs) being carried out at ICANN, including updates by the community on the development of Root Zone Label Generation Rules (RZ-LGR).
  ○ Universal Acceptance Update: provided an update on the work on UA being carried out by the UASG and its working groups.
  ○ Reviews and Implementation Status Update: provided an update on the progress of ICANN Reviews, implementation planning, and the scheduling of related Board-approved recommendations.
  ○ Planning and Prioritization Update: provided an update on ICANN's FY23 planning and financials in addition to the Planning Prioritization Framework project.
  ○ NomComRIWG Update: provided a progress update by the NomCom Review Working Group.

The GDS team held two sessions during ICANN73
● Achieving Universal Acceptance: The Way Forward: provided a discussion on how the UASG can better collaborate with SO/ACs on UA, especially ALAC, GNSO, and GAC.
● New gTLD Subsequent Procedures Operational Design Phase: shared the work planned and in progress, introduced the team's working methodology, roles, and responsibilities, sought direct community feedback on selected key assumptions, and answered general process questions.

New gTLD Subsequent Procedures
● Announced ICANN Request for Proposal for Top-Level Domain Operating Model Study (4 March)
● Published blog on the ICANN SubPro Operational Design Phase Highlighting the Project Governance Work Track (28 February)
● Published blog on the ICANN Subsequent Procedures ODP Introducing the Work Tracks (18 January)
● Published blog update on Answers to Questions Related to ICANN's Upcoming Subsequent Procedures ODP (1 December)
● Announced ICANN Launches New gTLD Subsequent Procedures Operational Design Phase (20 December)

- Continued developing the Internal Project Organization phase of activities required for launching the New gTLD Subsequent Procedures ODP, including Project Management Framework Development and plans for required resource build-out.
- Began weekly cadence of Work Track meetings for development and outlining high-level planning, work track, and project assumptions related to the SubPro ODP and the ODA.
- Met regularly with the GNSO liaison, shared 2 question sets for GNSO feedback.
- Held public ICANN73 session on New gTLD Subsequent Procedures Operational Design Phase (7 March).

Domain Name System Security Threat Mitigation Program (RUSS AND ALEX)
- On 22 March 2022, using DAAR data, ICANN published a report on DNS abuse. In contrast to many existing industry white papers and general discussions published on DNS abuse, this new report relies on four years of data. Typically, similar studies use data with a much shorter time span such as half a year. As a result, the report demonstrates that when discussing DNS abuse trends in general, we should be cautious because depending on the question asked, the data used, and the data timeframe, we will receive different results. Link to the report: https://www.icann.org/en/system/files/files/last-four-years-retrospect-brief-review-dns-abuse-trends-22mar22-en.pdf

Operations, Service Delivery, and Support

Global Support
- The Global Support team answered 1,617 phone calls and closed 6,639 cases. ICANN's contracted parties represented 17 percent of the case volume while the remaining 83 percent was from registrants and the community. The team sent 22 notifications to contracted parties during this period. The overall customer satisfaction score for Contracted Parties was 4.7 on a 5-point scale for the question "How satisfied are you with the service you received from ICANN?"

Contracted Party Service Delivery
- A total of 1,280 service requests were completed during the period. A total of 23 Registrar Accreditation Agreements (RAAs) were renewed and six RAAs were terminated (five voluntarily and one involuntarily). Fifty-two new registrars were accredited in four regions: 86 percent in Asia Pacific, two percent in Europe, 12 percent in North America and none in Africa. Fifteen Registry Agreement (RA) assignments were completed for 15 gTLDs and 11 gTLD RAs were terminated (voluntarily). Forty-eight Continued Operations Instrument (COI)-related cases were completed and 7 COI obligation end notifications were sent out for 7 gTLDs.

Board Advice
- The ICANN Board received three advisories all from RSSAC (RSSAC047v2, RSSAC058, and RSSAC059). The advisories translate to nine pieces of individual advice as advisories often contain more than one piece of advice. Eight items require action from the ICANN Board and one was a statement and/or informational advisory that did not contain a specific recommendation for the ICANN Board.

Correspondence
- ICANN org handled 343 cases related to the work of processing Correspondence. Of those, 24 were letters resulting in substantive responses and were published on the ICANN Correspondence page. ICANN also published 16 letters directed to the ICANN community to inform the community or request information on various topics.

New gTLD Program
- As of 25 March 2022, 29 applications remain in the 2012 round with one application actively working toward contracting. During this period, two applicants withdrew from the new gTLD Program.

Public Comment Activity
- Root Zone Label Generation Rules Version 5 (RZ-LGR-5) (opened 24 March, closes 11 May 2022)
- Proposal for Myanmar Script Root Zone Label Generation Rules (opened 13 January, closed 3 March 2022)
- Additional Unicode Scripts for Support in Internationalized Domain Names (opened 5 January, closed 15 February 2022)
- Proposal for Latin Script Root Zone Label Generation Rules (opened 23 September, closed 23 November 2021)
- Proposal for Japanese Script Root Zone Label Generation Rules (opened 30 September, closed 16 November 2021)

REVIEW SUPPORT AND ACCOUNTABILITY (RSA)

Theresa Swinehart, Senior Vice President, Global Domains and Strategy

Please note: The Review Support & Accountability (RSA) and the Implementation Operations departments are working together to support the work of ICANN Reviews.

The RSA team focus is on how reviews are conducted, including past experience and future anticipated improvements. The objective is to create a cohesive and comprehensive reporting for ICANN Reviews and incorporate within this and the following section of this report.

OVERVIEW OF ACTIVITIES

Nominating Committee (NomCom) Organizational Review
- The NomCom Review Implementation Working Group (NomComRIWG) submitted its December 2021 Implementation Status Report to the Organizational Effectiveness Committee (OEC), and approved a work plan with the goal of completing implementation in June 2022.
- NomComRIWG is finalizing the draft NomCom Standing Committee Charter (Recommendation 24) that was submitted to the OEC for feedback, which they provided. The discussion with ICANN Legal on the ICANN "Unaffiliated" Directors definition (Recommendation 27) is in process. The NomComRIWG Co-Chairs facilitated an ICANN73 Prep Week Webinar on the progress of the NomComRIWG and implementation of recommendations.

Lifecycle of Reviews Project
- The Lifecycle of Reviews project is an internal project aimed to enhance the end-to-end process, support, and approach for strategically, proactively, and cohesively managing the Reviews process to continue to evolve in achieving Reviews purpose.
- Recent progress includes assignment of responsibilities for managing this project and the development of project documents.
- The Lifecycle of Reviews project ties into other current projects and pilots, including the Holistic Review Pilot, ICANN Prioritization Framework Pilot, and the Deferral of Organizational and Specific Reviews. These activities influence one another and will require regular communications with the community. The Lifecycle of Reviews project will inform best practices going forward for Reviews, including the overall, continuous program of Reviews for ICANN org.

Holistic Review Pilot
- The purpose of the Holistic Review is to assess continuous improvement efforts of SO/AC/NC, the effectiveness of the various inter-SO/AC/NomCom collaboration mechanisms, and the accountability of SOs/ACs or constituent parts to their members/constituencies.
- On 30 November 2020, the Board approved the third Accountability and Transparency (ATRT3) recommendation 3.5 calling for a new Specific Review, the Holistic Review, subject to prioritization, with "…the caveat that more information is required to better understand how to operationalize the Holistic Review."

- On 2 February 2022, the OEC chair Avri Doria contacted the ATRT3 shepherds on behalf of the OEC through a letter to offer support for drafting Terms of Reference (ToR) for the pilot.
- As a result, a team of community and Board members was formed to develop a draft ToR, facilitated by ICANN org. ICANN org produced an initial draft ToR to inform this work.
- More information is available on the community workspace.

OVERVIEW OF ACTIVITIES
- Facilitated Board action to defer the third Review of the Security, Stability and Resiliency of the Domain Name System.
- The Review Support and Accountability and Implementation Operations teams jointly hosted the ICANN73 Prep Week webinar. The presentation included an overview of ICANN Reviews, their importance and an update on progress of ICANN Reviews, and status of implementation work. More information about this presentation and the recording of this webinar can be found on the ICANN73 meeting webpage.
- Initiated the implementation of Work Stream 2 (WS2) Recommendations that are part of the Staff Accountability grouping (7.2 - 7.3.3). This implementation involves work across ICANN org functions to improve information about existing processes for collecting community feedback on ICANN org's work (e.g., surveys, questionnaires, etc.); existing services that ICANN org provides to the community; and service level targets, where applicable. To date, ICANN org has executed a pilot exercise that resulted in a tool to collect information across ICANN org functions. This information is used to report out what ICANN org is already doing and to identify opportunities for improvement as part of the continuous improvement of ICANN org's accountability.

TOP ISSUES AND MITIGATION
To improve the effectiveness of reviews, ICANN org (including RSA, Implementation Operations and other functions) is exploring with the community and lessons learned, to achieve more impactful review outcomes – more concise recommendations that have a clear path to implementation, resulting in community, Board, and ICANN org agreement that significant improvement has occurred.

To improve transparency and accountability of reviews, we are working in partnership with the Implementation Operations team to centralize community recommendation information and make review progress more accessible.

FACT SHEETS
Nominating Committee Review Implementation Working Group (NomComRIWG) – FY22 Fact Sheets

Key Data Points for FY22 (Q1)
- Participation rate: 44%
- Milestones completed: 94 calls | 710 hours

IMPLEMENTATION OF NON-POLICY RECOMMENDATIONS AND AD-HOC PROJECTS

Xavier Calvez, Senior Vice President, Planning and Chief Financial Officer (CFO)

The Implementation Operations focus ensures the implementation of Board-approved non-policy recommendations from periodic Specific Reviews as well as unique projects such as Enhancing ICANN Accountability - Work Stream 2 and Enhancing the Effectiveness of the ICANN's Multistakeholder Model.

OVERVIEW OF ACTIVITIES

Implementation Operations continues to monitor the status and coordinate the work of ICANN org to deliver on the non-policy recommendations from the Competition, Consumer Trust, Consumer Choice (CCT), Registration Directory Service (RDS-WHOIS2), Accountability and Transparency Review (ATRT3), Security, Stability, and Resiliency of the DNS Review (SSR2) Reviews, the Cross-Community Working Group on ICANN Accountability Work Stream 2 (WS2). Implementation Operations is also working on ad-hoc projects such as "Enhancing the Effectiveness of ICANN's Multistakeholder Model (MSM)".

Furthermore, Implementation Operations has been supporting the Planning team, as appropriate, in its preparations for the prioritization pilot of Specific Reviews recommendations launched in late March 2022.

Implementation work was recently completed to address part of the ATRT3 Recommendation 3 and RDS-WHOIS2 Recommendation 3.1. Moreover, in March 2022, Implementation Operations consulted with subject matter experts to determine the impact of recent developments, including the ICANN73 Board resolution on EPDP Phase 2A, on RDS-WHOIS2 implementation and the status of pending recommendations.

Competition, Consumer Trust, Consumer Choice Review (CCT)

The Board took action on the CCT Final Report on 1 March 2019 and on a set of pending recommendations in October 2020. Status is as follows:
- Seventeen accepted recommendations in implementation design subject to prioritization. Among them, six have been implemented in full or in part; one recommendation is on hold given its dependency on Board acceptance of the Subsequent Procedures outcome; and one is foreseen to fold into the implementation plan for the next round of new generic top-level domains (gTLDs), as appropriate.
- Six recommendations in pending status, two of which are tied to the continuation and resolution of community DNS abuse studies.

Registration Directory Service Review (RDS-WHOIS2)

Since Board action on the RDS-WHOIS Final Report in February 2020, the status of this review's recommendations is as follows:
- Fifteen approved recommendations, in implementation design subject to prioritization, including six implemented in full or in part; two on hold given Board

approval of the ATRT3 recommendation to suspend any further RDS Reviews pending the outcome of the next ATRT; two which fold into the next round of contractual negotiations with the contracted parties; one integrated into Expedited Policy Development Process on Temporary Specification for gTLD Registration Data (EPDP) Phase 1 implementation; and one dependent on the outcome of EPDP Phase 2.

- ○ Four recommendations remain in pending status. In due course, the Board will consider recommendations in light of an impact analysis, to be completed after Board action on the EPDP Phase 2 recommendations, as appropriate.

- **Accountability and Transparency Review (ATRT3)**
  - ○ The ICANN Board acted on the ATRT3 Final Report on 30 November 2020 and approved all five recommendations, consisting of 15 components. The Board approved four of the recommendations subject to prioritization and noted that the implementation of the ATRT3 recommendation that calls for the prioritization of community recommendations (Recommendation 5) should proceed.
  - ○ ICANN org has launched several projects that contribute to the implementation design of some of the ATRT3 recommendations, including the Planning Prioritization Framework project, and the "Lifecycle of Reviews" - see RSA section.
  - ○ A component of ATRT3 Recommendation 3 pertains to the design and launch of the Holistic Review. As the Board noted in its resolution, the Holistic Review should be piloted first and the launch of the pilot itself is subject to prioritization and available resources. ICANN org and the Board, in collaboration with the community, have initiated the development of the Terms of Reference for the pilot of the Holistic Review - see RSA section for more detail.

- **Security, Stability, and Resiliency of the DNS Review (SSR2)**
  - ○ Since the Board action on 22 July 2021 - with which 13 recommendations were approved subject to prioritization and 16 were rejected - the responsibility for managing the overall work of SSR2 Review Implementation transitioned to the Implementation Operations team, while the Review Support and Accountability team continues the work on 34 pending recommendations. This work involves preparing the Board action to approve or reject recommendations, once the pending matters noted in the scorecard have been resolved.
  - ○ SSR2 pending recommendations were placed into three different categories. The Board identified several actions associated with them to be addressed before they are able to take conclusive actions.
  - ○ A majority of the recommendations require clarification from the SSR2 Implementation Shepherds, which is an effort that ICANN org initiated in 2021. To date, ICANN org has communicated two sets of clarifying questions to the SSR2 Implementation Shepherds on 11 of the 34 pending recommendations in December 2021 and February 2022, respectively. These clarifying questions pertained to the recommendations that fell into "pending/likely to be approved" and "pending/likely to be rejected" categories. Using the responses provided to the first set of clarifying questions by the SSR2 Implementation Shepherds, ICANN org was able to prepare three pending recommendations for Board action, in collaboration with the SSR2 Board Caucus Group. The Board is expected to act on these recommendations in April 2022. ICANN org is continuing to develop and draft questions for the remaining pending

recommendations, which require clarification from the SSR2 Implementation Shepherds.

- ○ Some of the pending recommendations are complex and have dependencies on other work. The SSR2 and CCT review teams both issued a significant number of recommendations that address Domain Name System (DNS) abuse and threat mitigation. ICANN org is considering all of these recommendations in a comprehensive manner.

Cross-Community Working Group on Enhancing ICANN Accountability - Work Stream 2 (WS2) Implementation

Implementation Operations continues to engage with and provide support to lead subject matter experts to track completion of milestones against the agreed work plan. Here is the overview of the implementation of the WS2 recommendations:

- Four additional recommendations were marked off as implemented, increasing the total of completed recommendations to 12.
- Forty recommendations are now in progress, as opposed to 27 in October 2021.
- Implementation of 13 recommendations has not started yet (down from 27 in October 2021). Twelve recommendations are associated with a dependency while one is about to be launched.

Additionally, Implementation Operations continues to follow community progress in implementing WS2 and supports the Policy Development Support team in its efforts, as appropriate. Implementation Operations notably collaborated on the design and drafting of the scoping document for the WS2 Community Coordination Group and has set up a community workspace to record its future activities.

Implementation Operations now publishes a WS2 implementation summary produced every quarter in addition to the quarterly updates delivered to the WS2-Implementation Team (WS2-IT). To make the status of the implementation of the recommendations more accessible, Implementation Operations is both integrating additional charts into the quarterly update for Q1 2022, and setting up revamped WS2 implementation pages on ICANN.org, in collaboration with the Communications team. Reporting on the community workspace was also enhanced to include additional visuals that show progress.

Enhancing the Effectiveness of the ICANN's Multistakeholder Model (MSM)

- "Enhancing the Effectiveness of the ICANN's Multistakeholder Model" program originated in 2019 with the objective to refine and further improve the ICANN's multistakeholder model of governance. This community-wide effort identified six overarching areas which are hindering the effectiveness of the multistakeholder model, and prioritized the following three areas for a more immediate-term investigation:
  - ○ Prioritization of the work and efficient use of resources.
  - ○ Precision in scoping the work.
  - ○ Consensus, representation, and inclusivity.
- For each area the community identified several projects and initiatives and provided input to address possible issues that are jeopardizing the effectiveness of the MSM. The Board, ICANN org, and the community agreed to evaluate some of the projects to assess how they impact the multistakeholder model and fix possible gaps.

- In February 2022, Implementation Operations produced an action plan to introduce the proposed evaluation methodology to the community and engage with various constituencies on the application and use of the evaluation methodology.

KEY HIGHLIGHTS AND MILESTONES
- On 22 December 2021, Implementation Operations published a blog to highlight progress related to implementing the 100+ consensus recommendations contained in the Cross-Community Working Group on Enhancing ICANN Accountability, WS2 Final Report. This blog served to supplement the update shared on 5 November 2021.
- On 3 January 2022, Giovanni Seppia, the new Vice President, Implementation Operations, joined the department. The team proceeded to develop a charter and to define roles and responsibilities when partnering with Implementation Operations.
- On 24 February 2022, Implementation Operations delivered an update on implementation status of WS2, MSM, and Specific Reviews during ICANN73 Prep Week- see RSA section for more detail.

TOP ISSUES AND MITIGATION
To alleviate concerns that information is hard to find and to address the increased need for improved reporting and transparency, Implementation Operations has put together a plan to streamline content on community workspace pages with the objective of creating consistency and predictability across projects. The RSA is contributing to the Implementation Operations' effort so appropriate templates can be defined for future projects.

CONTRACTUAL COMPLIANCE AND CONSUMER SAFEGUARDS

Jamie Hedlund, Senior Vice President, Contractual Compliance and U.S. Government Engagement

KEY HIGHLIGHTS AND MILESTONES
- New Compliance Reporting: Contractual Compliance Twelve-Month Trends Reporting
- Currently planning the next Registry Compliance Audit

OVERVIEW OF ACTIVITY

Notices of Breach, Suspension, Termination and Non-Renewal:
The Contractual Compliance team continued working on communications and next steps involving the Notice of Breach sent to the registrar Alice's Registry, Inc. on 11 October 2021, for which extensions to the cure date were granted throughout November and December The matter was ultimately escalated to suspension of the registrar's accreditation with ICANN on 22 December 2021.

