



# Board Report – Los Angeles Workshop

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May 2020

*Period Covering: 3 December 2019 to 27 March 2020*

# ICANN Org Executive Team Reports

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## ICANN Org Report to the Board

Office of the CEO

*Göran Marby, President & CEO*

### KEY HIGHLIGHTS & MILESTONES

During this reporting period, the ICANN org had to shift its organizational priorities in response to the unique challenges posed by the COVID-19 pandemic. At the same time, we've continued to make progress on the projects I've outlined in our previous reports to the ICANN Board, including the development of a proposed Unified Access Model (UAM), the launch of the Open Data Platform, and the FY2021-25 Operating and Financial Plan.

### OVERVIEW OF ACTIVITY

As President and CEO of ICANN org, it is my responsibility to ensure that the org is prepared to deliver on its Bylaws-mandated responsibilities while remaining accountable and transparent to the ICANN community. Over the past few years, ICANN org has placed a heightened focus on preparing for a range of risk scenarios and ensuring that the org has robust contingency plans. For example, the draft [FY21-25 Operating and Financial Plan](#), which was posted for [Public Comment in December](#), includes lower-than-expected funding projections alongside normal and higher-than-expected projections.

While the COVID-19 outbreak has presented us with a number of unforeseen circumstances, our response has been coordinated and efficient, thanks to our ongoing risk management activities and extensive contingency plans.

ICANN org has been proactive in heeding the advice of government and health authorities. In early March, we issued official travel and work-from-home guidance for all staff working at ICANN offices, and this guidance continues to evolve as the situation changes. For the few critical processes that do require a physical office presence, we are enforcing social distancing guidelines. Additionally, we are taking steps to alleviate the stress that staff are likely experiencing due to the rapidly changing social environment.

My travel during this period has been limited. In December, I joined staff from our Latin America and the Caribbean (LAC) regional office in Montevideo, Uruguay, for their All-Hands meeting. I then attended the European All-Hands meeting in our Brussels, Belgium, office in January. Attending these meetings provides me with an important opportunity to directly engage with the org's regional teams and better understand their individual needs, challenges, and issues. From 22-26 January, we provided support during the Board's first workshop of the calendar year, which was held in the Los Angeles office.

In February, as part of our ongoing dialogue regarding a possible Unified Access Model (UAM) for gTLD registration data, I joined Janis Karklins, the Chair of the Expedited Policy Development Process (EPDP) Phase 2 Team on a System for Standardized Access/Disclosure, for a number of meetings with the Belgian Data Protection Authority (DPA).

### TOP ISSUES & MITIGATION

The ICANN org Executive Team has experienced changes, including the promotion of Mandy Carver to Senior Vice President (SVP) of Government & Intergovernmental Organization (IGO) Engagement. Following the departure of Cyrus Namazi, who served as SVP of the Global Domains Division (GDD), I asked Theresa Swinehart, SVP of Multistakeholder Strategy and Strategic Initiatives (MSSI), to oversee GDD in the interim.

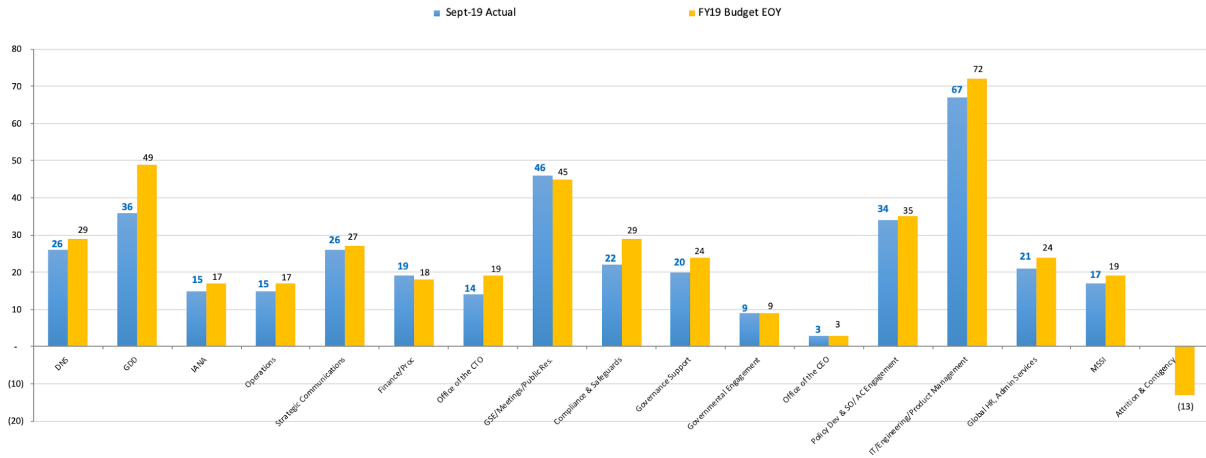
# ICANN Org Report to the Board

Organization People

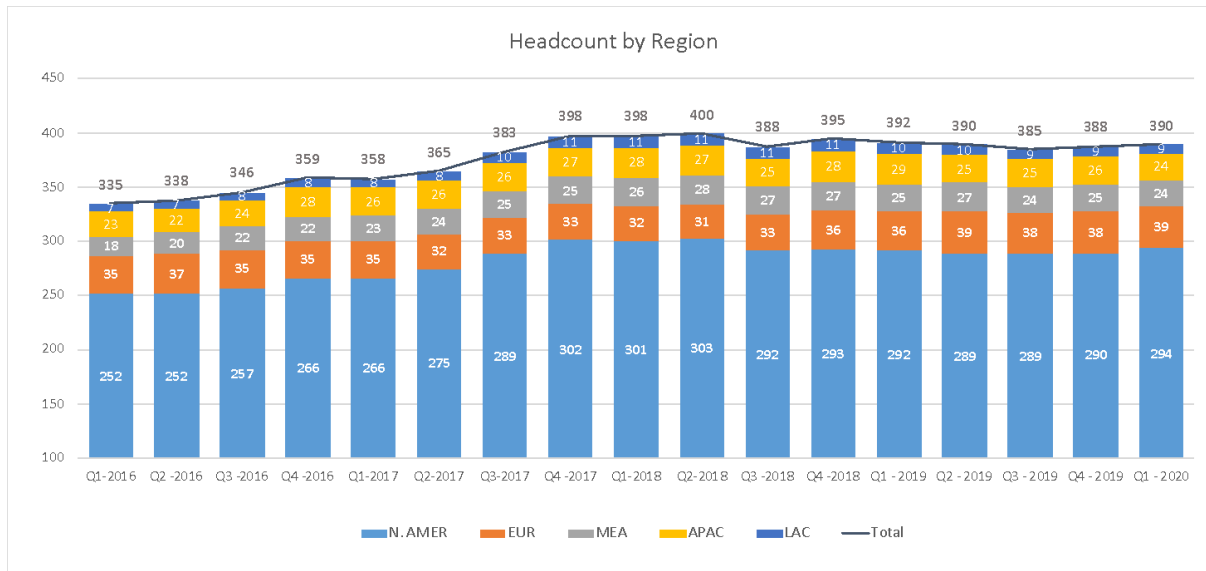
Gina Villavicencio, SVP, Global Human Resources

## ORGANIZATION PEOPLE HIGHLIGHTS

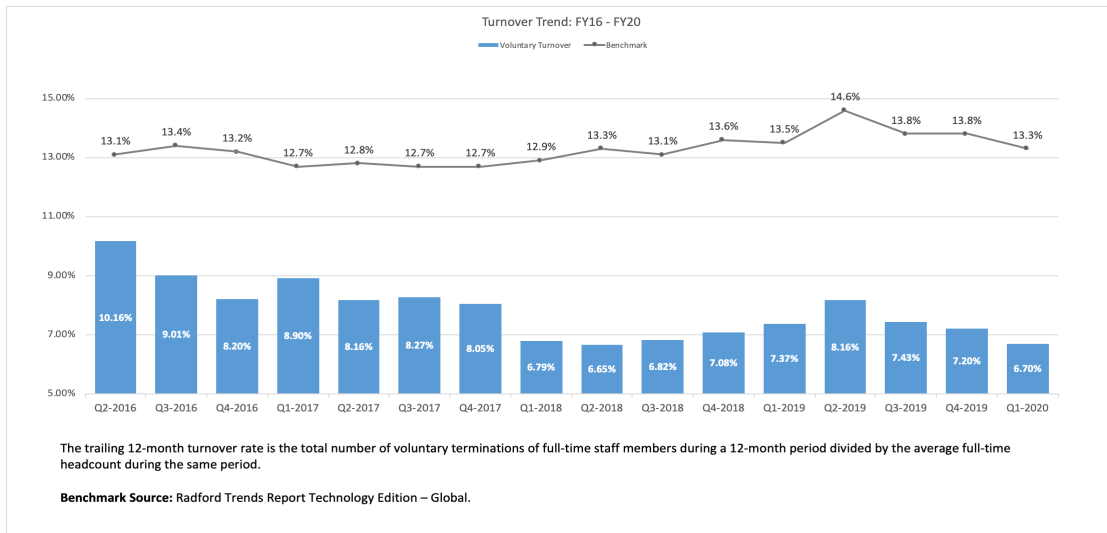
Since the last report, ICANN org staffing levels remain relatively stable, as displayed below. **As of 30 September 2019**, ICANN org had 390 active staff, 25 active requisitions, and eight pending hires.



**ICANN org by Regions:** As of 30 September 2019, the staff distribution by region was 294 (75%) in North America, 39 (10%) in Europe, 24 (6%) in the Middle East and Africa, 24 (6%) in the Asia Pacific, and nine (3%) in Latin American and the Caribbean, for a total of 390.



**Voluntary Turnover** as of 30 September 2019 was 6.70%, a decrease from the previous reporting period on 30 June 2019. In comparison, the worldwide voluntary benchmark is 13.3%, 6.6% more than the ICANN org voluntary turnover.



Over the last three months, 15 staff members joined ICANN org and 13 departed, resulting in a growth rate of 0%.

**Annual growth rates (from June to June):**

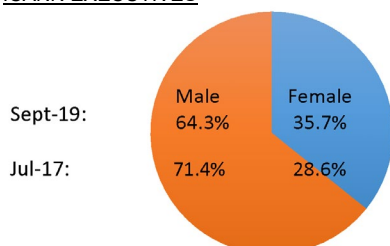
2018 – to Date	0%
2017 – 2018	0%
2016 – 2017	+ 11%
2015 – 2016	+10%
2014 – 2015	+12%
2013 – 2014	+46%

\* Headcount as of 30 June 2018 was 395. The growth rate formula is calculated (present headcount – past headcount) divided by past headcount.

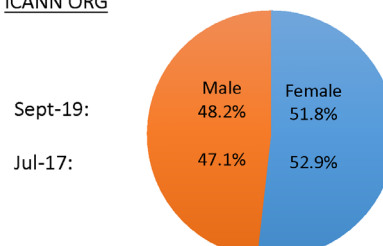
\*Growth rates that are 0% and below are represented simply as 0%.

ICANN org **gender diversity** is well-balanced with females (51.8%) having a slight majority. The Executive Team gender balance is improving with 35.7% female and 64.3% male. ICANN org has gender balance from a numerical perspective and provides an opportunity when it comes to leadership positions.

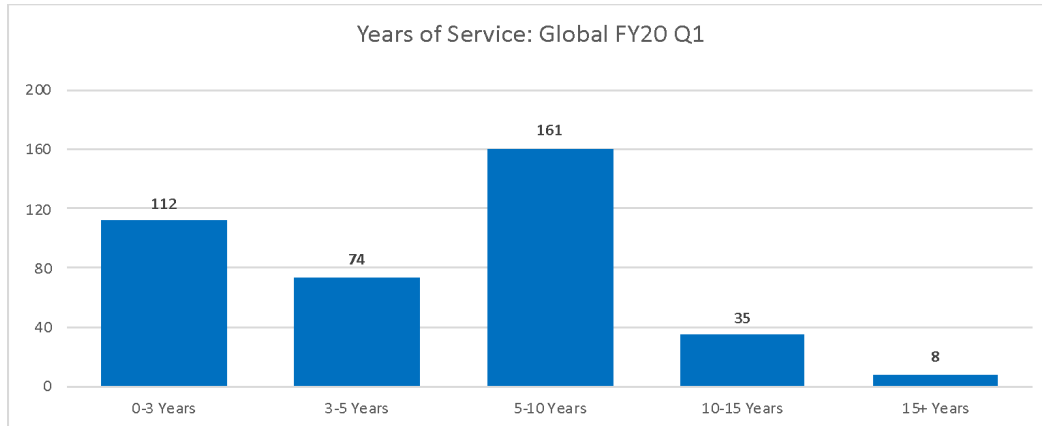
ICANN EXECUTIVES



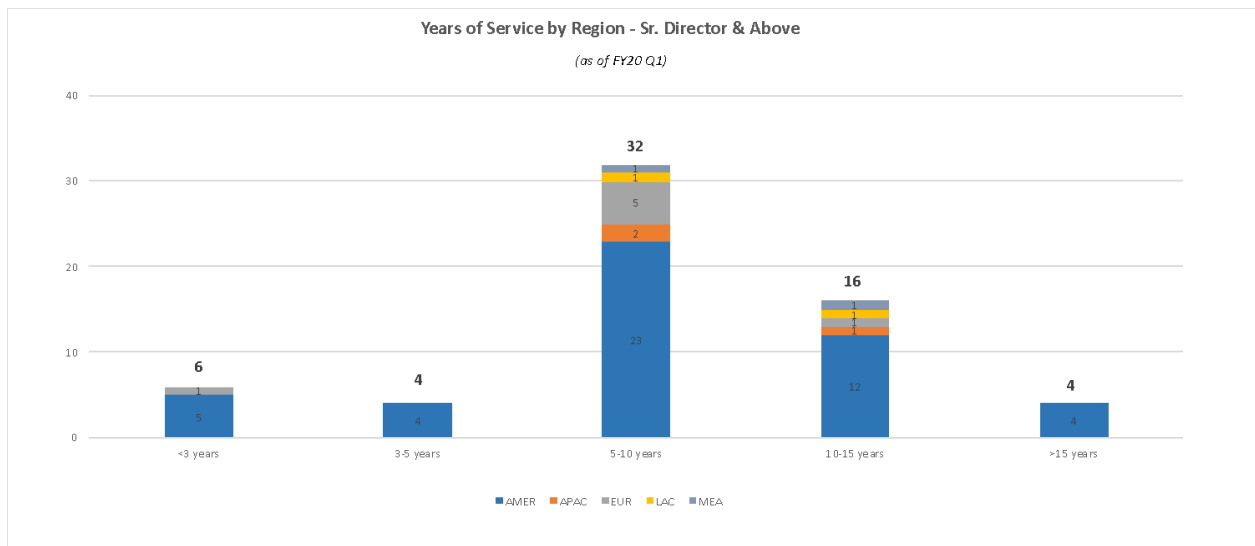
ICANN ORG



**Age distribution** of the organization has also been stable over the last three years, averaging approximately 43 years of age and represents the typical mid-point of most professional careers. The organization's average **years of service** as of September 2019 is 5.3 years, reflecting consistent growth and stability in ICANN org positions.



**Senior Director & Above** global distribution has remained stable for the last few years, with the largest population between five to 10 years of service. This reflects ICANN org depth of experience and relatively low turnover within senior leadership.



## ICANN Org Report to the Board

Organization Finances

Xavier Calvez, SVP & Chief Financial Officer (CFO)

The FY20 Quarterly Unaudited Financial reporting is located on the Current Financial Information web page: <https://www.icann.org/resources/pages/governance/current-en>

### FINANCIAL OVERVIEW

The Financial Overview section provides a summary of financial highlights for fiscal year 2020. The financial data included in this report covers ten months of FY20 unaudited financials ending April 2020. This is the most recent financial information available as of the time of publication of this report.

Impact from the global pandemic was nominal to ICANN financials in the first eight months of the fiscal year (July - February). In March - April, impact was positive in terms of expenses as ICANN org has had materially less than planned expenditures. These savings have been partially offset by slightly less funding than budgeted in April.

Funds Under Management has been minimally impacted, with a slight decrease in the Reserve Fund due to the market's effect on ICANN's Investments.

USD in millions	FY20 YTD Actual	FY20 YTD Budget	Under / (Over) vs. FY20 Budget	FY19 YTD Actual	Under/(Over) vs. FY19 Actuals
	Total ICANN Operations	Total ICANN Operations	ICANN Operations	Total ICANN Operations	ICANN Operations
Funding	\$117.4	\$116.7	\$0.7	\$113.7	\$3.7
Cash Expenses <sup>(1)</sup>	(\$102.8)	(\$112.2)	\$9.4	(\$100.9)	(\$1.9)
Excess/(Deficit) Before Contribution	\$14.6	\$4.5	\$10.1	\$12.8	\$1.8
Planned/Actual Reserve Fund Contribution	\$0.0	\$3.0	(\$3.0)	\$3.0	(\$3.0)
Net Operating	\$14.6	\$1.5	\$13.1	\$9.8	\$4.8

**Net Operating Excess at the end of April is \$14.6M, which is \$10.1M higher than budget and \$1.8M higher than the prior year.**

- April Net Excess is \$10.1M higher than budget due to higher than planned Funding \$0.7M and lower than planned expenses \$9.4M.
  - Funding is \$0.7M higher than budget primarily due to higher than planned transactions fees from new gTLD \$3.0M and the timing of ccTLD contributions

- \$0.4M, partially offset by lower legacy transaction fees (\$1.6M), registrar accreditation fees (\$0.7M) and a delay in the privacy proxy program (\$0.4M).
  - Cash expenses are \$9.4M lower than budget. Professional Services are \$4.8M lower than budget, partially offset by contingency expenses over budget (\$1.5M). There was \$3.5M in savings in T&M primarily related to holding ICANN67 as a virtual meeting. Admin is \$1.5M lower than budget driven by lower than planned E&IT costs, and Personnel expense is \$1.5M lower than budget due to open positions.
- April Net Excess is \$1.8M higher than the prior year due to higher funding \$3.7M, partially offset by an increase of \$2.3M in expenses.
  - Funding is \$3.7M higher than the prior year primarily due to growth from new gTLD transaction fees.
  - Expenses have increased \$1.9M from the prior year driven by Personnel \$2.4M due to merit/inflationary increases and one-time costs, Administration (\$1.0M), and Contingency expenses (\$1.9M), partially offset by Travel and Meetings \$3.7M primarily due to holding ICANN67 remotely and travel restrictions due to the global pandemic.

## EXPENSES

USD in millions Unaudited	FY20 YTD Actual	FY20 YTD Budget	FY20 Actual vs. Budget		FY19 YTD Actual	FY20 Actual vs. FY19 Actual	
Personnel	\$60.5	\$62.0	\$1.5	2%	\$58.2	(\$2.4)	-4%
Travel & Meetings	7.8	11.3	3.5	31%	11.5	3.7	32%
Professional Services	13.5	18.3	4.8	26%	13.7	0.2	2%
Admin and Other <sup>(1)</sup>	13.3	14.8	1.5	10%	12.3	(1.0)	-8%
Capital	2.1	1.6	(0.4)	-26%	1.5	(0.5)	-35%
Contingency <sup>(2)</sup>	5.6	4.1	(1.5)	(38%)	3.7	(1.9)	-52%
<b>Cash Expenses</b>	<b>\$102.8</b>	<b>\$112.2</b>	<b>\$9.4</b>	<b>8%</b>	<b>\$100.9</b>	<b>(\$1.9)</b>	<b>-2%</b>
End of Period Headcount	388	408	20	5%	386	2	1%

(1) Excludes depreciation, bad debt, investment (income)/ expense and (ii) historical development cost reimbursements from the New gTLD Program.

(2) Contingency actuals have been extracted from their respective cost categories and aggregated on this line. Contingency budget of \$5.2M is spread evenly over nine months beginning October 2019.

### Expenses are lower than budget by \$9.4M due to:

- Personnel expense is \$1.5M lower than budget primarily driven by open positions, with a 21 headcount lower than planned (*please see Supporting Documents for more details*).
- Travel and Meetings expenses are \$3.5M lower than budget driven by travel restrictions from the global pandemic and holding ICANN67 as a virtual meeting.
- Professional Services are \$4.8M lower than budget driven by:
  - \$1.3M in GDD & DNS primarily due to lower than planned RSTEP Panel \$0.2M, WHOIS Accuracy Reporting System Suspension \$0.4M, data escrow \$0.2M, and various other projects.



