

CEO Report to the Board

Period Covering: 14 March – 5 August

1 September 2022



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OFFICE OF THE CEO

Göran Marby, President and CEO

KEY HIGHLIGHTS AND MILESTONES

- For the time frame covered by this CEO report, there were several public consultations. There are three noteworthy Public Comment proceedings that are currently open and reflect much work:
 - Universal Acceptance Roadmap for Domain Name Registry and Registrar Systems
 - Pilot Holistic Review Draft Terms of Reference
 - Registration Data Consensus Policy for gTLDs
- After more than two and half years of virtual meetings, ICANN held its first hybrid meeting at [ICANN74](#) in The Hague, Netherlands.
- The ICANN organization (org) has begun local in-person activities and business travel. ICANN is doing its best to make smart choices based on the risk ratings we use in our Travel and Events Framework for decision-making.
- ICANN offices that reopened in Phase One to fully vaccinated staff include: Nairobi engagement center, Los Angeles, Washington, D.C and Singapore. While not fully open yet, this is positive news and marks our first locations to begin the process of reopening since the pandemic began.
- The [Root Zone Label Generation Rules Version 5](#) (RZ-LGR-5) has been published. Root Zone Label Generation Rules define a set of parameters that determine valid [Internationalized Domain Name](#) (IDN) labels and their variant labels for the root zone of the Domain Name System (DNS).
- ICANN signed a Memorandum of Understanding (MoU) with the [European Registry for Internet Domains vzw](#) (EURid), the registry that manages the .eu top-level domain (TLD).

I am pleased to report we completed our first hybrid Public Meeting, ICANN74, for in-person and virtual participation after two and half years of conducting meetings virtually. We were committed to ensuring that this Public Meeting provided equal opportunities for all to engage on important policy matters. ICANN74 was a Policy Forum, which means it focused on policy work and ICANN Community outreach.

It has been nearly two and a half years since we made the decision to close our offices and work from home. It's been a long journey. Over this time, we've been preparing to return to offices, travel, and face-to-face meetings in a safe and gradual way. Throughout this time, we have continuously evolved our risk-driven approach to these activities as circumstances have evolved and changed. ICANN's Nairobi engagement center and Washington, D.C., office have been approved to reopen in Phase 1 to fully vaccinated staff. While not fully open yet, this is positive news and marks our first locations to begin the process of reopening since the pandemic began.

We also published the [Root Zone Label Generation Rules Version 5](#) (RZ-LGR-5). ICANN script communities develop [RZ-LGR proposals](#) for different scripts or writing systems through the work

of Generation Panels (GPs). These proposals, which cover 26 scripts, have now been integrated into the fifth version of RZ-LGR by the Integration Panel (IP) following a [Public Comment](#) period. This concludes the work of all active GPs. IDNs promote a multilingual Internet by enabling people to use domain names and email addresses in local languages and scripts used globally and in the Europe region such as Cyrillic, Greek, and Latin (e.g., καθολική-αποδοχή-δοκιμή.ευ, email-épreuve@épreuve-acceptation-universelle.org).

Universal Acceptance is crucial, because it ensures that all domain names and email addresses – regardless of script, language, or character length – are accepted equally by all Internet-enabled applications, devices, and systems. UA includes supporting all IDN country code top-level domains (ccTLDs), as well as new, long and IDN generic top-level domains (gTLDs). ICANN org would like to thank all of the GPs for their efforts and years of hard work, and congratulate them on helping to enable the secure use of top-level domains (TLDs) in local languages and scripts.

On 20 June 2022, ICANN signed a Memorandum of Understanding (MoU) with the [European Registry for Internet Domains vzw](#) (EURid), the registry that manages the .eu top-level domain (TLD). The MoU is an effort between the two organizations to strengthen their collaboration in supporting [Internationalized Domain Names](#) (IDNs) and promoting the [Universal Acceptance](#) (UA) of all domain names and email addresses.

ICANN org publishes information about Upcoming Proceedings, Open Proceedings, Submissions, and Summary Reports for Public Comment. See <https://www.icann.org/en/public-comment> for more details. For the time frame covered by this CEO report, there were several public consultations, three that are currently open and that reflect much work include:

Universal Acceptance (UA) means that all software applications support all valid domain names and email addresses. The UA Roadmap for Domain Name Registry and Registrar Systems proposes how to test these systems for UA-readiness. The study is published for review and feedback by the relevant technical community. Following the Public Comment, the study will be shared with registries and registrars to help promote UA-readiness of such systems. The Pilot Holistic Review Draft Terms of Reference will also be shared.

The Third Accountability and Transparency Review Team recommendation 3.5 called for a new Specific Review, the Holistic Review. The ICANN Board approved the review as a pilot, “pursuant to a community-agreed Terms of Reference.” A team was formed to draft the Terms of Reference, finishing their work in June 2022. This proceeding seeks community input on the Draft Terms of Reference to be used by the Pilot Holistic Review Team.

ICANN org worked with the community-based Implementation Review Team to produce the proposed Registration Data Consensus Policy for gTLDs. This Public Comment proceeding is intended to gather input on the implementation plan for the Expedited Policy Development Process on the Temporary Specification for gTLD Registration Data Phase 1 recommendations, Phase 2 Priority 2 recommendations, and Phase 1 GNSO Council Supplemental Recommendation 12 adopted by the ICANN Board.

ORGANIZATION: FINANCES

Xavier Calvez, SVP, Planning and Chief Financial Officer (CFO)

FULL YEAR FINANCIALS – JUNE 2022

Total ICANN – Financial Overview

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 cash flow summary of Total ICANN covering 12 months of FY22 unaudited financials ending June 2022.

FY22 included several operational accomplishments that took place during the fiscal year. The costs for this work are included in the financials.

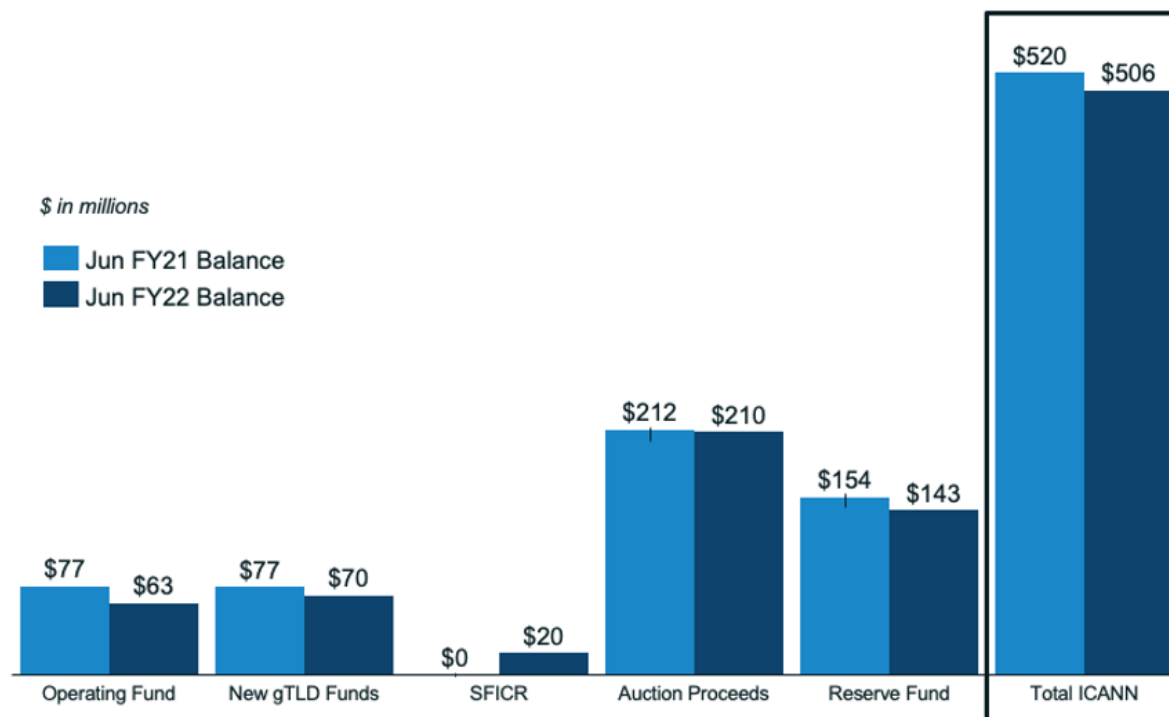
- ICANN74 in June 2022 was the first face-to-face meeting in more than two years
- Launching the SubPro ODP in January 2022
- The completion of the SSAD ODP
- Launching of the Prioritization Framework initiative

ICANN Cash Flow In Millions, US dollars	For the Twelve Months Ending 30 Jun 2022						Total
	ICANN Operations	New gTLD 2012 Round	SubPro ODP	SFICR	Auction Proceeds	Reserve Fund	
Funds Under Management - 30 Jun 2021	77.4	67.5	9.0	-	212.2	154.3	520.5
Funding Collected from Contracted Parties	148.5	(0.1)	-	-	-	-	148.4
Expenses paid to Employees	(78.4)	(0.7)	(1.2)	-	-	-	(80.3)
Expenses paid to Vendors	(47.8)	(4.6)	(0.5)	-	-	-	(52.9)
Working Capital	(0.4)	(0.8)	(0.1)	-	-	-	(1.3)
Intercompany Receivables/(Payables)	(1.5)	(0.3)	1.8	-	-	-	(0.0)
Net Cash Excess/(Deficit)	20.4	(6.4)	-	-	-	-	14.0
ICANN org Transfers (Board Approved)	(35.0)	-	-	20.0	-	15.0	-
Investment Income/(Declines)	-	(0.5)	-	-	(1.9)	(26.4)	(28.9)
Funds Under Management - 30 Jun 2022	62.8	60.6	9.0	20.0	210.3	142.9	505.6

ICANN Operations Net Cash Excess is \$20M through June 2022 due to:

- Lower than planned expenses driven by ICANN72 and ICANN73 being held virtually (\$6M), travel restrictions (\$3M), and lower than planned headcount (\$3M)
- Higher than planned funding by a total of \$5M, driven by transaction fees \$3M and fixed fees (\$2M)
- **Total ICANN Funds Under Management is \$506M** versus \$520M at the beginning of the fiscal year. This is driven by investment declines in the Reserve Fund due to volatility in the financial markets, partially offset by net excess.

TOTAL ICANN – FUNDS UNDER MANAGEMENT



Funds Under Management as of 30 June 2022 decreased by \$14M as compared to 30 June 2021 (end of FY21). This is driven by investment declines in the Reserve Fund and operational expenses for the New gTLD Program 2012 Round. All investment funds have experienced investment declines due to volatility in the financial markets.

The financial markets have been significantly volatile mainly due to inflation concerns, rising interest rates, and recession fears. The overall impact on ICANN's total investments is -7% while some financial market benchmarks have declined by ~20%. The conservative policies that are in place help to ensure that the extent of the Reserve Fund decline is lower than the declines of the overall financial markets, while allowing to maximize the Reserve Fund's growth when the markets increase.

In addition, ICANN org worked with its investment partners to make relevant changes to the ICANN Investment Policy to expand the allowable investment options and better position the portfolio to deal with the current market volatility. These changes will be in effect in July 2022.

An summary of activity for each fund between 1 July 2021 and 30 June 2022:

- The Operating Fund decreased (\$14M) due to transfers to the Reserve Fund (\$15M) and SFICR, the Supplemental Fund for Implementation of Community Recommendations (\$20M), partially offset by the net cash excess of \$20M
- New gTLD Application Fees decreased (\$7M) due to ongoing operational expenses for the 2012 Round, consisting of (\$5M) reimbursement to ICANN Operations for select vendors and shared services, and (\$2M) of direct expenses
- The SFICR includes the Board-approved transfers from the Operating Fund of \$20M

- Auction Proceeds declined (\$2M) due to investment declines
- The Reserve Fund declined (\$11M) due to investment declines of (\$26M) partially offset by Board Approved transfers of \$15M
 - To illustrate the Reserve Fund’s activity over multiple years, the points below show how the Reserve Fund has increased \$81M since the FY17 ending balance of \$62M to the \$143M balance as of 30 June 2022:
 - \$36M one-time transfer from Auction Proceeds for reimbursement of IANA Stewardship transition expenses
 - \$36M periodic transfers from Operating Fund excess
 - \$9M in net investment gains (inclusive of recent market activity)

ICANN OPERATIONS – FINANCIAL OVERVIEW

The statement of activity below provides a summary of ICANN Operations’ financial highlights covering 12 months of FY22 unaudited financials ending 30 June 2022. This is the most recent financial information available as of the time of publication of this report.

USD in millions Unaudited	FY22 Actual	FY22 Budget	Under/(Over) vs. FY22 Budget	FY21 Actual	Under/(Over) vs. FY21 Actuals
	ICANN Operations	ICANN Operations	ICANN Operations	ICANN Operations	ICANN Operations
Funding	\$149.5	\$144.4	\$5.1	\$141.5	\$8.0
Personnel	77.5	80.1	2.6	75.7	-1.8
Travel & Meetings	3.4	10.2	6.8	1.1	-2.4
Professional Services & Capital	27.6	35.2	7.7	24.2	-3.4
Administration	16.8	17.7	0.9	15.5	-1.4
Cash Expenses ⁽¹⁾	\$125.4	\$143.2	\$17.9	\$116.4	(\$9.0)
Operating Excess/(Deficit)	\$24.2	\$1.2	\$23.0	\$25.1	(\$0.9)
ICANN Operations Headcount ⁽²⁾	389	405	16	392	3

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

2) Average headcount after allocations to the New gTLD Program (Budget did not include headcount allocations for SubPro)

Operating Excess at the end of June is \$24.2M, which is \$23.0M higher than budget and \$0.9M lower than the prior year. Note: the “Net Cash Excess” in the first section is based on full-year cash inflows/outflows and is different from the Operating Excess according to the statement of activity above.

FY22 operating excess is \$23.0M higher than budget due to higher than planned funding (\$5.1M) and lower than planned expenses (\$17.9M). Funding for July through June is based on actual data from those months.

- Funding is \$5.1M higher than budget driven by:
 - \$2.5M higher than planned transactions fees from Legacy TLDs, and from new gTLD transaction fees driven by promotional activity from registry operators in Q3 and Q4
 - \$1.5M higher than planned registry fixed fees and registrar accreditation fees due to a higher than planned number of contracted parties
- Cash expenses are \$17.9M lower than budget driven by:

- \$6.1M due to ICANN72 and ICANN73 held virtually
- \$3.4M due to lower SSR expenses incurred than planned
- \$2.6M due to being 11 headcount lower than planned
- \$2.6M due to other absences of travel during most of the fiscal year and \$3.2M due to unrealized professional services, administration, and capital.
- ICANN74 expenses were in line with budget. Lower expenses due to fewer travelers were offset by incremental language services and unplanned covid safety requirement costs.

ICANN OPERATIONS – FUNDING

Funding Twelve Months Ending 30 Jun 2022 (Unaudited)					
In Millions, US dollars	FY22 Actual	FY22 Budget	Inc/(Dec)	FY21 Actual	Inc/(Dec)
Transactions					
Legacy transaction fees	\$87.6	\$86.2	\$1.5	\$85.7	\$1.9
New gTLD transaction fees	10.4	9.4	1.0	9.0	1.4
Sub-total	\$98.0	\$95.5	\$2.5	\$94.7	\$3.3
<i>Volume: Legacy transactions (millions)</i>	188.3	185.4	3.0	185.4	3.0
<i>Volume: New gTLD transactions (millions)</i>	21.7	20.5	1.2	18.9	2.8
<i>Sub-total</i>	210.0	205.9	4.1	204.2	5.8
Registry Fixed Fees	\$29.3	\$28.5	\$0.8	\$29.8	(\$0.5)
<i>Count of Registries/TLDs - YTD Average</i>	1,170	1,146	25	1,184	(14)
Registrar Fees					
Application fees	\$0.3	\$0.1	\$0.2	\$0.6	(\$0.3)
Accreditation fees - annual	10.2	9.4	0.8	9.9	0.3
Per-registrar variable fees	3.4	3.4	0.0	3.4	0.0
Sub-total	\$13.9	\$12.9	\$1.0	\$13.9	(\$0.0)
<i>Count of Registrars - YTD Average</i>	2,507	2,346	161	2,476	31
Contributions					
SSR Contribution	\$5.5	\$4.0	\$1.5	\$0.4	5.1
ccTLD	2.4	2.3	0.1	2.4	0.0
RIR	0.8	0.8	-	0.8	-
Meeting Sponsorships	0.0	0.3	(0.3)	0.0	(0.0)
Sub-total	\$8.3	\$7.4	\$0.8	\$3.1	\$5.2
ICANN Ops Total	\$149.5	\$144.4	\$5.1	\$141.5	\$8.0

Versus Budget

Funding for July through June is based on actual data from those months.

Funding for the full fiscal year is \$5.1M higher than budget primarily due to higher than planned:

- \$1.5M Legacy transaction fees driven by growth from Legacy TLDs
- \$1.5M SSR Contribution due to higher SSR expenses than initially planned and therefore higher funding was recorded as a result
- \$1.0M New gTLD transaction fees primarily driven by promotional activity from registry operators in Q3 and Q4
- \$0.8M Accreditation fees due to more accredited registrars than planned
 - FY22 Q1 – Q4 actual average of 2,507 registrars versus FY22 Q1 – Q4 Budget average of 2,346 (+161)
- \$0.7M Registry Fixed Fees due to more contracted TLD operators than planned
 - FY22 Q1 – Q4 actual average of 1,170 TLD operators versus FY22 Q1 – Q4 Budget average of 1,146 (+25)
- Partially offset by Meeting Sponsorships (\$0.3M) as ICANN org did not receive sponsorships for ICANN74 and the previous two meetings were virtual

Versus Prior Year

Funding is \$8.0M higher than prior year due to:

- \$5.1M Security, Stability and Resiliency (SSR) contribution driven by recognition timing
- \$1.9M Legacy transaction fees due to Legacy TLD growth
- \$1.4M New gTLD transaction fees driven by promotional activity from registry operators
- Partially offset by:
 - (\$0.5M) decline in Registry Fixed Fees due to having an average of 14 fewer registries in Q1-Q4 FY22 versus the same time period in FY21
 - (\$0.3M) fewer Application Fees driven by a drop catching entity applying for 50 new registrars in FY21. A total of 71 applications were billed in FY22 versus 104 in FY21.

ICANN OPERATIONS – EXPENSES

USD in millions Unaudited	FY22 Actual	FY22 Budget	FY22 Actual vs. Budget		FY21 Actual	FY22 Actual vs. FY21 Actual	
Personnel	\$77.5	\$80.1	\$2.6	3%	\$75.7	(\$1.8)	-2%
Travel & Meetings	3.4	10.2	6.8	66%	1.1	(2.4)	-220%
Professional Services & Capital	27.6	35.2	7.7	22%	24.2	(3.4)	-14%
Administration	16.8	17.7	0.9	5%	15.5	(1.4)	-9%
Cash Expenses ⁽¹⁾	\$125.4	\$143.2	\$17.9	12%	\$116.4	(\$9.0)	-8%

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

Expenses are \$17.9M lower than budget:

- Personnel expense is \$2.6M lower than budget primarily driven by lower headcount.
 - *Personnel costs are inclusive of enhancements the org has made to staff working situations, such as Be Well Days.*
- Travel & Meetings expenses are \$6.8M lower than budget driven by:
 - \$2.3M from holding ICANN73 virtually

- \$1.9M from holding ICANN72 virtually
- \$0.8M from not holding the Global Domains Division (GDD) Summit and DNS Symposium
- \$1.8M from travel restrictions
- Professional Services & Capital are \$7.7M lower than budget:
 - \$3.4M due to SSR expenses that were budgeted as incremental but after review, existing costs were identified
 - \$0.9M due to holding ICANN72 virtually
 - \$0.8M due to the timing of hardware capital purchases across Engineering & Information Technology (E&IT) and IANA
 - \$0.7M due to holding ICANN73 virtually
 - \$0.7M across several Global Domains & Strategy (GDS) departments due to timing of projects
- Admin is \$0.9M under budget:
 - \$0.7M E&IT driven by:
 - \$0.2M lower than planned phone/connectivity expenses due to the pandemic and an effort to reduce usage of operator assisted services
 - \$0.2M lower than planned license costs
 - \$0.2M unneeded meetings bandwidth and shipping costs
 - \$0.6M ICANN Offices driven by parking credits of \$0.4M in the LA headquarters and lower than planned office expenses of \$0.2M across all offices due to the pandemic
 - \$0.3M due to meeting sponsorships and contribution delays, a portion of which will be repurposed for online meeting support
 - Partially offset by a (\$1.0M) contribution to support access to Internet infrastructure as a result of the Russia-Ukraine war

Expenses are (\$9.0M) higher than the prior year due to:

- Professional Services & Capital are (\$3.4M) higher driven by Accountability Mechanism costs
- Travel & Meetings are (\$2.4M) higher due to holding ICANN74 face-to-face whereas all FY21 meetings were virtual
- Personnel costs are (\$1.8M) higher due to inflationary increases and at-risk adjustments (\$3.0M), partially offset by SubPro ODP allocations \$1.2M
- Administration is (\$1.4M) higher driven by a contribution to support access to Internet infrastructure as a result of the Russia-Ukraine war (\$1.0M)

NEW GTLD PROGRAM 2012 ROUND – FINANCIAL OVERVIEW

USD in millions Unaudited	FY22 Actual	FY22 Budget	Under / (Over) vs. FY22 Budget	FY21 Actuals	Under/(Over) vs. FY21 Actuals
	New gTLD 2012 Round	New gTLD 2012 Round	New gTLD 2012 Round	New gTLD 2012 Round	New gTLD 2012 Round
Funding	\$0.0	\$0.0	\$0.0	-\$4.5	(\$4.5)
Cash Expenses ⁽¹⁾	\$2.8	\$5.4	\$2.7	\$3.5	\$0.8
Risk Costs	\$2.5	\$0.0	(\$2.5)	\$4.5	\$2.0
Operating Excess/(Deficit)	(\$5.3)	(\$5.4)	(\$0.1)	(\$12.6)	(\$7.2)

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 Registry Service Provider (RSP) change testing, as well as lower trademark, legal and communications expenses.
 - Cash expenses are lower than last year due to RSP change testing that was performed in house through March 2022 versus a third-party vendor. Beginning in April 2022, due to staffing constraints, a third-party vendor is again being utilized and will increase expenses.
- Risk costs are not budgeted due to the difficulty in estimating these expenses. Risk costs include, but are not limited to, legal expenses for litigation and Accountability Mechanisms.
- The overall funding for the New gTLD Program 2012 Round has not changed (see “Applicant Fees” in table below). 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, ICANN org did not recognize any revenue in FY22.

NEW GTLD PROGRAM 2012 ROUND – MULTI-YEAR FINANCIALS

New gTLD Program 2012 Round	Statement of Activities by Fiscal Year					Statement of Activities for Full Program (Jun 2022) Current Estimate
	FY12 - FY20 Actual	FY21 Actual	FY22 Actuals	FY23 Budget	FY24 & Beyond Forecast	
New gTLD Applicant Fees	360	0	(0)	1	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)	(1)	(2)	(11)	(54)
Staff Costs	(56)	(1)	(2)	(1)	(1)	(61)
Operating Expenses	\$ (185)	\$ (4)	\$ (3)	\$ (3)	\$ (11)	\$ (206)
Historical Development Costs	(32)	-	-	-	-	(32)
Risk Costs	(25)	(4)	(3)	-	-	(32)
Non Operating Expenses	\$ (58)	\$ (4)	\$ (3)	\$ -	\$ -	\$ (65)
Other Income/(Expense)	\$ (2)	\$ -	\$ -	\$ -	\$ -	\$ (2)
Investment Income/(Expense)	\$ 11	\$ 0	\$ (0)	\$ -	\$ -	\$ 11
Total Expenses	\$ (234)	\$ (8)	\$ (6)	\$ (3)	\$ (11)	\$ (262)
Net Remaining New gTLD Funds	\$ 74	\$ (8)	\$ (6)	\$ (3)	\$ (11)	\$ 47

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

NEW GTLD SUBPRO ODP – FINANCIAL OVERVIEW

The SubPro ODP and financial tracking began in January 2022. The efforts and costs for this work will rise in the coming months as staffing increases. The 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, 45 staff and three contractors have spent a fraction of their time working on SubPro and these allocations equate to 11.4 full-time-equivalent (FTE) staff. The 11.4 FTE staff translates to approximately 10,271 work hours from January through June.