During this reporting period, ICANN issued a Notice of Breach to the following registrars:
- Threadagent.com, Inc.
- TOGLODO S.A.
- HOAPDI INC.
- Atak Domain Hosting Internet ve Bilgi Teknolojileri Limited Sirketi d/b/a Atak Teknoloji.
- DomainName Highway LLC

Of these breaches, one (Threadagent.com, Inc.) escalated to suspension and one (TOGLODO, S.A.) to termination of the registrar's accreditation with ICANN.

Additional information regarding these registrars is located on the Contractual Compliance Enforcement page on icann.org.

Compliance Matters Related to Registrars and Registry Operators
During this reporting period, Contractual Compliance received 4680 new complaints (4312 against registrars, and 368 against registry operators); sent 1063 inquiries and notices (collectively referred to as "compliance notifications") to contracted parties; and closed 3548 complaints without contacting the contracted party.

Contractual Compliance Performance Measurement
Performance metrics provide information to the community on compliance activities through dashboards and reports. The monthly dashboards available for this reporting period are accessible using the following link: 2021 - 2022 Monthly Dashboards

Registrar and Registry Compliance Checks
In response to requests from Global Domains Strategy (GDS) to verify that a contracted party is in good standing, a total of 61 registrars, and 11 TLDs went through compliance reviews during this reporting period.

Compliance Outreach Activities

Contractual Compliance participated in the ICANN 73 Prep Week by hosting a [webinar](#) on 23 February 2022, to present an update regarding its enforcement and reporting activities since ICANN 72.

TOP ISSUES & MITIGATION

None during this reporting period.

RISK MANAGEMENT

Xavier Calvez, Senior Vice President, Planning and Chief Financial Officer (CFO)

KEY HIGHLIGHTS AND MILESTONES

- Conducted a Risk Controls Assessment of controls presented in the ICANN org Risk Register, the final element to complete implementation of the Risk Management Target Model

OVERVIEW OF ACTIVITY

An important element of the Risk Management Target Model is an assessment process to validate risk controls and risk mitigations (together, "controls") that are identified as controls for risks in the ICANN org Risk Register. Previously, controls were validated by self-assessment of the risk owners, and any action plans were updated during the periodic Risk Register reviews.

The Risk Management function held sessions with each executive risk owner, the respective Risk Liaison, and any other subject-matter expert invited by the function. The sessions occurred over the period of September to December 2021 and the Risk Controls Assessment was produced and presented to the ICANN org-level CEO Risk Management Committee and the Board Risk Committee.

All material controls in the existing controls' sections of the Risk Register were deemed to be in place and effective in reducing the residual risk. Some existing controls' items were clarified or updated with adjustments including text updates or minor re-rating of the controls' effectiveness rating score. However, none of the controls' updates were material or impacted the residual risk ratings.

Regarding additional controls' action plans, there were some minor clarifications and updates as well as some controls that had been implemented and moved to the existing controls' section as a result of this assessment.

PLANNING

Xavier Calvez, Senior Vice President, Planning and Chief Financial Officer (CFO)

KEY HIGHLIGHTS AND MILESTONES

- The Draft FY23–27 Operating and Financial Plan and Draft FY23 Operating Plan and Budget were published for Public Comment from 7 December 2021 to 7 February 2022.
- Two community webinars were held on 8 and 9 December 2021 to review the Draft Plans. The Public Comment Summary Report of the Draft FY23–27 Operating and Financial Plan and Draft FY23 Operating Plan and Budget was published on 30 March 2022.
- The Planning team engaged with the community during the ICANN73 Prep Week, holding the Planning and Prioritization Update webinar.
- The Planning team published the Draft Planning Prioritization Framework in February 2022 and launched the Community-led pilot in March 2022.
- The Planning team conducted 13 Strategic Trend Identification sessions with the Community, Board and org.

OVERVIEW OF ACTIVITY

Strategic Outlook and Strategic Planning

The Planning team kicked off the FY24 Planning process with the Strategic Outlook Trend Identification sessions. From January to March, the Planning team conducted seven sessions with ICANN org, five sessions with the Community, and one session with the Board. The next phase of this process is the trend data analysis and reporting, which will take place in April and May.

Operating Plans and Budget

In December 2021, ICANN published the Draft FY23–27 Operating and Financial Plan and Draft FY23 Operating Plan and Budget for Public Comments. With the objective of engaging with the community, the Planning team in collaboration with the Finance team hosted two community webinars during the Public Comment period. Comment submissions were received from six community groups. From those submissions, ICANN org identified 100 specific comments covering six themes.

Following the Public Comment period, ICANN org held a webinar during ICANN73 Prep Week to provide a Planning and Prioritization update. The Public Comment Summary Report on the comments received was published on 30 March 2022. The team is working on updating the draft plans based on community's feedback. The revised draft plans are expected to be presented for ICANN Board adoption in May 2022.

Prioritization of ICANN's Work Project

Prioritization of ICANN's Work is a key targeted outcome of the "Planning at ICANN" operating initiative in ICANN's FY21-25 Operating Plan. The "Planning at ICANN" operating initiative includes the design and implementation of a prioritization framework in collaboration with the ICANN community, Board and org, to help the ICANN ecosystem prioritize its work within the planning cycle in a manner that is transparent, inclusive, and efficient.

From April 2021 through January 2022, the org held a total of 17 webinars and consultations with the community. During these consultations, ICANN org received community input on the proposed draft framework for developing a prioritization step in the planning process. The *Draft*

Planning Prioritization Framework Version 1 is now published on the ICANN Planning and Finance workspace here.

The Community led pilot launched in March 2022 and the Planning team conducted a community webinar on 29 March 2022 to present the Draft Planning Prioritization Framework.

TOP ISSUES AND MITIGATION
None for this period.

GLOBAL HUMAN RESOURCES, ADMINISTRATIVE SERVICES, AND SECURITY OPERATIONS

Gina Villavicencio, Senior Vice President, Global Human Resources

KEY HIGHLIGHTS AND MILESTONES

- Assisted with the org's cross-functional response to the impacts of the war in Ukraine, with staff outreach and support as well as the mobilization of a Global Crisis Management Team (G-CMT).
- All three functional teams continued to be actively involved in supporting the org's response to COVID-19 and the work-from-home requirement with a focus on preparing staff for returning to the office and returning to travel.
- Two new key learning opportunities were introduced to staff: "The ICANN Org Way" to encourage a shared understanding of the org's culture to maintain a positive and safe working environment; and "Development Debriefs with ICANN Leadership" consisting of interactive discussions facilitated by executives providing opportunities for staff to connect with their peers and the leadership team while maximizing the org's existing investment in growth and learning.
- Extended the Istanbul office lease through 2024.

OVERVIEW OF ACTIVITY

Global Human Resources

- Continued to support the ongoing requirement for all staff to work remotely as a result of the org's response to COVID-19 and assisted with the development of Return to Normal Operations (RTNO) procedures and protocols for staff to resume working from offices, in-person meetings, and travel with minimum risk, including vaccination status verification where legally permitted.
- During this reporting period, 29 vacancies were filled in the APAC, Europe, and North America regions, including the internal appointment of a Senior Vice President and Chief Technology Officer.
- Completed the FY22 SR1 performance management review process for a total of 383 eligible staff, and At-Risk Payments were distributed to all eligible staff on 31 December 2021.
- Implemented enhancements to the staff rewards and recognition software platform to better leverage this tool for staff to have a mechanism for recognizing exceptional teamwork and meaningful activity in an effort to attract and retain talent and ensure consistency of awards. Trained people managers on these changes; training for all other staff is planned for the next reporting period.
- Completed annual benefits renewal processes for the 2022 plan year for Belgium staff and completed the annual U.S benefits renewal process and open enrollment for the 2022 plan year.
- Successfully transitioned the U.S. 401(k) plan recordkeeper to a new provider.
- Continued to develop our leadership team through our LEAD program (Leadership Education & Development), including Mastering Emotional Intelligence, Coaching for Peak Performance, and Workplace Violence Prevention.

- Continued to develop staff through learning and development opportunities, including the "Getting to Know ICANN" series, "The ART of Behavioral Interviewing" and two new programs: "The ICANN Org Way" training, ensuring staff have a shared understanding of how we create and maintain a safe and positive work environment; and, "Development Debriefs with ICANN Leadership", an active learning-based program blending aspects of mentoring, facilitated group discussions, and learning with a live cohort of peers facilitated by ICANN executives designed to help staff maximize our existing investment in growth and development while providing an opportunity for staff to network and learn together and connect with leadership.
- To further enhance our efforts toward diversity and inclusion, we organized and hosted an informal panel discussion in recognition of International Women's Day (8th March). It was a perfect opportunity to recognize some of our talented women in ICANN org.

Administrative Services:
- Extended the Istanbul office lease through 2024.
- The Global Health and Wellness program refocused its efforts on supporting staff working from home with activities including a fitness challenge and ergonomics support and guidelines. Facilitated global and regional giving back to local community programs.
- In the process of refreshing ICANN offices globally to enhance office conditions and in-office experience for staff's eventual return. Partnering with E&IT teams to enhance Zoom capabilities and technology in offices to ensure staff inclusivity upon their return to offices.
- In alignment with our new safety protocols, the development of a new identification badge system for all staff, board and visitors was adopted globally across all our offices.

Security Operations
- Assisted with the activation of the G-CMT in response to the situation in Ukraine to ensure that all risks and impact to the organization, its operations, and people are understood and managed to the best of our abilities.
- Continued day-to-day management of ICANN's response to COVID-19. Facilitated approval for Nairobi and DC offices to move to Phase 1 of RTNO reopening plan and finalized ICANN's methodology for returning to travel and face-to-face meetings and events.
- Began an org-wide review and optimization of ICANN's response planning mechanisms and plans, including office Emergency Response Plans (ERPs), the org's Crisis Management Plan (CMP), and business continuity elements.
- As part of the return to office readiness plan, facilitated staff and manager training on workplace violence prevention and assisted with the launch of a new identification badge system.
- Augmented Security Operations operational capability and on the ground regional presence with the hiring of a resident APAC Regional Security Manager (RSM) based in Singapore.

TOP ISSUES AND MITIGATION
- Ongoing response to the COVID-19 pandemic as we begin to travel and open offices, the war in Ukraine and its impacts is causing stress and fear for staff. Global attraction and retention of talent has become more competitive. Many of our efforts around culture, communications, and growth and development are focused to mitigate these risks. We continue to be agile in our responses.

- Due to the unforeseen nature of the Russia-Ukraine war and its potential for wider escalation, the Human Resources team made direct contact with each staff member in the Europe, Middle-East and Africa regions who could be impacted by the conflict to offer support and share resources available to them during crises. The Human Resources team is also maintaining regular contact with staff in Russia and the surrounding countries to ensure their safety and provide practical support. Additionally, training was provided to all people managers to offer guidance and coaching on how to support staff and keep the lines of communication open. In line with our emergency response procedures in place throughout our regions, the Security Operations team continues to closely monitor the situation and will do everything reasonably possible to support impacted staff.

ENGINEERING AND INFORMATION TECHNOLOGY

Ashwin Rangan, Senior Vice President, Engineering and Chief Information Officer (CIO)

KEY HIGHLIGHTS AND MILESTONES

E&IT has had to respond to multiple external security crises with significant internal impacts over the past few months, including Log4J and increased cyber security risks associated with global events. While the team has navigated these challenges, we remain vigilant, and of course there has been an impact on delivery. Nonetheless, work progresses on both community-facing activities (e.g., travel support modernization) and continued work on DNS resiliency (e.g., IMRS clusters in Africa, Asia, and Europe).

OVERVIEW OF ACTIVITY

Follows the Pillar-Plank rubric for reporting.

The Pillars

Front Office Relationship and Delivery (FORD) Team

The Information Transparency Initiative (ITI)
The ITI team deployed the updated and improved ICANN Careers pages on 2 December 2021. On 19 January 2022, the translations of the ICANN Careers pages were deployed in Arabic, Chinese, French, Russian, and Spanish. In addition, the Government Engagement pages were deployed on 1 March 2022.

Single Sign-On
Continued progress has been made to move Community-facing services to ICANN Account, our single sign-on (SSO) and secure authentication solution including GAC website integration, and Concur Travel/Expense for the Board.

Travel Support Modernization
A cross-functional team has looked at improving efficiencies and the onboarding experience for Funded Travelers. The vendor, Zoho, was selected and is in the process of requirements gathering and configuration.

Naming Services portal (NSp)
Completed and launched the Registry Maintenance Window Support project on 1 February 2022, so registry operators can report their planned outages. Started release planning and development for CZDS v3 project; on track to launch request cancellation feature in late March 2022.

Technical Services (TS)
Completed and launched the Technical Services part of the Registry Maintenance Window Support project on 1 February 2022, so registry operators can report their planned outages. Legacy project to update ZFA to store zone file contents exactly as received from Registry Operators(ROs) completed on 31 January 2022.

Staff Operations Pillar

Return to Normal Operations (RTNO)
The seat management system floor-plans, workstation layout, and staff data has been loaded, and the mapping has been completed. Training for regional admins is planned for early April.

Concur Travel and Expense for the Board
The new instance of Concur Travel and Expense for the board went live on Dec 17, 2021. Board members now can access Concur via the ICANN Account single sign-on portal.

The Planks

Software Engineering

Production Migrations to OpenShift
Software Engineering is migrating existing services and applications to new OpenShift clusters. This provides a robust toolchain to ensure our applications are reliable, scalable, fast, and secure. Currently, Software Engineering has 50 percent of all applications and services migrated in production to the new servers. This is an ongoing effort in conjunction with business units to ensure proper timing and minimal disruption to services provided.

Process and Technical Improvements
Software Engineering has established a baseline for what technical assets and documentation is required to ensure service success long term. These assets include technical diagrams, architectural documentation, and adequate dependency documentation.

Log4J Incident Response
Software Engineering responded to the Log4J zero-day incident by immediately performing an audit of all applications and services. Once the audit was performed, trackers were built up and work began on patching all affected systems and services. All services were patched in a timely manner with no signs of potential compromise.

Data Center and Cloud Ops (DCCO), Meetings Tech Services (MTS) and End User Support (EUS)

DCCO – Email Address Internationalization Readiness
We have completed two of the three main milestones for EAI readiness with our core email systems. The remaining milestone is for Proofpoint Email Protection to complete their updates to support EAI and they are on track for an updated release by FY22 SR2. This means ICANN can migrate to the EAI capable Proofpoint version by early FY23 SR1.

MTS – Hybrid Meetings
MTS successfully completed an exercise to update, test, and repack the ICANN Meetings Shipment to ensure all network and participation equipment are prepared for a return to hybrid meetings. We also documented and tested the measures MTS must take to facilitate an improved hybrid ICANN meeting during the shipment repack event.

EUS – Technical Support Requests
For the period of 1 November 2021 to 28 February 2022, End User Support fielded 2,007 general support requests. The same period in the prior year, 1 November 2020 to 28 February 2021, EUS worked 2,238 general support requests, an 11 percent reduction. The trend of decreasing support is in line with long term EUS goals, and is the result of improved automation, standardization and cross functional documentation.

Security and Network Engineering

Due to the recent global events, their proximity to the ICANN meeting, and the possible impacts on the Organization as identified by the several Crisis Management Teams in action the Security and Network Engineering (SaNE) department has been on high alert as a responder and with that focus the majority of project work has been paused with only two exceptions. Nonetheless, the following projects remain on track: IMRS Cluster deployments for Africa, Asia, and Europe and the Improvements for ICANN Staff Device Security.

IDENTIFIER RESEARCH, OPERATIONS, AND SECURITY (IROS)

John Crain, Chief Security, Stability and Resiliency Officer

OFFICE OF THE CHIEF TECHNOLOGY OFFICER (OCTO)

KEY HIGHLIGHTS AND MILESTONES

- Domain Name Security Threat Information Collection and Reporting (DNSTICR)
- Draft Root Zone Update Process Study now available for Public Comment
- Domain Abuse Activity Reporting (DAAR)
- Name Collision Analysis Project (NCAP) Study 2 continues
- RSSAC028 study vendor selected
- Identifier Technologies Health Indicators (ITHI) update
- New OCTO documents published
- KINDNS publishes initial list of DNS best practices
- Engagement and capacity building events
- Hosted a global DNS Resolver Operator Forum
- Trust and Public Safety Engagement Activities
- OCTO hands-on lab platform enjoys more users
- Provided direct assistance to two operators in activating DNSSEC validation
- Update on the DNS Security Facilitation Initiative (DSFI) Technical Study Group Report

OVERVIEW OF ACTIVITY

Domain Name Security Threat Information Collection and Reporting (DNSTICR)

OCTO staff continue to monitor for new registrations related to the COVID-19 pandemic and report those to the sponsoring registrar where sufficient evidence of phishing or malware distribution is found. Recent events in Ukraine have also been reflected in the list of search terms used, with place names, refugee charities and the like being added along with translations into Ukrainian, Russian, Polish and other appropriate languages.

Draft Root Zone Update Process Study Now Available for Public Comment

A draft of the "Root Zone Update Process Study" called for in the IANA transition proposal is now available for Public Comment. An international consortium led by JAS Global Advisors was selected to perform the study following ICANN org's standard procurement processes. The team worked closely with ICANN org (the IANA Functions Operator) staff and in consultation with Verisign (the Root Zone Maintainer) staff to gather information required to perform the study. The team also surveyed many TLD operators, as described in the study.

Domain Abuse Activity Reporting (DAAR)

A proposal has been made around how to evolve the current Domain Abuse Activity Reporting (DAAR) project. The core of the proposal is to create a modular measurement platform that can be easily extended with new modules over time and with the current DAAR being one of the many modules. The proposal has been discussed in ICANN's DNS Security Threat Mitigation

Program and received a green light to be further defined. Currently, it is going through the project management framework, the detailed specifications are being defined and made crisper.

Additionally, three more ccTLDs have been joining DAAR namely .fr,.pt, and .fo. It seems that DAAR is gaining more popularity across the ccTLD operator community.

Name Collision Analysis Project (NCAP) Study 2 Continues

The NCAP Discussion Group (NCAP DG) continues its work on NCAP Study 2. This group consists of SSAC members and other parties interested in the issue of name collisions. The NCAP DG is completing the work with support from ICANN org and contractors. Two papers documenting preliminary research toward Study 2 were recently published for public comment and the public comment staff report will be published in early April. These two documents will appear as appendices to the larger Study 2 report, which is expected to be completed in Q3 2022.