- \$0.5M in Language Services due to \$0.2M savings in services related to ICANN 67, and \$0.3M related to non-ICANN Meeting Translation and Transcription Services.
  - \$0.5M in Meetings due to savings from holding ICANN67 virtually
  - \$0.4M in Operations due to security cost savings from travel restrictions
  - \$0.4M in MSSl primarily related to the suspension of eprivacy regulation and less than planned expenses in GDPR Data Protection.
- Admin expenses are \$1.5M lower than budget driven by lower than planned E&IT expenses \$1.0M, notably in teleconferencing, new software, and disaster testing.
  - Contingency spend is primarily driven by ITI, Legal expense for GDPR and .org, and Finance Contractors.

**Expenses are higher than last year due to an increase in Personnel (\$2.4M), Admin (\$1.0M), Capital (\$0.5M), and Contingency (\$1.9M); offset by savings in T&M and Professional Services due to the impact of ICANN67 hosted as a virtual meeting and other travel restrictions.**

- Personnel expenses have increased (\$2.4M) driven by annual merit and inflationary increases.
- Admin (\$1.0M) – driven by an increase in OCTO across several services (\$0.6M) and in Regional Offices related to parking benefits tax and storage rent (\$0.3M)
- Contingency (\$1.9M) additional spend is primarily driven by ITI, Legal expense for GDPR and .org, and Finance Contractors.

## FUNDING – ICANN ORGANIZATION

Funding Year to Date Ten Months Ending 30 Apr 2020 (Unaudited)					
In Millions, US dollars	FY20 YTD Actual	FY20 YTD Budget	Var	LY	Incl/ (Dec)
<b>Transactions</b>					
Registry transaction fees - Legacy	\$40.8	\$42.1	(\$1.3)	\$40.6	\$0.1
Registry transaction fees - New gTLD	6.2	4.5	1.7	4.1	2.2
Registrar transaction fees - Legacy	25.7	25.9	(0.3)	25.5	0.2
Registrar transaction fees- New gTLD	5.0	3.8	1.3	3.4	1.6
<b>Sub-total</b>	<b>\$77.6</b>	<b>\$76.3</b>	<b>\$1.4</b>	<b>\$73.5</b>	<b>\$4.1</b>
<b>Registry Fixed Fees</b>	<b>\$25.2</b>	<b>\$25.2</b>	<b>(\$0.1)</b>	<b>\$25.3</b>	<b>(\$0.2)</b>
<b>Registrar Accreditation</b>					
Application fees	\$0.3	\$0.2	\$0.1	\$0.3	\$0.0
Accreditation fees - annual	8.2	8.9	(0.7)	8.2	(0.1)
Per-registrar variable fees	2.9	2.9	0.0	2.8	0.0
<b>Sub-total</b>	<b>\$11.3</b>	<b>\$11.9</b>	<b>(\$0.6)</b>	<b>\$11.3</b>	<b>(\$0.0)</b>
<b>Privacy Proxy</b>	<b>0.0</b>	<b>0.4</b>	<b>(0.4)</b>	<b>0.0</b>	<b>-</b>
<b>Contributions</b>					
RIR	\$0.8	\$0.8	\$0.0	\$0.0	\$0.8
ccTLD	2.2	1.9	0.3	3.1	(1.0)
Meeting Sponsorships/other	0.3	0.2	0.1	0.4	(0.0)
<b>Sub-total</b>	<b>\$3.3</b>	<b>\$2.9</b>	<b>\$0.4</b>	<b>\$3.5</b>	<b>(\$0.1)</b>
<b>ICANN Ops Total</b>	<b>\$117.4</b>	<b>\$116.7</b>	<b>\$0.7</b>	<b>\$113.7</b>	<b>\$3.7</b>
<b>Registry Total</b>	<b>\$72.1</b>	<b>\$71.8</b>	<b>\$0.3</b>	<b>\$70.0</b>	<b>\$2.1</b>
<b>Registrar Total</b>	<b>41.9</b>	<b>42.0</b>	<b>(0.0)</b>	<b>40.2</b>	<b>1.8</b>
<b>Other</b>	<b>3.3</b>	<b>2.9</b>	<b>0.4</b>	<b>3.5</b>	<b>(0.1)</b>
<b>ICANN Ops Total</b>	<b>\$117.4</b>	<b>\$116.7</b>	<b>\$0.7</b>	<b>\$113.7</b>	<b>\$3.7</b>

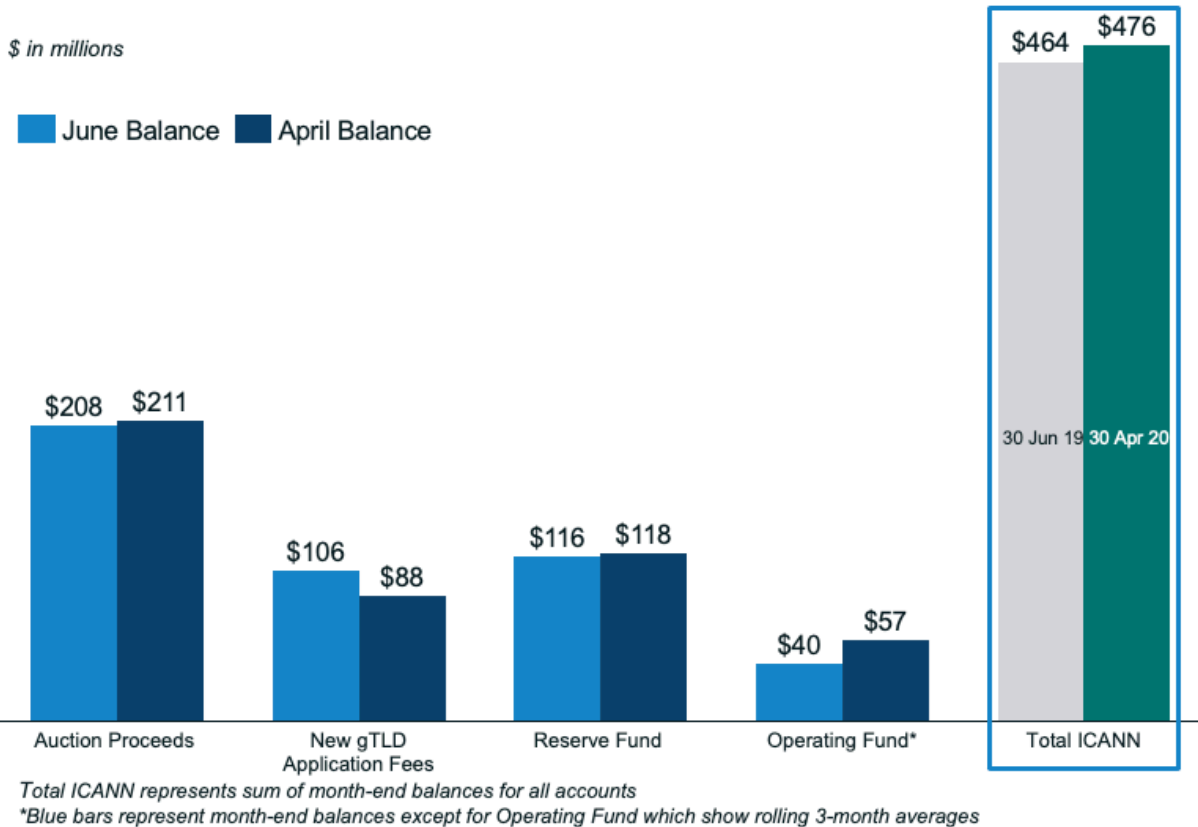
Funding through April represents nine months of actual data (July - March) and estimates for April's transaction fees and fixed fees. All other funding is recognized as it is billed.

From July - March, actual transaction fees were \$2.5M higher than planned. One-time promotional activity, primarily in Q2, caused transaction volumes to rise and resulted in higher funding. We are currently in the process of revisiting our Full Year Forecast based on Q3 beating our most recent Forecast.

FY20 YTD Funding is \$0.7M higher than budget primarily due to:

- New gTLD transaction fees are \$3.0M higher than planned, driven by one-time promotional activity primarily in Q2
- Timing of ccTLD and Meeting contributions \$0.3M
- Partially offset by:
  - Lower than planned Legacy transaction fees (\$1.6)
  - Lower than planned Accreditation fees (\$0.7M)
  - Delay in the Privacy Proxy program (\$0.4M)

## FUNDS UNDER MANAGEMENT – APRIL YEAR-TO-DATE



**Funds Under Management as of 30 Apr 2020 increased by \$12M as compared to 30 Jun 2019 (end of FY19) driven primarily by net excess in the operating fund and market gains from Auction Proceeds.**

- Auction Proceeds increased \$3M due to investment gains.
- New gTLD Application Fees decreased due to a \$17M reimbursement transfer to the ICANN Operating Fund for Program expenses previously incurred.
- The Reserve Fund increased \$2M due to a \$3M transfer (FY19 net excess) from the Operating Fund and \$1M of investment losses.
- The Operating Fund increased primarily due to a transfer made from the New gTLD Application fees to reimburse ICANN for New gTLD Program expenses previously incurred and year-to-date net excess from the current fiscal year.

## ICANN Org Report to the Board

Legal and Complaints Office

*John Jeffrey, General Counsel and Secretary*

### KEY HIGHLIGHTS & MILESTONES:

- Provided legal and strategic guidance to the Board on Amendment No. 3 to the .COM Registry Agreement and the proposed acquisition of Public Interest Registry (PIR) by Ethos Capital, which includes more than 25 briefings to the Board since November 2019.
- Nu Dotco and Verisign granted *amici* status in the Afilias Independent Review Process concerning .WEB. The parties and *amici* will submit further briefing on the merits.
- Supported the org and Board in response to the impact of the COVID-19 pandemic on the ICANN ecosystem, including ICANN67.

### OVERVIEW OF ACTIVITY

**Complaints Office:** Received no new complaints during the reporting period. Of the 52 complaints submitted to date, approximately 60% of closed complaints have led to ICANN org improvements and 31% have resulted in opportunities to educate complainants about the multistakeholder model, ICANN org's remit, and best opportunities to provide input into the multistakeholder model.

**Legal Contracting:** Advised ICANN org on a variety of ongoing contract-related issues, including: (1) finalization of amendment to .COM registry agreement, (2) proposed change of control of PIR, (3) *force majeure* analysis of multiple contracts relating to COVID-19, (4) drafting agreements for virtual ICANN67, and (5) negotiating contracts regarding the installation of the ICANN Managed Root Server cluster in Singapore.

**Legal Support for GDD and Policy Teams:** Advised the GDD Team on gTLD issues, including implementation of policy recommendations concerning accreditation of privacy and proxy service providers, and stage 2 of the Registration Data Policy for gTLDs. Provided legal support on policy development work to consider a system for standardized access and disclosure (SSAD) of nonpublic registration data as a consensus policy.

**Legal Support for Global Stakeholder Engagement, Strategic Initiatives, and Implementation of IANA Stewardship Transition:** Continued to participate in the Cross-Community Working Group on New gTLD Auction Proceeds and provided inputs to support the community in reaching final versions of the report. Provided legal and strategic inputs into ICANN org's efforts to finalize the Registration Directory Services recommendations for timely Board action. Supported ICANN org and Board in development of inputs into the second Security, Stability, and Resiliency Review and the third Accountability and Transparency Review. Supported the work of the IANA Naming Function Review Team through presentations and availability to answer questions. Supported the Board's Global Public Interest definition discussion.

**Litigation and Internal Services:** In the .AFRICA lawsuit, ICANN prevailed, and DCA filed a notice of appeal; ICANN moved to dismiss the appeal as untimely. Claimants initiated an IRP regarding .HOTEL and sought emergency interim relief. Namecheap initiated an IRP regarding .ORG, .INFO, and .BIZ, and sought emergency interim relief, which was denied by the Emergency Panelist. ICANN initiated arbitration against the registry operator of .WED for

noncompliance. One Reconsideration Request is in process relating to the renewal of the .ORG Registry Agreement and change of control request.

#### **TOP ISSUES & MITIGATION**

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

## ICANN Org Report to the Board

Global Domains Division (GDD)

*Theresa Swinehart, Senior Vice President*

### KEY HIGHLIGHTS & MILESTONES

#### Registration Data

- [Published](#) new information related to the Registration Data Directory Services (RDDS) roadmap. These updates are published semiannually, and show RDDS activities in advance of Board consideration, implementation following Board action, and implementation by contracted parties.
- Bulk Registration Data (BRDA): Additional validations pertaining to the format and content of the BRDA deposit files were implemented to ensure compliance with the BRDA specification in registry agreements, as well as the [Interim Registration Data Policy](#). Registry Service Providers were notified of the issues encountered in the top-level domains (TLDs) they manage to give them time to fix the issues before their clients (the registry operators) are notified. ICANN's Contractual Compliance team will soon begin to send compliance notifications concerning BRDA deposit files that contain errors in format and content and do not align with the BRDA specification which have been detected through the additional validations referenced above. No deposit files will be rejected during this phase; full enforcement will begin on 1 August 2020.

#### .COM Contractual Matters

- On [27 March 2020](#), ICANN org executed [Amendment 3 to the .COM Registry Agreement](#) and a [Letter of Intent between ICANN and Verisign](#). These agreements were executed after a careful and thorough analysis of public comments and multiple consultations with the ICANN Board, as explained in the published [decision paper](#).

#### GDD Industry Summit

- The [GDD Industry Summit](#), which was scheduled 3-6 May in Paris, France, was cancelled due to the COVID-19 pandemic. The following co-located events also were cancelled:
  - [Registrations Operations Workshop](#) (ROW) Wednesday, 6 May 2020
  - [ICANN DNS Symposium](#) Thursday, 7 May – Friday, 8 May 2020
  - [DNS OARC](#) Saturday, 9 May – Sunday, 10 May 2020

#### Internationalized Domain Names (IDNs)

- Work progressed toward the development of Root Zone Label Generation Rules (RZ-LGR). [Chinese](#) and [Bangla](#) script communities finalized their work, which has been released for Public Comment, before integration into the next version of RZ-LGR.
- The [Recommendations for the Technical Utilization of the RZ-LGR](#), which were finalized by the community in October 2019, were considered by the ICANN Board. In January 2020, the Board [resolved](#) for ccNSO and GNSO to consider these recommendations in their respective and relevant policy development processes. The work contributes toward the adoption of RZ-LGR for determining valid top-level domains and variant labels.

#### Contracted Parties Satisfaction Survey

- The ICANN org partnered with [eBallot](#) to conduct the 2020 Contracted Parties Satisfaction Survey, used to improve processes and services. Respondent participation

was significantly less in prior years, likely due to the COVID-19 pandemic. The survey closed on 25 March 2020, and results will be analyzed in the coming months.

### **Open Data Platform**

- The soft launch of the Open Data Platform occurred in March 2020, including the publication of Monthly Registry Reports and the Domain Name Marketplace Indicators as datasets. The Open Data Platform will provide users with the same data but with increased functionality and easier access to aggregated datasets. During this phase, the monthly registry report data will also be available in its current format on <https://icann.org>. In accordance with the Registry Agreements, ICANN org will continue to withhold publication of the reports until three months after the end of the month to which the reports relate.

### **Additional New gTLD Data Escrow Provider**

- Joint Stock Company "Internet Exchange "MSK-IX" was [approved](#) to provide data escrow services to generic top-level domain (gTLD) registry operators. All gTLD registry operators are required to regularly deposit a backup copy of their top-level domain (TLD) registration data through one of the ICANN-approved data escrow service providers. The data held in escrow may be released to the ICANN org under certain circumstances in order to preserve the stability of the TLD in case of an emergency.

### **ICANN67**

- Supported a webinar during Prep Week: [Registration Data Policy \(Expedited PDP Phase 1\): Implementation and Related Activities](#)
- Held three sessions during the ICANN67 Virtual Community Forum. The material can be found at:
  - [UA: Technology and Internationalized Email WGs \[67.schedule.icann.org\] \[67.schedule.icann.org\]](#)
  - [UA: Local Initiative and Ambassador WGs \[67.schedule.icann.org\]](#)
  - [UA: Communications and Coordination WGs \[67.schedule.icann.org\]](#)

### **Public Comment**

- Proposal for Bangla Script Root Zone Label Generation Rules (opened 2 Mar., closed 23 Apr.)
- Proposal for Chinese Script Root Zone Label Generation Rules (opened 28 Feb., closed 20 Apr.)
- Proposed Amendment 3 to .COM Registry Agreement (opened 3 Jan., closed 14 Feb.)
- Implementation Plan for the Generic Names Supporting Organization (GNSO) Consensus Policy Relating to the Protection of Certain Red Cross Names (opened 23 Oct. 2019, closed 12 Dec. 2019)

## **OVERVIEW OF ACTIVITY**

### **Universal Acceptance Steering Group (UASG)**

- Continued to work with the community to organize local initiatives to address UA-readiness. Current presence in CIS-EE, China, Egypt, India, and Latin America/Caribbean.
- Published educational material including:
  - Blog: <https://uasg.tech/2019/12/universal-acceptance-continues-momentum-during-icann66/>

- Blog: <https://uasg.tech/2020/02/Internet4all-around-the-globe-in-2019-a-recap-of-ua-ambassador-work/>
- Video: Dr. Ajay Data/Chair of UASG: <https://www.youtube.com/watch?v=4-35IRAyEuk&feature=youtu.be>
- Video: Mark Svancarek/Microsoft: <https://www.youtube.com/watch?v=xenSfZf6cc4&feature=youtu.be>

### **Technical Compliance Monitoring System**

- Implementation of the new Technical Compliance Monitoring System is ongoing, currently working with the vendor selected through a public request for proposals. We are more than half the way through the year-long development project that will be completed this calendar year, pending integration with existing ICANN org systems, e.g., NSP Compliance. The system is intended to enable ICANN org to help gTLD registries and registrars ensure compliance with various provisions in consensus policies and their contracts with ICANN that are not currently monitored.

### **SLA Monitoring System – Additional Compliance Checks**

- Implementation of additional compliance checks in the service level agreement (SLA) monitoring system is close to finished. The work includes development by both an external provider and Engineering and Information Technology (E&IT). We are almost through the approximately nine month development project that is scheduled for release on 31 March. The release will incorporate monitoring of five additional service level requirements from the registry agreement.

### **New gTLD Program – Subsequent Procedures**

- Continue to provide subject matter support and org implementation perspective to Subsequent Procedures Policy Development Process (PDP) Working Group.
- Established a steering committee of executives to work with the Board caucus group and coordinate ICANN org's advance planning for future rounds of the New gTLD Program.
- New gTLD Subsequent Procedures Planning Assumptions published on Community Wiki [page](#).

### **GDD Service Delivery (formerly GDD Operations) & Support**

- A total of 989 service requests were completed during the period, including the renewal of 115 Registrar Accreditation Agreements (RAAs). The RAAs of 7 registrars were terminated (6 voluntarily and 1 involuntarily) and 9 new registrars were accredited (67 percent in Asia Pacific, 11 percent in Europe and 22 percent in North America). Fourteen Registry Services Evaluation Policy (RSEP) requests for 37 gTLDs were completed and 14 gTLD Registry Agreements were terminated.
- The Global Support team answered 1,839 phone calls and closed 6,179 cases. ICANN's contracted parties represented 15 percent of the inquiries. The remaining 85 percent of inquiries were from registrants and the community. The team achieved an overall customer satisfaction score of 4.0 on a 5-point scale for the question "How satisfied are you with the service you received from ICANN?"

### **Action Request Register (ARR)**

- The ICANN Board received 14 advisories related to ALAC, RSSAC, SSAC, and GAC advice, which translates to 29 pieces of individual advice (advisories often contain more



than one piece of advice). Twenty-three require action from the ICANN Board, and six are statements or informational advisories that do not contain a specific recommendation for the ICANN Board. In addition, the ALAC issued nine public statements.

- With regard to correspondence, ICANN org handled 203 cases related to the work of processing correspondence using the ARR framework. Of those, 40 were letters requiring substantive responses, which were published on the ICANN correspondence page. ICANN also published 24 letters directed to the ICANN community; these letters are used to inform the community or request information on various topics.

### **New gTLD Program**

- As of 27 March 2020, 35 applications remain in the 2012 Round with two applications actively working toward contracting. During this period, no applicants withdrew from the Program and agreements for 4 TLDs were subsequently terminated and removed from the root zone.

### **Contracted Parties Notification**

- GDD sent 24 [notifications](#) to contacted parties during this period.

### **TOP ISSUES & MITIGATION**

ICANN org continued to evaluate the proposed change of control of Public Interest Registry (PIR), which has included multiple rounds of questions and answers between ICANN and PIR. On 30 April 2020, the ICANN Board rejected the change of control request.