SubPro ODP (USD in thousands)	FY22 Actuals Thru June 2022			
	Personnel	Non-Personnel	Shared Services Support	Total
Personnel	\$993	-	\$254	\$1,247
T&M	-	\$0	\$24	\$24
Prof Svcs	-	\$232	\$103	\$335
Admin	-	\$27	\$67	\$94
Total	\$993	\$260	\$447	\$1,700
# of Staff	45			
# of Contractors	3			
# of Hours	10,271			
FTE Equivalent	11.4			

SubPro ODP	Project-to-Date (January 2022 - June 2022)			
	Staff FTE (avg)	Contractor FTE (avg)	Total Hours	Total Expenses*
Work Track				
Project Governance	1.8	0.7	2,288	\$313
Policy Development and Implementation Materials	2.5	0.1	2,303	\$254
Operational Readiness	0.8	0.1	795	\$105
Systems and Tools	1.5	0.0	1,388	\$180
Vendors	0.1	0.0	78	\$43
Communications and Outreach	0.9	0.1	863	\$93
Resources, Staffing, and Logistics	0.9	0.4	1,125	\$109
Finance	0.6	0.0	525	\$58
Overarching	1.0	0.1	908	\$99
Shared Services Support**	0.0	0.0	0	\$447
Total	10.0	1.4	10,271	\$1,700

*Expenses presented in USD Thousands and are draft subject to change with year end close

** Shared Services Support is not a work track and

Any arithmetic inconsistencies are due to rounding

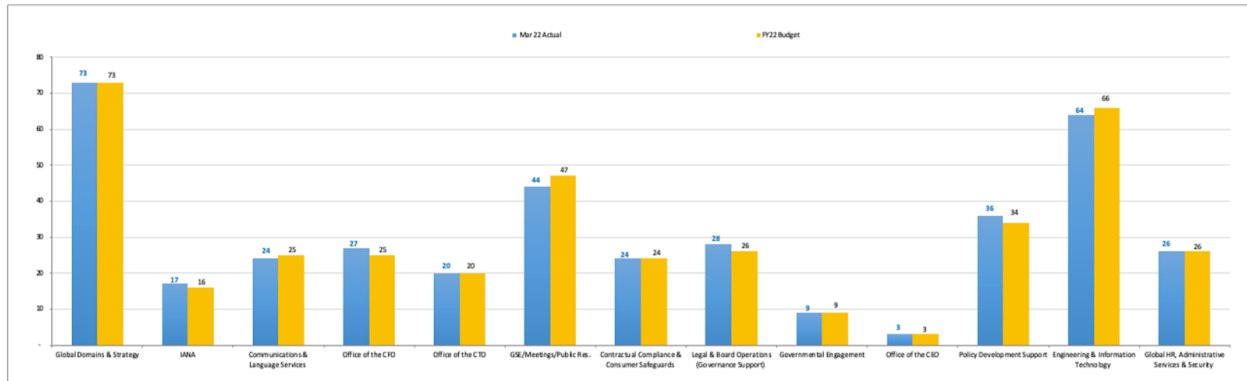
ORGANIZATION: PEOPLE

Gina Villavicencio, Senior Vice President, Global Human Resources

ORGANIZATION PEOPLE HIGHLIGHTS

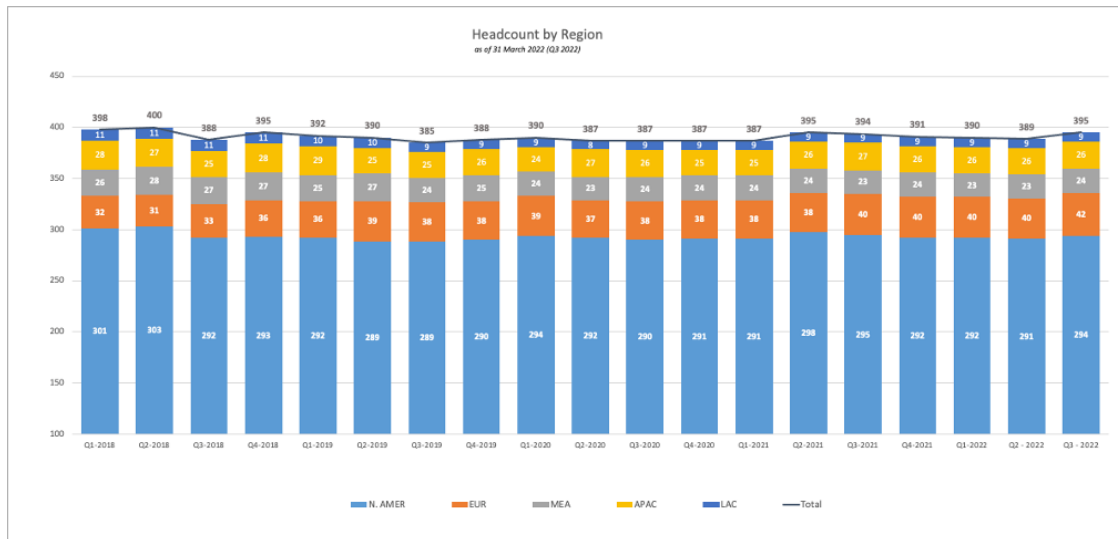
Since the last report, ICANN Org metrics remain relatively stable.

As of 31 March 2022, ICANN Org had a headcount of 395 active staff. There were seven pending new hires confirmed beyond 31 March.

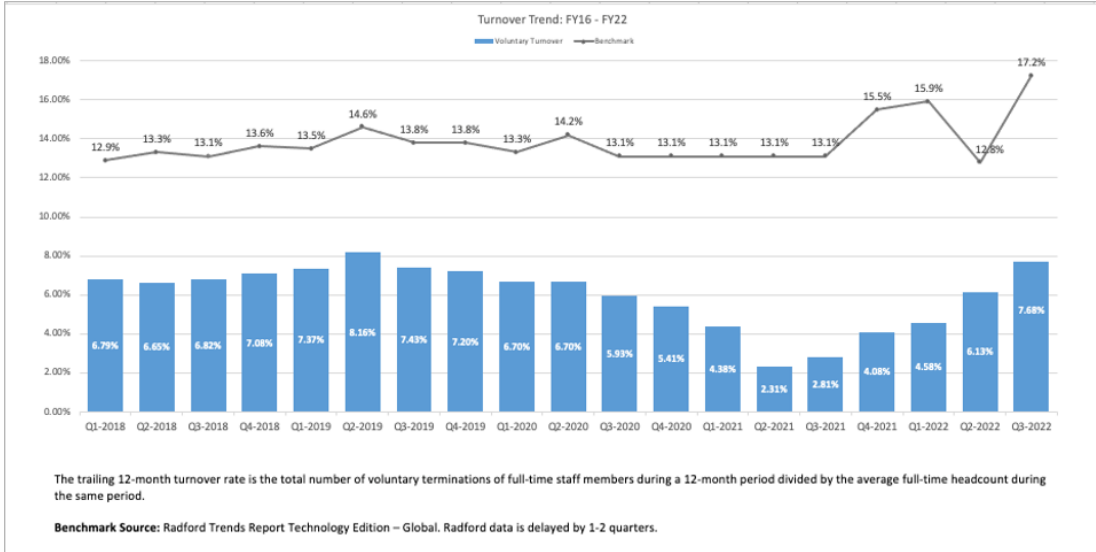


All new positions are held in an unallocated pool at the corporate level. In some departments, headcount will appear to exceed the FY22 budget, but that is not the case. The FY22 budget allots 16 unallocated positions held at the corporate level. Total FY22 Budgeted Headcount is 410.

ICANN Org by Regions: As of 31 March 2022, the staff distribution by region was 294 (74%) in North America, 42 (11%) in Europe, 24 (6%) in the Middle East and Africa, 26 (7%) in Asia Pacific, and 9 (2%) in Latin American and Caribbean, for a total of 395.

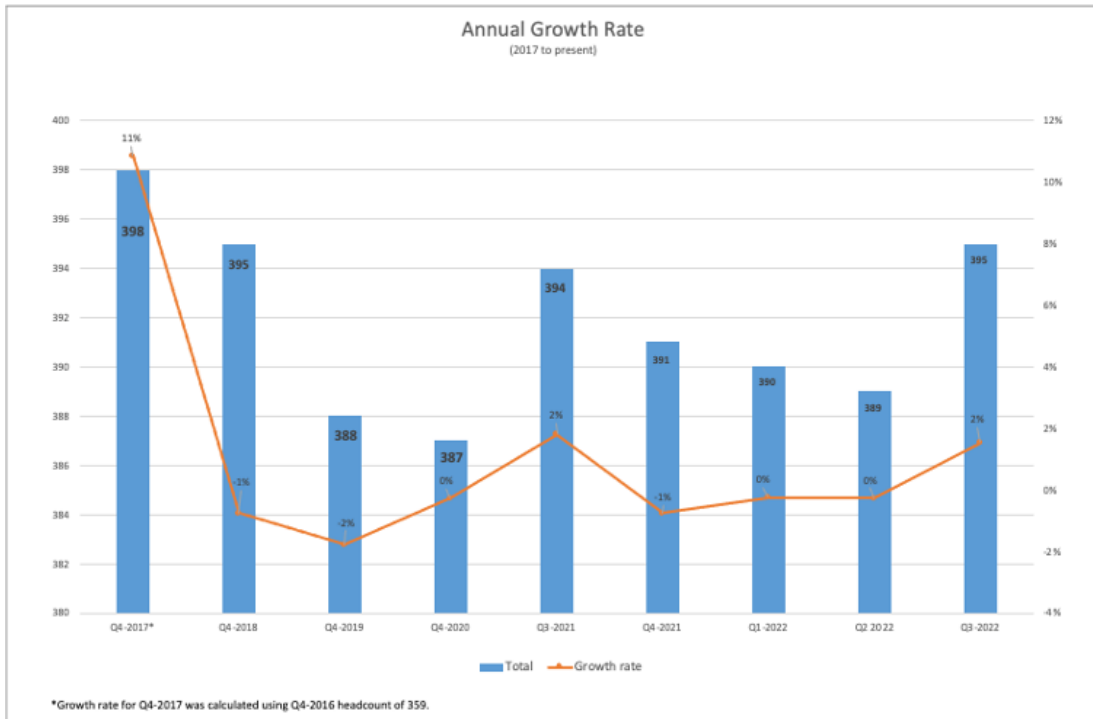


Voluntary Turnover as of 31 March 2022 was 7.68% and increased slightly from the previous quarter-end rate of 6.13%. Voluntary turnover has remained substantially lower than the worldwide voluntary turnover benchmark.



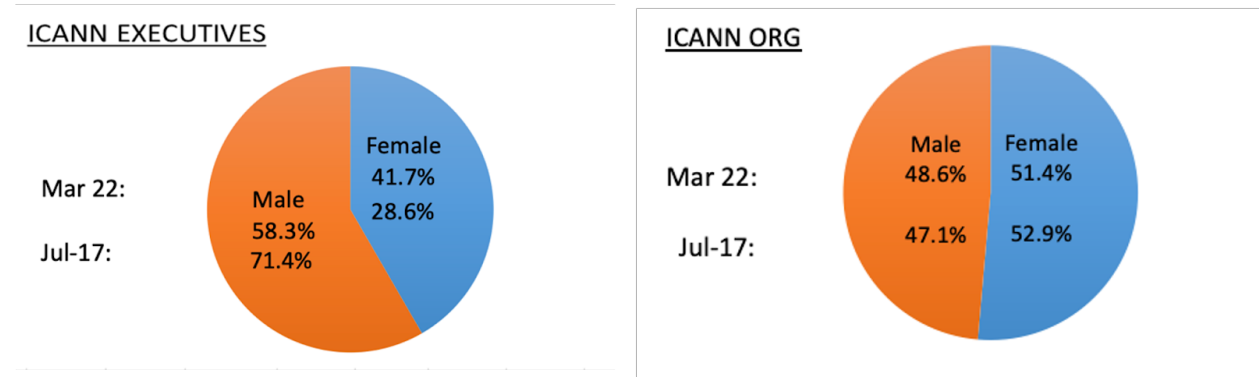
Over the last three months, 18 staff members joined ICANN Org and 12 departed, resulting in a growth rate of 2.0%.

Annual growth rates (2017 to present):

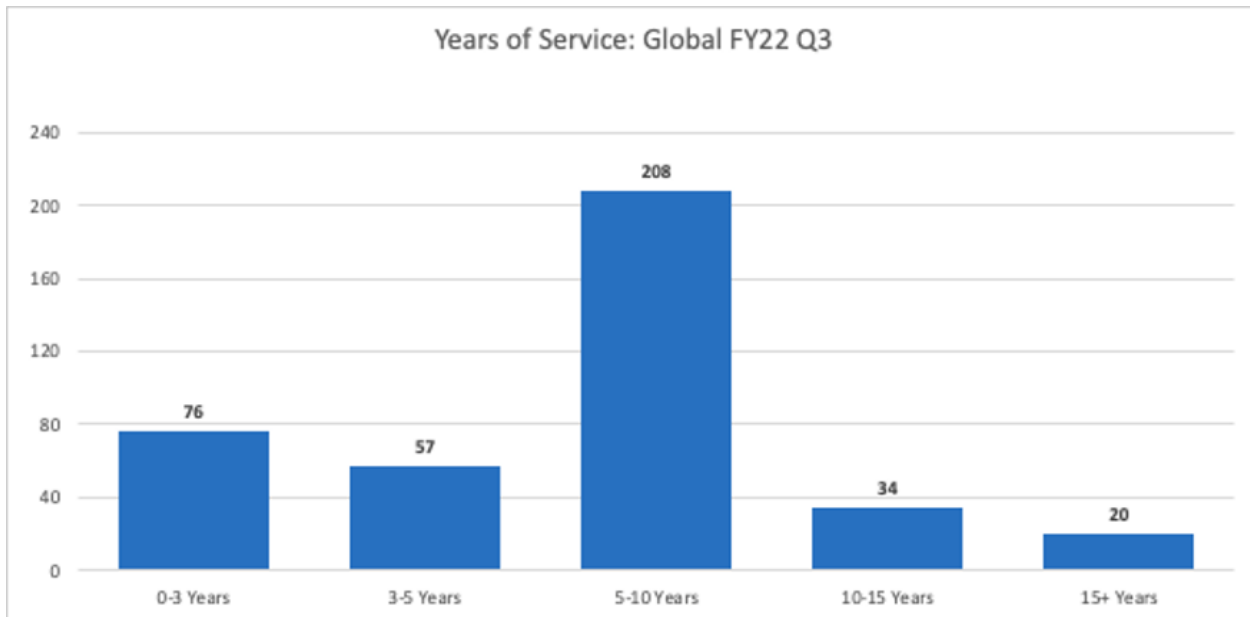


ICANN Org gender diversity continues to be well-balanced with females (51.4%) having a slight majority. The Executive Team has made substantial progress in leadership roles since

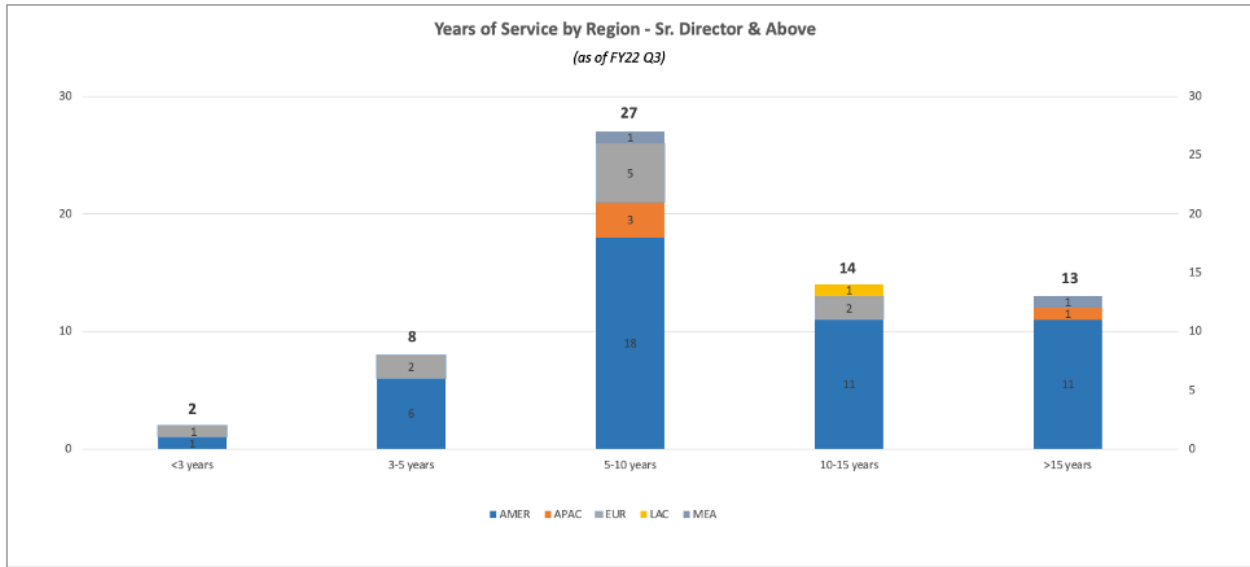
FY17, improving its gender composition by 50%. ICANN Org is committed to building a culture of diversity and inclusion at all levels of leadership.



Age distribution of the organization has also been stable over the last four years, averaging approximately 45 years of age and represents the typical mid-point of most professional careers. The organization’s average **years of service** as of 31 March 2022 is 6.8 years, reflecting consistent growth and stability in ICANN Org positions.



Sr. Director & Above global distribution has remained stable for the last couple of years with the largest population between five and 10 years of service. This reflects ICANN Org’s depth of experience within senior leadership.



LEGAL 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 the reporting period:

Board Operations

- With the progressive return to face-to-face meetings, Board Ops dedicated particular attention to organizing the first hybrid workshop in The Hague, 10-12 June, just prior to ICANN74 13-16 June 2022. The team was involved in strategic discussions leading to this Policy Forum and aiming at enhancing the remote participants' experience as the organization embarks on hybrid ICANN meetings format moving forward.
- Organized and supported the first in-person PTI workshop in Los Angeles on 7-8 July 2022.
- Worked to onboard new individuals slated to be seated on the Board at the 2022 Annual General Meeting.

Complaints Office

- No new complaints received for the reporting period.

Dispute-Related Matters and Internal Services

- Managed four pending Independent Review Processes (IRPs):
 - Afilias IRP (.WEB) – The Board is continuing its consideration of the .WEB application following the IRP. The Board Accountability Mechanisms Committee (BAMC) requested that the interested parties (Altanovo, NDC, and Verisign) submit written summaries of their claims regarding the Domain Acquisition Agreement and the Auction Blackout Period. Initial submissions are due 29 July 2022; reply submissions are due 29 August 2022.
 - .HOTEL IRP – The parties are in the discovery phase of the IRP. ICANN requested that certain claims be dismissed as untimely; the parties are briefing the issue. There is also ongoing litigation related to this matter.
 - Namecheap IRP (.BIZ, .INFO, .ORG) – Final hearing took place 28 March - 1 April 2022. The parties are awaiting final declaration from the IRP Panel after 29 June 2022 closing arguments .
 - .GCC IRP – Panel denied Claimant's request to include confidential material in the IRP Request. Claimant filed Amended IRP Request on 19 May 2022; ICANN responded on 10 June 2022. The parties are in the discovery phase of the IRP.
- Received three Reconsideration Requests. Two requests were summarily dismissed by the BAMC; one request is under evaluation by the BAMC.

-
- Responded to four 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 a variety of contracting needs for the GDS Function, most notably, ongoing work for (i) a global amendment to the RA and RAA to add a contractual obligation for implementation of Registration Data Access Protocol and (ii) a data processing specification for both the RA and RAA.
- Advised on a wide variety of ongoing contracting-related issues including drafting of contracts for rescheduled and upcoming face-to-face Public Meetings, the ITI project, lease for new office space in D.C., and OCTO projects related to DAAR and SSR, with approximately 620 new requests for contract drafting or advice during the period.

Legal Support for Global Domains and Strategy (GDS) and Policy Teams

- Supported activities to finalize for public comment the draft Registration Data Policy for All gTLDs (i.e. EPDP Phase 1 Implementation).
- Helped to advance implementation activities for the System for Standardized Access/Disclosure to Nonpublic Generic Top-Level Domain Registration Data (SSAD) and the related efforts concerning the WHOIS Disclosure System.
- Supported internal and Board Caucus work of the Operational Design Phase for the New gTLD Subsequent Procedures PDP.
- Provided legal advice and support to prepare the Board to consider the Country Code Names Supporting Organization's policy recommendations on retirement.

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

- Supported contracting for the US\$1 million donation to the Emergency Telecommunications Cluster to provide emergency assistance to support Internet access to Ukraine, and provided legal advice on the efforts to develop a future emergency assistance program.
- Provided legal advice to support the development and execution of three Memoranda of Understanding to strengthen ICANN org's engagement (EuRID; Computer Network Information Center of the Chinese Academy of Sciences (CNIC-CAS); and Tsingua University – Qi-Anxin Joint Research Center (TQJRC)).
- Provided legal advice and support to achieve Board action on the recommendation of the Cross-Community Working Group on Auction Proceeds and coordinated on development of initial program design for the ICANN Grant Program.

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

Theresa Swinehart, SVP, Global Domains and Strategy

KEY HIGHLIGHTS AND MILESTONES

Data Protection Privacy

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

EPDP Phase 1

- ICANN org and the contracted parties continue to discuss how to implement EPDP Phase 1, Recommendation 19, which states that “ICANN Org negotiates and enters into required data protection agreements, as appropriate, with the Contracted Parties.
- In preparation for planned Public Comment in August, ICANN org is working with the IRT to conclude drafting of the final remaining section of the Registration Data Policy.
- Org plans to open Public Comment for the draft Registration Data Policy that is based on 34 policy recommendations approved in three ICANN Board Resolutions as follows:
 - EPDP Phase 1: [Board Resolution](#) in May 2019 (29 recommendations)
 - EPDP Phase 2: [Board Resolution](#) in June 2021 (4 recommendations)
 - Supplemental Recommendation 12: [Board Resolution](#) in February 2022 (1)
- The implementation plan will include:
 - Draft Registration Data Policy document
 - Revisions to 20 [impacted policies and procedures](#)
 - A new policy advisory to replace the [existing advisory](#)

EPDP Phase 2: System for Standardized Access/Disclosure (SSAD)

- On 21 March 2022, members of the ICANN Board Caucus on EPDP/GDPR and 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.
- On 14 April 2022, ICANN org [provided](#) an outline to an alternative approach now known as the WHOIS Disclosure System (formerly known as “SSAD Light”). This proposed system would 1) simplify the process of submitting and receiving requests for non-public gTLD registration data for both requestors and contracted parties, and 2) be cost-effective.
- On 9 June 2022, the ICANN Board [agreed](#) to the Council’s [request](#) to pause the Board’s consideration of the SSAD-related recommendations based on the GNSO Small Team’s Preliminary Report, and on 14 July 2022, [accepted](#) GNSO Council’s [request](#) of proceeding with the WHOIS Disclosure System design paper.
- In July 2022, the ICANN org started drafting the WHOIS Disclosure System design paper.