Vendor Selected for RSSAC028 Study

A request for proposals (RFP) to find a contractor to implement the main study called for in RSSAC028, "Technical Analysis of the Naming Scheme Used For Individual Root Servers", concluded with the selection of a joint proposal by NLnet Labs (a DNS software developer) and SIDN (the .NL TLD registry). This study was also requested by RZERC. Work will begin shortly and the study should be complete by the end of calendar year 2022.

Identifier Technologies Health Indicators (ITHI) Update

A new metric, M9 (Concentration of authoritative services), was added to ITHI. More information is available at https://ithi.research.icann.org/graph-m9.html.

New OCTO Documents Published

The OCTO team published five new documents in the OCTO document series:
OCTO-028 "Registrations Related to COVID-19: 18 Months of Data" (November 2021)
OCTO-029 "DNSSEC Deployment Guidebook for ccTLDs" (November 2021)
OCTO-030 "IETF Year in Review for 2021" (January 2022)
OCTO-031 "Quantum Computing and the DNS" (February 2022)
OCTO-032 "DNS Resolvers Used in the EU" (March 2022)

KINDNS Publishes Initial List of DNS Best Practices

In February, the Knowledge-Sharing and Instantiating Norms for DNS and Naming Security (KINDNS) initiative published its initial list of DNS best practices for both authoritative name server operators and recursive resolver operators. These best practices have been shared with the community on the KINDNS mailing list for open debate and discussion. We also had a community update session during ICANN73 where progress and updated planning were shared with the community.

Engagement and Capacity Building Events

The OCTO Technical Engagement team conducted 33 events to build technical capacity and engage with communities. Four events were held in the LAC region, 5 were in the APAC region, 7 were in Europe, two were in North America, and 15 were in Africa and the Middle East regions.

Hosted a global DNS Resolver Operator Forum

In December, OCTO hosted a three-hour webinar for DNS resolver operators to present and discuss current trends affecting their work. More than 200 participants attended. Highlights included a keynote speech from Paul Mockapetris, and a very rare public presentation by Google on their 8.8.8.8 public DNS product.

Trust and Public Safety Engagement Activities

During this period, ICANN participated in several events related to trust and public safety, such as:

- The FIRST AfricaCERT Symposium, organized by the Forum of Incident Response and Security Teams and AfricaCERT.
- UCENet's virtual conference. UCENet is the former London Action Plan, now called Unsolicited Commercial Email Enforcement Network. While its main focus is spam, its members, which are all law enforcement agencies from almost 30 countries in North America, Asia and Europe, work in other areas directly related to DNS abuse. ICANN org maintains a close relationship with members of UCENet's Executive Committee and continues discussing opportunities for collaboration.

In addition, ICANN continued to:

- Assist authorities from different countries in efforts related to keeping the DNS safe and secure.
- Actively engage with the Messaging, Malware and Mobile Anti-Abuse Working Group (M3AAWG) and the Global Cyber Alliance, where our status as premium partner continues to allow us to provide them with subject matter expertise around their DomainTrust project.
- Strengthen its relationships in the incident response community through FIRST as well as through the initial steps of the engagement plan with the national and government response and security teams (CERTs, CSIRTs, CIRTs, NCSCs and other similar structures). In the context of National CERT engagement, work has started with the GSE and the rest of the TE regional teams to complete an inventory of local and regional CERTs and their level of maturity.
- Actively participate in closed, vetted trust-groups monitoring for threats against the identifier systems and to assist the cyber threat intelligence and operational security communities as appropriate.

In terms of capacity development, OCTO's Technical Engagement team remotely delivered a two-day training to Malaysian law enforcement authorities on DNS investigations, making use of our virtual lab attendees were able to interact and learn by practicing research steps we taught them in the context of investigating DNS abuse.

OCTO Hands-On Lab Platform Enjoys More Users

Approximately 98 community members enjoyed hands-on workshops led by OCTO staff to train them on DNS, DNSSEC, RDAP, and some other tools and resources useful to global law enforcement agents. These hands-on workshops use our lab platform to login to virtual machines where OCTO staff have set up a training environment for them to issue commands and get a feel for how real-world technologies work.

Provided Direct Assistance To Two Operators In Activating DNSSEC Validation

As follow up to its regular trainings and webinars on the importance of DNSSEC, the OCTO Technical Engagement team provided on-demand support to Orange Cameroun, a mobile network operator, and Gemnet, an ISP operating in Pakistan, to activate DNSSEC validation in their recursive resolvers. Our collaboration also helped them identify and fix various configuration errors in their DNS configuration. According to APNIC DNSSEC validation online lab stats, Orange Cameroun DNSSEC validation increased from less than 1% to near 90%, and Gemnet is now validating above 95%. A similar trend can be seen as well in countries where we do DNS validation training and where operators take initiative to implement what they learn. This kind of direct support has triggered a discussion with the company that manages Orange's overall DNS services in Africa (SOFRECOM) to have a more in-depth technical cooperation MoU in order to train their team and work together to further promote better and more resilient DNS operations.

Update on the DNS Security Facilitation Initiative (DSFI) Technical Study Group Report

The DSFI Technical Study Group (TSG) submitted their final report to the ICANN CEO on 15 October 2021. ICANN org has been going through a feasibility and evaluation of the recommendations that have come out of that report. Although different from the Action Request Registry (ARR), ICANN org has adopted the process framework of the ARR to process and track the recommendations. These steps are; Understand, Evaluate and Consider, Community Consultation, and Implementation. The recommendations are currently finishing the Understand phase, where the org works with the TSG to ensure that the recommendation is properly and fully understood. ICANN's CTO, John Crain, will be publishing a status blog on the DSFI in the near future which will go deeper into what the phases are and how the recommendations of the final report moves through those phases.

Announcements/Blogs Published During This Period
- A global ICANN resolver operator forum announced
- ICANN expands DNSTICR to monitor terms related to Russia-Ukraine war
- ICANN Publishes Paper on How Quantum Computing Will Affect the DNS in the Future
  - Buyer Beware: Not All Names Are Created Equal

Top Issues and Mitigation
None for this period.

INTERNET ASSIGNED NUMBERS AUTHORITY (IANA)

Kim Davies, Vice President, IANA Functions

Service Performance

- The IANA services met or exceeded all of the service level agreements for the period.
- Core IANA request-processing activities have been sustained at normal levels during COVID-19-related restrictions.

Performance in Brief

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

	Dec	Jan	Feb
DNS Root Zone			
SLAs Met	100%	100%	100%
Metrics Met	64/64	64/64	64/64
CSC assessed satisfactory or higher	✓	✓	✓
Request Volume	214	144	110
TLDs in Root Zone	1488	1488	1486
DNS Root KSK**			
Metrics Met	-	-	5/5
Scheduled Items Met	-	-	6/7
.INT Top-Level Domain			
New .INT registered	0	1	0
.INT modifications	0	0	0
Request Volume	13	6	6
Protocol Parameters			
SLAs Met	100%	100%	99%
Met MOU requirement (90%)	✓	✓	✓
Met internal target (95%)	✓	✓	✓
Request Volume	215	263	246
Number Resources			
SLAs Met	100%	100%	100%
Metrics Met	4/4	4/4	4/4
Met SLA requirement	✓	✓	✓
Request Volume	1	0	0
Label Generation Rulesets			
New LGRs posted	1	16	0
LGRs modified	103	3	1
Request Volume	1	2	1
General Enquiries			
Request Volume	100	76	96

** Only applicable to months where ceremonies are held.

Customer Satisfaction

- Our 2021 customer engagement survey has been conducted. The overall score among customers was 4.0, a slight decrease from 4.1 received in 2020. The participation rate increased from 8% to 10% this year.
- A summary of key findings is at https://www.icann.org/en/announcements/details/icanns-annual-iana-customer-survey-demonstrates-consistent-high-performance-22-2-2022-en
- The full presentation of the survey is available at https://www.iana.org/reports/2022/customer-survey-20220218.pdf

- IANA continues to measure customer satisfaction after requests are completed.

Satisfaction in Brief

	Dec	Jan	Feb
Response Rate	38.3%	35%	44.9%
Satisfaction	100%	100%	100%

Other Updates and Initiatives

- COVID-19 mitigations for KSK ceremonies continue. While a regular quarterly cadence has resumed, full in-person participation was not possible in Q1 2022. We expect to resume normal operations in a measured manner consistent with ICANN's overall approach to resuming face-to-face meetings.

- ICANN commissioned a study on the robustness of the root zone change process. The draft study findings posted for public comment at https://www.icann.org/en/announcements/details/icann-public-comment-proceeding-root-zone-update-process-study-14-03-2022-en

- The annual SOC2 audit on our system controls for our key registry management systems has been completed. The annual SOC3 audit for our Root KSK management controls is expected shortly.

Announcements and Blogs Published During This Period

- ICANN conducts its first key ceremony of 2022 to secure the internet
- ICANN's annual IANA customer survey demonstrates consistent high performance

GLOBAL STAKEHOLDER ENGAGEMENT (GSE), MEETINGS, PUBLIC RESPONSIBILITY AND SUPPORT (PRS)

Sally Costerton, Senior Advisor to President and Senior Vice President, Global Stakeholder Engagement

KEY HIGHLIGHTS AND MILESTONES

GSE continues to observe an increase in regional events, both virtual and hybrid with in-person participation. During this period, GSE and other community-facing teams from ICANN org ICANN org delivered trainings and webinars on technical and security topics, such as the DNS security threat mitigation program, DNSSEC, the root server system, Universal Acceptance and IDNs. For example, APAC team conducted six pre-event webinars ahead of the first APAC DNS Forum (29 March to 1 April 2022).

PRS is working together with a cross functional team to design a plan to contribute financial assistance of US $1 million to support access to the Internet in emergency situations as directed by the ICANN Board. The allocation will be focused on facilitating Internet access for users in Ukraine during this time when connectivity and access to information is most needed. ICANN is working to identify potential recipients that are already providing direct support into Ukraine and are aligned with ICANN's mission to ensure the secure, stable, and resilient operation of the Internet's unique identifier system. ICANN is not developing an application and selection process for this allocation. Details on this initiative will be communicated as it progresses.

PRS has supported the Board with the first phase of the pilot, applying the Global Public Interest (GPI) framework to the System for Standardized Access/Disclosure (SSAD) recommendations, and is currently supporting the Board with the second phase, which applies the framework to the New gTLD Subsequent Procedures (SubPro) recommendations.

Due to the COVID-19 pandemic, all face-to-face meetings were canceled through January 2022. In February 2022, the Global Meeting Operations department partnered with Meetings Technical Services to conduct a shipment repack and equipment update, which was the first in-person gathering of 18 staff from ICANN org and contracted vendors in one location. Strict health and safety measures were followed, and the work was completed with no issues or negative health impacts. The Global Meeting Operations department also conducted an inspection of the venue for the ICANN74 Policy Forum in The Hague, Netherlands in February 2022.

In March 2022, the department executed ICANN73 Community Forum, which successfully brought together over 1,578 participants from 146 different countries online for the virtual meeting. 38 community members also took advantage of the Bandwidth Reimbursement Program for the meeting.

OVERVIEW OF ACTIVITY

During this period, GSE delivered the Middle East DNS Forum pre-event webinars and launched the new Middle East DNS Forum website, https://www.mednsf.org/. The team also delivered six APAC DNS Forum pre-event webinars, ICANN Readouts for the LAC community,

Japan, China; Africa Space, Middle East Space, LAC Space and North America Space events at ICANN 73. GSE facilitated pre-ICANN 73 webinars for the GAC; APAC Space; supported a DNSSEC validation webinar for the Middle East; a panel on Universal Acceptance for the African community; Universal Acceptance outreach in Bangladesh; .SA DNSSEC workshop; a webinar on DNSSEC deployment for ccTLDs; partnered with APTLD on a Universal Acceptance workshop for the APAC region; Asia Pacific Internet Governance Academy; partnered with RIPE-NCC on Internet Measurement Day Czechia; and delivered a webinar on DNS, DNS security threats and DNSSEC for Pakistan, among others.

GSE also participated in community events such as NetMission Academy; OARC 37, NANOG 84, LACTLD, APRICOT, InfoForum 2022; Caribbean Telecommunications Union; China IGF; Bangladesh IGF; TWIGF; Asia Pacific School on Internet Governance; among other regional Internet governance talks.

Public Responsibility Support
PRS is developing a new virtual capacity-development program for beginners at ICANN. The purpose of this program is to create a positive impression that affirms how beginners' participation can add value to their professional development and the global Internet ecosystem, to introduce beginners to ICANN and build their understanding of it, and lastly, to help beginners understand how they can participate at ICANN. The pilot is expected to be launched in the first quarter of FY23.

At ICANN73, PRS and the GSE North America team hosted the "What to Expect at ICANN73" newcomer session during the Prep Week. PRS also supported the plenary session, The Global Public Interest Framework: Is it Useful?, providing background on the framework and the Board's piloting of it.

For this ICANN Meeting, ICANN accommodated 31 fellows and 3 NextGen@ICANN participants from 20 countries. They received guidance from community-appointed mentors, attended a session with the ICANN Board members and CEO, and participated in tailored trainings on consensus building and "The Art of Small Talks" by the Policy team. Fellows and NextGen@ICANN Participants attended the "What to Expect at ICANN73 a guide for Newcomers" session. Fellows also engaged with regional GSE representatives in a "Meet & Greet" session. NextGen participants presented on topics around trademark, data privacy, and Internationalized Domain Names (IDN).

For ICANN74, ICANN org has selected 29 fellows from 22 countries and is expected to select 12 NextGen@ICANN participants by 15 April 2022. PRS continues to support cross-functional Workstream 2 implementation efforts in the areas of diversity and human rights. Due to the virtual nature of ICANN73, the ICANN Community Childcare Grants Pilot Program was postponed; the grant will be available again to the community at the next in-person meeting.

Global Meetings Operations
- Prepared for site inspection for ICANN75 Annual General Meeting in Kuala Lumpur (early April 2022)
- Work in consultation with SecOps and the A-CMT to identify health and safety measures and document protocols for upcoming in-person and hybrid events.
- Planning for Board Workshop with ICANN org Executives and SO/AC Leadership (April 2022)
- NomCom Intersessional (April 2022)

- Africa Engagement Forum in Nairobi, Kenya (May 2022)
- ICANN74 Policy Forum (June 2022)
  - Work in consultation with community leaders on improvements to the hybrid meeting model and strategies to ensure an equal experience for in-person and remote attendees during the meeting.
  - Continued work on the Bandwidth Reimbursement Program
- Travel Modernization Project
- Other papers and initiatives as required

TOP ISSUES AND MITIGATION

GSE coordinated a series of regional virtual events and initiated planning for its first events with hybrid attendees since the start of the COVID-19 pandemic. The team is working toward delivery of the Africa Engagement Forum in Nairobi, Kenya with hybrid participants for May 2022.

PRS is supporting the Board's review of the recommendations of the Cross-Community Working Group on New gTLD Auction Proceeds (CCWG-AP) through an internal project called Project Plutus. The Board is meeting in the coming months to determine the next steps for this work, including a possible ODP.

PRS continues to respond to the demand for remote training for the community with new skills-based training in an innovative new fluid book format launched on ICANN Learn: Presentation Skills, Effective Writing Skills, Navigating Challenging Conversations, Facilitation Skills, Influencing Skills, Collaboration Skills and Problem-solving Skills.

PRS continues to support two ICANN Board Operational Priorities for calendar year 2022: Developing a Public Interest Framework and the Working Group on Anti-Harassment.

Global Meetings Operations
The *ICANN72 By the Numbers Data Report* can be found here and the *ICANN73 By the Numbers Report* can be found here. Previous meeting reports may be found here.

GLOBAL COMMUNICATIONS AND LANGUAGE SERVICES

Sally Newell Cohen, Senior Vice President, Global Communications

KEY HIGHLIGHTS

During this period, the Global Communications team initiated a global public relations program, and began distributing period news releases via the PR Newswire distribution service. The objectives of this initiative are to:

- Increase awareness of ICANN as a trusted steward of the Internet beyond our community
- Re-engage with media outlets and reporters
- Support the efforts of ICANN org's GSE, GE, and Technical Engagement teams

PR Newswire reaches more than 170 countries and delivers translated content in more than 40 languages. Its distribution coverage spans over 65,000 media outlets, 200,000 journalists and influencers, and 2.1 million social followers.

The team aims to issue two presses release each month, and has identified three topic streams:

- Stream 1: The multistakeholder model and its importance in ensuring one interoperable Internet
- Stream 2: Multilingual Internet / Connecting the next billion users
- Stream 3: Preserving the trust in ICANN's technical expertise

A new page on icann.org was also launched to include the latest ICANN press releases. This page is available in all six UN languages. Two press releases have been distributed since the beginning of 2022:

Press Release: Internet Governance Experts to Discuss Future of the Global Internet at ICANN DNS Forums
SINGAPORE – 28 March 2022

Press Release: ICANN-Managed Root Server Clusters to Strengthen Africa's Internet Infrastructure
ISTANBUL – 28 February 2022

For more information on the media coverage for these two releases, please see in the annex.

As a result of the letter written to the ICANN CEO by the Deputy Prime Minister, Minister of Digital Transformation of Ukraine, ICANN received more than 1,200 media mentions, in outlets such as the Bloomberg, CNN, MSM, PC Magazine, the Wall Street Journal, Yahoo News and more. The Communications team responded to myriad media queries, and developed speaking points and FAQs for use in answering questions from the media, community and other stakeholders.

INFORMATION TRANSPARENCY INITIATIVE (ITI) UPDATE

Government Engagement Content

In March 2022, the ITI team released an improved Government and Intergovernmental Organization Engagement (GE) section on the ICANN website. The new GE section was announced in a blog by Mandy Carver, Senior Vice President, Government and Intergovernmental Organization (IGO) Engagement. The improvements include:

- Better access to GE publications in all six U.N. languages
- A new page that houses ICANN org's submissions to external bodies, including IGOs and Internet ecosystem processes
- Keyword search within GE publications and other GE content
- Date filters
- Subscription to news alerts when new GE content is published

One-Year Anniversary

Also in March 2022, ICANN org marked one year since the launch of ITI in March 2021. In a blog, Sally Newell Cohen, Senior Vice President, Global Communications and Language Services, provided an update on ITI progress over the past year, which includes:

- An improved Public Comment feature
- New Careers pages
- Keyword search within files and pages
- Date and other relevant search filters
- Improved layout and user experience
- Multilingual navigation for specific content

The blog also revealed the upcoming planned releases of the following content sections:

- Board meeting materials
- Help pages
- Beginners' pages

CREATIVE SERVICES

During the reporting period, 216 different projects were completed by the Creative Services team. These projects include: graphic designs for social media efforts, infographics, social media campaigns, metric reports, banners, homepage features, videos, proofing and editing requests, presentation development, and more.