## ICANN Org Report to the Board

Contractual Compliance and Safeguards

*Jamie Hedlund, SVP, Contractual Compliance & Consumer Safeguards and Managing Director – Washington D.C. Office*

### OVERVIEW OF ACTIVITY

**CONTRACTUAL COMPLIANCE ENFORCEMENT** – All notices can be found [here](#)

#### **Notice of Breach**

27 February 2020: ICANN Sends Notice of Breach to Registrar OpenTLD B.V. (Netherlands). The breach is a result of the registrar's failure to make registration data and records available upon request by ICANN, as required by Section 3.4.3 of the RAA. Specifically, records related to the expiration and renewal requests involving a domain name.

#### **Notice of Suspension/Termination/Enforcement Notices Escalated to Legal (mediation)**

None in February.

#### **Audit Program**

Following the completion of the registry operator audit focused on Domain Name System (DNS) security threats that was conducted from November 2018 through June 2019 (report available [here](#)), ICANN Compliance with OCTO developed an approach and is gathering information to launch a registrar audit also focused on DNS security threats. The approach and audit questionnaire are planned to be discussed with the Registrar Stakeholder Group after ICANN67.

#### **Compliance Matters Related to Registrars and Registry Operators**

In February, Contractual Compliance received 1,360 new complaints (1,251 in registrar complaint types, and 109 in registry operator complaint types) and sent 323 inquiries and notices (collectively referred to as "compliance notifications") to contracted parties. The 323 inquiries and notices refer to 1st, 2nd, and 3rd compliance notifications and do not account for notifications sent to request clarification or additional evidence following a contracted party's response.

The majority of notifications sent to registrars addressed obligations related to the accuracy of the WHOIS data associated with domain names, the handling of abuse reports, and RDAP implementation. The majority of notifications sent to registry operators addressed obligations related to zone file access requests. During February, Contractual Compliance closed 1,098 complaints without contacting the contracted party due to the complaint being out of scope of ICANN's policies and agreements. Examples of complaints closed without contacting the contracted party are where complainant did not respond to ICANN Contractual Compliance's request for evidence, complained about a domain registered in a country code top-level domain, submitted duplicate complaint before resolution of original complaint, or about an issue already resolved at the time the complaint was reviewed (e.g., domain subject to WHOIS inaccuracy complaint already). In all cases, the Compliance team educated complainants on ICANN's scope and provided alternatives.

The February 2020 Monthly Dashboard is published on [ICANN.org](https://www.icann.org).

### **Registration Data Access Protocol (RDAP) Implementation**

In February, the Contractual Compliance team continued processing Registration Data Access Protocol (RDAP) service-related compliance notifications. From October 2019 to February 2020, the Compliance team sent notifications to 291 registrars and 15 registry operators with respect to the implementation of RDAP service and registration of base Uniform Resource Locators (URLs). As a result, 241 registrars uploaded their URL to the Naming Services portal (NSp) and 12 registries registered their URL with IANA. The Compliance team continues to collaborate with contracted parties that have not yet implemented RDAP but have presented remediation measures to become compliant. These contracted parties are requested to provide regular updates to their open compliance tickets regarding their progress towards remediation. To date, Compliance has received no third-party complaints concerning RDAP. There has been no indication that any registrars or registry operators have ceased to operate WHOIS services.

In February, the Compliance team continued participating in regular cross-functional meetings surrounding the current status of RDAP enforcement, development of RDAP implementation into contractual amendments and timeline of transition from RDAP to sunset of WHOIS.

### **Policy and Working Group Efforts**

The Compliance team worked with MSSI on multiple reviews assessing the recommendations produced by review teams. In January, the following activities took place:

- Competition, Consumer Trust and Consumer Choice Final Recommendations –Updating documents in preparation for Board review.
- Provided input regarding metrics used for the Domain Name Marketplace Indicators initiative.
- Continued providing contractual compliance input for implementation of the Expedited Policy Development Process (EPDP) on Temporary Specification for gTLD Registration Data Phase 1 recommendations and participating in review of initial report for EPDP Phase 2.
- Red Cross and Red Crescent Reserved Names List Update – participated in Implementation Project Team meetings and related communications.

### **Compliance Outreach**

Contractual Compliance participated in the ICANN67 Prep Week by hosting a webinar and presenting a general update on 19 February 2020 regarding its activities since ICANN66.

### **Registrar and Registry Compliance Checks**

The Contractual Compliance team completed four registrars and 54 TLDs went through compliance reviews in February 2020 by request from the Global Domains Division (GDD) to ensure that a contracted party is in good standing. Requests came regarding the following Registry Operators Triggers for a compliance check include data escrow provider change, acquisition, name change, indirect control change, material change, change of control, contract renewal, and registrar terminations.

### **Enforcement of the Temporary Specification for gTLD Registration Data via the Interim Registration Data Policy**

In February, Contractual Compliance continued to process Temporary Specification-related compliance inquiries and:

- Closed two inquiries concerning requests for access to nonpublic registration data (Section 4.1 of Appendix A) as the registrars demonstrated compliance with the Temporary Specification requirements.
- Sent three new inquiries concerning the display of registration data in RDDS (Sections 2.2-2.6 Appendix A) while closing others as the registrars remediated areas of noncompliance.

In addition to the new inquiries referenced above, the Contractual Compliance team continued addressing certain previously submitted cases currently under remediation or pending further response and collaboration. Additionally, the Contractual Compliance team continued educating complainants on Temporary Specification requirements for out of scope or invalid complaints (e.g., where complainants believe registration data redacted per the Temporary Specification is “missing” from public WHOIS, privacy/proxy service data are redactions, or that all non-European data should be displayed, etc.).

The Contractual Compliance team also added clarifying language to its complaints submission webpage [here](#) pertaining to the submission of complaints related to requests for access to nonpublic registration data under Section 4.1 of Appendix A.

In February, the Compliance team continued:

- Providing contractual compliance input for implementation of EPDP Phase 1 recommendations, specifically concerning policy language and enforcement.
- Participating in the weekly EPDP Recommendation 27 analysis, including identification of impacts on ICANN policies and procedures, contractual obligations under the Registrar Accreditation Agreement and Registry Agreements, and how such impacts affect contractual obligations.
- Participating in sub-team meetings concerning rationale documents to identify conflicting Implementation Review Team (IRT) input and impacts on contractual obligations.
- Participating in review of initial report for EPDP Phase 2.

### **Annual Compliance Certification Review Efforts**

In February, Contractual Compliance continued its review of both registrar and registry operator annual compliance certifications. These certifications are required of contracted parties on an annual basis and due by 20 January each year. The certifications are affirmative confirmation by the contracted parties that they have conducted internal reviews and were in compliance with their contractual obligations for the prior year. Currently six registrars did not provide ICANN with the pre-filled annual certifications for 2019 and compliance is following up accordingly.

For registries, Contractual Compliance must review the content and form of each certificate submitted and follow up for missing certificates. Out of the 710 top-level domains (TLDs) that are required to submit certificates, 210 have been reviewed by the team. Most of the reviewed TLDs do not require further inquiries from Compliance.

### **TOP ISSUES & MITIGATION**

None.

## ICANN Org Report to the Board

Board Operations, Risk Management, Security Operations, and Office of the COO  
*Susanna Bennett, SVP & Chief Operating Officer (COO)*

### KEY HIGHLIGHTS & MILESTONES

Key highlights of this period are all related to the COVID-19 pandemic crisis, including:

- The Board Operations Team managed the virtual Board Workshop, the related Board work plan prioritization, and sustainable Board continuity planning.
- The Security Operations Team contributed to the pandemic Crisis Management Team leadership.
- Risk Management on the related risk assessments and continuity planning.
- Planning Team on the related impact to the FY21 and FY21-25 draft plans.

Key milestones include:

- FY21-25 Operating and Financial Plan (O&FP) and FY21 Operating Plan and Budget (OP&B) – drafts published in December 2019 for Public Comment. Published ICANN org staff report on the received public comments on 27 March.
- Launched ICANN's Open Data Platform Version 1.0 at ICANN67.
- Held January 2020 Board Workshop at the Los Angeles headquarters office, achieving and exceeding targets.
- Obtained detailed feedback from the Board Risk Committee on the Risk Appetite Statement.
- Active Shooting eLearning training was delivered to org and Board.

### OVERVIEW OF ACTIVITIES:

#### Operating Planning and Org-wide Programs

- *FY21-25 O&FP and FY21 OP&B*: In December 2019, ICANN published the [draft FY21-25 O&FP and FY21 OP&B](#) for Public Comment. With the objective of engaging with the community, Operations collaborated with ICANN org Finance and Communications to host several webinars during the Public Comment period. Comment submissions were received from nine community groups and three individuals, consisting 171 specific comments. Following the Public Comment period, org held a [virtual public session](#) at ICANN67 to discuss the community's comments with several community groups and individuals. The [Public Comment staff report](#) on the comments received was published on 27 March. The team is working on updating the draft plans based on community's feedback and assessing plan modifications related to the pandemic. The updated draft FY21-25 O&FP and FY21 OP&B are targeted for ICANN Board for adoption in May 2020.
- *Reporting of Progress towards the FY21-25 Strategic Plan* is important to ICANN's accountability and transparency. The team has been assessing improvements over the current reporting mechanisms while incorporating feedback from the community to develop an enhanced reporting of the progress toward the new five-year plan.
- *Open Data Program*: The ICANN [Open Data Platform](#) Version 1.0 was [launched at ICANN67](#). During the [virtual session of the launch](#), Operations, Engineering and Information Technology (E&IT), Office of the Chief Technology Officer (OCTO), and Communications shared an overview of the platform, featured several datasets and registration benefits. The platform now includes 32 datasets. ICANN org appreciates the [community's inputs](#) for the start of the platform and will continue to seek feedback from the community to improve user experience and assess next datasets release. Through this open platform, ICANN org is reinforcing its commitment to providing the global Internet community with access to the data it manages. The publication of the data aims to help build trust between ICANN org and the community and allows both to work towards enhancing accountability and processes.

**Board Operations Team:** The January Board workshop was held in the Los Angeles office, instead of area hotels, for the first time in years. It was a collaborative success that enabled a productive workshop while achieving \$52K cost savings – this remarkable 61% reduction compared to the cost of hosting the September 2019 Board workshop in a hotel far exceeded the savings target.

During the management of the virtual Board workshop, ICANN67 Board, and community sessions, the team focused on lessons learned to improve future virtual meetings.

In response to the COVID-19 pandemic, the team worked closely with the CEO, the General Counsel, and the Executive team to prioritize the Board's work plan, sustainable Board continuity planning, and reorganized 24 Board travel itineraries and 7 individual Board trainings. The Board Travel Policy and out-of-pocket expense reporting procedures were modified to improve efficiency and accountability. The team managed agenda planning, content, and logistics, tracked and reported meeting decisions for 14 Board working groups and caucus groups meetings, 18 Board committee meetings, 11 Board informational calls, two regular ICANN Board meetings, three ICANN Board special meetings, and five meetings of the PTI Board, totaling 53 (60 in previous period). The team also supported the Board in managing submissions to three review Public Comment periods and facilitated the responses to 22 letters related to .org received from the government and community.

**Risk Management:** After review by the org Executive team, the Risk Appetite Statement was presented to the Board Risk Committee (BRC) after which the committee members provided in-depth feedback. The next version will be presented to the BRC with a request for endorsement to present to the full Board. The continuity plan work was updated to focus specifically on maintaining ICANN operations while working remote for an extended period. Additionally, The Org Risk Liaison Network began working to incorporate existential threats into the Risk Register as part of the Board Operational Priorities. The approach leverages existing Risk Register processes to help deliver the BRC's monitoring of the threat landscape for existential risks to ICANN's mission. Risk Management provided extensive feedback and guidance for the second Security, Stability, and Resiliency Review (SSR2 Review) comments. An Executive Risk Management Committee meeting was held on 6 April to review the Risk Appetite Statement, Long-Term Remote Working Capability Assessment, and the org Pandemic Risk Assessment.

**Security Operations Team:** The team has been instrumental in shaping and driving ICANN's crisis response to the COVID-19 pandemic. Very early on, the Security Operations team leveraged pre-built crisis management planning and initiated ICANN's crisis response with the activation of a dedicated Adaptive Crisis Management Team (A-CMT), on which Security Operations team members hold the crucial roles of Team Coordinator and Team Tracker. The Security Operations team very quickly became the font of all information related to COVID-19, helping to inform the A-CMTs critical decision making. As COVID-19 gained a foothold around the globe, Regional Crisis Management Teams (R-CMTs) were established under the guidance and direction of the Security Operations team, with each Regional Security Manager (RSM) acting as each team's coordinator. Prior to COVID-19 becoming such a daily focus, the team was also able to deliver Active Shooting eLearning training to all staff and the Board as well as Emergency Response and Travel Awareness training at the Latin America and the Caribbean (LAC) regional staff workshop. The team bolstered its Kidnap for Ransom and Threat Management preparedness and coordinated first aid and fire prevention training in Istanbul. Lastly, security enhancements were made in the Los Angeles office to prepare a dedicated room for sensitive meetings and discussions.

## **TOP ISSUES & MITIGATION**

None.

## ICANN Org Report to the Board

Global Human Resources, Administrative Services  
*Gina Villavicencio, SVP, Global Human Resources*

### KEY HIGHLIGHTS & MILESTONES

During this period, the Global Human Resources and Administrative Services departments were actively engaged in supporting and coordinating many key aspects of ICANN's response to the COVID-19 pandemic to minimize risk to the health and safety of all staff. Other key activities include the commencement of a review and refresh of the current job grade structure, the global launch of "ICANN University", our new central platform for all learning and performance management for all ICANN staff, and the launch of a Project Management Network to develop a consistent, standardized project management framework across the organization. In addition, improvements were made to several of our offices around the globe.

### OVERVIEW OF ACTIVITY

- **COVID-19 Response:**
  - In support of ICANN org's response to COVID-19, adherence to travel restrictions and social distancing, ultimately a work-from-home (WFH) requirement was implemented for all staff on 11 March 2020.
  - In an effort to support the staff during an unprecedented global crisis, information was shared regionally on how to access healthcare during a pandemic, detailed WFH FAQs were developed to help maintain communications and connection among staff and minimize disruption, weekly ICANN-wide information calls led by the CEO were initiated, and special guidance was offered to people managers as well as training opportunities for all staff as outlined below under "Staff Learning and Development".
  - Implementation of the required changes to U.S. government mandated leave laws was also coordinated as a result of COVID-19.
- **Annual Staff Engagement Survey 2020:**
  - Preparations began for our annual staff engagement survey scheduled to commence June 2020. The survey, which will be independently facilitated by DecisionWise for the third consecutive year, measures trends and helps prioritize action to continue improving staff engagement based on their confidential feedback.
- **Performance Management:**
  - Began preparations for the FY20 SR2 performance review cycle and communicated a preview of key dates and deliverables to staff.
- **Talent Acquisition:**
  - Filled 14 regular staff vacancies including appointments for the SVP Government & IGO Engagement, VP Stakeholder Engagement and Managing Director of Brussels, and Director Governance and Operations Support – Legal.
  - Key feedback from staff during the 2019 Engagement Survey was to prioritize career and professional development opportunities, and it is encouraging to note that for FY20 year-to-date, 20% of all vacant positions were filled internally and of these 56% were cross-functional transfers.
- **Benefits:**

- Completed the Request for Proposal process and selection of a 401(k) Plan Fiduciary Advisor.
- **Compensation:**
  - A total of 376 staff completed the FY20 SR1 performance review process and at-risk payments were successfully paid out in December.
  - In partnership with outside compensation experts, Willis Towers Watson, began a Grades and Ladders Project to review and refresh the current internal grade structure in order to remain competitive for attracting and retaining talent while establishing career level guides for staff to better support career development.
  - Completed four training workshops for managers on how to write job descriptions in order to improve the clarity and consistency of job requirements.
- **Staff Learning and Development:**
  - Launched an internal Learning Management System, ICANN University, a central platform for all staff learning and performance management. ICANN University is the first step toward building a culture of learning, making it easier for staff to find all training available to them to advance their internal growth opportunities, empower managers to take more action for staff development, and provide enhanced reporting and enrollment features.
  - Launched our new Project Management Network, consisting of 11 staff members from different departments tasked with developing a consistent, repeatable, and standardized project management framework across the organization. Key outcomes and objectives of this network include criteria for defining projects, a project management workbook identifying an approach for determining business needs, obtaining approvals, gathering requirements, documenting project plans, tracking budgets, clarification of roles and responsibilities (RACI), and measurement of completion and successes.
  - Launched an Administrative Assistant Network, consisting of 11 assistants. The goal of the Administrative Assistant Network is for the staff in similar support roles to communicate on a consistent basis to exchange experiences, share best practices, and improve their support of each other. This network was launched with the executive assistants initially and will eventually be expanded to include all staff in an assistant role.
  - Provided specific training to address the COVID-19 WFH mandate: How to Lead in a Crisis podcast, Leading Virtual Meetings micro course, and COVID-19 Protecting Yourself and Others webinar.
  - Continued to enhance staff knowledge of the organization's functions through more "Getting to Know ICANN" sessions.
  - Continued our Leadership Education and Development (LEAD) Program for all people managers, which is aimed at fostering a consistent leadership culture and enhancing staff engagement and performance globally.
- **Administrative Services:**
  - Completed the following improvements to our offices: new nursing room for mothers in Singapore, blast resistant window film in Istanbul, and minor renovations including lavatory upgrades in Los Angeles.
  - Provided administrative and facilities support for the Board workshop that took place 24-26 January 2020 in the Los Angeles office and also for the virtual ICANN67 meeting, including extensive preparations for technical and electrical enhancements.



- **Global Health and Wellness:**

- Continued the roll-out of our global wellness program “ICANN | BE WELL”, which was created to help our people be their best by focusing on total health, including physical, mental, social, and financial wellness.
- Began rollout of a wellness space at each office that will serve as a physical space for staff to relax and rejuvenate.
- Celebrated International Women’s Day 26 February through 8 March 2020. This year’s theme, #EachforEqual, focused on our collective responsibility to promote equality. Activities included staff participation to share stories of women who had a positive impact on their lives.
- Coordinated annual charity donations in December at all ICANN offices, including our 11th Annual Food Bank Drive in Los Angeles, collecting and donating over 400 pounds (181 kg) of food and hundreds in cash donations.

## **TOP ISSUES & MITIGATION**

With the changes to normal day-to-day activities that COVID-19 has caused across the globe, our focus on staff mental health and engagement will continue to be a key area of focus in the coming months.

## ICANN Org Report to the Board

Engineering & Information Technology (IT)

*Ashwin Rangan, SVP, Engineering & Chief Information Officer (CIO)*

### KEY HIGHLIGHTS & MILESTONES

In March we successfully transitioned ICANN67, which was to be held in Cancún, Mexico, to a fully virtual meeting, supported out of the Los Angeles office. Zoom was used as the main platform for participation, with live language interpretation in two languages and real-time transcription services for many sessions. During the same time period, we increased the monitoring of service level agreements for contracted parties through improvements to our Service Level Agreement Monitoring service, improving our compliance efforts. The Latin America and the Caribbean Regional At-Large organization (LACRALO) mailing list is on a new platform which supports near real-time translation of a mail listserv supporting the Latin American and the Caribbean community. This could be a global first. Last, ICANN officially launched version 1.0 of the Open Data Platform during the [Open Data session](#) at ICANN67. This first version of the new platform allows users to search, browse, view, and download the available data for 32 individual datasets, and features analysis and visualization tools.

### OVERVIEW OF ACTIVITY

#### THE PILLARS

##### Front Office Relationship & Delivery (FORD) Team

###### **Universal Acceptance**

Updated the ICANN Universal Acceptance (UA) case study for use by the Universal Acceptance Steering Group (UASG), highlighting the org's commitment and approach to UA-readiness for all applicable business-directed services. Internally, only a handful of services remain which need to become UA-ready, paced by various technical and vendor constraints.

###### **Platform Reduction**

Platform consolidation continues to progress. We have 113 services in production today. During March, we defined a path to reduce this portfolio to 82 services across 6 platforms by 2024.

##### Community Collaboration Pillar

**The Information Transparency Initiative (ITI):** The primary focus is a soft launch of the new icann.org website in May. The key milestone for this quarter was delivering a new public comment feature for community feedback on 7 February.

**Working Group Enrollment:** Working Group Enrollment was run through a third-party security assessment and findings were remediated.

**LACRALO Email Translation Tool (Transbot):** Launched a completely re platformed "Transbot", which provides a more stable, near real-time translation experience for the LAC community.

## **Community Engagement Pillar**

**Single Sign-On:** Key progress has been made on moving applications onto ICANN Account, our single sign on (SSO) solution which now allows a single password and authentication for ICANN Meetings, Learn, Centralized Zone Data Service, and Fellowship with readiness for Information Transparency Initiative (ITI), Open Data Platform (ODP), and Working Group Enrollment.