EPDP Phase 2A

- The [ICANN Board adopted](#) the GNSO Council Policy Recommendations on EPDP Phase 2A on 10 March 2022. The implementation of these recommendations is currently in the planning phase.

New gTLD Subsequent Procedures

- Published two Community Status Reports summarizing ICANN org efforts in performing the New gTLD Subsequent Procedures (SubPro) Operational Design Phase (ODP). ([28 March](#) and [16 May](#))
- Published SubPro ODP update [blog](#) on the Policy Development and Implementation Materials work track. (11 April)
- Published SubPro ODP update [blog](#) on the Operational Readiness work track. (26 May)
- Published SubPro ODP update [blog](#) on the Systems and Tools work track. (12 July)
- Published [blog](#) on the progress and impacts to work related to SubPro ODP and WHOIS Disclosure System Design initiatives.
- Continued meetings with the GNSO liaison (nine in total as of July 2022), shared five question sets for GNSO feedback, and three sets of SubPro ODP Assumptions.
- Continued 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.
- Held nine workshops dedicated to specific Final Report topic areas with the objective of informing ongoing work amongst the Work Track team, creating opportunities for the team to engage more thoroughly, and providing case study-type examples for approaching new topic areas.

Internationalized Domain Name (IDN) Program

- On 22 June, ICANN [signed a Memorandum of Understanding](#) (MoU) with the European Registry for Internet Domains vzw (EURid) to strengthen their collaboration in supporting Internationalized Domain Names (IDNs) and promoting the Universal Acceptance (UA) of all domain names and email addresses.
- On 26 May, [published](#) the fifth version of [Root Zone Label Generation Rules](#) (RZ-LGR-5). RZ-LGR determines valid IDN labels and their variant labels for the root zone of the DNS. RZ-LGR-5 integrates a total of 26 unique scripts, concluding the work of all active Generation Panels (GPs).
- Continued to provide support to the GNSO's IDN EPDP and ccNSO's IDN ccPDP4, policy work integrating RZ-LGR, and detailing how to support variant top-level domains in top-level domain (TLD) applications.
- Published a blog, [How the ICANN Community Helped Pave the Way for a More Multilingual Internet](#), to highlight the role of community in the development of RZ-LGR.
- Conducted security and stability analysis of IDN tables for gTLDs, published in the IANA repository, as part of the IDN Table Update project. ICANN org will reach out to the

relevant registry operators or registry service providers to address any issues found in the IDN tables.

- Held an APAC DNS Forum session: What's Next for Internationalized Domain Name (IDN) Variants? (<https://apacdnsforum.my/>)

Universal Acceptance (UA) Program

- Organized and supported a meeting between the Board IDN-UA Board WG and UASG on 8 July 2022. The meeting allows for closer coordination between the Board working group and the UASG, and also addresses the Board Operational Priority on IDN and UA.
- Organized and supported a meeting between ICANN executives and the UASG on 10 May 2022. The meeting allows for a better understanding of how ICANN org can further help the UASG promote UA.
- Continued to conduct UA Regional Training Programs in collaboration with the GSE team:
 - 20 June 2022: ICANN's contribution in the AICTO SMART magazine was published: <http://www.aicto.org/aicto-magazine-smart-05-2022/>.
 - 18 May 2022: [LAC Digital 2022 Call](#)
 - 18 May 2022: [IDN and UA session during Middle East DNS Forum](#)
 - 10 May 2022: [AFRALO Online Discussion on UA](#)
 - 10 May 2022: [UA training during Nordic Domain Days](#)
 - 29 April 2022: OSIANE 2022 - [Universal Acceptance Workshop](#)
 - 28 April 2022: LAC Domain Name Week: [Universal Acceptance and LAC Region: Why it Matters](#)
- Published weekly social media content to promote UASG resources, blogs, and industry news.
- UASG Blogs/Announcements:
 - [Göran Marby Named Honorary UASG Ambassador](#)
 - [Building a More Inclusive Internet for All: A Radix Initiative](#)
 - [Why UA? Understanding the Social and Economic Benefits of Universal Acceptance](#)
 - [UA Insights from ICANN73: Measuring UA Progress and Celebrating New Collaborations](#)
- Supported the publishing of UASG technical resources and evaluations:
 - [UASG040 UA-Readiness Evaluation of Standards and Best Practices](#)
 - [UASG039 EAI Acceptance Rates of the Top 2,000 Global Websites in 2022](#)
 - [UASG038 UA Messaging for Social Relevancy, Business Opportunities and Career Opportunities](#)

Registrant Program

The Registrant Program team continued to focus on its ongoing program goals to work toward educating domain name registrants and raising awareness about issues and challenges they may encounter. In collaboration with the GSE team and others cross-functionally, the Registrant

Program team carried out several outreach and capacity-building activities during the reporting period including, but not limited to:

- Participated in the “Being a Registrant - Things to Note” session during [APAC DNS Forum on 31 March](#).
- Participated in the [AFRALO Capacity Building Webinar](#) on “Privacy/Data Protection: Protecting Domain Names and Data Security Best Practices” on 28 April.
- Presented on registrant rights and responsibilities and domain name management best practices during the [West Africa Internet Governance Forum on 25 May](#).
- Presented on registrant rights and responsibilities in collaboration with the GSE team, during the [Africa Law Tech Festival on 3 June](#).
- Conducted a six week Registrant Program social media [campaign](#), highlighting the many resources available for registrants on icann.org.
- Continually provided subject matter expertise to ensure that registrant perspectives are reflected in ICANN org’s ongoing work, services, and reviews.

Transfer Policy Development Process (PDP)

- Collaborated with multiple ICANN org functions to provide input to the Transfer PDP working group (WG) on draft Phase 1(a) recommendations during its deliberations.
- The Transfer PDP WG considered ICANN org’s input and published its Phase 1(a) Initial Report for public comment, which is intended to close on 16 August 2022.
- ICANN org developed and provided its [feedback](#) to the Transfer PDP Phase 1(a) Initial Report, during the public comment period. This feedback addresses some points on the clarity of policy recommendation language, including some implications for implementation.

Uniform Dispute Resolution Policy - Policy Status Report (PSR)

- Prior to initiating Phase 2 of the Policy Development Process (PDP) on the Review of All Rights Protection Mechanisms (RPMs) in All gTLDs, the Generic Names Supporting Organization (GNSO) Council is expected to conduct a review of the PDP Charter.
- To ensure that the rechartering process focuses on specific issues and topics that could benefit from a comprehensive policy review, the GNSO Council requested that ICANN org provide the GNSO Council with a PSR on the UDRP.
- ICANN org published for public [comment](#) a draft UDRP PSR, which provides an overview of the UDRP to support the GNSO’s assessment of the effectiveness of the UDRP in meeting its intended purposes. It includes background on the UDRP processes and procedures, publicly available and general data on UDRP complaints and decisions, and brief analyses.
- **3 May 2022:** Published the [Public Comment summary report](#) for the UDRP PSR.
- **18 July 2022:** Updated the Policy Status Report (PSR) to include relevant information from Public Comments and submitted the [revised PSR](#) to the GNSO Council for their consideration.

Contractual Activity

- Extended the Privacy Proxy Specification in the Registrar Accreditation Agreement from 31 July 2022 until the Consensus Policy for Privacy and Proxy Services Accreditation Issues has been implemented. This extension maintains the status quo and ensures such important requirements as the underlying registration data being provided to the registrar and escrowed by the registrar.
- Completed the negotiations with the members of the RySG and RrSG on the RA/RAA amendments to add the contractual obligations for RDAP. The RA amendment also includes the update to BRDA agreed to with the RySG. Preparation is in progress to post the Public Comment prior to ICANN75.

OVERVIEW OF ACTIVITY

ICANN74 Policy Forum

- Held two Prep Week sessions leading up to the ICANN74 Policy Forum:
 - [New gTLD Subsequent Procedures Operational Design Phase Update](#): provided a halfway point update on the work being done as well as an opportunity to respond to questions from the community.
 - [Universal Acceptance Community Update](#): provided a community update on the work accomplished in FY22 and plans for FY23.
- [New gTLD Subsequent Procedures - Working Together](#): facilitated a multistakeholder session to describe work in progress and gather feedback on the ODP and predictability framework, and held a panel discussion with the community.
- The SubPro ODP team also provided updates to the [GAC](#), the [ISPCP](#), and the [BC](#) per their request.
- The GDS Team used the opportunity to meet and engage with more than 20 of our contracted party partners in 1:1 face to face meetings for the first time in over two years.

Contracted Parties Summit (formerly GDD Summit)

Plans are underway to hold a Contracted Parties Summit in Los Angeles, CA from 1-4 November 2022. The event is intended for ICANN accredited registrars, gTLD registries, as well as back-end and escrow providers. The Summit provides contracted parties an opportunity to engage and address issues of mutual interest and importance and to engage with ICANN staff and Board members. A web page on icann.org will be created once the location is finalized.

Global Support

The Global Support team answered 1,748 phone calls and closed 6,545 cases. ICANN's contracted parties represented 14.5 percent of the case volume while the remaining 85.5 percent was from registrants and the community. The team sent 43 [notifications](#) to contracted parties during this period. The overall customer satisfaction score for Contracted Parties was 4.9 on a 5-point scale for the question "How satisfied are you with the service you received from ICANN?"

Contracted Party Service Delivery

A total of 545 service requests were completed during the period. A total of 17 Registrar Accreditation Agreements (RAAs) were renewed and 9 RAAs were terminated (5 voluntarily and 4 involuntarily). Twelve new registrars were accredited in three regions: 17 percent in Asia Pacific, 75 percent in Europe and 8 percent in North America. Twenty-seven Registry Agreement (RA) assignments were completed for 27 gTLDs, 5 Material Subcontracting Arrangement (MSA) requests were completed for 15 gTLDs and 2 gTLD RAs were terminated (voluntarily). Six Continued Operations Instrument (COI) obligation-end notifications were sent out for 9 gTLDs and 29 other COI-related cases were completed.

Board Advice

The ICANN Board received 3 total advisories from the SSAC and ALAC. The advisories translate to 3 pieces of individual advice (advisories often contain more than one piece of advice). One item required action from the ICANN Board and 2 were statements and/or informational advisories that did not contain any specific recommendations for the ICANN Board. The item requiring action was related to the ICANN74 travel acknowledgement.

Correspondence

ICANN org handled 166 cases related to the work of processing Correspondence. Of those, 17 were letters resulting in substantive responses and were published on the ICANN [Correspondence](#) page. ICANN also published 19 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, no applicants withdrew from the New gTLD Program.

Public Comment Activity

Root Zone Label Generation Rules Version 5 (opened 24 March, closed 11 May)

REVIEW SUPPORT AND ACCOUNTABILITY (RSA)

Theresa Swinehart, Senior Vice President, Global Domains and Strategy

OVERVIEW OF ACTIVITIES

Nominating Committee (NomCom) Organizational Review

- The NomCom2 Review Implementation Working Group (NomComRIWG) completed its implementation work, in accordance with the work plan, in June 2022. The NomComRIWG finalized its June 2022 Final Implementation Status Report, which will be shared with the Organizational Effectiveness Committee (OEC) ahead of their meeting in August 2022.
- The NomComRIWG finalized the draft NomCom Standing Committee Charter (Recommendation 24) and incorporated feedback from the OEC.
- The NomComRIWG confirmed its principles to inform the basis of “Unaffiliated” director definition (Recommendation 27) based upon discussions with ICANN’s legal team. The legal team is developing a Transition Article and proposed revisions to the ICANN Bylaws (Article 7 & 8) related to this recommendation.
- Work is currently underway to prepare for an ICANN75 Prep Week webinar, and a Public Comment Proceeding on the Bylaws amendments and draft NomCom Standing Committee Charter.

Lifecycle of Reviews Project

- The Lifecycle of Reviews project is an ICANN org project designed to enhance the end-to-end process and approach for strategically, proactively, and cohesively managing reviews.
- Recent progress includes the development of a formal project plan and project schedule.

Pilot Holistic Review

- In March 2022, a Pilot Holistic Review Terms of Reference (ToR) Team, consisting of former ATRT3 members and members of the ICANN Board, was formed to draft the ToR with ICANN org’s facilitation.
- The ToR team worked collaboratively over four months to draft a ToR that addressed the information gaps identified by the Board, was in-line with the ATRT3’s vision for the Holistic Review and was operationally feasible.
- A major focus of the ToR team’s work was to make sure there were practical assessment mechanisms in place for the evaluations outlined in the ATRT3’s Holistic Review objectives. To achieve this, the ToR team used the ToR to task the Pilot Holistic Review team with creating a Holistic Review Program under which the principles and criteria for evaluation would be developed, specific to each ATRT3 Holistic Review objective.
- The ToR team completed their work on the Draft ToR in June 2022. On 29 June 2022, the Organizational Effectiveness Committee (OEC) approved the Draft ToR during their monthly meeting and briefed the ICANN Board, who directed ICANN org to open a

Public Comment Proceeding. The OEC [preliminary report can be referenced here](#) when available.

- Work is underway to prepare for the Public Comment Proceeding to start in early August. Communication and engagement plans have been developed and are being put into action to support community awareness.
- More information is available on the [Pilot Holistic Review ToR workspace](#), including the Draft ToR document.

KEY HIGHLIGHTS AND MILESTONES

- Facilitated [Board action](#) to defer the third Organizational Reviews of the ALAC/At-Large, ASO, ccNSO, NomCom, RSSAC, and SSAC in June 2022.
- Work is underway to facilitate Board action to defer the third Review of the Registry Directory Services (RDS3 Review, formerly known as RDS-WHOIS Review) by October 2022.
- ICANN org progressed the implementation of Staff Accountability Work Stream 2 (WS2) Recommendations 7.2 - 7.3 toward completion.
 - ICANN aggregated the various information acquisition mechanisms that ICANN has deployed over the last five years to gather input from the community on its performance. Additionally, ICANN org assessed how community input is used to improve performance, as part of ICANN org's continuous improvement mind-set.
 - ICANN org has made significant changes and improvements since WS2 to how we respond to community requests, having embodied the culture of operational excellence, professionalism, and project management discipline. ICANN org is assessing these changes as a key input into its implementation of Recommendations 7.2.2-7.3 which relates to ICANN org services level targets and guidelines for response to community requests.

TOP ISSUES AND MITIGATION

To improve the effectiveness of reviews, ICANN org (including RSA, Implementation Operations and other functions) is exploring with the ICANN community lessons learned, to achieve more impactful review outcomes – more concise recommendations that have a clear path to implementation. The work on the Lifecycle of Reviews project includes compiling these findings so it can lay the groundwork for internal and external process changes that will enhance the reviews process, including proposed changes to the Operating Standards for Specific Reviews, the reviews end-to-end process flow, and the governance structure for reviews. This project additionally includes creating a structure for a continuous improvement program that will be a conduit for future process improvements.

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.

FY22 Q4 FACT SHEETS

Nominating Committee Review Implementation Working Group (NomComRIWG)

[FY22 Fact Sheets](#)

Key Data Points for FY22 (Q4):

- Participation rate: 45%
- Milestones completed: 96 calls | 710 hours

Pilot Holistic Review Terms of Reference Team

[FY22 Fact Sheets](#)

Key Data Points for FY22 (Q4):

- Participation rate: 70%
- Milestones completed: 11 calls | 129 hours

IMPLEMENTATION OF NON-POLICY RECOMMENDATIONS AND AD-HOC PROJECTS

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

KEY HIGHLIGHTS AND MILESTONES

- Completed the review of the workspace and ICANN org spaces pertaining to Specific Reviews, WS2 and the Multistakeholder Model project.
- Refined implementation status of the recommendations through a set of agreed upon definitions and implementation labels.
- Supported preparations for, and activities of, the Pilot Prioritization exercise.
- Created a new cross-functional project team to address implementation of prioritized Specific Reviews recommendations.
- Participated in the Pilot Holistic Review Terms of Reference team meetings and contributed to design of the draft Terms of Reference.
- Presented the MSM action plan during the ICANN74 Prep Week and to the Board.
- Provided updates on status of the WS2 implementation and prioritized Specific Reviews recommendations to the OEC.
- Contributed to move three SSR2 pending recommendations to Board action on 1 May 2022.
- Participated in the ICANN Grant-Giving Program.

OVERVIEW OF ACTIVITIES

Specific Reviews and prioritized recommendations

The status of the recommendations from [Specific Reviews](#) is summarized below:

Review Effort	Complete	In Progress	Not Started
Accountability and Transparency Review (ATRT3)	3	4	7
Consumer Trust, Consumer Choice (CCT)	3	4	10
Registration Directory Service (RDS-WHOIS2)	7	2	6
Security, Stability, and Resiliency of the DNS Review (SSR2)	2	5	7

During the time covered by this report, Implementation Operations supported the Planning department for the [Prioritization Pilot](#) exercise on the 45 Specific Reviews recommendations – or their components – that were deemed eligible for prioritization. In June 2022, Implementation Operations convened a cross-functional project team on implementation of Specific Reviews with the goal of designing and delivering on the implementation of the prioritized

recommendations to implement as many as possible by the end of FY23. This includes assessing the need for possible Supplemental Fund for Implementation of Community Recommendations (SFICR) support.

Additionally, in April, Review Support and Accountability and Implementation Operations teams started a project to streamline the current process to move pending SSR2 recommendations to Board action.

Implementation Operations worked on refining and defining implementation status labels for recommendations to introduce information consistency and improved reporting. In collaboration with the RSA department, Implementation Operations reviewed the structure of the Specific Reviews and projects workspace and ICANN org pages to streamline information and enhance visual experience for the end-users.

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 (SMEs) for the implementation of the recommendations. The status of the 65 org owned recommendations is as follows:

- 15 recommendations complete (13 in March 2022), 42 in progress (39 in March 2022), 8 not started (13 in March 2022).
- Implementation highlights include the hire of a diversity, equity, and inclusion expert in April 2022 to assist with diversity related work, and the creation of ICANN org and workspace pages to address and complete, in some instances, implementation work.¹

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

"Enhancing the Effectiveness of the ICANN's Multistakeholder Model" project originated in 2019 to refine and further improve the ICANN's multistakeholder model of governance. Since February 2022, Implementation Operations has:

- Created a dedicated [workspace](#) for the project.
- Expanded the list of projects/initiatives that are supporting the MSM and were not included in the initial list.
- Delivered an update on the project during the ICANN74 Prep Week and the Board workshop in early June.
- Started the evaluation of four projects and the plan to have engagement sessions with the various SO/AC at ICANN75.

TOP ISSUES AND MITIGATION

To ensure a timely implementation of the prioritized recommendations, Implementation Operations is providing support to the SMEs and coordinating the request for extra resources that might be needed for the implementation.

¹ [ICANN Organization Employee Practices and Resources](#); [Diversity at ICANN](#); [The ICANN Community's Work on Human Rights](#);

CONTRACTUAL COMPLIANCE

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

KEY HIGHLIGHTS AND MILESTONES

- Launched a new [audit](#) round aimed at testing and validating Registry Operators' compliance with the Registry Agreement (RA). The audit, which is close to its completion by the end of Q3 2022, entails the review of information and data collected from the 28 generic top-level domains (gTLDs) being audited, their Data Escrow Agents and the Trademark Clearinghouse.
- Received 5,626 new complaints and forwarded more than 1,653 notifications to contracted parties during investigations into compliance with numerous requirements across ICANN policies and agreements.
- Continued providing contractual compliance input, metrics and data in support of policy, working groups, and review teams including the EPDP on the Temporary Specification for gTLD Registration Data, the Transfer Policy Development Process Working Group, and the GNSO Council DNS Abuse Small Team.
- Published an [Advisory](#) related to the impact of China's Personal Information Protection Law (PIPL) on complaints pertaining to third-party access to nonpublic gTLD registration data.
- Participated in a training session with Turkish registrars related to abuse requirements under Section 3.18 of the Registrar Accreditation Agreement, the Uniform Domain Name Resolution Policy (UDRP) and the obligation to escrow gTLD registration data.
- Contributed to ICANN 74, including through the participation of Contractual Compliance Subject Matter Experts on the Transfer Policy, the Temporary Specification, and New gTLD Subsequent Procedures.
- Completed review of the Annual Registry Code of Conduct Certifications required by Specifications 9 and 13 of the RA. For the first time, Compliance worked closely with the Global Delivery Services(GDS) team to review submissions and follow up on missing certificates. Compliance successfully engaged with 35 Top Level Domains(TLDs) to obtain missing certifications.

OVERVIEW OF ACTIVITY

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

During this reporting period, ICANN issued a Notice of Breach to the following:

1. the registrar Domainia Inc.
2. the registrar Intracom Middle East FZE (Intracom)
3. the registrar Innovadeus Pvt. Ltd.
4. the registrar Tecnología, Desarrollo Y Mercado S. de R.L. de C.V. (TDM)
5. the registry Joint Stock Company "Navigation-information systems", which operates the top-level domain (TLD) ".GDN"

Of these breaches, one (Intracom) was escalated to suspension of the registrar's accreditation and two (Domainia Inc. and Innovadeus Pvt. Ltd) resulted in termination of the registrars' accreditations with ICANN.

The Contractual Compliance team issued Termination Notices to two registrars for failure to cure Breach Notices received during the months prior to this reporting period (Alice's Registry, Inc. and HOAPDI INC.) and extended the suspension period for another registrar (Threadagent.com, Inc., until 31 May 2022).

Additional information regarding these actions 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 5,626 new complaints (4985 against registrars, and 641 against registry operators); sent 1,653 inquiries and notices (collectively referred to as “compliance notifications”) to contracted parties; and closed 4875 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: [2022 Monthly Dashboards](#). The New Trend Reporting for this period is available here: [Contractual Compliance Twelve-Month Trends Reporting](#).

TOP ISSUES & MITIGATION

None during this reporting period.

PROCUREMENT

Xavier Calvez, SVP, Planning and Chief Financial Officer (CFO)

KEY HIGHLIGHTS AND MILESTONES

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

OVERVIEW OF ACTIVITY

Procurement Operations: Purchase orders (POs) for the reporting period (14 March 2022 thru 5 August 2022) totaled \$26,486,337 issued to 251 unique suppliers with an average PO amount just over \$69K. The PO commitments to suppliers during this reporting period are markedly higher than that of the previous reporting period, which had a total PO commitment of approx. \$9.5M, issued to 142 unique suppliers, with an average PO amount of just over \$45K. Looking closer at the monthly numbers, in contrast to the previous reporting period, the PO total amounts for each month within this reporting period are much higher, with June '22 being the month with the highest total PO commitment of approx. \$7.7M . The significant increase in total PO commitment amounts during this past reporting period may be explained by the following factors:

- The period includes the fiscal year end (FY22), which is usually a time for higher transactional activity, as budget owners are trying to ensure the projects budgeted for the year actually happen.
- The opening up of ICANN offices, staff travel and meetings face-to-face, although slowly, has signaled a “come back” or a fresh focus on getting more projects to be back on track and started.
- This period also saw a large number of contracts that were due for renewal, as well as several new deals made. Additionally, since the upcoming ICANN meetings are now hybrid and hence have an in-person element (related activities like catering, hotels, vendor services, etc.), the associated PO commitments are elevated.

A summary of procurement operations metrics for the reporting period is provided below:

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 four RFPs and RFQs for the IMRS Cluster (Africa) initiative. In addition, planning and preparation for ten (10) competitive bidding (RFP/RFQ) processes occurred in the same period, involving various categories of purchases.

Notable Purchases/Deals/Cost savings: Procurement supported the ICANN organization in regular purchases/deals and cost savings throughout the reporting period. In particular, there were a few large deals conducted that were above the “board threshold” amount of \$500K, which required the BFC to review and the Board to approve the initiative:

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- IMRS Servers for the IMRS Clusters (Africa) initiative, valued at approx. \$800K
 - ITI Vendor, Architech -12 month contract valued at \$3.1M
 - Communications Public Relations firm (Teneo) – contract over two years valued at approx. \$1.7M.
 - Washington D.C. new office lease – 12 year (144 month) lease.