The Communications team is responsible for drafting or editing any blog and announcement published on icann.org. During this period, we published a total of 31 blogs and 46 announcements.

Please see the ICANN Social Media Report for metrics on our team's efforts in the annex.

New Material Created

DNSTICR brochure: https://www.icann.org/en/system/files/files/dnsticr-31jan22-en.pdf
Root Server System page and infographic: https://www.icann.org/root-server-system-en

LANGUAGE SERVICES

During the reporting period (15 November 2021 to 25 March 2022) the Language Services department supported the org by delivering the following:

Translations

Types of Translations	302 Projects	2,083,517 Words
General	152 Projects	1,162,910 Words
GAC	32 Projects	422,977 Words
Board	12 Projects	274,737 Words
Newsletters/PRs	15 Projects	28,650 Words
Announcements	55 Projects	87,846 Words
Blogs	36 Projects	106,397 Words

Teleconference Interpretation

Number of Calls	91 Calls (with, at least, 3 languages/call)
General	26 Interpreters
GAC	11,760 Minutes

Transcriptions

GNSO	174 Calls	11,531 Minutes
ICANN General	171 Calls	20,083 Minutes

From 22 February through 24 February, ICANN Language Services supported the ICANN73 Prep Week, and from 7 March through 10 March the team supported ICANN73 Virtual Community Forum as follows:

62 Sessions	Received RSI (Remote Simultaneous Interpretation) support
6 Languages	Supported throughout the meeting (AR, EN, ES, FR, PT, RU, ZH)
44 Interpreters	Worked throughout the meetings
13 Tech Experts	Supported the interpreters team from Congress Rental
34 Sessions	Received RTT (Real Time Transcription) support
6 Captioners	Provided Real Time Transcription
26K Minutes	Approximate number of minutes that will be transcribed

The RSI experience continues to be well received by the many users. Regardless of the knowledge and expertise we have acquired regarding this service, we continue to look for ways to improve the support we provide in partnership with Congress Rental and the Meetings Technical Services Team.

Additionally, and as a project completely separate from the daily tasks, the ICANN LS Team is working on two additional projects:

Project 1
Language Services BRAIN
The LS Brain is a single repository where all LS Team processes and procedures will reside with the LS Contingency Plan. The LS Team is working now in the second phase of the project which will be reviewed during the upcoming LS Team Virtual Working Week, scheduled to take place from 4-8 April 8 2022.

Project 2
ICANN Language Services Policy and Procedures – **Document Update**
The LS Team is gathering all information related to the changes and updates derived from the past two years where support such as Remote Simultaneous Interpretation (RSI) had to be deployed to attend the needs of the org and community.

At the same time, the team is assessing the current services in order to update as needed, based on the new demands of the org, community and multistakeholder model.

POLICY DEVELOPMENT SUPPORT

David Olive, Senior Vice President, Policy Development Support and Managing Director – Washington, D.C.

HIGHLIGHTS AND MILESTONES
Policy Development

- **ccPDP3** | The third ccNSO Policy Development Process (ccPDP) submitted its proposed policy on retirement of country code top-level domains (ccTLDs) to the ICANN Board and is awaiting a response. The ICANN Board conducted a Public Comment proceeding from November 2021 to January 2022 and notified the Governmental Advisory Committee.

- **ccPDP4** | The fourth ccNSO PDP on the (de)selection of Internationalized Domain Name (IDN) ccTLD strings includes three subgroups. The variant management subgroup continues its review of the IDN variant TLD recommendations and the ICANN org paper on the topic. The de-selection subgroup, tasked with defining the trigger event(s) that will cause the start of the IDN ccTLD retirement process, recently completed its work. The third subgroup on confusing similarity starts its work at the end of March 2022.

- **gTLD Registration Data Accuracy Scoping** | The team is finalizing its description of current accuracy requirements and enforcement. It is also reviewing proposals for how data can be gathered to measure whether these existing requirements are being met. The team is awaiting input from ICANN org on a number of follow-up questions it has posed in relation to how existing requirements are enforced. Similarly, the team hopes to receive an update soon on the ICANN Board commitment to develop scenarios for how ICANN org could obtain legitimate access to generic top-level domain (gTLD) registration data to confirm accuracy that could be tested with the European Data Protection Board (EDPB).

- **EPDP-TempSpec**
    - **Phase 2A** | The GNSO Council submitted its Phase 2A Final Report on the Expedited Policy Development Process (EPDP) on the Temporary Specification (TempSpec) on gTLD Registration Data, which the ICANN Board approved in March 2022. The ICANN Board determined that, based on current information and subject to further inputs from Data Protection Authorities and legal analysis, the EPDP-TempSpec Phase 2A recommendations do not appear to be in conflict with (a) the General Data Protection Regulation, (b) existing requirements for gTLD registry operators and registrars, or (c) ICANN's mandate to ensure the stability, security, and resiliency of the Domain Name System (DNS).
    - **Phase 2** | The GNSO Council formed a small team to assist it with the analysis of the Operational Design Assessment (ODA) and recommendations for next steps in its consultation with the ICANN Board. At this stage, the small team is of the view that the ODA does not provide sufficient information to decide the costs and benefits of the System for Standardized Access/Disclosure (SSAD). It is considering recommending the implementation of a proof-of-concept approach, which would allow for the gathering of further data to better inform a decision on how to proceed with the SSAD recommendations.

- **EPDP-IDNs** | The team has largely completed an initial review of substantive deliberations on "Topic A: Consistent Definition and Technical Utilization of Root Zone Label Generation Rules (RZ-LGR)." During ICANN73, the team deliberated on questions

related to the operational framework by which registry operators could apply for or seek to activate allocatable variant gTLD labels. It considered a proposal to survey eligible registry operators to understand the demand for activating variant labels. The team also discussed whether there should be variable pricing associated with variant TLDs and whether allocatable variant TLDs can be activated on a rolling basis.

- **EPDP-IGOs** | The EPDP on Specific Curative Rights Protections for Intergovernmental Organizations (IGOs) Team has completed its review of Public Comment submissions on its Initial Report and has updated its final recommendations as appropriate. The team has completed its consensus call on those recommendations and will deliver its Final Report to the GNSO Council in early April 2022.
- **Transfer Policy Review PDP** | The Transfer Policy Review Policy Development Process (PDP) Working Group is tasked with determining if changes to the policy are needed to improve the security and efficacy of inter-registrar and inter-registrant transfers. The working group is currently making progress on Phase 1A topics and continued deliberations on Denial of Transfers and initiated a discussion on bulk use cases for inter-registrar transfers.
- **New gTLDs SubPro PDP** | The ICANN Board directed ICANN org to initiate an Operational Design Phase on the Final Report outputs of the New gTLD Subsequent Procedures (SubPro) PDP. The ODP began in December 2021, and the ODA is expected to support the ICANN Board consideration of the outputs.
- **RPMs PDP** | On 16 January 2022, the ICANN Board adopted the Phase 1 consensus recommendations from the Review of All Rights Protection Mechanisms (RPMs) in All gTLDs PDP. Phase 2 of the RPMs PDP is a review of the Uniform Domain Name Dispute Resolution Policy (UDRP). To aid the GNSO Council in developing the charter and scope of work for Phase 2, ICANN org has drafted a Policy Status Report on the UDRP that provides an overview of the UDRP to support GNSO assessment of the effectiveness of the UDRP for its intended purposes. The Policy Status Report was published for Public Comment. The final Policy Status Report, considering Public Comment submissions, will be presented for the consideration of the GNSO Council.

Advice

- The **security and stability of the DNS continues to be a priority theme in At-Large community discussions.** The At-Large Consolidated Policy Group is preparing the At-Large Advisory Committee (ALAC) response to the questions from the GNSO Council small team on DNS abuse.
- The **ICANN73 GAC Communiqué** identified a number of issues of importance such as the Global Public Interest Framework, subsequent rounds for new gTLDs, accuracy of gTLD registration data, implementation of EPDP-TempSpec Phase 1 recommendations, DNS abuse mitigation, and Universal Acceptance.
- During ICANN73, the RSSAC conducted a meeting and a public session to raise awareness about its recent publications. The **RSSAC is closely tracking the work to evolve root server system (RSS) governance**. Currently, there is no active work party in the RSSAC Caucus, and its next meeting will be conducted in conjunction with Internet Engineering Task Force 114 in July 2022.
- **SSAC work parties continue to make progress** on routing security, reviewing ICANN community feedback on SAC114, DNSSEC DS automation, the evolution of DNS resolution, and the DNSSEC and Security Workshop.
- On 18 March 2022, the Public Comment proceeding for the **Name Collision Analysis Project (NCAP)** Study 2 Document closed. The NCAP Discussion Group will consider

the input received during this Public Comment proceeding as it continues to develop the draft NCAP Study 2 Report.

Governance

- On 23 March 2022, voting began for ccNSO members to adopt the proposed **new ccNSO internal rules**, which would replace the current rules dating back to 2004. The internal rules will have a direct impact on ccNSO governance, specifically on the respective roles and responsibilities of the ccNSO Council and ccNSO membership.
- The **RSS Governance Working Group expanded its membership to include all root server operators** and modified its working methods to require consensus. Both developments will provide greater legitimacy to an outcome that is accepted by the stakeholders of the RSS.
- The Supporting Organizations and Advisory Committees agreed to form an ad-hoc, representative **Work Stream 2 Community Coordination Group** to coordinate ICANN community implementation of and exchange information on certain recommendations from Work Stream 2 of the Cross-Community Working Group on Enhancing ICANN Accountability. In parallel, the Supporting Organizations and Advisory Committees continue to work on their respective implementation of other Work Stream 2 recommendations that are relevant to them.
- ICANN org and an external consultant will work with the ad-hoc **Community Representatives Group to select nominees for the ICANN Bylaws-mandated Independent Review Process Standing Panel**, which began its meetings in March 2022. The group comprises representatives from the ALAC, ccNSO, GAC, and GNSO.

Charters

- The **Customer Standing Committee (CSC) Effectiveness Review is underway**, and the team has finalized its fact-finding.
- The **Root Zone Evolution Review Committee (RZERC) charter review is underway**. Working with ICANN org, the RZERC developed a process for the charter review, which is required every five years.
- The **gTLD Registries Stakeholder Group and the Not-for-Profit Operational Concerns Constituency continue their charter reviews** in close coordination with ICANN org.

Leadership

- The ASO Address Council began the selection process for ICANN Board Seat 10. An announcement is expected in May 2022.
- The Contracted Parties House of the GNSO finished the selection process for ICANN Board Seat 13, and the Empowered Community Administration confirmed the GNSO selection on 21 March 2022.
- The ccNSO Council elected a new vice chair to join the current chair and other vice chair. They began their new term at the end of ICANN73.
- The ALAC appointed a new liaison to the ccNSO during ICANN73.
- The new GAC leadership team began its term at the end of ICANN73.
- The CSC re-appointed its chair and vice chair until October 2022.

ICANN73

- The **Policy Development Support function supported 66 of 79 sessions** held during the third virtual Community Forum.
- The Policy Development Support function organized ICANN73 Prep Week, which featured 12 webinars. Topics ranged from an introduction for newcomers to project updates from several ICANN org functions. The **Policy Update had 165 participants**, while the eleven other webinars each had between 62 and 167 participants.
- The Policy Development Support function published its regular **ICANN73 Policy Outlook Report** and **ICANN73 Policy Outcomes Report**.

GOVERNMENT AND IGO ENGAGEMENT

Mandy Carver, Senior Vice President, Government and IGO Engagement

KEY HIGHLIGHTS AND MILESTONES

Engagement at the UN in New York City and ITU in Geneva

The GE team in New York began covering two of the UN General Assembly Committee deliberations: the UN Open-ended Working Group on cybersecurity (OEWG) and the UN Ad Hoc Committee (AHC). The OEWG is a four-year process to discuss all cybersecurity-related topics, and based on the work of the previous OEWG, we are expecting that it will discuss issues directly touching on ICANN's mission (as explained in the GE publication, country focus report on The Netherlands and the "Public Core of the Internet"). The AHC is tasked with drafting the UN Cybercrime Convention by 2024. In addition, March 2022 marked two major events at the ITU, each of which had the potential to touch upon ICANN's mission. The first was the World Telecommunication Standardization Assembly (WTSA - March 1-9) which took place 2 years later than planned, due to the COVID-19 pandemic. Held in Geneva it was the first ITU meeting to have face-to-face sessions since the pandemic lockdown. The second was the ITU Council meetings.

Engagement with European Institutions

- Beginning in November, Göran Marby met with several members of the European Parliament, European Commission, other government officials, and Business executives in Brussels, London, and Athens. Dates and locations of these meetings are listed in reports to the GAC, and more details are listed below in "Overview of Activity." He also attended the Future Tech Forum in London, UK.
- In February, at the Mobile World Congress (MWC2022), ICANN announced Kenya will be the host of one of two IMRS clusters to be placed in Africa. This engagement also advanced awareness of the Coalition for Digital Africa project.

OVERVIEW OF ACTIVITY

Governmental Advisory Committee (GAC) Engagement

The GE function increased engagement with the GAC through regular calls with the GAC leadership and by providing updates on geopolitical and Internet governance activities with the potential to impact ICANN's mission. Additionally, the GE team was involved in the preparation for the ICANN72 and ICANN73 GAC meetings briefing materials.

GE organized discussions with different GAC representatives (France, EU Commission, Burkina Faso, Burundi) to explain ICANN's response to the letter from the Ukraine's Minister of Digital Transformation.

GE prepared a draft answer to the African Union Commission's request for "au" release and prepared the potential next steps in the process with the GAC Leadership.

Participation in and following of Internet and Technical Internet Governance Discussions

Members of the ICANN organization, Board and community participated in the 16th Annual meeting of the Internet Governance Forum 2021. The hybrid meeting was held in Katowice from the 6th to 10th of December, hosted by the government of Poland with the overarching theme: "Internet United." The GE team helped coordinate three virtual sessions: a Pre-Event for the Youth IGF titled, "Tutorial on the DNS Root," a workshop on the "State of the DNS Privacy Technologies," which garnered around 100 participants, and an Open Forum on "The building

blocks to meaningful connectivity." The open forum focused on the importance of universal acceptance and IDNs to foster the development of local content and support meaningful connectivity and how the expansion of the top-level domains in other scripts and symbol systems can further this goal.

Government and IGO Engagement

GE supported CEO and President, Göran Mabry's series of meetings beginning with a visit to Brussels at the beginning of December to meet with several members of European Union (EU) institutions to discuss European legislation and other EU's initiatives with the potential to impact ICANN. These meetings included the European Commissioner for Innovation, Research, Culture, Education and Youth, the Digital Adviser to the President of the Commission, Members of the European Parliament and the rapporteur for the NIS2, as well as representatives of the French Presidency of the Council.

Throughout February, GE supported the CEO in face-to-face meetings in Athens, Brussels, and London, and continued engaging with policymakers on European legislation and providing information on ICANN's work and activities. The trip concluded in Barcelona at the Mobile World Congress (MWC).

While in Greece, the CEO met with representatives of the EU Agency for Cybersecurity (ENISA) for discussions which included the ENISA's report on privacy and security of DNS public resolvers. ICANN presented them with elements of OCTO's study on the DNS resolvers' market (the full ICANN report was shared with them in a later stage). Present at the meetings in Athens were the Secretary General of Telecommunications and Post at the Hellenic Ministry of Digital Governance, the President of the Hellenic Telecommunications & Post Commission (EETT) and the incoming Chair of Berec.

Meetings in Brussels were held with the European External Action Service (EEAS) and representatives of the EU office of the ISPs association EuroISPA. The CEO also spoke at an informal gathering of Swedish nationals as part of the EU institutions and tech industry in Brussels. In furtherance of the Brussels's outreach, the CEO also met online with the EU Commissioner for Home Affairs and with the NIS2 rapporteur.

In London the CEO met with representatives of the UK competition authority for the broadcasting, telecommunications and postal industries, Ofcom; and representatives of the Department for Digital, Culture, Media and Sport (DCMS), as well as with representatives of the ICANN community in the UK.

At the end of February, the CEO traveled to Barcelona for the Mobile World Congress (MWC) where he met with Ministers and representatives of various government's agencies, including Bangladesh, Brazil, the United States and Turkey. During the MWC ICANN also announced that Kenya will host an ICANN Managed Root Server (IMRS) cluster, the first on the African Continent.

During the ICANN73 meeting, the GE team organized the Discussion Forum on Geopolitical, Legislative, and Regulatory Developments plenary. Over 600 members of the community attended the webinar, the goal of which was to provide a deeper understanding of potential impacts from legislative proposals and to encourage the development of mitigation strategies for both the community and ICANN org. The session was the first of what will be a regular feature at ICANN meetings. The recording can be viewed at this link.

Some other earlier meetings and events that are worth mentioning are an OECD meeting on 18 November 2021 to discuss an upcoming report on the security of the DNS and a workshop on Terrorist Operated Websites organized by the European Commission on 10 March 2022 in which OCTO SSR Engagement and GE participated.

In addition, ICANN org submitted a contribution in response to the European Commission's Call for Evidence on the "EU Toolbox Against Counterfeiting." The aim of the feedback was to highlight ICANN's mission and its role in making and enforcing policies that apply globally to the Domain Name System (DNS) and, in particular, to generic top-level domains (gTLDs). The contribution also included information on ICANN org's DNS abuse mitigation tools, such as the Domain Abuse Activity Reporting System (DAAR) and the Domain Name Security Threat Information Collection and Reporting (DNSTICR) program, as well as on ICANN org's engagement with law enforcement, other public safety agencies, and collaboration with the cybersecurity community. The contribution concluded with ICANN's offer to the EU of a more in depth discussion of potential mitigation mechanisms and ICANN's role in the space in order to more accurately support policymakers analyses and objectives when discussing these issues.

TOP ISSUES AND MITIGATION

United Nations: OEWG, AHC
The UN Open Ended Working Group (OEWG) is in the midst of a 4-year process to discuss all cybersecurity-related topics. The first formal meetings will be held from March 25 to April 1st, 2022. Coverage of that meeting will be included in the next CEO report. The AHC held its 1st substantive session February 28 – March 11, and discussed the scope, objectives, structure and the mode of work for the deliberations on the UN cybercrime convention. AHC also had its first intersessional consultations March 24-25.

ITU: WTSA, Council
March 2022 marked two events at the ITU, each of which had the potential to touch upon ICANN's mission. The first was the World Telecommunication Standardization Assembly (WTSA - March 1-9). The second was the ITU Council meetings. For details on both these sets of discussions please see the Geneva Engagement Office entry in this report.

