



ICANN

Board Report – Genva Workshop

September 2018

Period Covering: 13 April 2018 – 15 August 2018

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 period, the ICANN org has made progress on many different fronts. We submitted a finalized FY19 budget to the Board; saw the adoption of a Temporary Specification for gTLD Registration Data, which outlines for how ICANN and its contracted parties will comply with existing ICANN contractual requirements and community-developed policies in relation to the European Union's General Data Protection Regulation (GDPR); continue to move forward with the Five-Year Strategic and Operating Plan; and more. We also held multiple Executive Team meetings, as well as a retreat, and supported the Board's various workshops.

OVERVIEW OF ACTIVITY

In my previous report to the ICANN Board, I noted that we were still in the midst of engaging with the community to finalize the draft FY19 budget. In May, we provided a final version of the FY19 Operating Plan and Budget to the Board, which incorporated the wide array of feedback and input we received about how the ICANN org can be more efficient with available resources, as well as what activities we should prioritize. I am grateful of everyone who participated and contributed to this effort.

Along the same vein, a key part of my duties as President and CEO is to be continually looking for opportunities to streamline the org's functions and ways to reduce costs. To that end, we've decided to stop conducting our Quarterly Stakeholder Calls (QSCs), and instead use these Reports to the ICANN Board to communicate what each internal department is working on and prioritizing. This will free up resources and funds to be used elsewhere.

We continue to make significant progress in identifying a permanent solution for bringing ICANN and its contracted parties into compliance with the GDPR. With the Temporary Specification for gTLD Registration Data now in full effect, the org has shifted its focus towards developing a proposed unified access model. Please follow updates on <https://www.icann.org/dataprotectionprivacy>.

During this period, I traveled to Europe, North American, and Latin America. From 22-23 April, I met with the Article 29 Working Party (WP29) Technology Subgroup in Brussels, Belgium, to engage with them and have questions answered about our GDPR-related efforts. I then traveled to Vancouver, Canada, from 10-16 May for an Executive Team meeting, the Vancouver Board workshop, and the Global Domains Division (GDD) Industry Summit.

From 22-24 May, I traveled to Moscow, Russia, to engage with members of the Russian DNS industry, regional stakeholders, and government officials. Shortly after, I traveled to New York City to visit the United Nations (UN) from 4-5 June. While there, I held a bilateral meeting with the Permanent Resident of Egypt, Ambassador Mohamed Edrees; hosted a luncheon where I presented on ICANN's role within the Internet ecosystem; and had a bilateral meeting with the Secretary-General of the UN, Antonio Guterres.

After ICANN62 in Panama City, Panama, where we held an Executive Team meeting and provided support for the pre-meeting Board workshop, we held an Executive Team retreat in Visby, Sweden from 23-26 July.

TOP ISSUES & MITIGATION

Following the March departure of Duncan Burns, SVP of Global Communications, I continue to work with the Executive Team in finding a replacement and ensuring there is no disruption to the organization's internal and external responsibilities. I continue to place a heavy focus on ensuring that, from a personnel standpoint, we have the right people and competencies.

OUTSTANDING ISSUES FROM JUNE 2018 BOARD WORKSHOP

Dates: 22-24 June 2018

Meeting: Board Workshop, Panama City (Panama)

OUTSTANDING ISSUES

- **GDPR Updates**
 - ICANN Org to update the scorecard on Unified Access Model and send it to the Board by Sunday 24th June, 2018. **(Done)**
- **Long-term and short-term options for streamlining the Reviews**
 - OEC to carry on its work and come back to the Board with proposal after the Public comments are received and analyzed (probably at the Brussels workshop, Sept 2018). **(OEC meeting scheduled for Brussels)**
- **Board FY19 Priorities -Development**
 - FY19 Board priorities to be finalized in at the Brussels workshop (Sept 2018) and to be posted at the AGM (Barcelona, Oct 2018). Board shepherds to refine their priorities and circulate to the Board for further review and discussion before Sept. workshop. **(FY19 Board Priorities session scheduled for Brussels)**
- **IG Strategic Discussion Progress**
 - IGWG to work on a straw-person to better understand 1) how ICANN should engage considering the global trends in the IG Ecosystem that might affect ICANN's role and 2) how to socialize this with the Community. **(In progress)**

RESOLUTIONS

23 June 2018 | Regular Meeting of the ICANN Board

Consent Agenda:

- **Approval of Board Meeting Minutes**
 - Resolved (2018.06.23.01), the Board approves the minutes of the 3 May, 17 May and 30 May Special Meetings of the ICANN Board and the 13 May Regular Meeting of the ICANN Board.
- **Appointment of new member to the SSAC**
 - Resolved (2018.06.23.02), the Board appoints Timothy April to the SSAC for a term beginning immediately upon approval of the Board and ending on 31 December 2020.
- **Transfer of the .LS (Lesotho) top-level domain to Lesotho Network Information Centre Proprietary (LSNIC)**
 - Resolved (2018.06.23.03), as part of the exercise of its responsibilities under the IANA Naming Function Contract with ICANN, PTI has reviewed and evaluated the request to transfer the .LS country-code top-level domain to Lesotho Network Information Centre Proprietary (LSNIC). The documentation demonstrates that the proper procedures were followed in evaluating the request.

- **March 2020 ICANN Meeting Venue Contracting**
 - Resolved (2018.06.23.04), the Board authorizes the President and CEO, or his designee(s), to engage in and facilitate all necessary contracting and disbursements for the host venue for the March 2020 ICANN Public Meeting in Cancun, Mexico, in an amount not to exceed [REDACTED FOR NEGOTIATION PURPOSES].
 - Resolved (2018.06.23.05), specific items within this resolution shall remain confidential for negotiation purposes pursuant to Article III, section 5.2 of the ICANN Bylaws until the President and CEO determines that the confidential information may be released.
- **June 2020 ICANN Meeting Venue Contracting**
 - Resolved (2018.06.23.06), the Board authorizes the President and CEO, or his designee(s), to engage in and facilitate all necessary contracting and disbursements for the host venue and hotels for the June 2020 ICANN Public Meeting in Kuala Lumpur, Malaysia, in an amount not to exceed [REDACTED FOR NEGOTIATION PURPOSES].
 - Resolved (2018.06.23.07), specific items within this resolution shall remain confidential for negotiation purposes pursuant to Article III, section 5.2 of the ICANN Bylaws until the President and CEO determines that the confidential information may be released.
- **October 2020 ICANN Meeting Venue Contracting**
 - Resolved (2018.06.23.08), the Board authorizes the President and CEO, or his designee(s), to engage in and facilitate all necessary contracting and disbursements for the host venue and hotel for the October 2020 ICANN Public Meeting in Hamburg, Germany, in an amount not to exceed [REDACTED FOR NEGOTIATION PURPOSES].
 - Resolved (2018.06.23.09), specific items within this resolution shall remain confidential for negotiation purposes pursuant to Article III, section 5.2 of the ICANN Bylaws until the President and CEO determines that the confidential information may be released.
- **Consideration of SSAC Recommendations from SAC047, SAC058, SAC061, SAC090, and SAC097**
 - Resolved (2018.06.23.10), the Board adopts the scorecard titled "[ICANN Board Action for SSAC Advice Documents SAC047, SAC058, SAC061, SAC090, and SAC097 \(08 June 2018\)](#)" [PDF, 182 KB], and directs the President and CEO or his designee(s) to implement the advice as described in the scorecard.
- **Organizational Review of the At-Large - Final Report and Recommendations**
 - Resolved (2018.06.23.11), the Board receives the At-Large Review Final Report from the independent examiner.
 - Resolved (2018.06.23.12), the Board accepts the At-Large Review Recommendations Feasibility Assessment & Implementation Plan, approved by the ALAC on 22 August 2017, and the Review Working Party's At-Large Review Implementation Overview Proposal, approved by the ALAC on 20 April 2018.
 - Resolved (2018.06.23.13), the Board directs the ALAC to convene an At-Large review implementation working group that oversees the implementation process of the implementation proposals contained in the At-Large Review Implementation Overview Proposal, including through the development of a detailed implementation plan. The Board expects that the implementation plan will expand on the implementation steps detailed in the At-Large Review Implementation Overview Proposal, including through identification of metrics for each implementation, a concise overview of the current state for each of the ALAC's proposals, a clearly defined goal of the implementation objectives, and a methodology of how to measure implementation progress on an ongoing basis.
 - Resolved (2018.06.23.14), the Board directs the ALAC to work with ICANN organization to include expected budgetary implication for each of the implementation steps into its detailed implementation plan. The implementation plan shall incorporate a phased approach that allows for easy-to-implement and least costly improvements to be implemented first, with those items with more significant budget implications addressed via

subsequent budget cycles. Any budgetary requests should be made in line with ICANN organization's budgeting processes. The detailed implementation plan shall be submitted to the Board as soon as possible, but no later than six (6) months after the adoption of this resolution.

- Resolved (2018.06.23.15), the Board directs the At-Large review implementation working group to provide to the OEC semiannual written implementation reports on progress against the implementation plan, including, but not limited to, progress toward metrics detailed in the implementation plan and use of allocated budget.
- **Thank you to Local Host of ICANN 62 Meeting**
- **Thank you to Sponsor of ICANN 62 Meeting**
- **Thank you to Interpreters, Staff, Event and Hotel Teams of ICANN 62 Meeting**

Main Agenda:

- Consideration of Reconsideration Request 18-3: Astutium Ltd.
 - No resolution taken.
- Consideration of Reconsideration Request 18-1: DotMusic Limited
 - No resolution taken.
- Consideration of Reconsideration Request 18-2: dotgay LLC
 - No resolution taken.

Full documentation of each resolution is available at this link:

<https://www.icann.org/resources/board-material/resolutions-2018-06-23-en#1.a>

OUTSTANDING ISSUES FROM MAY 2018 BOARD WORKSHOP

Dates: 11-13 May 2018

Meeting: Board Workshop, Vancouver (Canada)

OUTSTANDING ISSUES

- The entire workshop agenda was dedicated to the Data Protection/Privacy Issues GDPR/Implications on WHOIS in order to lead to the resolution that was passed during the Board Meeting on May 13, 2018 (see below)

RESOLUTIONS

13 May 2018 | Regular Meeting of the ICANN Board

Consent Agenda:

- **Approval of Board Meeting Minutes**
 - Resolved (2018.05.13.01), the Board approves the minutes of the 15 March 2018 Regular Meeting of the ICANN Board.
- **Appointment of Andrey Kolesnikov to the Security and Stability Advisory Committee**
 - Resolved (2018.05.13.02), the Board appoints Andrey Kolesnikov to the SSAC for a term beginning immediately upon approval of the Board and ending on 31 December 2020.

- **Approval of GNSO Noncommercial Users Constituency Bylaws Amendments**
 - Resolved (2018.05.13.03), the ICANN Board approves the NCUC Charter Amendments as documented in this paper and attachments.
 - Resolved (2018.05.13.04), the Board directs the ICANN President and CEO, or his designee(s), to communicate this resolution with the leadership of the NCUC, and the NCUC and the ICANN President and CEO, or his designee(s), is directed to provide access to the updated NCUC Charter on the appropriate ICANN and NCUC web pages.
- **New GNSO Voting Thresholds to address post-transition roles and responsibilities of the GNSO as a Decisional Participant in the Empowered Community - Proposed Changes to ICANN Bylaws**
 - Resolved (2018.05.13.05), the ICANN Board of Directors approves the [amendment of the ICANN Bylaws](#) [PDF, 106 KB] to include the proposed changes to section 11.3.i of the ICANN Bylaws, including the rewording for clarity proposed by the Registries Stakeholder Group, to reflect additional GNSO voting thresholds which are different from the current threshold of a simple majority vote of each House to address all the new or additional rights and responsibilities in relation to participation of the GNSO as a Decisional Participant in the Empowered Community.
- **Deferral of transition to Thick WHOIS Policy Implementation**
 - Resolved (2018.05.13.06), the President and CEO, or his designee(s), is authorized to defer compliance enforcement of the Thick WHOIS Consensus Policy for six months to 30 November 2018, 30 April 2019 and 31 January 2020, respectively, to allow additional time for the registrars and Verisign to reach agreement on amendments needed to applicable registry-registrar agreements to implement the Policy.
- **Registrar Data Escrow Agent Contract Approval**
 - Resolved (2018.05.13.07), the Board authorizes the President and CEO, or his designee(s), to enter into, and make disbursements in furtherance of, a new DENIC eG contract for a term of 36 months with total cost not to exceed US\$[REDACTED].
 - Resolved (2018.05.13.08), specific items within this resolution shall remain confidential for negotiation purposes pursuant to Article 3, Section 3.5(b) and (d) of the ICANN Bylaws until the President and CEO determines that the confidential information may be released.
- **Getting Additional Input on New KSK Roll Plan**
 - Resolved (2018.05.13.09), that the Board requests RSSAC, SSAC and RZERC to provide the Board advices on "Updated Plan for Continuing the Root KSK Rollover" and associated plan documents, and report back to the Board by 10 August 2018 if possible.