All contracts above were approved via Board resolution in June 2022.

RISK MANAGEMENT

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

KEY HIGHLIGHTS AND MILESTONES

- Completed the annual refresh of the org Risk Register
- Began a project to review and update org continuity plans

OVERVIEW OF ACTIVITY

ICANN org's Risk Identification Management Procedure, as part of the Risk Management Policy, requires that the org's Risk Register be updated periodically. During the summer months, the org performs the annual refresh of the Risk Register whereby the functions are asked to take a fresh look at their risks and any additional risks to be considered for inclusion in the org Risk Register. The annual refresh includes a calibration exercise where the Risk Liaison network members who represent every org function discuss the individual risks in the Risk Register to assure consistency of risk ratings and to provide an org-wide perspective on the portfolio of risks

After discussion with and support of the CEO Risk Management Committee, we are moving ahead with a project to coordinate our overall Response Planning and especially to improve Continuity Planning to ensure continuation of mission-critical processes during disaster situations. The project plan calls for evaluating existing plans and developing function level plans as needed. It includes developing an overarching Response Plan Framework to coordinate better Emergency Response, Crisis Management, Continuity Planning, and Disaster Recovery. An overview will be provided to the Board Risk Committee later in the year.

PLANNING

Xavier Calvez, SVP, Planning and Chief Financial Officer (CFO)

KEY HIGHLIGHTS AND MILESTONES

- The ICANN Board [adopted](#) ICANN's FY23–27 Operating and Financial Plan and FY23 Operating Plan and Budget on 27 May 2022. The Empowered Community petition period terminated and the [FY23 ICANN Plans](#) went into effect at the beginning of the FY23 on 1 July 2022.
- Completed ICANN's FY24 Strategic Outlook trend analysis.
- Conducted a pilot based on the Planning Prioritization Framework and published a list of prioritized Board approved specific review recommendations.
- Published the Planning Prioritization Framework Version 2 in July 2022.

OVERVIEW OF ACTIVITY

Strategic Outlook and Strategic Planning

Following the completion of the Strategic Trend Identification phase in April, ICANN org conducted the trend analysis from April to July, to identify any new trends or significant changes to existing trends. The trend analysis report will be used to support the trend impact assessment. The Planning team will facilitate the trend impact assessment with ICANN org's executive team and the Board Strategic Planning Committee during August and through October.

Operating Plans and Budget

Following the Public Comment period and ICANN74, ICANN org presented the [Proposed for Adoption](#) FY23–27 Operating and Financial Plan and FY23 Operating Plan and Budget to the Board. On 27 May 2022, the Board [adopted](#) ICANN's FY23–27 Operating and Financial Plan and FY23 Operating Plan and Budget. The Empowered Community petition period terminated and the [FY23 ICANN Plans](#) went into effect at the beginning of FY22 on 1 July 2022.

Planning Prioritization Framework Project

During April and May 2022, ICANN org conducted a [pilot](#) based on the Planning Prioritization Framework V1 with the community. The pilot provided the opportunity for ICANN org and the community to test the processes and methodologies developed in the draft framework and identify gaps for further improvement. The pilot was specifically on the implementation of [Specific Reviews](#) recommendations. Information on the pilot can be found here ([link](#)).

GLOBAL HUMAN RESOURCES, ADMINISTRATIVE SERVICES, SECURITY OPERATIONS

Gina Villavicencio, SVP, Global Human Resources

KEY HIGHLIGHTS AND MILESTONES

- All three functional teams continued to be actively involved in supporting the org's response to COVID-19, focusing on preparing the staff and offices for Phase One Return to Normal Operations (RTNO), including Los Angeles, Nairobi, and Washington D.C. offices' migration to Phase One and deployment of a space management system, while also ensuring the provision of an effective health, safety and security system for the first in-person ICANN Meeting (ICANN74 at The Hague) since the onset of the global COVID-19 pandemic.
- Other key accomplishments included completion of the FY22 SR2 performance management review process for a total of 389 eligible staff, the distribution of At-Risk Payments to all eligible staff, finalization of the FY22 year-end Annual Compensation/ Merit Reviews, and the completion of the annual staff engagement survey.

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. In addition, started the roll-out of mandatory Return to Normal Operations (RTNO) training, covering COVID-19 risk mitigation procedures and protocols, to prepare staff to resume working from offices that were approved for Phase 1 RTNO (LA, DC, and Nairobi in this reporting period).
- The annual staff engagement survey, independently administered since 2018 by DecisionWise, was completed on 14 June 2022. Staff participation was 93%, which was similar to 2021, and the overall favorability score was 83% (+1 vs. 2021). The Org's overall results were communicated to staff in July, including priority focus areas, which are work prioritization and new initiative Implementation, collaboration and inclusivity, and staff growth.
- During this reporting period, 34 vacancies were filled, with eight through internal placements and seven roles in EUR, MEA, and APAC regions. Key roles filled include Director of Security, Stability and Resiliency Research in the Office of Chief Technical Officer and Associate General Counsel in Governance Operations and five appointments dedicated to the Subsequent Procedures ODP.
- Completed the FY22 SR2 performance management review process for a total of 389 eligible staff, and corresponding At-Risk Payments were distributed to all eligible staff on 30 June 2022.
- Completed the FY22 Annual Compensation/Merit Review (ACMR) process by 30 July 2022.

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- Completed annual benefits renewal processes for Turkey staff in April 2022 and for Singapore staff in August 2022.
 - Continued to develop our leadership team through our LEAD program (Leadership Education & Development), including Setting Goals & Reviewing Results, Workplace Violence Prevention Case Studies, Creating an Inclusive Environment, and Conversations to Inspire Performance.
 - Continued to develop our staff through learning and development opportunities, including the new Development Debriefs with ICANN Leadership series that focuses on accountability, inclusivity, emotional intelligence, productivity and conflict. Introduced two new training courses for the Meeting Etiquette Series and Writing Better Emails to improve staff communications and skills and promote ICANN's culture of inclusivity.

Administrative Services

- The ICANN Global Wellness program continued its efforts to support staff with activities including a webinar in recognition of Pride month (June 2022), as well as a webinar for "Feeling Safe and Engaged: Returning to the Workplace" to support RTNO Phase One planning. Also continued with efforts to develop and support global and regional wellness programs for FY23.
- Partnered with the Engineering and Information Technology team to upgrade Zoom technology in ICANN offices for staff's eventual return and to support inclusivity for staff.
- With Nairobi, Los Angeles and Washington, D.C. offices moving to Phase One, it provided various administrative support for staff returning to the office.
- In alignment with the Org's RTNO safety protocols, adopted and deployed a space management system globally across all our offices to manage capacity.

Security Operations

- Coordinated and provided a health, safety, and security support system for ICANN's first post-COVID-19 in-person ICANN Meeting (ICANN74 at The Hague).
- Successfully launched ICANN's new risk-driven, approval-based travel and events methodology in May 2022.
- Supported the migration of ICANN offices to Phase One as part of the return to office readiness plan. Los Angeles, Nairobi, and Washington D.C. offices have now opened in Phase One. Brussels and Singapore offices have also received approval to move to Phase One and are making the necessary arrangements to do so.
- In line with global best practices and to optimize operational effectiveness, the Middle East Africa and the Europe regions were combined into a single region (EMEA) that will have a dedicated in-region Regional Security Director, for which the org is currently recruiting.
- Security Operations continues to oversee the day-to-day management of ICANN's response to COVID-19 and has commenced preparations for migrating from a crisis-based approach to an operational one.

TOP ISSUES AND MITIGATION

Update on ongoing response to the COVID-19 pandemic and war in Ukraine and its impacts.

ENGINEERING AND INFORMATION TECHNOLOGY

Ashwin Rangan, SVP, Engineering and Chief Information Officer (CIO)

KEY HIGHLIGHTS AND MILESTONES

E&IT has made progress on several fronts; of special note is that the GAC website has been integrated with ICANN Account. This provides GAC members the convenience and security of single sign-on that other ICANN community members have enjoyed. With respect to improving the travel experience with a suitable system, we have selected a vendor and additional progress should be visible in the months to come. Last, with respect to our important DNS resiliency work, we are on track to deploy a new IRMS instance in Kenya by the end of this calendar year.

OVERVIEW OF ACTIVITY

Follows the Pillar-Plank rubric for reporting.

The Pillars

Front Office Relationship and Delivery (FORD) Team

The Information Transparency Initiative (ITI)

During this period the ITI team deployed the following services: Translation Service and process that allows a user to request content translations from the Language Services team; Authoring Preview so that a content creator can validate work prior to publication. In accordance with emergent data privacy regulation, the team has completed the removal of Google Analytics from the ITI platform.

Single Sign-On

Progress has been made to move community-facing services to ICANN Account, our single sign-on (SSO) and secure authentication solution. Progress this period includes GAC website integration in May, and “kill-switch” functionality for administrative functions. This last feature is to quickly terminate access to services when Employees and Contractors leave the org.

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 the team is in the process of requirements gathering and configuration.

Community Relationship Management (CRM)

Continued progress on differentiated access for staff users to improve data privacy controls.

Naming Services portal (NSp)

Launched phases 1 (cancellation) and 2 (manual extension) for CZDS v3 in March and June respectively. On track to launch the remaining portion of CZDS v3 (auto-renewal) by end of FY23 SR1.

WHOIS Disclosure System

The team collaborated with other ICANN functions to define a suitable WHOIS disclosure system that offers a simplified and cost-effective alternative to SSAD. The outcome of this work will be presented at ICANN75.

Technical Services (TS)

Completed and launched the Monitoring System API (MoSAPI) Operational Test Environment (OTE) on 23 March 2022, so registry operators can have and use environments to test. 2022 SLA Monitoring (SLAM) Enhancements for Test Automation project completed on 30 June 2022 to reduce the test regression cycle for project delivery.

SubPro

E&IT business systems analysis and systems architecture for high-level solution assessment completed for ODA. Currently engaged in pro forma and platform analysis. E&IT is on target to complete systems assessment for ODA by mid-September 2022.

Staff Operations Pillar

Return to Normal Operations (RTNO)

Some of the ICANN locations are transitioning to Phase 2 while others are initiating Phase 1; systems need to be prepared to support this hybrid model as we transition between phases.

The Planks

Software Engineering

Process and Technical Improvements

Software Engineering is currently implementing a technical baseline of assets (technical diagrams, architectural documentation, etc.) to solidify technical documentation required to ensure service success in the long term across all services.

Engineering Resources Engagement & Experience

Software Engineering is leveraging a third-party platform called DX to help gauge staff and contractor performance and overall experience during their time at ICANN. The first data snapshot is due the first week of August and is to be reviewed by Software Engineering leadership to identify trends and areas of improvement.

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

DCCO - Email Address Internationalization (EAI) Readiness

This is an important project under the overarching “IDN/UA readiness within ICANN Org systems” initiative. 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. They are on track for an updated release by early FY23 SR1

(Jul-Dec 2022). This means that if QA is successful, ICANN org can migrate to the EAI capable Proofpoint version by the end of this calendar year.

MTS - Hybrid Meetings

MTS facilitated an improved hybrid participation model for ICANN74. The changes implemented included overhauled participation manager training, standard procedures for queuing, and the ability for virtual participants to take the floor during sessions. Equitable participation enhanced the meeting experience for all.

EUS – Technical Support Requests

For the period of 1 March 2022 to 02 August 2022, End User Support fielded 3,131 general support requests. The same period in the prior year, 1 March 2021 to 02 August 2021, EUS worked 2,657 general support requests, a 17 percent increase. The trend of decreasing support requests EUS enjoyed for the last few years, due to automation, standardization and documentation, appears to have ended. This increase in requests may be a function of the higher numbers of staff being brought into the Org in 2022. More data analysis is pending in this regard.

Security and Network Engineering

Overall

The InfoSec team developed Incident Response Tabletop Exercises (TTX) has continued. Progress continues our transition to NIST CSF.

End-point protection

Falcon Complete is a leading-edge product, from the company CrowdStrike, for end-point protection. This product was recently sourced by ICANN org and has been deployed to all ICANN laptops (ICANN Device Security). This move has significantly improved our end-point information security posture.

ICANN Managed Root Servers (IMRS) - Clusters implementation

The IMRS Cluster deployment in Kenya remains on track.

Anticipated Issues Being Addressed

We have a list of potential countries to locate the remaining three clusters during calendar 2023. This list includes countries in Africa, Asia and Europe. Our preferences in each of these continents are rank-ordered.

In researching the local needs in the higher-priority countries in Africa and Asia, we have learned that there are recently enacted national infrastructure security legislations, which could adversely impact ICANN's independence as an RSO. This means that our teams will require a higher time investment up front to navigate and ensure ICANN's independence as a Root Server Operator from government influence.

More to follow as we learn more about these new requirements.

Governance

Frozen Delivery Pipeline (FDP)

EIT continues to track and report the engineering commitments and progress following the FDP process repeated semi-annually. The FY22 SR2 semester ended 14 May, 2022, with delivery on project commitments at 94% and project work spillover of 6% as well as continued maintenance support across 75 services and/or activities.

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

- Updated measurements about RDAP services
- Proof-of-Concept (PoC) for a parallel cluster with accelerated hardware for applied AI research
- Domain Abuse Activity Reporting (DAAR) Evolution
- Identifier Technologies Health Indicators (ITHI) update
- Name Collision Analysis Project (NCAP) Study 2 continues
- New OCTO documents published
- Engagement and Capacity Building Events
- Focused ISP Engagement
- Trust and Public Safety Engagement Activities
- Preparing Engineers for Universal Acceptance
- Improving DNS Capabilities and Security for Operators
- Educating Policy Makers on the Internet's Underlying Technologies
- Participation to the 3rd ICANN APAC -TWNIC Engagement Forum 2022
- Participation to the APAC DNS Forum 2022

OVERVIEW OF ACTIVITIES

RDAP services performance update: Building on the large-scale measurement conducted in 2021, a new set of metrics regarding the performance of RDAP services was conducted. These new metrics assessed the response time of all publicly available RDAP services and extended the measurements to assess the security of these services by identifying the TLS version supported by each one of them. The results showed that the response time did not change significantly, though more than 90 new RDAP services were deployed during 2021.

Proof-of-Concept parallel cluster for Artificial Intelligence (AI): To accommodate the needs to process large datasets, a PoC for a parallel cluster with accelerated hardware was designed and deployed in Amazon Web Services. The deployed infrastructure is customized to the current needs of the security research team allowing it to process large datasets in parallel while applying machine learning algorithms. The PoC was tested using standard benchmarks and incorporating the required security policies. Currently, the PoC is being tested in security research applications like the classification of data provided by the Anti-Phishing Working Group.

Domain Abuse Activity Reporting (DAAR) Evolution: OCTO is progressing on defining the project specifications, going through assessing IT infrastructure needed for the project as well

as finance and cost and timeline estimates. In short, the goal of the project is to create a modular measurement platform that includes not only security threat metrics but also other metrics that could be used in research and operations related to the SSR of DNS such as domain popularity metrics and security threat risk metrics for domains using our AI work, DNS and SSL related information, among several others. The current DAAR will be the first module of the platform since it is the most basic to start with. OCTO aims to have the platform built in-house with the help of E&IT for which extra resources and expertise need to be brought in. The next step is to present the specifications and plans to move forward to the community.

Identifier Technologies Health Indicators (ITHI) update: The ITHI project continues to evolve by adding two new metrics related to DNS concentration. Metric M9 analyzes the concentration of operators of authoritative DNS servers and metric M10 analyzes the concentration of DNS resolvers in general and public DNS resolvers in particular. The ITHI project also started receiving data from a new partner, the Internet India Foundation (IIFON).

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. The group will meet and also present a status update at ICANN75. The current schedule calls for a public comment on the draft Study 2 to open in early October, 2022, with publication of the final report planned for Q1 2023. New OCTO documents published: The OCTO team published three new documents in the OCTO document series and updated one document:

- [OCTO-033](#): “DNSSEC Algorithm Use in 2022” (April 2022)
- [OCTO-034](#): “Challenges with Alternative Name Systems” (April 2022)
- [OCTO-016v2](#): “ICANN's Root Name Service Strategy and Implementation” (June 2022)
- [OCTO-035](#): “Observing DNSSEC Key Lifecycles” (July 2022)

Engagement and Capacity Building Events: The OCTO team conducted 50 events to build technical capacity and engage with communities. Fifteen events were held in the LAC region, five in the APAC region, seven in Europe, and 26 in Africa and the Middle East regions.

Focused ISP Engagement: The OCTO team focused its engagement with network operators around the world as part of a broader effort to make new friends in the operator community. Highlights of our network operator engagements include directly assisting Orange in Morocco and SSHC-Linkdata in Iraq to activate and maintain DNS Security Extensions (DNSSEC) validation in the DNS services they provide their customers, and enlisting Sarmad Hussain to present on Universal Acceptance to a large audience at the June NANOG85 meeting. OCTO has started executing on the goals in our Memorandum of Understanding with NANOG, and are planning a joint ICANN-NANOG-ARIN capacity building and outreach workshop this coming September for historically black colleges and universities in the Montgomery, Alabama, USA area.

Trust and Public Safety Engagement Activities: During this period, ICANN delivered presentations on the workings of the ICANN eco-system in several events related to trust and public safety:

- ENISA's Ad Hoc Awareness Raising Working Group

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- Cybercrime consultation organized by Chatham House and Instituto Igarape
 - ‘DNS abuse for law enforcement agencies’ organized by ECO
 - The Universal Postal Union’s .POST General Assembly Expert Panel Discussion
 - Interpol’s I-SOP (Stop Online Piracy) annual event

Preparing Engineers for Universal Acceptance (UA): OCTO’s efforts to prepare engineers for a world of full UA continues to expand. In addition to conducting numerous training events teaching developers how to implement UA in Javascript, and instructing system administrators on how to implement Email Address Internationalization, OCTO has started work on creating a hands-on UA workshop leveraging the OCTO Virtual Lab infrastructure.

Improving DNS Capabilities and Security for Operators: OCTO assisted four ccTLDs (.CI, .SN, .NG and .BJ) in fixing some configuration issues in their DNS setups, including making zone transfers available in some secondary authoritative nameservers, fixing name server unreachability, and other technical improvements. As part of collaboration with the Indian Registry for Internet Names and Numbers (IRINN) and the National Internet Exchange of India (NIXI), OCTO conducted a technical training on “DNS Security Threats and Mitigation”. OCTO also spoke about DNS cybersecurity at the ITU-Bhutan Joint National Cyberdrill event.

Informing Policy Makers on the Internet’s Underlying Technologies: In support of ICANN Government Engagement activities, OCTO staff met with legislators, bureaucrats, and diplomats to help inform them on how proposed regulatory objectives could impact the technologies that underpin the Internet’s infrastructure. There was a particular focus on briefing policy makers to understand the potential technical impacts of attempts to more fully regulate the DNS Root Server System.

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. There are still COVID-19-related restrictions, but the team resumed measured travel with representation at ICANN 74 in The Hague and IETF 114 in Philadelphia.
- Key signing ceremonies continue with a normal quarterly cadence and with limited in-person community participation.

Performance in Brief

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

	Mar	Apr	May	June
DNS Root Zone				
SLAs Met	100%	100%	100%	98.4%
Metrics Met	64/64	64/64	64/64	63/64
CSC assessed satisfactory or higher				
Request Volume	123	69	235	195
TLDs in Root Zone	1486	1487	1487	1487
DNS Root KSK**				
Metrics Met	-	-	5/5	-
Scheduled Items Met	-	-	7/7	-
.INT Top-Level Domain				
New .INT registered	1	0	0	0
.INT modifications	0	3	2	2
Request Volume	9	18	17	6
Protocol Parameters				
SLAs Met	100%	100%	98%	100%
Met MOU requirement (90%)				

Met internal target (95%)				
Request Volume	2600	241	272	258
Number Resources				
SLAs Met	100%	100%	100%	100%
Metrics Met	4/4	4/4	4/4	4/4
Met SLA requirement				
Request Volume	0	0	0	0
Label Generation Rulesets				
New LGRs posted	0	0	0	0
LGRs modified	0	1	3	0
Request Volume	0	1	3	0
General Enquiries				
Request Volume	97	67	96	119

** Only applicable to months where ceremonies are held.

Customer Satisfaction

IANA continues to measure customer satisfaction after requests are completed.

Satisfaction In Brief

	Mar	Apr	May	June
Response Rate	42.3%	50%	41.1%	44.6%
Satisfaction	100%	86.2%	100%	96.0%

Other Updates and Initiatives

- We successfully held our KSK ceremony in Culpeper, Virginia in May 2022. Participation by non-staff partially resumed, but external witnesses were still not permitted. During this ceremony some of the backlog of maintenance was conducted, plus Dan Kaminsky was replaced in his role by a new TCR.
- ICANN commissioned a study on the robustness of the root zone change process. The finalized study has been published at

<https://www.icann.org/resources/pages/octo-commissioned-documents-2020-11-05-en>

and its recommendations will be important considerations in future activity planning.

- An RFP has been issued to solicit qualified third-party auditors to conduct the IANA system control audits (SOC2 and SOC3). These annually assess the effectiveness of various business processes concerning the key IANA systems. In conjunction with this year's ICANN DNS Symposium, a special "IANA Community Day" is planned that will focus on a number of strategic long-term technical items for IANA. Areas of focus are expected to be studying how to successfully perform a cryptographic algorithm rollover for the Root Zone KSK and engaging with TLD managers on evolving the way technical checks are performed for the root zone.

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

Sally Costerton, Sr. Advisor to President and SVP, Global Stakeholder Engagement

KEY HIGHLIGHTS AND MILESTONES

This report covers Global Stakeholder Engagement (GSE), Meetings and the Public Responsibility Support Department activities from 14 March to 5 August 2022.

As regional meetings have shifted to hybrid and in-person participation, GSE delivered the first APAC DNS Forum (29 March to 1 April 2022), along with the third ICANN-TWNIC Engagement Forum (12-13 May). GSE also facilitated CEO visits with stakeholders in Europe, and participated in several regional events in Africa, Europe, LAC, Middle East and North America. The team also worked closely with colleagues in other ICANN org functions to support engagement related to ICANN's DNS security threat mitigation program, DNSSEC, Computer Emergency Response Teams, Internet service providers and connectivity providers, among other stakeholders.

PRS supported the Board's consideration of the recommendations of the Cross-Community Working Group on New gTLD Auction Proceeds (CCWG-AP) through an internal cross-functional project called Project Plutus. On 12 June 2022, the Board [approved](#) the recommendations of the CCWG-AP and directed ICANN's President and CEO, or his designee(s), to take all actions as directed within the [Board Scorecard](#) to ultimately implement an ICANN Grant Program. Work has commenced on delivering a preliminary implementation plan to the Board by 10 October 2022 as outlined in the resolutions, and updates to the Board and Community will take place during this work.

PRS facilitated the evaluation of organizations and [selection of the Emergency Telecommunications Cluster \(ETC\)](#) to contribute financial assistance of US \$1 million to support access to the Internet in emergency situations as [directed](#) by the ICANN Board. Funds were distributed in April 2022. PRS will provide updates on the progress of the allocation and feedback on lessons learned from this experience so that potential future emergency grants can be efficiently distributed.

Due to the COVID-19 pandemic, all face-to-face meetings were canceled through May 2022. In June 2022, ICANN conducted ICANN74 in The Hague, Netherlands, which was the first in-person ICANN tri-annual meeting since 2019. It successfully brought together 1,817 participants from 101 different countries, including 917 in-person in The Hague, and 900 online for the virtual aspect of the Policy Forum. Strict health and safety measures were followed and minimal COVID-19 cases were reported. Thirty-two community members took advantage of the Bandwidth Reimbursement Program for the meeting.

Planning for the ICANN75 Hybrid Annual General Meeting in Kuala Lumpur, Malaysia is well underway. The org is working to continue the successes from ICANN74, and implement recommendations for changes based on Community feedback from the post-ICANN74 survey.