Communications Support
The 16th Internet Governance Forum
- Developed communications around ICANN's participation in the forum, including messaging, an announcement and social media promotion.
- Developed ICANN's Open Forum format and talking points for the panelists.

GE Publications
Provided editing and proofing support to the document, *Country Focus Report: China Internet-Related Policy Initiatives and Laws*, published on 31 January 2022.

REGIONAL OFFICE REPORTS

APAC (SINGAPORE)

Jia-Rong Low, Vice President, Stakeholder Engagement and Managing Director – Asia Pacific

OVERVIEW OF SIGNIFICANT ACTIVITIES

Our key activities focused on contributing to the following goals (as laid out in the APAC Regional Plan which contributes to the ICANN FY21-25 Strategic Plan):

Goal: Enhance knowledge about DNS operations and security.
- ICANN Board Chair Maarten Botterman spoke on ICANN's role in addressing DNS security threats at the Global CyberPeace Challenge 3.0 (GCC3.0). Also, we delivered the following trainings:
    - "DNS Fundamentals" for affiliates of National Internet Exchange of India (NIXI) and Indian Registry for Internet Names and Numbers (IRINN); and
    - "DNS Security and Mitigation for LEAs" partnering Malaysian Communications and Multimedia Commission (MCMC)

Goal: Encourage and promote DNSSEC deployment.
- We conducted a DNSSEC tutorial/workshop at PacNOG29 and GCC 3.0 respectively.

Goal: Support and grow active, informed, and effective stakeholder participation.
- We provided updates to the community at China and Japan's ICANN72 Readout. At APAC Space, besides ICANN readouts, we also conducted a session on IDN-related public comment proceedings, calling for submissions.
- At the APRICOT2022 conference, we encourage community participation at upcoming 2022 key events in APAC.

Goal: Support regional and local Internet Governance (IG) fora.
- ICANN Board Chair Maarten Botterman delivered a speech at inSIG2021, covering various updates including SubPro ODP work. Further, at the inaugural India IGF, Maarten spoke on Technical Internet Governance (TIG). We also presented on TIG at the 2nd China IGF, as well as the Bangladesh IGF 2021.
- Four pre-event webinars covering various topics were conducted in the lead up to the inaugural APAC DNS Forum 2022.

Goal: Support UA activities in the region, particularly the UASG and UA Local Initiatives (LI).
- We joined UA panel discussions at the TWIGF2021 and Bhashantara 2021.
- We also participated in India's National UA Committee Meeting and conducted UA outreach sessions with the GNSO and the Bangladeshi community.
- Further, we supported the organizing of a UA updates session at APTLD81.

Goal: Inform relevant stakeholders about ICANN's role in the Internet ecosystem.
- We delivered a technical lecture on "Core Internet Technologies" at APSIG2021. At the Netmission Academy 2022, ICANN Board Chair Maarten Botterman and other ICANN org staff spoke on ICANN's role in the Internet policy making process and IG ecosystem.

- Voice and Data magazine (Feb issue) featured our article on ICANN's role in safeguarding the global, united Internet.

Content Creation

APAC

- Drafted talking points for ICANN Board Chair Maarten Botterman for inSIG2021 (21 November), covering various updates including SubPro ODP work.
- Drafted talking points for Board Chair Maarten Botterman for the inaugural India IGF (25-27 Nov). Maarten was a panelist on a high-level round table and spoke on Technical Internet Governance (TIG). Also drafted a commentary article "Internet for All: A connected India has learnings for the world" for Maarten but the organizers were unable to get it published eventually.
- Coordinated with Alex/Justin to draft talking points for Board Chair Maarten Botterman's participation at Global CyberPeace Challenge 3.0 (8 February) where he spoke about ICANN's role in addressing DNS security threats.
- Drafted an opinion editorial for Samiran Gupta for Voice & Data magazine (Feb issue) on ICANN's role in safeguarding the global, united Internet.
- Support the first APAC DNS Forum with publishing monthly newsletters and social media posting. Developed Comms plan that includes media outreach, paid social media campaign, announcements, and blogs.

CRM

- Developed Comms plan for Events 2.0 upcoming launch, but launch is on hold until data privacy issues are resolved with Legal.

PRS

- Discussed and developed new ideas to generate awareness of NextGen Program as well as the narrative. Testing out new social media campaign using Instagram.

Meetings Team

- Developed Comms plan and cadence for ICANN74.

EUROPE (BRUSSELS)

Chris Mondini, Vice President, Stakeholder Engagement and Managing Director, Europe

KEY HIGHLIGHTS AND MILESTONES

ICANN's health and security team prepared a request to move to "Phase One" of the reopening plan for the Brussels Office as soon as the U.S. Centers for Disease Control changes the risk categorization for Belgium. Safety measures are in place within the office, with a plan for cosmetic, decorative, and architectural changes to enhance the space before staff return. Online holiday gatherings, "virtual fikas" and renewal of some key employee benefits helped maintain staff morale during the continued period of remote work.

Our regional crisis management team (R-CMT) continued to meet weekly to assess the pandemic situation, pivoting to also address Ukraine war-related staff safety and morale concerns.

Giovanni Seppia (Vice President of Implementation Operations) and Odeline MacDonald (Associate General Counsel) were welcome new additions to the Brussels office team.

OVERVIEW OF ACTIVITY

Two visits of the ICANN CEO, for which travel exemptions were secured, helped generate momentum for engagement efforts across the region, particularly in Brussels, Athens, London, and Barcelona. We made progress on UK engagement, making use of UK-based staff and the ability for leading UK community members to gather in person for the first time in two years.

Technical Engagement

Across the region, work focused on workshops and training, conducted entirely over Zoom. A robust series, in terms of content and participants, has been established in the Nordics, the Central Europe and Baltics region, and the German speaking geographies. Topics included:

- DNSSEC in the Nordics
- Internet Fragmentation Risks – Technical and Political Perspectives
- Quantum Computing and Cryptography on the Internet
- What is Blockchain and Why Will it Never be Part of the Mainstream DNS Conversation
- DNS 101 for Central Europe & the Baltics
- ICANN's Technical Mission

Several technical topics were covered in online sessions addressing conferences and university audiences, for example at the Swedish *Internetdagarna* we presented on KINDNS.

In cooperation with our partner RIPE NCC, we organized two Internet Measurement Days, one for the Czech Republic and the other for Georgia focusing on research and developments on measurement tools for the Internet, the DNS, and traffic routing.

Finally, to assist in ongoing engagement with ccTLDs we compiled an internal worldwide repository of ccTLD profile data.

Business Engagement

Activities in Europe consisted of many bilateral discussions, for example, with the Internet service providers and their associations in Brussels, the U.K., and at the Mobile World Congress in Barcelona. In addition, Tech UK and Digital Europe contacted ICANN to discuss current political trends and their effects on global Internet connectivity. We continued to represent ICANN perspectives among members of the European Internet Foundation. Our CEO attended the Future Tech Forum in London.

In Italy, we conducted training for Small and Medium Enterprises (SMEs) on "going digital" with an emphasis on domain name registration and best practice. We refreshed our basic ICANN for Business presentation materials.

Government Engagement

ICANN org colleagues across Europe collaborated to conduct a series of calls with Governmental Advisory Committee (GAC) members from European Union (EU) member states. These were aimed at explaining technical and operational impacts of proposed legislation and directives. Bilateral meetings conducted during the CEO visits had similar aims

We were also able to organize, on short notice, a webinar featuring ICANN OCTO and root server operators in Europe to explain the root service to EU policy makers debating aspects of contemplated cybersecurity legislation.

Civil Society
There was a strong focus on Academic engagement in recent months, with lectures and programs in the Netherlands, Belgium, Sweden and Poland.

Our support for the Internet Governance Forum and Internet Governance Forum initiatives included work within the IGF Support Association (IGFSA) and speaking engagements, for example at IGF France. We provided material and logistical support to IGFs in Italy and Spain.

We supported EuRALO's monthly online round table series and their 15th anniversary online celebration. We also continued to participate in both *pre*-ICANN public meeting planning sessions with multistakeholder bodies in many countries, and *post*-ICANN public meeting "Read-Outs" in multiple venues and languages, in collaboration with EuRALO and other local partners. These sessions allowed for a common understanding of the major outcomes of ICAN73, the status of key initiatives and the ability for casual followers of ICANN to have a summarized view of developments.

Communications Outreach
ICANN Training Series – Europe
- This series now covers other subregions in Europe, namely the Nordic, Central Europe and the Baltics, and DACH (Germany, Austria and Switzerland) regions.
- The communications team with GSE Europe worked on the best approach to promote the expansion of this informational activity. The ICANN Training Series was coined ensuring recognition of the series, when promoted on social media by ICANN and the supporting partners for each of the events.

Talking Points Drafting - Drafted talking points for Göran's Europe Trip, that also included the MWC 2022.

Media Outreach: Arranged a series of background information briefings with journalists in Brussels and other European capitals for Chris Mondini and Göran Marby. These helped prepare them for on the record CEO interviews resulting in positive press outcomes.

Interviews
8 December
- Göran Marby's interview with Les Echos – "There is no risk of fragmentation of the Internet," says Göran Marby, the head of ICANN"
- An article in *Les Echos* regarding ICANN's stand on the NIS2 directive – "Cybersecurity: Commission drafts worry ICANN"

10th December
AFP interview with Göran Marby – [Internet guardians want to break web's language barriers](#).
- Over 22 global pickups.

Reactive
28 February
Euractiv article- [China, Russia prepare new push for state-controlled Internet](#)

Other Ongoing Work
We saw continuous growth of subscribers on all sub-regional email lists and audience numbers for webinars continued to grow.

TOP ISSUES AND MITIGATION

ICANN 74 planning consumes time, attention, and energy across the teams in Europe. The challenges of a hybrid meeting combined with strong demand by both local stakeholders and community groups for side events and activities will keep us busy but should result in highly gratifying interactions during ICANN74 in the Hague in June.

The start of the Russian invasion of Ukraine resulted in a complex series of issues that we were able to address, making important points about ICANN's mission to broader audiences. We have real-life impacts on many Ukraine and Russia based ICANN stakeholders that we are working to navigate. As the war progresses, the challenges and pressures will continue to grow, requiring close collaboration and thoughtful responses.

GENEVA ENGAGEMENT OFFICE

Mandy Carver, Senior Vice President, Government and IGO Engagement

KEY HIGHLIGHTS & MILESTONES

Engagement at the ITU in Geneva
- 16-18 December 2021, attended the World Telecommunication Policy Forum (WTPF)
- 11-20 January, attended the Cluster of ITU Council Working Groups and Expert Groups meetings in preparations for the ITU Council-22
- 14 February, organized a bilateral dialogue with the French Ambassador for Digital Affairs
- 1-9 March, attended the ITU World Telecommunication Standardization Assembly (WTSA) in Geneva. This forum has the potential to touch on ICANN's mission through the different Internet-related resolutions adopted.

ICANN org collaborated with other organizations in the Internet ecosystem to cover the WTSA discussions and drafting sessions. The delegates discussed and passed several resolutions that have the potential to touch on ICANN's mission. Two worth mentioning here were **Resolution 20**, "Procedures for allocation and management of international telecommunication numbering, naming, addressing and identification resources" (NNAI), and **Resolution 50** on "Cybersecurity." In both cases there were attempts to broaden the language and therefore the remit of the ITU. In R20 the effort was to include the Internet in R20 and in R50 to expand the work of the relevant ITU Study Group 17 to include a term related to "New IP."

Other less controversial resolutions included **Resolution 64** "Internet protocol address allocation and facilitating the transition to and deployment of IPv6" which calls upon member states **and sector members**: "to encourage, with support from the ITU regional offices, the regional Internet registries and other regional organizations in coordinating research,

dissemination and training actions with participation by governments, industry and the academic community in order to facilitate the deployment and adoption of IPv6 within the countries and in the region, and to coordinate initiatives between regions to promote its deployment worldwide. Some other resolutions of interest were accepted mainly without major discussion and only minor editorial changes.[1]

The ITU Council met in Geneva from March 21 – March 30. More information on its outcome will be provided in the next CEO Report to the Board.

KEY REGIONAL ACTIVITIES

GE, working with GSE Africa and GSE Middle East supported the Coalition for Digital Africa (CDA) project within which GE established a potential action plan with ITU-D. This collaboration plan has been validated by both ICANN Org and ITU-D Leadership.

GE also continues to follow the deliberations on Geographical Indicators at WIPO.

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[1] Resolution 48 "Internationalized (multilingual) domain names" had slight editorial changes; it instructs ITU SG 16 and other relevant SGs "to continue to study internationalized (multilingual) domain names, and to continue to liaise and cooperate with appropriate entities, whether intergovernmental or non-governmental, in this area".

Resolution 60 "Responding to the challenges of the evolution of the identification/numbering system and its convergence with IP-based systems/networks" had some small edits, including that Study Group 2 should continue "studying, in liaison with the other relevant study groups, the necessary requirements for the structure and maintenance of telecommunication numbering, naming, addressing and identification resources in relation to the deployment of future telecommunications/ICTs including IP-based networks."

Resolution 75 "The ITU Telecommunication Standardization Sector's contribution in implementing the outcomes of the World Summit on the Information Society, taking into account the 2030 Agenda for Sustainable Development" was of interest, as much as the WSIS+20 Review has been advertised by the Russian Federation as part of their plan to expand the mandate of the ITU in Internet Governance.

There were also proposals for new resolutions, which had the potential to expand the mandate of the ITU in new areas, but they couldn't gain enough support by all member states; and thus, were not adopted (e.g., a new resolution on Artificial Intelligence, a new resolution on Open Networks).

MIDDLE EAST, AFRICA (ISTANBUL)

Baher Esmat, Vice President, Stakeholder Engagement – Middle East and Managing Director – MEA

KEY HIGHLIGHTS AND MILESTONES

One of the most notable initiatives planned and executed during this period was the joint partnership between ICANN org with the African Top Level Domain Organizations (AFTLD) for a collaborative Universal Acceptance (UA) training program for members of the African community. This joint effort between ICANN and AFTLD is designed to raise awareness of UA challenges in the region, to help build capacity to address those challenges, as well as assist ccTLD operators and other stakeholders in developing and implementing robust IDNs and UA-related systems and policies. See formal announcement and training sessions details here.

OVERVIEW OF ACTIVITY

Nov 18, 2021 – ICANN72 Middle East Readout session (Virtual)

Nov 22, 2021 – Webinar on Universal Acceptance for Iraqi stakeholders (Virtual)

Nov 24, 2021 – Lecture on DNS Security Threats during the 5th International Conference of the Arab Society for Forensic Science and Forensic Medicine (Virtual)

Nov 30, 2021 – Guest lecture at the Middle East Technical University for a session on ICANN security work (Virtua)l

Dec 02, 2021 – Call with African community on ICANN future meetings (Virtua)
- Community expressed desire going back to face-to-face meetings

Dec 6, 2021 – Lecture on ICANN at the Pakistan School on IG 2021 (pkSIG 2021) (Virtual)

Dec 7, 2021 – Webinar on "DNS, DNS Security Threats, and DNSSEC" for the Pakistani technical community (Virtua)l

Dec 09, 2021 – Symposium TIC Afrique 2021 (an annual gathering by CAPDA ALS) (Virtual)
- ICANN organized a session to disseminate and socialize the recently launched OCTO-029 series document on DNSSEC Deployment Guidebook for ccTLDs.

Dec 13-16, 2021 – Hands-on DNSSEC workshop with the Saudi Arabia ccTLD (.SA) (Virtual)

Dec 13-23, 2021 – GSE ME participated in and organized two workshops, one on legislation and another on Universal Acceptance, during the Digital Cooperation and Development Forum (DCDF) 2021 (Virtual)

Jan 31, 2022 – South Africa DNS Forum (Hybrid) (South Africa)
- Discussions focused on prospects and opportunities for competitive growth in the South Africa domain name market with stakeholders from diverse sectors across the country and the African region

Feb 22-23, 2022 – Association of African Universities: the Research and Education Network (RENU), Hybrid (Kenya)

- ICANN org was a sponsor of this event and gave a brief presentation about ICANN in this event that targeted researchers and the academic community in general. ICANN did share information related to Universal Acceptance and DNS Security.
- It was attended by 35 Vice chancellors from Higher Education institutions in Africa.

Feb 28, 2022 – Regional thematic webinar on DNSSEC Validation (Virtual)

Feb 28-March 3, 2022 – Mobile World Congress 2022
- Bilateral meetings organized between ICANN President and CEO, and key regional stakeholders. This included AICTO Director General, NTRA Egypt Chairman, and BTK Turkey Chairman and Ministry of Transport and Infrastructure Deputy Minister.

March 10, 2022 – Middle East Space session on DNSSEC Signing and Validation (Virtual)

The MEA Policy Team has supported the following activities during this reporting period:
- Facilitation, planning, and coordination of the 2022 ICANN Community Excellence Award
- Facilitation and planning of ICANN73 RSSAC, GAC, ALAC/At-Large and Plenary sessions.
- Facilitation and planning of community implementation of WS2 recommendations; supporting the FY23 Additional Budget Request process.
- The MEA Policy Team supports the ALAC/At-Large, GAC, RSSAC, Empowered Community and other ICANN policy communities along with cross-community projects.
- The MEA Policy Team regularly presents on community activities, as well as general ICANN policy updates, during monthly MEA meetings and local engagement events.

Communications Outreach
Regional Key Events
- **Coalition for Digital Africa (CDA)**
  Started the implementation of some elements of phase 2 of the communications plan in preparation for the CDA launch. This involved:
  - Announcing one of the CDA initiatives in advance of the launch - the IMRS clusters in Africa. On 28 February 2022, a press release was issued, resulting in a total of 550 mentions, and 261 million reach in 31 countries covering all regions.
  - Kicking off the CDA content development for the website, this includes extracting the needed information from the different initiatives' subject matter experts and examining the essential information and how best to communicate it to our external audiences.
  - Planning the public relations campaign for the launch.

- **Middle East DNS Forum (MEDNSF) Launch**
  - Revamped the MEDNSF brand, creating a new logo, and website housing the old and new content.
  - Developed the communications plan for the MEDNSF, which kicked off on 23 March with a blog and social media campaign.

Media Outreach
1 March – Kenya to host one of Africa's two giant data hubs

20 March Turk22 – [ICANN: "Network 2030, Focused on Use, New IP is a Set of Technologies"](#)

TOP ISSUES AND MITIGATION

With in-person meetings gradually rolling out across the world, we expect to see higher demand for in-person activities regionally, particularly in Africa.