Main Agenda:

- **Options for Addressing Registries Stakeholder Group's (RySG) Request for Refund of TMCH Registry RPM Access Fee**
 - Resolved (2018.05.13.10), the ICANN Board directs the President and CEO or his designee(s) to take all steps necessary to provide a refund of \$5,000, as soon as practicable, to the contracted registries or registry operators (including those that have terminated their contracts or whose TLD delegation has been revoked) that have paid to ICANN the one-time RPM access fee as defined in Section 6.4 of the RA.
- **Consideration of the Temporary Specification for gTLD Registration Data (Implementation of GDPR Interim Compliance Model)**
 - Resolved (2018.05.13.11), the Board intends to move to a decision on the adoption of a proposed Temporary Specification on gTLD Registration Data (pursuant to the procedures in the Registry Agreement and Registrar Accreditation Agreement concerning the establishment of temporary policies) on or about 17 May 2018. The Board intends to use this additional time to confirm that appropriate modifications are incorporated into a proposed Temporary Specification prior to considering adoption. Upon adoption, a

- proposed Temporary Specification would be effective for a 90-day period beginning 25 May 2018, and the Board would reaffirm its temporary adoption every 90 calendar days for a total period not to exceed one year.
- Resolved (2018.05.13.12), the Board's initial considerations of a proposed Temporary Specification are focused on the following elements:
 - Whether the modifications in a proposed Temporary Specification to existing requirements concerning the processing of personal data in registration data are justified and an immediate establishment of a proposed Temporary Specification is necessary to maintain the stability or security of Registrar Services, Registry Services or the DNS or the Internet.
 - Whether a proposed Temporary Specification is as narrowly tailored as feasible to achieve the objective to maintain the stability or security of Registrar Services, Registry Services or the DNS or the Internet.
 - Resolved (2018.05.13.13), the global public interest is served by the implementation of a unified policy governing aspects of the gTLD Registration Data when the GDPR goes into full effect.
 - Resolved (2018.05.13.14) the Board directs the ICANN President and CEO, or his designee(s), to continue to support the Board in discussion across the ICANN community regarding the refinements made prior to the Board's consideration of a proposed Temporary Specification for adoption. The ICANN President and CEO, or his designee(s), are directed to share with the ICANN community the updates to a proposed Temporary Specification generated as a result of the Board's review to date.

Full documentation of each resolution is available at this link:

<https://www.icann.org/resources/board-material/resolutions-2018-05-13-en#1.a>

ICANN Org Report to the Board

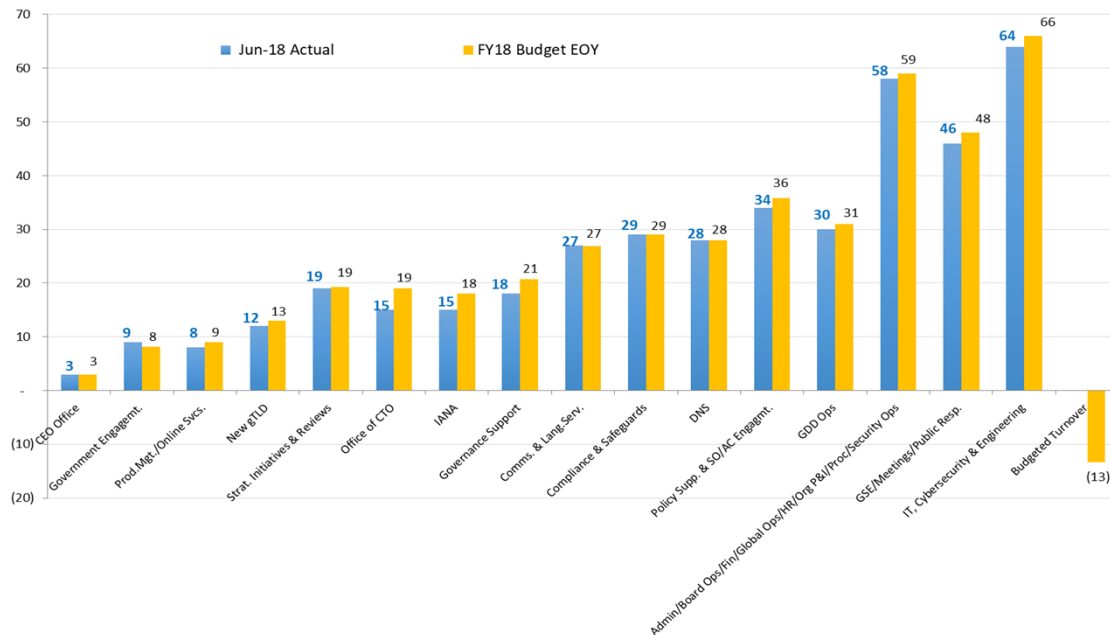
Organization People

Gina Villavicencio, SVP, Global Human Resources

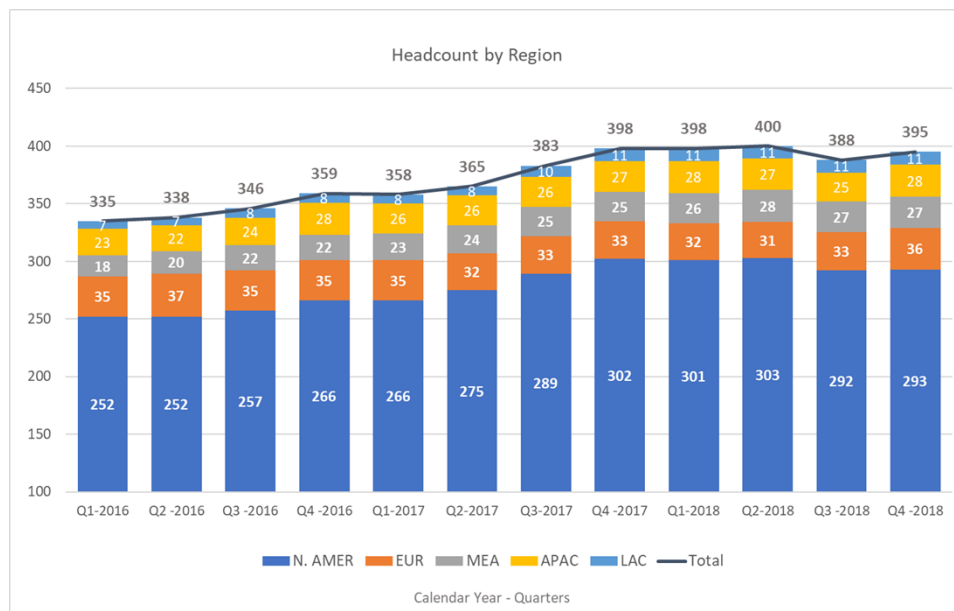
ORGANIZATION PEOPLE HIGHLIGHTS

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

As of 30 June 2018, ICANN org had 395 active staff, 18 active requisitions, and 2 filled requisitions.

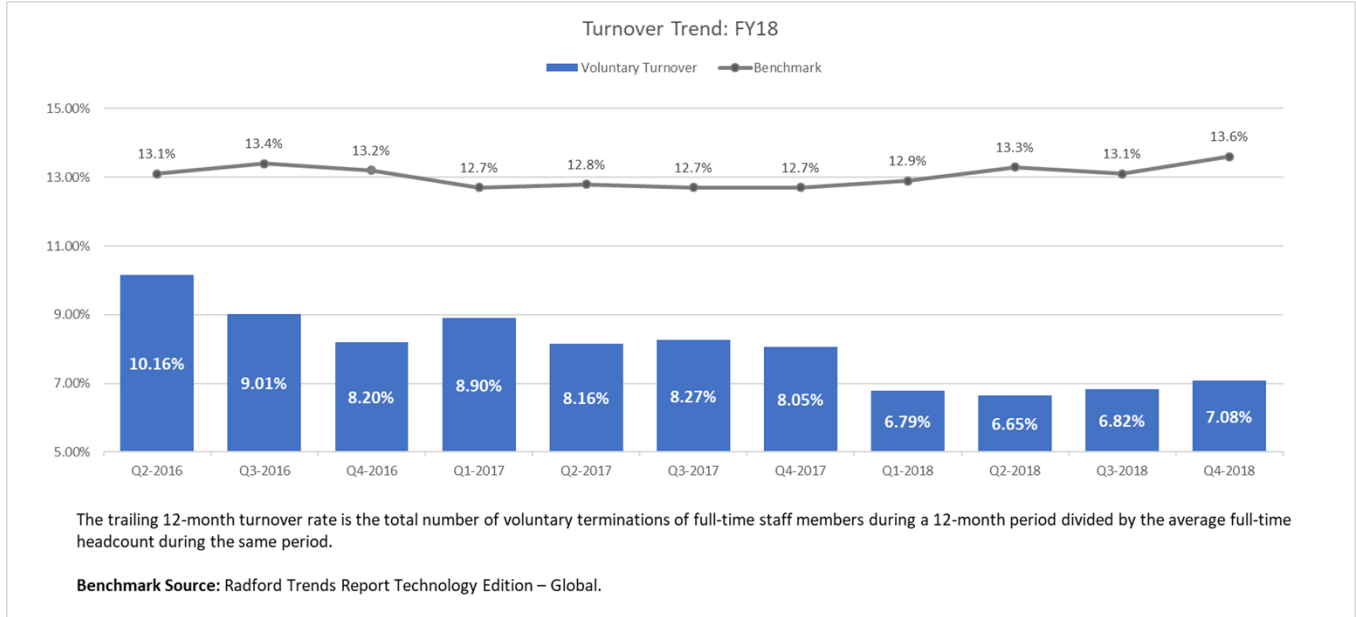


ICANN Org by Regions: As of 30 June 2018, the staff distribution by region was 293 (74%) in North America, 36 (9%) in Europe, 27 (7%) in the Middle East, 28 (7%) in the Asia Pacific, and 11 (3%) in Latin American and Caribbean, for a total of 395.



Voluntary Turnover as of 30 June 2018 was 7.08% and has remained relatively stable from the previous reporting period in 30 March 2018. In comparison, the worldwide voluntary benchmark is 13.6%, 6.52% more than the ICANN org voluntary turnover.

Over the last three months 13 staff members joined ICANN org and another 7 departed, resulting in a growth rate of 0%.



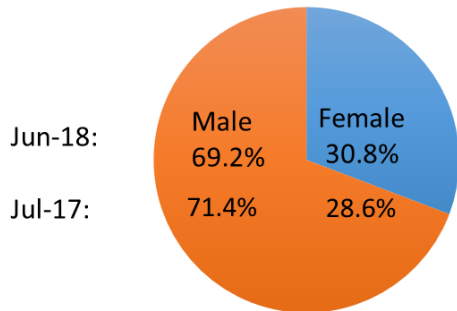
Annual growth rates (from June to June):

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

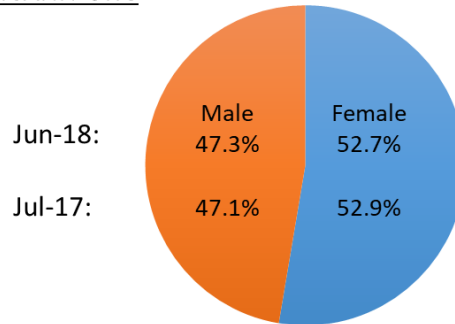
* The headcount as of 30 June 2017 was 398. Growth rate formula is calculated (present headcount – past headcount) divided by past headcount.

The **gender diversity** of ICANN org is well-balanced with females (52.7%) having a slight majority. The Executive Team gender balance is 30.8% / 69.2% (female/male). ICANN org has gender balance from a numerical perspective and could do better when it comes to leadership positions.