OVERVIEW OF ACTIVITY

The first APAC DNS Forum was a success for the region, and for ICANN's partnership with MYNIC ahead of ICANN 75 in Kuala Lumpur. The Forum recorded 1058 registrations from 84 economies (including ICANN org and MYNIC staff). The Forum covered a wide range of topics including technical discussions, industry trends, and potential impact of regulatory and/or technological developments. Moving forward, GSE will continue to conduct the APAC DNS Forum annually with different regional partners. In addition, the Forum will operate as a platform to sustain regular dialogue with the regional community. Some discussions at the Forum that have potential for wider collaboration include developing DNS abuse mitigation tools and framework (led by the DNS Abuse Institute), as well as expanding trusted notifier mechanisms (led by DotAsia and TWNIC).

In April, the team delivered the virtual Middle East DNS Forum, along with a new website for the event, <https://mednsf.org/>. During the Forum, the team moderated a panel discussion on DNS abuse, focusing on how operators in the region may utilize new tools for mitigating abuse. GSE also worked with colleagues in OCTO for several regional training events aimed at law enforcement and public safety entities to better understand DNS security threats and mitigations.

GSE facilitated or participated in the following regional events during this period: ICANN 74 Readouts for China, Japan, LAC; NetMission Academy; South School on Internet Governance webinars; OAS CITELE meeting in Washington DC; IGF-USA; Middle East Space on DNSSEC Signing and Validation; North America Space; LAC Space; APAC Space; AFRALTI Governing Council meeting in Malawi; DotAsia-TWNIC MOU Signing Ceremony (hybrid event); Connected Kenya Summit; Canadian IGF; engagement events on Universal Acceptance and IDNs; OSIANE 2022 in Congo; NANOG 85; PITA Business Forum; PACNOG; West African and Africa IGFs; Chinese Domain Names Acceptance Workshop; webinar on ICANN & the DNS for Yemen, among others.

GSE staff also participated as subject matter experts in cross-functional efforts related to the Sub Pro Operational Design Phase, DNS security threat mitigation program, organizational risk management, and the annual Strategic Trends update process.

PUBLIC RESPONSIBILITY SUPPORT (PRS)

For the ICANN74 Policy Meeting, ICANN accommodated 24 fellows and 10 NextGen@ICANN participants from 30 countries. They received guidance from community-appointed mentors, attended a session with the ICANN Board members and CEO, and participated in tailored training on consensus building and “The Art of Small Talks” by the Policy team. NextGen participants presented on topics of DNS abuse, data privacy, and cyber incidents and attacks.

For ICANN75, ICANN org has selected 38 fellows and 12 NextGen@ICANN participants from 42 countries.

PRS continues to support cross-functional Workstream 2 implementation efforts in the areas of diversity and human rights.

Additionally, PRS offered support for a Leadership Diversity Survey, which was created in response to an [Additional Budget Request \(ABR\)](#) by the [European Regional At-Large Organization \(EURALO\)](#) to design a study about diversity in the context of the Work Stream 2 recommendations. The survey, which closed on 6 July 2022, focused on past and current Board and community leaders; it was available in Arabic, Chinese, English, French, Russian, Spanish, and Portuguese.

GLOBAL MEETINGS OPERATIONS

The Global Meeting Operations department is working to confirm ICANN tri-annual meetings for 2024. Highlights during this period include:

- Planning and execution for a successful ICANN75 Hybrid Annual General Meeting in Kuala Lumpur.
 - Work in consultation with community leaders on improvements to the hybrid meeting based on ICANN74 feedback and continuing to ensure an equal experience for in-person and remote attendees during the meeting. Build on successes from ICANN74.
 - Continued work on the Bandwidth Reimbursement Program
- Continue to work in consultation with SecOps, Legal and the A-CMT to identify health and safety measures and document protocols for upcoming in-person and hybrid events.
- Planning for:
 - ICANN76 Hybrid Community Forum in Cancún, Mexico.
 - Board Retreat and Workshop with ICANN org Executives (Sept 2022)
 - EURALO General Assembly in Brussels, Belgium (Oct 2022)
 - NARALO General Assembly in Los Angeles, CA, USA (Oct 2022)
 - SSAC 2022 Workshop in Los Angeles, CA, USA (Oct 2022)
 - Africa Engagement Forum in Nairobi, Kenya (Oct 2022)
 - ICANN Contracted Parties Summit (formerly GDS Summit) in Los Angeles, CA, USA (Nov 2022)
 - ICANN DNS Symposium (IDS 2022) in Brussels, Belgium (Nov 2022)
 - IGF 2022 in Addis Ababa, Ethiopia (Nov 2022)
 - GNSO Council Strategic Planning Session in Los Angeles, CA, USA (Dec 2022)
- Continued work on the Travel Modernization Project
- Other papers and initiatives as required

TOP ISSUES AND MITIGATION

GSE coordinated a series of hybrid and in-person events, as well as continuing to support virtual engagement. A focus remains identifying new participants to support ICANN's technical and policy work, as well as maintaining relationships with existing stakeholders in our regions. GSE also worked with the Government Engagement team in monitoring legislative developments in the regions, particularly in Asia, Europe and North America.

The team reexamined the support provided to ccTLD registries and is exploring new ways to demonstrate the value of ICANN participation for ccTLDs, including facilitating capacity-development training, encouraging registries to move away from the use of the SHA-1 algorithm in DNSSEC, participation in the DAAR project, among other initiatives.

In the LAC region, GSE has partnered with OCTO to deliver capacity-development training for ISPs and connectivity providers. Through the first half of 2022, over 600 participants from 4 ISP associations have participated in ICANN-led virtual events.

PRS continues to respond to the demand for remote training for the community with updated training on ICANN Learn: the ICANN required 'Registrar Accreditation Agreement (RAA)' training has been updated, translated across the UN languages, and launched. Other updated courses include 'Policy Development Fundamentals' and 'Onboarding: Country Code Names Supporting Organization (ccSNO)'. New 'Getting to Know the Business Constituency (BC)' training was also launched in this period.

PRS also continues to support two ICANN Board Operational Priorities for calendar year 2022: Developing a Public Interest Framework and the Working Group on Anti-Harassment. The [ICANN Community Childcare Grants Pilot Program](#) is currently on hold and will become operational when COVID-19 related circumstances permit.

Global Meetings Operations

- The *ICANN73 Virtual Community Forum By the Numbers Data Report* can be found [here](#) and the *ICANN74 Hybrid Policy Forum By the Numbers Report* can be found [here](#). Previous meeting reports may be found [here](#).

GLOBAL COMMUNICATIONS AND LANGUAGE SERVICES

Sally Newell Cohen, SVP, Global Communications

KEY HIGHLIGHTS AND MILESTONES

Information Transparency Initiative

More than a year has passed since the launch of the Information Transparency Initiative (ITI) in [March 2021](#). Since that time, the ITI team has released improved content and added new features to the existing ICANN website (<https://icann.org>) on a regular basis. The team has improved thousands of pages and files and made that content available directly to our ICANN community through ICANN's new ITI document management system (DMS), content management system (CMS) and new taxonomy and information architecture (IA).

During the reporting period, the ITI team has focused its efforts on three content sections:

- Board Meeting Materials (Agendas, Minutes, Resolutions, Secretary's Notices, etc.)
- Help pages
- Beginners' pages

These three content sets represent over 6,000 pages and files, with Board Meeting Materials being one of our more complicated content types. The improvements to Board Meeting Materials will be similar to those of Registry Agreements in that users will be able to apply filters to narrow search results, use keywords to search within Board Meeting Materials, download research results to a csv, and subscribe to email alerts to get notified when new Board Meeting content is published.

Onboarding New Staff Members

Four new team members have joined the Global Communications team since the beginning of 2022 to provide greater writing and communications planning services to the teams and functions we support, and to reduce ICANN's reliance on contractors to complete work.

ICANN's Return to Normal Operations

Our team has provided communication support and strategies to help facilitate ICANN's return to normal operations, including conducting ICANN public meetings. Internally, we have collaborated with other functions to develop a pandemic posture to help ICANN staff transition to open offices.

Press Release Distribution

To increase awareness of ICANN beyond the community, Global Communications has reignited its media efforts, beginning with the distribution of global press releases. Each focuses on a unique aspect of ICANN's work. The following releases were distributed from 28 March to 13 June:

- [Internet Governance Experts to Discuss the Future of the Global Internet at ICANN DNS Forums](#) (28 March)

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- [ICANN Develops Tool to Monitor and Combat Malicious Online Activities](#) (5 May)
 - [ICANN Report DNS Abuse is Trending Downward Globally](#) (May 17)
 - [ICANN Commits to Training in Best Practices for African Internet Registries](#) (7 June)
 - [Gateway to Internet Governance Community, ICANN Fellowship Program Turns 15](#) (13 June)

In selecting the topics for each release, we look to educate and inform across one of more themes:

1. The importance of the multistakeholder model to technical Internet governance.
2. Preserving the trust in ICANN's technical expertise.
3. Efforts to support a multilingual internet and connect the next billion users

During the reporting period, ICANN press releases performed well, earning:

- 4,790 release pickups
- 143,750 release views
- 4,126 media views

In addition to earned media through press release distribution, ICANN also receives regular media mentions. From 14 March -14 August ICANN was mentioned more than 27,700 times across a variety of media outlets, averaging 169 unique mentions per day.

ICANN Public Meetings

Our department supported the first hybrid meeting conducted in the last two and half years. We provided translation services and full communication support before, during and after the meeting. This means, we did everything that we always do in addition to helping prepare for the new experience of a hybrid meeting.

CREATIVE SERVICES

During the reporting period, 297 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 43 blogs and 59 announcements. Please see the ICANN Social Media Report for metrics on our team's efforts in the Annex.

REGIONAL AND INITIATIVE COMMUNICATIONS

Communications actively supports ICANN org initiatives and regional activities across the globe. We are fortunate to have a multilingual and diverse staff with a rich set of professional experiences. Below are some highlights of our teams' activities.

Asia Pacific Region (APAC)

- Supported the inaugural APAC DNS Forum with a [press release](#), newsletter, social media campaign, talking points for Göran's participation, blogs ([1](#), [2](#))
- Coordinated video recording of Göran for the 5th Chinese IDN Forum and LS team's subtitling of the video. The event was canceled due to the pandemic.
- Drafted talking points for Göran's participation in the Pacific Islands Telecommunication Association (PITA) on 17 May.

Public Responsibility Support (PRS)

- Developed and executed Comms Plan for 15th anniversary of the Fellowship Program, including a [press release](#), [blog](#), newsletter and social media campaigns, leveraging some quotes solicited from past Fellows.

Meetings

- Developed a comprehensive Comms Plan for ICANN74, the first in-person Public Meeting in over two years. In anticipation of community questions, we drafted a comprehensive FAQ and also shared more blogs to ensure the community are kept well informed of what to expect at the meeting.

Latin America and the Caribbean (LAC)

- Supported the LAC Domain Names week with [announcement](#), [blog](#), social media, and graphic designs.
- Supported the LAC GSE and Technical Engagement team participation in [LACNIC37](#) with the virtual booth, calendar event on icann.org and social media.

North America (NA)

- Supported the [IGF USA](#) with talking points and social media.
- Supported the participation of ICANN's CEO at the Center for Democracy and Technology (CDT) roundtable with talking points.
- Supported the regional GSE team for the webinar "UN and ITU Discussions affecting the Internet" with [announcement](#), news feature, graphics, constant contact invite and social media efforts.

Technical Work

- [Blog](#) on DNS Abuse Trends report, news feature and newsletter story
- [Blog](#) on ICANN's DNS Security Threat Mitigation Program and newsletter story
- [Blog](#) on the Special Interest Forum on Technology Discussion Platform, news feature on icann.org and newsletter story.
- [Press Release](#): ICANN Develops Tool to Monitor and Combat Malicious Online Activities
- [Press Release](#): ICANN Reports DNS Abuse is Trending Downward Globally
- Supported the IANA team with the communications around the new version of the [Root Zone Management System](#) (RZMS): communications plan, [blog](#), direct outreach (letter), [FAQ](#), newsletter story and social media efforts.

Europe, Middle East, and Africa (EMEA)

- The work of EMEA communications continued during this period with a focus on media relations in Europe, and the communications around the Coalition for Digital Africa, leading to its official launch at the end of 2022. Additionally, working on monitoring and media responses to the Ukraine situation. This included adjustment of communications approach in the EECA.

The EMEA team supported the following meetings:

Middle East DNS Forum 2022, 16-18 May 2022, Virtual

- Comms provided full communications planning and development for the event, including developing a [new website](#) to better communicate about the forum.

Domain Pulse, 17 May 2022, Bonn, Germany

- Developed talking points for the CEO Q&A session on Geopolitical Trends in Internet Governance.

World Telecommunication Development Conference, 7-8 June 2022, Kigali, Rwanda

- Provided high level talking points for bilateral meetings during the trip; particularly on the Coalition for Digital Africa and the announced projects thus far.

ICANN74, 13-16 June 2022, Hague, Netherlands

- Communications support for the event. Additionally, an opportunity to meet with local media and expose them to ICANN.

EURid Memorandum of Understanding Signing, 20 June 2022, Brussels, Belgium

- Publishing of Announcement and promotion on social media.

Other EMEA Activities

- The EMEA communications team developed talking points for remarks, providing an overview of ICANN, ICANN's role in technical Internet governance, and the importance of the multistakeholder model for two ICANN-organized Brussels' events on 20 and 22 June.
 - 20 June MEP Groothuis - Fireside chat "Facing Forward: Digital Europe and the Global Internet" (closed) and the 22 June 2022 Event with MEP Kumpula Natri "The Future of the Global, Open Internet in the face of geopolitical tensions"

LANGUAGE SERVICES

Over the reporting period, the ICANN Language Services department supported the Org delivering the following:

Translations	Total Projects: 326	Total Words: 2,581,295
General	149	1,105,764
GAC	42	724,445
BOARD	28	479,130
Newsletters/PRs	14	56,337
Announcements	48	62,795
Blogs	42	139,277
IANA	3	13,547

Teleconference Interpretation	
Number of Calls	89 Calls (with, at least, 3 languages/call)
Interpreters Supporting Service	26 Interpreters
Representing Transcriptions	11,484 Minutes

Transcriptions		
GNSO	211 Calls	13,285 Minutes
ICANN General	172 Calls	19,535 Minutes
RTT for LAC	21 Calls	1,890 Minutes

MEETINGS INTERPRETATION

During the last quarter, we also provided RSI support for two regional meetings:

- LAC Domain Name Week - 26-28 April
- ME DNS Forum - 16-18 May

Language Services supported the ICANN74 Prep Week and ICANN74 Hybrid Policy Forum as follows:

42 Sessions	Received RSI (Remote Simultaneous Interpretation) support
6 Languages	Were supported throughout the meeting (AR, EN, ES, FR, PT, RU, ZH)
38 Interpreters	Were engaged and working throughout the meetings via RSI
6 Interpreters	Were on-site testing the new hybrid approach (ALAC Room)
13 Tech Experts	Were supporting the interpreter’s team from Congress Rental
22 Sessions	Received RTT (Real Time Transcription) support
6 Captioners	Provided Real Time Transcription
27K Minutes	Approximate number of minutes that will be transcribed

The RSI experience continues to be very well received by the multiple users. During ICANN74 ICANN Head Interpreters along with six team members of the ICANN Language Services Interpreter’s Team had the opportunity to test and train using the new Hybrid set up and least technology equipment provided by Congress Rental and their Tech team. Additionally, and as a project completely separate from the daily tasks, the ICANN LS Team continuous to work 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 together with the LS Contingency Plan. The LS Team is working now in the third phase of the project which will be reviewed during the upcoming LS Team Virtual Working Week, scheduled to take place from August 22nd through the 26th, 2022.

Project

ICANN Language Services Policy and Procedures – Document update

The LS Team is working on 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, we are 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, SVP, Policy Development Support and Managing Director – Washington, D.C.

POLICY DEVELOPMENT

- **ccPDP3** | Part 1 of 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. Part 2 on a review mechanism is making progress.
- **ccPDP4** | ccPDP4 is steadily making progress reviewing and updating the criteria, procedures, and documentation of the process. During ICANN74, the working group informed the community about progress made to date and held a working session, to start the stress-testing of the draft policy recommendations. There are areas of potential overlap between the work by the ccPDP4-variant management subgroup and the work by the working group that need to be clarified. The working group needs to approve the variant management subgroup recommendations, as well as develop the confusing similarity review recommendations.
- **gTLD Registration Data Accuracy Scoping** | The team has been finalizing its work on assignments #1 (enforcement and reporting) and #2 (measurement of accuracy). The team is expected to submit its write-up for these assignments to the GNSO Council shortly. In addition, the team provided input to ICANN org in relation to the scenarios for how ICANN org could obtain legitimate access to generic top-level domain (gTLD) registration data to confirm accuracy that are to be tested with the European Data Protection Board (EDPB) at the request of the ICANN Board.
- **EPDP-TempSpec 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. The small team submitted its preliminary report to the GNSO Council in which it expressed the view that the ODA does not provide sufficient information to make a determination of the cost and benefit of the System for Standardized Access/Disclosure (SSAD). The small team also recommended 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. Subsequently, the GNSO Council requested the ICANN Board to direct ICANN org to design such a proof of concept (now also known as the Whois Disclosure System). The ICANN Board sought GNSO Council input on prioritization of these projects in order to be both transparent about resource demands, and to align expectations. The GNSO Council indicated that it believes the Design Paper and one of the affected areas of work, the New Generic Top-Level Domain (gTLD) Subsequent Procedures Operational Design Phase, are both priorities and that it is for ICANN org to best determine how to plan its work effectively and to minimize negative impacts as much as possible. On 14 July 2022, the ICANN Board confirmed that it accepted the ICANN org approach of proceeding with both projects in parallel.
- **EPDP-IDNs** | The Expedited Policy Development Process (EPDP) on Internationalized Domain Names (IDNs) Team has completed its review and substantive deliberations regarding a consistent definition and technical utilization of the Root Zone Label Generation Rules (RZ-LGR) and has agreed on preliminary draft recommendations. The

team has largely completed its initial review and deliberations regarding “same entity” requirements at the top-level with a number of stable, draft recommendations. The team has also made significant progress considering charter questions related to the impacts that top-level variants may have on the New gTLD Program and other ICANN processes and procedures. The team has received responses from Arabic and Chinese TLD registry operators regarding their potential interest and consideration for activating variants.

- **EPDP-IGOs** | The EPDP on Specific Curative Rights Protections for Intergovernmental Organizations (IGOs) Team delivered its Final Report to the GNSO Council in early April 2022. After receiving a briefing on the report, the GNSO Council approved the Final Report and the five consensus recommendations in June 2022. Subsequently, the GNSO Council also approved the Recommendations Report to the ICANN Board in July 2022. The recommendations are now ready for consideration by the ICANN Board.
- **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 completed its preliminary work on Phase 1A topics and published its Initial Report for Public Comment in June 2022. The working group has initiated deliberations on Phase 1B charter questions, which focus on Change of Registrant requirements.
- **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. The ODP Team has coordinated with the GNSO Council through its liaison to the ODP to consider assumptions and questions related to the SubPro 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 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 in March 2022. ICANN org took into account input received and made adjustments as appropriate and shared the revised version with the GNSO Council in July 2022.

ADVICE

- The At-Large Advisory Committee (ALAC) continues its work on **a number of policy issues important to the security and stability of the Domain Name System (DNS)**. In April 2022, ALAC submitted a response to questions from the GNSO Council small team on DNS abuse. In May 2022, ALAC submitted advice on EPDP-TempSpec and the SSAD, highlighting the importance of ICANN org’s intent to keep the WHOIS/Registration Data Directory Services as open as possible while maintaining compliance with GDPR. During ICANN74, At-Large held policy sessions on DNS abuse and closed generics.

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- The **ICANN74 Governmental Advisory Committee (GAC) Communiqué** identified seven issues of importance: the System for Standardized Access and Disclosure (SSAD) of gTLD Registration Data; subsequent rounds of new gTLDs; the GNSO EPDP-IGOs; accuracy of gTLD registration data; DNS abuse mitigation; the Uniform Domain Dispute Resolution Policy (UDRP), including geographical indicators and review of the UDRP; and new gTLD auction proceeds.
 - The **RSSAC Caucus started two new work parties to develop RSSAC001v2 and RSSAC002v5**. RSSAC001 describes the best practice service provided by root servers and defines the expectations that users can reasonably expect of both that service and the root server operators (RSOs). RSSAC002, which is reviewed every two years, specifies a series of measurements that RSOs gather and then report. It is currently on the fourth version. The RSSAC is also closely tracking the work to evolve root server system (RSS) governance.
 - On 28 April 2022, the Security and Stability Advisory Committee (SSAC) published **SAC120** and concluded its conversations on IDN variants. On 9 June 2022, the SSAC published **SAC121** and concluded its work party on routing security. **SSAC work parties continue to make progress** on reviewing ICANN community feedback on SAC114, the evolution of DNS resolution, the DNS Security Extensions (DNSSEC) and Security Workshop, and DNSSEC Delegation Signer automation.

GOVERNANCE AND OTHER WORK

- In April 2022, **ccNSO members adopted new ccNSO internal rules**, which replace the previous rules dating back to 2004. The internal rules have a direct impact on ccNSO governance, specifically on the respective roles and responsibilities of the ccNSO Council and ccNSO membership. On 2 June 2022, the most recent version of the ICANN Bylaws was published. Consequently, amendments to Article 10 about the ccNSO and Annex B on the ccNSO Policy Development Process became effective. The ICANN Bylaw changes impact existing ccNSO rules and operating procedures with respect to the inclusion of IDN ccTLD managers as members of the ccNSO.
- In August, the **ALAC began the ratification process for revisions to its Rules of Procedure**. The update streamlines the process for selecting ICANN Board Seat 15 and allows a decision of the ALAC to reconfirm an incumbent who is willing to continue in the role instead of initiating a new selection process. The ALAC worked with RALO leaders on the revised text.
- The **RSS Governance Working Group** conducted work sessions during ICANN74 to review the success criteria for RSS governance and identified fundamental topics for future discussions: defining capture of the RSS, determining if a requirement exists to ensure RSS governance is portable, and identifying root server operator yields and RSS gains.
- The **Name Collision Analysis Project** Discussion Group is developing a framework that will provide guidance on how to assess name collisions and how to consider the risks of delegation given the existence of name collisions. The initial framework, along with findings from other studies, will be published for Public Comment after ICANN75.
- The **Work Stream 2 Community Coordination Group (CCG)** that was formed by the Supporting Organizations (SO) and Advisory Committees (AC) to coordinate ICANN community implementation of certain recommendations from Work Stream 2 of the

Cross-Community Working Group on Enhancing ICANN Accountability began meeting in April 2022. The CCG is focusing its initial work on the Work Stream 2 recommendations about diversity. ICANN org has engaged an external consultant to develop a practical toolkit to aid each SO and AC in assessing and reporting on its diversity efforts. In parallel, the SOs and ACs continue to work on their respective implementation of other Work Stream 2 recommendations that are relevant to them.

- The **Community Representatives Group (CRG) to select nominees for the ICANN Bylaws-mandated Independent Review Process (IRP) Standing Panel** began its meetings in March 2022. The CRG comprises representatives from the ALAC, ccNSO, GAC, and GNSO. It is working with an external consultant to review a shortlist of well-qualified candidates who had submitted expressions of interest to be considered for appointment to the IRP Standing Panel.