There is still a misunderstanding of the concept of Universal acceptance within the African community. We see a trend of linking Universal acceptance to content rather than to domain names.

Some stakeholders are beginning to include UA in some of their internal activity planning. They are expecting support from the UA ambassadors and also from ICANN Org

LATIN AMERICA AND THE CARIBBEAN (MONTEVIDEO)

Rodrigo de la Parra, Vice President, Stakeholder Engagement and Managing Director - Latin America and Caribbean

KEY HIGHLIGHTS & MILESTONES

We reached a 2-year milestone of providing online training to ISPs, operators and academia in the LAC region. The virtual world has been challenging for engagement in many respects. On the positive side it has helped us reach out to a large number of operators and ISPs in the LAC region from a variety of countries. Looking ahead it appears things are gradually coming back to normal where we will be able to provide face-to-face training soon. Learning from this experience we will be combining the virtues of the online world in terms of scalability with the undeniable benefits of in-person capacity development.

From the 16 to the 18 of February the VIII Regular Meeting of the Assembly of the Interamerican Telecommunications Commission (CITEL) of the Organization of American States took place virtually. The Assembly of CITEL happens every 4 years and it is a key meeting where the working plan for the next 4 years is defined, new leadership is elected and working groups are created. For ICANN is relevant to establish a suitable working group to deal with Internet technical related issues. Also, during this meeting the CITEL's preparations for the Plenipotentiary Conference (PP-22) and other global meetings of the International Telecommunication Union (ITU) are held.

OVERVIEW OF ACTIVITY

The beginning of each year the regional technical organizations housed at La Casa de Internet of Latin America and the Caribbean (LACNIC, LACTLD, ISOC, Red CLARA, LAC-IX and ICANN) get together to share their activities, identify common topics for the year ahead and coordinate agendas and calendars. In March 2022, this meeting took place in a hybrid mode for two days and all organizations highlighted the importance and relevance of this gathering and agreed to institutionalize this gathering every year in the last week of January.

In February 2022, the Montevideo Office organized its All-Hands meeting in a virtual mode. ICANN CEO, Göran Marby spent a full hour with the LAC team answering questions and reflecting on how the team based in the Latin America and Caribbean region can help to achieve CEO goals. Sally Costerton, Senior Vice President for Global Stakeholder Engagement, interacted with the team around Project MITRA (Making New Friends) and the CRM (Community Relationship Management System) emphasizing on why we are doing these projects and how they will help our engagement efforts.

During ICANN73 the LAC regional team facilitated the LAC Space where Board members from the region presented the most relevant resolutions and initiatives from the Board. Also, we had a couple of presentations on KINDNS and the LAC-ISP association and our engagement with them.

In this quarter we participated in the Argentinian School on Internet Governance (ARGENSIG), the Technical Series of CANTO and the Pre-ICANN 73 Regional GAC Webinar.

TOP ISSUES AND MITIGATION

Various regional events are moving back to in-person meetings. As the LAC regional team continues its engagement virtually due to the ongoing pandemic, the general trend of "zoom fatigue" continues. The LAC community is looking forward to ICANN engagement activities to go back to face to face.

LATIN AMERICA AND THE CARIBBEAN (LAC) GSE AND COMMUNICATIONS

- In December 2021, the LAC stakeholder and technical engagement teams published a blog about their engagement efforts in 2021. The regional team completed 41 capacity-building sessions in 2021. These events were open to the entire region. Over 3,000 people participated from 45 countries and territories. These events included workshops, training sessions, webinars, tutorials, and speeches on topics such as the Domain Name System (DNS), DNS Security Extensions (DNSSEC), Universal Acceptance, and the Registration Data Access Protocol, among others.

NORTH AMERICA (WASHINGTON, D.C.)

David Olive, Senior Vice President, Policy Development Support and Managing Director – Washington, D.C.

The D.C. Office convened the regional staff for a series of virtual luncheon updates. One was held before the holidays on 15 December.

The virtual session on 16 March featured Paul Hoffman, Distinguished Technologist, who talked to the team about recent work he completed to help the ICANN community better understand quantum computing and its effects on cryptography. ICANN's Office of the Chief Technical Officer (OCTO) recently published "Quantum Computing and the DNS," This report surveys recent research into quantum computing, and attempts to simplify the complex technical issues enough so that the community can start thinking about the changes it will need to make, and when it will need to make them. The group had an informative and interesting exchange on this technology topic.

NORTH AMERICA (NA) GSE AND COMMUNICATIONS

- The North America Regional At-Large Organization (NARALO) partnered with the ICANN org and the Universal Acceptance Steering Group (UASG) to host a four-part training series on Universal Acceptance (UA). The four sessions, held from 20 January to 10 February, gathered interested stakeholders from Canada, the U.S., and beyond to learn about the technical aspects of UA and Email Address Internationalization (EAI). More than 225 people took the training. All recordings and presentations are available here.

- The State of the Net conference took place in Washington, DC on 28 February 2022 with several ICANN community members in attendance. This annual event, organized by the Internet Education Foundation, convenes Internet stakeholders from across the United States (U.S.) for a day of discussions about Internet public policy issues. This year, the event featured panels on the state of digital cooperation between the U.S. and the European Union, Internet fragmentation, and online content moderation. Assistant Secretary of Commerce for Communications and Information Alan Davidson spoke about priorities for the National Telecommunications and Information Administration (NTIA) included in the Infrastructure Investment and Jobs Act. Davidson also affirmed NTIA support for ICANN's multistakeholder model.

- Our North American Global Stakeholder Engagement team had an eventful year in 2021 and we published this recap blog in February 2022 to highlight the team's many and varied accomplishments.

- The Global Stakeholder Engagement – North America (GSE-NA) team convened the "North America Space" session during ICANN73 on 9 March 2022. More than 40 stakeholders from across the region joined the event. One of the highlights of the meeting was a presentation by the North America Network Operators Group (NANOG). Members of the ICANN community and org frequently participate in NANOG's public meetings; however, this was the first instance where NANOG introduced themselves to the broader ICANN community. Stakeholders heard from NANOG Executive Director, Edward McNair, who gave an overview of the organization, its governance, outreach, and how NANOG is navigating the post-pandemic environment. Attendees also heard from the North America Regional At-Large Organization (NARALO) about their engagement with the broader community last year, as well as their efforts in 2022, including the highly successful Universal Acceptance training series conducted in January and February. All presentations and the session recording are available on the ICANN73 session page.

- ICANN's North America GSE team and GE team host a webinar on UN and ITU discussions affecting the Internet. Read this announcement published on 23 March 2022 for more information.

- The D.C. Office convened the regional staff for a series of virtual luncheon updates. One was held before the holidays on 15 December.

- The virtual session on 16 March featured Paul Hoffman, Distinguished Technologist, who talked to the team about a recent work he completed to help the ICANN community better understand quantum computing and its effects on cryptography. ICANN's Office of the Chief Technical Officer (OCTO) recently published "Quantum Computing and the DNS", This report surveys recent research into quantum computing, and attempts to simplify the complex technical issues enough so that the community can start thinking about the changes it will need to make, and when it will need to make them. Paul and the DC regional staff had an informative and interesting exchange on this technology topics.
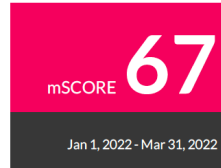
ANNEX

MEDIA REPORT

≡ **Editorial Mentions**
The number of appearances in articles

10.4k

☰ mSCORE **67**
Jan 1, 2022 - Mar 31, 2022
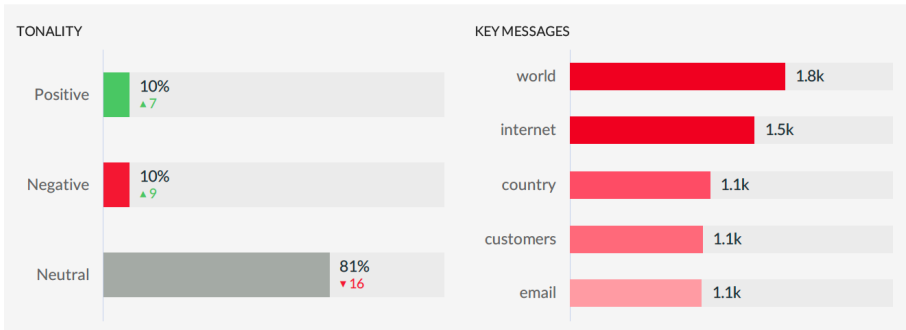
↗ **Potential Reach**
Approximate number of article views you appeared in

24.3B

↪ **Net Tonality Score**
The net change (up or down) in sentiment over the time period

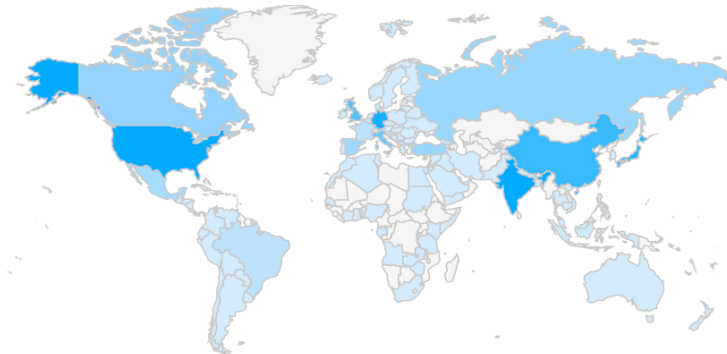+0

TONALITY

Positive — 10% ▲ 7

Negative — 10% ▲ 9

Neutral — 81% ▼ 16

KEY MESSAGES

world — 1.8k

internet — 1.5k

country — 1.1k

customers — 1.1k

email — 1.1k

ICANN Global's exposure increased 97%

Media Exposure - Jan 1, 2022 - Mar 31, 2022 　　　 ■ Volume ■ Reach

TOP PUBLICATIONS

Telecomdrive - Businesswireindia — 257 ②

Techphlie — 198

Channeldrive - Businesswireindia — 88

Punjab News Express — 83

Internet Corpor… — 61

TONALITY 　　　 ■ Positive ■ Negative
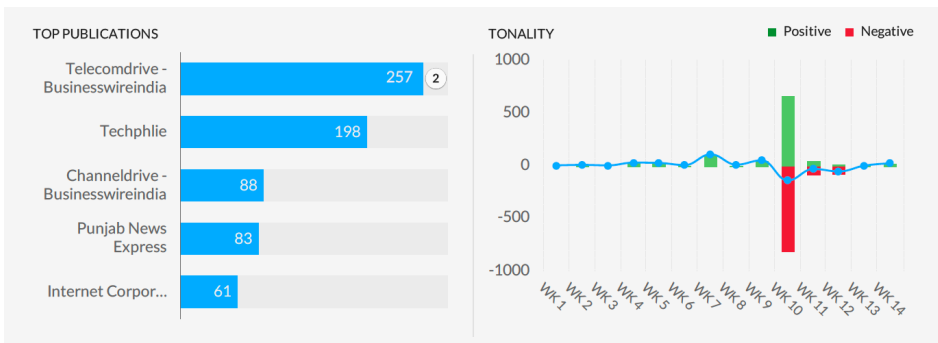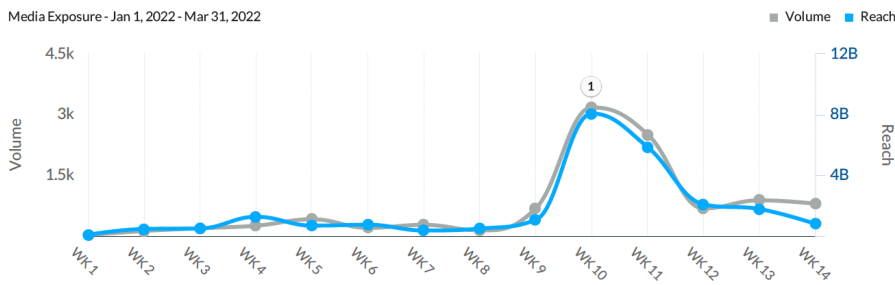
United States and India had the most global coverage

TOP COUNTRIES

🇺🇸 United States	35%	▼1	🇬🇧 United Kingdom	3%	▲1
🇮🇳 India	12%	▲9	🇮🇹 Italy	2%	▲2
🇩🇪 Germany	8%	▼9	🇨🇦 Canada	2%	▼3
🇯🇵 Japan	7%	▼2	🇹🇷 Turkey	2%	▲1
🇨🇳 Mainland China	4%	▼2	🇷🇺 Russia	1%	▼1

News Release Performance

Released	Headline	Pickup	Public Views ▾	Media Views	Multimedia	Engagement
Mar 27, 2022 9:05 PM ET	Internet Governance Experts to Discuss Future of the Global Internet at ICANN DNS Forums *composite*	1,064	47,473	617	0	715
Feb 28, 2022 5:12 AM ET	ICANN-Managed Root Server Clusters to Strengthen Africa's Internet Infrastructure *composite*	1,177	32,031	844	7,464	2

SOCIAL MEDIA REPORT

Social media plays an important role in our engagement with global stakeholders. 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
Twitter	8	English, French, Arabic, Russian, Portuguese, Spanish, ICANN President and CEO, and ICANN CTO handles	Yes
Facebook	1	Multilingual platform in the six U.N. languages, primarily focused on English	Yes
LinkedIn	1	English	No
YouTube	1	Videos in all 6 U.N. languages	Yes
Instagram	1	English	No
WeChat	1	Chinese	No
Weibo	1	Chinese	No
Youku	1	Chinese	No
Flickr	1	N/A	N/A
SoundCloud	1	English	No

Social Media Strategy

ICANN's social media platforms help increase and encourage engagement with and awareness of our content 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. The Communications team responds to hundreds of direct messages posted to our social media channels each month.

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 of content, 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 in calculating and reporting metrics are opaque. This makes it difficult to determine the quantifiable impact that ICANN's social media activities have on engagement.

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.

Impact of Paid Posts

Social media platforms have ramped up their prioritization of 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.

Industry Average and ICANN Key Performance Indicator Targets

Platform	Industry Average Engagement Rate	Industry Average Click Rate	Industry Average Open Rate	ICANN KPI Targets*
Twitter	0.045%	N/A	N/A	1.0%
Facebook	0.08%	N/A	N/A	1.5%
Instagram	0.98%	N/A	N/A	3.0%
LinkedIn	0.35%	N/A	N/A	2.5%
Newsletters	N/A	1.27%	29.55%	30% Open Rate 1.5% Click Rate

*Industry average newsletter open rates experienced an increase 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 more here.

ICANN org identifies new newsletter KPIs each year to reflect changes in industry averages (current averages are as of November 2021) and historical ICANN performance for open and click rates. For 2022, the ICANN KPI click rate was decreased whereas the ICANN KPI for open rates increased. For 2022, ICANN org has increased its KPIs for engagement rate across all four platforms to reflect historic ICANN performance.

Key Findings: Cross-Platform

Each platform measures engagement rate differently, but it remains a meaningful metric we can use to observe trends and the effectiveness of platforms:
- It's important to note that ICANN's primary audience is a niche group of dedicated stakeholders interested in specialized topics; their behavior may differ from larger trends
- The pause on travel and in-person meetings has had an impact on our follower growth and engagement rate. Without the benefits of in-person engagement and the ability to capture photos, our level of engagement will remain stagnant or lower than pre-COVID levels, as our highest performing content typically features a meeting or event photo.

- ICANN received a high amount of media attention due to the Russia-Ukraine conflict, some of which occurred during ICANN73. The ICANN73 social media metrics reflect this; the higher engagement rate on the @ICANN Twitter account, for example, was likely caused by an increase in comments.
- We anticipate an increase in social media activity when in-person activities resume.
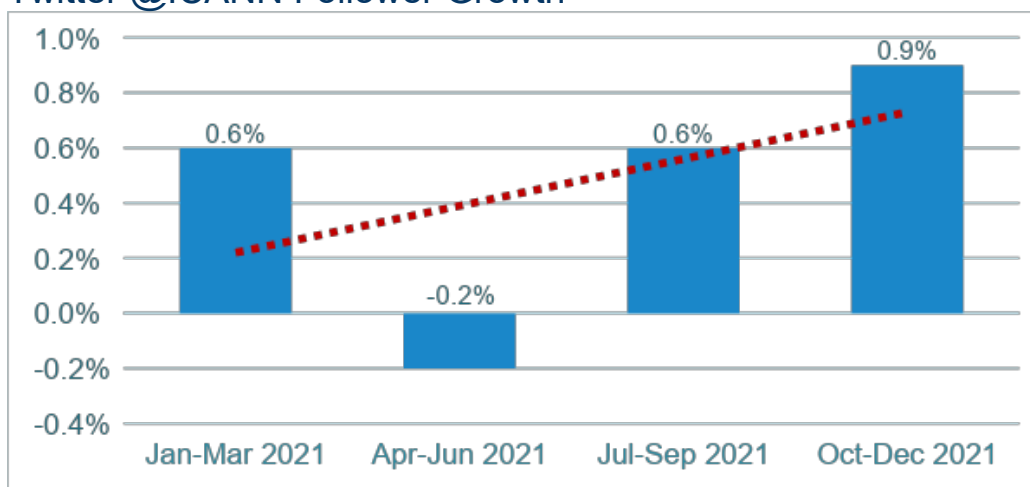
Twitter @ICANN Highlights
- The industry average engagement rate is 0.045% and our KPI target is 1.0%.
- ICANN earned a 2.5% engagement rate from Oct.–Dec. 2021, overperforming on our KPI target.
- The account saw above average follower growth, an increase of 0.3% over the previous quarter.

Twitter @ICANN Engagement Rate
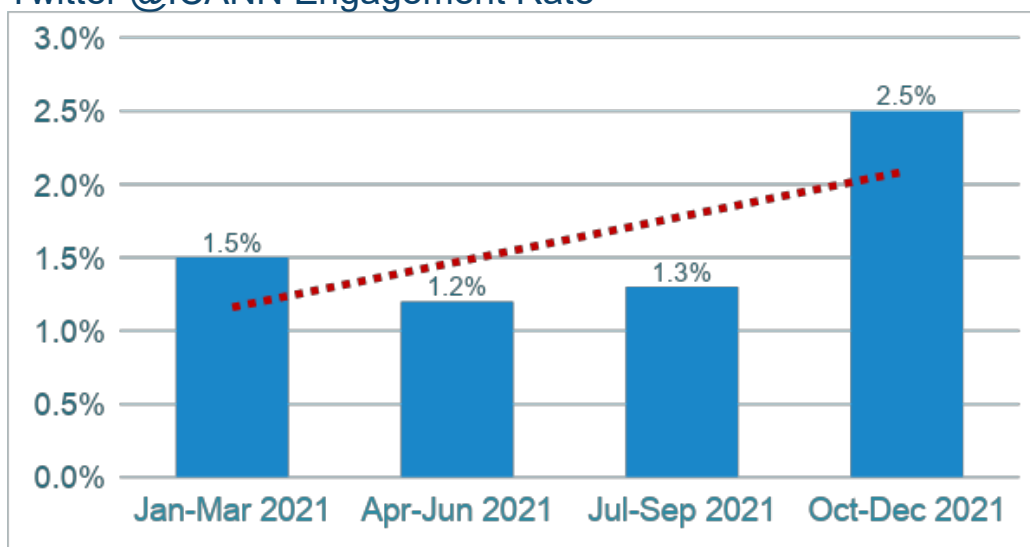
Twitter @ICANN Follower Growth

*Note: We did not include data for other ICANN Twitter handles as the activity, engagement, or number of followers is too low to be meaningful.