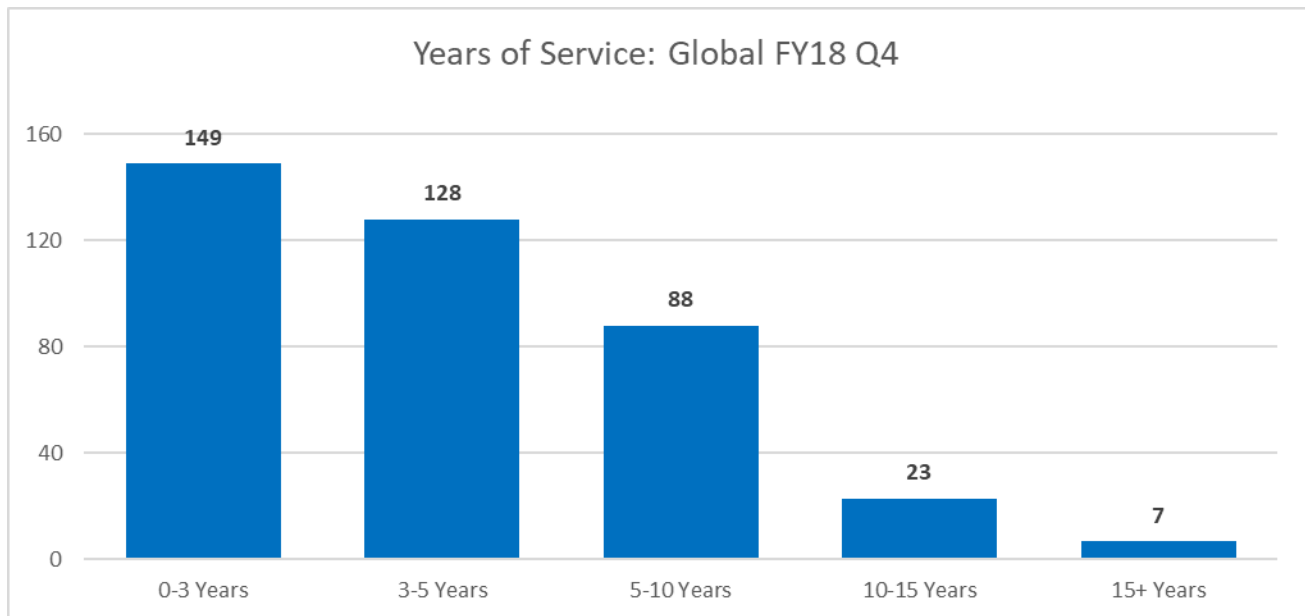
ICANN EXECUTIVES



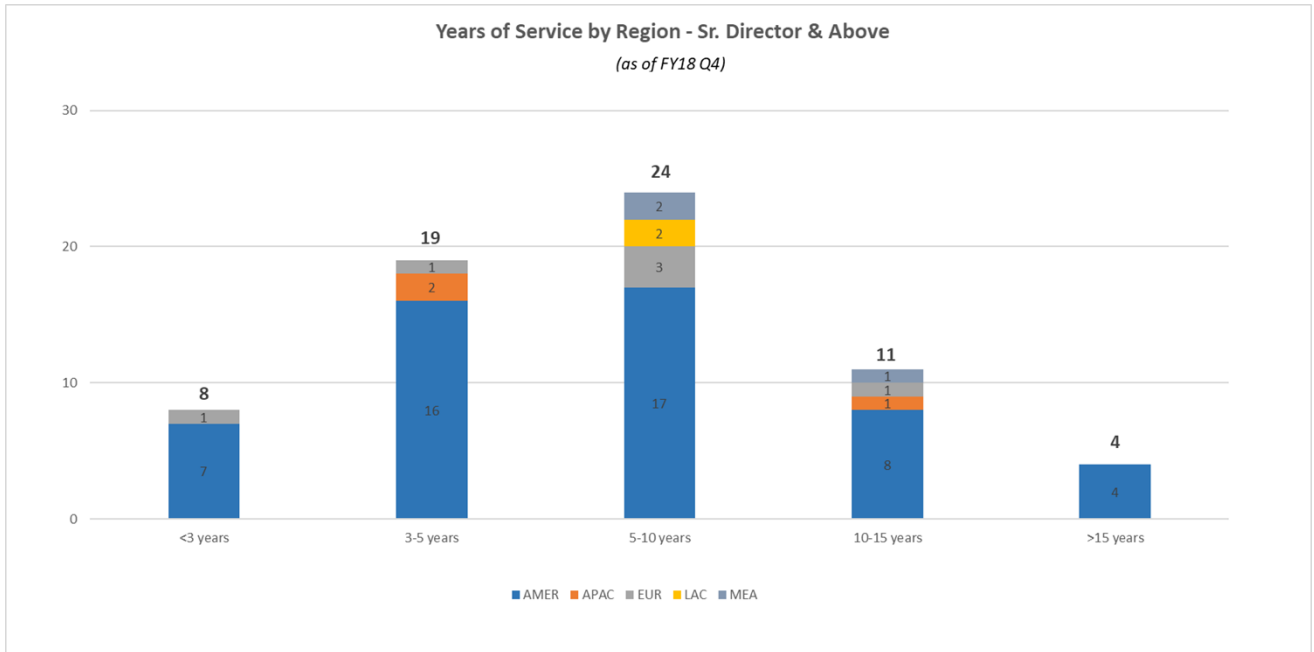
ICANN ORG



Age distribution of the organization has also been stable over the last 3 years, averaging around 42 years of age and represents the typical mid-point of most professional careers. The organization's average **years of service** as of June 2018 is 4.4 years, reflecting consistent growth and stability in ICANN org positions.



Sr. Directors & Above global distribution has remained stable for the last couple of years, with the largest population between 5 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

FY18 FINANCIAL OVERVIEW

Please refer to the [ICANN Org FY18 March 2018 Quarterly Financial Publication](#), which is provided at the end of this document.

ICANN Org Report to the Board

Legal & Complaints Office Activities

John Jeffrey, General Counsel and Secretary

KEY HIGHLIGHTS & MILESTONES

- Filed injunction proceedings in Germany against EPAG, a Germany-based, ICANN-accredited registrar that is part of the Tucows Group. ICANN took this step to ask the court for assistance in interpreting the European Union's General Data Protection Regulation (GDPR) in order to protect the data collected in WHOIS.
- Continued to support community discussions about a possible unified access model for continued access to full WHOIS data.

OVERVIEW OF ACTIVITY

Contract Management: Advised the GDD Team on a variety of contract matters, including contract drafting support for the Emergency Back-End Registry Operator (EBERO) request for proposal, Privacy Proxy Accreditation Agreement, and Naming Services Portal Terms of Use. Provided legal support for the Engineering & Information Technology Team on a variety of agreements, including contracts to review and assess ICANN's cybersecurity controls.

Complaints Office: Received five complaints during the reporting period, for a total of forty-two complaints submitted to date. Following on recommendations from Semi-Annual Complaints Report (see: <https://www.icann.org/en/system/files/files/complaints-office-semi-annual-report-07mar18-en.pdf>), the Complaints Office implemented changes to the process for receiving and routing complaints. These changes led to approximately 700 submissions being automatically routed from the Complaints Office webpage to a more appropriate department, and thereby bypassing an unnecessary touchpoint.

General Legal: Provided general legal support and advice across ICANN on various matters.

Legal Support for GDD and Policy Teams: Advised the GDD Team on gTLD issues, including implementation of the Temporary Specification for gTLD Registration Data ("Temporary Specification"), and implementing the consensus policy concerning Accreditation of Privacy/Proxy Service Providers. Provided legal support on policy development work to develop subsequent procedures for the next round of new gTLDs and to consider the Temporary Specification as a consensus policy.

Legal Support for Global Stakeholder Engagement, Strategic Initiatives and Implementation of IANA Stewardship Transition: Supported the drafting and executing of the Memorandum of Understanding with the NASSCOM Centre of Excellence for Internet of Things. Assisted in setting a path forward for coordinating the Customer Standing Committee Effectiveness Review and the IANA Naming Functions Review. Advised on how to simplify the contract change process for changing Service Level Expectations in the IANA Naming Functions Contract. Supported discussions regarding the status of Specific Reviews, including the restarting of the second Security, Stability, and Resiliency Review (SSR2) and the modification of review schedules for the third Accountability and Transparency Review (ATRT3). Provided legal support to the Strategic Planning Process.

Litigation and Internal Services: With respect to the GCC v. ICANN Independent Review Process (IRP) Final Declaration, the Board Accountability Mechanisms Committee (BAMC) followed the steps required as if the Governmental Advisory Committee (GAC) provided non-consensus advice to the Board pursuant to the New gTLD Applicant Guidebook regarding .PERSIANGULF, and is

working on a recommendation to the Board as to whether or not the .PERSIANGULF application should proceed. Regarding the AGIT v. ICANN IRP Final Declaration, the BAMC is working on providing a recommendation to the Board as to whether or not the applications for .HALAL and .ISLAM should proceed. Trial date in the DotConnectAfrica lawsuit was vacated, and a Status Conference is scheduled for 25 September 2018. In ICANN v. EPAG, ICANN is pursuing injunction proceedings in Germany against EPAG in order to gain clarity on GDPR as it relates to WHOIS. Thus far the court has declined to issue the injunction, but ICANN is still pursuing the matter.

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: Domain Name Services & Industry Engagement, WHOIS Initiatives, IANA Functions, Product Management, Operations, Global Support Center
Akram Atallah, President, Global Domains Division

KEY HIGHLIGHTS & MILESTONES

April 13th, 2018 – August 15th, 2018

2018 GDD Industry Summit

- There were 410 attendees from over 32 countries at the 2018 [GDD Industry Summit](#), which was held in Richmond, B.C., Canada, 14-17 May. Post-event survey results indicate that the new multi-track format was very well received, GDPR and technical tracks were voted the most helpful and the majority of attendees feel comfortable participating and asking questions during the event. The 2019 GDD Industry Summit will be held in APAC, with the 2020 event returning to Europe.

Contracted Parties Satisfaction Survey

- Results from the second annual ICANN Contracted Parties Satisfaction Survey are published [here](#). The independent study was conducted by the MITA Group and had a response rate of 17.3%. The survey categorizes the results into five themes and aggregates those into an overall “trust score”. The trust score for 2018 was nearly identical to the 2017 score. Contracted Parties gave ICANN’s GDD strong marks in commitment, competence and satisfaction while integrity and dependability received a score in the favorable range. GDD will be incorporating the survey responses into its operating plans for future service improvement.

Internationalized Domain Names (IDNs)

- A generation panel to develop root zone Label Generation Rules (LGR) for the Myanmar script was formed.
- The Cyrillic Label Generation Rules (LGR) proposal was finalized. As with the Armenian proposal earlier, the Integration Panel has deferred the integration of this proposal until other related scripts (Latin and Greek) have also finalized their work.
- The second version of the Root Zone Label Generation Rules (RZ-LGR-2) was released in August 2017, integrating six script proposals, as other script proposals are being finalized. The Root Zone Label Generation Rules Study Group (RZ-LGR-SG) has been constituted to study and make recommendations for the technical use of RZ-LGR in a harmonized way across IDN TLDs.

gTLD Marketplace Health Index

- We published the next iteration of the gTLD Marketplace Health Index. For the next version of the Index, [ZookNIC Domain Name Intelligence](#) conducted an assessment which included evaluating a proposed expanded framework for domain name system marketplace indicators, creating a detailed taxonomy of the final set of recommended indicators, and identifying sources for any requisite data external to the ICANN org.

WHOIS Accuracy Reporting System (ARS)

- The WHOIS ARS Phase 2 Cycle 6 report was [published](#). The data analyzed in this report is from January 2018. The analysis showed that nearly all WHOIS records contained information that could be used to establish immediate contact: In 98 percent of records, at least one email or phone number met all operability requirements of the 2009 RAA. Approximately 92 percent of email addresses, 60 percent of telephone numbers, and 99 percent of postal addresses were operable. (Note: The data analyzed in this report was completed prior to the adoption of the [Temporary Specification](#).)

Across Field Address Validation

- A sub-team of the Registrar Working Group and ICANN org continued to work on developing formal criteria deemed to be 'Technically and Commercially Viable' as per the [WHOIS Accuracy Program Specification](#). Progress on this project, mandated by the 2013 RAA, has been slowed due to the potential impact of the [Temporary Specification](#) for gTLD registration data.

Policy Implementation

- ICANN org continues to work with the [Translation and Transliteration](#) (T/T) of Contact Data Implementation Review Team (IRT) to review the draft policy document. The IRT is planning on discussing a phased implementation approach at its August meeting. This policy's implementation is dependent on the introduction of Registration Data Access Protocol (RDAP).
- Privacy/Proxy Services Accreditation – ICANN org continues to work with the IRT to finalize a draft accreditation program and applicant guide for publication for public comment. This IRT's progress was impeded by the introduction of the [Temporary Specification](#) for gTLD registration data.

Registry Services

- A new registry service for Community gTLD Change Requests was launched. This is based on a [procedure](#) developed, approved, and published by ICANN and a working group. The guiding principles of this procedure permit a community gTLD registry operator to seek modifications to Specification 12 without removing the Community Registration Policies, excessively broadening or narrowing registrant eligibility and/or name selection requirements or resulting in significant negative impact to the TLD Community.

Registration Directory Services (RDS)/WHOIS

- The Registration Data Access Protocol (RDAP) pilot discussion group submitted their proposed profile to the ICANN organization, which follows the requirements of the [Temporary Specification](#) for gTLD registration data. RDAP delivers registration data much like WHOIS, but its implementation will help standardize registration data access and query response formats. Moreover, RDAP provides native support for Internationalized Domain Names (IDNs) and, importantly, the ability to provide a uniform and robust platform for layered access to registration data for legitimate users.

OVERVIEW OF ACTIVITY

General Data Protection Regulation (GDPR)

- The GDD team continues to work closely with contacted parties on matters related to GDPR and the Temporary Specification that went into effect on 25 May. This includes coordinating with contracted parties and other members of the community on the development of a unified access model that will enable third-parties to access non-public WHOIS data for legitimate reasons. Additional GDPR-related information is included in Theresa Swinehart's report on page 61.