**Fellowship:** The Fellowship program has completed implementing the new consolidated platform, Wizehive, and will launch this new service in the next application round.

## **Contracted Parties Pillar**

**Naming Services portal:** On track to getting Naming Services portal Compliance ready for Beta on May 18. Business users are currently testing WHOIS, smart form, and core functionality.

## **Technical Services Pillar**

**BRDA (Bulk Registration Data Access) Validation with GDPR:** This important project was deployed to production on 27 January 2020. The project's scope was to validate BRDA deposit files for conformance with the BRDA specification, detection of additional BRDA objects and attributes (with potential personally identifiable information (PII) data) for GDPR compliance, upload BRDA valid data to big data solution such as Snowflake, and launching notifications to the Compliance team for BRDA files not passing validations. .

**2019 SLAM Enhancements: Zabbix Compliance Monitoring:** Zabbix compliance monitoring will generate alerts for business, compliance, and registry consumption for "Registry Agreement Specification 10.2 Service Level Agreement Matrix". Launched 1 Apr 2020.

## **Staff Operations Pillar**

### ***Oracle ERP Finance & HCM:***

**Department Level Budgetary Control:** Budget allocations at department level were implemented January 2020, providing flexibility to budget owners to move funds across projects within the department.

**Belgium Payment Automation:** Completed successfully. Users submit payment batches; upon approval, ACH and wire payments are transmitted to HSBC Belgium automatically. Eliminated a manual process.

**Halogen Optimization:** Learn module successfully implemented go-live date 21 January 2020. Succession planning is scheduled to be configured in April 2020.

**Automated Financials Statements in Oracle:** Cash flow, statement of accounts, trial balance consolidation, and balance sheet consolidation reports delivered in Smart view. Eliminated manual preparation of financial statements.

## **Open Data Platform:**

ICANN officially launched version 1.0 of the Open Data Platform, during the Open Data session at ICANN67. This first version of the new platform allows users to search, browse, view, and download the available data for 32 individual datasets, and features analysis and visualization tools. Additionally, the Open Data Platform registration is using the ICANN Account service to enrich the user experience.

## **THE PLANKS:**

### **Software Engineering**

**Continuous Integration and Continuous Delivery (CICD):** Breaking down overall progress into four key indicators (Automated Build, Full CI, Automated Deployment, Full CD) allows granular service level status tracking org wide for just CI/CD metrics. Automated build has org wide status of 86%. Full CI has org wide status of 78%. Automated Deploy has org-wide status of 67%. Full CD has org-wide status of 62%. Efforts are still underway to raise these numbers for all services capable of the CICD model.

**Standardization and Process:** Software Engineering created a technical governance document that outlines the standardized format we are striving for any new and existing services to follow. From the technical detail side, we have itemized a process to standardize each type of technology we use in order to give a granular look at where a service lands when it is compared to our gold standard with simple yes or no questions. This approach will contribute to our goal of achieving CMM Level 4 status.

**CMM Journey:** We have remained highly engaged with the Strategy department on our CMM journey. We have finalized our questionnaire listings and have piloted through our different pillars with promising results. While there is still a long road ahead, the journey is providing good reflection material on how we govern and run projects and projections.

### **Data Center and Cloud Ops, Meetings Technical Services and End User Support (EUS)**

**Data Center and Cloud Ops - Email Address Internationalization (EAI):** We are making good progress on the project to upgrade all email systems to support full Unicode email addresses in support of Universal Acceptance. This includes upgrading our internal email exchangers, upgrading our Microsoft Exchange client mailbox servers, and upgrading our Proofpoint email security and archiving solutions. The Proofpoint email security solution is the most difficult since the vendor has quite a bit of work to make their solution EAI compliant.

**Data Center and Cloud Ops – Authentication Standardization and Audit:** We are making excellent progress with both assessment and remediation of our services against our updated authentication standards. We are prioritizing services based on data sensitivity. Many services have been cleared as compliant and several services have already been remediated to comply with the new standards.

**Meetings Technical Services - ICANN67 Virtual Meeting:** Successfully transitioned ICANN67 Cancún to a fully-virtual meeting, supported out of the Los Angeles office. Zoom was used as the main platform for participation, with live language interpretation and real-time transcription services supported for many sessions.

## **Security and Network Engineering**

**DNS Engineering – ICANN Managed Root Server (IMRS) Singapore Location:** On 7 Nov 2019, the ICANN Board approved the availability of funds for the installation of an IMRS cluster to be installed in Singapore. The public tender process was completed at the end of February and the suppliers of hardware and services have been selected. Due to the COVID-19 pandemic the ability to use staff resources for the installation were suspended. DNS engineering is investigating the ability to use on-site colocation facility services to install the IMRS cluster.

**Network Engineering – WiFi improvements:** We upgraded the WiFi controller infrastructure in LA to increase WiFi security.

**Information Security - NIST CyberSecurity Framework (CSF):** Adoption of the NIST CSF, a whole of organization framework, is tracking its roadmap through the use of the Baldrige Performance Excellence Program. It is anticipated that ICANN will be prepared to perform a self-assessment of its information security framework in this calendar year, with a third-party audit in 2021 when environmental and public health concerns have abated.

**Information Security - Overall Information Security posture:** ICANN achieved a significant result in this period. ICANN experienced zero (0) information security incidents for the previous six months. This is an accomplishment for all of E&IT and recognition should be given to their efforts.

## ICANN Org Report to the Board

Office of the Chief Technology Officer (OCTO)

*David Conrad, SVP & Chief Technology Officer*

### KEY HIGHLIGHTS & MILESTONES

- OCTO published several documents in our document series and gave several technical presentations to the community.
- Name Collision Analysis Project (NCAP) Study 1 is proceeding on schedule.
- The OCTO-Security, Stability, and Resiliency team started a new research effort to measure the prevalence of domain names on reputation lists and their associated registrars.
- The OCTO-Security, Stability, and Resiliency team continues to improve the DAAR processes and reports.
- OCTO continues to work on the project now formally known as the DNS Security Facilitation Initiative (DSFI).
- OCTO Technical Engagement team published a DNS fundamentals course in the ICANN online learning platform.
- OCTO-Security, Stability, and Resiliency and Research team members held a retreat in Brussels to discuss current research projects and opportunities.

### OVERVIEW OF ACTIVITY

**OCTO publications and presentations:** OCTO published three new documents in our series: [OCTO-004 \(5G Technology\)](#), [OCTO-005 \(IETF Year in Review for 2019\)](#), and [OCTO-006 \(DNSSEC: Securing the DNS\)](#). In addition, [OCTO-003 \(Local and Internet Policy Implications of Encrypted DNS\)](#) was updated. OCTO team members also made technical presentations at several events, including OARC 32 and FOSDEM 2020.

**Name Collision Analysis Project (NCAP) update:** NCAP Study 1 is proceeding on schedule. The contractor engaged to produce NCAP Study 1 delivered a draft report in January. The NCAP Discussion Group, which consists of Security and Stability Advisory Committee (SSAC) and interested community members, reviewed and offered feedback. In mid-February, OCTO opened a Public Comment on the draft report, which will run through the end of March. No comments have been received yet as of 30 March 2020.

**Registrar Reputation Project:** OCTO-SSR started a new research effort at the request of the ICANN org Compliance group to analyze domain names on reputation lists and the associated registrars for those domain names. The project makes use of Bulk Registration Data Access (BRDA) data and WHOIS queries at scale to determine the name-to-registrar associations. A draft report has been distributed and work on refining the process continues.

**Domain Abuse Activity Reporting (DAAR) Version Two:** OCTO-SSR continues to work with the DAAR provider and interested parties to improve the DAAR processes and reports. Contracts are in place with our provider for including ccTLD data in the reports, which will in turn allow the ICANN org to make that data available to the participating ccTLDs through Monitoring System Application Programming Interface (MoSAPI). gTLD data is already available through this Application Programming Interface (API). Regular discussions are ongoing with the Registries Stakeholder Working Group (RySG WG) on DAAR and we are hopeful that they will lift their embargo on our discussions so that we can include their input in a proposed new DAAR monthly report.

**DNS Security Facilitation Initiative (DSFI):** OCTO continues to work on the project now formally known as the DNS Security Facilitation Initiative (DSFI). Progress is slow but steady. A steering committee comprising Board and ICANN org executives was formed. A decision was made to investigate the formation of a Technical Study Group to advise the ICANN CEO on actions and solutions that may be suitable for ICANN org to undertake.

**Technical Engagement (TE) Update:** The OCTO TE team finalized and published a course on DNS fundamentals in the ICANN org online learning platform. TE continues to work with the GSE team to refine our joint goal of further raising awareness of the ICANN technical remit, particularly around DNS ecosystem security. Finally, TE conducted a workshop on handling DNS abuse for the Austrian national police.

**Research Retreat:** The hiring of two new SSR Specialists in the OCTO-SSR group provided a timely opportunity to bring together the OCTO SSR and Research teams to discuss future research efforts. The teams spent two days in the ICANN Brussels office in early February and held discussions on both current research and future research opportunities.

#### **TOP ISSUES & MITIGATION**




- There have been no comments from the community on the draft of NCAP Study 1, but another Public Comment will follow when Study 1 is finalized.
- ICANN SSR staff are in regular discussions with the RySG DAAR WG, but much of the discussion is still under an embargo. This restriction causes complications when trying to further some of the discussions outside the group.






# FACT SHEET

## IANA Functions Review (IFR) Fact Sheet

### Key data points:

- Completion, based on duration: 29%
- Budget spent and committed: 0%
- Participation rate: 64%
- Milestones completed: 40%

IANA Naming Function Review (IFR)																																			
Fact Sheet as of: 31-Mar-2020																																			
<p><b>Overview:</b> The Board shall cause a periodic review to PTI's performance of the IANA naming function against the contractual requirements set forth in the IANA Naming Function Contract and the IANA Naming Function SOW to be carried out by an IANA Function Review Team (IFRT).</p> <p>Consistent with ICANN's mission and Bylaws, Section 18.3(a), the review team will assess the needs and expectations of IANA Naming function direct customers and the broader community, and then determine if there are any gaps in PTI's performance. The IFRT will examine PTI's performance against SLAs originally developed by the community; review PTI's annual Customer Service Survey; discuss PTI's performance with the Customer Standing Committee; solicit input through the first Public Comment of an Initial Draft; and other methods that the Review Team deems appropriate.</p>	<p><b>Wiki Page:</b> <a href="https://community.icann.org/display/IFR/IANA+Naming+Function+Review">https://community.icann.org/display/IFR/IANA+Naming+Function+Review</a></p> <p><b>Contact the IFRT:</b> <a href="mailto:input-to-IFRT@icann.org">input-to-IFRT@icann.org</a></p> <p><b>Review Questions:</b> <a href="mailto:IFR@icann.org">IFR@icann.org</a></p>	<p><b>Review Status (as of 31 Mar 2020)</b></p> <p><b>Start Date:</b> _____ <b>Review Duration to Date:</b> <b>4</b> Month(s)</p> <p><b>Expected Completion:</b> _____ <b>Total Expected Duration:</b> <b>14</b> Months</p> <p> <b>29%</b> Complete, Based on Duration</p> <p> <b>0%</b> Budget Spent/Committed by Review Team</p>		<p><b>IFRT Co-Chairs:</b> Fred Neves Tomslin Samme-Nlar</p> <p><b>ICANN Project Mgr:</b> Amy Creamer</p>																															
<p><b>Section I: People (as of 31 Mar 2018)</b></p> <p><b>Volunteer Participation Rate</b></p> <p> <b>64%</b></p> <p><b>Number of Meetings: plenary and leadership calls</b> <b>16</b> Meetings</p> <p><b>Volunteer time: plenary and leadership meetings</b> <b>101</b> Hours</p> <p><b>Staff time: plenary and leadership meetings</b> <b>37</b> Hours</p>		<p><b>Section II: Financial Resources (as of 30 Apr 2018)</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Direct Review Costs<sup>(1)</sup></th> <th>Approved Budget</th> <th>Spent to Date<sup>(2)</sup></th> <th>Committed Services<sup>(3)</sup></th> <th>Total Spent and Committed to Date</th> <th>Remaining Budget</th> </tr> </thead> <tbody> <tr> <td>Travel</td> <td>\$53,863</td> <td>\$0</td> <td>\$0</td> <td>\$0</td> <td>\$53,863</td> </tr> <tr> <td>Space &amp; Catering</td> <td>\$3,375</td> <td>\$0</td> <td>\$0</td> <td>\$0</td> <td>\$3,375</td> </tr> <tr> <td>ICANN Org Support</td> <td>\$6,933</td> <td>\$0</td> <td>\$0</td> <td>\$0</td> <td>\$6,933</td> </tr> <tr> <td><b>Total</b></td> <td><b>\$64,171</b></td> <td><b>\$0</b></td> <td><b>\$0</b></td> <td><b>\$0</b></td> <td><b>\$64,171</b></td> </tr> </tbody> </table> <p><small><sup>(1)</sup> Excludes ICANN organization and overhead allocation. <sup>(2)</sup> Based on the most recent month end financials (may not include recent expenditures). Represents expenses incurred since inception of work. <sup>(3)</sup> Professional services include a services from signed contracts to be provided or invoiced; travel includes projected expenses for planned meetings.</small></p>				Direct Review Costs <sup>(1)</sup>	Approved Budget	Spent to Date <sup>(2)</sup>	Committed Services <sup>(3)</sup>	Total Spent and Committed to Date	Remaining Budget	Travel	\$53,863	\$0	\$0	\$0	\$53,863	Space & Catering	\$3,375	\$0	\$0	\$0	\$3,375	ICANN Org Support	\$6,933	\$0	\$0	\$0	\$6,933	<b>Total</b>	<b>\$64,171</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$64,171</b>
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Section III: Milestones (as of 31 Mar 2018)				
<p><b>Review Planning</b> 20% of total effort</p> <p></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Determine role of observers</li> <li><input checked="" type="checkbox"/> Determine leadership</li> <li><input checked="" type="checkbox"/> Finalize legal docs (Conflict of Interest policy, NDA, Statement of Interest)</li> <li><input checked="" type="checkbox"/> Adopt methodology and framework that identifies prioritized focus of RT work (Scope)</li> <li><input checked="" type="checkbox"/> Adopt and publish Terms of Reference/communication with Board</li> <li><input checked="" type="checkbox"/> Adopt and publish Work Plan</li> <li><input checked="" type="checkbox"/> Define Review Team project management roles and responsibilities, including budget</li> <li><input checked="" type="checkbox"/> Identify need for and deliver proposal on division of work</li> <li><input checked="" type="checkbox"/> Develop and adopt outreach plan</li> <li><input checked="" type="checkbox"/> Send adopted Terms of Reference and Workplan to Board</li> </ul>	<p><b>Research &amp; Studies</b> 20% of total effort (to be reviewed by RT)</p> <p></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Assemble repository of background materials</li> <li><input type="checkbox"/> Identify briefings/data sources needed</li> <li><input checked="" type="checkbox"/> Determine need for independent expert(s) and develop Statement of Work</li> </ul>	<p><b>Draft Report</b> 35% of total effort</p> <p></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Review Team members to present initial findings to Review Team</li> <li><input checked="" type="checkbox"/> Develop/adopt template for findings, recommendations and report</li> <li><input type="checkbox"/> Assemble findings and potential recommendations</li> <li><input type="checkbox"/> Cross-check interim recommendations with scope/Bylaws, obtain feasibility assessment</li> <li><input type="checkbox"/> Socialize draft recommendations with community</li> <li><input type="checkbox"/> Publish Draft Report for Public Comment</li> <li><input type="checkbox"/> Adopt public comment summary for publication</li> </ul>	<p><b>Final Report</b> 25% of total effort</p> <p></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Review public comment received and incorporate as appropriate</li> <li><input type="checkbox"/> Cross-check final draft recommendations with scope/Bylaws and obtain feasibility</li> <li><input type="checkbox"/> Approve final findings, recommendations and report for Board consideration</li> <li><input type="checkbox"/> Submit Final Report to ICANN Board</li> <li><input type="checkbox"/> Identify one or two Review Team Members to remain available for clarification as may be needed during the planning phase of implementation of Review Team Recommendations</li> </ul>	
				<p><b>TOTAL:</b> <b>40%</b> Milestones Completed</p> <p></p>



## ICANN Org Report to the Board

Global Stakeholder Engagement, Meetings, Public Responsibility Support  
*Sally Costerton, Sr. Advisor to President & SVP, Global Stakeholder Engagement*

### KEY HIGHLIGHTS & MILESTONES

*This report covers Global Stakeholder Engagement (GSE), Meetings and the Public Responsibility Support Department activities from 3 December 2019 to 27 March 2020.*

During this period, Global Stakeholder Engagement supported ICANN org efforts to shift community engagement activities from in-person events to virtual sessions in response to COVID-19. GSE participated in the ICANN67 Virtual Community Forum and delivered a number of engagements prior to the suspension of travel. The team also conducted virtual readouts and webinars to promote community feedback on regional engagement plans for Africa, Asia Pacific, Latin America & the Caribbean, and the Middle East and adjoining countries. These efforts are described in the next section. The Middle East DNS Forum planned for March 2020 in Riyadh, Saudi Arabia, was postponed.

**Public Responsibility Support (PRS)** shifted its emphasis into developing new content for the community. The DNS Fundamentals course was launched on [ICANN Learn](#), ICANN's online capacity development platform. This course was produced in collaboration with the Office of the Chief Technology Officer (OCTO), and it is a major milestone in meeting community demand for such content. The course will be translated into the standard U.N. languages and Portuguese. Upcoming courses will cover topics such as ICANN's Picket Fence, Constructive Dialogues, and Registrant Basics.

**The Meetings team** successfully managed the virtual ICANN67 meeting, a series of review team and Advisory Committee face-to-face meetings prior to the suspension of travel, along with advance preparation for upcoming ICANN meetings in 2020 and 2021.

At virtual ICANN67, GSE and PRS teams conducted regional sessions such as the LAC Space, Africa Regional Engagement Strategy, and APAC Space.

### OVERVIEW OF ACTIVITY

GSE added two new staff during this period. Seher Sagiroglu joined GSE as an internal hire from ICANN Compliance in the Istanbul office, and Mikhail Anisimov joined ICANN as head of Eastern Europe & Central Asia, based in Moscow. Seher works with the regional engagement teams in Africa and the Middle East and supports stakeholder engagement in Turkey.

GSE supported a variety of events and training (both in-person and virtual sessions) between December 2019 and March 2020. These included GSMA Mobile 360 Middle East, the 6<sup>th</sup> Africa Regional Workshop for Heads of Cybercrime Units in Nairobi, ICANN66 Readout in Beijing, ICANN66 Readout for the Middle East community with Manal Ismail, ICANN66 Readout in Puerto Rico; ICANN66 Readout for the Eastern Europe and Central Asian stakeholders, ICANN66 Readout in Istanbul, and an ICANN66 Readout in Japan.

GSE also supported the Information and Communications Technology (ICT) Summit Istanbul and OCTO Tech Talk by David Conrad; DNS ecosystem security trainings in Hungary and Estonia, DNS abuse and misuse workshop in the United Arab Emirates; DNSSEC trainings in Finland and Iceland, SIDI Winter School on Internet Governance in Bucharest, Romania;

PACNOG 25 in Fiji; Telecommunications and Media Forum DC; AFRICOM 2019; AFRINIC 31; 25<sup>th</sup> anniversary of .mg ccTLD in Madagascar; Chad DNS Forum; India Internet Week; Internet Governance Forum (IGF) 14 Readout and China IGF; the China Universal Acceptance Local Initiative kickoff; Kuala Lumpur site visit for ICANN68; CENTR General Assembly in Slovenia; academic engagement in India, Netherlands, Kenya, and Turkey; Domain Pulse with ICANN Board Chair Maarten Botterman; NetMission Academy 2020; Arab IGF 2020; among other regional events.

**Public Responsibility Support (PRS)**, in collaboration with the Communications team, launched the third track of the ICANN History Project, [ICANN's Global Expansion](#). The project captures stories from those who shaped ICANN's past and its evolution over time. The content is presented through thematic tracks to enable users to delve into the topics of their interest.

A proposed approach for changes to the NextGen@ICANN Program was published for Public Comment between 11 February and 31 March 2020 (<https://www.icann.org/public-comments/draft-proposal-nextgen-2020-02-11-en> ). Suggestions received during the community consultation that informed the proposed approach include increasing the level of community involvement in the selection and mentoring of applicants, as well as greater clarity around the program's goals and purpose.

