CEO Report to the Board

Period Covering: 9 December 2022 – 17 March 2023

14 April 2023

ICANN

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OFFICE OF THE CEO

Sally Costerton, Advisor to the President, SVP, Global Stakeholder Engagement and Interim President and CEO

KEY HIGHLIGHTS AND MILESTONES

- ⊙ Delivered the New Generic Top-Level Domain Subsequent Procedures Operational Design Assessment to the ICANN Board.
- ⊙ Launched an updated Root Zone Management System.
- ⊙ Fully reopened all ICANN offices for the first time since March 2020.
- ⊙ Enacted relief for registrants in the earthquake-affected areas of the Republic of Türkiye and the Syrian Arab Republic.
- ⊙ Launched the Emergency Assistance Program for Continued Internet Access and a call for Expressions of Interest from eligible organizations.
- ⊙ Developed an implementation plan for the Registration Data Request Service.
- ⊙ Supported the Universal Acceptance Steering Group in planning the first ever Universal Acceptance Day.

OVERVIEW OF ACTIVITIES

With the culmination of major projects, the launch of new ones, and the challenges of an ever-changing world, this reporting period has been an eventful time for ICANN. As of January, ICANN org has fully reopened all our offices for the first time since March 2020. We celebrated the return to in-person operations in February with an All-Hands Meeting in Los Angeles, which allowed us to meet new staff and reconnect after nearly three years of working from home.

After a devastating earthquake in February, ICANN enacted relief for domain name registrants in the affected areas of the Republic of Türkiye and the Syrian Arab Republic. Also in February, we launched the Emergency Assistance Program for Continued Internet Access, leveraging our experience last year providing emergency support in Ukraine. We issued a call for Expressions of Interest from eligible organizations in February, and expected to reach a decision on recipient(s) by late April. As for the ICANN Grant Program, we are setting up a dedicated function to focus on implementation.

In our latest work with the Coalition for Digital Africa, ICANN commissioned a study of the African Domain Name System (DNS) landscape. The Coalition also launched an initiative aimed at enhancing Internet exchange points, with support from ICANN.

ICANN76 in March was ICANN's first Public Meeting of 2023 and our first hybrid Community Forum since 2019. More than 1,200 people attended the meeting in person, and more than 800 joined virtually.

During the meeting, the ICANN Board adopted 98 recommendations from the New Generic Top-Level Domain (gTLD) Subsequent Procedures Policy Development Process Final Report and directed the organization to deliver an implementation plan by 1 August. Ahead of this milestone, the ICANN organization had delivered the New gTLD Subsequent Procedures

[Operational Design Assessment (ODA)](#) to the Board in December and presented the ODA to the Board and various community groups.

Just before ICANN76, the Board [approved](#) the creation of a new system to handle requests for access to nonpublic registration data related to gTLDs, the Registration Data Request Service. During the March Board Workshop and the Community Forum, the ICANN organization shared its implementation plan with the Board and the Generic Names Supporting Organization.

Meanwhile, we are collaborating with the contracted parties to address DNS abuse by improving the existing obligations in the Base gTLD Registry Agreement and 2013 Registrar Accreditation Agreement. The negotiating teams have said they plan to have proposed amendments to publish for Public Comment before [ICANN77](#). Also on the DNS security front, we completed a feasibility evaluation of 12 recommendations that the DNS Security Facilitation Initiative Technical Study Group made in its [Final Report](#). Next, the ICANN organization will brief the Board on the results and develop an implementation framework for the recommendations.

In our work to make the Internet more inclusive and multilingual, ICANN supported the Universal Acceptance Steering Group to plan the first ever [Universal Acceptance (UA) Day](#) (28 March). We also published the [UA Roadmap for Domain Name Registry and Registrar Systems](#) to help with testing systems for UA-readiness. As part of our efforts to make its own systems UA-ready, the ICANN organization has completed two of the three steps toward achieving Email Address Internationalization readiness of our core email systems. Moreover, the 2022 Internationalized Domain Name (IDN) [Annual Report](#), published in February, provides an overview of the IDN-related work being done by the ICANN organization and community.

On the technical side, Internet Assigned Numbers Authority (IANA) in December launched an updated [Root Zone Management System](#), which will be more adaptable to future needs. IANA also began the [Root Zone Algorithm Rollover Study](#) to develop a plan for changing the cryptographic algorithm used for the DNS root key-signing and zone-signing keys.

Finally, ICANN continues to engage with stakeholders around the world on important issues. An ICANN delegation attended the Mobile World Congress in Barcelona (27 February – 2 March) and held several bilateral meetings with government representatives. ICANN also participated in the World Summit on the Information Society (WSIS) Forum 2023 (13–17 March). In anticipation of the upcoming WSIS+20 review in 2025, the ICANN organization has published a [paper](#) providing an overview of the process and outlining ICANN's plan for coverage.

My team and I look forward to maintaining this momentum and continuing to collaborate with the Board and community on this important work in support of our mission.

ORGANIZATION: FINANCES

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

Year-to-Date Financials – February 2023

ICANN Cash Flow	Segment Reporting for the Eight Months Ending 28 Feb 2023						
		New gTLD Program					
In Millions, US dollars	**ICANN Operations**	**2012 Round**	**SubPro**	**SFICR Projects**	**Grant Program**	**Reserve Fund**	**Total**
Funds Under Management - 30 Jun 2022	**62.8**	**62.3**	**7.3**	**20.0**	**210.3**	**142.9**	**505.6**
Funding	102.8	-	-	-	-	-	102.8
Expenses paid to Employees	(51.0)	(0.5)	(4.2)	(0.4)	(0.2)	-	(56.4)
Expenses paid to Vendors	(38.1)	(3.1)	(2.5)	(0.1)	(0.1)	-	(43.9)
Working Capital	0.3	0.6	0.0	-	-	-	1.0
Intercompany Receivables/(Payables)	(1.4)	0.5	-	0.5	0.4	-	(0.0)
Net Cash Excess/(Deficit)	12.7	(2.5)	(6.6)	-	-	-	3.5
Board-Approved Transfers	(19.0)	-	-	-	-	19.0	-
Investment Income/(Declines)	0.5	2.1	-	0.5	3.7	0.8	7.7
Funds Under Management - 28 Feb 2023	**57.0**	**61.9**	**0.7**	**20.5**	**214.0**	**162.7**	**516.7**
Total Average FTEs	**399**	**3**	**16**	**3**	**1**	**-**	**421**

The table above is a financial summary of ICANN's business segments, which are the individual business units of Total ICANN, each with its own source of funds, and the Reserve Fund, which is ICANN's funding of last resort to cover large expenses resulting from unavoidable, unpredictable, or unplanned events. This information reflects eight months of FY23 ending 28 February 2023. Funds under management increased US$11 million since the beginning of the fiscal year due to net excess and investment income, partially offset by segment operating expenses.

ICANN Operations

- Funding of US$99 million is US$1 million lower than budget, with lower-than-planned transaction fees partially offset by higher-than-planned contracted parties and resulting fixed fees.
- Expenses of US$91 million are US$5 million lower than budget, with lower-than-planned personnel and professional services partially offset by higher-than-planned travel and meetings expenses, namely the organization's All-Hands Meeting.
- The Forecast projects operating excess to be US$5 million.
  - The funding forecast of US$148 million is US$5 million lower than budget, primarily due to lower-than-planned transaction fees as a result of projected economic conditions.
  - The expenses of US$143 million are US$9 million lower than budgeted primarily due to lower-than-average head count, lower-than-planned professional services, and more-than-planned work on Subsequent Procedures (SubPro), the ICANN Grant Program, and Review Prioritization Implementation as noted below.

New gTLD Program – 2012 Round

⊙ Year to date, the 2012 round of the New gTLD Program has incurred US$4 million for costs to process remaining applications including, but not limited to, application change requests, communicating with applicants, contracting processes, support systems for TLD launches, the Trademark Clearinghouse and Trademark Database, legal fees, and the EBERO program, which is in place in the event of a registry failure.

New gTLD Program – Subsequent Procedures

⊙ The SubPro Operational Design Assessment (ODA) was completed in December 2022 with expenses of US$7 million.
⊙ Internal staff and external vendor costs continue to be incurred as work continues toward Board approval or pending policy recommendations and finalization of the implementation framework.
⊙ At ICANN76, the Board approved additional funding of US$9 million through October 2023 for the work referenced above.

Review Prioritization Implementation (SFICR Projects)

⊙ Review prioritization implementation work was approved by the ICANN Board in November 2022 for US$6 million with the Supplemental Fund for Implementation of Community Recommendations (SFICR) as a funding source.
⊙ The work is 13 percent complete at a spend of US$0.5 million through February 2023.

ICANN Grant Program

⊙ The Grant Program has incurred US$0.3 million in implementation expenses through February for staff support, external consultants, and shared services and organizational support.

ORGANIZATION: PEOPLE

*Gina Villavicencio, Senior Vice President, Global Human Resources*

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

As of 31 December 2022, ICANN org had a head count of 427 active staff. There were four pending new hires confirmed beyond 31 December.
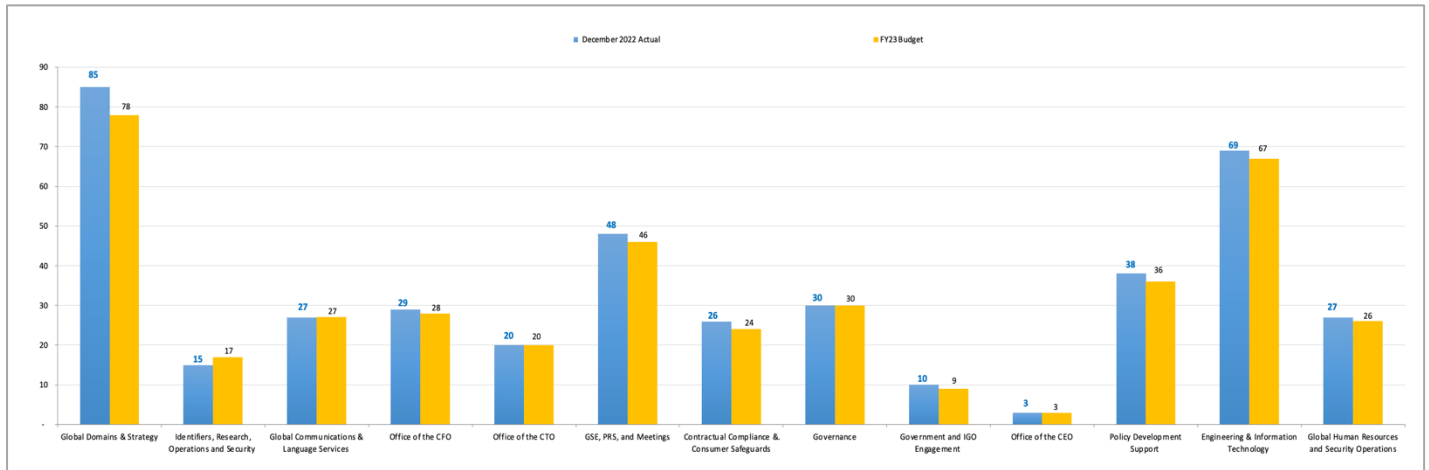
All new positions are held in an unallocated pool at the corporate level. In some departments, head count will appear to exceed the FY23 budget, but that is not the case. The FY23 budget allots 46 unallocated positions held at the corporate level, including 30 SubPro FTE. Total FY23 Budgeted Head Count is 457.

ICANN Org by Region: As of 31 December 2022, the staff distribution by region was 318 (74 percent) in North America; 47 (11 percent) in Europe; 24 (6 percent) in the Middle East and Africa; 29 (7 percent) in Asia Pacific; and nine (2 percent) in Latin American and the Caribbean.
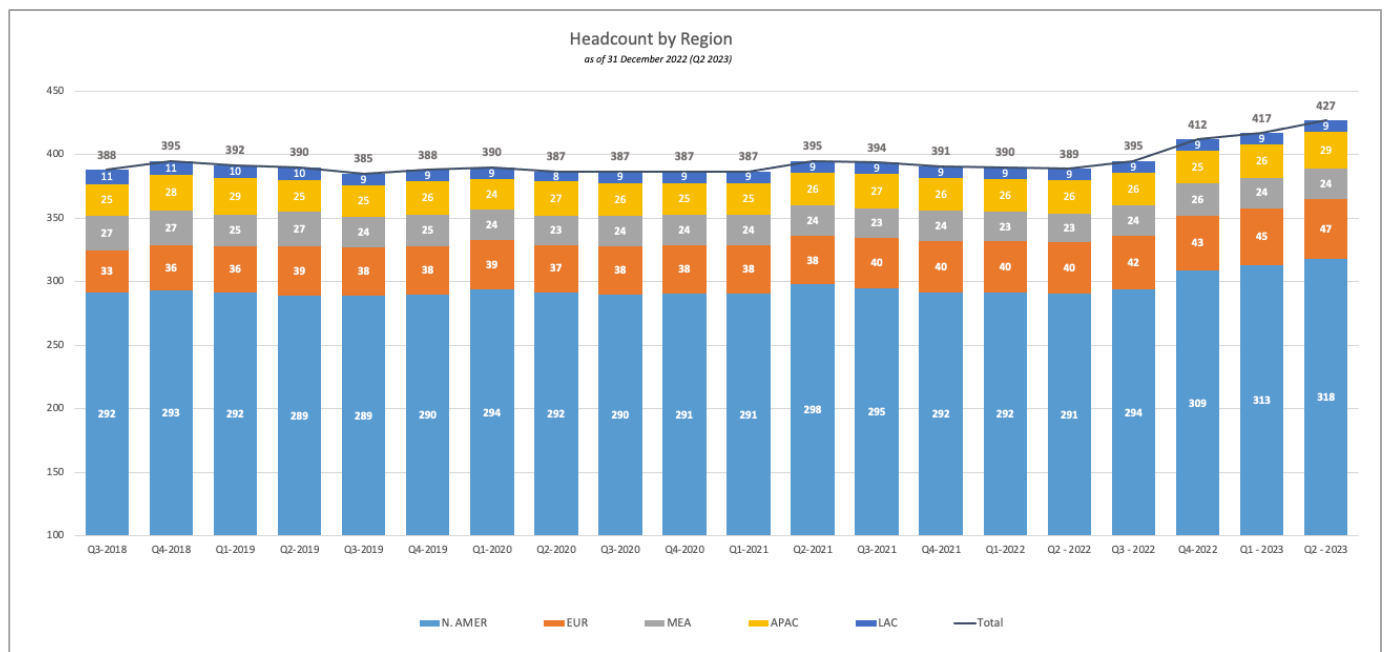
Voluntary turnover as of 31 December 2022 was 4.64 percent and decreased slightly from the previous quarter-end rate of 6.00 percent. Voluntary turnover has remained substantially lower than the worldwide voluntary turnover benchmark.

Over the last three months, 12 staff members joined ICANN org and two departed, resulting in a growth rate of 2.0 percent.