New gTLD Program

- Since April 2018, two (2) TLDs, .INC and .CHARITY have delegated into the root zone.
- As of August 2018, 226 contention sets are resolved and eight (8) remain unresolved (.CPA, .GAY, .HOTEL, .KID/.KIDS, .MERCK, .MUSIC, .SPA and .WEB/.WEBS).
- An auction is preliminarily scheduled for the .KID/.KIDS contention set for October 2018. All other contention sets remain on hold.

Global Customer Support

- During this reporting period, the Global Support Center (GSC) fielded more than 6,400 general inquiries from ICANN’s contracted parties, registrants and the general Internet community. The GSC continued to solicit qualitative feedback on its services via an event driven survey which is triggered to the requestor upon closure of an inquiry. The GSC maintained an average satisfaction score of 3.8 on a 5-point scale for the question “How satisfied are you with the service you received from ICANN?”

GDD Operations

- During this reporting period, GDD processed assignments for 74 TLDs, processed 10 Registration Service Evaluation Process (RSEP) requests and 4 Registry Agreement terminations. A new service was made available for registries – the Community (Spec 12) gTLD Change Request.
- We accredited 9 new registrars, processed terminations for 56 registrars and completed 17 data escrow agent changes. Processing has begun for the 2013 Registrar Accreditation Agreement renewals and there are over 80 renewals in progress.

Action Request Register

- During this reporting period, the ICANN Board received 11 advisories related to At-large Advisory Committee (ALAC), Root Server System Advisory Committee (RSSAC), Security and Stability Advisory Committee (SSAC) and Governmental Advisory Committee (GAC) advice, which translates to over 28 pieces of individual advice (advisories often contain multiple pieces of advice). Of these, 24 require action from the ICANN Board, and 4 are statements and/or informational advisories that do not contain a specific recommendation for the ICANN Board.
- The ICANN org also processed over 70 items of correspondence directed to the ICANN Board or org during this reporting period.

Registrant Program

- The registrant program has been working on two ongoing areas of focus: 1) educating registrants about their rights and responsibilities, the domain name ecosystem and how to navigate it, and the ICANN policies that impact them; and 2) identifying and raising awareness about issues and challenges that registrants are facing. We continue to work closely with the ICANN Contractual Compliance, ICANN Global Support Center, and Registrar Engagement teams, as well as other ICANN subject matter experts to gain insights about the pain points that registrants are having and are using up-to-date internal data to inform our work.

ICANN Public Meetings

- The GDD team participated and/or helped to organize several sessions during ICANN62 in Panama, the majority of which related on the European Union’s General Data Protection Regulation (GDPR). We are also preparing for ICANN’s Annual General meeting ([ICANN63](#)) in Barcelona in October.

Summary of Public Comment Activities

- Proposed Renewal of .COOP Sponsored Registry Agreement (opened 11 June, closes 27 July)
- Release for Registration one .COM Domain Name with a Single-Character Label: O.COM (opened 10 May, closed 20 June)
- Recommendations for Managing IDN Variant Top-Level Domains (opened 25 July, closes 3 Sept.)
- Proposals for Devanagari, Gurmukhi, and Gujarati Scripts’ Root Zone Label Generation Rules (opened 27 July, closes 10 Sept.)

Universal Acceptance Steering Group

- The UASG has continued to spread awareness of Universal Acceptance (UA) by engaging stakeholders across social and digital platforms, through contributed content and personalized outreach. The team built upon the early analyst engagement foundation established last year by conducting a briefing with Mike McGuire at Gartner, who focuses on mobile marketing for Marketing Leaders. The team also developed a steady stream of content, including bylines targeting developers in [Developer Tech \[developer-tech.com\]](http://developer-tech.com), [The Next Web \[thenextweb.com\]](http://thenextweb.com), and Software Developer Times (publication pending). In addition to developer-focused content, the team also continued creating materials for a general IT audience, including a byline in [Computer Business Review \[cbroline.com\]](http://cbroline.com) as well as the creation of byline templates for UA101 and UA102 to be localized and disseminated by the UA and ICANN regional communities. Additionally, the UASG continued growing its social presence on [Twitter \[twitter.com\]](https://twitter.com), [Facebook \[facebook.com\]](https://facebook.com) and [LinkedIn \[linkedin.com\]](https://linkedin.com), conducting a trial LinkedIn paid campaign that resulted in a clearer understanding of the messages that resonate with our target audience.

TOP ISSUES & MITIGATION

We continue to spend a significant amount of time working with contracted parties on implementing and complying with the Temporary Specification for gTLD Registration Data.

ICANN Org Report to the Board

Contractual Compliance & Safeguards

Jamie Hedlund, Senior Vice President, Contractual Compliance & Safeguards & Managing Director – Washington, D.C. Office

KEY HIGHLIGHTS & MILESTONES

Contractual Compliance and Consumer Safeguards Initiatives and Improvements

Compliance Publications

Contractual Compliance published the April-June Quarterly updates on ICANN.org. The updates included a [narrative](#) of the different activities during the quarter and a [variety of reports](#) providing metrics related to operations, resolution of complaints, reporter categories and enforcement.

In addition, Contractual Compliance published a [blog](#) to describe its approach to enforcing the Temporary Specification, explain how to file complaints about potential violations of the new provisions and share information on some of the issues seen so far.

Enhanced Transparency in Compliance Reporting

ICANN org's Contractual Compliance team published a new quarterly report for closed complaints by inquiry/notice category, beginning 2018 Quarter One (January-March 2018). This report presents the number of closed complaints where an inquiry or a notice was sent, sorted by complaint type. There are separate reports for registrars and registries. The reports are available [here](#).

Temporary Specification Efforts

Contractual Compliance worked closely with ICANN org contributing to the assessment, discussions and reviews to ensure readiness for both the external and internal areas. Effective 25 May 2018, Contractual Compliance began enforcement of the Temporary Specification. As of end of July, the Contractual Compliance team continued to receive complaints that alleged violations of the Temporary Specification. The bulk of the complaints are regarding noncompliant redactions of public WHOIS data, with less than five complaints related to third party access denial by contracted parties and a similar amount of complaints related to inter-registrar transfers due to inoperable email addresses or use of a gaining registrar FOA (even in the absence of email addresses). The complaints are under review. The team continues to align internally on all matters related to the Temporary Specification.

Accountability Mechanisms

[Reconsideration Request 18-3](#) (a [Registrar Termination](#))

As previously reported, a Request for Reconsideration was filed on 30 March 2018. Per process, the Evaluation by the ICANN Ombudsman of Request for Reconsideration 18-3 was published, followed by the review and publication of the Board Accountability Mechanism Committee (BAMC) Recommendation. In July, the Board considered the Requestor's Rebuttal and found that the Requestor has not provided any additional arguments or facts supporting reconsideration. Accordingly, the Board concluded that nothing in the Requestor's rebuttal warrants reconsideration. The Board adopted the [BAMC Recommendation on Request 18-3](#) and directed the President and CEO, or his designee(s), to continue with the termination process.

Contractual Compliance Enforcement - All notices can be found [here](#)

Notice of Termination

During this reporting period, Compliance issued two registrar terminations and a modified termination to another registrar:

- 22 May 2018: ICANN issued a Notice of Termination to Registrar Beijing Midwest Taian Technology Services Ltd.
- 1 August 2018: ICANN issued a Notice of Termination to Registrar Ten Network Technology Limited for failure to cure the breach items
- 8 August 2018: ICANN updated the Notice of Termination to Registrar Astutium Limited (previously issued on 21 March 2018).

Notice of Breach

Eleven Notices of Breach were issued during this reporting period; seven registrars and four registries.

Some of the registrar violations were related to denial of transfer for payment dispute reasons, WHOIS format, WHOIS inaccuracy, Certificate of Good Standing, web posting obligations, failure to escrow registration data and pay past due fees. The registry violations related to failure to pay past due fees and failure to operate the top-level domain in a transparent manner. Other items of noncompliance were found during the compliance check and addressed in the notices. Of the eleven two registrars were escalated to termination.

OVERVIEW OF ACTIVITY

Compliance Outreach

For the period of April thru August, the Contractual Compliance team participated in multiple activities to engage with the contracted parties and the ICANN community; an outreach in Guangzhou, China in April, Africa outreach and the 2018 Global Domains Division Industry Summit in Vancouver, Canada in May and the ICANN 62nd Policy Forum in Panama City, Panama in June. Read more at this link <https://www.icann.org/resources/compliance/outreach>.

Compliance Matters Related to Registrars

Compliance completed a full review of the Port 43 masking of some WHOIS data fields by registrars to determine compliance with the RAA, taking into account the ICANN Board's adoption of the Temporary Specification for gTLD Registration Data. Based on the review and testing (including outside of ICANN's network), the complaints related to masking of certain WHOIS fields and whitelisting of IP addresses were resolved and closed.

All registrars that are party to the 2013 Registrar Accreditation Agreement (RAA) are required to complete and return an annual registrar compliance certificate to ICANN. Registrars must certify compliance of the RAA within 20 days before the end of each calendar year. This monitoring effort is conducted once a year in collaboration with ICANN's cross-functional teams. Compliance followed up with 31 individual and six family registrars that failed to submit compliance certificates by the required due date. Registrars completed the requirement and demonstrated compliance.

WHOIS ARS tickets are being imported into the compliance ticketing system at a rate of 200 per day. This import, scheduled to complete by mid August, will result in an estimated 5000 tickets from the WHOIS ARS Phase 2 Cycle 6 round. The WHOIS ARS is a framework for conducting repeatable assessments of WHOIS accuracy over time and publicly reporting the findings. Learn more about WHOIS ARS and the Contractual Compliance metrics for WHOIS ARS complaints [here](#).

Compliance Matters Related to Registry Operators

Contractual Compliance completed its monitoring efforts related to registry operators' submission of Annual Certifications of Compliance. Registry operators that meet certain conditions of their registry agreement during at least part of the relevant calendar year are required to submit an annual certification to ICANN org by 20 January. Details regarding those requirements are captured in a FAQ available [here](#). During this effort, Contractual Compliance reviewed approximately 750 generic top-

level domains (gTLDs) for compliance with these obligations and sent approximately 75 compliance inquiries regarding missing certificates to ensure the content of the certificates met the applicable requirements.

As previously reported, Compliance received a Public Interest Commitment (PIC) Report alleging a registry operator's violation of Specification 11.3.c, which requires operating the top-level domain "in a transparent manner consistent with general principles of openness and non-discrimination by establishing, publishing and adhering to clear registration policies." Due to the complexity of the issue, the type of PIC and the impact on the community, ICANN invoked a panel. The panel review completed and found the registry operator to be in violation of the PIC. Per PIC procedure, ICANN issued a Notice of Breach on 12 July 2018 (see above).

Audit Program Update

The registrar audit round, launched in September 2017, including 58 registrars from 21 countries, completed end of April. The audit report was published [here](#). Two registrars received a Notice of Breach and have since cured the breach items.

ICANN postponed the 2018 Spring Registrar Audit, at the Registrar Stakeholder Group [request](#), to allow registrars adequate opportunity to implement changes required to comply with Europe's General Data Protection Regulation.

The registry audit round, launched in 13 March 2018, is about 80% complete. It is currently in remediation phase; registry operators are cooperating with ICANN and addressing issues identified. This audit includes 20 gTLDs. The audit criteria consisted of registries who have not been audited, registries serviced by backend service providers which have not been audited previously or registries for which there appear to be ICANN community concerns with domain name infrastructure abuse.

The audit team completed the Registry and Registrar audit plans assessment in light of the Temporary Specification. There is an impact on some of the audit tests, as the domain registration data becomes partially redacted/unavailable. This may also impact the duration of the audit as it will require the team to request the domain registration data that became partially redacted/unavailable directly from registrars and registries.

The team is currently planning for the next audit rounds for both registries and registrars.

Participation in ICANN Policy Development Process

ICANN org's Contractual Compliance team continued to support policy development process (PDP) working groups and reviews. A summary of the work during this period:

- Providing data dating back to 2012 in support of the Transfer Policy review per Consensus Policy implementation framework the Support and Review Phase;
- Participation in the Implementation Review Team (IRT) for Privacy Proxy Service Accreditation Implementation;
- Responding to the Registration Directory Service Review team, formerly known as "WHOIS" (RDS-WHOIS2);
- Providing data to the ICANN org Internet Health Indicator team related to WHOIS Inaccuracy;
- Reviewing the New gTLD Subsequent Procedures PDP WG's Initial Report that has been published for public comment.

TOP ISSUES & MITIGATION

None.

ICANN Org Report to the Board

Operations: Board Operations, Global Operations, Security Operations, and Organization Assessment and Improvement

Susanna Bennett, SVP & Chief Operating Officer

KEY HIGHLIGHTS & MILESTONES

The Operations Team has updated each functional roadmap for FY19. Collectively, the team continued to collaborate across the organization with a keen focus on optimizing resource/cost management, bubble-piercing, and reducing complexity. The achievement highlights of such collaboration include Board Workshop & ICANN62 deliverables, International Regional Office issue mitigation, a Regional Security Management Model, and OA&I org-wide improvement initiatives. The Ops Team is proud of the teamwork and value-add to achieving several of the CEO's FY18-SR2 goals.