CHARTERS

- The Customer Standing Committee (CSC) Effectiveness Review Team has finalized its draft Initial Report. Pending discussion of the draft with the CSC and feedback from the PTI Board, it will be published for Public Comment. The Initial Report will contain a **series of recommendations directed at the CSC to ensure its effectiveness**. It will also include some recommendations to the ccNSO and GNSO Councils to ensure relevance of the CSC over time. An example of the latter is the recommendation that the CSC will conduct a regular review of all SLAs.
- 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. This first review is intended to consider whether the RZERC charter is adequate and provides a sound basis for the RZERC to perform its responsibilities as envisioned in the stewardship transition of the IANA.
- The **Not-for-Profit Operational Concerns Constituency approved a revised charter in May 2022**. The ICANN Board Organizational Effectiveness Committee reviewed the revised charter and recommended an upcoming Public Comment proceeding.
- The **gTLD Registries Stakeholder Group and the Internet Service Providers and Connectivity Providers Constituency continue their charter reviews** in close coordination with ICANN org.

LEADERSHIP

- The ALAC; Noncommercial Stakeholder Group (NCSG); Asian, Australasian, and Pacific Islands Regional At-Large Organization (APRALO); and North American Regional At-Large Organization (NARALO) **elected new chairs** who will begin their terms of service during ICANN75.
- The GAC initiated a **nomination process at the end of ICANN74 for the 2022 GAC leadership elections**. Election results will be announced during ICANN75.

ICANN74

- The Policy Development Support function supported **93 of 97 sessions** held during the hybrid Policy Forum.
- The Policy Development Support function organized **ICANN74 Prep Week**, which featured 10 webinars. Topics ranged from an introduction for newcomers to project updates from several ICANN org functions. The **Policy Update had 203 participants**, while the nine other webinars each had between 74 and 219 participants.
- The Policy Development Support function published the **ICANN74 Policy Outlook Report** and **ICANN74 Policy Outcomes Report**.

GOVERNMENT AND IGO ENGAGEMENT

Mandy Carver, SVP, Government and IGO Engagement

KEY HIGHLIGHTS AND MILESTONES

Engagement at the ITU

2022 marks the International Telecommunication Union's (ITU) Plenipotentiary Conference (PP), which is the ITU's highest policy-making body. The PP meets every four years to elect new leaders for the organization and set the ITU's general policies. During the timeframe of this report, the Government and IGO Engagement (GE) team has monitored the PP preparatory process by attending inter-regional and regional preparatory meetings. Because resolutions adopted by the PP have the potential to touch on ICANN's mission, it's important to monitor the proposals and to provide information when necessary.

Engagement with European Institutions

In an effort to convey the importance of preserving the multistakeholder model (MSM) of governance of the global Internet and advocate against the politicization of the DNS, the GE team increased engagement with European governments and institutions. From March through July, the GE team from the Brussels Office met with dozens of members of the European institutions and governments. For a list of these meetings, please see the GAC reports located at this [link](#). CEO, Göran Marby partook in several of the meetings, reinforcing the significance of supporting ICANN's mission and the MSM.

Engagement at the UN

GE continued to monitor deliberations at the UN, at which discussions have the potential to touch on ICANN's mission. These events include observing the Open-Ended Working Group (OEWG) on cybersecurity sessions and the UN Ad Hoc Committee (AHC) drafting the UN Cybercrime Convention sessions. Outreach included a briefing for UN diplomats during an OEWG side-event co-hosted by ICANN and the German, Bulgarian and Dutch Permanent Missions to the UN, as well as bilateral meeting with UNDESA staff regarding IGF 2022 in Addis Ababa and the planning for the next several years of IGF. Earlier, GE staff had also addressed the IGF Expert retreat on the role of the Global IGF. The GE team also coordinated with the office of the UN Tech Envoy regarding an upcoming bilateral with the newly appointed Envoy on Technology, Amandeep Singh Gill of India, and plans for IGF.

Engagement with other IGOs

- Contributed to a OECD report on the DNS, which is expected to be published in September.
- Contributed to the European Commission Call for Evidence on the EU Toolbox Against Counterfeiting

OVERVIEW OF ACTIVITY

The Government and IGO Engagement team continued its work with governments, global and regional intergovernmental organizations, as well as the country missions and permanent representatives to the various IGOs in Geneva, Brussels and New York.

In June, ahead of ICANN74, the GE team published an updated [Country-Focus report](#) on Russian Federation Internet-Related Laws and UN Deliberations. This update is in two parts and covers the period 21 April 2021 to 6 April 2022. The first part looks at Russian Internet-related foreign policy statements and initiatives, and the second covers Russia's Internet-related national policy statements and initiatives.

Throughout April, the GE team in Brussels met separately with GAC representatives from Sweden, Germany, Austria, and Luxembourg to discuss the NIS2. The team also presented a webinar on Root Services and Foreign Policy Issues with the UK Department for Digital, Culture, Media & Sport. In May, the GE team in Brussels and the ICANN CEO Göran Marby visited Germany, the Netherlands and France to meet with government officials to discuss and highlight the threats and challenges to the multistakeholder model and the global internet. Engagement in Europe concluded in June with two events in Brussels where Göran Marby featured alongside Members of the European Parliament and the European Commission. These two events were titled, "Facing Forward: Digital Europe and the Global Internet" and "The Future of the Global, Open Internet in the Face of Geopolitical Tensions." Later in July, the GE team met with the European External Actions Service (EEAS) to discuss the work of GE and GE UN engagement.

The GE team organized its second successive plenary session titled, "Updates on Geopolitical, Legislative, and Regulatory Developments" for ICANN 74 in the Hague. Over 300 community members participated in the hybrid session either remotely or in-person. With these sessions, ICANN aims to continue to improve the flow of information to the ICANN community about Internet-related public policy issues, including legislative and regulatory proposals that may impact ICANN's technical mission, policies and processes.

Governmental Advisory Committee (GAC) Engagement

Based on feedback from a number of GAC participants, it was decided to move forward with regular calls for interested GAC members to interface directly with the GE staff to learn about the work of the GE and some of its recent activities. The first featured topic in June was "ICANN org's Submission to the European Commission Call for Evidence on the EU Toolbox Against Counterfeiting." Prior to ICANN74, the GE team also assisted in preparing the GAC for the Policy Forum by participating in an introductory Webinar: ICANN's Role in Making and Enforcing Policies That Apply Globally to the DNS. As highlighted above, the GE Brussels team also met with some European GAC members to discuss the NIS2 Directive.

TOP ISSUES AND MITIGATION

GE monitored the Digital Services Act (DSA) up to its approval this summer; and is monitoring the conclusion of the approval process of the NIS2 (expected in fall 2022). In collaboration with the CEO, GE has also engaged with governments across Europe to stress the importance of preserving the multistakeholder governance model of the Internet underpinning the global internet and has advocated against the politicization of the DNS.

REGIONAL OFFICE REPORTS

APAC (SINGAPORE)

Jia-Rong Low, VP, 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: Explore technical partnership with the APAC community.

- We co-hosted the [3rd ICANN APAC-TWNIC Engagement Forum](#) with the Taiwan Network Information Centre (TWNIC). ICANN Board members Edmon Chung and Akinori Maemura, as well as several ICANN org staff spoke across multiple sessions covering different topics such as DNS resolver best practices and youth capacity-building programs.

Goal: Raise awareness on the evolving root server system and how the DNS works.

- We delivered a pre-recorded keynote speech on root zone management and the IANA functions at the Beijing Cybersecurity Conference 2022 (BCS 2022).

Goal: Enhance knowledge about DNS operations and security.

- ICANN President and CEO Göran Marby delivered a keynote speech at the 2022 Pacific Islands Telecommunications Association Business Forum and Exposition, emphasizing the need to continue building close relationships especially with service providers, to ensure the Internet is secure, stable, and interoperable.
- We also spoke about the state of cybersecurity in Bhutan at the ITU-Bhutan Joint National Cyberdrill event, focusing on DNS security perspectives.
- Further, we conducted a technical training on “DNS Security Threats and Mitigation” for affiliates of the Indian Registry for Internet Names and Numbers (IRINN) and National Internet Exchange of India (NIXI).

Goal: Support and grow active, informed, and effective stakeholder participation.

- We co-hosted the inaugural APAC DNS Forum 2022 themed “Beyond Technology: The Revolution of DNS” with MYNIC Berhad. The Forum featured various topics, ranging from technical and industry-related discussions, to broader topics like the potential impacts of regulatory, policy and technological developments on the DNS industry.
- We held ICANN73 and ICANN74 Readouts at APAC Space, and provided updates to the community at China and Japan’s Readout sessions.
- We supported discussions at two China Space sessions on topics of alternative name spaces and potential impacts of local regulations/legislation respectively.

Goal: Sustain and improve openness, inclusivity, accountability, and transparency.

-
- We reached out to Generation Panels (GPs) in the APAC region for public comment on the Root-Zone Label Generation Rules version 5 ([RZ-LGR-5](#)). Of the total 26 comments received, 16 were from APAC GPs and APAC community members.

Goal: Detect and monitor legislative initiatives that could impact ICANN

- We detected potential impacts from India's IT Act 2000 (CERT-IN) Directions under Sub-section (6) of Section 70B. This was raised with the community at the ICANN74 "Updates on Geopolitical, Legislative, and Regulatory Developments" session.

EUROPE (BRUSSELS)

Chris Mondini, VP, Stakeholder Engagement, Europe and Managing Director, Brussels

KEY HIGHLIGHTS AND MILESTONES

- ICANN74 took place in the Hague, Netherlands, using a hybrid format. It was well-attended and received positive reactions from participants, including many European stakeholders.
- The ICANN CEO visited Brussels after ICANN74 to sign a Memorandum of Understanding with EURid (the operators of .eu) and to participate in public-facing events with EU parliamentarians and staff.
- Prior to ICANN 74, in May, The ICANN CEO traveled to Germany, Netherlands, and France to meet with a diverse group of key stakeholders, mainly discussing European Union (EU) developments potentially affecting the Domain Name System (DNS).
- The Brussels Office reopening request - to move to phase 1 of the plan by September 1 – was approved. Refurbishment activities have been completed.
- The Brussels Office team continued to grow, with two new hires, both Policy Research Specialists.

OVERVIEW OF ACTIVITY

- The Europe team continued our monthly webinar series for three distinct sub-regions, tailored to local audiences: the Nordics, Central Europe plus the Baltics, and DACH (German speaking countries). with regular webinars on a monthly basis. Topics included DNS Security, DNS Resolver Usage in the UN, and a session profiling the three Nordic Key Holders.
- April 2022 was “ICANN Month” at Lodz University (Poland) with regular webinars held primarily for law students. Topics ranged from a general introduction to ICANN, DNS Security issues, and EU initiatives affecting the DNS.
- ICANN participated (remotely) in the Nordic Domain Days, providing an update on Subsequent Procedures.
- The ICANN Chairman delivered a keynote address at the Danish Internet Governance Forum.
- ICANN co-organized and participated in “Read-outs” providing summaries and analysis of the outcomes from public meetings 73 and 74.
- The CEO trip to Bonn and Berlin, Germany provided opportunities to meet with a broad range of German stakeholders. He delivered a speech at the Domain Pulse Meeting, where he also met with representatives from the three German speaking ccTLDs (.de, .ch and .at). In Berlin, he hosted a lunch for German business representatives. Further meetings included the national CERT (Computer Emergency Response Team), the Ministry for Digital and Transport, the Council on Foreign Relations, and the Foreign Office. The ICANN CEO also addressed (remotely) RIPE meeting attendees and gave an interview to the Frankfurter Allgemeine Zeitung (FAZ) newspaper.
- UK Engagement activities included a well-attended webinar as the launch of a new series, and a live gathering of UK stakeholders at ICANN 74. Both events highlighted

the talented ICANN Org team members based in the UK and attracted UK public servants working on Internet governance matters.

- Additional engagement activities during ICANN 74 included an Office of the CTO (OCTO) dinner with members of the Dutch Internet technical community, a meeting at the European Union Agency for Criminal Justice Cooperation (Eurojust) to discuss ICANN participation in the European Judicial Cybercrime Network (EJCN), a capacity building program for prosecutors and investigative judges.
- Prior to ICANN 74, both the CEO and Chairman spent a day in The Hague to meet senior Dutch government officials from the Ministry of Economy and Digitalization, and Ministry of Foreign Affairs.
- ICANN participated at EuroDIG 2022 held in Trieste, Italy on June 20-22 organizing a main session about Digital Sovereignty. It focused on the impact of EU and national legislation on both the DNS and the multistakeholder model. The session was moderated by ICANN board member Avri Doria, with speakers from The Internet Society, AFNIC (operators of .fr) and local Internet Exchange Point operators.
- Several events and engagement activities during the period arose because of ICANN's continued partnership with organizations such as the European Internet Foundation, the IGF Support Association, EU Cybernet, the International Institute of Communications, plus numerous business organizations in individual countries.

TOP ISSUES AND MITIGATION

- In addition to supporting the ICANN community in Europe to conclude a successful ICANN74, the team has redoubled efforts to deliver technical and operational training and to cultivate influential new stakeholders within national capitals.
- Within the European Union, raising awareness of the potential unintended effects of legislation has continued to be a priority.
- The ongoing conflict in Ukraine has hindered several engagement activities in the Eastern Europe and Central Asia region, though we endeavor to serve stakeholders requesting ICANN services or assistance.

GENEVA ENGAGEMENT OFFICE

Mandy Carver, SVP, Government and IGO Engagement

OVERVIEW OF SIGNIFICANT ACTIVITIES CONDUCTED DURING THE YEAR

The Geneva office is an IGO engagement office and therefore the activities reported reflect the issues and organizations that are followed - rather than regionally focused activity.

IGO EVENTS

ITU Council Meeting, 21-31 March, Geneva, Switzerland

Council's last 10-day meeting before the Plenipotentiary in September.

Com-ITU, 13-20 May, London, England

Committee for ITU Policy PP preparatory meeting

ITU-WTDC, 6-15 June, Kigali, Rwanda

ICANN attended the Partner2Connect (P2C) Digital Development Roundtable 7-9 June 2022 and pledged to support 10 African ccTLD registries

OTHER ACTIVITIES

Internet Governance Forum (IGF) 2022

ICANN has begun coordination for the 17th annual IGF 2022 which will take place in Addis Ababa, Ethiopia from 28 November to 2 December. ICANN plans to participate in the IGF in several capacities. ICANN will be holding an Open Forum with the following title: "ICANN And Ensuring the Continuity of the Unique Identifiers." ICANN will also host a Town Hall session which will serve as the official launch for the Coalition of Digital Africa. As part of an earlier "soft launch" ICANN participated in the Partner2Connect (P2C) event at the WTDC in June and took the opportunity to pledge technical capacity building support for 10 African ccTLD registries. ICANN also intends to participate in intersessional activities planned throughout the year. For instance, during the Parliamentarian's Symposium at the African IGF held in Malawi between the 18th and the 21st of July, ICANN staff participated in a panel with ISOC and AFRINIC presenting on the core functions of the Internet, Unique Identifiers, etc, to address the possible unintentional consequences of legislation and how to avoid impacting single stable interoperable Internet.

MIDDLE EAST, AFRICA (ISTANBUL)

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

KEY HIGHLIGHTS AND MILESTONES

The ITU WTDC 2022 conference was held in Africa, Kigali, Rwanda, from 6-17 June 2022 for the very first time ever. The GSE Africa and GE teams were privileged to host the ICANN President and CEO. While in Kigali, Göran leveraged the opportunity to lead the team in a series of high-level bilateral meetings with Ministers, Regulators, ccTLD Operators and Policy Makers from across Africa and the World. At the WTDC 2022, ICANN org pledged its support for the ITU's Partner to Connect Initiative under which ICANN would support, at least, ten ccTLDs from Africa with various capacity building initiatives through the Coalition for Digital Africa (CDA) initiative.

The 8th edition of the Middle East DNS Forum was held virtually from 16-18 May 2022. The forum agenda contained a mix of technical, business, and legal topics where regional community members exchanged their ideas and discussed the improvement of the DNS landscape in the region. Prior to the forum, a panel discussion was organized on 28 March to discuss how fostering competition nurtures growth in the regional domain name market and, ultimately, benefits the end user.

The two network operators in the Middle East region, LINK in Iraq and Orange Maroc in Morocco, have successfully activated DNSSEC validation on their respective networks and are now conducting DNSSEC validation at rates approaching the 100% mark.

OVERVIEW OF ACTIVITY

63rd meeting of the AFRALTI governing council, 21-25 March 2022, Lilongwe (Malawi)

The African Advanced Level Telecommunications Institute (AFRALTI) is an Inter-Governmental Institute established to spearhead ICT related capacity-development efforts mainly in Africa. AFRALTI and ICANN Engagement Office in Nairobi have collaborated previously on various capacity building activities.

Upholding a sustainable, resilient Internet: what coalitions and solutions are needed?, 6 April 2022, Virtual

A panel discussion at the Chatham House to explore key trends across the different layers of the Internet and what should be done to uphold Internet resilience and address risks related to fragmentation.

ICANN73 Middle East Readout Session, 14 April 2022, Virtual

Covered key topics and updates from ICANN73; around 29 people attended.

Turkish Registrars Meet-Up, 12 May 2022, Virtual

Regular gathering with ICANN Accredited Registrars based in Turkey.

The Internet Organizations Serving the Arab Region and their respective capacity-development programs, 26 May 2022, Virtual

A joint webinar with the Internet organizations operating in the Arab region; Internet Society and RIPE NCC, to educate WTDC 2022 delegates from the Arab region on our respective organizations and capacity-development programs.

West Africa IGF, 26-27 May 2022, Hybrid (Accra-Ghana)

The theme was “Digital Sustainability: Data Innovation for Post Covid recovery”. In addition to sponsoring, we organized a workshop on “Registrants Rights and Responsibilities” to emphasize on the importance of Domain Names for data.

ITU Regional Training Workshop on IPv6 and IoT Strategy, Policy, and Implementation for Arab States, 31 May – 2 June 2022, Virtual

Delivered a presentation on ICANN’s role in coordinating the unique identifier systems and delivered a talk on DNS and IoT.

Africa Lawtech Conference 2022, 2–3 June 2022, Hybrid (South Africa)

The Africa Lawtech Festival is organized by the Lawyers Hub, a Legal-Tech organization that works on digital policy and justice innovation. The GSE Africa team has leveraged this platform to engage with a new audience that may be interested in ICANN’s work.

Contractual Compliance Training Series I, 21 June 2022, Virtual

A first session of training series focusing on the most common complaint types in Turkey and the best practices to resolve these complaints.

Webinar on ICANN and the DNS – Yemen, 14 July 2022, Virtual

Organized a webinar targeting the members of the Internet Society Yemen Chapter to raise awareness on ICANN and the DNS.

Interpol Cybercrime Working Group meeting, 18 – 22 July 2022, Kigali (Rwanda)

This was an opportunity to highlight ICANN org’s efforts in DNS threat mitigation and our collaboration with Law Enforcement Agencies. Participants were also invited to contribute to Universal Acceptance readiness.

The activities Policy Team members supported within the reporting period include: planning, coordination, and execution of the 2022 ICANN Community Excellence Award process and ceremony; facilitation and planning of Dr. Tarek Kamel Award for Capacity Building and Community Leader Recognition programs at ICANN75; facilitation and planning of ICANN74 RSSAC, RSS GWG, GAC, ALAC/At-Large and plenary sessions; facilitation and planning of community implementation of WS2 recommendations; participation in the cross-functional project team on Implementation of Specific Reviews and providing Policy Development Support Department coordination; evolving the function’s adoption of project management tools and updates to Policy/E&IT strategy; research and reporting on the Additional Budget Request trends. The Policy Team supports the ALAC/At-Large, GAC, RSSAC, Empowered Community and other policy communities within ICANN along with cross-community projects and regularly

presents on activity of these communities, as well as general ICANN policy updates, during monthly MEA meetings and local engagement events.

TOP ISSUES AND MITIGATION

There is a greater interest from the community to participate in face-to-face activities and many events are already taking place around the MEA region in an in-person format. Our team continues to weigh opportunities and maintain the balance between remote engagement, which is not going to go away, and attending in-person activities as necessary, and while taking internal travel advisories into consideration.

LATIN AMERICA AND THE CARIBBEAN (MONTEVIDEO)

Rodrigo de la Parra, VP, Stakeholder Engagement and Managing Director – Latin America & Caribbean

KEY HIGHLIGHTS AND MILESTONES

LAC Domain Names took place virtually during the week of 26 April 2022. This event organized in partnership with LACTLD, LACNIC, ISOC and the PIR brought together industry, Internet policy, and technical professionals interested in debating DNS-related issues. The forum also provided an opportunity to engage and network with key players and experts in the field.

Under the theme of *Shaping the future of a secure and resilient DNS* this year's edition included a couple of keynote speeches on Quantum Computing and the DNS and Universal Acceptance and the LAC Region, together with discussions panels and conversations with key experts and stakeholders from the LAC region.

OVERVIEW OF ACTIVITY

Regarding Regional Events, in this quarter we engaged, attended (mostly virtual) and presented at many events with many stakeholders (some “old friends” and some new ones covering a wide range of topics from basic DNS, DNSSEC, DNS Threats, Universal Acceptance to other ones like Routing and IPv6 among others. Some of the organizations we engaged with comprise CEABAD (Central America; mostly Government Officials); CITEL (OAS, Government Officials, Policy Makers and Regulators as well as Public and Private Companies); ENTEL (ISP from Bolivia); LACNIC (LAC region RIR); LACNOG (LAC Network Operators Group); CaribNOG (The Caribbean Network Operators Group); CANTO (mailly ISPs from all The Caribbean region); CABASE (IXP association from Argentina); NAP Colombia (IXP association from Colombia); APROSVA (ISP association from Ecuador); IX.br (biggest IXP association from Brazil); ANUIES (Universities from Mexico); among others. In most cases (like CANTO, APROSVA, NAP Colombia and CABASE) we develop a year-long capacity building program.

OTHER ACTIVITIES

This quarter was characterized by the return to face-to-face activities. Not all events in the region are now organized as face to face; some are being held with a hybrid component.

The general sentiment of stakeholders in the region is enthusiastic about meeting people in person again while leveraging the benefits of the virtual world.

Our technical engagement and training is being delivered in full capacity with Ecuador (APROSVA), Mexico (ANUIES), Argentina (CABASE) and the Caribbean (CANTO). As of today close to 1,000 unique participants have been attending our training sessions

NORTH AMERICA (WASHINGTON, DC)

David Olive, SVP, Policy Development Support and Managing Director – Washington, DC

KEY HIGHLIGHTS AND MILESTONES

Webinar on UN and ITU Discussions Affecting the Internet

Many different organizations plan to hold meetings and conferences to discuss Internet issues that are directly related to ICANN's mission throughout 2022. This will culminate with the International Telecommunication Union (ITU) Plenipotentiary conference to be held 26 September to 14 October 2022, and the election of a new ITU Secretary-General.

The Internet Corporation for Assigned Names and Numbers (ICANN) held a webinar on issues impacting the Internet that are being discussed at the United Nations (U.N.) and the ITU. The event occurred on 12 April 2022 and attracted more than **115** participants.

Naela Sarras, Vice President for Stakeholder Engagement in North America at ICANN, moderated the webinar. Veni Markovski, ICANN's Vice President for U.N. Engagement, and Alexey Trepykhalin, Government and IGO Engagement Manager, provided their observations on current events.

The presentation and recordings are available in [ICANN's engagement calendar](#).

This effort was part of the North American webinar series launched in April 2021.

OVERVIEW OF SIGNIFICANT ACTIVITIES

REGIONAL EVENTS

Internet Governance Forum, 21 July, Washington, DC, USA

- ICANN organization (org) staff participated on a panel about Internet fragmentation at IGF-USA; it was the first time in four years that ICANN org staff had spoken at the event.
- Matt Larson from the Office of the Chief Technology Officer (OCTO) represented ICANN org and fielded questions regarding technical aspects of potential Internet fragmentation.
- Attendance at IGF-USA by GSE North America staff and Matt's appearance were key in positioning ICANN org as a leading voice in the technical governance of the Internet and gave the organization the ability to further build relationships in the Washington, DC policy community.