#### **Global Meetings Operations:**

- During this period (January-May 2020), the Meetings team supported 12 face-to-face meetings: the Security, Stability, and Resiliency Two (SSR2) meeting in Washington D.C. in January; the Latin GP Meeting in Brussels in January; the Executive and Board workshops in Los Angeles in January; the Los Angeles GNSO Strategic Planning Session 2020 in January; the EPDP - Phase 2 Team Meeting in Los Angeles in January; the Supporting Organizations (SO) and Advisory Committees (AC) leadership meeting in Los Angeles in January; the GDD All-Hands meeting, Global Support Summit meetings, Governance Department workshop and Communications and Language Services retreat meetings in Los Angeles in February; ATRT3 meeting in Brussels in February; ICANN67 Virtual Community Forum in Los Angeles in March.
- From March to May 2020, we have cancelled or postponed 17 face-to-face meetings: the Mobile World Congress; ICANN67 in Cancún (transformed into a virtual meeting); Middle East DNS Forum; MEA Staff Meeting; Root Server System Advisory Committee (RSSAC) Meeting; Nominating Committee Intersessional; EPDP-P2Meeting; Executive Team Meeting; Board Retreat; GDD Staff Meeting; 2020 GDD Summit; Registrations Operations Workshop (ROW); ICANN DNS Symposium; DNS OARC; OCTO Retreat; and the Security and Stability Advisory Committee (SSAC) Administrative Committee meeting.

#### **Travel Services Department:**

- Travel Services serviced 117 travelers from the months of November to May, across 11 Meetings.
- ICANN67 in Cancún had 221 funded travelers and 79 ICANN org travelers (consultants/contractors).
- ICANN67 cancelled 459 tickets for staff and funded travelers.
- ICANN67 rebooked 30 ICANN org travelers (consultants/contractors) to go to Los Angeles (flight and hotel).
- Cancellations: 349 travelers (includes ICANN67) from March until May across 7 meetings.

## **TOP ISSUES & MITIGATION**

During this period, GSE continued working with other community facing teams - OCTO, Government Engagement, GDD, and Communications - to understand team priorities in the regions related to the FY21-25 ICANN Strategic Plan. GSE contributed substantially to the draft Operating Plan and Budget process. This work is still underway and will continue through the Public Comment process on the Operating Plan and Budget, as we move into implementation of the strategic objectives in the FY21-25 Strategic Plan.

GSE facilitated community discussions on DNS ecosystem security, the Registration Data Access Protocol, Universal Acceptance, Internationalized Domain Names, Domain Name System Security Extensions (DNSSEC), Root Server System evolution and ICANN meeting Readouts post-Montréal and pre and post-ICANN67. The GSE team continues to work with OCTO to deliver DNS ecosystem security talks for ICANN org departments and community stakeholders. Two trainings were delivered in the Brussels and Istanbul offices in December 2019, along with a training in the Singapore office in January 2020. GSE has continued to offer regular staff training sessions through Zoom on DNS ecosystem security, DNS privacy, DNSSEC, and GDD topics.

Additionally, GSE has participated in the cross-functional implementation teams currently analyzing the Competition and Consumer Trust (CCT) Review Recommendations, Registration Directory Service (RDS-WHOIS2) Recommendations, third Accountability and Transparency Review (ATRT3) draft report, SSR2 draft report, and the Subsequent Procedures for new gTLDs work. Participating in these review implementation teams, and understanding the interdependencies, has involved a number of hours during this period.

PRS continues to support two ICANN Board operational priorities for calendar year 2020: Developing a Public Interest Framework and the Working Group on Anti-Harassment.

Due to the virtual nature of ICANN67, selected applicants of the Fellowship and NextGen@ICANN programs were deferred to ICANN69 and ICANN70 respectively. The ICANN Academy Leadership Program was canceled, and the next iteration will take place at ICANN70.

## ICANN Org Report to the Board

Communications & Language Services

*Sally Newell Cohen, SVP, Global Communications*

### KEY HIGHLIGHTS & MILESTONES

The Communications and Language Services teams continue to provide counsel and guidance to internal and external stakeholders, while also progressing on a number of important ICANN org and community deliverables.

In January, the entire Global Communications team met in Los Angeles, California, for our yearly All-Hands meeting. Over the course of three days, the team worked to strengthen working relationships, discuss goals and priorities, identify potential efficiencies, and prepare for the year ahead.

The Communications team has played an integral role in navigating ICANN org's response to the challenges arising from the COVID-19 pandemic. In addition to the development of blogs and announcements to provide the community with updates and guidance, the team has been responsible for providing frequent messages to all staff and coordinating the weekly Info Calls intended to give staff information and support during this time of global upheaval.

### OVERVIEW OF ACTIVITY

**ICANN67:** Both the Communications and Language Services teams assisted in the planning, development, and execution of ICANN67, which was transitioned from an in-person meeting to an entirely remote meeting due to the COVID-19 pandemic. This included the development of announcements, blogs, video materials, messaging, daily newsletters and session recaps, and remote participation management during key community, such as the Public Forums and Executive Q&A. The Language Services team was able to provide real-time interpretation in Spanish and French during a number of sessions, despite the technical and logistical challenges presented by the remote format.

**Information Transparency Initiative (ITI):** ITI is on track for soft launch in May 2020. The community will be able to preview the new functionality and staff training on content authoring will commence. Notable deliverables from the past quarter include a preview of revamped public comment functionality, which was based on community feedback. This was followed by a series of four dedicated demo sessions with community members, which yielded positive reactions. The team is now finalizing its post-soft launch plan.

**Messaging:** We continue to focus on streamlining ICANN's internal and external messaging, with a particular focus on ensuring that ICANN org's messaging is consistent. This effort will ensure that staff communication with external stakeholders is unified.

**Universal Acceptance:** The Communications team provided significant support to the Universal Acceptance Steering Group (UASG), including strategic guidance on messaging, tactics, and outreach activities. Additional projects included assisting with developing and editing content such as blogs, presentations for ICANN67, materials for an ICANN Prep Week webinar, and promoting all material through the UASG and ICANN channels.

**Language Services:** The Language Services team has concluded its update of the Language Services Policy and Procedures document. The team worked closely with ICANN's E&IT and Meetings teams in preparation for and support of the ICANN67 Virtual Community Forum,

including the functional and logistical changes required to adjust from 43 onsite interpreters for five languages to only Spanish and French interpretation offered virtually from the Los Angeles office. In addition to the team's ongoing translation, transcription, and teleconference support, they also worked on an initial business contingency planning document for team functions focused on staff, external vendors, and all processes.

**Media Engagement:** During this reporting period, ICANN's regional communications teams saw an increased level of interest from the media, particularly regarding the proposed transfer of ownership of the Public Interest Registry, the .COM contract amendment, and the decision to hold ICANN67 as a remote-only meeting. Our proactive media engagement strategy yielded a number of pieces, including a [feature in the Los Angeles Times](#) that was published both digitally and in the print edition, as well as articles in [The New York Times](#) and [The Economist](#).

### **TOP ISSUES & MITIGATION**

As threats and risks to the Domain Name System continue to increase, a heavy spotlight is shone on ICANN's role in ensuring its security, stability, and resiliency. The Communications and Language Services team is relied upon to provide organizational messaging and strategic guidance on how to navigate these new challenges. We continue to work to balance the ever-increasing support requests, both external and internal, with the resources available. This balancing act is all the more important when headcount remains stable, or temporarily decreases, while requests continue to increase.

## ICANN Org Report to the Board

Policy Development Support

David Olive, SVP, Policy Development Support

### KEY HIGHLIGHTS & MILESTONES

	Key Highlights and Top Issues	Milestones (Policy Advice & Development Work)
ASO	<p><b>Address Supporting Organization:</b></p> <ul style="list-style-type: none"> <li>All ASO Address Council (ASO AC) teleconferences are now open to observers in line with Recommendation 15 from the 2017 ASO Organizational Review. ASO AC teleconferences normally occur at 12:00 UTC on the first Wednesday of every month.</li> <li>The Address Supporting Organization Address Council (ASO AC) planned to convene in person in Cancún, Mexico, but canceled all sessions for the ICANN67 Virtual Community Forum. In the near future, the ASO AC will determine its work priorities for 2020 and identify dates and a location for its 2020 in-person meeting.</li> </ul>	<p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>For more information, including the teleconference schedule, observer privileges, and remote participation details, read <a href="#">here</a>.</li> </ul>
ccNSO	<p><b>Country Code Names Supporting Organization</b></p> <p><b>Activities:</b></p> <ul style="list-style-type: none"> <li>In March 2020 The ccNSO Council selected Katrina Sasaki (.LV) as Chair and Alejandra Reynoso (.GT) and Pablo Rodriguez (.PR) as Vice Chairs. The Chair and Vice Chairs are appointed for one year.</li> <li>In February 2020 the ccNSO formally nominated Patricio Poblete (.CL) to Board Seat 11 on the ICANN Board of Directors. Patricio Poblete will replace Chris Disspain at his end of term (AGM, ICANN69).</li> <li>The ccNSO requested a change of Article 10 and Annex B of the Bylaws to allow inclusion of IDN ccTLD in the ccNSO. To date, none of the 61 IDN ccTLD managers can become a member of the ccNSO due to Bylaw restrictions. With the launch of ccPD 4 and the letter to the Board requesting the Bylaw changes, the original ccPDP on the overall policy for IDN ccTLDs is fully replaced.</li> <li>The ccNSO cancelled all sessions for ICANN67. Although some of the topics and issues to be discussed were considered important and relevant for the ccTLD community, none was considered to be so urgent that the format needed to be adjusted to meet the requirements of a virtual meeting. The WGs continued their work. In the near future the ccNSO Council will review the impact of the cancellation and next</li> </ul>	<p><b>Policy Development:</b></p> <ul style="list-style-type: none"> <li>In December 2019, the ccNSO Council requested an <b>Issue Report to launch a ccNSO Policy Development Process to propose policy recommendations on the selection of IDNccTLD Strings</b>. Once completed, adopted and implemented this policy will replace the IDN ccTLD Fast Track Process.</li> <li>The <b>third ccPDP - to develop policy proposals for the retirement of ccPDP</b> -- has concluded its initial work and intends to publish its initial proposals in April 2020.</li> <li>Another part of the third PDP has started to develop recommendations for a <b>review mechanism pertaining to decisions on the delegation, transfer, revocation, and retirement of ccTLDs</b>. This was the first time the call for volunteers was preceded with a webinar to inform the community about scope, purpose, and expectations of membership. As a result, representatives from ccTLDs who have never participated on a WG, volunteered and were appointed on the WG.</li> </ul>

	steps both in terms of the number and kind of sessions and priorities of work items.	
GNSO	<p><b>Generic Names Supporting Organization Council:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Adopted</a> the PDP 3.0 Implementation Final Report.</li> <li>• <a href="#">Adopted</a> the GNSO Council Review of ICANN66 GAC Communiqué for submission to the ICANN Board.</li> <li>• Confirmed the selection of Keith Drazek to serve as the GNSO Representative to the Empowered Community Administration.</li> <li>• Selected Amr Elsadr to serve as a mentor to serve on the ICANN Fellowship Program.</li> <li>• Reappointed Julf Helsingus to serve as the GNSO Council Liaison to the Governmental Advisory Committee.</li> <li>• Held its annual GNSO Council Strategic Planning Session, helping to better understand the GNSO's role in the Empowered Community and improving initiation and chartering, as well as ongoing management of PDPs and other projects. Also initiated, the process of developing a work plan for the upcoming couple of years, when capacity to begin work becomes available.</li> </ul>	<p><b>Policy Development Milestones:</b></p> <ul style="list-style-type: none"> <li>• <b>The Review of All Rights Protection Mechanisms in All gTLDs PDP</b> published its <a href="#">Initial Report</a> for Public Comment on 18 March 2020.</li> <li>• The <b>Expedited PDP for the Temporary Specification, Phase 2</b> published its <a href="#">Initial Report</a> for Public Comment on 07 February 2020, followed by an <a href="#">Addendum</a> on 26 March 2020.</li> <li>• The <b>New gTLD Subsequent Procedures PDP</b> did not have any significant milestones during this time period, but nevertheless made significant progress in developing its draft final recommendations.</li> <li>• <a href="#">Adopted</a> the <b>EPDP Phase 1 GNSO Council Supplemental Recommendation</b>.</li> <li>• <a href="#">Adopted</a> the <b>Addendum to the Review of All Rights Protection Mechanisms in All gTLDs Charter to Integrate Recommendation 5 From IGO-INGO Access to Curative Rights Protection Mechanisms Final Report</b>.</li> </ul>
<p><b>Policy Development Processes:</b></p> <p><b><i>Expedited Policy Development Process (EPDP) on the Temporary Specification for gTLD Registration Data Phase 2</i></b></p> <ul style="list-style-type: none"> <li>• The EPDP Team is still working towards a June delivery date for its Final Report, which is expected to address the System for Standardized Access/Disclosure to non-public registration data (SSAD) as well as a number of priority 2 items which are currently out for Public Comment. A substantial number of comments have been submitted on the Initial Report. The EPDP Team Chair, Janis Karklins, has indicated that he will not be able to continue in his role beyond the end of June 2020, which means that if the EPDP Team has not finished its Final Report, a new chair will need to be found and appointed by the GNSO Council.</li> </ul> <p><b><i>New gTLD Subsequent Procedures</i></b></p> <ul style="list-style-type: none"> <li>• The PDP submitted a Project Change Request to the GNSO Council in light of an extension to its work plan, which was subsequently approved. To date, the PDP is tracking significantly faster than this revised work plan, but attention should be paid to ensure this continues to the extent possible. Diligent planning and reporting should lessen the risk here.</li> </ul> <p><b><i>Review of All Rights Protection Mechanisms (RPMs) in All gTLDs</i></b></p> <ul style="list-style-type: none"> <li>• The PDP also submitted a Project Change Request to the GNSO Council in light of an extension to its work plan, which was conditionally approved on the basis of the PDP publishing its Initial Report by 18 March 2020. The PDP successfully published its Initial Report by this deadline, but attention should be paid to ensure that the Public Comment consideration and Final Report development tracks to the proposed completion date. Again, diligent planning and reporting should lesson the risk here as well.</li> </ul>		

**IGO-INGO Access to Curative Rights Protection Mechanisms / IGO Work Track**

- With the GNSO Council having adopted Recommendations 1-4 and referred Recommendation 5 to the Review of All Rights Protection Mechanisms (RPMs) Policy Development Process, Recommendations 1-4 remain with the ICANN Board.
- While the Addendum to the RPMs PDP was successfully adopted by the GNSO Council, capacity issues remain in initiating new work, exacerbated by world events.

<p>At-Large/ ALAC</p>	<p><b>At-Large Structure and Individual Members' Update:</b> ALS and Individual Member Update:</p> <ul style="list-style-type: none"> <li>• 10 new At-Large Structures (from 238 to 241 ALSes)</li> <li>• 40 new Individual Members (from 123 to 131 Individuals) and</li> <li>• Observers remained steady at 20 Observers.</li> </ul> <p><b>Other At-Large Activities:</b></p> <ul style="list-style-type: none"> <li>• Following the successful completion of the <a href="#">Third At-Large Summit</a> (ATLAS III) that took place during ICANN66, the At-Large community began to work on <a href="#">post-ATLAS III activities</a>. The five main areas of work include Policy, Capacity Building, Outreach and Engagement, Organizational, and communications. Maureen Hilyard, the ALAC Chair, prepared a <a href="#">Chair's Report</a> on ATLAS III.</li> <li>• At-Large concentrated on key policy issues during the ICANN67 Virtual Community Forum. They held <a href="#">9 sessions</a>, reduced from the original 34 sessions. Their policy sessions on DNS Abuse, Compliance, DoH/DoT, and Cybersecurity and Geopolitics in a Multistakeholder Environment were extremely popular. The ALAC also held sessions with the ICANN Board and the GAC.</li> <li>• In response to the COVID-19 pandemic, At-Large identified a <a href="#">set of priorities</a> for the next several months. The priorities include: <ul style="list-style-type: none"> <li>• Policy advice development activities.</li> <li>• Post-ATLAS III activities - including the four main activities as well as the finalization of the At-Large Review Implementation Final Report.</li> <li>• The required 2020 At-Large elections, selections and appointments.</li> <li>• ICANN68 preparation.</li> </ul> </li> <li>• Given the travel restrictions due to the COVID-19 pandemic, RALO outreach and engagement activities dependent on FY20 CROP funding have been cancelled. Such activities will concentrate on virtual meeting participation and social media activities.</li> </ul>	<p><b>Policy Advice:</b></p> <ul style="list-style-type: none"> <li>• The ALAC submitted 2 pieces of advice and 11 statements in response to public comment during the reporting period.</li> <li>• The advice statements were on the following: <ul style="list-style-type: none"> <li>• <a href="#">ALAC Advice to the ICANN Board on DNS Abuse</a></li> <li>• <a href="#">ALAC Advice to the ICANN Board on ISOC/PIR Issue</a></li> </ul> </li> </ul> <p>The statements submitted were on the following:</p> <ul style="list-style-type: none"> <li>• <a href="#">DRAFT PTI and IANA FY21 Operating Plan and Budgets</a></li> <li>• <a href="#">Registration Directory Service (RDS-WHOIS2) Review Team Final Report</a></li> <li>• <a href="#">Implementation Plan for the GNSO Consensus Policy Relating to the Protection of Certain Red Cross Names</a></li> <li>• <a href="#">Third Accountability and Transparency Review Team (ATRT3) Draft Report</a></li> <li>• <a href="#">Proposed Dates for ICANN Public Meetings 2024-2028 and Revised Dates in 2022</a></li> <li>• <a href="#">Proposed Amendment 3 to the .COM Registry Agreement</a></li> <li>• <a href="#">Proposed Final Report of the New gTLD Auction Proceeds Cross Community Working Group</a></li> <li>• <a href="#">Draft FY21-25 Operating &amp; Financial Plan and Draft FY21 Operating Plan &amp; Budget</a></li> <li>• <a href="#">ALAC Feedback to PIR Public Comment Proceeding</a></li> <li>• <a href="#">Second Security, Stability, and Resiliency (SSR2) Review Team Draft Report</a></li> <li>• <a href="#">Initial Report of the Expedited Policy Development Process</a></li> </ul>
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[\(EPDP\) on the Temporary Specification for gTLD Registration Data Team – Phase 2](#)

**Regional At-Large Organization Updates:**

- The At-Large Regional Policy Engagement Plan, which focuses on closer collaboration and communication among the GSE regional Vice Presidents, At-Large regional management, and the regional leadership was finalized. Implementation will include a call with the regional leadership and individual regional calls to assist in developing the Regional At-Large Organization (RALO) FY21 Strategic Outreach and Engagement Plans.
- The [AFRALO WG on Operating Principles](#) is reviewing the membership chapter, paying special attention to their individual membership rules.
- APRALO took part in one of the last face to face outreach events to be held in the region before shutdowns were put in place, APRICOT, held in Melbourne, Australia.
- EURALO launched their second edition newsletter in March 2020. [EURALO Board Elections](#) were held in January 2020; the results were announced 21 January 2020.
- The [LACRALO Governance WG](#) continues to work on the Rules of Procedures and reconvened on [March 25<sup>th</sup>](#) to discuss key issues such as vote rules, rotation principles, leadership duties, etc. The LACRALO Multilingualism [and IDNs Working Group](#) issued a report on [IDN registration in the LAC region](#).
- NARALO prepared a draft of their [FY 21 NARALO Outreach and Engagement Strategic Plan](#).

GAC

**Governmental Advisory Committee**

- The GAC was an active contributor to a number of ICANN community public forums and cross-community efforts, including an implementation plan for the GNSO Consensus Policy Relating to the Protection of Certain Red Cross Names, Registration Directory Service (RDS-WHOIS2) Review Team Final Report, Third Accountability and Transparency Review Team (ATRT3) Draft Report, proposed dates for ICANN Public Meetings 2024-2028 and revised dates in 2022, ICANN's Draft FY21-25 Operating & Financial Plan, and Draft FY21 Operating Plan and Budget. The GAC leadership has established a regular and consistent process for identifying public comment opportunities and determining the appropriate level of GAC engagement in Public Comment forums. Documents resulting from that process are recorded and tracked on a special web page of the GAC web site and can be located [here](#).