The key themes of the Third Annual Ops Team Retreat in early-August were:

- Ops Team optimization: How do we elevate/ go to the next level?
- Expanding the circle: How do we collaborate Org-wide to elevate/go to the next level?
- Serving the local community via team-building activity
- The Team achieved the above by:
 - Brainstormed Team purpose drivers, Team SWOT, Team cross-functional projects, and prioritization – all in-sync with Strategic Trend, Board priorities, CEO goals, and Executive priorities.
 - Combined team-building with community service work at a local school – beautifying the school garden (organizing and planting) and school yard (painting).
 - Added Board Ops Team Workshop, Security Ops Team Workshop, Excel@ICANN Workshop, and Open Data Program Workshop before or after the Ops Team Retreat, taking advantage of the non-LA based Team members being on-site.
 - Conducted the Retreat sessions in LA conference rooms and outdoor patio along with off-site team activities to not only be cost effective but also enabling more cross-functional discussions with non-Ops LA office teams.

Our sincere appreciation to Göran for joining both the opening session of the Ops Team Retreat and Ops Team dinner, and John Jeffrey for speaking at the opening session of the Board Ops Workshop!

OVERVIEW OF ACTIVITY

The **Board Operations Team** focused on ongoing activities while making time to brainstorm and plan improvements to elevate team effectiveness and efficiency. The team also created a matrix of roles and responsibility to provide clarity and prioritize improvement projects, several of which are included in the Team's FY19-SR1 goals. Here are some highlights of the ongoing activities and improvement projects:

Ongoing Activity Highlights –

- Board workshop and ICANN62 in Panama: Focused on agenda planning and organizing, Board interactions with the Community, Board workshops, and Board meeting material readiness.
- Assisted the work of the Board's Committees, Working Groups and Caucus Groups, including facilitating the scheduling and proceedings of 50+ telephonic/ electronic meetings for critical work on key topics such as GAC Advice, GDPR, the Strategic Planning Process, and auction proceeds.
- Collaborated on ICANN Org key projects and initiatives, such as ITI & GDPR.
- Reported on Bylaws-related KPIs re. Board Meeting materials

- Produced a FY18 Board Travel Cost Report timely for increasing transparency and cost savings.

Improvement Activity Highlights

- Developed the FY19 Board Ops Team Goals & Priorities and Roles & Responsibility Matrix.
- Targeting to release the first Board post-workshop action report after Brussels Board Workshop.
- Finalized development of Board Action Tracking on Salesforce, which went live in Panama.
- Fine-tuned the Correspondence process for harmonizing answers provided by the Board.
- Mapping training programs across Org, Board and Community to collaborate on opportunities.
- Progressing Board Workshop venue planning to one-year in advance, targeting two-year planning, both to optimize planning and cost effectiveness.
- Improving Board travel processes to increase savings, improve efficiency, and communication.
- Migrated the Google Drive Folders to Team-Drive to improve data security and content structure.

The **Global Operations Team** continued to focus on regional and cross-functional initiatives such as:

- Facility lease renewal: The Singapore office lease renewal agreement has been fully executed, with the renewed lease beginning on 1 Oct 2018 (for another 3 years).
- International Regional Offices: Continued to collaborate with Regional Office Managing Directors, COO, HR, and Finance in developing solutions and leveraging existing best practices to improve operational efficiency and consistency across the regions; work-in-progress in exploring cross-regional operations resource support.
- Partnered Security Operations in the launch of Regional security manager model. Olly Kay, APAC Regional Security Manager (RSM) shared the model with the APAC Team, conducted new hire induction, trained Linda Chin (APAC Regional Security Coordinator (RSC)) as part of the model roll-out and jointly attended Open Source Intelligence (OSINT) course for internal and regional skillset development.
- While in the LA office for the Operations Team Annual Retreat, Global Operations also participated in several cross-functional collaborative events, including a Security Ops workshop, Excel@ICANN workshop, planning and project structure development, and workplace violence prevention training.

Security Operations Team

- Enhanced operational and financial efficiencies across two main fronts during ICANN62 Panama:
 1. Developed appropriate resources for the appropriate level of risk avoiding expensive “one-size fits all” approach;
 2. Internalized operational capability where possible.

Comparing similar meetings, safety and security support for ICANN62 cost \$23K less than ICANN59 and ICANN61 cost \$87K less than ICANN58. Examples of the recent internalized capabilities include: Sean Freeark and Olly Kay’s as Close Protection Officers Certification and First-Person-On-Scene medics, as well as Sean’s qualification as Technical Surveillance Counter Measures Operator, have reduced contractor needs at ICANN meetings.
- Having implemented several “big wins,” Security Operations must now be ever more innovative in its optimization, such as the Regional Security Manager (RSM) model. The team has begun implementing the geographical and program responsibility distribution among the team for practical, operational, and financial benefits, such as:
 - Enhancing time zone coverage, real-time monitoring, and incident or emergency response.
 - Developing subject matter expertise in regional cultures and languages, sociopolitical environments, and security and health landscapes (micro vs. macro).
 - Reducing costs, as each RSM supports events and travelers within their region(s).
 - Increasing regional staff’s connections with the Security Operations team.

- Increased focus on balancing cost & benefits of on-the-ground vs remote support for global events (AfrINIC28 Dakar Senegal, DNS Forum Ankara Turkey, Board Workshop & GDD Summit Vancouver) and global travelers (to Cotonou, Panama City, Tbilisi, Marseilles, Moscow, and Montreal).
- Collaborating with various teams (Meetings, HR, Legal and Executives) on several key security policies/processes/training & implementation, such as global event attendance and notification, workplace violence prevention, insider threat management, emergency response plan, regional office physical security, and first-aid.

Organizational Assessment and Improvement (OA&I) Team collaborated with Org-wide teams on:

- Accountability Indicators: Following v1 in May, the team has been working with teams across org to develop v2. Development timelines are being replaced with more substantive reporting as development work is operationalized. Existing indicators are being enhanced, and new indicators are being developed thru FY19, with v2 launch tentatively scheduled for May 2019.
- FY20 Project Structure & FY21-25 Strategic Plan: Working with MSSI and Finance during the development phase with a keen focus on reducing complexity and increasing effective use of resources.
- Phase I of Reports@ICANN effected \$332K of cost savings across org. Phase II continues with focus on effectiveness and efficiency of reporting plus structured process, including reviews and reporting.
- Collaborating with OCTO Team to operationalize the Open Data program (ODP). The alignment of ODP with Reports@ICANN and Accountability Indicators is an opportunity for cross-collaboration for effective use of resources across org and community.
- Progressing Excel@ICANN assessment to join force with other org-wide annual initiatives, including Strategic Trend and Risk Assessment Register to again increase the effective use of resources and org-wide/cross-functional collaboration.

TOP ISSUES & MITIGATION

None.

ICANN Org Report to the Board

Global Human Resources, Administrative & Travel Services

Gina Villavicencio, SVP, Global Human Resources

KEY HIGHLIGHTS & MILESTONES

Since the last CEO Report to the Board, we have successfully transitioned the SVP Global HR role from Diane Schroeder to myself and continue to provide ongoing HR as well as Administrative services support for ICANN Org. Additional highlights include the processing of At-risk payments for the second semiannual review period for FY18 (FY18 SR2) as well as completion of the Annual Compensation Merit Review (ACMR) process for all eligible staff members.

OVERVIEW OF ACTIVITY

Global Human Resources:

The **Global Operations** as well as **Talent Management** teams worked on several initiatives to enable the organization to meet its short and long-term goals. Additionally, we continue strengthening internal HR processes as well as supporting various teams within the organization:

- **GDPR:** Global Human Resources took appropriate compliance measures in accordance with the European Union (EU) General Data Protection Regulation which included the distribution of Personnel Data Privacy Notices to ICANN staff, temps, contractors and interns, updating of the talent acquisition process with a Notice of Applicant Privacy Policy and amendment of third party vendor contracts with the inclusion of a Data Processing Addendum. GDPR training was facilitated by Global HR (in partnership with Legal) with required attendance of all ICANN staff. Additionally, a Records of Processing document was created with guidance of ICANN's legal team, to be reviewed and updated on a regular basis.
- **FY18 SR2 Performance Reviews and At-Risk payout:** A total of 384 staff completed the SR2 performance review process and At-risk payments were successfully paid out in June.
- **FY18 Annual Compensation/Merit Review (ACMR):** The yearly process was completed in July. Enhancements were made to this process whereby eligible salary adjustments were reflected in the first paycheck of July vs being retroactive at the end of July.
- **2018 Engagement Survey:** This year's survey was launched in June and record number of responses were received where 87% of the organization participated in the survey. Results are being analyzed org wide as well as in functional areas.
- **Regional and Functional planning meetings:** Helped design and facilitate planning meetings for the Operations and HR teams. The APAC Hub meeting was successfully conducted for the 5th year in a row with 31 regional staff participating in this yearly event.
- **Staff Learning and Development:** A new "Manager essentials" program was launched in July to help strengthen managerial skills. The ICANN Learn portal material is being leveraged to educate new staff during new hire orientation.
- **Global Benefits:** In compliance with a change in Turkish laws, enhanced the pension plan benefits for the Turkish staff over the age of 45 years.
- **Talent Acquisition:**
 - The online external facing Careers page has been redesigned for a smoother external candidate experience and the internal facing/staff careers page is slated to be launched in August
 - New partnerships have been established with a variety of sourcing agencies, universities as well as online job sites to attract a broader pool of eligible candidates
 - Community networking events have been organized in partnership with ICANN's internal tech teams

Administrative Services:

- **New DC office security access procedures** - Currently working with security vendors to upgraded ICANN's Washington D.C office main entry doors. The upgrades include pin code access with access card swipe for added office security entrance verification. Both D.C and LA offices now have similar security measures in place.
- **ICANN Los Angeles office 4th floor construction activity** – Los Angeles ICANN 4th floor café area modifications have been completed. This includes the addition of two offices and six workstations. In addition, phone booths have been installed to provide privacy for org members who need to make a quick, private call using their cell phone.

TOP ISSUES & MITIGATION

None.

ICANN Org Report to the Board

Engineering & IT

Ashwin Rangan, SVP, Engineering & Chief Information Officer

KEY HIGHLIGHTS & MILESTONES

- April was busy, dominated by multiple security-related events and remediation efforts – primarily related to Adobe Connect and Drupal patching (Drupal is a common platform for many of ICANN's older websites). We experienced a couple of DDoS attacks in April as well.
- May was pretty much consumed with preparing for and addressing GDPR Phase 1.
- June was dominated by the annual compensation and merit review process. Overall, we were able to provide acceptable increases for our high-performers within the approved budget. In June, a blackout period for all service releases and upgrades was implemented prior to ICANN 62 to limit any possibility of service disruption. This was in effect one week prior to and one week after the meeting. We will continue this process for all future ICANN meetings.
- July, being post an ICANN meeting, and the Summer Holiday season in the US and Europe, was a relatively quiet month.

OVERVIEW OF ACTIVITY

Following The 'E&IT Parthenon' Framework

The Pillars

Community Collaboration Pillar

- *The Information Transparency Initiative (ITI):* Coupling the new DMS with the new CMS has been completed and tested. They are working per design. A new ICANN Acronyms and Terms page was promoted to a test-site on 24 May. This deliverable provides improved findability on the new infrastructure that serves as the foundation for ITI.
- *Government Advisory Committee (GAC) Website:* The GAC website was transitioned to the Sustaining Engineering team and legacy website was set to read only, marking a formal closure to this project.

Contracted Parties Pillar

- The Naming Services portal (NSp): We delivered on a complex TLD cloning solution for GDD Operations, and received a green light to move forward with an email management proof of concept that will significantly improve user experience and pave the way for user self-service.

Technical Services Pillar

- Development of Registry Reporting Interface (RRI) Phase 2 is on target. We released RRI-Open Data Initiative (ODI) to User Acceptance Testing (UAT) for internal testing purposes. Our plan is to launch this together with Phase 2 of RRI by the end of calendar year 2018.

Staff Operations Pillar

- *Accountability Indicators Version 1:* In addition to upgrading the look-and-feel of existing charts, new charts were added to the Accountability Indicators V1.
- *Oracle ERP Finance:* Concur to Oracle Fusion Integration is working successfully with no issues reported.
- *Customer Invoice generation automation:* Phase one (non-families customization) is complete and successfully delivered around 1500 emails saving about 64 hours of work.
- *Data Marts (DMs) – for HR and Finance Staff Reporting:* The data requirements for Human Resources (HDM) were defined to include Employee profile and Job Positions history (Oracle +

ADP). For the Finance Data Mart (FDM), we are building a data model for the Registry billing process (RRI).