Roundtable with Civil Society Organizations, 14 July, Washington, DC, USA

- The ICANN President & CEO met with representatives from Washington, DC-based civil society organizations to reconnect after two and half years of meeting virtually and discussing some of the more pressing issues facing ICANN and the broader Internet governance ecosystem.

-
- More than 20 participants engaged on topics ranging from privacy and new generic top-level domains (TLDs) to Domain Name System (DNS) abuse and activities at the International Telecommunications Union (ITU).
 - The goal was to engage with civil society organizations that have a stake in ICANN policy making, but who may not regularly attend ICANN Public Meetings or comment on policy. By building stronger relationships with these organizations, we hope to have them more actively involved in future policy making processes.

ANNEX

SOCIAL MEDIA REPORT

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

ICANN Social Media Accounts

Platform	Accounts	Details	Multilingual
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 ICANN 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, events, and important milestones, in multiple languages. Stakeholders also interact directly with ICANN to pose questions or send comments. This allows us to create a direct dialogue with stakeholders that would otherwise not exist. The Communications team responds to hundreds of direct messages posted to our social media channels each month.

The Communications team proactively works to improve our social media content and strategy on a regular basis. Social media is monitored daily, and we regularly collaborate with other functions to create effective organic and paid campaigns, publicize announcements and blogs, and promote ICANN-related events. A Social Media Engagement Metrics Report is produced quarterly, which allows us to measure performance. We also check in with our social media service provider, Hootsuite, on a monthly basis to evaluate our current strategy, utilize the tools effectively, and stay on top of trends.

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

Impact of Paid Posts

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

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

Industry Average and ICANN Key Performance 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 increased due to Apple’s Mail Privacy Protection, released in September 2021. Mail Privacy Protection disables open rate tracking by downloading an email and its images including tracking pixels. Mail Privacy Protection marks an email as opened, inflating open rates for each user that has opted into the new feature. Newsletter tracking data has become less reliable. Read 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.

Trends for 2022

[Hootsuite Social Trends 2022](#) offers research-backed guidance on navigating current social media trends. Two of the five key trends for 2022 are relevant to ICANN:

- Increased focus on communities and community-driven content. ICANN already has an established community; we can leverage this trend and expand our audience by creating more high-quality content.
- Paid campaigns are being prioritized by most platforms. We've increased our focus on paid campaigns with quantifiable results over the past year and plan to expand on those in the future.

Key Findings: Cross-Platform

ICANN's primary audience is a niche group of dedicated stakeholders interested in specialized topics; their behavior may differ from larger trends. As we gradually return to in-person meetings, the social media analytics for ICANN74 have begun to return to pre-pandemic levels, and our overall metrics are likely to improve further as this continues.

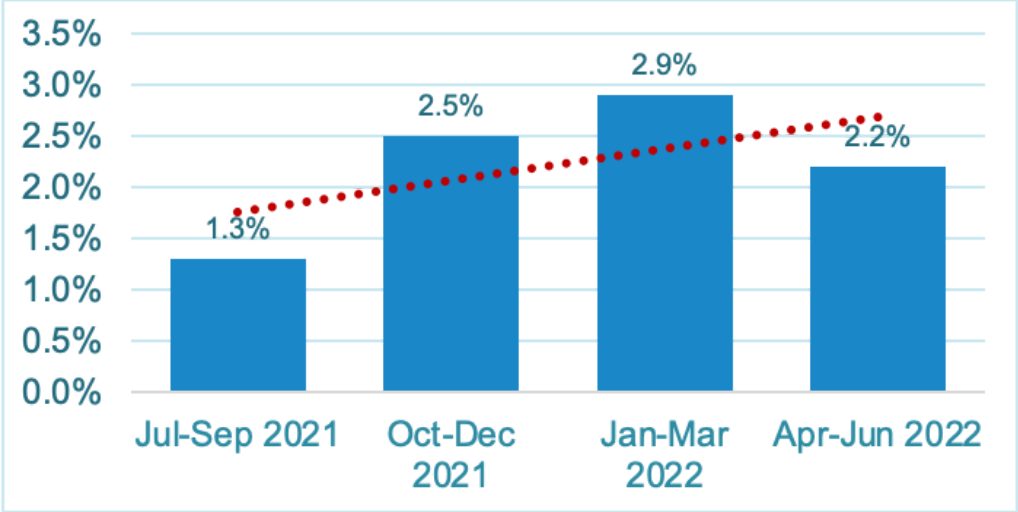
- As a result of access to professional photos and daily promotion, ICANN74 posts containing photos and videos performed well on every platform.
- The return to a hybrid meeting format contributed to an increase in metrics for most platforms, as in-person participants shared content and virtual participants remained engaged in consuming content.
- In 2022, we created and executed several paid campaigns for various functions and programs, which amplified visibility and encouraged program applications.
 - Examples of paid campaigns include the NomCom 2022 Leadership Positions promotion on LinkedIn, the NextGen@ICANN75 promotion on Instagram, and a promotion for the 2022 Middle East DNS Forum on Facebook.
 - In some cases, the paid campaigns may have affected engagement rates, which is noted on each platform.
- During ICANN74, we utilized Instagram stories to create a more inclusive experience for attendees, which received positive feedback.

Twitter @ICANN Highlights

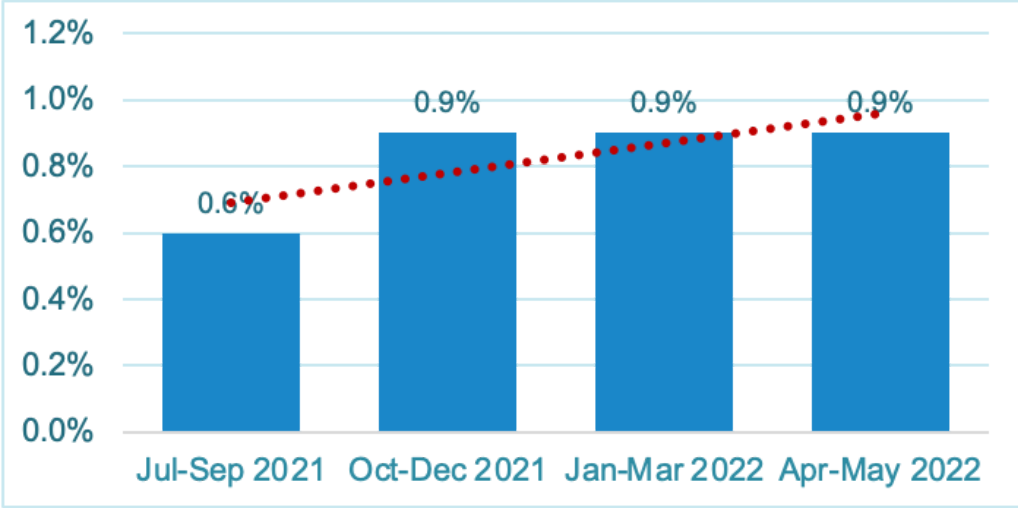
The industry average engagement rate is 0.045% and our KPI target is 1.0%.

- ICANN earned a 2.2% engagement rate from Apr–Jun 2022, overperforming on our KPI target.
- While the engagement rate dropped this quarter, there were two paid campaigns between Jan-Mar 2022 which contributed to the higher engagement rate during that period. There were no paid campaigns this quarter, which may partially account for the lower metric.
- Average followers grew in line with the previous two quarters, indicating we are maintaining consistent if moderate audience growth.
- The posts with the highest engagement rates were photos from ICANN74, the announcement of NextGen selectees, and ICANN's partnership with EURid.
- Our focus on timely, relevant posts resonated with our audience.

Twitter @ICANN Engagement Rate



Twitter @ICANN Follower Growth



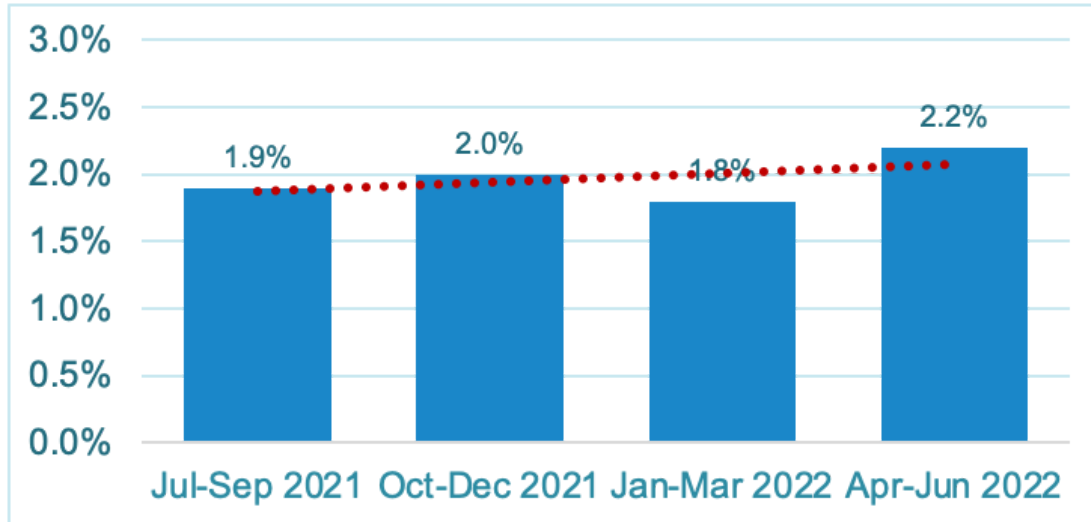
*Note: We did not include data for other ICANN Twitter handles as the activity, engagement, or number of followers is too low to be meaningful.

Facebook Highlights

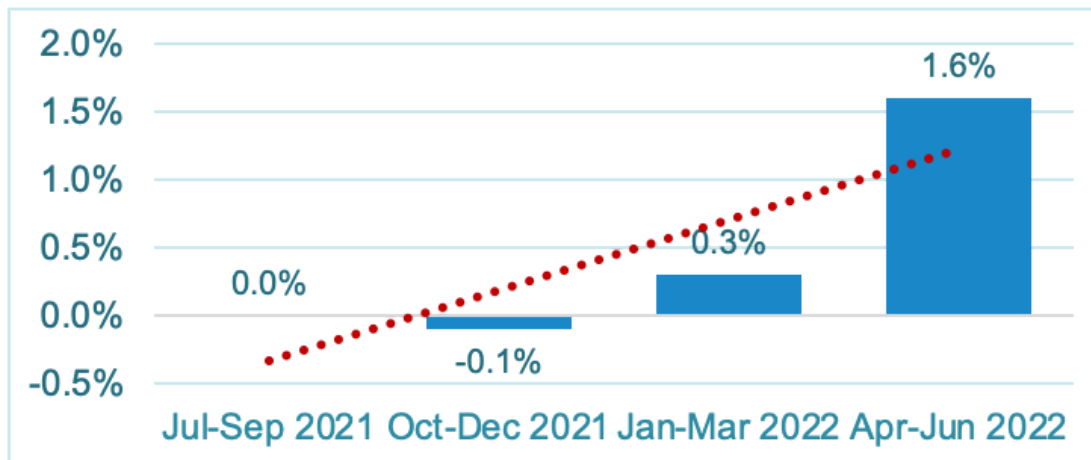
- The industry average engagement rate is 0.08% and our KPI target is 1.5%.
- ICANN earned a 2.2% engagement rate on Facebook from Apr–Jun 2022, overperforming on our KPI target. The engagement rate is showing a slight upward trend in activity over the previous three quarters.

- The top-performing posts on Facebook were Maarten’s ICANN74 Thank You video, a promotion for Generation Panel Work, and the ICANN74 Community Excellence award. Facebook tends to show varied content in terms of top posts.
- There was a significant increase in follower growth over the previous quarter; however, many of the new followers joined on the same day (28 June, a day where we had no exceptional posts), indicating that they could be bots. Organic follower growth tends to happen over time.

Facebook Engagement Rate



Facebook Follower Growth

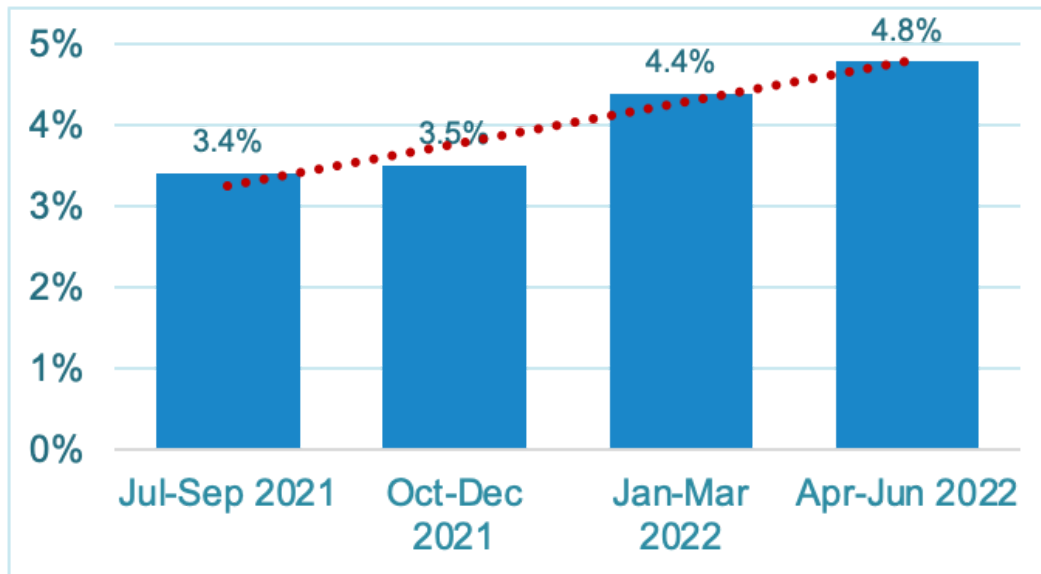


LinkedIn Highlights

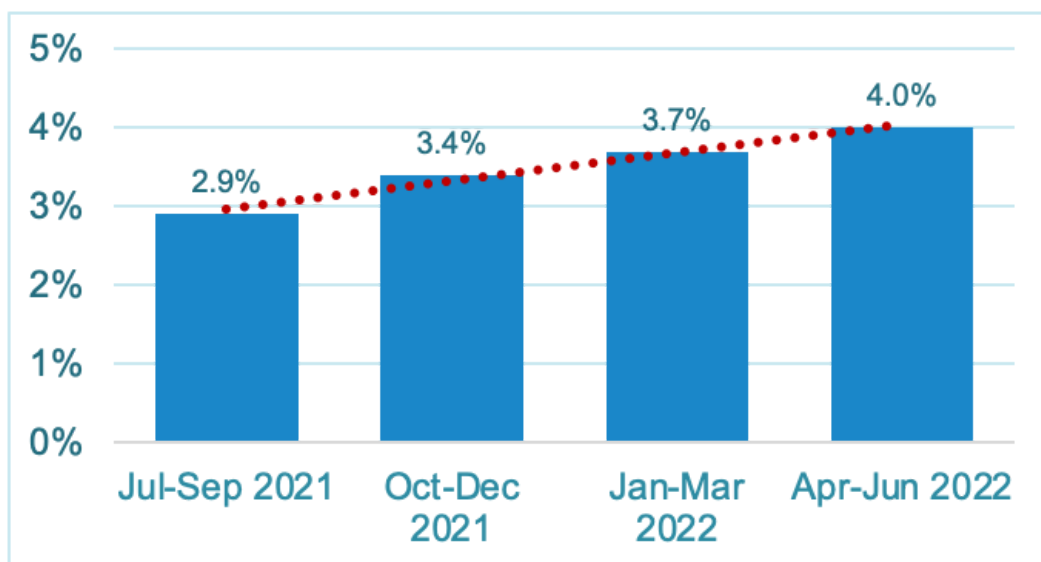
- The industry average engagement rate is 0.35% and our KPI target is 2.5%.
- ICANN’s LinkedIn account earned an impressive 4.8% engagement rate from Apr–Jun 2022, overperforming on our KPI target. The engagement rate is trending upward. [\[SNC1\]](#)

- The top organic posts on LinkedIn had very high engagement rates (over 10%), and we had an abundance of posts with higher-than-average engagement rates (10%-5%), a top driver for an overall increase in engagement this quarter.
- We posted more frequently this quarter (215 posts) than the previous quarter (180 posts), which also seems to have positively impacted followers and engagement rates.
- Top-performing posts were the countdown to ICANN74 registration, photos from the World Telecommunications Development Conference, and photos from ICANN74.
- There was an increase in follower growth (4.0%) from the previous quarter (3.7%).

LinkedIn Engagement Rate



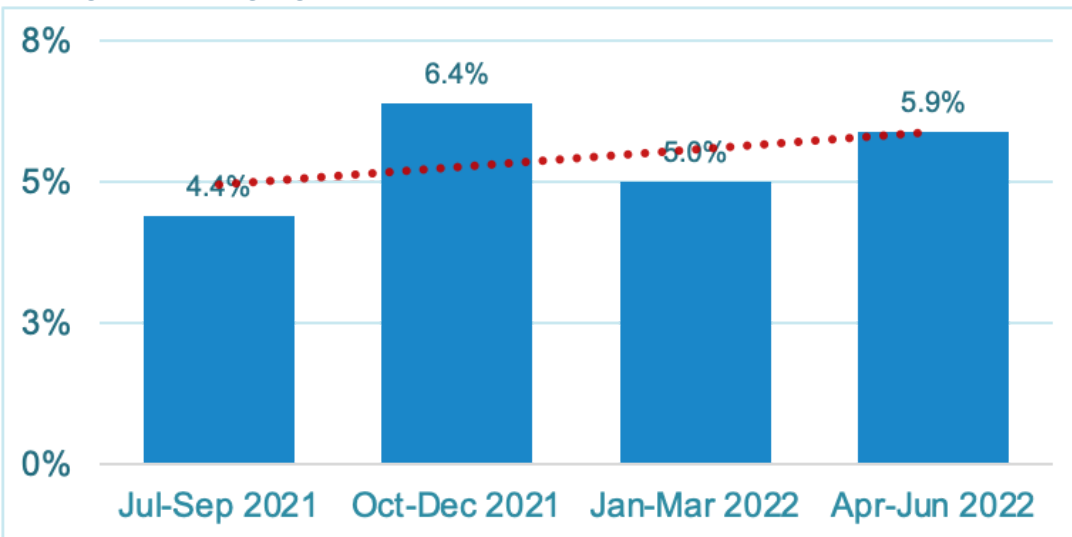
LinkedIn Follower Growth



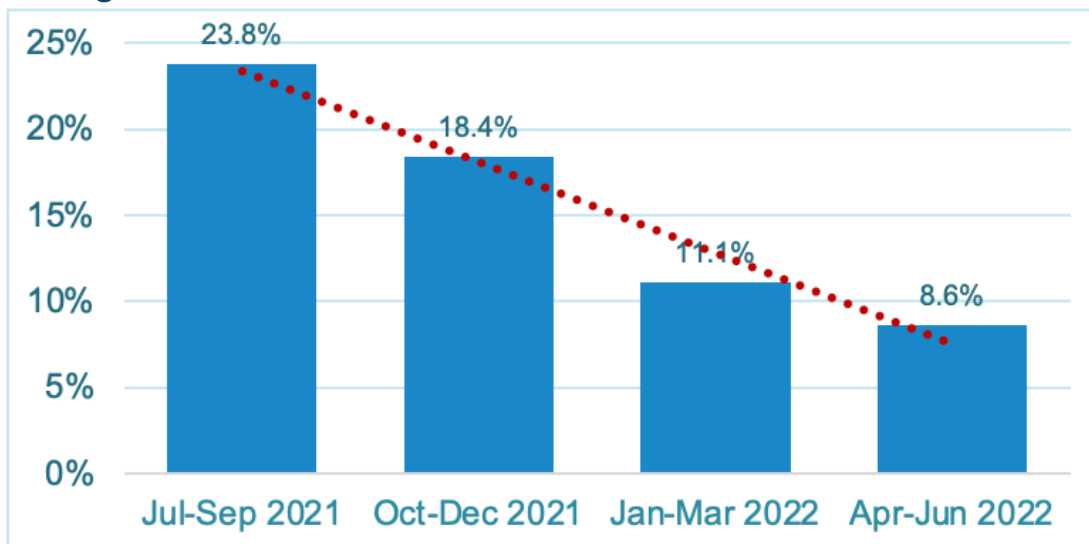
Instagram Highlights

- The industry average engagement rate is .98% and our KPI target is 3.0%.
- ICANN earned a 5.9% engagement rate from Apr–Jun 2022, overperforming on our KPI target, and 0.9% higher than the previous quarter.
- Instagram’s top-performing posts were photos from ICANN74, which earned very high engagement rates (14%-12%), which influenced the increase.
- The follower growth rate remained strong at 8.6% (an increase of 362 followers). While this is down from the previous quarter’s follower growth of 11.1%, it is still the highest rate of growth for all platforms.
- Instagram increasingly prioritizes paid posts and ads in their algorithm.

Instagram Engagement Rate



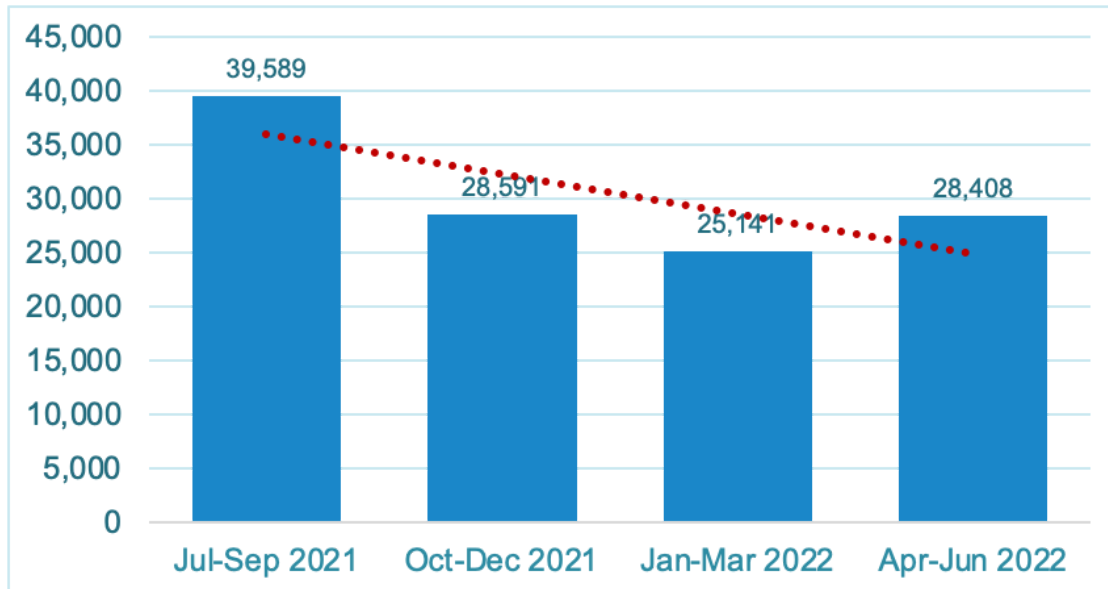
Instagram Follower Growth



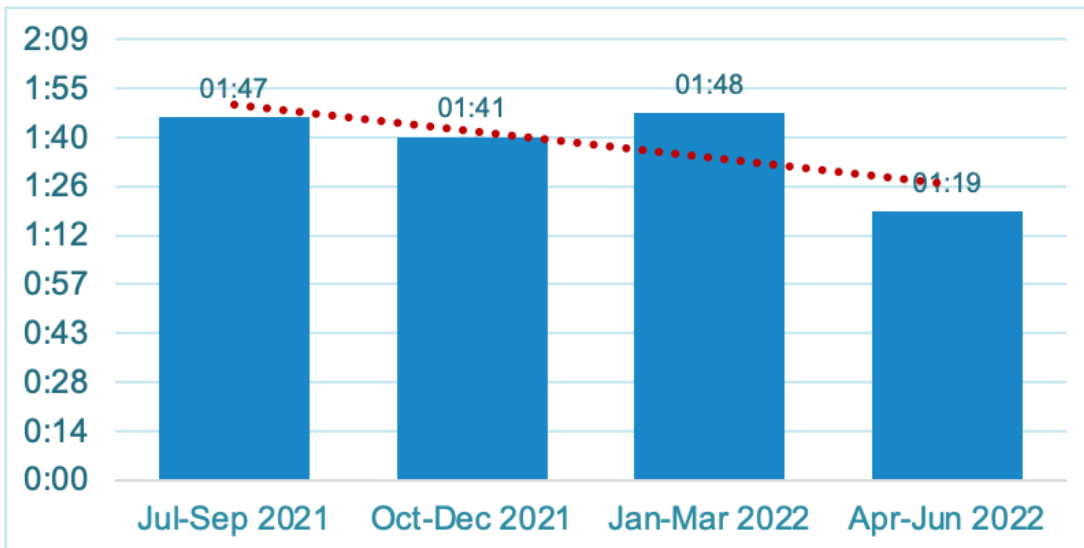
YouTube Highlights

- YouTube measures performance using the number of views and the average duration of a view. It is difficult to set KPI targets as there are no industry averages.
- The YouTube platform is not one of the primary platforms we use, so metrics may reflect bot traffic
- YouTube views were higher in Apr–Jun 2022 (28,408) versus the previous quarter (25,141).
- The average duration of a video view was lower for Apr–Jun 2022, 1:19, versus 1:48 in Jan–Mar 2022.