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

Benchmark Source: Radford Trends Report Technology Edition – Global. Radford data is delayed by 1-2 quarters.
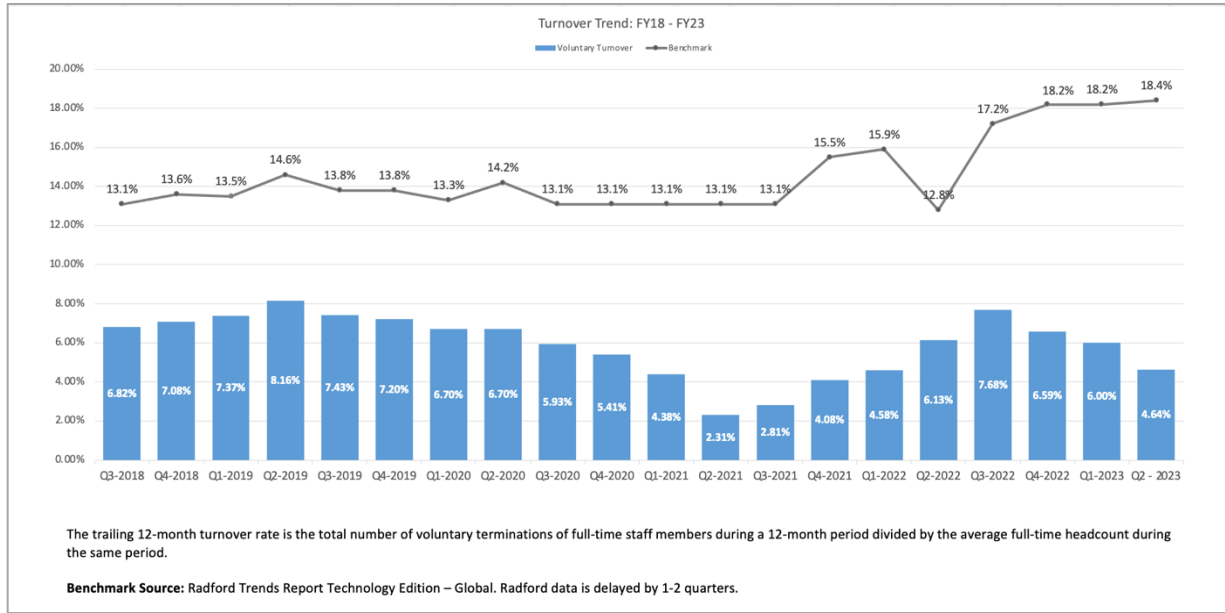
Annual Growth Rates (2018 to Present):
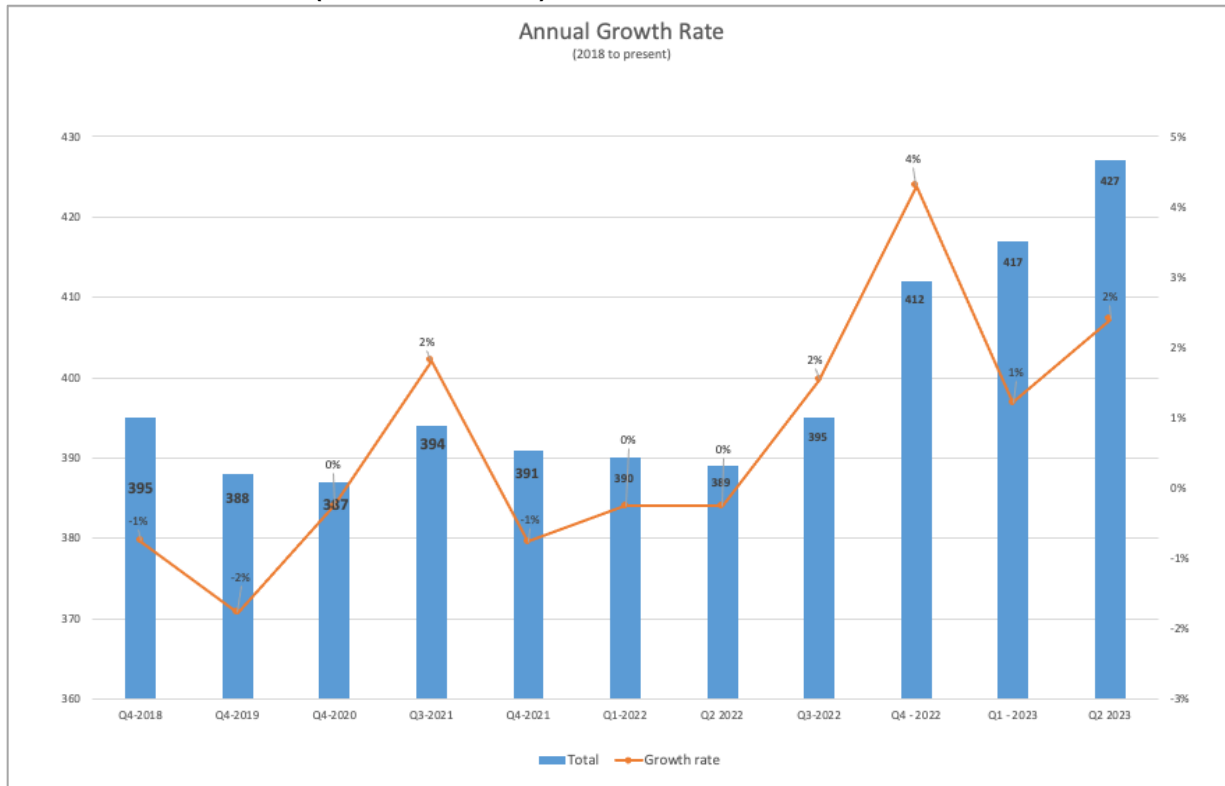
ICANN org gender diversity continues to be well-balanced with females having a slight majority (52.0 percent). The Executive Team has made substantial progress in leadership roles since FY17, improving its gender composition by 50 percent. ICANN org is committed to building a culture of diversity and inclusion at all levels of leadership.
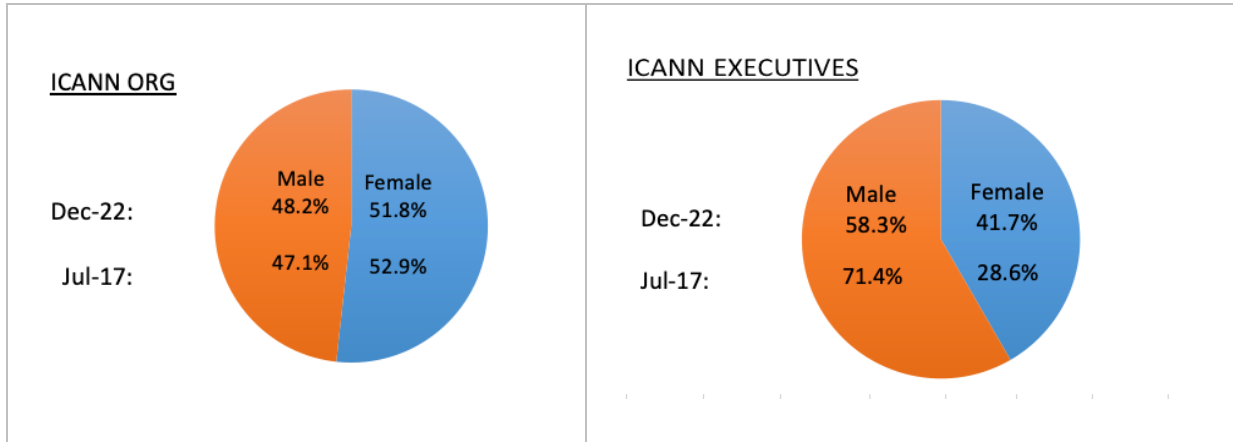
Age distribution of the organization has also been stable over the last four years, averaging approximately 45 years of age, and represents the typical midpoint of most professional careers. The organization's average **years of service** as of 31 December 2022 is 6.9 years, reflecting consistent growth and stability in ICANN org positions.
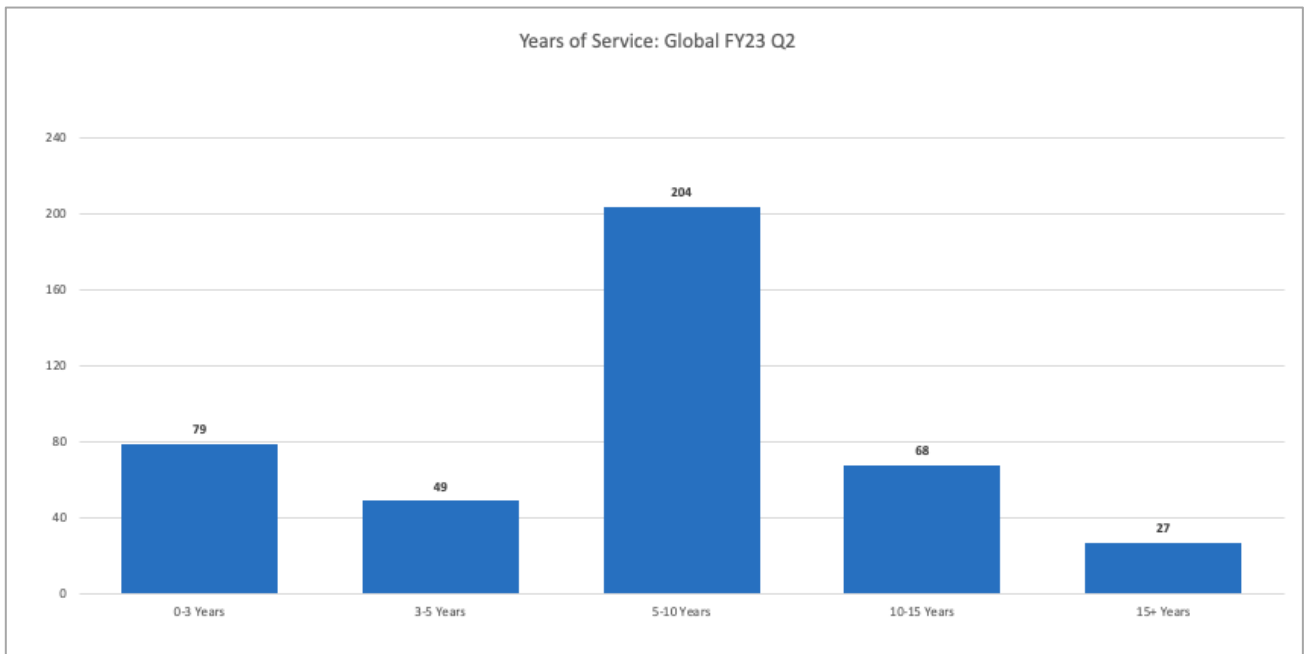
Senior Director and Above: Global distribution has remained stable for the last couple of years, with the largest population at between five and 10 years of service. This reflects ICANN org's depth of experience within senior leadership.

Years of Service by Region - Sr. Director & Above
(as of FY23 Q2)
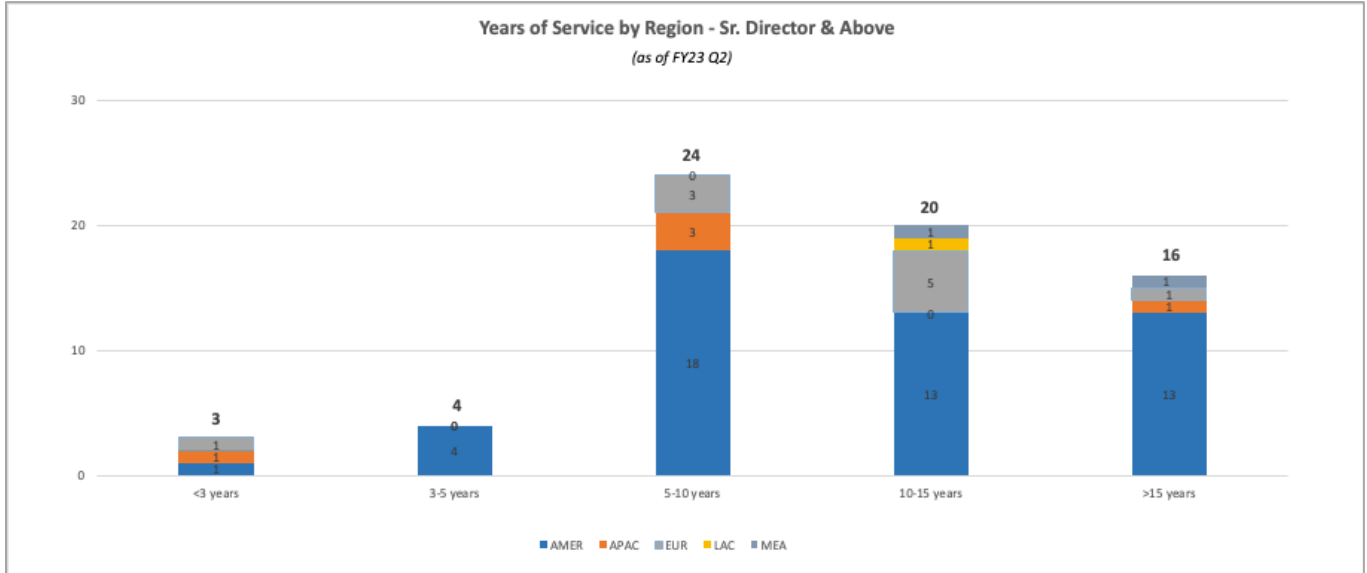
GOVERNANCE (LEGAL, BOARD OPERATIONS, AND COMPLAINTS OFFICE)

John Jeffrey, General Counsel and Secretary

OVERVIEW OF ACTIVITIES

Board Operations
- ⊙ Organized and supported the January Los Angeles Board Workshop and the March Board Workshop and ICANN76 Public Meeting in Cancún. Board Ops worked in close relationship with the Policy team to ensure due preparation of the Board prior to the bilateral with the stakeholders.
- ⊙ This Community Forum also marked the departure of Manal Ismail after 5.5 years as GAC Liaison to the Board and the appointment of her successor, Nico Caballero, whom Board Ops is currently onboarding.
- ⊙ The team continued to run several Caucus, Committee and Working Group sessions, ICANN and Public Technical Identifiers (PTI) Board Meetings, info calls, and workshops. The team is also involved in a large and key project of selecting and developing an enhanced Board Portal.

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 matter following the IRP. Pursuant to a Board resolution asking the Board Accountability Mechanisms Committee (BAMC) to provide the Board with its thoughts on next steps, the BAMC is in the process of reviewing the relevant materials and providing a recommendation for the Board's consideration.
  - ◉ HOTEL IRP: The parties are in the discovery phase of the IRP. ICANN requested that certain claims be dismissed as untimely and is awaiting the Panel's final decision. There is also ongoing litigation related to this matter.
  - ◉ Namecheap IRP (.BIZ, .INFO, .ORG): Final hearing took place 28 March through 1 April 2022. The Panel issued its Final Declaration on 26 December 2022, which the Board considered at its 21 January meeting. The Board determined that further consideration is needed regarding the Panel's recommendations, which the Board asked the BAMC to review and provide the Board with its recommendation(s) regarding next steps.
  - ◉ .GCC IRP: 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 zero Reconsideration Requests. Board has acted on one Reconsideration Request.
- ⊙ 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, including, most notably, work/advice on the following projects: (i) the RDAP Global Amendment vote, (ii) a potential

DNS Abuse global amendment, (iii) agreements in relation to RFP for registrar data escrow provider, and (iv) data processing specification for both the RA and RAA.
- ⊙ Handled approximately 350 new requests for contract drafting or advice during the period for all ICANN groups, including for (i) the All-Hands Meeting and ICANN76 Public Meeting, (ii) the Coalition for Digital Africa project, (iii) media engagement services, and (iv) Universal Acceptance awareness.

Legal Support for Global Stakeholder Engagement, Strategic Initiatives, and Implementation of the IANA Stewardship Transition
- ⊙ Provided legal advice and support for Coalition for Digital Africa initiative, including development of Memorandum of Understanding and Project Agreement with the Association of African Universities.
- ⊙ Provided legal advice and support to renew ICANN's Exchange of Letters with KISA for regional work.
- ⊙ Participated in the Root Server System Governance Working Group to provide inputs on governance and legally related items under consideration by the group.
- ⊙ Advised on and supported the launch of the Request for Proposals for Emergency Internet Access Program.
- ⊙ Continued significant legal advice and support for the ICANN Grant Program implementation work.
- ⊙ Coordinated efforts to support the ICANN community in recommending an Independent Review Process Standing Panel by the end of the fiscal year, as well as planning for panel administration logistics for when the panel is in place.

Legal Support for Global Domains and Strategy and Policy
- ⊙ Supported internal and Board Caucus efforts in preparation for Board resolution directing ICANN org to implement WHOIS Disclosure System, renamed "Registration Data Request System.
- ⊙ Supported internal efforts to finalize Operational Design Assessment for the New gTLD SubPro, and subsequent internal and Board Caucus efforts in preparation for the Board's consideration of the New gTLD SubPro Consensus Policy recommendations at ICANN76.
- ⊙ Supported and advised on the proposed Global Amendments to the RA and RAA related to RDAP and on the ICANN org negotiations with contracted parties on amendments to the RA and RAA concerning DNS abuse mitigation.
- ⊙ Provided legal and other strategic support on projects related to the GDPR and other global privacy legislation.

TOP ISSUES AND MITIGATION

We provided support and briefing documents in ongoing litigation, in support of Independent Review Process filings concerning New gTLD Program applications. The litigation issues are mitigated by maintaining a litigation readiness plan for relevant legal filings as well as utilization of the Risk Fund for costs. We provide an attorney-client privileged version of a litigation report to the Board under separate cover. Ongoing litigation activities are published on the litigation page on the ICANN website: https://www.icann.org/resources/pages/governance/litigation-en.

GLOBAL DOMAINS AND STRATEGY (GDS)

Theresa Swinehart, Senior Vice President, Global Domains and Strategy

OVERVIEW OF ACTIVITY

EPDP Phase 1: Registration Data Policy Implementation
- ⊙ Registration Data Policy is ICANN org's implementation of the recommendations from three Board Resolutions that require registries and registrars to collect, transfer, escrow, publish, and retain registration data, replacing the Interim Registration Data Policy (Temp Spec.):
  - ⊙ EPDP Phase 1: Board Resolution in May 2019 (29 recommendations)
  - ⊙ EPDP Phase 2: Board Resolution in June 2021 (four recommendations)
  - ⊙ Supplemental Recommendation 12: Board Resolution in February 2022 (one recommendation)
- ⊙ The Public Comment Summary Report was published on 20 January following three months of comment period accommodating two extension requests from the community due to the large and complex scope of the subjects, which included:
  - ⊙ Draft policy language for the Registration Data Policy.
  - ⊙ Revisions to 20 impacted policies and procedures.
  - ⊙ A new policy advisory to replace the existing advisory.
  - ⊙ An updated Registration Data Access Protocol (RDAP) Profile.
- ⊙ ICANN org is reviewing the comments received to identify what if any updates are required and will share with the Implementation Review Team (IRT) when this is completed.
- ⊙ ICANN org is following its schedule for internal implementation tasks to begin implementation in Q2 2023 and complete by Q4 2024. The ICANN org implementation team is evaluating if it can maintain the schedule based on the complex it needs to do to support the community's implementation.

EPDP Phase 2: System for Standardized Access/Disclosure
- ⊙ The WHOIS Disclosure System Design Paper project was closed on 14 December.
- ⊙ On 15 December, a blog was published titled Evolution of WHOIS Services to Provide Better Experience.
- ⊙ The Board discussed the resolution related to the WHOIS Disclosure System in January.
- ⊙ On 27 February, the Board adopted a resolution directing ICANN org to develop and launch a system within 11 months and subsequently operate it for up to two years.
- ⊙ On 11 March during ICANN76, ICANN org met with the Generic Names Supporting Organization (GNSO) Small Team to discuss next steps for implementation and agreed to change the system's name to the Registration Data Request Service.

EPDP Phase 2A
- ⊙ The Board adopted the GNSO Council's policy recommendations from EPDP Phase 2A on 10 March 2022. The org is in the planning phase for implementation of these recommendations. The completion of the EPDP Phase 1 work remains a dependency to launch the EPDP Phase 2A IRT.