The Planks

Enterprise Architecture, Release Services & Sustaining Engineering

- *Enterprise Architecture*: To support ICANN org's internal GDPR-compliance efforts, a data element dictionary (TARDIS) has been enhanced to produce reports for Product Management and Business to easily identify likely-impacted GDPR data.
- Supporting Goran's FY19 Goal of reviewing the entire Engineering portfolio of services, another effort underway is collecting and analyzing our portfolio of Digital Services (almost 150 now!) – across many parameters. More information on this will follow soon.
- *Release Services (Continuous Integration/Continuous Delivery (CI/CD))*: We now have over 20 services leveraging cutting-edge software development process automation – with all the attendant Engineering checks and balances. This automation helps with taking various pieces of related code to “containerize” them for faster and more fool-proof deployments. Quantitatively speaking, during the last 4 months, we automatically created over 6,000 such “builds”, with over 120 releases to production. Such numbers – if done manually – would be virtually impossible, given the size of our Engineering team.
- *Sustaining Engineering (SE)*: We implemented the Phase 1 GDPR requirements for almost all systems. We now have Privacy Policy, Terms of Service, Cookies Policy, Privacy Banner / Pop-up, and Acknowledgement Statement on outward-facing services qualified for GDPR treatment by various functions.
- Now, we are working on technical debt (security patches) on Drupal-based services and increasing the use of automated testing across all services. We began round 2 of our response to the European Union's General Data Protection Regulation (GDPR). We also began developing the architecture for our GDPR logging service, which will be a core component to execute to any petitions filed with ICANN for the “Right to be forgotten”.

Platform Engineering

- *ODI (Open Data Initiative)*: We helped the office of the CTO to select the open data platform which is now starting to negotiate a suitable contract.

Security and Network Engineering

- *DNS Engineering*: As a security measure to mitigate Spectre/Meltdown vulnerabilities, all IMRS (ICANN Managed Root Servers) have a newly patched kernel and have been rebooted. Several new IMRS hosts were brought online. We completed testing of IANA domain moves from GoDaddy to CSC (IETF Trust). We implemented templates for better management of ICANN domains with ICANN domain registrars.
- *Cybersecurity*: Two major projects were successfully completed:
 1. Leidos has completed re-assessment and scoring our Cyber-preparedness using both CIS20 / NIST CSF.
 2. We helped restore Adobe Connect with additional protections in time for ICANN62.

Data Center Operations, Cloud Services, Meetings Technical Support (MTS) & End User Support (EUS)

- *Single Sign On (SSO)*: General release to all staff and contractors of the new “simple yet secure” VPN Access mechanism (using DUO, a new service) started in April. A total of 475 user conversions were completed by the end June. The new “simple yet secure” VPN (using DUO) implementation is completed.
- *Annual Disaster Recovery Testing*: We do this in 2 phases. Phase 1 testing, which includes the ~85 highly available public web services (e.g., www.icann.org, www.iana.org), was successful.

Phase 2, which includes ~50 staff facing or customer only systems (e.g., IANA intranet, Root Zone Management), is scheduled in the next 2 months.

- *Annual Policy Reviews:* All 17 policies have been revised and approved by the E&IT Internal Steer Co.
- *Dropbox to Google Drive Migration:* This migration is now complete. Dropbox was decommissioned and user accounts deleted on 13 July.

TOP ISSUES & MITIGATION

Emerging Engineering labor risk: A combination of factors is contributing to an emerging risk. The factors are: The overall US Labor market is tight. Engineering talent is especially tight. Within this category, shortage of Software Engineering talent topped a recent survey of labor shortages in the Greater LA basin. Playa Vista (where the bulk of ICANN org's Engineering talent is located) is becoming the new "Tech Capital" for Silicon Valley companies. They are attempting to mitigate labor shortages and sky-rocketing cost of living in the Bay Area. ICANN org has signaled a flat-funding foreseeable future. Our Engineering backlog remains heavy.

We are seeing an uptick in attrition. There is a growing sense that this set of factors could lead to further increased voluntary attrition in Engineering in the next several months. Replacing lost talent is already hard and could become even more so.

Mitigation: The Eng & IT management team is working closely with HR to carefully assess what can be reasonably done. This is a complex issue, since any "localized treatment" may prove to be good only for the short term. Localized treatment may also have unintended longer-term consequences.

ICANN Org Report to the Board

Office of the Chief Technology Officer

David Conrad, SVP & Chief Technology Officer

KEY HIGHLIGHTS & MILESTONES

- Root KSK roll project continues toward 11 October 2018 roll
- Open Data public comment on Data Asset Inventory (DAI) and platform vendor selection
- Identifier Technology Health Initiative (ITHI) project continues
- DNS Abuse Analytics and Reporting (DAAR) project methodology and reviews published
- OCTO Technical Training for ICANN Staff
- ICANN DNS Symposium 2018

OVERVIEW OF ACTIVITY

Root KSK roll project continues toward 11 October 2018 roll

On 23 April 2018, OCTO published the staff report for the public comment on the revised plans to roll the root KSK on 11 October 2018. The community comments were largely supportive. The Board subsequently issued resolution 2018.05.13.09 asking SSAC, RSSAC and RZERC to offer their feedback on the revised plans by 10 August 2018. OCTO has answered questions from these three groups as they prepare their feedback. Outreach to inform the community about the roll continued, with presentations to the Council of European National Top-Level Domain Registries (CENTR), the Eurasia Network Operators Group (ENOG) and the Estonian Computer Emergency Response Team (CERT) community.

Open Data public comment on Data Asset Inventory (DAI) and platform vendor selection

After extensive internal consultation, OCTO published the ICANN Data Asset Inventory (DAI), a listing of all data sets maintained by the ICANN org. A public comment to solicit community feedback, including desired priority for publication order of the data sets, was open in June and July. In addition, the Request for Proposals (RFP) to choose an Open Data Software as a Service (SaaS) platform concluded with the selection of OpenDataSoft. The platform will soon be made available with a small set of initial data sets.

Identifier Technology Health Initiative (ITHI) project continues

OCTO has continued to engage recursive resolver and TLD operators to obtain Personally Identifiable Information (PII)-free data as input to metrics that can be used to measure the health of naming identifiers. Data collection for six of the seven metrics continued, with details presented at ICANN62.

DNS Abuse Analytics and Reporting (DAAR) project methodology and reviews published

The DNS Abuse Analytics and Reporting (DAAR) project is continuing to move forward. We have recently published papers by two independent reviewers alongside the DAAR methodology paper and the Statement of Work under which the reviewers were hired. We will report on both the reviews and any comments received relating to those reviews at the ICANN63 meeting in Barcelona. The notice and documents can be found at <https://www.icann.org/news/announcement-2018-07-20-en>.

OCTO Technical Training for ICANN Staff

In the continuing effort to further empower the Global Stakeholder Engagement (GSE) team in their outreach and engagement efforts on technical topics, we have continued the “Train the Trainers” program in 2018. This effort has now been expanded to include training for staff in the Istanbul office,

which took place in May. More advanced sessions, such as “Understanding the Abuse and Misuse of Identifiers” will begin in the second quarter of FY19.

ICANN DNS Symposium 2018

OCTO organized the second annual ICANN DNS Symposium (IDS), a one-day event focused on all aspects of the Domain Name System (DNS), held on 13 July, in Montreal, Quebec, Canada. This year's theme was "*Attention, Domain Name System: Your 30-year scheduled maintenance is overdue.*" 161 members of research, academic, and operational communities, including Drs. Steve Crocker and Paul Mockapetris, shared experiences, data, and innovative thinking on the past, present, and future of the DNS.

TOP ISSUES & MITIGATION

Issue: Lack of conclusive data regarding state of resolvers for Root KSK Roll

While the root KSK roll project has resumed based on community input, a significant percentage of recursive resolvers with the capability to report configured trust anchors continue to report not being ready for the root KSK roll.

Mitigation: Our research suggests that data quality is an issue and that the data might contain false positives. Research by APNIC, which has a large database listing which users rely on which recursive name servers, indicates that very few of the resolvers reporting trust anchor data appear to have any users relying on them. APNIC suggest that only .05% of Internet users might be negatively impacted by the root KSK rollover, an order of magnitude less than the level of impact the community has indicated should result in a rollback. Given this finding, and since the data being reported reflects resolver misconfiguration and does not provide information relating to how end users may be impacted, one potential mitigation is to simply ignore the data as not being indicative of anything useful in the context of the root KSK roll.

Issue: Obtaining sponsoring registrar data for DAAR

We continue to see issues with being unable to systematically associate domain names with registrars through publicly available data (i.e., WHOIS) with the frequency needed to accurately reflect current status.

Mitigation: We have managed to increase the percentage of names we can refresh on a daily basis. We are investigating different mechanisms to increase the freshness of the data such as targeting queries to names of interest and exploring other data sources.

Issue: Limited resources for OCTO Technical Training

Lack of OCTO staff resources limit our ability to meet the demand for providing training classes, both internally and externally.

Mitigation: We are working to make trainings available via the ICANN Learn online training platform. We are also in the process of bringing in additional staff, backfilling for recent OCTO staff departure.

ICANN Org Report to the Board

Global Stakeholder Engagement, Development and Public Responsibility, Meetings
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 May through July 2018. During this period, Global Stakeholder Engagement participated in events such as the PITA Annual General Meeting, DNS management and DNSSEC workshops in Brunei, Cambodia, China, Madagascar, and Mongolia, DNSSEC Train-the-Trainer Workshop in Ankara along with the Middle East DNS Forum. The team facilitated ICANN readout sessions with local stakeholders in Boliva, China, Japan, Russia.

Global Stakeholder Engagement conducted the APAC Space webinar, participated in the Chinese IDN Innovative Application Forum, law enforcement training workshops in Madagascar and Botswana, ENOG15, the CENTR Jamboree in Moscow, the EU Conference on Privacy in the Digital Age, NamesCon India, ThaiNOG and BKNIX, .hk's DNSSEC launch, Internet Day El Salvador, Central Asian IGF, 6th Latin American Communications Congress, PACNOG 22, and engagement trips in Asia with ICANN's Chief Technical Officer.

Other events included stakeholder outreach in Zambia, Kuwait Information Security Conference, OSIANE 2018 in Congo, Transform Africa 2018, National ICT Week in Kenya, an INTA/CNI workshop in Sao Paulo on the General Data Protection Regulation and impacts on the WHOIS system, RightsCon 2018, IGF-USA 2018, the IX Regional Forum in Sao Paulo, LACNIC29, the Africa Internet Summit in Dakar, the Global IPv6 Summit in Zhejiang, China. The team also represented ICANN at the 24th Internet Governance Conference in Japan, supported the meeting of the Task Force on Arabic Script IDNs, and participated in the Australian Internet Community Forum.

The Meetings team has been supporting CEO discussions with SO/AC leaders on possible changes to the location selection process for ICANN Public Meetings. In San Juan, they initiated a discussion with the SO/AC leaders on ways to reduce the expense of ICANN Meetings, which focused on a change to the current regional rotation mandate, and selecting the least expensive venues available. They will deliver a proposal to the SO/AC leaders in the coming weeks.

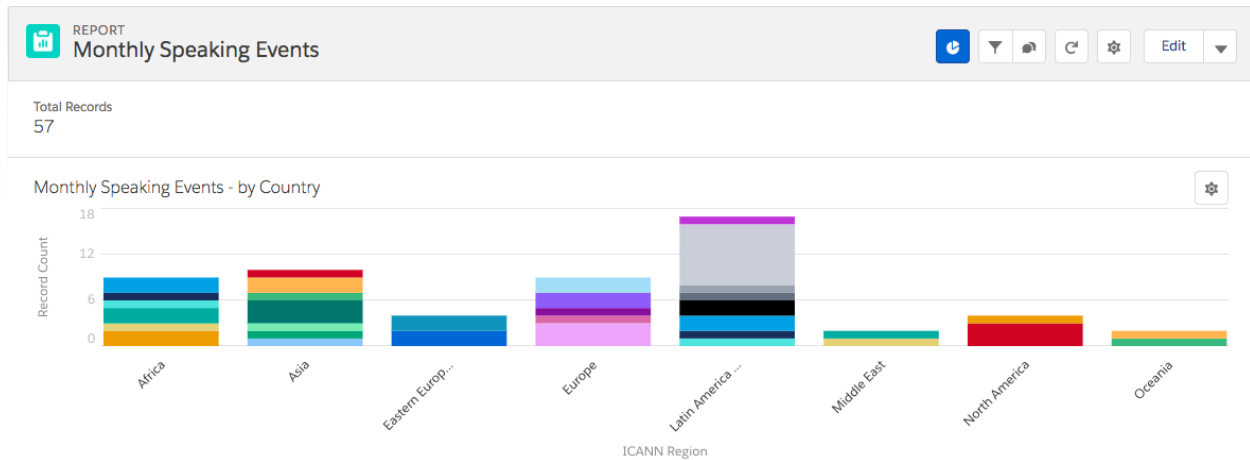
At ICANN 62 in Panama, Global Stakeholder Engagement and Public Responsibility Support provided briefings to At Large, participated in community sessions on the FY19 Operating Plan and Budget, regional sessions such as the LAC Space, Africa Regional Engagement Strategy, APAC Space, and technical community sessions. The Meetings team successfully managed ICANN 62 and published statistics following the event on community attendance, participation and the cost of ICANN meetings.