**GAC Communique & Leadership**

- The GAC conducted a full remote meeting agenda during the ICANN67 Virtual Community Forum and produced the **ICANN67 GAC Communiqué** which can be found [here](#).
- A new leadership team officially started its term at the end of the ICANN67 Public Meeting. The elected 2020 GAC Vice Chairs who will join GAC Chair Manal Ismail (Egypt) will be:
  - Olga Cavalli (Argentina) (second consecutive term)
  - Luisa Paez (Canada) (second consecutive term)
  - Pua Hunter (Cook Islands) (first term)
  - Guiguemde Jacques Rodrigue Ragnimpinda (Burkina Faso) (first term)
  - Jorge Cancio (Switzerland)(first term)

RSSAC	<p><b>Root Server System Advisory Committee</b></p> <ul style="list-style-type: none"> <li>• The RSSAC Caucus drafted a statement of work for a new Caucus Work Party to develop a tool to gather a local perspective of the Root Server System (RSS). The RSSAC wishes to have a tool or set of tools that can easily measure the local perspective of the RSS at various points of the Internet. The tool or tools should collect enough information to identify some of the reasons why the local perspective is performing at the measured level to differentiate potential misconfigurations or inadequate infrastructure from the true need for a new instance.</li> <li>• The RSSAC Caucus drafted a statement of work for a new Caucus Work Party to study the effects and mitigations of a rogue Root Server Operator (RSO). This work party will examine scenarios where an RSO, or someone acting as an RSO, serves incorrect zone data or otherwise violates any of the 11 principles outlined in RSSAC037. The purpose of this work is to understand the risks of potential rogue operators as well as prepare mitigations and proper responses to limit harm to the global Internet.</li> <li>• RSSAC is nearing finalizing two statements on “Joining the Empowered Community” and “Identification of Root Server Operators”.</li> </ul>	<p><b>RSSAC Activities:</b></p> <ul style="list-style-type: none"> <li>• On 12 March 2020, the RSSAC published <a href="#">RSSAC048: RSSAC Input on Second Security, Stability, and Resiliency (SSR2) Review Team Draft Report</a>. In RSSAC048 the RSSAC shows support to Recommendations 20, 21, and 22 on the SSR2 Review Team Draft Report</li> <li>• On 12 March 2020, the RSSAC published <a href="#">RSSAC047: RSSAC Advisory on Metrics for the DNS Root Servers and the Root Server System</a>. This advisory defines measurements and metrics to ensure Root Server Operators (RSOs) are meeting a minimum level of performance, as well as system wide, externally verifiable metrics which demonstrate that the Root Server System as a whole is online and serving correct and timely responses.</li> <li>• On 12 March 2020, the RSSAC published <a href="#">RSSAC026v2: RSSAC Lexicon</a>. This second version updates the definitions of “anycast instance”, “root server”, and “root server identifier” to ensure alignment with the terminology used in RSSAC047.</li> <li>• On 12 March 2020, the RSSAC published <a href="#">RSSAC002v4: Advisory on Measurements of the Root Server System</a>. This fourth version updates the document to accommodate changes in DNS technologies.</li> <li>• On 29 January 2020, the RSSAC published <a href="#">RSSAC046: RSSAC Statement on IANA’s Proposal for Future Root Zone KSK Rollovers</a>. In this statement the RSSAC identifies two concerns and considerations over the proposal in the areas of “measurement” and “algorithm and key length changes”.</li> <li>• On 3 December 2019, the RSSAC published <a href="#">RSSAC045: RSSAC Statement on Threat Mitigation for the Root Server System</a>. This statement is a formal endorsement of the “Threat Mitigation for the Root Server System” document published by the root server operators (RSOs).</li> </ul>
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SSAC	<p><b>Security and Stability Advisory Committee</b></p> <ul style="list-style-type: none"> <li>• The SSAC initiated an environmental scan of threats and risks to the DNS in the following categories: DNS security (protocol, infrastructure, and namespace), DNS abuse, addressing and routing, and registration services. At its September 2019 workshop, the SSAC held an exercise to assess each threat and risk and then ranked items by event probability and potential event impact. The SSAC is continuing its threat identification, assessment, and ranking exercise to inform future work parties and membership recruitment efforts</li> <li>• The SSAC has a work party examining DNS abuse. The work party is studying how domains are used to victimize Internet users and the currently deployed efforts to mitigate abuse, their effectiveness, and applicability. Study areas may include an examination of successes and failures in dealing with abuse under current paradigms and policy as well as a study of effective anti-abuse practices by contracted parties. The goal is for the SSAC to provide recommendations that outline a useful paradigm and specific ideas for reducing victimization.</li> </ul>	<p><b>SSAC Activities:</b></p> <ul style="list-style-type: none"> <li>• On 19 March 2020, the SSAC published <a href="#">SAC110: SSAC Comments on the Second Security, Stability, and Resiliency (SSR2) Review Team Draft Report</a>. SAC110 represents the full SSAC input to the Second Security, Stability, and Resiliency (SSR2) Review Team Draft Report Public Comment proceeding.</li> <li>• On 12 March 2020, the SSAC published <a href="#">SAC109: The Implications of DNS over HTTPS (DoH) and DNS over TLS (DoT)</a>. SAC109 explores the effects of DoH and DoT from the perspectives of several different groups of Internet stakeholders.</li> <li>• On 29 January 2020, the SSAC published <a href="#">SAC108: SSAC Comments on the IANA Proposal for Future Root Zone KSK Rollovers</a>. SAC108 represents the full SSAC input to the Proposal for Future Root Zone KSK Rollovers Public Comment proceeding.</li> <li>• On 12 December 2019 the SSAC formed a work party to consider DNS abuse issues to outline a useful paradigm for reducing victimization across various DNS parties.</li> <li>• On 3 December 2019, the SSAC published <a href="#">SAC107: SSAC Comment to NIST on Quantum Cryptography Algorithms</a>. SAC107 represents the full SSAC input to the US National Institute of Standards (NIST) on their standardization of post-quantum cryptography algorithms.</li> </ul>
<p><b>Customer Standing Committee (CSC)</b></p> <ul style="list-style-type: none"> <li>• Lars-Johan Liman (appointed by RSSAC) and Brett Carr (appointed by ccNSO) were appointed as Chair and Vice Chair for the term of one year ending March 2021.</li> <li>• The CSC met monthly to discuss PTI Performance and report to the direct customers. No issues were identified.</li> <li>• The CSC approved change of PTI Performance SLA ccTLD creation and transfer, in accordance with the relevant procedure, and asked the ccNSO and GNSO Councils to approve the changes, as required.</li> <li>• The CSC and PTI have initiated a discussion on possible role for the CSC with respect to KSK rollover. According to the IANA Naming Function Contract, the CSC is expected to monitor the process based on metrics.</li> </ul>		

**Empowered Community Administration:**

- In November 2019, the Empowered Community completed an Approval Action concerning a Fundamental Bylaw change to convene the IANA Function Review Team. The Empowered Community Administration [communicated](#) the approval to the ICANN Secretary.
- In February 2020, the Empowered Community Administration [informed](#) the ICANN Secretary of the termination of the Rejection Period for the FY21 IANA Budget as no petition to reject the budget had been filed.
- In February 2020, the Empowered Community Administration [designated](#) Patricio Poblete to serve in Board Seat 11, with his term commencing at the AGM in November 2020.

## **ICANN Org Report to the Board**

Government and IGO Engagement

*Mandy Carver, SVP, Government and IGO Engagement*

### **KEY HIGHLIGHTS & MILESTONES**

The range of events from December 2019 through the end of March 2020 included outreach and engagement events in Brussels and New York City; monitoring ongoing discussions in the UN General Assembly due to the Open Ended Working Group (OEWG) activity and that of the Government Group of Experts (GGE), the ITU Council Working Group, and activity in Study Group 13 and international Internet-related public policy issues (CWG-Internet). This period would also have included the preparation for and participation in the Mobile World Congress and ICANN67 Cancún (the Community Forum) as well as preparation for the WSIS Forum, eCommerce week, and the International Telecommunications Union Telecommunication Development Advisory Group's (TDAG) meetings in Geneva. However, the COVID-19 pandemic and the ensuing global rolling postponement or cancellation of events and shutdown of communities led to a reduction of certain activity and a transformation of our outreach and engagement from primarily face-to-face work to a much more virtual model.

Specifically, the Mobile World Congress scheduled for the end of February 2020 was canceled just prior to the event. As a result, all preparatory activity for bilaterals and engagement was suspended and will be revisited prior to the next conference scheduled February 2021. The TDAG-20, which was to have been a face-to-face conference in Geneva in March, has instead been converted into a four-day virtual meeting in early June. Geneva-based team members have followed the on-line preparations for the week of meetings. ICANN is working with the organizers to evaluate the engagement opportunities presented by the new time and format and to assess ICANN participation. Additionally, the ITU World Summit of the Information Society (WSIS) Forum that was to have been held in early April is now scheduled for the end of August. We continue to watch these activities as in other settings we have seen the UN cancel conferences that were planned as far in the future as next November.

Other processes have continued in an entirely virtual framework so that work such as following the ITU-Development sector study groups has continued, but all face-to-face meetings are through video conferencing.

GE, in cooperation with GSE staff, also continued its regional government engagement activities with the related officials in different countries and regions as highlighted in the monthly report to the Government Advisory Committee (GAC).

### **OVERVIEW OF ACTIVITY**

#### **1. Liaising with the Government Advisory Committee (GAC)**

Work with the GAC during this time period focused on a preparation for demand driven capacity building events and ICANN67.

The GE team continued to support the GAC capacity-building program in accordance with the Underserved Regions Working Group (USR WG) work plan, although the session for the Pacific Islands initially anticipated for 2019 has been rescheduled twice. The first postponement was until April, to align with the Pacific Islands Telecommunications Association (PITA) meeting to be held in the Solomon Islands. PITA has further postponed until their meeting to July 2020 due

to the COVID-19 impact on travel. There is a possibility this GAC capacity-building event will need to move online rather than looking for a regional meeting to collaborate on site.

The second GAC capacity-building program scheduled during this time was to have been a half-day session held just before the start of ICANN67 in Cancún. Preparation for the on-site event had to be restructured and rescheduled due to the transition of ICANN67 from a face-to-face meeting into a virtual ICANN Community Forum. This change required resetting the meeting's schedule and a reduction in the number and length of sessions. This led to changing the capacity-building workshop from a single half day-long event to two separate 90 minute webinars held during the ICANN67 time frame. The original focus of the workshop was retained, and the capacity building was dedicated to the next round of new gTLDs and the subsequent procedures necessary for the next round. The platform and format change required revisions to the collaboration and scope of material it was possible to cover during a shorter time and division into separate events.

For the virtual ICANN67, GE worked with the GAC support staff to develop briefing materials for the GAC building on the process developed in previous meetings.

## **2. Government and IGO Engagement**

The Government and IGO Engagement team continues its work with governments, global and regional intergovernmental organizations, as well as the country missions and permanent representatives to the various IGOs in Geneva and New York. An ICANN briefing on the technical underpinnings of the Internet held at the UN in January drew 65 participants from the permanent delegations.

Since early December, GE staff participated in several events and briefings with various International Governmental Organizations (IGOs). This included meetings of the Council of Europe in Strasbourg; Com-ITU CEPT session in Copenhagen; Cybersecurity conference in London; and various sessions in Geneva addressing digital trust and Internet governance.

Government Engagement staff continued monitoring the ITU Council Working Group Internet meetings in Geneva, the ITU TDAG meetings as well as sessions of ITU-D Study Group 1 and 2 as well as discussion in ITU-T Study Group 13 and Focus Group 2030. A recurring topic in many settings has been the dialog about "new IP". Part of the questions around new IP have to do with definition and what the intent is for new IP – e.g., what is meant by "new IP"; what problem does it seek to solve; and is it successful? Government Engagement is working with OCTO and other colleagues to help governments define what the issues are that they have identified with the DNS and whether the "new IP" addresses these issues. The phrase "new IP" has been used so many times, in such diverse settings, that it is not currently clear what the proponents believe the concept is.

GE continues to monitor the high-level discussions in the UN General Assembly and the discussions of resolutions that could potentially impact ICANN's remit. Cybersecurity and norms in cyberspace topics continue to dominate discussions in various forums with increasing numbers of groups active in the space. GE continued to monitor the UN discussions within the cybersecurity-related Open-Ended Working Group (OEWG) and its intersessional meeting with community stakeholders; and the discussions in the Global Group of Experts (GGE) while sharing information with GAC leadership, the Board members and OCTO on these initiatives. During the OEWG session at the UN bilateral meetings were held with representatives from Finland, Bulgaria, UK, Israel, United States, Russia, Estonia, Switzerland, and Brazil country delegations as well as United Nations Department of Economic and Social Affairs (UNDESA),

United Nations Institute for Disarmament Research (UNIDIR), ITU New York Office, the ITU Geneva office, and the Office of the Secretary General. We are also monitoring the next steps, and internal discussions at the UN as follow up from the publication of the report of the UN High-Level Panel on Digital Cooperation, and the lead up to the UN 75<sup>th</sup> Anniversary.

The GE team continued its work with colleagues on discussions in the ICANN community and the larger Internet governance ecosystem on data protection and the General Data Protection Regulation (GDPR) as part of the trend analysis work with MSSSI and the broader outreach and engagement work with governments and IGOs.

The highlight of this engagement was the invitation from the European Commission for ICANN to attend the members only session in January in order to brief the leadership and member states. This was an unprecedented level of engagement and has led to fruitful dialogue about the unintended consequences of the GDPR and how to resolve the potential conflicts between the policy interests in privacy protection and the operational requirements of the DNS. After this briefing at the European Commission, GE supported the CEO in an engagement trip to Bulgaria in which he had bilateral meetings with EU Commissioner Mariya Gabriel, the US Ambassador to Bulgaria, the Bulgarian Deputy Minister of Parliament, the National Cybersecurity Coordinator, the Deputy Minister of Transport, IT, and Communications and the Head of the Bulgarian DPA.

### **3. Participation in Internet Governance Discussions**

GE continued its active support of the global Internet Governance Forum (IGF). Following a successful IGF 2019 held in Berlin Germany, ICANN continued to support the global IGF through participation in the Multistakeholder Advisory Group (MAG) meetings in February and March and the start of planning with the Polish local hosts for IGF 2020.

Plans for participation in IGF 2020 (Katowice, Poland) will include a similar level of participation (delegation size) and similar activities – an ICANN Open Forum, workshops proposals addressing DNS abuse, Universal Access, and IDNs. GE continues to develop a proposed scope of capacity building activity to be offered in collaboration with ITU-D and regional centers of excellence.

## **TOP ISSUES & MITIGATION**

ICANN67's change to a virtual meeting vastly reduced the number of sessions that could be scheduled due to technical capacity and possible schedule conflicts. This meant that the GAC was able to maintain its priority for covering discussions about new gTLDs and following the GNSO discussions.

Another area of concern was the discussion about the potential change of control of the Public Interest Registry and the potential impact on the community if .ORG's operator was a for-profit entity rather than the existing nonprofit organization. The surprise announcement by the Internet Society (ISOC) of its intention to sell PIR to a private equity company led to community debate and expressions of concern from governments. GE assisted ICANN in the engagement with these issues through liaising with governments and assisting with the responses to statements of concern and correspondence to explain the process involved in a change of control. GE, in collaboration with the GSE, continues to monitor the development of the e-privacy initiatives and various cybersecurity topics as they are raised in various forums. The GDPR, its impact on ICANN org processes and procedures, and the development of mechanisms to more effectively monitor developing legislative and regulatory initiatives globally remains an important focus.

To increase community awareness of this work, Government Engagement began publishing papers on various government and IGO activities. Between December and the end of March, GE posted a paper on engagement with UN structures and on the European governmental institutions. Ongoing discussions on privacy, data protection, jurisdiction, and commerce are being monitored in various event and governance processes. Outreach and engagement with Data Protection Authorities (DPAs) continue. The GE team is also monitoring closely the discussions at the UN General Assembly First Committee Working Groups (OEWG, GGE) on cybersecurity and potential public consultation for any potential impact to ICANN's remit.



## ICANN Org Report to the Board

Multistakeholder Strategy and Strategic Initiatives (MSSI)

*Theresa Swinehart, SVP, Multistakeholder Strategy and Strategic Initiatives*

### KEY HIGHLIGHTS & MILESTONES

- The Board [adopted](#) the Cross Community Working Group (CCWG)-Accountability Work Stream 2 (WS2) [Final Report](#) at ICANN66 and directed ICANN org to implement the recommendations using the considerations noted in the [WS2 Implementation Assessment Report](#). This includes, moving forward with those recommendations that do not need a budget cycle to implement, as well as providing support (as available) to the ICANN community for those parts of the WS2 recommendations that are community driven in implementation. ICANN org plans to provide regular updates on the status of this work.
- The third Accountability and Transparency (ATR3) Review Team held a three-day [face-to-face meeting in February 2020](#) in Brussels. The objective of the meeting was to review the sixteen (16) [public comments](#) that the team received on the [draft report](#) and determine how feedback will be incorporated into the final report. Many of the public comments focused on reviews and prioritization. The Review Team had lengthy and productive discussions particularly about these items and made significant modifications to the draft report in these two areas.
- The [Public Comment](#) on the Registration Directory Service (RDS-WHOIS2) [Final Report](#) closed on 23 December 2019. The Board considered public comments received as well as clarifications provided by the implementation shepherds to inform their action on [25 February 2020](#). The Board continued its engagement with the implementation shepherds to flag potential concerns with the recommendations prior to Board action.
- Following Board [action](#) on Competition, Consumer Trust, and Consumer Choice (CCT) Final Recommendations, ICANN org published the [Accepted Recommendations-Plan for Implementation](#) for [Public Comment](#), which closed on 31 October 2019. Having considered public comments, the Board [passed a resolution](#) in January 2020 approving the Accepted Recommendations-Plan for Implementation, and directed ICANN org to begin implementation of accepted recommendations. ICANN org is making progress toward addressing the Board's request for further information on pending recommendations, and provided the Board with an update in December 2019, with another update expected after ICANN67. The Board will continue to engage with the CCT implementation shepherds. ICANN org will continue to track recommendations that have been passed through to other parts of the community, to the extent information becomes available.
- The second Security, Stability and Resiliency (SSR2) Review Team submitted their [Draft Report](#) for [Public Comment](#) on 24 January 2020. The Public Comment proceeding closed on 20 March 2020, and included 17 comments.
- The Board took action to accept the implementation plans for the [second Organizational Review of the Security and Stability Advisory Committee \(SSAC2\)](#) and for the [second Organizational Review of the Root Server System Advisory Committee \(RSSAC2\)](#). The Board directed both groups to continue with their respective implementation work and to provide periodic updates.
- ICANN org met with the Belgian Data Protection Authority (DPA) on 14 February 2020 to discuss the [DPA's reply](#) to ICANN org's paper, "[Exploring a Unified Access Model for gTLD Registration Data](#)," to the Belgian DPA and the European Data Protection Board (EDPB).

- MSSI conducted fifteen Strategic Outlook trend identification sessions with the org and six remote sessions with the community.

## OVERVIEW OF ACTIVITY

**Specific and Organizational Reviews:** In addition to supporting four Specific Reviews and five Organizational Reviews, the MSSI function is supporting ongoing work to improve ICANN’s Bylaws-mandated reviews. This includes the work by the ICANN Board, ICANN org, and community on streamlining of reviews. Over the coming months, the streamlining process will continue in close cooperation with the ATRT3.

**Data Protection/Privacy Issues:** MSSI continues to coordinate a cross-functional team focused on developing a Unified Access Model and together with other ICANN org colleagues. The chair of the EPDP Phase 2 met with the Belgian Data Protection Authority (DPA) on 14 February 2020 to discuss the DPA’s response to ICANN org’s questions regarding such a model. The DPA encouraged ICANN to continue efforts to develop a comprehensive system for access, and that its letter was not meant to deter the development of a centralized model, which they noted may be a more “common sense” model in terms of security and for data subjects. MSSI also continued its support of the EPDP Phase 2 as one of ICANN org’s two liaisons to the policy development group. This included providing input to the EPDP Phase 2 team on implementation-related issues in the Initial Report, which was published for Public Comment 7 February 2020.

**Strategic Outlook and Strategic Planning:** MSSI completed the data collection phase of the 2020 Strategic Outlook, with 21 trend sessions conducted with ICANN org and community between November 2019 and March 2020. Discussions with the Board on a rolling planning process are underway. An initial proposal, based on a yearly cadence of review, is now being revisited in favor of a more fluid, agile, and lighter-weighted approach.

**Evolving ICANN’s Multistakeholder Model (MSM):** The draft “Evolving ICANN’s Multistakeholder Model” work plan was included as Appendix C in the Public Comment proceeding for the FY21-25 Operating and Financial Plan, which closed on 25 February 2020. The community provided substantive feedback on the proposed six issues for consideration in a revised work plan, which the Board plans to engage and discuss with the community prior to the close of the fiscal year.