New gTLD Subsequent Procedures (SubPro)
- ⊙ On 12 December, ICANN org delivered the New Generic Top-Level Domain (gTLD) SubPro Operational Design Assessment (ODA) to the Board.

- On 12 December, ICANN org published an announcement titled [ICANN Delivers Operational Design Assessment of SubPro Recommendations to Board](#).
- On 14 December, ICANN org held two webinars, to accommodate multiple regional time zones, and presented the New gTLD SubPro ODA. Both audio and video recordings and transcripts can be found on this [page](#).
- On 13 January, ICANN org met with the SubPro Caucus Group and Board Technical Committee jointly to discuss results from the Operational Design Phase (ODP) related to E&IT systems architecture and options, system design, and areas of the Final Report relating to technical issues.
- On 16 February, ICANN org supported a meeting of the SubPro Caucus Group with the Finance Committee of the Board to discuss financial considerations for the next round of the New gTLD Program.
- On 21 February, ICANN org met with the SubPro Caucus Group and Board Risk Committee jointly to discuss identified and assessed preliminary program risks that could impact the org should the Board adopt the Final Report outputs.
- ICANN org helped prepare and facilitate a discussion on 28 February between the ICANN Board and GNSO Council on the SubPro Policy Development Process (PDP) outputs and anticipated Board action.
- On 1 March, ICANN org held a Prep Week session to update the community on its work following from the SubPro ODP, the consideration of next steps, and what to expect at ICANN76. This one-hour session was interpreted in the six United Nations languages in addition to Portuguese and included a question-and-answer period.
- ICANN76 Community Forum:
  - 12 March: ICANN org joined Board participants in a panel discussion on the next steps on the [Final Report of the new gTLD SubPro Policy Development Process](#) recommendations and issues from the Final Report detailed in the ODA.
  - 12 March: ICANN org shared a high-level overview of the New gTLD SubPro ODA at the [GAC Discussions on Subsequent Rounds of New gTLDs](#).
  - 12 March: ICANN org participated in dialog with the GNSO Council at the [GNSO Council Working Session (2 of 3)](#)
  - 16 March: ICANN org participated along with ICANN Board and community members at the [ALAC-Hosted Community Session: Unfinished Business and the Role of the ODP](#).
- During this period, ICANN org supported multiple SubPro Board Caucus meetings and presented during the January and March Board Workshops.
- The org continued to hold weekly cross-functional Work Track meetings to further develop implementation planning in addition to preparing the Board paper and scorecard.

DNS Abuse Contract Negotiations
- The President and CEO provided a supportive [response](#) to the chairs of the Registries Stakeholder Group (RySG) and Registrars Stakeholder Group (RrSG), who jointly sent [a letter](#) containing a proposal to enhance the DNS abuse obligations in their constituents' contracts with ICANN.
- In December, the RySG and RrSG sent [letters](#) to ICANN org to formally begin negotiating amendments to strengthen existing abuse-related obligations in the Base gTLD Registry Agreement (RA) and the Registrar Accreditation Agreement (RAA).
- Since early January, ICANN org has worked with the negotiation teams from the RySG and RrSG respectively to enhance each Agreement by adding a new obligation or contracted parties to mitigate and or disrupt DNS abuse. These enhancements are to be achieved through narrowly targeted amendments to the agreements, negotiated between ICANN Org and the Contracted Parties House (CPH). It is expected that further policy development

could also be pursued in the GNSO to broaden the examination of what additional obligations should exist and define more detail about what is expected of registries and registrars in a community-wide process. A decision to initiate a PDP on this topic would be at the discretion of the GNSO Council.

⊙ ICANN org and CPH teams are working to reach agreement and share the proposed amendments with the community for Public Comment before ICANN77.

Registration Data Access Protocol (RDAP) Amendments
⊙ RDAP enables access to current registration data and was created as an eventual replacement for the WHOIS protocol. Users will still have access to domain name registration data through the WHOIS system, but it will be provided by the RDAP protocol making it more secure and with more functionality.
⊙ ICANN and the CPH worked together to develop proposed amendments to specify operational requirements for providing RDDS via RDAP, and phase out certain obligations to provide RDDS via the WHOIS protocols.
⊙ The proposed amendments are the culmination of a long-standing commitment to the internet community, to improve the underlying technology for providing Registration Data Directory Services.
⊙ The proposed amendments also enable ICANN org to use the existing Bulk Registration Data Access for research purposes in order to develop a robust, reliable, and reproducible methodology for analyzing security threat activity (domain abuse), which the ICANN community may use to make informed policy decisions.
⊙ The Public Comment proceeding on the proposed amendments to the Base gTLD RA and RAA opened on 6 September 2022 and closed on 16 November. Comments noted in the Public Comment Summary Report provided general support for the proposed amendments. Following a review of the public comments between ICANN org and the CPH NT, the comments confirmed that the proposed amendments met the stated objective of creating clear contractual obligations for registry operators and registrars to provide RDDS via RDAP and the phasing out certain obligations to provide RDDS via the WHOIS protocols.
⊙ A 60-day voting period opened on 19 January and closed on 20 March. The majority thresholds for each amendment were met: over 50 percent by gTLD registries, over 50 percent for .brand registries, and 90 percent for registrars. The proposed Global Amendment will now be sent to the Board for consideration.

Internationalized Domain Name (IDN) Program
⊙ Opened a Public Comment proceeding on seven additional script-based reference Label Generation Rules (LGRs) and related updates.
⊙ ICANN org continued to support policy development work on IDNs, which is integrating Root Zone Label Generation Rules, and detailing how to support variant top-level domains in TLD applications.
  ◉ GNSO's IDN EPDP.
  ◉ ccNSO's Policy Development Process on the (De-)selection of IDN Country Code Top-Level Domains (ccTLD).
⊙ Published the 2022 IDN Annual Report.
⊙ Presented at APTLD83 on string similarity and conducted IDN-UA overview training for the Lao National Internet Center (21–24 February).

Universal Acceptance (UA) Program
⊙ ICANN org continued to work with the Universal Acceptance Steering Group (UASG) on development and implementation of the first-ever UA Day (28 March).

- Published an announcement calling for event proposals on 21 December.
  - Published a press release inviting the global Internet community to participate in UA Day and announcing nearly 50 UA Day events.
  - Published a UA Day event calendar and session presentations at https://universalacceptance.day.
  - Developed a UA video for the UASG.
- Published the UA Roadmap for Registry and Registrar Systems.
- Completed UA-readiness surveys of ccTLDs and ICANN contracted parties. Reports will be published in March.
- ICANN org organized three UA-related sessions at ICANN76:
  - Community Update on Universal Acceptance
  - Promoting UA through Local Engagement
  - UA: New Internationalized Email Self-certification Guide
- ICANN org published weekly social media content to promote UASG resources, blogs, and industry news.
- The UASG published these announcements in coordination with ICANN:
  - UASG and ICANN Announce Inaugural UA Day and Call for Proposals
  - UA Day: Global Effort to Drive a More Inclusive and Multilingual Internet
- ICANN org supported the publication of UASG technical resources and evaluations:
  - UASG 044: UASG 044 EAI Technical Education and Awareness Directed at Developer Community Websites
  - UASG 044A: EAI Technical Education and Awareness Directed at Developer Community Websites - Proposed FAQs
- Completed two webinars for the ICANN for Beginners Virtual Program on Universal Acceptance.

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. During the reporting period, the program continued to produce educational materials and conduct informational and capacity-development training about topics and issues relevant to registrants, while simultaneously listening to and seeking feedback from the community about additional registrant issues and challenges. The program team also continued to strategize about how best to incorporate registrant perspectives in other key GDS programs and work, such as IDNs, UA, and DNS abuse mitigation. More specifically, several outreach and capacity-development activities were held during the reporting period including, but not limited to:
- Published new registrant educational content one-pager PDF: Thinking About Registering a Domain Name?
- Published new registrant educational content one-pager PDF: Need Help With Your Domain Name?
- Held EMEA Training Series Webinar on 22 Feb together with GSE on Registrant Rights and Responsibilities.
- Held an ICANN76 Prep Week Registrant Program Update Webinar.

ICANN76 Community Forum
GDS held four sessions during ICANN76 Prep Week:
- Registrant Program Update
- Community Update on UA
- New gTLD SubPro ODP Status Update

- ◉ IDN Program Update

GDS held and supported multiple sessions during the ICANN76 Community Forum:
- ◉ GAC LAC Capacity Development Workshop
- ◉ Subsequent Procedures: Issues and Next Steps
- ◉ GAC Discussions on Subsequent Rounds of New gTLDs
- ◉ GNSO Council Working Session (2 of 3)
- ◉ ALAC Hosted Community Session: Unfinished Business and the Role of the ODP
- ◉ Promoting UA through Local Engagement
- ◉ UA: New Internationalized Email Self-Certification Guide

Global Support
The Global Support team answered 762 phone calls and closed 4,717 cases. ICANN's contracted parties represented 23 percent of the case volume, while the remaining 77 percent was from registrants and the community. The team sent 39 notifications to contracted parties during this period. The overall customer satisfaction score for contracted parties was 4.5 on a 5-point scale for the question, "How satisfied are you with the service you received from ICANN?"

Contracted Party Service Delivery
A total of 1,296 service requests were completed during the period. Eleven Registrar RAAs were renewed and no RAAs were terminated. One registrar located in North America was accredited. Two RA assignments were completed for two gTLDs; five registry Changes of Control were completed; six Material Subcontracting Arrangement requests were completed for nine gTLDs, and five gTLD RAs were terminated (voluntarily). Five RSEP requests were completed for eight gTLDs, and one IDN Service requests were completed for two gTLDs.

Board Advice
The ICANN Board received no advisories during this period. Open Board advice items can be found on the Board Advice page.

Correspondence
ICANN org handled 203 cases related to the work of processing Correspondence. Of those, seven were letters resulting in substantive responses and were published on the ICANN Correspondence page. ICANN also published four letters directed to the ICANN community to inform the community or request information on various topics.

New gTLD Program
As of 17 March, 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
- ◉ Additional Script-Based Reference Label Generation Rules and Related Updates (opened 19 January, closed 3 March)

REVIEW SUPPORT AND ACCOUNTABILITY (RSA)

Theresa Swinehart, Senior Vice President, Global Domains and Strategy

KEY HIGHLIGHTS AND MILESTONES

- Facilitated Board action to accept the second Organizational Review of the Nominating Committee (NomCom2 Review) final implementation report and initiation of an ICANN Bylaws Amendment process.
- Supported Board Organizational Effectiveness Committee (OEC) in suggesting revisions to the OEC Charter. Revised the OEC workplan, in consideration of potential Board action within the next calendar year.
- Completed the implementation of Work Stream 2 Recommendations 7.2.2–7.3.3 related to ICANN service-level targets and time frames for responding to community requests.

OVERVIEW OF ACTIVITIES

Second Organizational Review of the Nominating Committee (NomCom2 Review)
- In consultation with the NomCom2 Review Implementation Working Group (NomComRIWG), ICANN org developed a proposed revisions to the ICANN Bylaws related to Recommendation 27, "Unaffiliated" Directors.
- Prepared for Board action to initiate a Public Comment proceeding on the ICANN Bylaws Amendments, "Unaffiliated" Directors statement, and draft NomCom Standing Committee Charter.
- Work is currently underway to develop an engagement proposal to address the topic of NomCom rebalancing with the ICANN community.

Life Cycle of Reviews Project
- The Life Cycle of Reviews Project is designed to enhance the end-to-end process and approach for strategically, proactively, and cohesively managing reviews.
- Analyzed lessons learned from previous review cycles.
- Developed a list of potential improvements to the reviews process based on lessons learned, identified problems and proposed improvements, building on the ongoing conversations between community, Board and org.
- Began developing a Thought Paper to outline proposed improvements for discussion.

Pilot Holistic Review
- Published the Pilot Holistic Review Public Comment Summary Report on 12 December.
- Developed a spreadsheet for OEC to further assess public comments by theme and shared on 21 December.
- Prepared an additional breakdown of public comments for further analysis by the OEC.
- Developed a list of three potential next steps for Pilot Holistic Review for OEC review. The list was presented to the OEC during its 23 February meeting.

TOP ISSUES AND MITIGATION

Pilot Holistic Review
- ⊙ **Issue:** The Board needs to determine an appropriate course of action for the Pilot Holistic Review that considers the diverse views and input from the community, balanced with its need to implement community-issued recommendations to achieve the intended outcome in the public interest.
- ⊙ **Mitigation:** ICANN org has been working to support the OEC to further understand the nature of the public comments following the publication of the Pilot Holistic Review Public Comment staff report. The OEC members agreed to pursue an option which proposes modifying the existing Terms of Reference and opening a second Public Comment proceeding. The OEC scheduled time to present their proposal during the ICANN 76 Board Workshop on 11 March.

FY22 Q4 FACT SHEETS

Pilot Holistic Review Terms of Reference Team

FY22 Fact Sheets
- ⊙ Key Data Points for FY22 (Q4):
  - O Participation rate: 70 percent
  - O 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

- Released Q4 2022 report on status of Work Stream 2 (WS2) implementation with accompanying blog post. Provided updates to Board Caucus Group, WS2 Implementation Team, and Board OEC.
- Announced the release of the first quarterly report on the status of Specific Reviews. The ICANN Specific Reviews Q4 2022 Quarterly Report was shared with the various Board Caucus Groups and OEC.
- Led an ICANN76 Prep Week session dedicated to WS2 and Specific Reviews implementation. Additionally, an internal communications plan was deployed to feature progress made on WS2 and Specific Reviews.
- Refined the proposed process to retire recommendations to tie it back to the prioritization of recommendations.
- Produced draft project governance to address Board-approved recommendations emerging from the Geographic Regions Review Cross-Community Working Group.
- Supported the Review Support and Accountability function's work through contributions to the Life Cycle of Reviews process and suggested next steps on the Pilot Holistic Review Terms of Reference.
- For the "Enhancing the Effectiveness of ICANN's Multistakeholder Model" project, the Implementation Operations function is continuing its efforts to apply the evaluation methodology to four projects/initiatives. The data analysis of three of the four projects has concluded. The data collection during ICANN75 was the first step in the evaluation process of this project. ICANN org will continue to look at opportunities and new developments around consensus-based decision making within the community to see how best the evaluation of this project can move forward.
- ICANN org is progressing the implementation design of the ICANN Grant Program. Once launched, the program will be open to applications from any eligible organization across the world for projects that are consistent with ICANN's mission.

OVERVIEW OF ACTIVITIES

Specific Reviews Recommendations
During the time covered by this report, Implementation Operations continued to engage with, and support, lead subject-matter experts (SMEs) to set in motion, or complete, implementation work.

Of the 70 Board-approved Specific Reviews recommendations, 27 are complete, 23 are in progress, and 20 are not started.

Work also continued toward developing documentation to provide evidence of implementation work conducted and the associated rationale. Additionally, Implementation Operations released

the first draft quarterly report on the status of Specific Reviews which encompasses progress reports on implementation work, as well as status updates on recommendations pending Board consideration. Quarterly reports serve to complement the Annual Reviews Implementation report. To enhance its reporting, Implementation Operations plans to produce a Specific Review final status report that will serve as a central repository for all actions (Board, org, or community) on a given review.

Implementation Operations continued to monitor dependencies, with SMEs' guidance, to resolve Specific Reviews recommendations pending Board consideration, where possible, and to take on implementation work where relevant.

WS2 Implementation
Implementation Operations continues to engage with and provide support to lead SMEs on the implementation of org recommendations. Of the 65 org-owned recommendations, 40 are complete, 20 in progress and five are not yet started.

Implementation Operations continues its quarterly reporting on the status of org implementation as well as community implementation. The team is planning to roll out additional reporting on community implementation in the Q1 2023 report, in collaboration with the Policy Development Support function.

Enhancing the Effectiveness of the ICANN's Multistakeholder Model
The "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:
- During ICANN75, ICANN org collected feedback from various stakeholders on one of the projects, "Consensus Playbook and consensus-based decision making." The data collection during ICANN75 was the first step in the evaluation process of this project. ICANN org will continue to look at opportunities and new developments around consensus-based decision making within the community to see how best the evaluation of this project can move forward.
- ICANN org will provide opportunities for engagement throughout the period of implementation and will continue to update the Board and community as work progresses toward the establishment of the program during 2023.
- ICANN org is currently evaluating the current strategy to achieve the project objectives and is investigating possible new options to expedite the project implementation.

ICANN Grant Program
ICANN org is working to implement the ICANN Grant Program that will distribute the proceeds from auctions of last resort in the 2012 New gTLD Program. The Grant Program is based on the recommendations in the Final Report of the Cross-Community Working Group on New gTLD Auction Proceeds, as adopted by the ICANN Board in its 12 June 2022 resolutions.
- On 10 October 2022, ICANN org provided an update to the ICANN Board on its development of the Preliminary Design and Implementation Plan for the ICANN Grant Program. Based on the preliminary design and plans, ICANN org is currently implementing the ICANN Grant Program.
- Since December 2022, ICANN org is working on:
  - Further developing the actions needed to ensure a timely and successful launch of the first grant cycle.
  - Designing the various activities per each phase of the program.
  - Further investigating good practices to inform possible decisions.

- Determining which activities will be outsourced and therefore, preparing the necessary procedures and RFPs.
- Producing the program literature.
- Setting up the Grant Program function.
- Refining the risk assessment at thematic and phase level.
- ICANN org will continue to update the Board and community as work progresses toward the establishment of the program during 2023 and provide opportunities for engagement throughout the implementation period.

TOP ISSUES AND MITIGATION

All the projects have numerous sensitivities at community level. The Implementation Operations team is working closely with the Communications team to keep all the stakeholders apprised of the progress and anticipate possible issues.