Facebook Highlights

- The industry average engagement rate is 0.08% and our KPI target is 1.5%.
- ICANN earned a 2.0% engagement rate on Facebook from Oct.–Dec. 2021, overperforming on our KPI target. The engagement rate is showing a slight downward trend in activity over the previous three quarters.
- There was a decrease in follower growth over the previous quarter, and we actually lost followers. The follower growth for Facebook is trending down.

Facebook Engagement Rate
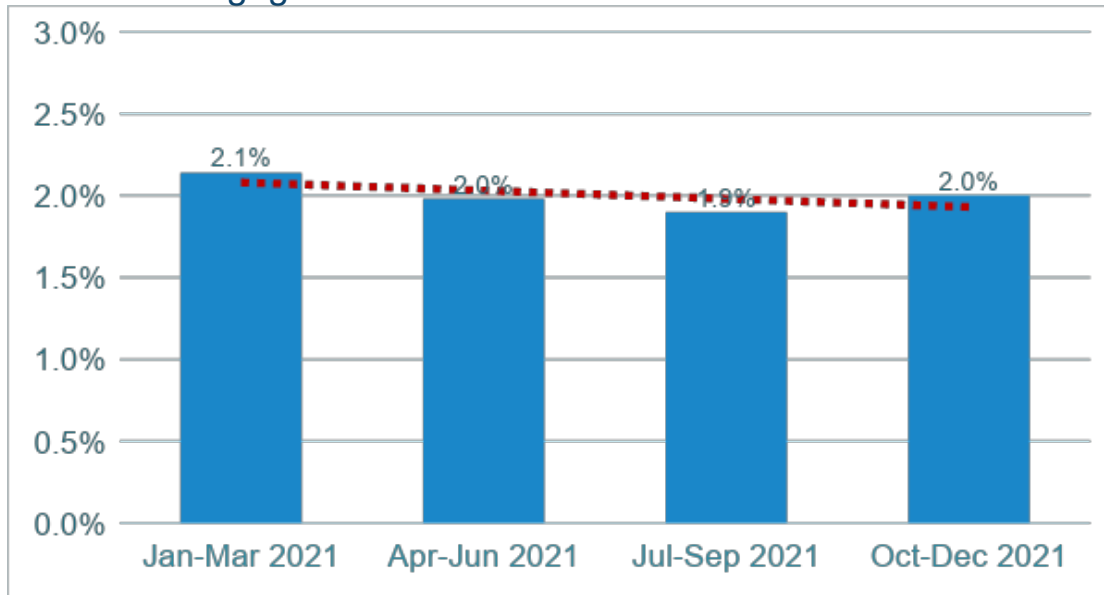
Facebook Follower Growth
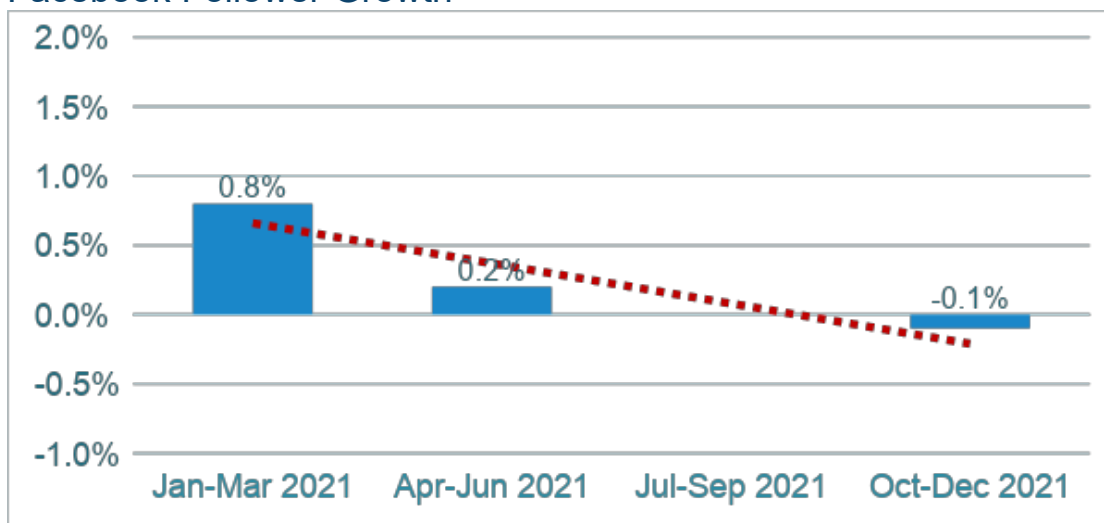
LinkedIn Highlights
- The industry average engagement rate is 0.35% and our KPI target is 2.5%.
- ICANN earned a 3.5% engagement rate from Oct.–Dec. 2021, overperforming on our KPI target. The engagement rate remained steady compared to the previous quarters and is trending slightly upward.
- There was an increase in follower growth (3.4%) from the previous quarter (2.9%).

LinkedIn Engagement Rate
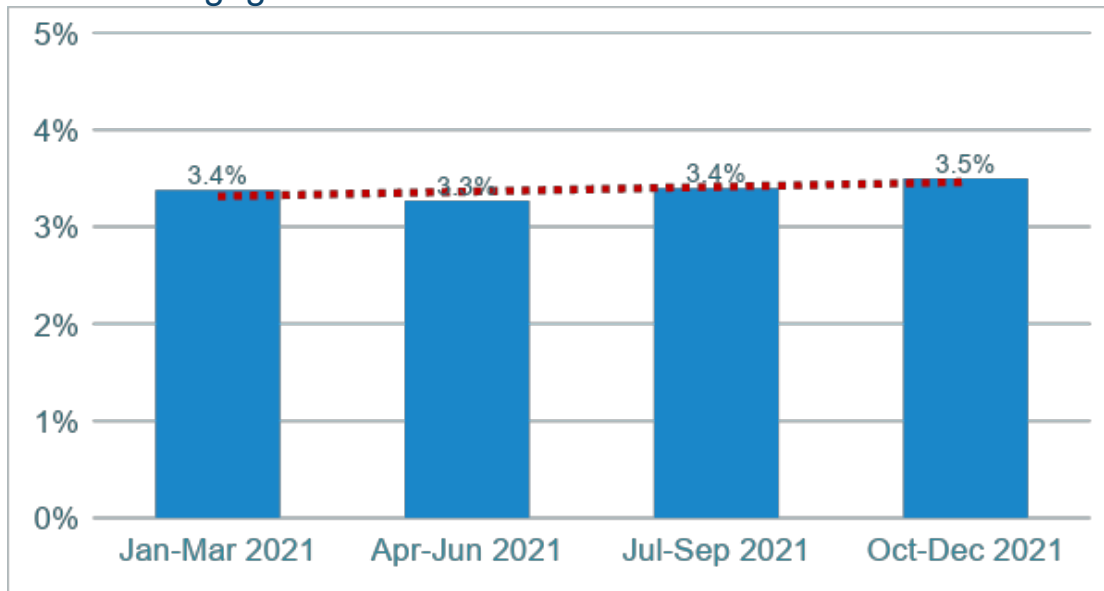
LinkedIn Follower Growth
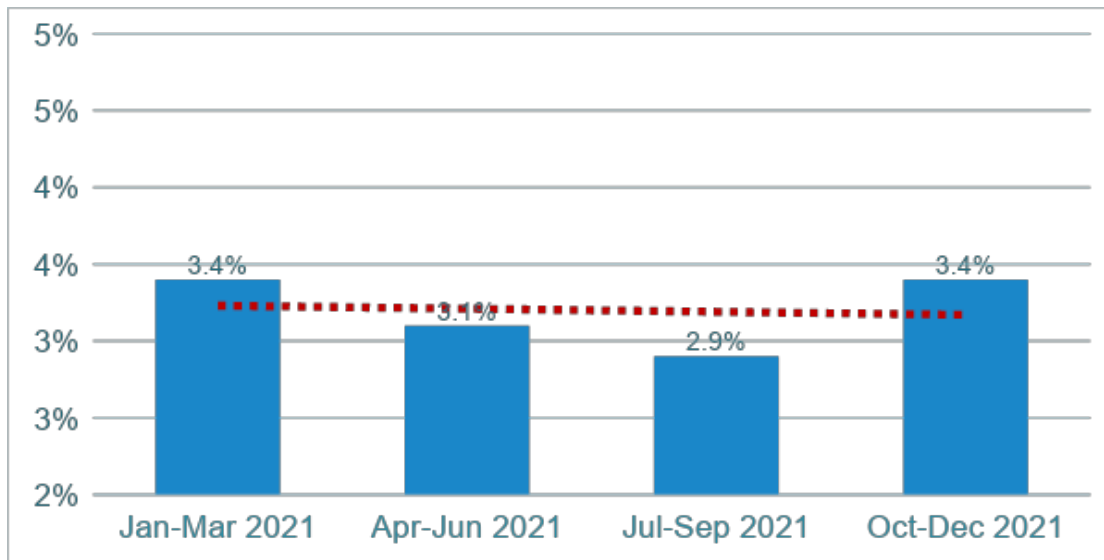
Instagram Highlights

- The industry average engagement rate is .98% and our KPI target is 3.0%.
- ICANN earned a 6.4% engagement rate from Oct.–Dec. 2021, overperforming on our KPI target, and 2% higher than the previous quarter.
- While follower growth decreased to 18.4% vs the previous quarter's 23.8%, it is still trending upward.

Instagram Engagement Rate
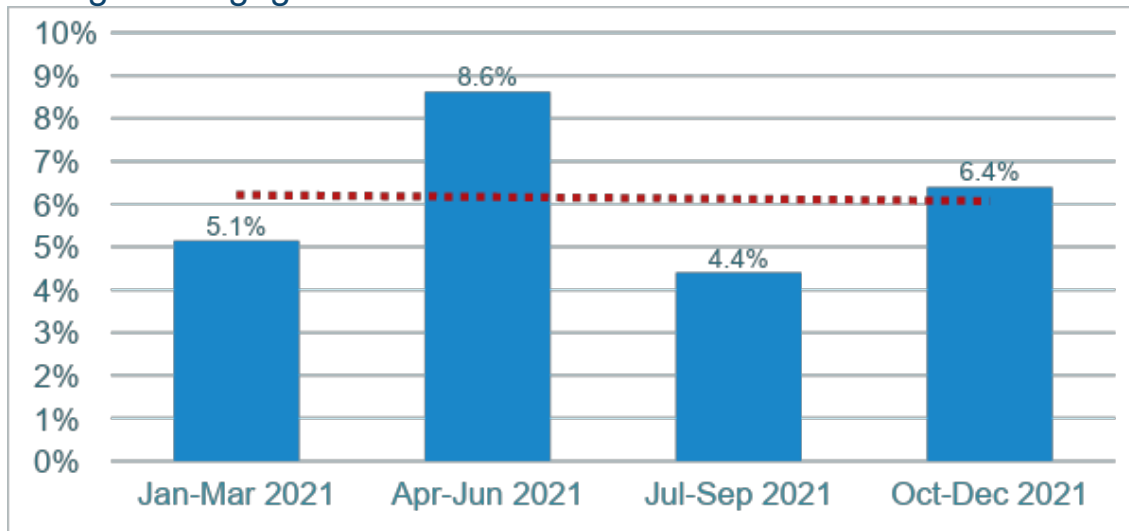
Instagram Follower Growth
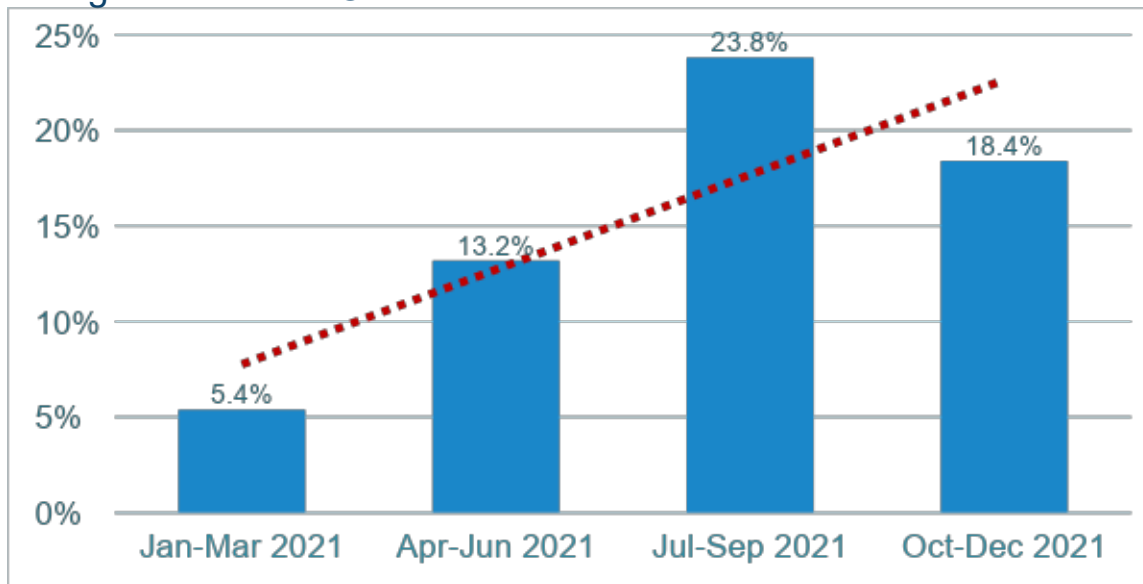
YouTube Highlights

- YouTube measures performance using number of views and the average duration of a view. It is difficult to set KPI targets as there are no industry averages.
- YouTube views were lower in Oct.–Dec. 2021 (28,591) versus the previous quarter (39,589).
- The average duration of a video view was slightly lower for Oct.–Dec. 2021, 1:41, versus 1:47 in Jul.–Sep. 2021.

YouTube Video Views
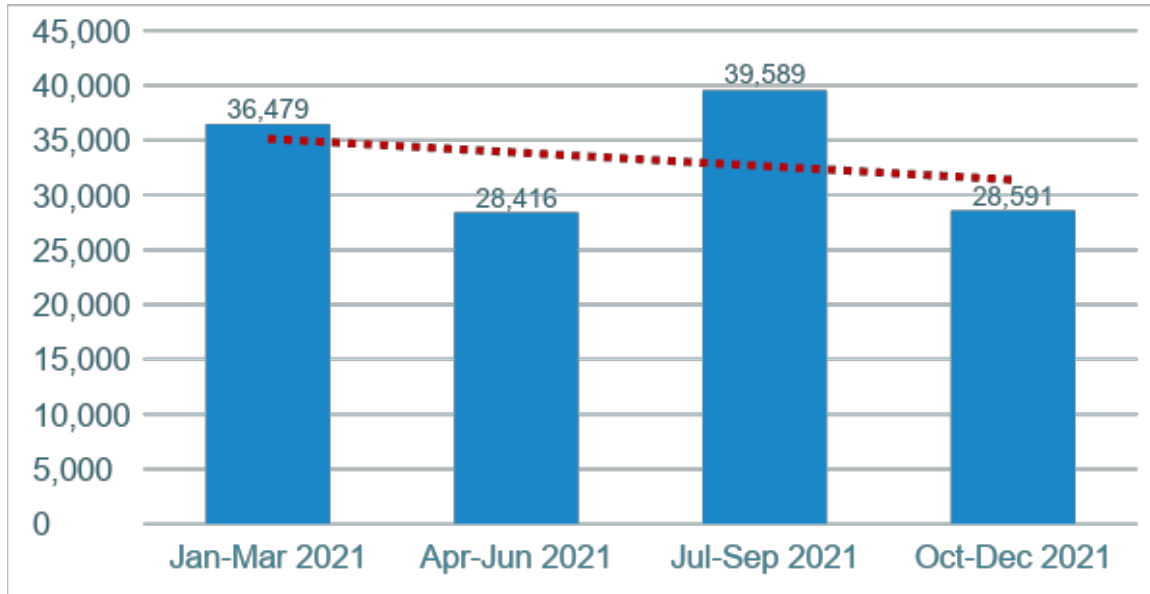
YouTube Average Duration
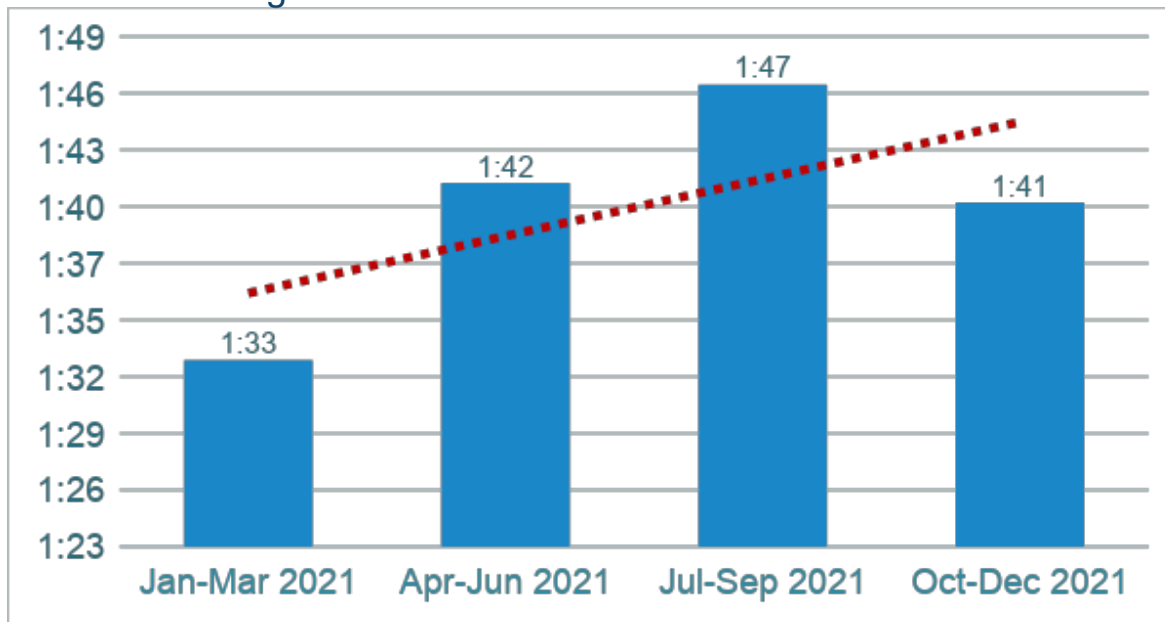
Newsletters Highlights
- Newsletter performance is measured by open rate and click rate (the number of subscribers who click on links within the newsletter). The industry average is 29.55% for open rates and 1.27% for click rates, and our KPI targets are 30% open rates and 1.5% click rates.
- The average open rate for ICANN regional newsletters was 24.6%, lower than our KPI of 30%, but higher than the previous quarter.
- The average click rate, 5.1%, was lower than the previous quarter. Constant Contact has changed the way they calculate click rates, which affected the results.
- Our Public Meeting newsletters continue to earn higher open and click rates compared with our regional newsletters.