OVERVIEW OF ACTIVITY

Global Stakeholder Engagement supported a variety of events and trainings between May and July 2018. In June, the team partnered with OCTO/SSR to deliver hands-on DNS training in the Istanbul office for several ICANN departments. The training has enabled ICANN Org representatives to speak more effectively on DNS technical subjects within ICANN's remit and is being used to deliver capacity development in the regions as requested by the ICANN community.

Global Stakeholder Engagement has collaborated with Policy Development Support and ICANN Constituency Travel Support on the revised ICANN Community Travel Support Guidelines. The comment period closed on 16 July 2018. The Travel Support Guidelines are being finalized following the public comments and a final document will be published prior to ICANN 63.

The graphic below shows events where Global Stakeholder Engagement spoke or represented ICANN from May-July 2018.



Public Responsibility Support launched a community-wide consultation process to [review](#) the Fellowship Program. The purpose is to ensure that the program continues to evolve to meet current and anticipated community needs efficiently and cost consciously. Supporting Organizations (SOs), Advisory Committees (ACs) and relevant stakeholder groups and constituencies, will initially respond to a brief survey, which will inform Fellowship Program revisions. PRS will capture this input and update the draft program processes accordingly, sharing the resulting revisions with all community groups for feedback. The draft Fellowship program will then be posted for public comment in June – August 2018, allowing for the standard 40-day (minimum) process.

TOP ISSUES & MITIGATION

In response to community requests for technical training and knowledge sharing within ICANN’s remit, Global Stakeholder Engagement has now worked with OCTO/SSR on several trainings in DNS, DNSSEC and DNS abuse/misuse topics. This has already increased the number of engagement staff capable to delivering talks and training on these subjects. Additional training is anticipated in Q1-Q2 FY19 in Asia and Europe.

Public Responsibility Support (PRS) helped facilitate the completion of the first phase of the internal Human Rights Impact Assessment (HRIA) of ICANN org’s daily business operations. The [independent third party](#) in charge of carrying out the assessment shared its preliminary recommendations and engaged in discussions with functional leads in the areas of (1) Human Resources, (2) Procurement, (3) Event Planning and (4) Implications of Running Worldwide Offices. The final report is expected in August 2018 and will include actionable recommendations.

The [public comment](#) on the review of the ICANN Fellowship Program received a combined total of 21 comments from community groups and individuals providing input in their personal capacities. The comments reinforced the need for more structured and transparent processes, participation metrics and increased community involvement in the selection and mentoring of Fellows. Changes will go into effect beginning with the ICANN65 Fellowship cohort.

To address community demand, technical courses on DNS fundamentals and DNS Abuse have been developed for ICANN Learn, in collaboration with OCTO and GSE, expected to publish August 2018. ICANN Learn course language provisions have also been expanded, offering "Introduction to ICANN"

across the six U.N. languages and Portuguese, and with the upcoming "Participer à ICANN" course in French, developed with GSE.

The Meetings team has been supporting CEO discussions with SO/AC leaders on possible changes to the location selection process for ICANN Public Meetings. In San Juan, they initiated a discussion with the SO/AC leaders on ways to reduce the expense of ICANN Meetings, which focused on a change to the current regional rotation mandate and selecting the least expensive venues available. They presented a proposal to the SO/AC leaders during the Panama Meeting, which was well received.

Meetings & Conferences:

- During this period, the meetings team supported: the GDD Summit, ROW (OCTO), and the Board Workshop and Executive meeting in Vancouver in May; the RSSAC Workshop in Reston in May; ICANN62 in Panama in June; the CCT Leadership Penholders Meeting in Washington D.C. in July; the DNS Symposium at IETF102 in Montreal in July; and the RDS-WHOIS2 RT Face to Face Meeting in Brussels in July.
- Planning is well underway for ICANN64 in Kobe and ICANN65 in Marrakech, with a Kobe site visit planned for September.
- They are now focused primarily on fine-tuning all logistical arrangements for the Board workshop and Executive meeting in Brussels in September; IGF2018 in Paris in November; and ICANN63 in Barcelona in October, which will include a High-Level Government Meeting. In addition, they have been working closely with the SO/AC scheduling committee on development of the Barcelona meeting schedule, which is due to be posted on 01 October 2018.

Travel Services Team:

- Meetings & Conferences Travel Support:
 - Travel Services serviced 447 travelers for the months of May through July, across 17 meetings. ICANN62 in Panama had 381 supported funded travelers.
 - Other meetings supported during this period include: GAC Capacity Building Workshop; ODI Meeting; Internal ICANN Training; RSSAC Co-Chairs/Board Workshop; GDD Summit; RightsCon; INTA; M3AAWG; THNIC; FIRST 30; TF-AIDN 6th F2F Meeting; Africa Strategy Review meeting; NBGP Bengali Script LGR Meeting in Dhaka; CCT Penholders Meeting; IETF102; RDS Review Team in Brussels

ICANN Org Report to the Board

Communications, Language Services, U.S. Government Engagement
Gwen Carlson, Interim Director, Global Communications

KEY HIGHLIGHTS & MILESTONES

While the search for a replacement department head continues, the Communications and Language Services team continue to operate at a high level of internal and external satisfaction. The team is providing comprehensive support to a wide array of critical projects, including the Root Zone Key Signing Key (KSK) Rollover, activities regarding the European Union's General Data Protection Regulation (GDPR), and more. We have begun making preparations for ICANN63 in Barcelona, and continue to outreach to key regional stakeholders to increase participation in ICANN's multistakeholder community. The team continues to look for ways to optimize the ICANN.org website within available resources, while also moving forward with Information Transparency Initiative.

OVERVIEW OF ACTIVITY

ICANN62/63: ICANN62 in Panama City, Panama, was the first ICANN Public Meeting the Communications and Languages Services team supported following the departure of Duncan Burns, and was an overall success on all fronts. With ICANN63 in Barcelona, Spain, now on the horizon, we are actively preparing to support a wide array of activities. This includes the High-Level Government Meeting being held by Governmental Advisory Committee (GAC). We have also developed and are executing a plan for commemorating ICANN's 20th anniversary during the meeting.

KSK Rollover: As the proposed date of the KSK Rollover approaches, the Communications team has continued to work closely with the Office of the CTO (OCTO) to promote awareness and disseminate the organization's message. During this period, we published a blog regarding the expected user impact of the rollover, collaborated with industry outlet *Domain Incite* to have a [comprehensive interview with David Conrad](#) published on the site, and worked with other media outlets to help develop pieces that will be published during the next reporting period.

GDPR: The Communications team has provided significant resources to both the internal and external tracks of the ICANN org's GDPR-related efforts. This has included writing support for blogs, announcements, and messaging documents; assistance with staff and community webinars; managing updates to GDPR materials on the ICANN.org website; and the development of outreach materials such as social media posts and presentation decks.

Information Transparency Initiative: The Information Transparency Initiative (ITI) is approaching its first year of implementation. The eyes-on audit is on track and metadata has been added to over 40,000 pieces of public content. The ITI team will perform taxonomy testing with the community at ICANN63 before finalizing the taxonomy and information architecture (IA). The underlying infrastructure for the ITI project, including the network and server systems used to support the document management system (DMS) have been brought up and are operating in a resilient fashion in our data centers. The content and taxonomy model and workflow implementation work in the DMS has been completed for a variety of content types including: announcements, blogs, registry agreements, other Global Domains Division (GDD) content, and Legal content (including Board materials, litigation, DIDP, IRP, and governance). In the content management system (CMS), which will serve as the presentation layer to expose the content implemented within our new IA to the community, multifaceted search ability has been implemented for announcements and blogs, and an improved search experience for Acronyms and Terms has been surfaced on the current icann.org website. The ITI Project Leader will provide an update on ITI development plans at the September 2018 Board meeting.

Regional Events/Outreach We Supported: During this period, our regional communications teams provided on-the-ground support for a wide array of events and activities in their respective regions. Maintaining a physical presence at these events allows us to ensure that the ICANN org's stance and messaging on important issues is being accurately represented. It also provides the organization with an opportunity to engage with members of the wider Internet ecosystem and encourage them to become a part of the ICANN community's policy development process. These events included LACNIC29 in Panama City, Panama; the South Eastern European Dialogue of Internet Governance (SEEDIG) in Ljubljana, Slovenia; NamesCon in Las Vegas, Nevada; PacNOG 22 in Honiara, Solomon Islands; IETF102 in Montreal, Quebec; and APIGA 2018 in Gwang-ju, South Korea.

Language Services: We continue to make progress with updating ICANN's Language Services policy, which outlines our overall approach, services offered, and the various levels of support available. We are also working with Engineering & IT to identify ways to reduce costs for certain services, including transcription and telephony-related costs.

TOP ISSUES & MITIGATION

We continue to look for ways to balance available resources with the increasing demand for content development, language services, and communications support. This includes streamlining existing functions to free up internal resources and identifying activities that can be delayed or realigned to require less support.

ICANN Org Report to the Board

Policy Development Support

David Olive, SVP, Policy Development Support & Managing Director – Istanbul Office

KEY HIGHLIGHTS & MILESTONES

Address Supporting Organization (ASO)

The ASO Address Council (ASO AC) conducted its annual meeting at ICANN61.

- In May 2018, the ASO Address Council [announced its selection](#) of Ron da Silva to serve a second three-year term on Seat 9 of the ICANN Board.
- The global Internet number community continues its consultations on the recommendations in the final report of the ASO organizational review published in July 2017.
 - The Number Resource Organization Executive Council (NRO EC) and the ASO AC published a [joint response](#) earlier this year.

Generic Names Supporting Organization (GNSO)

- The GNSO Council established a drafting team to develop the Charter for the Expedited Policy Development Process (EPDP) on Temporary Specification for gTLD Registration Data and subsequently approved the initiation and adopted the Charter for the EPDP. The GNSO Council is considering revisions to the Consensus Policy Implementation Framework (CPIF) and working with ICANN staff to develop a Post Implementation Consensus Policy Review Framework (PICPRF). ICANN org is currently working on preparing a review of the Inter-Registrar Transfer Policy (IRTP), which is expected to serve as a test case for the PICPRF.
- The GNSO Council received a staff discussion paper on GNSO Policy Development Process 3.0, which seeks to examine how to increase the effectiveness and efficiency of the GNSO Policy Development Process.
- The GNSO Council considered issues and submitted a response to the ICANN Board request on SAC095, related to the use of emoji in domain names (see: <https://www.icann.org/en/system/files/correspondence/forrest-austin-dammak-to-chalaby-26jul18-en.pdf>).
- Following the successful completion of 5 selection processes, the GNSO Standing Selection Committee reviewed and revised its Charter (see: <https://gns0.icann.org/sites/default/files/file/field-file-attach/standing-committee-charter-14apr18-en.pdf>), which was then adopted by the GNSO Council.
- The GNSO Council submitted public comment to the Initial Report on the Customer Standing Committee Charter (CSC) Review and subsequently approved the amended CSC Charter.
- The GNSO Council provided input to the Fellowship Consultation, collected through the ICANN Community Consultation Process.
- The GNSO Council provided its review of the San Juan GAC Communiqué (see: <https://www.icann.org/en/system/files/correspondence/forrest-et-al-to-chalaby-07may18-en.pdf>) and Panama City GAC Communiqué (see: <https://www.icann.org/en/system/files/correspondence/forrest-et-al-to-chalaby-27jul18-en.pdf>) to the ICANN Board.

- The GNSO Council submitted public comment on the Long-Term Options to Adjust the Timeline of Reviews (see: https://mm.icann.org/pipermail/comments-reviews-long-term-timeline-14may18/2018q3/000_006.html).
- The GNSO Review Working Group has implemented nearly all of the 30 recommendations, expecting to complete its work no later than September 2018. The Working Group submitted its Final GNSO2 Review Implementation Report to the GNSO Council for consideration and adoption in August.