## TOP ISSUES & MITIGATION

The Bylaws have introduced new requirements applicable to Specific Reviews. Yet, the community has not had time to develop mechanisms and processes to support these new requirements. For example, there is no clear method for review teams to develop recommendations while taking into account budgeting and resourcing of the implementation process. The aforementioned draft paper addresses this issue and proposes possible solutions. In addition, the Board continues to engage with the community, including review implementation shepherds, leaders of specific reviews currently underway, and members of the ATRT3 in a collaborative effort to improve the outcomes from reviews. The Board provided its input on streamlining of future reviews and prioritization of the community-issued recommendations in its [comment to the ATRT3 on its Draft Report](#). The ongoing process of streamlining reviews aims to improve the effectiveness of future reviews and ensure ICANN’s reviews remain an effective accountability measure.

Resourcing and prioritization of community recommendations also applies to planning for implementation of the WS2 recommendations – those that are not already underway, will need

to be facilitated through the budgeting and planning processes. This is where all resource needs will be balanced against available budget estimates to determine actual WS2 implementation timing.

In addition, the General Data Protection Regulation (GDPR) remains a top issue for ICANN org. A cross-functional team led by MSSI continues its work to gain legal clarity on a possible Unified Access Model, in order to provide the EPDP with advice to conclude its policy work.

# FACT SHEETS

## Competition, Consumer Trust and Consumer Choice Review (CCT) (final fact sheet October 2018)

### Key Data Points:

- Completion, based on duration: 100%
- Budget spent and committed: 100%
- Participation rate: 64%
- Milestones completed: 100%

### Competition, Consumer Trust and Consumer Choice (CCT) Review

Fact sheet as of: 31-Oct-2018

**Overview:**  
ICANN is committed to ensuring that, as it contemplates expanding the top-level domain space, the various issues that are involved will be adequately addressed prior to implementation.

These include issues such as competition, consumer protection, security, stability and resiliency, malicious abuse issues, sovereignty concerns, and rights protection.

The AoC also requires ICANN to convene a community-driven review to examine the extent to which the introduction or expansion of gTLDs has promoted competition, consumer trust and consumer choice, as well as the effectiveness of. The application and evaluation process and safeguards put in place to mitigate issues involved in the introduction or expansion

Wiki Page: [CCT Wiki Home Page](#)  
CCT-RT Email: [input-to-cctr@icann.org](mailto:input-to-cctr@icann.org)  
Review Questions: [reviews@icann.org](mailto:reviews@icann.org)

CCT Chair: Jonathan Zuck  
Competition and Consumer Choice Subteam Chair: Jordyn Buchanan  
Safeguards & Trust Subteam Chair: Lauren Kapin

**Review Status (as of 31 Oct 2018)**

Start Date: 13-Jan-2016      Review Duration to Date: **32 Months**  
Expected Completion: 8-Sep-2018      Total Expected Duration: **32 Months**

**100%** Complete, Based on Duration

**100%** Budget Spent/Committed

**Section I: People (as of 31 Oct 2018)**

**Volunteer Participation Rate**

**64%**

Review Team members: **15**

ICANN Org (individuals involved at various times throughout Review): **13**

Face-to-face meetings: **8 Meetings**  
Calls (plenary and subteam): **142 Calls**  
Volunteer meeting & call time: **3,366 Hours**  
Personnel support time<sup>(1)</sup> (estimated hours and/or orgizational): **11,653 Hours**

<sup>(1)</sup> Does not include time for Executives, Legal, IT Personnel and Other Organizational Support

**Section II: Financial Resources (as of 31 Oct 2018)**

Direct Review Costs <sup>(1)</sup>	FY19 Approved Budget <sup>(2)</sup>	FY19 Budget Spent to Date <sup>(2)</sup>	Committed FY19 Services <sup>(3)</sup>	Remaining FY19 Budget	ACURA	
					Expenses: Review to Date <sup>(4)</sup>	Total Spent and Committed to Date
Professional Services - IAG-CCT	\$ -	\$ -	\$ -	\$ -	\$ 210,000	\$ 210,000
Professional Services - CCT	\$ -	\$ 650	\$ -	\$ (650)	\$ 1,540,000	\$ 1,540,000
Travel	\$ -	\$ 5,490	\$ -	\$ (5,490)	\$ 420,000	\$ 420,000
<b>Total</b>	<b>\$ -</b>	<b>\$ 6,140</b>	<b>\$ -</b>	<b>\$ (6,140)</b>	<b>\$ 2,170,000</b>	<b>\$ 2,170,000</b>

<sup>(1)</sup> Excludes ICANN Organization and overhead allocation.  
<sup>(2)</sup> Based on the most recent month and financials (may not include recent expenditures). Represents expense incurred since inception of work.  
<sup>(3)</sup> Includes incremental approved professional services budget of \$160,000.  
<sup>(4)</sup> Professional services includes services from signed contracts to be provided or invoiced; travel includes upcoming scheduled meetings; ICANN Org.

**Section III: Milestones (as of 31 Oct 2018)**

**Project Management**  
20% of total effort

**100%**

- Adopt terms of reference
- Adopt work plan
- Assemble subteams
- Prepare templates
- Solidify list of projects
- Adopt discussion paper template
- Adopt report shell/framework

**Research and Studies**  
20% of total effort

**100%**

- Identify data/sources needed for work
- Analyze data from research and studies

**Draft Report**  
25% of total effort

**100%**

- Assemble initial conclusions
- Populate discussion papers with findings and potential recs
- Reach agreement on discussions papers
- Discuss/approve/consolidate findings and interim recommendations
- Approve interim recommendations
- Seek Board/ICANN Organization input on implementability of interim
- Circulate interim recommendation to Subsequent Procedures PDP WG
- Socialize interim recommendations with community
- Build and approve Draft Report for public comment
- Issue draft report for public comment and socialize draft recommendations with
- Produce summary of public comment received
- GDD to provide input on draft recommendations

**New Sections**  
10% of total effort

**100%**

- Review studies/ input and incorporate as appropriate
- Produce additional recommendations/new sections, as appropriate and edit report
- Approve additional recommendations
- Publish new sections of the report for public comment
- Socialize changes to report with community
- Seek ICANN Org and Board Caucus WG input on implementability of
- Circulate to New gTLD Subsequent Procedures PDP WG
- Produce summary of public comments

**Final Report**  
25% of total effort

**100%**

- Review public comment input received and incorporate as appropriate
- Seek Board/ICANN Organization input on implementability of final recommendations
- Circulate final recommendations to Subsequent Procedures PDP WG for input
- Finalize Report
- Adopt final recommendations and report
- Send final report to ICANN Board

**TOTAL:**  
**100%** Milestones Completed

**100%**

# Registration Directory Service Review (RDS) (final version included in the Review Team's Final Report - August 2019)

## Key Data Points:

- Completion, based on duration: 100%
- Budget spent and committed: 42%
- Participation rate: 71%
- Milestones completed: 100%

## Registration Directory Service (RDS-WHOIS2) Review

**Fact Sheet as of: 3-Aug-2019**  
NOTE: Information in this fact sheet was presented in the Final Report and reflects financial data through the end of June 2019. Additional expenses may appear in future financial reports and will be posted on the wiki here:  
<https://community.icann.org/d/away/WHOIS2/FactSheet>

**Overview:**  
The Board shall cause a periodic review to assess the effectiveness of the then current gTLD registry directory service and whether its implementation meets the legitimate needs of law enforcement, promoting consumer trust and safeguarding registrant data ("Directory Service Review").

The Review Team will consider the Organisation for Economic Co-operation and Development ("OECD") Guidelines on the Protection of Privacy and Transborder Flows of Personal Data as defined by the OECD in 1980 and amended in 2013 and as may be amended from time to time.

The Review Team shall assess the extent to which prior Directory Service Review recommendations have been implemented and the extent to which implementation has resulted in the intended effect.

Wiki Page: [RDS-WHOIS2 Wiki Home Page](#)  
Contact the RDS-WHOIS2-RT: [input-to-rds-whois2-rt@icann.org](mailto:input-to-rds-whois2-rt@icann.org)  
Review Questions: [reviews@icann.org](mailto:reviews@icann.org)

Interim RDS-WHOIS2 Co-Chairs: Cathrin Bauer-Bulst  
Alan Greenberg  
Susan Kawaguchi

### Section I: People (as of 3 August 2019)

Review Team members: **11**

**Volunteer Participation Rate**  
71%

ICANN org (Individuals involved at various times throughout Review): **21**

Face-to-face meetings:	10 Days
Calls: plenary, leadership, subteam:	117 Calls
Volunteer meeting & call time:	1,023 Hours
ICANN org (hours and cross-organizational):	747 Hours

### Review Status (as of 3 August 2019)

Start Date: Jun-17      Review Duration to Date: **26** Month(s)  
Expected Completion: Aug-19      Total Expected Duration: **26** Months

**100%** Complete, Based on Duration

**42%** Budget Spent/Committed by Review Team

### Section II: Financial Resources (as of 3 August 2019)

Direct Review Costs <sup>(1)</sup>	Approved Budget	Spent to Date <sup>(2)</sup>	Committed Services <sup>(3)</sup>	Total Spent and Committed to Date	Remaining Budget
Professional Services	\$200,000	\$10,000	\$0	\$10,000	\$190,000
Travel <sup>(4)</sup>	\$200,000	\$150,000	\$0	\$150,000	\$50,000
ICANN Org Support	\$150,000	\$70,000	\$0	\$70,000	\$80,000
<b>Total</b>	<b>\$550,000</b>	<b>\$230,000</b>	<b>\$0</b>	<b>\$230,000</b>	<b>\$320,000</b>

<sup>(1)</sup> Excludes ICANN organization and overhead allocation. <sup>(2)</sup> Based on the most recent month and financials (may not include recent accruals). <sup>(3)</sup> Professional services includes services from signed contracts to be provided or booked; travel includes projected expenses for document requests. <sup>(4)</sup> As noted in FY19 Operating Plan, a new "standard" assumption of 10 supported travelers was implemented for each review. This resulted in a revised baseline travel budget of \$165,000.

### Section III: Milestones (as of 3 August 2019)

Review Planning 20% of total effort	Research & Studies 20% of total effort (to be reviewed by RT)	Draft Report 35% of total effort	Final Report 25% of total effort	TOTAL: 100% Milestones Completed
<input checked="" type="checkbox"/> Determine role of observers <input checked="" type="checkbox"/> Determine leadership <input checked="" type="checkbox"/> Finalize legal docs (Conflict of Interest policy, NDA, Statement of Interest) <input checked="" type="checkbox"/> Adopt methodology and framework that identifies prioritized focus of RT work (Scope) <input checked="" type="checkbox"/> Adopt and publish Terms of Reference/communication with Board <input checked="" type="checkbox"/> Adopt and publish Work Plan <input checked="" type="checkbox"/> Define Review Team project management roles and responsibilities, including budget <input checked="" type="checkbox"/> Identify need for and deliver proposal on division of work <input checked="" type="checkbox"/> Develop and adopt outreach plan <input checked="" type="checkbox"/> Send adopted Terms of Reference and Workplan to Board	<input checked="" type="checkbox"/> Assemble repository of background materials <input checked="" type="checkbox"/> Identify briefings/data sources needed <input checked="" type="checkbox"/> Determine need for independent expert(s) and develop Statement of Work	<input checked="" type="checkbox"/> Submit to present initial findings to Review Team <input checked="" type="checkbox"/> Develop/adopt template for findings, recommendations and report <input checked="" type="checkbox"/> Assemble findings and potential recommendations <input checked="" type="checkbox"/> Cross-check interim recommendations with scope/bylaws, obtain feasibility assessment <input checked="" type="checkbox"/> Socialize draft recommendations with community <input checked="" type="checkbox"/> Publish Draft Report for Public Comment <input checked="" type="checkbox"/> Adopt public comment summary for publication	<input checked="" type="checkbox"/> Review public comment received and incorporate as appropriate <input checked="" type="checkbox"/> Cross-check final draft recommendations with scope/bylaws and obtain feasibility assessment <input checked="" type="checkbox"/> Approve final findings, recommendations and report for Board consideration <input checked="" type="checkbox"/> Submit Final Report to ICANN Board <input checked="" type="checkbox"/> Identify one or two Review Team Members to remain available for clarification as may be needed during the planning phase of implementation of Review Team Recommendations	

## Second Security, Stability and Resiliency Review (SSR2) (most recent quarterly version [posted](#) December 2019)

### Key Data Points:

- Completion, based on duration: 67%
- Budget spent and committed: 78%
- Participation rate: 65%
- Milestones completed: 57%

## Second Security, Stability and Resiliency (SSR2) Review Fact Sheet as of: 31 December 2019


**Overview:**  
The Board shall cause a periodic review of ICANN's execution of its commitment to enhance the operational stability, reliability, resiliency, security, and global interoperability of the systems and processes, both internal and external, that directly affect and/or are affected by the Internet's system of unique identifiers that ICANN coordinates ("SSR Review").


Wiki Page: [SSR2 Wiki Home Page](#)  
Contact the SSR2-RT: [input-to-ssr2@icann.org](mailto:input-to-ssr2@icann.org)  
Review Questions: [reviews@icann.org](mailto:reviews@icann.org)

SSR2 Chair: Russ Housley  
SSR2 Vice-Chairs: Laurin Weissinger  
Denise Michel  
Eric Osterweil

**Review Status (as of 31 December 2019)**


Start Date: Mar-17      Actual Review Duration: 27 Months  
Expected Completion: Jun-20      Months Since Review Kickoff: 34 Months  
\*Expected completion extended due to 7 mo. pause      Total Expected Duration: 41 Months

 **67%** Complete Based on Duration  
\*7 month pause not included

 **78%** Budget Spent/Committed by Review Team

**Section I: People (as of 31 December 2019)**

Review Team members: **17**  
Assigned ICANN Org Members: **A**  
TOTAL ICANN Org Participants<sup>(2)</sup>: **29**

**Volunteer Participation Rate**  
 **65%**

Face-to-face meetings (plenary/subteam): **27 Days**  
Calls (plenary/subteam): **85 Calls**  
Volunteer meeting & call time: **2,292 Hours**

Personnel support time<sup>(1)</sup> (estimated hours and across organizations): **5,354 Hours**

<sup>(1)</sup> Does not include time for Executives, Legal, IT Personnel and Other Organizational Support. Does not include 7 months of SSR2 pause.  
<sup>(2)</sup> All ICANN Org individuals participating in calls/meetings at various times throughout the review.


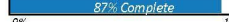
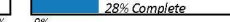
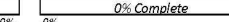

**Section II: Financial Resources (as of 31 December 2019) - Additional funding needed to complete the Review Team's work was approved in November 2019.**

Direct Review Costs <sup>(1)</sup>	Approved Budget	Spent to Date <sup>(2)</sup>	Committed Services <sup>(3)</sup>	Total Spent and Committed to Date	Remaining Budget
Professional Services	\$310,000	\$80,000	\$90,000	\$170,000	\$140,000
Travel <sup>(4)</sup>	\$440,000	\$400,000	\$0	\$400,000	\$40,000
ICANN Org Support	\$50,000	\$50,000	\$0	\$50,000	\$0
<b>Total</b>	<b>\$800,000</b>	<b>\$530,000</b>	<b>\$90,000</b>	<b>\$620,000</b>	<b>\$180,000</b>

<sup>(1)</sup> Excludes ICANN organization and overhead allocation.  
<sup>(2)</sup> Based on the most recent month end financials (they not include recent expenditures). Represents expenses incurred since inception of work.  
<sup>(3)</sup> Professional services includes services from signed contracts to be provided or invoiced.  
<sup>(4)</sup> As noted in FY10 Operating Plan, a new "standard" assumption of 10 supported travelers was implemented for each review. This resulted in a revised baseline travel budget of \$195,000.

**Section III: Milestones (as of 31 December 2019)**

Milestones reflect Review Team work plan.\* Incomplete milestones reflect approximate percent completion rate.

Review Planning 15% of total effort	Research/Conduct Review 40% of total effort	Draft Report 25% of total effort	Final Report 20% of total effort	TOTAL: 57% Completed
				
<input checked="" type="checkbox"/> Determine leadership <input checked="" type="checkbox"/> Adopt and publish Terms of Reference <input checked="" type="checkbox"/> Adopt and publish Workplan <input checked="" type="checkbox"/> Send adopted Terms of Reference to ICANN Board <input checked="" type="checkbox"/> Develop and adopt outreach plan <input checked="" type="checkbox"/> Develop and adopt template for findings and recommendations	<input checked="" type="checkbox"/> Complete repository of background materials <input checked="" type="checkbox"/> Identify briefings/data sources needed <input checked="" type="checkbox"/> Receive answers from ICANN staff, and generate any follow-up queries <input checked="" type="checkbox"/> Workstream 1 - SSR1 Evaluation of implementation <input type="checkbox"/> Workstream 2 - ICANN SSR <input type="checkbox"/> Workstream 3 - DNS SSR <input type="checkbox"/> Workstream 4 - Future Challenges <input type="checkbox"/> Workstream 5 - IANA Transition	<input checked="" type="checkbox"/> Administrative duties, formatting <input type="checkbox"/> Internal review of workstream output and draft recommendations <input type="checkbox"/> Outreach on draft recommendations <input type="checkbox"/> Assemble draft report <input type="checkbox"/> Approve draft findings and recommendations <input type="checkbox"/> Publish draft report <input type="checkbox"/> Public comment period and outreach on draft report	<input type="checkbox"/> Update Draft Report <input type="checkbox"/> Approval Process <input type="checkbox"/> Send Final Report	

# Accountability and Transparency Review (ATRT3) (most recent quarterly version [posted](#) December 2019)

## Key Data Points:

- Completion, based on duration: 75%
- Budget spent and committed: 55%
- Participation rate: 70%
- Milestones completed: 75%

Accountability and Transparency (ATRT3) Review																															
Fact Sheet as of: 31-Dec-2019																															
<p><b>Overview:</b> The Accountability and Transparency Review is mandated by ICANN Bylaws Section 4.6(b) to examine ICANN's execution of its commitment to maintain and improve robust mechanisms for public input, accountability, and transparency so as to ensure that the outcomes of its decision-making reflect the public interest and are accountable to the internet community.</p>	<p><b>Wiki Page:</b> <a href="https://www.icann.org/commitment/atrt3/">https://www.icann.org/commitment/atrt3/</a></p> <p><b>Contact the ATRT3 Review Team:</b> <a href="mailto:input-to-atrt3@icann.org">input-to-atrt3@icann.org</a></p> <p><b>Review Questions:</b> <a href="https://www.icann.org/commitment/atrt3/">https://www.icann.org/commitment/atrt3/</a></p>	<p><b>Review Status (as of 31 December 2019)</b></p> <p>Start Date: Apr-19      Review Duration to Date: <b>9</b> Month(s)</p> <p>Expected Completion: Mar-20      Total Expected Duration: <b>12</b> Months</p> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="width: 75%; height: 15px; background-color: #0070C0; margin-right: 5px;"></div> <span style="font-weight: bold; font-size: 1.2em;">75%</span> Complete, Based on Duration         </div> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="width: 55%; height: 15px; background-color: #0070C0; margin-right: 5px;"></div> <span style="font-weight: bold; font-size: 1.2em;">55%</span> Budget Spent/Committed by Review Team         </div>																													
<p><b>ATRT3 Co-Chairs:</b> Cheryl Langdon-Orr Pat Kane</p>		<p><b>Section I: People (as of 31 December 2019)</b></p> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="width: 20%; text-align: center;"> <p>Review Team members:</p> <p style="font-size: 1.2em; font-weight: bold;">18</p> </div> <div style="width: 80%;"> <p><b>Volunteer Participation Rate</b></p> <div style="display: flex; align-items: center;"> <div style="width: 70%; height: 15px; background-color: #0070C0; margin-right: 5px;"></div> <span style="font-weight: bold; font-size: 1.2em;">70%</span> </div> </div> </div> <p>ICANN org (Individuals involved at various times throughout Review): <b>12</b></p> <table style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 60%;">Face-to-face meetings:</td> <td style="text-align: right;">8 Days</td> </tr> <tr> <td>Calls: plenary, leadership, subteam:</td> <td style="text-align: right;">85 Calls</td> </tr> <tr> <td>Volunteer meeting &amp; call time:</td> <td style="text-align: right;">1,764 Hours</td> </tr> <tr> <td>ICANN org (hours and cross-orgizational):</td> <td style="text-align: right;">617 Hours</td> </tr> </table>				Face-to-face meetings:	8 Days	Calls: plenary, leadership, subteam:	85 Calls	Volunteer meeting & call time:	1,764 Hours	ICANN org (hours and cross-orgizational):	617 Hours																		
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## ICANN Org Report to the Board

Internet Assigned Numbers Authority (IANA)

Kim Davies, VP, IANA Services and President, PTI

### SERVICE PERFORMANCE

- The IANA services met or exceeded all of the service level agreements for the period.
- Effective December 2019, new metrics were implemented for Label Generation Rules through mutual agreement between ICANN and the Customer Standing Committee. The change process to implement new metrics utilized the Service Level Agreement (SLA) change mechanism.