CONTRACTUAL COMPLIANCE

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

KEY HIGHLIGHTS AND MILESTONES

- ⊙ Continued to monitor the remediation of issues detected during the recently completed Registry Audit.
- ⊙ Launched a new audit round focused on registrar obligations under the Registrar Accreditation Agreement and Consensus Policies.
- ⊙ Received 2,874 new complaints and forwarded more than 719 notifications to contracted parties during investigations into compliance with numerous requirements across ICANN policies and agreements.
- ⊙ Presented a webinar with updates on enforcement actions conducted in 2022 during ICANN 76 Prep Week.
- ⊙ Continued providing contractual compliance input to different policy and working groups.

OVERVIEW OF ACTIVITY

Audit Program
The ICANN Contractual Compliance Audit team launched a new audit round focused on registrar obligations under the Registrar Accreditation Agreement and Consensus Policies. Fifteen requests for Information were sent on 12 December. The responses were received during January and reviewed during February. None of the auditees were non-responsive. The Audit team will send initial audit reports to auditees after the conclusion of ICANN76.

Notices of Breach, Suspension, Termination, and Non-Renewal
There were no new breaches, and suspension or termination notices issued during this reporting period. In January, the Contractual Compliance team extended the period for the suspension previously issued to the registrar Intracom Middle East FZE (Internet Assigned Numbers Authority (IANA) #1875) until 6 February. This was the second time this extension was extended. The extension was due to the registrar's failure to fully cure all breaches though it did make progress to a final resolution.

Additional information regarding these actions is located on the Contractual Compliance Enforcement page.

Compliance Matters Related to Registrars and Registry Operators
From December to February, Contractual Compliance received 2,874 new complaints (2,701 against registrars, and 173 against registry operators); sent 719 inquiries and notices (collectively referred to as "compliance notifications") to contracted parties; and closed 2,788 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 and 2023 Monthly Dashboards. The New Trend

Reporting for this period is available here: Contractual Compliance Twelve-Month Trends Reporting.

Contractual Compliance Outreach
On 28 February, ICANN Contractual Compliance presented a program update on numerous enforcement activities conducted in 2022 during the ICANN76 Prep Week.

PROCUREMENT

Xavier Calvez, Senior Vice President, Planning and CFO

KEY HIGHLIGHTS AND MILESTONES

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

⊙ Sourcing a provider for the Storage Area Network Equipment replacement.
⊙ The first live reverse auction conducted for software engineering staff augmentation, to benchmark rates and pricing.
⊙ Re-sourcing of the list of providers that assist the NomCom with its recruiting efforts.

OVERVIEW OF ACTIVITY

Procurement Operations: Purchase orders for the reporting period (9 December 2022 – 17 March 2023) totaled $7,401,896, issued to 154 unique suppliers with an average PO amount of approximately $32.5K. These numbers are proportional to the numbers from the similar time period from a year ago, with a PO total amount of $9,483,960, issued to 142 unique suppliers (that reporting period had five additional weeks). The PO amount numbers for each month within the reporting period are also quite uniform (proportional to the number of days included), indicating a steadiness to spending. The month of March shows a slightly lower amount, due to the lower count of transactions, given that only the first two weeks in March were considered at the time of preparing this report.

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

Purchasing Operations Metrics for Reporting Period (9 Dec '22 thru 17 Mar '23)					
Metrics	**Reporting Period (9 Dec '22 to 17 Mar '23)**	**March '23 (through the 14th)[2]**	**February '23**	**January '23**	**December '22 (9th onwards)**
Number of PO's	228	36	69	94	29
Total PO Amount ($)	$7,401,896	$290,393	$3,384,574	$2,893,781	$833,148
Average PO Amount ($)	$32,464	$8,066	$49,052	$30,785	$28,729
Average Cycle time[1] (days)	15.2	9.8	14.7	18.1	14.1
Number of unique suppliers that were issued POs	154	29	54	74	25

1. Cycle time is defined as the number of days it takes from submission of a purchase request in Oracle to creation of the associated purchase order (PO). Steps included: Approvals per contracting & disbursement policy; contract revisions by Legal-Contracting; and obtaining contract signatures.
2. The last date for purchase order transactional data considered for this report is 14 March 2023, which is the date this report was submitted for processing prior to circulation.

Strategic Sourcing (RFPs): Procurement continued to support the organization with the various phases of sourcing activities throughout the reporting period. Eight competitive bidding events (RFIs/RFPs/RFQs) were concluded within the reporting period. In addition, planning and

preparation for 10 competitive bidding processes occurred in the same period. This reporting period has had an uptick in the number of competitive bidding events, which is expected to grow even further as the anticipated work for the preparation phase of SubPro arrives.

RISK MANAGEMENT

Xavier Calvez, Senior Vice President, Planning and CFO

KEY HIGHLIGHTS AND MILESTONES

⦿ Updating of the org Risk Appetite Statement.

OVERVIEW OF ACTIVITY

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

PLANNING

Xavier Calvez, Senior Vice President, Planning and CFO

KEY HIGHLIGHTS AND MILESTONES

- ⊙ The ICANN Board adopted FY24 IANA Operating Plan and Budget.
- ⊙ Completed the Draft FY24–28 Operating and Financial Plan and Draft FY24 Operating Plan and Budget Public Comment proceeding.
- ⊙ FY24 Additional Budget Requests (ABRs) were due 30 January, 21 requests were received.
- ⊙ The Planning team engaged with the community during the ICANN76 Prep Week through a Planning and Finance Update webinar.
- ⊙ The Planning team launched the FY25 Planning Process with requests for the ICANN Community to participate in the FY25 Strategic Outlook Trends and the FY25 Planning Prioritization group.

OVERVIEW OF ACTIVITY

FY24 Planning Process
- ⊙ The FY24 Planning Process is progressing well and is on track. The overall ICANN planning process includes the delivery of the annual IANA Operating Plan and Budget and the PTI Operating Plan and Budget, the ICANN FY24–28 Operating and Financial Plan, and ICANN FY24 Operating Plan and Budget.
- ⊙ The PTI Board passed a resolution to adopt the FY24 PTI Operating Plan and Budget in early January. The Board Finance Committee subsequently recommended that the ICANN Board adopt the FY24 IANA Operating Plan and Budget. The IANA Operating Plan and Budget was then adopted by the ICANN Board in February, launching the EC process.
- ⊙ The draft plans were published for Public Comment from 14 December through 13 February. Two community webinars were held to launch the process. The clarifying questions report was published on 27 January. In February, ICANN org held a Planning and Finance Update session during ICANN76 Prep Week to provide a FY23 Finance Update, Draft FY24 Plans and Public Comment Overview, and a preview of the FY25 planning process.
- ⊙ FY24 ABRs pertain to a dedicated part of the overall ICANN annual budget that is set aside to fund specific requests from the community. Submissions were due 30 January, and 21 requests were received. ICANN org consulted with community groups at ICANN76 and will publish a report of approved submissions in May.

FY25 Planning Process
- ⊙ The Strategic Outlook process tracks new and shifting trends affecting ICANN and the Internet and is a critical first step in ICANN's strategic planning process. It ensures opportunities and challenges are incorporated into current and future planning.
- ⊙ In January, the Planning team launched the first step of the FY25 Strategic Outlook Program and will hold Trend Identification Sessions across the ICANN ecosystem through May.
- ⊙ Meetings will be held with the community-based Planning Prioritization Group in April and May to initiate the FY25 Prioritization Process. This timing will permit ICANN org to receive input for the development of the Draft ICANN FY25 Operating Plan and Budget, which is scheduled for Public Comment in December 2023. Nominations will be due by the end of March.

GLOBAL HUMAN RESOURCES, ADMINISTRATIVE SERVICES, AND SECURITY OPERATIONS

Gina Villavicencio, Senior Vice President, Global Human Resources

KEY HIGHLIGHTS AND MILESTONES

- All three teams were actively involved in planning, preparing and supporting three key events for ICANN org: The Phase 3 Return to Normal Operations and reopening of all ICANN offices on 9 January, ICANN's Org-Wide All-Hands Meeting in February, and ICANN76 in Cancún, Mexico.
- The purpose of the ICANN Org All-Hands Meeting was to reconnect our staff and meet new staff after almost three years of working from home due to the pandemic. This event provided a platform to set up our people managers for success through inspiration, expectation setting and education as well as enable staff to reconnect with each other and meet new staff hired during the pandemic through team-building activities.
- Upon our return to offices, we evolved our Wellness program to include an ICANN | Be Well Allowance to provide staff more choice in their wellness benefits options.
- Completed the FY23 SR1 performance management review process for a total of 414 eligible staff and corresponding At-Risk Payments.

OVERVIEW OF ACTIVITIES

Global Human Resources
- Developed, planned, and executed ICANN's Org-Wide All-Hands Meeting to reconnect our staff after almost three years of working from home due to the COVID-19 pandemic. Activities included leadership training, team-building activities, priority planning sessions, and guest speakers, including ICANN Board Chair Tripti Sinha.
- Completed the FY23 SR1 performance management review process for a total of 414 eligible staff, and corresponding At-Risk Payments were distributed to all eligible staff on 31 December. FY23 SR2 goal-setting was completed in December for all staff.
- During this reporting period, 19 vacancies were filled, with three through internal placements and six roles in EUR, MEA, and APAC regions. Key roles filled include: a New gTLD Program Senior Director in Global Domains and Strategy; Director, Stakeholder Engagement, APAC in Global Stakeholder Engagement; Regional Security Director – EMEA in Global Human Resources; Infrastructure Architect, Networks and DNS in Engineering and IT; and two external hires dedicated to the New gTLD Program.
- Continued to develop leadership skill sets through our ICANN LEAD (Leadership Education and Development) program, including Building and Sustaining Trust, Conversations to Inspire Performance, and Crucial Conversations for Mastering Dialogue to help improve inclusion, trust and respect, responsibility, collaboration, communication, teamwork, and engagement.
- The ICANN | Be Well Allowance program was launched in Januaryto support staff wellness by providing them choices for how they would like to invest in their personal wellness following the COVID-19 pandemic and return to normal operations strategy.

- Reviewed and adjusted the job posting process to comply with California's new state legislation SB 1162 requirements for including pay ranges on job postings effective 1 January.
- Completed the Belgium staff group benefits insurance renewal and processed annual mandatory indexation to those eligible effective 1 January.

Administrative Services
- Prepared all global ICANN offices for a full return to in-person activities and facilitated celebrations for the 9 January reopening.
- Reintroduced our ergonomics assessment program for staff's in-office workspaces.
- Provided administrative and logistical support for the February Org All-Hands Meeting in addition to various group meetings at the Los Angeles office.
- Installed a new visitor ID registration system in the Los Angeles office, complementing the return to office strategy to enhance our security.

Security Operations
- Provided on-the-ground health and safety support to the ICANN76 Public Meeting in March and other ICANN-sponsored events including the ICANN Board Workshop in January and Org All-Hands Meeting in February.
- Guided all offices to the full reopening of all ICANN offices on 9 January in line with ICANN's Return to Normal Operations methodology.
- Commenced refresher training for office Emergency Response Teams and delivered first aid training to 37 staff in Los Angeles.
- Launched an emergency communications platform for staff, further optimizing ICANN's crisis management capabilities.
- Conducted a site visit to Washington, D.C., in preparation for ICANN77.

TOP ISSUES AND MITIGATION

In our continued balance of the effects of the COVID-19 pandemic, this is still a top issue for our daily operations, including travel and in-person activities. The effects of the COVID-19 pandemic continue to require close management to minimize potential impacts on daily operations and the health and safety of our staff. Actions include, where legally permitted, requiring new hires to provide proof of their up-to-date vaccination status (as expected of all existing staff), ensuring compliance with evolving local regulations, and consistent protocols for mitigating risks of infection in offices and ICANN meetings such as contact tracing.

ENGINEERING AND INFORMATION TECHNOLOGY (E&IT)

Ashwin Rangan, Senior Vice President, Engineering and Chief Information Officer

KEY HIGHLIGHTS AND MILESTONES

- E&IT successfully deployed many features and updates to the icann.org site as part of Information Transparency Platform.
- E&IT completed an RFI for SubPro platforms. Following that, we are pursuing a 12-week evaluation of Appian as a future platform-as-a-service. It is anticipated to be complete by end of June.
- As part of achieving UA-readiness of ICANN org systems, E&IT has completed two of the three main milestones, with the third in UAT, for Email Address Internationalization readiness with our core email systems.

OVERVIEW OF ACTIVITIES

Front Office Relationship and Delivery (FORD) Team

Information Transparency Platform (ITP)
Deployed the "I Need Help" section, which provides information and guidance to the ICANN Community, along with the Renewal Notice section to Registry Agreements. Also, initiated a number of upcoming deliverables, including a ccNSO Audit Interface in advance of the site migration, updated CEO Corner and Security and Stability Advisory Committee pages, a Centralized Taxonomy Service, Authoring Permissions Management, and the Engagement Calendar (in coordination with the CES team).

GetFeedback Survey Tool
Launched a new survey tool from GetFeedback to replace the Clicktools survey tool – for internal org and external community use. This tool is also integrated with NSp for post-support surveys.

Community Engagement systems (CES, formerly CRM)
Completion of a True Up email campaign and implementation of the Differentiated Access is in progress to improve data privacy controls. Integration with ICANN Account is planned prior to launching ICANN Join and Events 2.0 by end of June.

Contracted Parties systems – Naming Services portal (NSp)
Implementing the first part of the Registration Data Request Service, formerly known as the WHOIS Disclosure System.

SubPro
E&IT business systems analysis and systems architecture for high-level solution assessment completed for the ODA. Pro forma platform analysis, and alternative scenarios, completed for the ODA in December. E&IT completed the RFI in February, receiving responses from six vendors (including Appian/Ignyte, SADA, Salesforce, KPMG, and Deloitte). Pursuing a 12-week evaluation MVP with Appian/Ignyte as a future platform-as-a-service option for SubPro. Work is

underway designing the scope of the 12-week evaluation in collaboration with GDS SMEs with a kickoff date scheduled for end of March. Plan is to complete the evaluation by the end of June. Concurrently E&IT plans to work with GDS leads on implementation plan by August 1 deadline.

Software Engineering

Engineering Resources Engagement and Experience
Software Engineering is continuing to leverage a third-party platform called DX to help gauge staff and contractor performance and overall experience with their time at ICANN. DX has been expanded to include E&IT product team members in addition to Quality Assurance engineers.

Platform Reduction and Vendor Removal
Software Engineering is working with business counterparts to migrate three of the features.icann.org sub sites to dedicated static sites in order to eliminate the need of a third-party vendor.

Paired Engagement With MTS for Efficiency and Standardization
Software Engineering is working in conjunction with the MTS team to help provide technical guidance regarding custom software and technical processes currently used to make our public meetings function more effective. The intent is to increase efficiency in these processes and reduce overall complexity.

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

DCCO – Email Address Internationalization (EAI) Readiness
This is an important project for achieving IDN- and UA-readiness within ICANN org systems. We have completed two of the three main milestones for Email Address Internationalization readiness with our core email systems. The third milestone has been implemented in a UAT environment and is currently running for a subset of email addresses for testing purposes.

DCCO – Internal Service Container Hosting Platform Upgrade
We have completed a multi semester project to migrate from our legacy container hosting platform (Open Source Kubernetes) to the Redhat OKD platform (community supported Kubernetes). This migration ensures the security, stability and resiliency of our internal application hosting environment which is a part of our continuous delivery and deployment platform.

MTS – Hybrid Meetings
In early 2023, MTS facilitated successful hybrid participation for the Board Workshop and three other meetings, prior to ICANN76. MTS completed installation of audiovisual equipment in Los Angeles and Istanbul as part of the Office AV Standardization Project. MTS is nearing completion of installations in Brussels and will complete Washington, D.C., as part of the preparation for the new office opening. The project will streamline the experience for staff and visitors to all office spaces.

EUS – Technical Support Requests
For the period of 1 December 2022 to 22 March 2023, End User Support fielded 2,721 general support requests. The same period last year, EUS worked 2,050 general support requests,

representing a 32 percent increase. The trend of staff requiring increased technical assistance continues. This increase in requests is a function of the higher numbers of staff, and increased support commitments for non-staff, within the org in 2022. The return to the office occurring in the beginning of 2023 also contributed, as ICANN staff are now requiring in-person support at the ICANN offices.

BO – Board Management Software
The Board is requesting a Board Management application to streamline board processes and to manage document security as well as other features more effectively. The Board has delivered a set of requirements, Legal is reviewing and extending the requirements. John Jeffery will be the project Sponsor. Project plans and delivery dates are still being developed. An alignment meeting with John Jeffery is scheduled for the week of 27 March.

Security and Network Engineering

ICANN's New Washington, D.C., Office
The support of this activity is on track and providing that there are no unforeseen events the required network services will be available in the new office for its opening, currently set for 17 April. The network team has turned up connectivity to the new office and are commencing with testing the network and WIFI in preparation for opening day. Also part of this initiative was decommissioning the old D.C. office infrastructure and properly shutting down and removing the infrastructure and contracts that are no longer needed.

ICANN Managed Root Server (IMRS) Cluster Implementation
The IMRS Cluster deployment in Egypt is in progress and on track to be completed by the third quarter of 2023. The next deployment to be targeted will be located in Germany with an expected completion in the first half of 2024.

NIST Cyber Security Framework (CSF)
It is currently planned to have our CSF collateral reviewed by an external auditor between the start of June and the end of July. The CSF serves as our information security governance model to manage information security risks to the organization.