Newsletter Open Rate
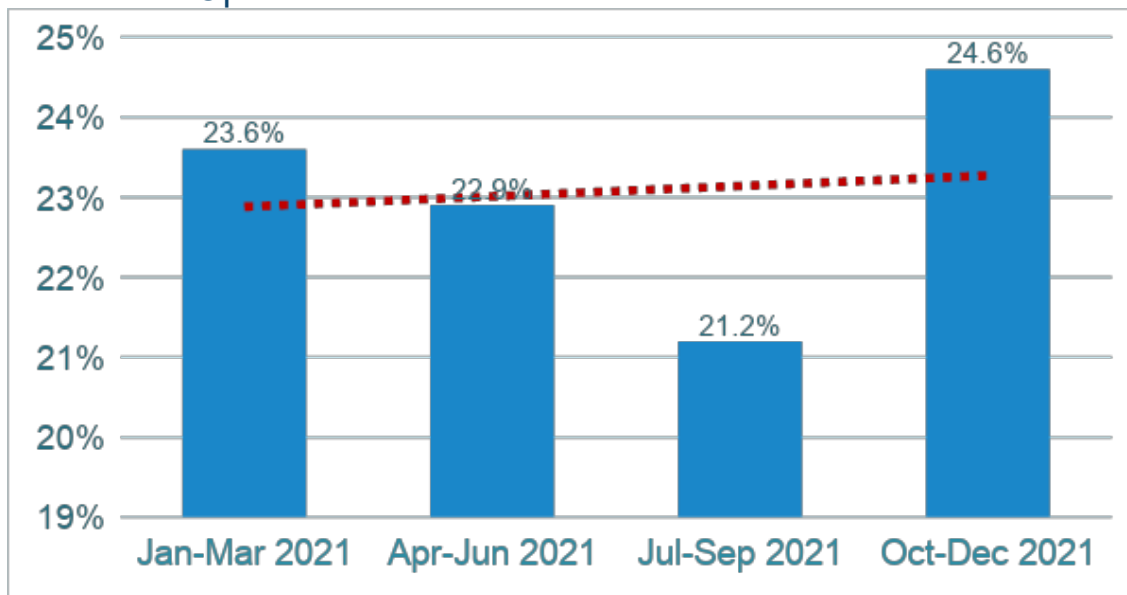
Newsletter Click Rate
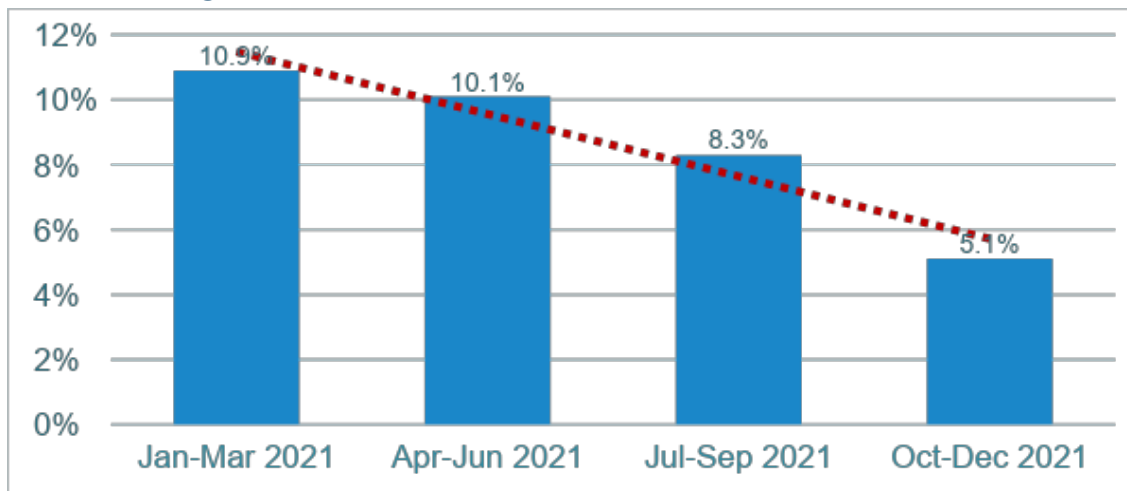
**Key Findings: Social Media Highlights – Community Forums***

The following data reflects ICANN's social media performance during the previous four Community Forums:

- Twitter, LinkedIn, and Instagram engagement is trending upward over the previous four Community Forums whereas Facebook engagement rates are trending downward.
- Some metrics were affected by ICANN's presence in the news due to the Russia-Ukraine conflict. This is likely one of the drivers for the higher engagement rate.
- ICANN73 newsletters had increased results over the previous Community Forums, trending higher in open rates but steady in click rates.

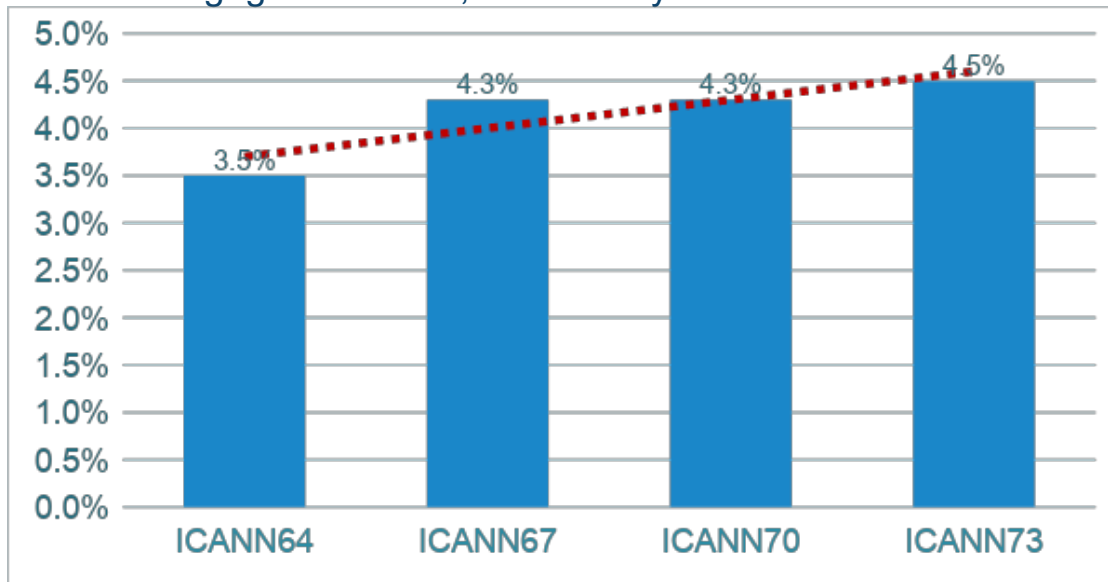## Twitter @ICANN Engagement Rate, Community Forums
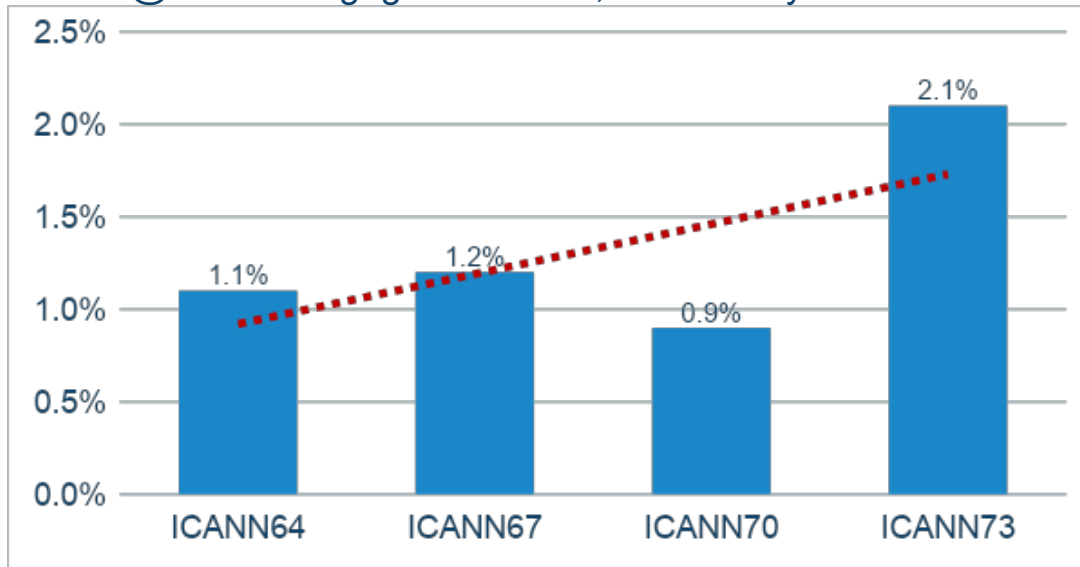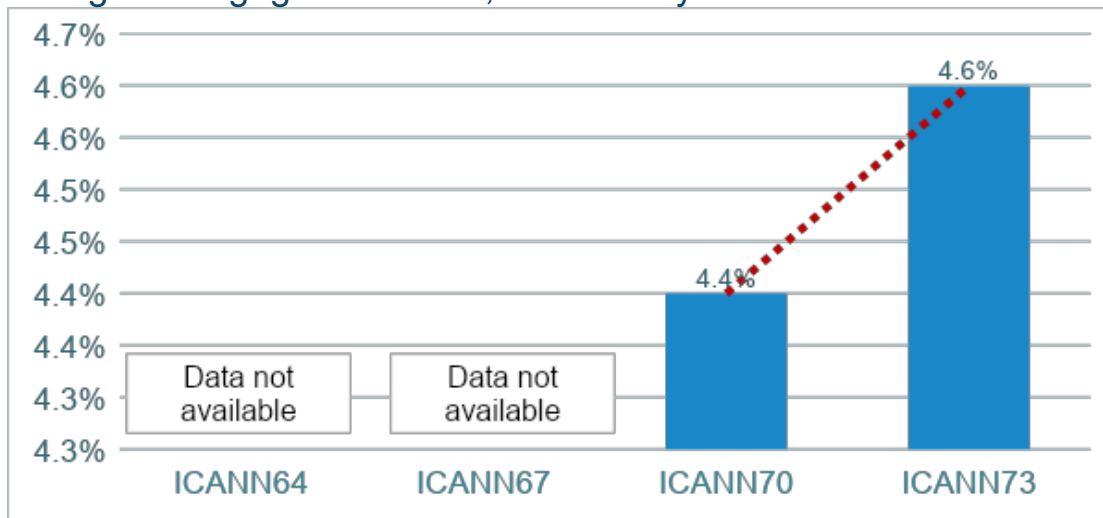

Facebook Engagement Rate, Community Forums
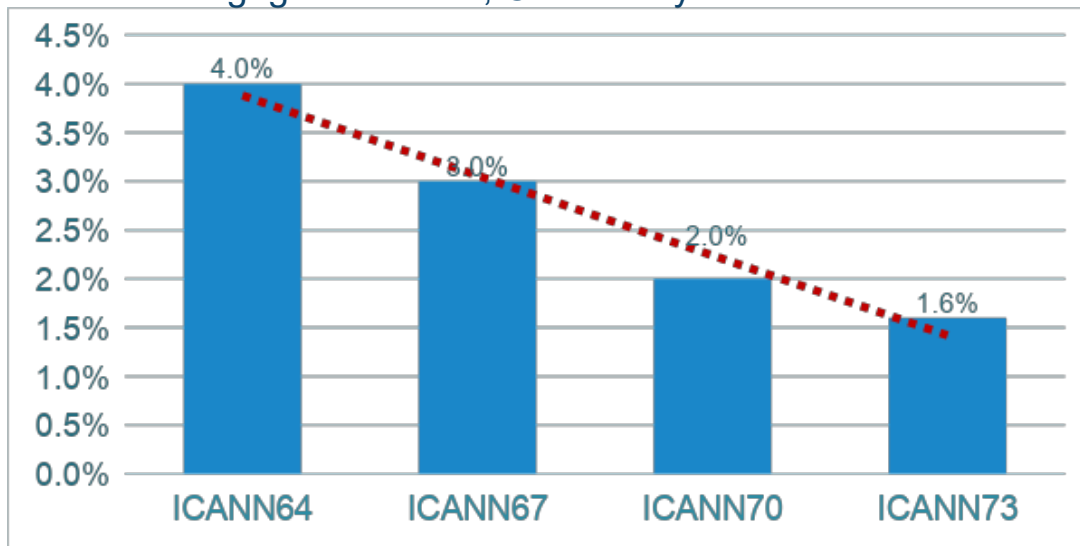
*Note: We compare Public Meeting data against Public Meetings of the same type, as the Annual General meeting has more participants than the Community or Policy Forums.

LinkedIn Engagement Rate, Community Forums


Instagram Engagement Rate, Community Forums


YouTube

The following data reflects ICANN's YouTube performance during the previous four Community Forums:

- Views declined over the previous four Community Forums. View performance was impacted by the inability to conduct in-person video interviews and no new explanatory videos published to our channel.
- The average duration increased significantly during ICANN73 to 6:04. The YouTube livestream sessions impacted this.

YouTube Views, Community Forums
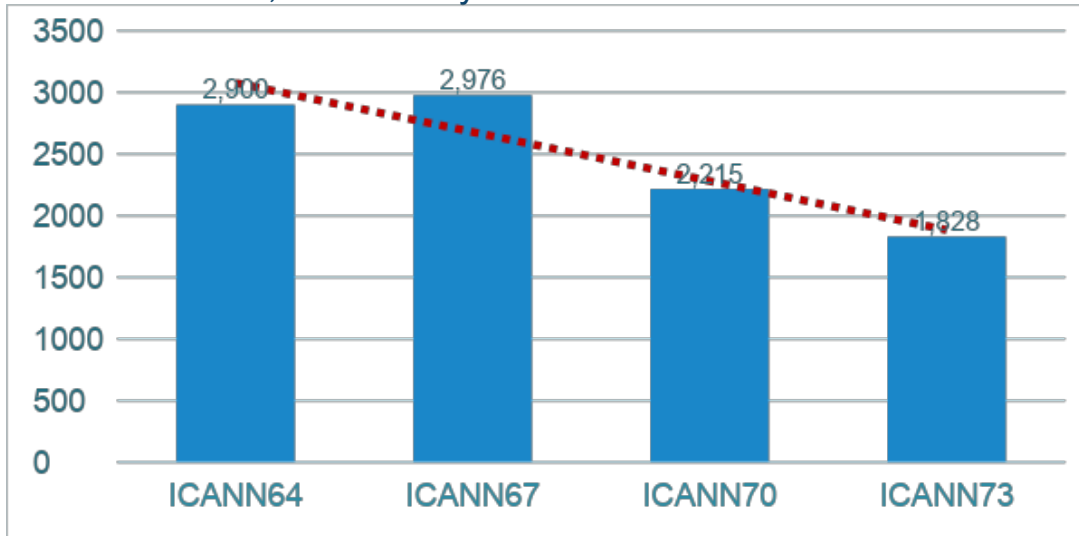
YouTube Average Duration, Community Forums
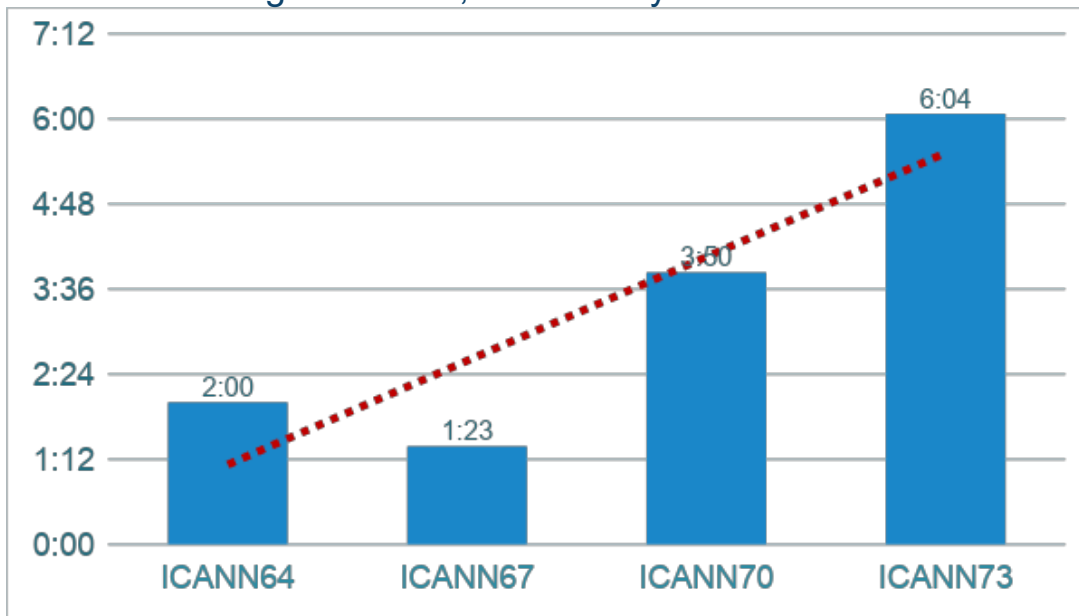
Community Forum Newsletters

- The newsletter open rate for ICANN73 remained consistent with previous Community Forum open rates at 49%.
- The average click rate decreased; this is partially due to a change in how Constant Contact measures click rate performance.
- Newsletters remain one of our best communication tools during Public Meetings

Newsletters Open Rate, Community Forums

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