### Performance in brief

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

	December	January	February	Overall
<b>DNS Root Zone</b>				
SLAs Met	100%	98.5%	100%	—
Metrics Met	61/61	64/65	65/65	—
CSC assessed satisfactory or higher	✓	✓	✓	3/3
Request Volume	119	316	186	621
TLDs in Root Zone	1515	1516	1516	—
<b>DNS Root KSK**</b>				
Metrics Met	—	—	5/5	—
Scheduled Items Met	—	—	7/7	—
<b>.INT Top-Level Domain</b>				
New .INT registered	1	0	1	2
.INT modifications	2	2	2	6
Request Volume	13	14	18	45
<b>Protocol Parameters</b>				
SLAs Met	98%	100%	100%	—
Met MOU requirement (90%)	✓	✓	✓	3/3
Met internal target (95%)	✓	✓	✓	3/3
Request Volume	235	265	290	790
<b>Number Resources</b>				
SLAs Met	100%	100%	100%	100%
Metrics Met	4/4	4/4	4/4	—
Met SLA requirement	✓	✓	✓	4/4
Request Volume	0	0	0	0
<b>Label Generation Rulesets</b>				
New LGRs posted	23	0	0	23
LGRs modified	1	0	0	1
Request Volume	1	0	0	1
<b>General Enquiries</b>				
Request Volume	108	93	135	336

\*\* Only applicable to months where ceremonies are held

### CUSTOMER SATISFACTION

- Annual Customer Survey focused on engagement was conducted in September and October, with results published in December. Participation rate was 3% and the overall satisfaction rate was 3.6 on a scale of 1 to 5.
- Overall customer satisfaction, measured after requests had been completed, rated at 83.7 percent while the participation rate was 34.4%.



## Satisfaction in brief

	December 2019	January 2020	February 2020
Response Rate	45.7%	50.6%	37.0%
Satisfaction	93.8%	94.9%	100.0%

## OTHER UPDATES AND INITIATIVES

- PTI is developing a **four-year strategic plan** in line with its bylaw requirements. Initial engagement has been performed in the community, and PTI Board and staff developed a draft that was sent to ICANN CEO in February. Community engagement was planned for ICANN67 but is being reevaluated by the PTI Board. It is likely that engagement will now use online mechanisms to seek the necessary review from stakeholder groups.
- A proposal for a predictable approach to future **Root Zone Key Signing Key (KSK) rollovers** was put for Public Comment. These comments are being reviewed with a view to implementation.
- A mechanical failure in a lock in one of our key management facilities delayed our **February 2020 key ceremony** by several days. The work to remediate the lock was supported by staff and community members alike and gave us valuable insight into the effort required. This insight will inform our future disaster recovery planning.
- IANA operations have been largely unimpacted by corporate and government measures in relation to the **coronavirus pandemic**. The core operations continue to be conducted in accordance with SLAs with the team acting remotely. Developing suitable contingency plans around the next key ceremony has been an area of focus — key ceremonies are reliant upon significant international travel which is expected to be impeded for the next ceremony. These plans include the potential for holding a key ceremony only using ICANN staff, with mitigations in place to retain community trust in the process.

## Regional Office Report

### APAC (Singapore)

*Jia-Rong Low*

#### OVERVIEW OF SIGNIFICANT ACTIVITIES

This reporting period saw several regional activities, allowing us to engage a large number of stakeholders from different groups.

#### REGIONAL EVENTS

Date	Event Name	Location	Remarks
Dec 1-6	PacNOG 25	Suva, Fiji	<ul style="list-style-type: none"><li>• PacNOG is the premier event for technical capacity development for network operators in the Pacific Islands sub-region.</li><li>• We engaged on various topics including an update of key discussions from ICANN66, Universal Acceptance, DNS Security and Abuse, as well as ICANN Learn.</li><li>• 60 participants attended.</li></ul>
Dec 13	ICANN66 Japan Readout	Tokyo, Japan	<ul style="list-style-type: none"><li>• ICANN Readouts are community-led debrief sessions of the recent ICANN meeting.</li><li>• 24 participants attended the Readout.</li></ul>
Jan 9	China Universal Acceptance (UA) Initiative Launch	Beijing, China	<ul style="list-style-type: none"><li>• Led by the Internet Society of China, 50 attendees from 28 organizations participated in the launch as founding organizations.</li></ul>
Feb 12-21	APRICOT 2020	Melbourne, Australia	<ul style="list-style-type: none"><li>• APRICOT is an annual technical event covering 5 days of workshops for regional network operators, followed by a 5-day conference. 650 participants attended.</li><li>• Led by CTO David Conrad, we engaged on various technical topics, including Universal</li></ul>

			<p>Acceptance and Email Address Internationalization.</p> <ul style="list-style-type: none"> <li>• ZDNet AU interviewed David where he discussed 5G, Internet fragmentation, IoT, and predictions. The article is <a href="#">here</a>.</li> </ul>
Feb 20-21	APTLD77	Melbourne, Australia	<ul style="list-style-type: none"> <li>• APTLD gathers the Asia Pacific ccTLDs twice yearly.</li> <li>• We engaged on various topics including DNS Abuse Activity Reporting (DAAR), DNS Security Facilitation Initiative, and DNSSEC.</li> </ul>
Feb 24	Universal Acceptance (UA) Brainstorming	Kolkata, India	<ul style="list-style-type: none"> <li>• Organised by the India Internet Foundation (IIFON), the session established an IIFON-led regional working group to be a part of the nation-wide effort on UA that is being coordinated by the Indian Language Internet Alliance.</li> </ul>
Mar 24	APAC Space	Web Conference	<ul style="list-style-type: none"> <li>• A regional Readout (debrief) of ICANN67 was conducted, led by several community leaders and regulars.</li> <li>• 69 participants attended.</li> </ul>
Mar 26	ICANN67 China Readout	Virtual	<ul style="list-style-type: none"> <li>• 65 participants attended.</li> </ul>

#### OTHER ACTIVITIES

- The Contractual Compliance team processed 403 valid complaints related to APAC contracted parties between October to December 2019.
- Root Zone Label Generation Rules (RZ-LGR). The Chinese and Bangla communities, organized into the Chinese and Neo-Brahmi Generation Panels, finalized their respective proposals which were published for Public Comment during this reporting period.
- Universal Acceptance. The UA Program published a [blog](#) featuring the work done by the UA Ambassadors in China and India to promote UA readiness, highlighting the work being done by the community.

## EUROPE (Brussels)

*Chris Mondini*

### OVERVIEW OF SIGNIFICANT ACTIVITIES

**NOTE:** On March 23, A Regional Crisis Management Team (R-CMT) was activated to address the COVID-19 pandemic impact on ICANN in Europe. It includes the VP and Managing Director, along with European leads from Safety Operations, Human Resources, Communications, and Facilities Administration. This group receives status reports every 48 hours and convenes weekly. The R-CMT currently gathers members of the ICANN org team across Europe for weekly updates. The Brussels Office team has been working from home since March 10.

Before the COVID-19 crisis, the Brussels Office made good use of its expanded main conference room, hosting a European all-hands staff meeting, the Accountability and Transparency Review Team (ATRT3), a gathering of the OCTO research team, and a number of staff trainings. The growth of Brussels-based staff required the addition of desks and limited office sharing.

In January, Chris Mondini was named Vice President for GSE in Europe & Managing Director of the Brussels Office. Chris has been serving as VP, Stakeholder Engagement in North America and will continue in both roles until a North America successor can be named. Chris attended the European All-Hands staff meeting in Brussels in January. He was able to call upon a number of Brussels-based stakeholders, including staff from the European Council, European Commission, American Chamber of Commerce, and the Council of European National Top-Level Domain Registries (CENTR). He was also able to address a CENTR gathering in Slovenia.

Göran Marby and Theresa Swinehart each made two trips to Brussels, seeking to align ICANN efforts toward creating an access model for non-public domain name registration with future enforcement of the EU General Data Protection Regulation.

### NEW HIRES

In addition to Chris Mondini, the following people joined ICANN org in Europe:

- Siôn Huw Lloyd, OCTO, based in Oxford, UK (start date: 2 Jan)
- Benjamin Farine, DNS Engineering, Brussels (start date: 27 Jan)
- Carlos Hernandez Ganan, OCTO, based in Delft, Netherlands (start date: 4 Feb)
- Mikhail Anisimov, GSE, based in Moscow (start date: 16 March)

### OTHER ACTIVITIES

The new European Commission began its work, rolling out various initiatives related to digital policies, releasing a white paper on artificial intelligence, for example. Other Commission agenda items, including the Digital Services Act, a review of the GDPR, and a Network and Information Security Directive review, have been delayed by the COVID-19 pandemic response.

DNS abuse and encrypted DNS applications (DoH/DoT) continue to be of interest to stakeholders in Brussels and throughout Europe. ICANN org staff from across the European region are collaborating to deliver DNS security, DNSSEC, law enforcement and other training, most of which have been delayed due to COVID-19. The GSE team in Europe has adopted an engagement continuity plan to continue supporting the community in its work.

## MIDDLE EAST, AFRICA (Istanbul)

Nick Tomasso

### OVERVIEW OF SIGNIFICANT ACTIVITIES

On January 27, the ICANN Istanbul Office and GSE Middle East held an ICANN66 Readout session in Turkish, and covered topics including the evolution of the Root Server System and the At-Large Advisory Council (ALAC) Advice on DNS Abuse.

The ICANN Istanbul Office also continued the recruitment of Istanbul-based NGOs and people who could become At-Large Structures (ALSes) or individual members.

In cooperation with the DNS Entrepreneurship Center in Egypt, GSE Middle East facilitated the organization of two workshops on domain names business. The workshops were conducted by EURid in Cairo, Egypt (26 February) and Rabat, Morocco (3 March), and attended by the ccTLD operators and local registrars in both countries.

### REGIONAL EVENTS

Date	Event Name	Location	Remarks
2-4 December 2019	DNSSEC Workshop	Riyadh, KSA	Around 40 people attended.
2-4 December 2019	6 <sup>th</sup> Africa Working Group Meeting on Cybercrime	Nairobi, Kenya	Presented on DNS abuse and mitigation; meeting was hosted by Interpol for Heads of Units
5 December 2019	Handling Internet Identifiers Abuse and Misuse Workshop	Riyadh, KSA	Around 50 people attended.
9 December 2019	Handling Internet Identifiers Abuse & Misuse Workshop	Dubai, UAE	Around 35 people attended.
11 December 2019	ICANN66 Online Readout Session - Middle East	Online	Around 40 people attended.
11-12 December 2019	eAGE 2019	Abu Dhabi, UAE	Presented on UA in hopes that Research and Education Networks (RENs) can push this at the local level.
22-23 January 2020	Arab IGF 2020	Cairo, Egypt	Participated in a panel discussion and highlighted work underway around IDNs and UA and encouraged participation from the region.
12-14 February 2020	Public Lecture Series at various universities	Nairobi, Kenya, Cape Verde	
13 February 2020	Public Lecture	Cape Verde	Focused on ICANN ecosystem and Universal Acceptance.
14 February 2020	Workshop on ICANN Ecosystem and Universal	Cape Verde	Focused on IT Industry representatives.

	Acceptance		
18 February 2020	Academic Engagement at Bahcesehir University	Istanbul, Turkey	A lecture covering “How Domain Names Work” and “What is ICANN?” delivered to law students.
25-26 February 2020	Workshop on DNS Abuse and Mitigation	Bujumbura, Burundi	These workshops support ICANN’s outreach and deepen engagement with governments and IGOs which is a key focus for GSE Africa.
26 February 2020	Fireside Chat	Online	Focused on DNS industry and cybersecurity in Kenya.
27 February 2020	Remote Engagement with Yemen	Online	This webinar held for stakeholders in Yemen in partnership with YODET focused on Domain Names, TLDs, and the DNS.
28 February 2020	Special Webinar with ccTLDs in Africa	Online	Reviewed the current status and plans to further deepen DNSSEC deployment in Africa.
23 March 2020	ICANN67 Online Readout Session - Middle East	Online	Covered key updates from ICANN67.
2 April 2020	ICANN67 Online Readout Session – Africa	Online	Covered key updates from ICANN67.

**OTHER ACTIVITIES**

- On 18 February 2020, the draft document for the 2021-2025 Middle East Regional Strategy went out for Public Comment. On 18 March 2020, GSE Middle East held a webinar to present the draft document and solicit feedback from the wider community.
- A process to rework our ICANN Africa Regional implementation plan started in December 2019 by information sessions for the community. An Africa Strategy Working Group (ASWG) made up of 25 diverse representatives was formed in January 2020 to review and realign ICANN’s engagement plan for Africa. The Working Group has produced the first draft of the new plan which was presented to the community during the Africa Strategy Session at ICANN67 on 9 March 2020 for further input and comments. The final draft plan will be presented for Public Comment by the end of March 2020, with a target to launch the final ICANN Africa Regional Plan FY21-25 by June 2020.

## Latin America and the Caribbean (Montevideo)

Rodrigo de la Parra

### OVERVIEW OF SIGNIFICANT ACTIVITIES

During this quarter we focused our engagement activities on the preparations for ICANN67 in Cancún. A multistakeholder local host committee was established including the participation of the Ministry of Communications and Transportation, NIC Mexico, the Mexican Internet Industry Association, the Internet Society (ISOC) Chapter of Mexico, Punto 2012 (new gTLD registry for .bar and .rest) and NEUBOX (an ICANN accredited registrar) with the support of León Sánchez, ICANN Board Vice Chair. We organized a roadshow with stops in key cities of Mexico (Monterrey, Guadalajara, Mexico City, and Merida) which included open conferences and media events. Despite the change of modality of ICANN67 to a virtual meeting, Mexican stakeholders were the fourth largest number of participants after the United States, Canada, and China. Two sessions were organized under the virtual format, the LAC Space and Getting to Know the Mexican Internet Ecosystem, both with good participation.

### REGIONAL EVENTS

Date	Event Name	Location	Remarks
16 December	ICANN 66 Readout Session	Monterrey, Mexico	NIC.MX hosted our ICANN66 Readout. Participants from across the region participated, including Board Directors León Sánchez and Lito Ibarra. Regional leaders from the SOs and ACs provided an update of each group's activities.
2-4 February	CANTO – Annual General Meeting	Varadero, Cuba	During a segment focused on regional digital transformation, our Senior Manager for stakeholder Engagement in the Caribbean delivered a presentation covering the following topics: <ul style="list-style-type: none"> <li>· Where do ISP's fit in at ICANN?</li> <li>· Does your business want more online customers? – the Universal Acceptance Issue.</li> <li>· ICANN 2021 – 2025 Strategic Focus.</li> </ul>
11-12 February	Coordination Meeting Regional Technical Community	Montevideo, Uruguay	We meet in February of every year with organizations at La Casa de Internet to share our key activities, focus, and events throughout the year. These organizations include: Latin America and Caribbean Internet Addresses Registry (LACNIC), Latin American and Caribbean ccTLD Association (LACTLD), the Internet Society (ISOC), Latin American and the Caribbean Internet Exchange (LAC IX), and Red CLARA.
4-6 March	Illegal Content Forum 2 <sup>nd</sup> Edition	Cancún, México	LACTLD, with the support of NIC Mexico, conducted a training course on the operation of the Internet, the DNS, and illegal content online for judges,

			prosecutors, and law enforcement agencies in Latin American and Caribbean countries. ICANN participated in the DNS misuse and abuse session.
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### **OTHER ACTIVITIES**

In early December, we organized our All-Hands meeting in our regional office in Montevideo. During two days, colleagues attached to the Montevideo Office, friends from other functions with responsibilities in the LAC region, and members of the Executive team focused on four main blocks of activities.

- Aligning the Regional Strategy to ICANN Strategic Plan 2021-2025.
- Team building and reflecting on challenges.
- Open dialogue with Executive team members.
- Review interactions with global functions.



## North America (Washington, D.C.)

Jamie Hedlund

### OVERVIEW OF SIGNIFICANT ACTIVITIES

During this reporting period, the North American Global Stakeholder Engagement (GSE) team hosted a number of events aimed at interacting with and educating regional stakeholders.

Following an evaluation of the efficacy of ICANN Public Meeting Readout sessions, we have streamlined our efforts to foster more meaningful, active participation.

### REGIONAL EVENTS

Date	Event Name	Location	Remarks
5 December	ICANN66 Readout	San Juan, Puerto Rico	<ul style="list-style-type: none"><li>Organized by ISOC Puerto Rico, this Readout was attended by graduate students and researchers involved in technology and computer science.</li><li>Christopher Mondini presented (via Zoom) on ICANN, ICANN66 by the numbers, the evolution of the multistakeholder model, and more.</li><li>Local ISOC leaders presented on SubPro, IDNs, DNS abuse, and the ATLAS meetings.</li></ul>
16-17 January	Second Security, Stability, & Resiliency Review Team (SSR2) Face-to-Face Meeting	Washington, D.C.	
18 February	Policy Team Meeting	Washington, D.C.	
24 February	Briefing on UN Cyber Issues	Washington, D.C.	<ul style="list-style-type: none"><li>Veni Markovski provided an overview of ICANN's engagement with the United Nations and the educational sessions and briefings that ICANN provides to UN Missions and diplomats.</li></ul>
18 March	University of Colorado Lecture	Boulder, Colorado	<ul style="list-style-type: none"><li>Joseph Catapano delivered two lectures at the University of Colorado regarding ICANN, Internet governance, and security-related topics impacting ICANN.</li></ul>

## GENEVA

*Mandy Carver*

### ENGAGEMENT HIGHLIGHTS

During this period the Government and Intergovernmental Organization (IGO) Engagement function went through a re-prioritization that changed the location of allocated staff. As a result, the Geneva office went from an original staffing structure of five to a two-person team to match the structures created in New York and Brussels. This was not a reduction in the importance of Geneva to ICANN, but rather a reflection of the change in locational focus for some policy discussions that GE team follows. Some of the cybersecurity dialogues previously conducted in Geneva moved to New York, needing increased resources in that space. In January, the Geneva office hosted a memorial for Tarek Kamel. The memorial allowed the local community to come together and commemorate him and reinforce ICANN's ongoing presence and activity in Geneva.

The Geneva based staff continued to work closely with the International Telecommunications Union-Development Sector (ITU-D) leadership to identify opportunities of engagement with the Telecommunications Development Advisory Group (TDAG) and the development of a working plan for future collaboration between ICANN and the regional ITU-D centers to support capacity building. The Geneva office was also engaged in discussions with ITU staff on discussions about eCommerce week, and the preparation for the ITU's World Summit on the Information Society (WSIS) Forum. Due to the COVID-19 pandemic and ensuing restrictions on gatherings and travel, the eCommerce week was transformed into an online event. The WSIS Forum is postponed until 31 August - 4 September 2020. ICANN Geneva-based staff will continue to work with the organizers to determine the appropriate level of engagement and outreach opportunities.

In the meantime, the engagement work in Geneva has become entirely phone and Internet-based. GE continues to follow the ITU's TDAG, Telecommunication Standardization Advisory Group (TSAG), and the Secretary General (SG) discussions. Two topic areas have gained attention: the concept of DNS abuse using COVID-19 lures and the concept of "new IP".

GE has promoted the awareness of the work done by OCTO on the questions of DNS abuse. ICANN is organizing webinars for the diplomats in New York and Brussels so that the members of the permanent missions who will be engaged in discussions within the UN structures have access to factual information on how the Internet works. On "new IP", part of the discussion centers on the new IP definition and its intent – e.g. what is meant by "new IP"? What problem does it seek to solve? Is it successful? GE is working with OCTO and other colleagues to help governments define identified issues with the DNS and whether new IP addresses these issues. The phrase "new IP" has been used so many times in such diverse settings that it is not currently entirely clear whether the proponents all are using the concept in the same way. ICANN continues to work with technical partners to follow these debates.

The Geneva office is also actively monitoring the security dialogue in the Digital Economy Expert Workshop, the work of the Going Digital II Steering Group and the dialogue about geographic indicators in several IGOs. Lastly, GE continues to cover the work of the OECD's Internet Technical Advisory Committee (ITAC) involving the Committee on Digital Economy Policy and its working parties on Data Governance and Privacy in the Digital Economy (DGP), and the Working Party on Security in the Digital Economy (SDE), among others.