Governance

Frozen Delivery Pipeline
The FY23 SR2 semester started on 15 November 2022, with 93 project commitments, as well as continued maintenance support across 65 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

- ◉ Domain Name System Security Facilitation Initiative (DSFI)
- ◉ Technical Engagement and Capacity Development
- ◉ Trust and Public Safety Engagement
- ◉ Detection of "parked" domains through their DNS records
- ◉ Inferential analysis of maliciously registered domains (INFERMAL)
- ◉ Name Collision Analysis Project (NCAP) Study 2
- ◉ Identifier Technologies Health Indicators (ITHI) update

OVERVIEW OF ACTIVITIES

Domain Name System Security Facilitation Initiative (DSFI): ICANN org completed a feasibility evaluation on 12 recommendations made by the Domain Name System Security Facilitation Initiative Technical Study Group (DSFI-TSG) in its [Final Report](#). The assessment found all recommendations met ICANN's strategic goals, aligned with ICANN's operating plan, and had no security, stability, or resiliency concerns. As next steps, ICANN org will brief the ICANN Board on the results of the feasibility assessment and develop an implementation framework for the recommendations. Recommendations considered feasible and implementable by the Board will move into ICANN org's planning prioritization process.

Technical Engagement and Capacity Development: ICANN's Office of the CTO has conducted 40 events globally to build technical capacity and engage with the technical communities. Five events were held in the LAC region, nine in the APAC region, three in North America, three in Europe, nine in the Africa and Middle East regions, and nine for trust and public safety communities. Most of these events covered the [Knowledge-Sharing and Instantiating Norms for DNS and Naming Security](#) (KINDNS) framework, DNS operations and ecosystem security hardening. As usual, law enforcement, CERTs, ccTLD operators and ISPs were the key beneficiaries of the program. In regions with serious DNS operation challenges, OCTO has started using KINDNS coupled with other technical assessment tools to work with ccTLD registries to build clear roadmaps with pointers to resources needed for mitigating their challenges. As an example, in Africa and the Middle East region, and as pilot, we have selected 12 ccTLDs and rigorously applied this method. The result is very encouraging. From a total of 285 issues found in their DNS operations, we are now down to 85 (70 percent of the problems mitigated) after six months of active engagement and capacity development. OCTO will continue monitoring this approach in order to frame it better and turn it into a more generic process to be applied globally as needed or requested.

Trust and Public Safety Engagement: During the reporting period, as part of the Trust and Public Safety Engagement work, ICANN org delivered training to European computer incident response teams during the regional FIRST/TF-CSIRT meeting in Bilbao, Spain. A separate training was delivered in Africa, also to the regional response teams, this time during the FIRST/AfricaCERT Symposium in Kigali, Rwanda.

In addition, ICANN held in-person meetings in Madrid with the Spanish National Police, the Guardia Civil, the Department of National Security and the Ministry of Interior. Also, ICANN continued its engagement with the Messaging, Malware and Mobile Anti-Abuse Working Group (M3AAWG) by continuing to co-chair the Names and Numbers Committee, and leading or co-leading different relevant sessions during the M3AAWG meeting of February.

ICANN's ongoing engagement with different law enforcement agencies or regional bodies continues to be strong and active, like with the Federal Bureau of Investigation, the Cybercrime Office at the Council of Europe, Europol, Interpol or the Canadian Radio-television and Telecommunications Commission, and national authorities from different countries.

Detection of "Parked" Domains Through Their DNS Records: OCTO has been working on a system to detect "parked" domains (and other "inactive" pages like error responses, suspended pages, "domain for sale" pages, etc.). Initially for operational reasons of filtering out domains from lists which are going to manual inspection; we are now investigating how these statuses may alter various metrics. For example, it may be useful to consider building this work into future versions of the Domain Abuse Activity Reporting System.

Inferential Analysis of Maliciously Registered Domains (INFERMAL): ICANN has started to financially support this project, led by the Kor Labs. It has kicked off with the main objective of analyzing attacker preferences regarding domain registration features and policies that are relevant to abuse counts. The study proposes to collect and analyze a comprehensive list of registration features and policies and categorize them into three groups: registration features, proactive security, and reactive security. The goal of the project is to systematically analyze attacker preferences and help registrars and registries identify the best anti-abuse practices. The study will collect URLs listed by reputable organizations, automatically label each domain as maliciously registered or compromised, and assemble the registrars' registration policies at the time the malicious domain name was registered.

Name Collision Analysis Project (NCAP) Study 2: The NCAP Discussion Group (NCAP DG) continues its work on NCAP Study 2. This group consists of Security and Stability Advisory Committee 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 and is nearing completion. The NCAP DG hopes to have a draft report ready for a public comment before ICANN77 in June.

Identifier Technologies Health Indicators (ITHI) update: The ITHI project continues to evolve by adding additional metrics. Most recently the ITHI project is integrating Universal Acceptance data from an ICANN org project on Email Address Internationalization (EAI). Data from this new metric is planned to be available before ICANN77.

INTERNET ASSIGNED NUMBERS AUTHORITY (IANA)

Kim Davies, Vice President, IANA Functions

KEY HIGHLIGHTS AND MILESTONES

- ⊙ The IANA services have satisfactorily met service level agreements for the period. Minor variances for the naming functions were explained and found satisfactory by the Customer Standing Committee.
- ⊙ Our next-generation platform for Root Zone Management was launched in December. Preliminary feedback from customers has been positive.
- ⊙ Work has commenced on an algorithm rollover study that will inform how the cryptographic algorithm used in the DNS root zone can be evolved in the future.

OVERVIEW OF ACTIVITIES

Performance in Brief

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

	November	December	January	February
DNS Root Zone				
SLAs Met	100%	100%	98.4%	100%
Metrics Met	64/64	64/64	63/64	64/64
CSC assessed satisfactory or higher	✓	✓	✓	✓
Request Volume	208	179	74	97
TLDs in Root Zone	1484	1481	1481	1481
DNS Root KSK*				
Metrics Met	5/5	-	-	5/5
Scheduled Items Met	6/7	-	-	6/7
.INT Top-Level Domain				
New .INT registered	1	0	0	0
.INT modifications	2	3	1	2
Request Volume	14	10	12	15
Protocol Parameters				
SLAs Met	100%	100%	100%	100%
Met MOU requirement (90%)	✓	✓	✓	✓
Met internal target (95%)	✓	✓	✓	✓
Request Volume	318	348	262	236
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	25	24	16	0
LGRs modified	13	6	4	1
Request Volume	4	3	2	1
General Enquiries				
Request Volume	123	106	128	165

*Only applicable to months where ceremonies are held.

Customer Satisfaction in Brief

	November	December	January	February
Response Rate	41.1%	32.2%	45.9%	22.1%
Satisfaction	96.7%	100%	100%	100%

Updates and Initiatives

- IANA completed its annual customer engagement survey. The findings showed a significant shift toward customer preference for face-to-face engagement. The overall findings remain high across all customer groups, consistent with the previous year's survey.
- Two significant system launches were successfully completed. One is a next-generation Root Zone Management System: launched in December, initial feedback from customers has been positive. The Private Enterprise Number application system was also revamped with a complete rewrite, based on a new platform that is being developed to support IETF-related transactions and registry maintenance.
- A community design team has been convened to study how to perform a cryptographic algorithm change in the DNS root zone. Its work will inform future operational enhancements that will enable the root zone to adapt to future developments in cryptography.
- IANA launched the first phase of new tooling to support protocol parameter registries with self-service capabilities like those already provided for root zone management. This launch implements a new system for processing private enterprise numbers, which is the registry with the highest transaction volume.

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

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

KEY HIGHLIGHTS AND MILESTONES

- ⊚ On 21 February, PRS launched the [Emergency Assistance Program for Continued Internet Access](). The program will provide funding to eligible organization(s) to support Internet access and recovery for local populations during large-scale emergencies and disasters. Organizations that wish to participate in this program must submit their expression of interest by 27 March. ICANN org's decision on recipient organization(s) is expected by 28 April.

- ⊚ PRS supported the Board in concluding the Global Public Interest (GPI) Framework pilot. The pilot applied the GPI Framework to two test cases: the reports for System for Standardized Access/Disclosure and the New gTLD Subsequent Procedures. PRS has produced a final report on the pilot, which will shortly be shared with the Board and then socialized with the wider community.

- ⊚ ICANN entered 2023 with a full calendar of hybrid events, with in-person gatherings making a strong return since all face-to-face meetings were canceled through May 2022 due to the COVID-19 pandemic.

- ⊚ In March, ICANN conducted ICANN76 in Cancún, Mexico, building on successes from ICANN74 and ICANN75, with a minimal number of COVID-19 cases reported. 1,204 people attended in person and 815 participated remotely.

- ⊚ The Global Meeting Operations team is working to confirm future ICANN triannual meetings for 2024 and 2025. The Policy Forum is planned to be held in Africa, and we anticipate that the Annual General will return to the APAC region, with event specifics to be announced in the coming weeks.

- ⊚ The North America (NA) GSE team attended in-person and remotely several meetings and events, including 12 external events, eight private meetings and regular monthly check-ins with community members and partners. The team held one webinar and two roadshow lectures about the NextGen@ICANN program. During ICANN76, the team held a NA Space Session to update the communities on their activities and facilitate a discussion with the community on opportunities for collaboration with and among community members.

OVERVIEW OF ACTIVITIES

- For ICANN76, ICANN welcomed 37 fellows (33 in person and four virtual) from 32 countries and 12 NextGen@ICANN participants (eight in person and 4 virtual) from five countries. For ICANN77, ICANN org has selected 40 fellows from 26 countries. NextGen@ICANN participants for ICANN77 will be announced on 14 April.

- In January, PRS held a second webinar as part of the ICANN for Beginners Virtual Program pilot series. This webinar introduced newcomers to the basics of Universal Acceptance and was attended by a total of 103 non-staff participants. A second iteration of the first, "ICANN for Beginners: An Introduction" webinar will occur on 25 and 26 April.

- On 9–10 March, PRS supported the seventh edition of the ICANN Leadership Program in Cancún, México. This year's program was the first since the start of the COVID-19 pandemic and the largest cohort to date, with 40 participants from across ICANN community structures.

Global Meeting Operations
- Planning for ICANN77 Policy Forum in Washington, D.C.
- Work in consultation with community leaders on improvements to the hybrid meeting format and continue to ensure an equal experience for in-person and remote attendees during the meeting. Continue positive successes from ICANN74, ICANN75, and ICANN76.
- Continue to work in consultation with Security Operations, Legal, and other ICANN Org teams to identify health and safety measures, and document protocols for upcoming in-person and hybrid events for 2023, including ICANN77.
- Planning for ICANN78 Hybrid Annual General Meeting in Hamburg, Germany.
- Planning for Board Retreat and Workshop with ICANN org Executives (April 2023)
- Middle East DNS Forum in Istanbul (May 2023)
- F2F SSAC Administrative Committee Meeting (May 2023)
- GAC CVC 2023 Strategic Planning Meeting (May 2023)
- APAC DNS Forum 2023 in Hong Kong (July 2023)
- AFRALO General Assembly (July 2023)
- Africa Engagement Forum (July 2023)
- Planning for Board Retreat and Workshop with ICANN org Executives (September 2023)
- Continued work on the implementation of Travel Modernization Project with beta testing to be conducted for select funded travelers for ICANN77.

Global Stakeholder Engagement
Major initiatives included the launch of the Africa DNS Study as part of the Coalition for Digital Africa and the signing of a Memorandum of Understanding with Coalition partner Association of African Universities. The team supported the planning for UA Day 2023 global events.

The team also worked with the Regional At-Large Organization (RALO) Chairs on the completion of regional outreach and engagement plans and supported the planning of RALO General Assembly events for LACRALO at ICANN76 and the upcoming AfRALO and APRALO General Assemblies later in 2023.

During this period, the GSE team supported the following regional events: Sri Lanka UA Local Initiative; a meeting with Thai stakeholders on UA; India IGF; the Third China IGF; Technical Week 2022 in Saudi Arabia; NetMission Academy 2023; Pacific Telecommunications Council 2023 Conference; Gila River Tribal Connectivity Bootcamp; engagements with the Polish

Internet community in February; engagements with the Norwegian Internet community; APAC GAC Meeting 2023; engagements with U.K. stakeholders in London; Technical Week Mauritania 2023; among others.

A highlight of cross-functional collaboration was the delivery of Grenada ICT Week with OCTO, partnering with CaribNOG, ARIN and NANOG to deliver technical training and participate in discussions with government officials. More than 200 Grenada secondary school students and young professionals (130 in-person and more than 70 online) attended.

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

PRS has supported, along with colleagues in Policy, the Workstream 2 (WS2) Community Coordination Group for relevant diversity recommendations and continues to coordinate the development of a diversity toolkit.

Global Meetings Operations
The "ICANN76 Community Forum By the Numbers Report" will be published on 21 April. The ICANN75 report and previous meeting reports may be found on the meetings page.

GLOBAL COMMUNICATIONS AND LANGUAGE SERVICES

Sally Newell Cohen, Senior Vice President, Global Communications

KEY HIGHLIGHTS AND MILESTONES

- ⊙ Launched two new community-focused help pages on the Information Transparency Platform.
- ⊙ Published five press releases for the global media.
- ⊙ Supported the ICANN's Org-Wide All-Hands Meeting in February with staff communications, graphic design, and session coordination.
- ⊙ Promoted the latest Coalition for Digital Africa initiatives.
- ⊙ Developed communications plan for the global UA Day event in India.
- ⊙ Language Services: number of sessions supported at ICANN76 plus other events

OVERVIEW OF ACTIVITIES

Information Transparency Platform

As part of the Information Transparency Initiative, we launched two new community-focused help pages that streamline the process for those needing support. The new pages are the "I Need Help" landing page and the "I Need to Talk with Someone" contact page. Also, initiated several upcoming deliverables, including a ccNSO Audit Interface in advance of the site migration, updated the CEO Corner and Security and Stability Advisory Committee pages, and the Engagement Calendar.

Press Releases

During this period, ICANN issued five press releases to promote awareness of ICANN: These releases generated:

- ⊙ More than **3,600** release pickups across global media outlets
- ⊙ More than **128,000** release views
- ⊙ More than **4,800** media views

In addition to earned media through press release distribution, ICANN also receives regular media mentions. During the reporting period, ICANN was mentioned more than **150,000** times across a variety of traditional and social media outlets.

ICANN's Org-Wide All-Hands Meeting

Global Communications supported the all-staff gathering by working with the core team to develop an event-specific look and feel, developing communications to prepare staff, drafting talking points and coordinating special guests and speakers.

Announcements and Blogs

Global Communications is responsible for writing or editing all blogs and announcements published on the ICANN website. During this period, ICANN published 33 announcements and 27 blogs.

Creative Services
The Creative Services team completed 191 projects, including graphics, newsletters, photography, and social media campaigns. Please see the Social Media Report in the annex for metrics.

Regional and Functional Communications

Asia Pacific (APAC) Region
- Developed communications plan for ICANN APAC's 10th anniversary.
- Developed communications plan for the global UA Day event in India, working with the local host and stakeholders. Coordinated with GDS to align the messaging, developed talking points, and pitched media interviews.
- Facilitated the creation of new graphics for WeChat for ICANN announcements and blogs.
- Supported GSE's creation of a new website for the APAC DNS Forum by reviewing the website content and coordinating the logo revision with the vendor. Drafted an announcement on the event plans.

Europe, the Middle East, and Africa (EMEA) Region
- Published an announcement of the Coalition for Digital Africa's Africa DNS Market Study.
- Developed a communications plan for the Coalition's Internet Exchange Point Initiative launch, including a webinar with the Internet Society, press release, and talking points.
- Set up an interview by CIO Africa with Sally Costerton on the Coalition as whole, and some of its initiatives. To be published on 28 March.
- Supported GE team on the WSIS+20 review paper with editing and proofing.
- Published a save-the-date announcement on the Middle East DNS Forum, complemented by social media.

Latin America and the Caribbean (LAC) Region
- Published an announcement on ICANN's meeting with the LAC technical community.
- Developed a communications plan for ICANN76, including a blog on things to do in Cancún.
- Promoted ICANN activities in regional outlets, resulting in published articles in Spanish and Portuguese, including:
  - Seven articles in Mexican media outlets on ICANN76.
  - Nine articles LAC media outlets on UA Day.
  - Five articles in LAC media outlets on International Women's Day.

North America
- Published a blog recapping the North America GSE team's activities in 2022.
- Published a blog on ICANN's participation in the Grenada ICT Week

Community Engagement System
- Drafted an outreach email and developed a communications plan for True Up.

- ⊙ Secured Info Call dates.
- ⊙ Reviewed weCANN page content.

IROS

Published seven announcements and blogs:
- ⊙ [ICANN IMRS Cluster Brings a More Resilient and Stable Internet to Africa](#)
- ⊙ [ICANN Launches Root Zone Management System Upgrade](#)
- ⊙ [ICANN Completes Initial Evaluation of DNS Security Recommendations](#)
- ⊙ [ICANN's Annual IANA Customer Survey Demonstrates Consistent High Performance](#)
- ⊙ [ICANN Convenes Design Team to Evolve Root Zone Security](#)
- ⊙ [ICANN Announces Generation of New Key for Next Trust Anchor Rollover](#)
- ⊙ [How Time Zones Are Coordinated](#)

Meetings

- ⊙ Coordinated the compilation of the Hot Topics brief for ICANN76.
- ⊙ Instituted a new system of leveraging separate team drives for the compilation.
- ⊙ Drafted announcements and blogs related to ICANN76.
- ⊙ Incorporated Comms requests into the ICANN meeting session request form.