YouTube Video Views



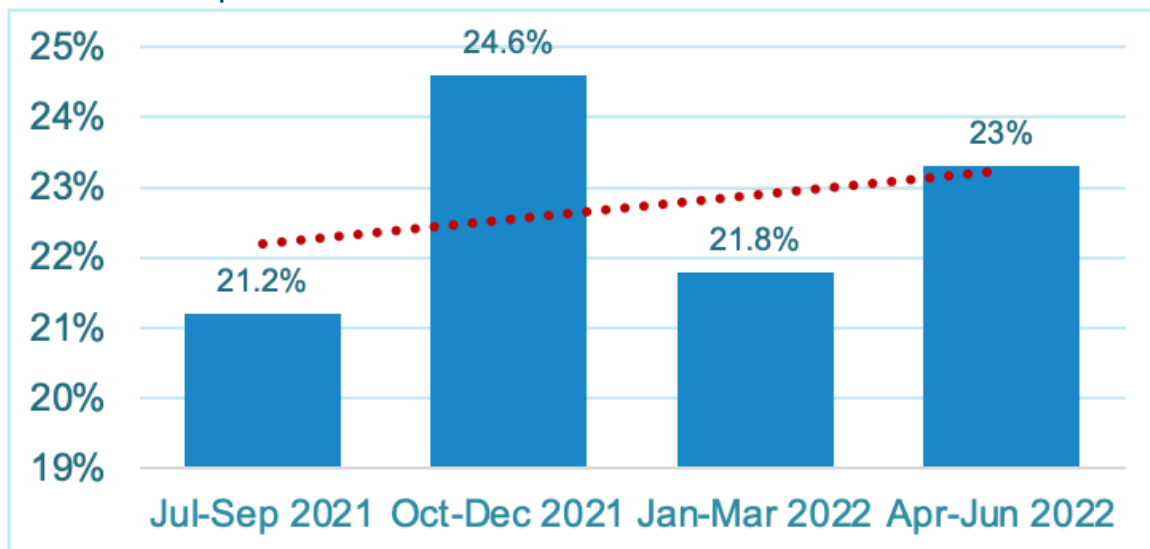
YouTube Average Duration



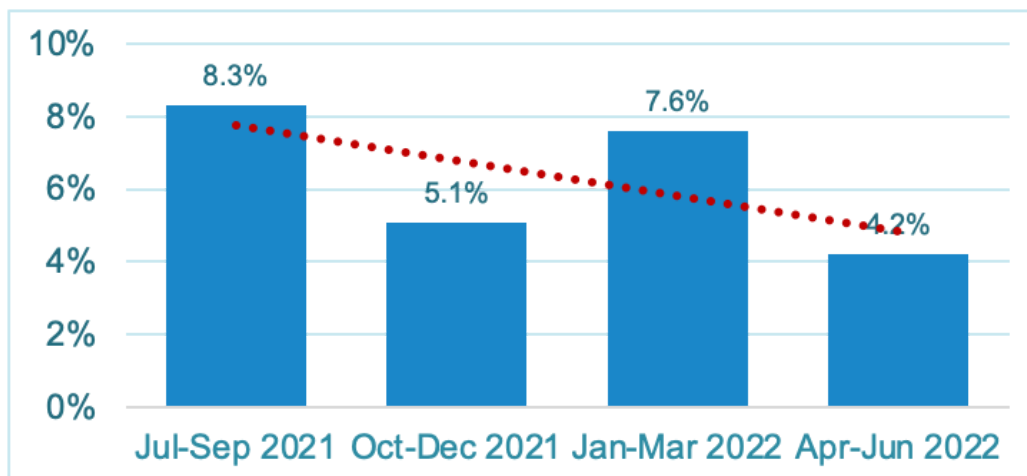
Newsletters Highlights

- 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 23%, lower than our KPI of 30%, but higher than the previous quarter.
- The average click rate, 4.2%, 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

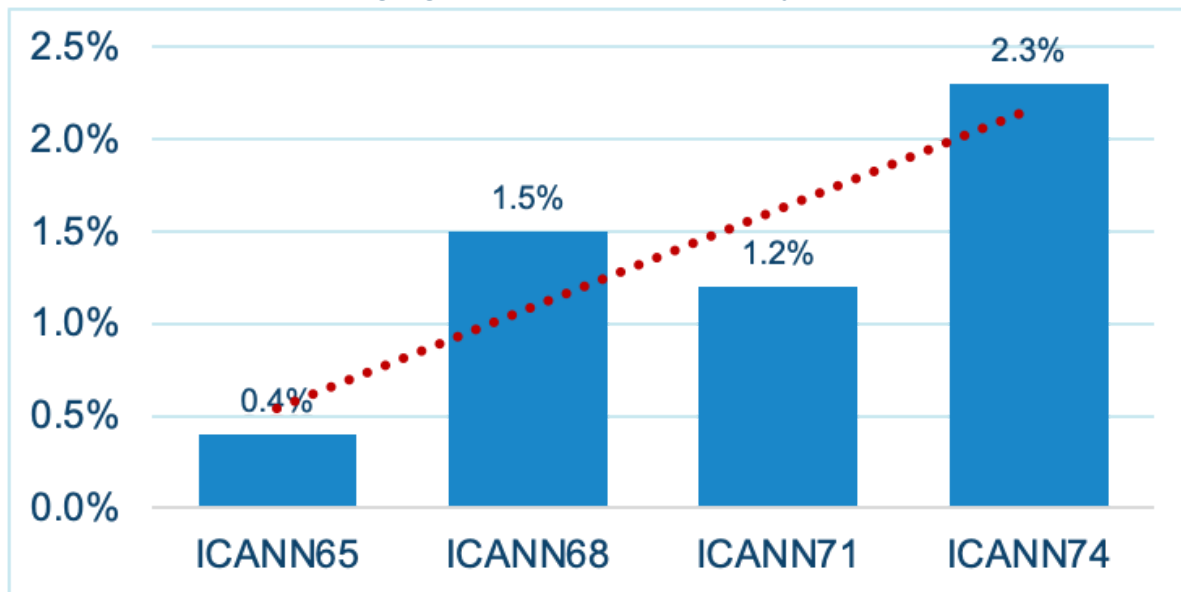


Key Findings: Social Media Highlights – Policy Forums*

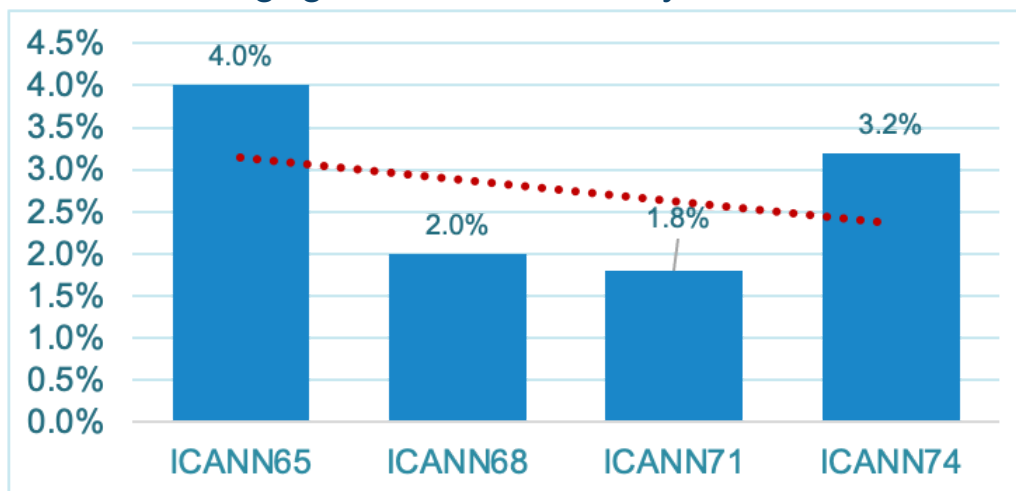
The following data reflects ICANN's social media performance during the previous four Policy Forums:

- Engagement for Twitter, LinkedIn, Facebook, and Instagram is up over the previous policy meeting (ICANN71), likely due to the photos and videos we were able to capture during ICANN74.
- ICANN74 newsletters had increased open rate results over the previous Policy Forum, but had a decrease in click rate.

Twitter @ICANN Engagement Rate, Policy Forums

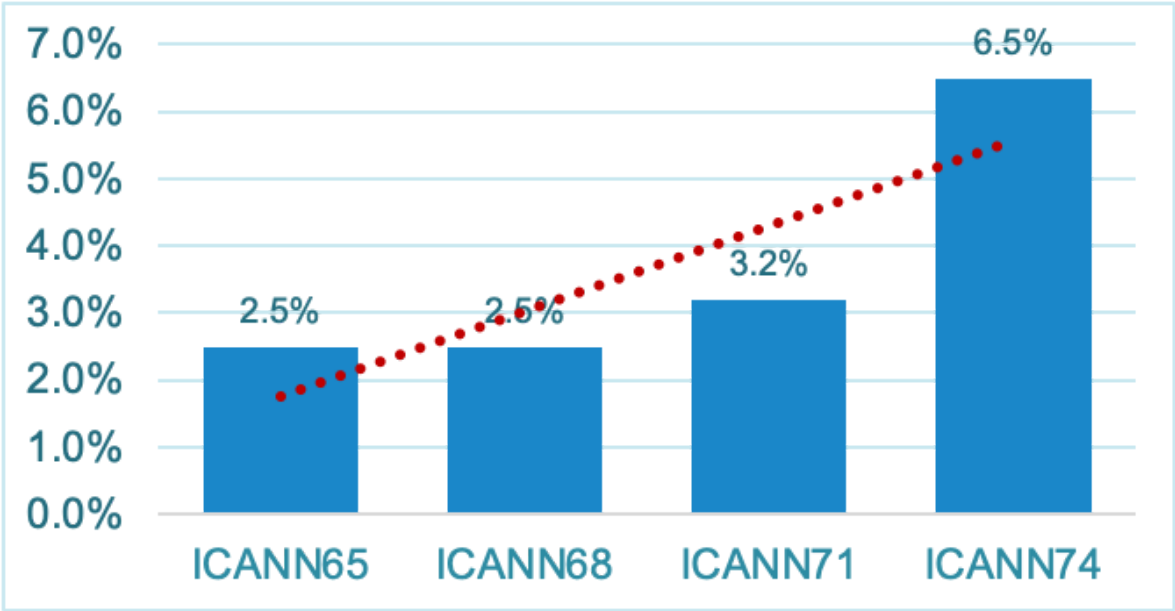


Facebook Engagement Rate, Policy Forums

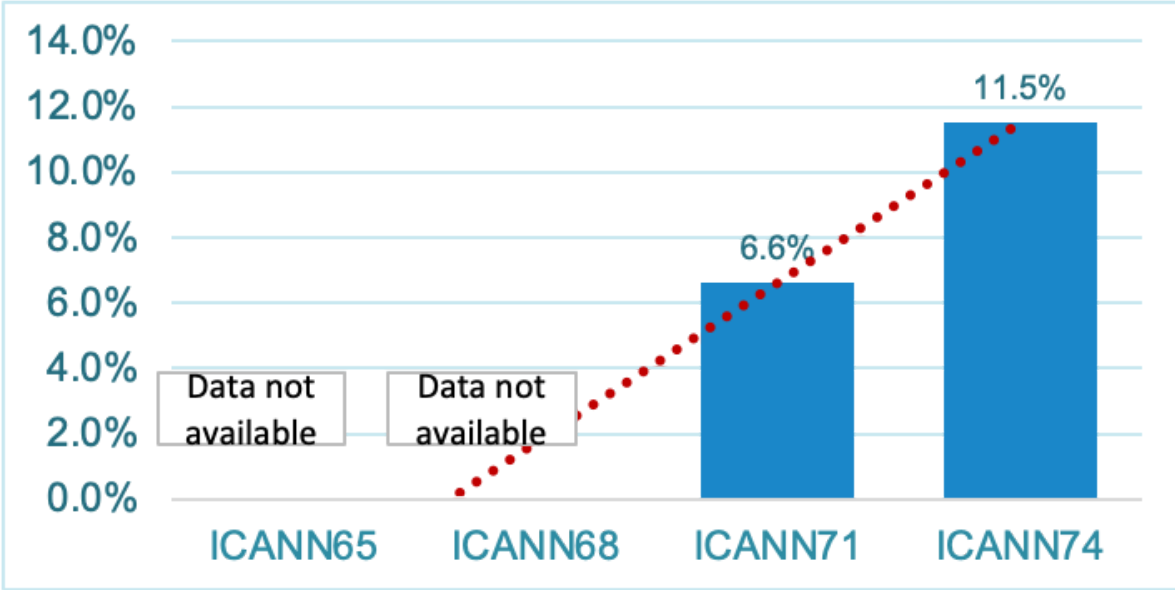


*Note: We compare Public Meeting data against Public Meetings of the same type, as the Annual General meeting has more participants than the Community or Policy Forums.

LinkedIn Engagement Rate, Policy Forums



Instagram Engagement Rate, Policy Forums

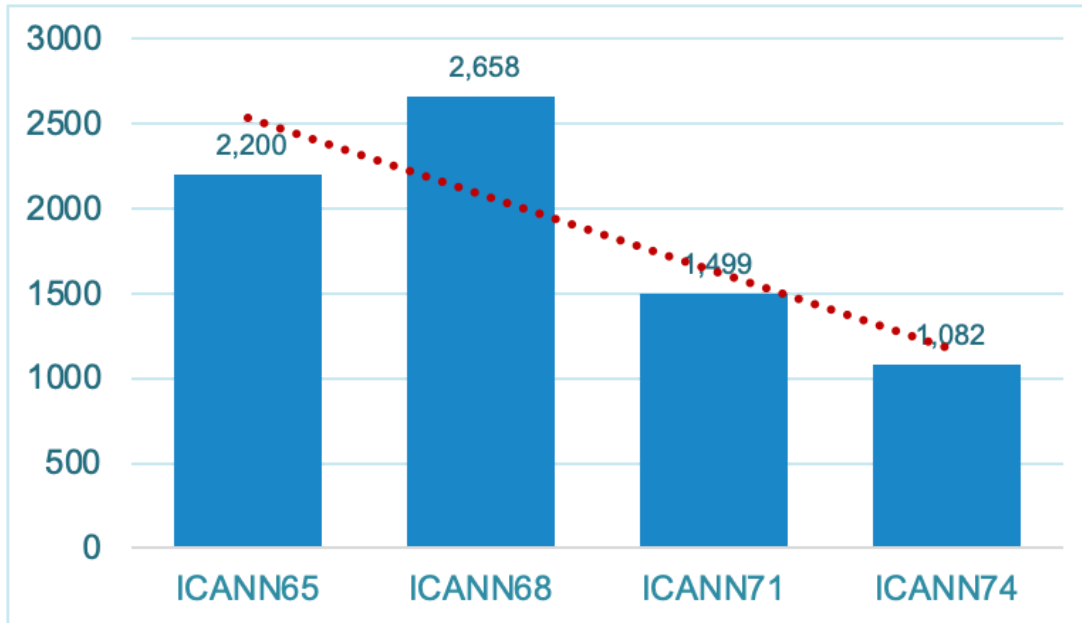


YouTube

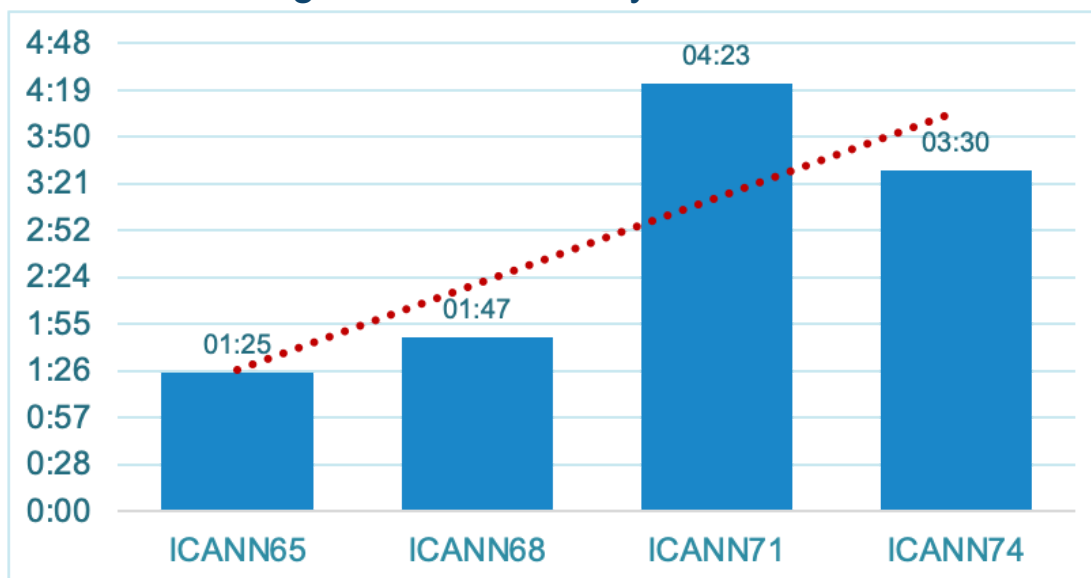
The following reflects ICANN's YouTube performance during the previous four Policy Forums:

- Views declined over the previous four Policy Forums. View performance was impacted by the inability to conduct in-person video interviews and no new explanatory videos published to our channel.
- The YouTube livestream sessions impacted this.
- The average duration decreased during ICANN74 to 3:30.

YouTube Views, Policy Forums



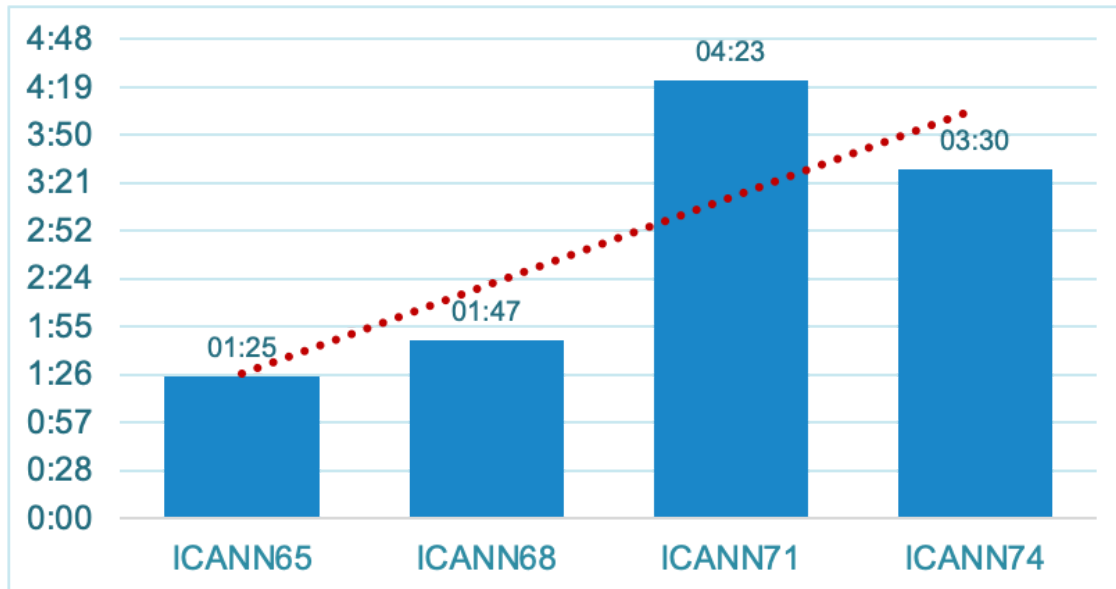
YouTube Average Duration, Policy Forums



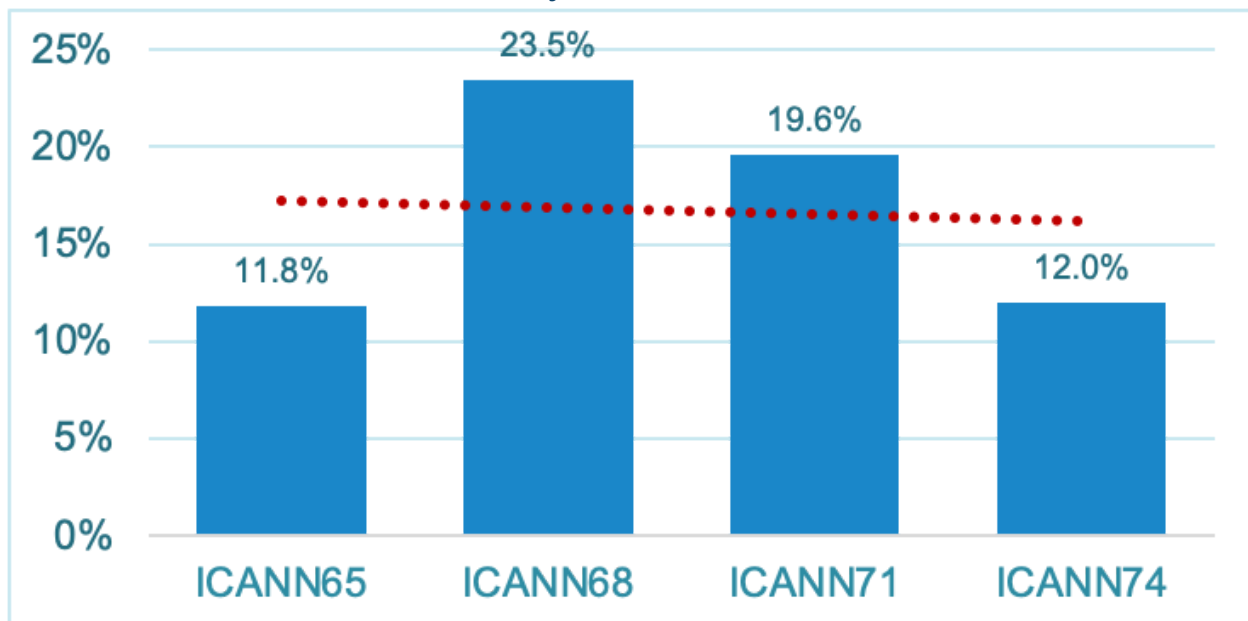
Policy Forum Newsletters

- The newsletter open rate for ICANN74 remained consistent with previous Policy Forum open rates at 51%, an increase over ICANN71 (43%).
- 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, Policy Forums



Newsletters Click Rate, Policy Forums





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