Policy

- ⊙ Reviewed ccNSO and GAC [ICANN Learn](#) courses.
- ⊙ Reviewed the [GNSO Policy Briefing](#) for ICANN76.
- ⊙ Reviewed [ICANN76 Policy Outlook Report](#).
- ⊙ Coordinated photography requests for ICANN76.

Public Responsibility Support

- ⊙ Published an [announcement](#), [blog](#), and [press release](#) on the Emergency Assistance Program for Continued Internet Access and call for expressions of interest.
- ⊙ Published the ICANN77 Childcare Program application [announcement](#).
- ⊙ Created profiles for ICANN fellows and NextGen@ICANN participants for the ICANN76 newsletters.
- ⊙ Published the Pandemic Internet Access Program [announcement](#).
- ⊙ Published the ICANN for Beginners Program webinar [announcement](#).

LANGUAGE SERVICES

During this reporting period, the ICANN Language Services (LS) team delivered the following:

Translation Projects

Type	No. of Projects	No. of Words
General	82	444,351
GAC	19	323,749
Board	6	111,548
Newsletters and Press Releases	13	39,242
Announcements	37	58,851
Blogs	30	75,761
IANA	16	40,531
Total	203	**1,094,033**

Teleconference Interpretation

No. of Calls	63 (with at least 3 languages/call)
No. of Interpreters	27
No. of Minutes	8,213

Transcriptions

Type	No. of Calls	No. of Minutes
GNSO	101	8,760
ICANN General	99	7,579
ALAC (RTT)	17	1,348

Meeting Interpretation

LS provided support in six languages for ICANN76 Prep Week 27 February – 1 March and the ICANN76 Community Forum 11–16 March, including:
- Simultaneous interpretation for 93 sessions.
- Real Time Transcription (RTT) for 38 sessions.
- Transcription of 35,000 minutes across 178 sessions.

- 42 interpreters providing support onsite.
- 12 interpreters providing Remote Simultaneous Interpretation (RSI).
- Four captioners providing RTT.
- 15 Tech Experts from Congress Rental supporting the interpreter team.

During ICANN76, Language Services supported various community groups with in-person interpretation and RSI. Due to the latest request for interpretation from the ccNSO, we decided to provide support via RSI, to ensure top-level service while avoiding the cost and logistical issues raised by needing additional equipment. The RSI experience continues to be very well-received.

POLICY DEVELOPMENT SUPPORT

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

OVERVIEW OF ACTIVITIES

Policy Development

- ⊙ **ccPDP3:** The Country Code Names Supporting Organization (ccNSO) Council recommendation to adopt the proposed policy from the third Country Code Policy Development Process (ccPDP) on the mechanism for the review of the specific decisions on the delegation, transfer, revocation, and retirement of ccTLDs will be submitted to ccNSO members for a vote in mid-April. Participation by ccNSO members in this vote is important. The recommended review mechanism policy will only be deemed approved and presented to the ICANN Board for consideration if a minimum of 87 ccNSO members vote and a supermajority supports it.

- ⊙ **ccPDP4:** The fourth ccPDP defines the criteria, process, and procedures for (de)selecting IDN ccTLDs associated with the country codes assigned to countries, territories, or other areas of geopolitical interest listed in the ISO 3166-1 standard. The results will eventually replace the IDN ccTLD Fast Track Process. The working group is expected to finalize its policy recommendations by June.

- ⊙ **EPDP TempSpec Phase 2:** Following the ICANN Board decision on 27 February directing the ICANN organization to proceed with the development and launch of the WHOIS Disclosure System as soon as possible, the GNSO Council Small Team on the EPDP on Temporary Specification for gTLD Registration Data Phase 2 met with the ICANN organization during ICANN76 to discuss next steps and future engagement on the implementation process. In addition to reviewing the timeline and upcoming milestones for implementation, the small team discussed and agreed on a new name for the system that better reflects what the system does in practice. As a result, it will now be called the Registration Data Request Service.

- ⊙ **EPDP-IDNs:** During ICANN76, the EPDP-IDNs team held two sessions. During the first session, team focused on completing its discussion of potential adjustment to the application fee and the registry-level fees by taking into account the introduction of variant generic top-level domains (gTLDs). During the second session, the team conducted the second reading of its draft recommendation text that was circulated prior to ICANN76. The objective of the second reading is to resolve further comments from the EPDP-IDNs team and finalize these recommendations for inclusion in its Phase 1 Initial Report, which is expected to be published soon.

- ⊙ **EPDP-IGOs:** The EPDP on Specific Curative Rights Protections for IGOs (EPDP-IGOs) delivered its Final Report to the GNSO Council on 4 April 2022. In June 2022, the GNSO Council recommended that the ICANN Board adopt all five final EPDP-IGOs policy recommendations as documented in the Final Report. From November 2022 to January 2023, a Public Comment proceeding was held on the Consensus Policy recommendations in preparation for ICANN Board consideration. Next steps were on the agenda during GNSO

bilateral meetings with the Governmental Advisory Committee (GAC) and ICANN Board during ICANN76.

⦿ **Transfer Policy Review PDP:** The Transfer Policy Review PDP Working Group held two sessions during ICANN76. The first session focused on identifying potential opportunities to improve the Transfer Emergency Action Contact, a point of contact that registrars are required to establish for the urgent resolution of issues related to inter-registrar domain transfers. During the second session, working group members and GNSO community participants considered whether there were any gaps in the existing tools and requirements associated with reversing unwanted inter-registrar transfers, as well as potential solutions for addressing those unmet needs.

⦿ **New gTLD SubPro PDP:** During ICANN76, the ICANN organization New gTLD SubPro team held a session with two ICANN Board members to discuss next steps in the implementation of SubPro Final Report recommendations and issues from the Final Report, as detailed in the Operational Design Assessment. On 16 March, the ICANN Board adopted 98 recommendations contained in the SubPro PDP Final Report and acknowledged the other outputs, specifically implementation guidance and affirmations. The ICANN Board designated 38 outputs as pending, meaning that they require further discussion with the GNSO.

⦿ **RPMs PDP:** On 16 January, the ICANN Board adopted the Phase 1 Consensus Policy recommendations from the Review of All Rights Protection Mechanisms (RPMs) in All gTLDs PDP. The Phase 1 IRT met during ICANN76. Phase 2 of the RPMs PDP will be a review of the Uniform Domain Name Dispute Resolution Policy (UDRP). To assist the GNSO Council in developing the charter and scope of work for Phase 2, the ICANN organization drafted a Policy Status Report on the UDRP, which was published for Public Comment. The GNSO Council considered the final Policy Status Report in August 2022. During its 16 February meeting, the GNSO Council agreed to defer the next steps for Phase 2 for 18 months while the Phase 1 IRT completes its work.

Advice

⦿ The At-Large Advisory Committee (ALAC) continues its work on DNS policy issues important to end users. ALAC representatives to ccPDPs and GNSO PDPs facilitate discussions to develop ALAC positions and statements within the At-Large Consolidated Policy Working Group.

⦿ The GAC ICANN76 Communiqué included GAC Consensus Advice on three topics: intergovernmental organization protections, the WHOIS Disclosure System, and privacy and proxy services. The GAC ICANN76 Communiqué also included statements regarding five different issues of importance to governments: subsequent rounds of new gTLDs; DNS abuse; gTLD registration data, including the gTLD Registration Data Consensus Policy and accuracy of gTLD registration data; transparency of GNSO participation; and the ICANN Emergency Assistance Program.

⦿ Two Root Server System Advisory Committee (RSSAC) Caucus work parties continued 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. The RSSAC is also focusing on root server system (RSS) security incident reporting and developing messaging about the RSS. The RSSAC is also focusing on RSS security incident reporting and developing messaging about the RSS.

- Security and Stability Advisory Committee (SSAC) work parties continue to make progress on registrar name server management, the evolution of DNS resolution, planning the next DNS Security Extensions (DNSSEC) and Security Workshop, and DNSSEC Delegation Signer automation.

ICANN Community Governance and Other Work

- The ccNSO Guidelines Review Committee (GRC) collected input from the ccTLD community on the proposed ccNSO statement of interest and conflict of interest processes. Future consultation rounds are expected. In addition, the GRC will continue to explore the ccNSO role with respect to the implementation of policies developed through a ccPDP.

- The Latin American and Caribbean Islands Regional At-Large Organization (LACRALO) held its General Assembly on 13 and 14 March. The General Assembly convened 40 representatives from At-Large Structures in the Latin America and Caribbean Islands region. The program included several sessions, including a panel on the Latin American impact on ICANN, a session on data protection, and a session on strengthening member knowledge of ICANN, At-Large, and LACRALO.

- On 11 March, the GAC conducted a capacity-development workshop on a selection of topics of interest to GAC participants: An introduction to ICANN, including the role of the GAC and the GNSO PDP and priority topics for governments, including DNS abuse, subsequent rounds of new gTLDs, and WHOIS.

- The RSS Governance Working Group (GWG) has been primarily focused on developing principles for RSS governance. The RSS governance principles will describe the substantive values that the eventual RSS governance model is intended to preserve. Moreover, RSS governance principles are a statement of requirements for the design of governance processes that collectively form the eventual RSS governance model. The RSS GWG conducted a workshop in early December 2022 to develop candidate principles in the three areas of separation and balance of power, RSO designation and removal, and finances. During ICANN76, the RSS GWG continued its review of candidate principles.

- The Work Stream 2 Community Coordination Group (CCG) formed by the Supporting Organizations and Advisory Committees to coordinate ICANN community implementation of certain recommendations from Work Stream 2 of the Cross-Community Working Group on Enhancing ICANN Accountability continued its work. The CCG finalized its recommendation 1.1 outcomes report in January.

- Members of the Closed Generics Facilitated Dialogue from the At-Large community, GAC, and GNSO met in late January and during ICANN76 to continue their work in drafting a framework for closed gTLDs in the New gTLD Program. If agreed, the framework will form the substantive basis for the expected policy details to be resolved through the appropriate GNSO process.

- Policy Transition Program pilot participants are learning about the New gTLD Applicant Support Program and have had the opportunity to engage with ICANN Board and community members in five sessions since October 2022. The pilot is a next step for ICANN Fellowship alumni and other newcomers seeking to contribute to the policy work of noncommercial groups within the GNSO.

- On 11 March, the Internet Service Providers and Connectivity Providers Constituency amended its charter and notified the ICANN organization of its request for approval by the ICANN Board.

- The Not-for-Profit Organizational Concerns Constituency considered the five Public Comment submissions on its amended charter.

- The gTLD Registries Stakeholder Group continues its charter review in coordination with the ICANN organization.

- Five Public Comment proceedings concluded during the reporting period, receiving a total of 39 submissions.

- The Fiscal Year 2024 Additional Budget Request Process received 18 submissions from nine ICANN community groups.

- The ICANN Community Regional Outreach Program re-launched in January. Three trip proposals received support during the reporting period.

Leadership

- The ccNSO Council re-elected its leadership team: Alejandra Reynoso (Latin America and Caribbean region) as Chair and Jordan Carter (Asia Pacific region) and Biyi Oladipo (Africa region) as Vice Chairs through March 2024.

- The GAC conducted a special election to fill a vice chair vacancy. The GAC leadership team through March 2024 now includes Wang Lang of China.

- The RSSAC elected a new chair: Jeff Osborn of Internet Systems Consortium will serve through December 2024.

ICANN76

- The Policy Development Support function supported 162 of 219 (74 percent) scheduled sessions held during the hybrid Community Forum.

- The Policy Development Support function organized ICANN76 Prep Week, which featured 12 webinars. Topics ranged from an introduction for newcomers to project updates from several functions of the ICANN organization.

- The Policy Development Support function published the ICANN76 Policy Outlook Report, ICANN76 GNSO Policy Briefing, and ICANN76 Policy Outcomes Report, which included summaries of the joint sessions held between the ICANN Board and ICANN community groups for the first time.

GOVERNMENT AND IGO ENGAGEMENT (GE)

Mandy Carver, Senior Vice President, Government and IGO Engagement

KEY HIGHLIGHTS AND MILESTONES

⊙ ICANN delegation attended Mobile World Congress (MWC) in Barcelona, from 27 February to 2 March, and coordinated several bilateral meetings with government stakeholders.
⊙ GE has published an informational briefing document on the WSIS+20 Review Process, and is considering drafting a submission to the Global Digital Compact.
⊙ GE attended the WSIS Forum 2023 (13–17 March) in Geneva.

OVERVIEW OF ACTIVITY

On 16 March, the GE team, joined by other members of ICANN staff, presented the sixth plenary session on geopolitical, legislative, and regulatory updates at ICANN76 in Cancún. In addition to this community touchpoint, the GE team continued to participate in speaking engagements- delivering information and lending technical expertise on the policy and regulatory issues that affect ICANN's mission with respect to the security, stability, and resiliency of the Domain Name System.

Prior to ICANN76, the GE team published a paper providing background information on the upcoming WSIS+20 review process and outlining ICANN's plan for coverage: "WSIS+20 Review Process – Information for the Broader ICANN Community."

United Nations (U.N.)

The fourth session of the Ad Hoc Committee to Elaborate a Comprehensive International Convention on Countering the Use of Information and Communications Technologies for Criminal Purposes (AHC) took place in Vienna 9–20 January. The AHC Chair also convened consultations with stakeholders on 6 and 7 March.

Preparations for the Summit of the Future at the U.N. General Assembly in September 2024 are underway with informal consultations with various stakeholder groups scheduled to be held in New York through June. On 30 January, informal consultations with Member States and Observers were held followed by informal consultations with stakeholders and Member States, Civil society, Academia, Youth on 3 February, and informal consultations with the Technical Community and Private sector on 10 February. Thematic Deep-Dive sessions on the Seven areas of the Global Digital Compact are set to begin on 27 March, with the first session on Digital Inclusion and Connectivity.

On 1 March, the Chair of the Open-ended Working Group on security of and in the use of information and communications technologies (OEWG) conducted informal consultations with stakeholders. The 4th substantive session of OEWG took place 6–10 March. Both events took place in U.N. Headquarters in New York.

Internet Governance Forum (IGF) 2023 Preparations

Preparations for IGF 2023, which is organized by the U.N., are underway. The 18th annual meeting of the IGF will be hosted by the Government of Japan in Kyoto 8–12 October. ICANN will once again participate in this important forum for multistakeholder dialogue on Internet Governance. The selected overarching theme for this year's IGF is "The Internet We Want – Empowering All People," a combination of themes proposed by the Japanese host and the Leadership Panel. The Multistakeholder Advisory Group, which includes ICANN staff, has decided on eight subthemes: AI and Emerging Technologies, Avoiding Internet Fragmentation, Cybersecurity, Cybercrime and Online Safety, Data Governance and Trust Digital, Divides and Inclusion, Global Digital Governance and Cooperation, Human Rights and Freedoms, and Sustainability and Environment. The call for session proposals is expected to open in April, and ICANN will plan to submit for an Open Forum, Town Hall, Day 0 sessions and technical workshops. ICANN will also request to participate in the High-level Tracks and Ceremonial sessions.

ITU

A delegation from the GE team attended the annual World Summit on the Information Society (WSIS) Forum co-organized by the ITU, UNESCO, UNCTAD and UNDP, 13–17 March in Geneva. The theme for this year's forum was WSIS Action Lines for building back better and accelerating the achievement of the SDGs. During the forum, GE staff attended sessions relevant to GE's work such as the WSIS+20 and the GDC, conducted multiple bilateral discussions with government participants and engaged with community stakeholders. ICANN also maintained a booth to provide materials, promote Universal Acceptance Day, and engage with other participants. ICANN will also be holding two virtual workshops during the online segment of the WSIS Forum which will be taking place in April and May. These sessions will be on the Coalition for Digital Africa and on promotion of UA and IDNs,

Europe

A delegation from ICANN attended MWC Barcelona, "the largest and most influential event for the connectivity ecosystem." The delegation met with several government officials and attended a high-level roundtable discussion. Internet governance topics covered included raising awareness about ICANN's role in the Internet ecosystem and common challenges among the technical community, as well as highlighting the work ICANN does to secure the DNS and maintain an open and interoperable Internet.

Coalition for Digital Africa – ccTLD Capacity-Development Track

The capacity development track is one of the Coalition areas of focus that GE staff helps coordinate. This track is working with ccTLDs to examine governance structures models and operational best practices as well as peer to peer training for the ccTLDs in the region. In addition there are programs in development to provide the workforce with the skills and knowledge necessary to participate in the multistakeholder model of Internet governance. The GE team has organized calls and meetings with national regulators, ministries and ccTLD registries to advance the capacity-development program by documenting current structures and engaging participants in needs assessments. GE staff also are promoting the work of the Coalition and supporting the increase in partners for the program while maintaining the focus on the technical purpose of the program and the principles and projects that underpin the Coalition. We have explained to political and governmental groups that Coalition is a technical and apolitical alliance which seeks to develop coordination and cooperation between partners

involved in the development of DNS infrastructures and services in Africa. GE staff expressed ICANN's interest to collaborate with the EU on capacity-development activities in Africa in the broader context.

GAC

The GE team organized two calls with the GAC leadership before and during the ICANN76 meeting. The purpose of these calls was to:
- Provide updates on the main IGOs activities which could impact ICANN's governance and processes.
- Discuss GAC-related topics, such as organizing a High-Level Governmental Meeting and a LAC-GAC capacity-development workshop in the margins of the ICANN76 GAC Meeting.

The GE team took part in the onboarding for the incoming GAC Chair organized by the GAC Support team. The GE team organized the ICANN76 LAC-GAC capacity-development workshop, which took place in Cancún on 11 March, in collaboration with GAC Support, GSE LAC team, and the GAC Underserved Regions Working Group. GE staff worked with colleagues from GSE and GAC Support to address requests for assistance and challenges raised by geopolitical events. GE staff also coordinated bilateral meetings with some of the GAC representatives present at the ICANN meeting.

REGIONAL OFFICE REPORTS

APAC (SINGAPORE)

Jia-Rong Low, VP, Stakeholder Engagement and Managing Director, Asia Pacific

KEY HIGHLIGHTS AND MILESTONES

⊙ Conducted three technical training sessions and participated in three conferences on DNS operations and security, DNSSEC, and KINDNS.
⊙ Conducted a technical workshop on UA and IDN implementation for our newest UA Local Initiative, Theekshana (Sri Lanka). UA was also covered as a key topic at APAC Space.
⊙ To support and grow active, informed, and effective stakeholder participation, held meetings with local stakeholders in China, Japan, Thailand, and spoke at three regional events to update the community on key APAC events happening in 2023. Also held the inaugural APAC GAC Meeting, with 19 GAC members from 11 economies attending virtually.
⊙ Spoke at five regional and local events to inform relevant stakeholders about the Internet's unique identifier system and ICANN's role.

REGIONAL EVENTS

Date	Event Name	Location	Summary
9–11/12	India Internet Governance Forum (IGF) 2022	Delhi, India	ICANN Board Chair Tripti Sinha gave an opening speech on working with India towards a single, open, and globally interoperable Internet.
29/12	3rd China Internet Governance Forum	Virtual	GSE Head of China Jian Chuan Zhang informed the community on key APAC events happening in 2023.
31/01	APAC Space	Virtual	UASG leaders from China, Sri Lanka, India and Thailand shared their past UA activities and upcoming plans for UA Day 2023. 31 participants attended.
02/02	APAC GAC Meeting	Virtual	We facilitated a session for APAC GAC members to network and discuss topics of interest including DNS abuse, the global IGF, closed generics, and GAC Operating Principles Evolution.
27/02–02/03	Asia Pacific Regional Internet Conference on Operational Technologies 2023/Asia Pacific Network Information Centre 55	Manila, Philippines (Hybrid)	We moderated a session organized by APRALO on DNS Abuse. We also spoke at other sessions on ICANN activities and invited applications for Trusted Community Representatives.

EUROPE (BRUSSELS)

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

KEY HIGHLIGHTS AND MILESTONES

- ⊙ The Brussels Office reopened 9 January, with a celebration on 26 January that included three new hires: Désirée Van Dyk, Mustafa Airifaee, and Daniela Chomikova – working in GSE, GDS, and Implementation Operations, respectively.
- ⊙ We held the first edition of "Internet Dialogues" in Brussels on 25 January. This series of in-person gatherings linking EU policy issues with Internet technical or governance topics is designed to raise awareness among key staff and influential organizations.
- ⊙ We engaged with both the Norwegian Internet community and U.K. stakeholders with trips to Oslo and London, meeting government representatives, ccTLDs, academic, and business contacts.
- ⊙ The MWC in Barcelona was an opportunity to conduct 24 bilateral exchanges with governments, regulators, and business stakeholders.

REGIONAL EVENTS

Date	Event Name	Location	Summary
15–17/12	OECD Ministerial	Gran Canaria, Spain	Meetings with digital economy ministers
09/01	EURALO Planning	Paris	Review of shared outreach goals
26/01	Ripe NCC Workshop	Brussels	A meeting among I* groups and governments on EU issues
27/02–02/03	MWC 2023	Barcelona, Spain	Meetings with senior government and business stakeholders
6–7, 13/03	WSIS, IGF, ITU related meetings	Geneva and Vienna	Tracking developments at major intergovernmental forums

OTHER ACTIVITIES

- ⊙ Established a regular cadence of meetings with CENTR on matters of mutual interest and held direct talks with their ccTLD members, including .be, .de, .fr, .no, and .pl, among others.
- ⊙ Continued webinar series, individually addressing the U.K., the Nordics, and the Central Europe and Baltic regions, featuring several guest speakers on ICANN technical topics.

TOP ISSUES and MITIGATION

- ⊙ The tender for "DNS4EU" was awarded and we continue to monitor its implementation.
- ⊙ We successfully addressed U.K. government concerns on the mitigation of DNS abuse.
- ⊙ We continue to engage with technical stakeholders on all sides in regional conflicts and re-integrated our Eastern Europe and Central Asia engagement lead after a short leave.
- ⊙ We work across stakeholder categories to bring attention to EU legislation or initiatives that can affect ICANN's mandate or the multistakeholder governance model.

EUROPE (GENEVA)

Mandy Carver, Senior Vice President, Government and IGO Engagement

KEY HIGHLIGHTS AND MILESTONES

⊙ Participated in discussions about U.N. processes related to the GDC and WSIS+20.
⊙ Met with the IGF Leadership Panel.
⊙ Participated in the WSIS Forum 2023.

REGIONAL EVENTS

Date	Event Name	Location	Summary
09–20/01	AHC 4th Session	Vienna and online	Drafting of the Cybersecurity Convention at the U.N.
13–14/02	Future of Digital Cooperation at the U.N. retreat	Bossey, Switzerland	● Panel on "The future of the Internet, including Internet fragmentation and IGF reform" ● Preliminary discussions on the WSIS+20 and the GDC
06–07/03	CEPT Meeting	Online	● European coordination on ITU-related topics ● Preparations for ITU Council, ITU-T, and ITU-D meetings
06–07/03	Meeting with the IGF Leadership Panel	Vienna	Discussion with the IGF Leadership Panel
08–10/03	IGF MAG Meeting	Vienna	Discussions and decisions on the IGF 2023 program
13–18/03	WSIS Forum 2023	Geneva	● Sessions on WSIS+20, the GDC, and Internet governance ● Discussions with key stakeholders regarding these processes

OTHER ACTIVITIES

⊙ Several meetings/discussions with representatives from various Embassies in Geneva.
⊙ Several meetings with the IGF Secretariat and discussions on the development of the themes and program for IGF 2023 in Kyoto.

MIDDLE EAST AND AFRICA (ISTANBUL)

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

KEY HIGHLIGHTS AND MILESTONES

- ⊙ The Istanbul office moved from phase 2 to phase 3 on January 9. Face-to-face meetings are allowed; visitors are safely welcomed.
- ⊙ Nine partners have signed up to join the Coalition for Digital Africa
- ⊙ Recruitment of Coalition for Digital Africa Secretariat is underway.
- ⊙ Coordination of Universal Acceptance (UA) Day events in Africa and the Middle East
- ⊙ Bilateral Meeting with Smart Africa CEO while in Cotonou Benin.
- ⊙ Strengthened engagement with the government and technical community in Saudi Arabia.
- ⊙ .TR ccTLD completed a key milestone by signing the .TR zone file with DNSSEC.
- ⊙ Organized the first ever DNS technical workshops in Mauritania for the local technical community.

REGIONAL EVENTS

Date	Event Name	Location	Summary
11–13/12	e-AGE 2022	Cairo	ICANN spoke about its work on IDNs and UA during this event for research and education networks.
11–15/12	DNS Operations and DNSSEC Workshop	Riyadh, Saudi Arabia	A five-day workshop which was held in person and attracted more than 50 trainees.
28/01	Data Privacy Day	Nairobi Kenya	Participation of the GSE Africa in this International event hosted by the Office of the Data Commissioner in the Republic of Kenya.
31/01–03/02	DNSSEC Workshop for .tr	Ankara, Türkiye	ICANN organized a four-day workshop for the .tr management team to facilitate the DNSSEC key signing.
19–21/02	Cyber-Enabled Financial Crime Workshop	Riyadh, Saudi Arabia	Naif Arab University for Security Sciences invited ICANN to this three-day event to speak about its work on DNS Security Threats.
22/02	Webinar on Registrant's Rights and Responsibilities – EMEA	Virtual	ICANN organized this one-hour webinar on the rights and responsibilities of domain registrants and targeted audiences from Europe, Middle East, and Africa.
6–9/03	DNS Operations and DNSSEC Workshop	Nouakchott, Mauritania	A four-day workshop covering DNS Operations and DNSSEC. The workshop attracted 20 local engineers.
10/03	Engagement with academia in Africa	Headquarters in Accra, Ghana	Signing of an MOU between ICANN and the Association of African Universities followed by an agreement on the UA

			project for University's and research intuitions in Africa, under the Coalition for Digital Africa initiative.
12–17/03	DNS and DNSSEC Capacity-Development Workshop	Mauritania and Tanzania	The GSE Africa team in collaboration with the OCTO Technical Engagement team have organized a DNS, DNSSEC and DNSSEC Validation workshop for registrars, ISPs hosted in Mauritania and Tanzania.

OTHER ACTIVITIES

⊙ With the UA Day fast approaching, the GSE teams in Africa and the Middle East have been actively supporting the overall planning for the activities that will take place in their regions. GSE regional teams have been coordinating closely with the IDNs/UA team in that regard. A total of 23 activities are planned to take place in 20 different countries across Africa and the Middle East between March and May.

⊙ The GSE Africa team has been instrumental in supporting and securing bilateral meetings between African Delegations to the Mobile World Congress 2023 with the ICANN delegation.

⊙ The GSE Middle East team in collaboration with the OCTO Technical Engagement team have conducted several meetings with telecom operators in the region and encouraged them to take steps towards increasing the adoption of DNSSEC Validation.

⊙ GSE Middle East team is working closely with the regional teams from Comms, Global Meetings and Security Operations on planning for the Middle East DNS Forum 2023, to be held in Istanbul on 9 and 10 May.

TOP ISSUES and MITIGATION

With the official launch of the Coalition for Digital Africa complete, the focus has now shifted to its implementation and several work streams are already at different stages of implementation in line with the ICANN Project Management Framework. This means that formal onboarding of various partners has become a priority and some delays are to be expected, especially when approvals are needed from these partners. While communications have already been initiated with these partners, their response time sometimes remains out of control.

In Africa and the Middle East, we do expect high demand for engagement and capacity development activities, as well as for sponsorships for both regional and national events.

LATIN AMERICA AND THE CARIBBEAN (MONTEVIDEO)

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

KEY HIGHLIGHTS AND MILESTONES

◎ A successful ICANN 76 meeting in Cancún, México bringing regional participation back to pre-pandemic numbers. Various regional engagement activities took place in ICANN76 including: the informal meeting between the ICANN Board and the LACNIC Board, the LACRALO General Assembly, the LAC Space Session, Working Cocktail for Caribbean Stakeholders, the regional update during the Updates on Geopolitical Legislative and Regulatory Developments, the special participation of 40 students from Merida, Yucatán, and engagement with NextGen@ICANN participants.

◎ In January, LAC GSE met with other organizations hosted at La Casa de Internet from the regional Technical Community (LACNIC, LACTLD, ISOC, LAC-IX, LAC-ISP and Red Clara) to coordinate events and shared strategies for 2023.

REGIONAL EVENTS

Date	Event Name	Location	Summary
14–15/12	Colombia Technical Training	Bogotá, Colombia	GSE and OCTO LAC provided technical training to NAP Colombia (ISPs Association) and to the Ministry of Communications and Information Technology.
28/01–02/02	Academic Engagement in the Caribbean	Kingston, Jamaica	In-person outreach and engagement event at the University of the commonwealth Caribbean organized by ICANN Fellow Natalie Rose and Head of Department, Information Technology.
27/02–03/03	Grenada ICT Week	St. George, Grenada	Week-long event that focused on the increasing role of technology in business, government, and society, organized by the Caribbean Telecommunications Union and the ARIN in collaboration with the Organization of Eastern Caribbean States Commission, LACNIC, Internet Society, NANOG, the Grenada National Telecommunications Regulatory Commission, and the Government of Grenada.

OTHER ACTIVITIES

UA Day activities started early in the LAC Region with the participation of ALSs from LACRALO:

◎ February 28 (Brazil), a one-hour session at the Hipster Ponto Tech Podcast

◎ March 1st (St. George, Grenada) a one-hour awareness session during the Caribbean Network Operators Group (CaribNOG) meeting.
March 10th (Aguascalientes, Mexico), A half day outreach session at the Congress of the State of Aguascalientes.

NORTH AMERICA (WASHINGTON, DC)

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

KEY HIGHLIGHTS AND MILESTONES

The staff of the Washington, D.C., Office came together in early January to celebrate, along with other org colleagues in various ICANN office locations, the return to office after the long pandemic absence. An office lunch opened the events along with living discussions about catching up with lives and work developments during the pandemic.

OTHER ACTIVITIES

- ⊙ In early December 2022, the RSS Governance Working Group (GWG), primarily focused on developing principles for RSS governance, conducted a workshop to develop candidate principles in the three areas of separation and balance of power, RSO designation and removal, and finances. The RSS GWG continued its review of candidate principles during ICANN76.

- ⊙ On 10 January, staff hosted a transition and planning session for the new RSSAC Chair, Jeff Osborn and the RSSAC Vice Chair Ken Renard (along with David Olive and Steve Sheng. Fred Baker (RSSAC outgoing chair) Wes Hardaker (RSSAC Liaison to ICANN Board), and supporting staff, Ozan Sahin, Andrew McConachie, Danielle Rutherford, participated remotely.

- ⊙ Members of the Closed Generics Facilitated Dialogue from the GNSO, GAC, and At-Large community met in late Januaryand during ICANN76 to continue their work in drafting a framework for closed gTLDs in the New gTLD Program. If agreed, the framework will form the substantive basis for the expected policy details to be resolved through the appropriate GNSO process.

- ⊙ The Washington, D.C., Office is in the process of moving to a new building location with completion of office construction scheduled in April.

ANNEX

ICANN Social Media Report

Covering period from 1 October to 31 December 2022.

Social Media Metrics: Executive Summary

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.

How to Measure Effectiveness and ROI?

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

The number of followers that ICANN has on Twitter, Facebook, etc., should also be viewed with a critical eye as a portion of those followers will be bots (fake followers). Newsletter platform metrics are more verifiable, as subscribers themselves need to opt in and bots and honeypot email addresses will result in suspension of the account.

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

Impact of Paid Posts

Social media platforms 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	0.50%	N/A	N/A	1.0%
Facebook	0.07%	N/A	N/A	1.5%
Instagram	0.63%	N/A	N/A	3.0%
LinkedIn	0.09%	N/A	N/A	2.5%
Newsletters	N/A	1.27%	29.55%	30% Open Rate 1.5% Click Rate

*Source: RivalIQ Social Media Industry Benchmark Report 2023 and *Times of India*

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

Trends for 2023

Hootsuite Social Trends 2023 offers research-backed guidance on navigating current social media trends. Two of the five key trends for 2023 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.

⊙ While ICANN's approach to collaboration with content creators will be different from traditional businesses, we have begun to reach out to other organizations' social media accounts and interact with individuals with a high number of followers who share ICANN content. For example, our interaction with the Internet Governance Youth Forum on Instagram has resulted in content we can cross-post and share on the ICANNorg account.

Key Findings: Cross-Platform

ICANN's primary audience is a niche group of dedicated stakeholders interested in specialized topics; their behavior may differ from larger trends. As we return to in-person meetings, the social media analytics have begun to return to pre-pandemic levels, and our overall metrics are likely to improve further as this continues. We are also increasing the number of paid campaigns for various ICANN functions, in line with our strategic goals.

- Our four primary platforms are Twitter, Facebook, LinkedIn, and Instagram.
- LinkedIn is our top platform in terms of follower growth and engagement rate.
- Visual posts containing photos and videos get the highest results on every platform.
- We've increased our collaboration with ICANN org functions to promote programs and initiatives, resulting in more paid campaigns and increased outreach.
- There was no public meeting content in the last quarter of 2022, which contributed to slightly lower metrics on each platform for that quarter. Meeting content is our highest-performing content.
- High-interest topics, which receive higher than average engagement rates and reach on social media, include the Coalition for Digital Africa, DNSSEC, and regional events.
- We posted more frequently on all platforms July–September 2022, which may explain some of the increases in metrics
- Follower growth was in-line with or higher than average for every platform.
- Our fastest growing platforms are Instagram, LinkedIn, Facebook, and Twitter, respectively.
- In the future, we plan to focus on expanding our social media footprint and expanding our audience to reach more people.
- Several educational and informative social media campaigns about ICANN and will be launched next quarter. This will improve outreach and should boost our metrics.

Key Findings: ICANN76

- Our Public Meeting metrics tend to outperform quarterly metrics thanks to an influx of photo and video content, and increased content sharing and interest from meeting participants.
- Our focus on creating a more immersive and inclusive experience for virtual participants on Instagram resulted in some of the highest viewing numbers in the past two years
- The highest performing posts from the ICANN76 Community Forum included the venue walkthrough video, Rodrigo de la Parra's welcome video, the Welcome Ceremony, and updates on new gTLDs (SubPro), and the WSIS+20 session.
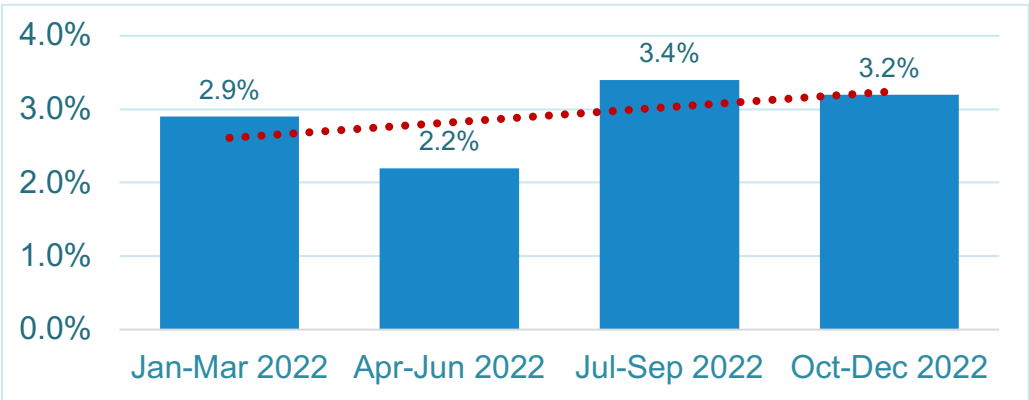
Quarterly Social Media Metrics
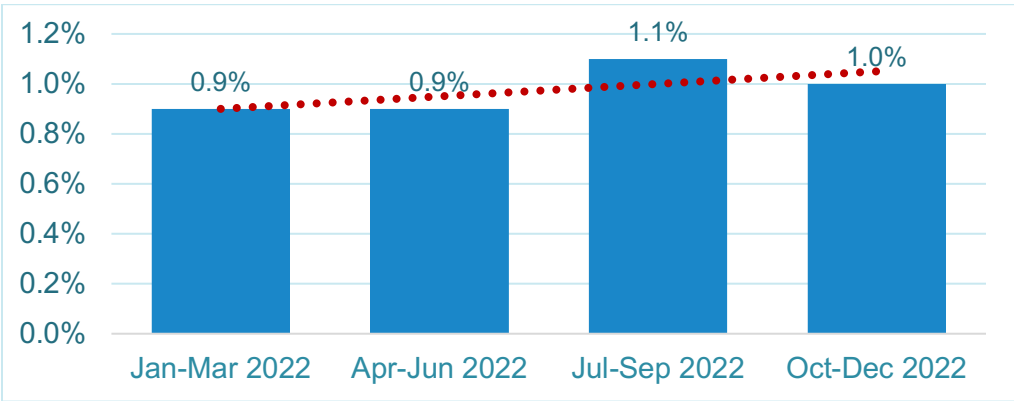
Twitter @ICANN Highlights*

1 October – 31 December 2022

- ⊙ The industry average engagement rate was 0.50 percent and our KPI target is 1.0 percent.
- ⊙ ICANN earned a 3.2 percent engagement rate, overperforming on our KPI and the industry benchmark.
- ⊙ Average followers grew at a rate of 1.0 percent, indicating we are maintaining consistent growth.

## 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

1 October – 31 December 2022

- ⊙ The industry average engagement rate was 0.7 percent and our KPI target is 1.5 percent.
- ⊙ ICANN earned a 2.7 percent engagement rate on Facebook, overperforming on our KPI target and the industry average.
- ⊙ Engagement likely decreased slightly due to lack of Public Meeting content.
- ⊙ Followers grew by 1.1 percent, a decrease from the previous quarter.
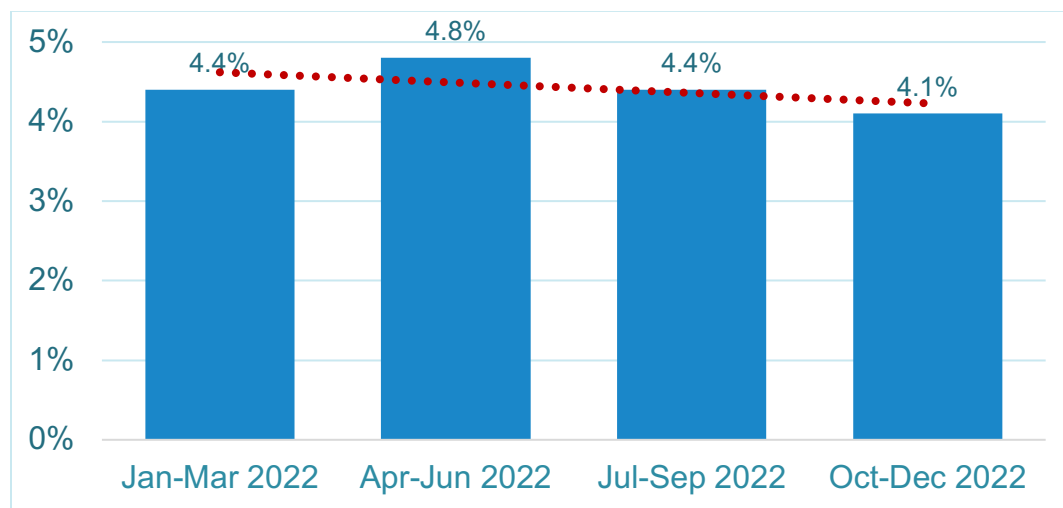
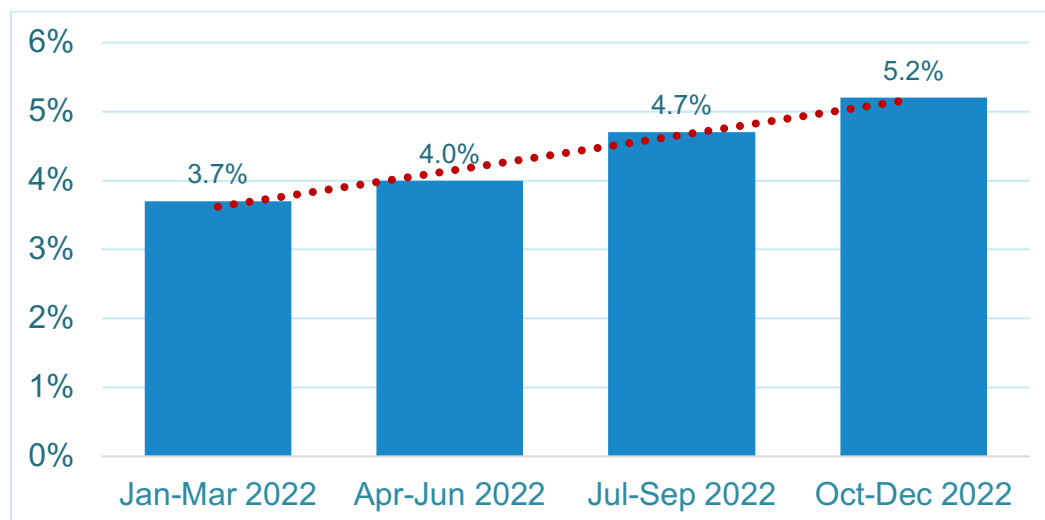## Facebook Engagement Rate
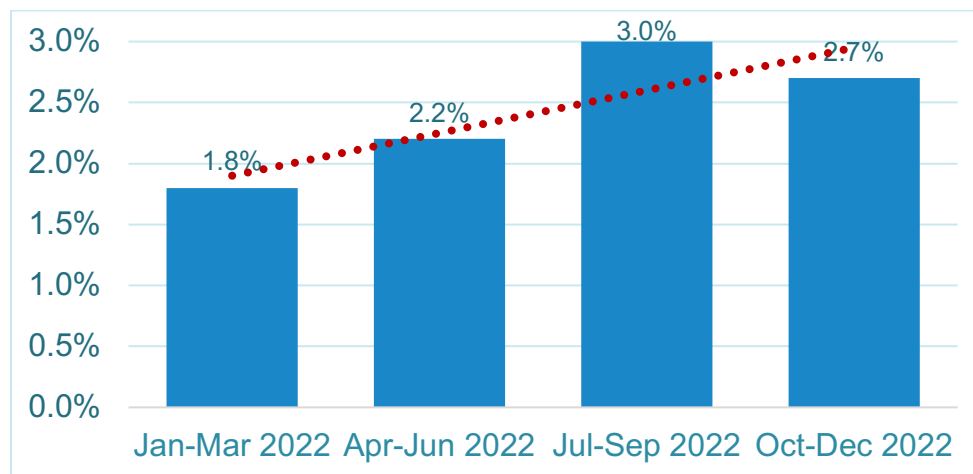
Facebook Follower Growth
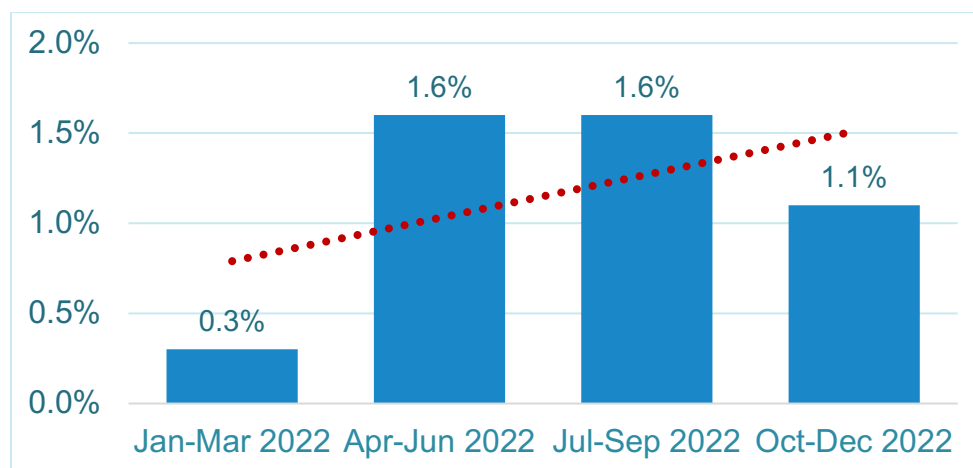
LinkedIn Highlights

1 October – 31 December 2022

- ⊙ The industry average engagement rate was 0.09 percent and our KPI target is 2.5 percent.
- ⊙ ICANN's LinkedIn account earned a 4.12 percent engagement rate, overperforming on our KPI target.
- ⊙ This is slightly (0.3 percent) lower than the previous quarter, likely due to not having Public Meeting content, which boosts the number of high-performing photo and video posts.
- ⊙ There was an increase in follower growth (5.2 percent) from the previous quarter (4.7 percent), which may also be attributed to an increased presence on LinkedIn.

LinkedIn Engagement Rate
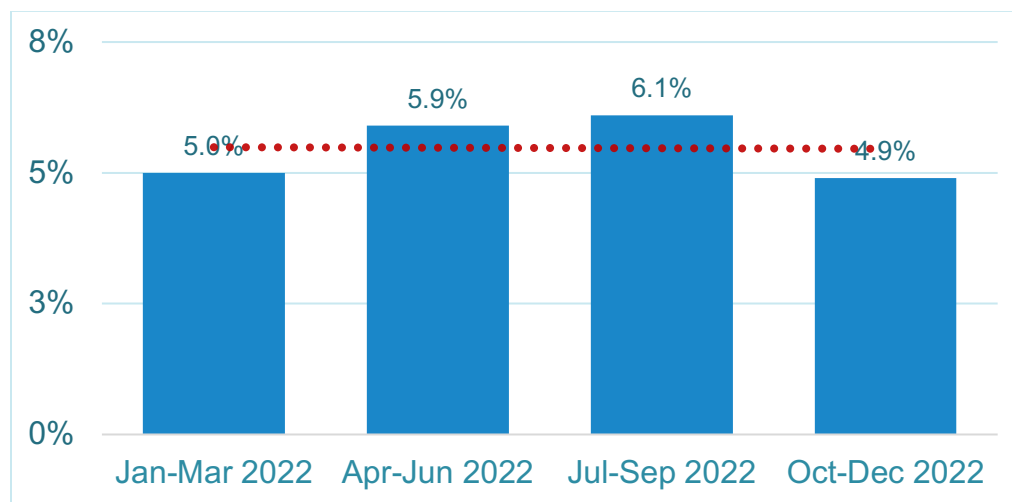

LinkedIn Follower Growth

Instagram Highlights

1 October – 31 December 2022

- ⊙ The industry average engagement rate was 0.63 percent and our KPI target is 3.0 percent.
- ⊙ ICANN earned a 4.9 percent engagement rate, overperforming on our KPI target, but slightly lower (-1.2 percent) than the previous quarter.
- ⊙ The decrease in engagement is likely due to not having Public Meeting content, which boosts the number of photo and video posts.
- ⊙ The follower growth rate remained strong at 8.2 percent, an increase of 0.3 percent over the previous quarter.

Instagram Engagement Rate
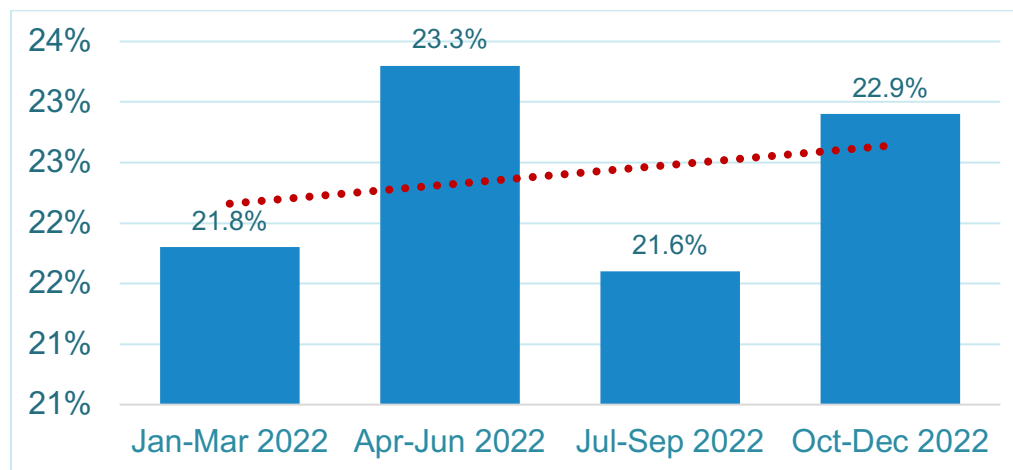

Instagram Follower Growth
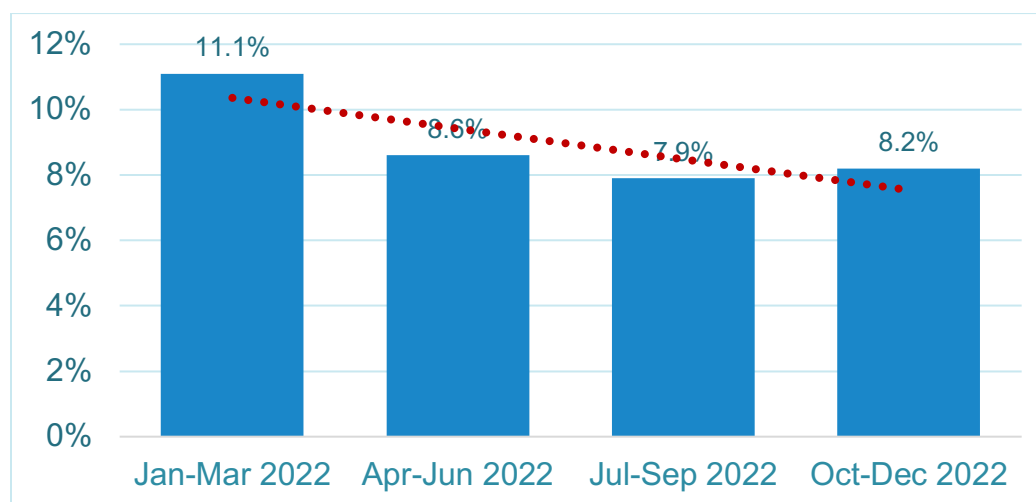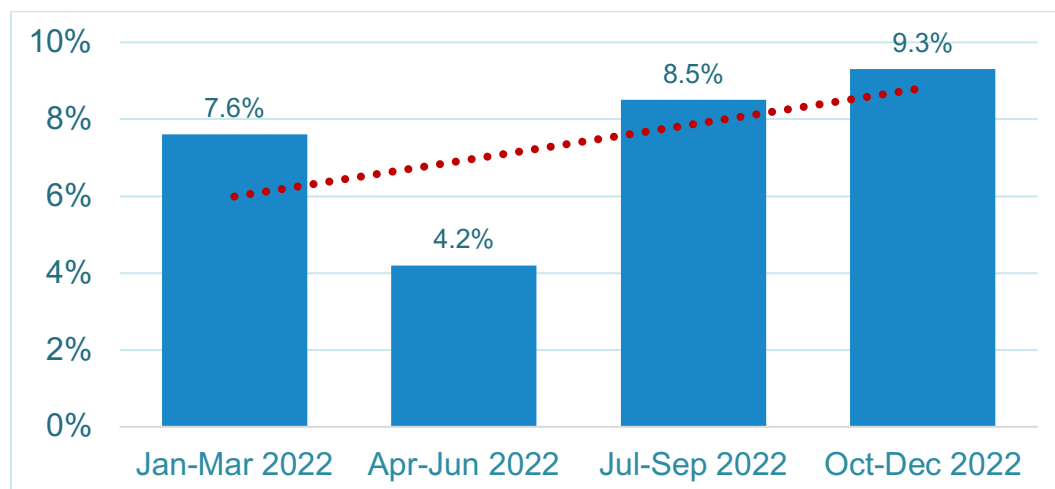
Newsletters Highlights

1 October – 31 December 2022

- 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 percent for open rates and 1.27 percent for click rates, and our KPI targets are 30 percent open rates and 1.5 percent click rates.
- The average open rate for ICANN regional newsletters was 23 percent, lower than our KPI of 30 percent, but higher than the previous quarter.
- The average click rate, 9.3 percent, was higher than the previous quarter.
- Public Meeting newsletters are not included in quarterly metrics and are reported separately in each ICANN meeting engagement report.

Newsletter Open Rate

Jan-Mar 2022: 21.8%
Apr-Jun 2022: 23.3%
Jul-Sep 2022: 21.6%
Oct-Dec 2022: 22.9%

Newsletter Click Rate

Jan-Mar 2022: 7.6%
Apr-Jun 2022: 4.2%
Jul-Sep 2022: 8.5%
Oct-Dec 2022: 9.3%

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