The GNSO currently has 9 policy development processes in progress, which will continue to be a focus for next quarter. Naturally, these are at various stages of the Policy Development Process (PDP) life cycle. Issues being addressed in the Working Group phase include:

- New gTLD Subsequent Procedures - Work Tracks 1-4 completed its Initial Report and published it for public comment on 3 July. While it awaits receipt of public comments, the full WG has begun considering additional topics, like auctions, the role of application comments, etc. The Working Group's Work Track 5 (WT5), dedicated to the topic of geographic names at the top-level, has an inclusive leadership structure, with a co-lead from each of the ALAC, ccNSO, GAC, and GNSO. WT5 has considered country and territory names, geographic names that require relevant support/non-objection, non-capital city names, where intended use of the TLD matters, as well as potential geographic terms that are not currently in the Applicant Guidebook. WT5 is seeking to publish its Initial Report prior to ICANN63.
- Review of All Rights Protection Mechanisms (RPMs) in all Generic Top-Level Domains (gTLDs) -The Working Group is currently in Phase One of this two-phased PDP, which evaluates the RPMs developed for the 2012 New gTLD Program. Three sub teams collected and reviewed data on various aspects of the Uniform Rapid Suspension (URS) mechanism and developed recommendations and suggestions, which the full WG is reviewing. A fourth sub-team worked with an external survey vendor to conduct surveys relating to the Sunrise and Trademark Claims services among new gTLD registries, registrars, trademark/brand owners, and actual and potential registrants relating to Sunrise and Trademark Claims RPMs. The surveys are expected to be launched in mid/late August, with results anticipated by end-September. In the meantime, the WG will begin discussion of possible policy and operational recommendations for the URS.
- Expedited Policy Development Process on the Temporary Specification - With the Board adoption of the Temporary Specification on 17 May, the GNSO Council is required to undertake a policy development process to confirm, or not, the Temporary Specification as a Consensus Policy within 12 months of the 25 May 2018 implementation effective date. As noted above, the GNSO Council worked diligently to initiate this work, establishing a Charter drafting team composed of GNSO Councilors and then initiating the EPDP and adopting its Charter in July 2018. The scope of the EPDP Team's efforts includes confirming, or not, the Temporary Specification by 25 May 2019 (the date the Temporary Specification will expire). Additionally, the scope includes discussion of a standardized access model to nonpublic registration data; however, the discussion of a standardized access model will occur only after the EPDP Team has comprehensively answered a series of "gating questions", which have been specified in the EPDP Team's Charter. The EPDP is currently meeting twice a week, will meet face-to-face in September, and seeks to complete its Initial Report by ICANN63.
- Next-Generation Registration Directory Services to replace WHOIS - The Working Group has been put on hold as the GNSO has focused on reacting to the Temporary Specification and launching the Expedited Policy Development Process. The RDS PDP WG leadership and GNSO Council will now consider the best course of action for this PDP, in light of the recently initiated EPDP which could include suspension or termination.

- IGO-INGO Access to Curative Rights Mechanisms - The Working Group deliberated on a last remaining recommendation concerning IGO jurisdictional immunity, following which it conducted a formal consensus call on all of its recommendations. The Working Group reached consensus on a set of five recommendations, which were included in the group's Final Report that was delivered to the Council in July 2018. The Council confirmed receipt of the Final Report and is reviewing it in the context of the broader issues related to IGO protections.
- Reconvened PDP on Protections for IGO-INGO Identifiers in All gTLDs (note: scope limited only to certain names of the Red Cross) - The reconvened Working Group reached agreement on the international legal basis for protecting Red Cross National Society and International Movement names and then developed criteria for determining the composition of the specific, finite list of names as well as limited variants. Red Cross representatives helped formulate the finite list, which was reviewed, revised, and validated by the reconvened Working Group. The reconvened Working Group published its Initial Report on 21 June 2018 and considered all comments received. After making necessary revisions, the group submitted its Final Report to the GNSO Council on 6 August 2018. The GNSO Council deferred consideration of the recommendations to its September meeting at the request of the Non-Commercial Stakeholder Group. It is important to note that acronyms of the International Red Cross Movement are not part of the scope of this effort, and resolution of this issue is likely to depend on the final scope of protections for IGO acronyms, since the GAC's advice was for the Red Cross and IGO acronyms to be treated in a similar fashion.

Country Code Names Supporting Organization (ccNSO)

- Since mid August 2018, the ccNSO membership stands at 168. The latest member is *Lesotho Network Information Centre*, the ccTLD operator of Lesotho (.ls)
- At the ICANN62 face-to-face council meeting in Panama, the ccNSO Council adopted the [Election Report for the Special European Council Election](#). Giovanni Seppia (.eu) assumed his role immediately after the selection. His term ends in March 2020.
- In March 2019, at the conclusion of ICANN64 in Kobe (9-14 March 2019), the 3-year term of the following ccNSO Councillors ends: *Africa*: Abibu Ntahigiye, *Asia-Pacific*: Debbie Monahan, *Europe*: Peter Vergote, *Latin America/Caribbean*: Demi Getschko, *North America*: Pablo Rodriguez. In September 2018, the ccNSO will be opening a call for nominations to fill the seats on the ccNSO Council
- The ccNSO Review Party kicked off the process of the second ccNSO Organisational Review
- The ccNSO internal meeting strategy review has been completed, and the final report by the Working Group has been adopted by the ccNSO Council. No major changes were recommended to the standard ccNSO programme (one-day WG meetings, Tech Day, one and a half day members sessions and ccNSO Council meetings).
- The ccNSO council adopted the Annual ccNSO Work Plan as reflected in the ccNSO Activity Portfolio 2018/2020 (see
 - <https://ccnso.icann.org/sites/default/files/field-attached/outline-ccnso-activity-portfolio-2018-2020-may18-en.pdf>)
- The ccNSO Council adopted the Final Report of the Customer Standing Committee (CSC) Charter Review Team, including its recommendations, and ratified the amended CSC Charter.
- The ccNSO Council submitted public comment on the Long-Term Options to Adjust the Timeline of Reviews (see:
 - https://mm.icann.org/pipermail/comments-reviews-long-term-timeline-14may18/2018q3/000_001.html)

- The ccNSO Council commented on the proposed charter of the Cross-community Engagement Group on Internet Governance
- The ccNSO Strategic and Operational Planning Committee (SOPC) commented on ICANN's proposal regarding the Replenishment Strategy for the ICANN Reserve Fund. (see: <https://ccnso.icann.org/sites/default/files/field-attached/sop-reserve-fund-public-comment-27nov17-en.pdf>) and commented on ICANN's FY19 Operating Plan and Budget. (see: <https://ccnso.icann.org/sites/default/files/field-attached/ccnso-sopc-comments-05mar18-en.pdf>)
- The ccNSO Study Group on the use of emoji as second level domains started its work following ICANN62. Further details about the background and scope of activities of the study group can be found [here](#). The study group is expected to present its findings to the broader ccTLD community and ccNSO Council by ICANN64.
- The ccNSO Policy Development working group on retirement continues its work on the retirement of country code Top-Level Domains (ccTLDs) and the review mechanisms for decisions relating to the delegation, transfer, revocation, and retirement of ccTLDs.

Customer Standing Committee (CSC)

- The CSC continues to meet monthly. Core item is review of the monthly PTI report to the CSC, and agree on the CSC report on PTI performance, which is shared with community.
- The CSC, in close cooperation with PTI, has finalized the draft Remedial Action Procedure (required, which now awaits formal adoption.
- The CSC Charter review team's Initial Report includes their findings. Core finding is that CSC has performed its task well and hence no need for major change of the charter. However the Review team will suggest some minor, mostly administrative changes to the CSC charter.

At-Large/At-Large Advisory Committee (ALAC)

- **At-Large Review and Implementation** - The At-Large Review Implementation Working Group (ARIWG) has been created, including the creation of a [workspace](#) and mailing list (ARIWG@icann.org). The WG consists of two members from each of the five RALOs, including one ALAC member and one RALO member. The implementation will be led by incoming ALAC Chair Maureen Hilyard and Cheryl Langdon-Orr. ARIWG leadership have updated, or have plans to update, each RALO on the Board Resolution and the next steps in the implementation. The first call of the ARIWG is being planned for the week of 20 August. Calls every other week are expected. These activities follow on from the Board approving a resolution on the At-Large Review. [The resolution](#) noted the ICANN Board received the
- At-Large Review Final Report from the independent examiner while accepting the At-Large Review Recommendations Feasibility Assessment and Implementation Plan, approved by the ALAC on 22 August 2017, and the At-Large Review Implementation Overview Proposal, approved by the ALAC on 20 April 2018. The ICANN Board directed the ALAC to convene an
- At-Large Review Implementation Working Group (ARIWG) that oversees the implementation process of the proposals, including the development of a detailed implementation plan.
- **Leadership Changes** - The ALAC and At-Large community completed all of their leadership elections, selections and appointments by 15 August with the exception of the ALAC Delegate to the NomCom from Europe. Highlights include:
 - The ALAC elected Maureen Hilyard as ALAC Chair for the period of one year, beginning at the end of ICANN 63. The process for the transition of the ALAC Chair is underway, including a F2F meeting immediately prior to ICANN 63.

- ALAC Leadership Team - Africa - Tijani Ben Jemma; APRALO - Maureen Hilyard; Europe - Sebastien Bachollet; LACRALO - Ricardo Holmquist; NARALO - John Laprise. They will take their seats at the end of ICANN 63.
 - Liaisons - All four ALAC Liaisons were re-appointed unanimously to serve one more year. The Liaisons are: ccNSO - Barrack Otieno; GAC - Yrjo Lansipuro; GNSO - Cheryl Langdon-Orr; SSAC - Andrei Kolesnikov.
- **At-Large at ICANN Public Meetings** - At ICANN62, the At-Large Community held 19 sessions over 23 hours including meetings with other stakeholders. Planning for ICANN63 is underway. A Prep Team is working on the At-Large schedule. Maureen Hilyard is planning activities for her new team both Thursday, 25 October and Friday, 26 October.
 - **Policy Advice Development** - From 5 January 2018 through 12 April 2018, the ALAC submitted 12 policy statements. They are:
 - [Initial Report on the Protections for Certain Red Cross Names in all gTLDs – Policy Amendment Process](#)
The ALAC has always taken the position that as a humanitarian organization, and one that has been regularly the target of those seeking to fraudulently attract donations, the Red Cross should be afforded the courtesy of having its various identifiers protected at the second level in gTLD domain names.
 - [Short-Term Options to Adjust the Timeline for Specific Reviews](#)
Of the three options presented on the public comment, the ALAC prefers the option to commence RT work upon Board action on CCWG-WS2 recommendations, to be started no later than end of June 2019. With this option, the review team will be in charge of the evaluation of implementation of prior review recommendations and other topics, with no duplication or overlap with CCWG-WS2 implementation.
 - [Long-Term Options to Adjust the Timeline of Reviews](#)
The ALAC approached the comment by separating it into two issues: (1) Organizational Reviews and (2) Specific Reviews. The ALAC recommended ICANN Org stop initiating Organizational Reviews until its is assessed how effective they have been and develop a methodology to allow them to be cost effective and effective overall. The ALAC also recommends changing the Bylaws to give the Board more flexibility with the timing of Specific Reviews going forward.
 - [Open Data Initiative Datasets and Metadata](#)
The ALAC made specific comments in relation to: (1) Centralized, easy access to properly organized data repository, (2) Types and value of data collected, lack of discernible information; (3) Uniformity of and responsibility for data; and (4) Privacy rights. Overall, the ALAC believes it would be useful if ICANN Org could assist in re-generating a list of datasets with suggestions on what downstream or upstream information can possibly be gleaned from each dataset.
 - [Draft Proposal of the New Fellowship Program Approach](#)
The ALAC provided extensive community comment on (4) issues related to the Draft Proposal of the New Fellowship Program Approach, including application and selection criteria of the Fellowship Program, as well as on-site recommendations and post-meeting requirements.
 - [Draft Community Travel Support Guidelines](#)
The ALAC submitted a detailed Statement representing the Internet end user community within ICANN. The ALAC noted At-Large is unique within the ICANN community in that most volunteers in At-Large activities do so as true volunteers. None travel in support of their employers, few are employed by what could be considered the domain name industry or in activities supporting it, and many are not even employed in jobs supporting the Internet.

- [ALAC Statement on Release for Registration one .COM Domain Name with a Single-Character Label: O.COM](#)
During ICANN62, the ALAC revised, ratified and resubmitted their Statement. The ALAC supported the proposition, provided it offers the proceeds to nonprofit organizations that serve the public interest. The ALAC offered three suggestions to that end: (1) ICANN should permit the release of [O.com](#) and allow Verisign to conduct a third-party auction, (2) Third-party auction service providers should screen candidates for auction, and (3) Verisign should forfeit the auction's proceeds and renewals to non-profit entity.
- [ALAC Statement on Draft Final Report of the RSSAC2 Review](#)
The ALAC is responsible for representing the interests of Internet end users within ICANN, and there are few parts of the Internet as critical as the Root Server System. The ALAC commented specifically on recommendations 1, 2 and 5 of the RSSAC2 Review, related to 1) RSSAC membership criteria, the 2) RSSAC charter and 3) engaging more effectively with ICANN.
- [ALAC Statement on CCWG-Accountability WS2 Final Report](#)
The ALAC noted that the assurance of full consistency between all of the recommendations -which are noted in the report to be more than 100 - would depend primarily on the interpretation of the recommendations and the implementation plan. The ALAC recommends dedicating enough time to ensure inconsistencies do not result due to misinterpretation of the recommendations.
- [ALAC Statement on Draft Final Report of the NomCom2 Review](#)
On the whole, the ALAC believes the ICANN NomCom system has been working well considering the significant challenges it faces. The ALAC made 8 general comments to improve the function of the NomCom, noting that while confidentiality needs to be maintained, whenever possible, open, transparent processes should be adopted to represent the multistakeholder nature of ICANN.
- [ALAC Statement on ICANN Reserve Fund: Proposed Replenishment Strategy](#)
The ALAC supports the overall strategy, with several important conditions related to operational savings, auction proceeds, per-domain registrar fees and revenue.
- [ALAC Statement on Draft Project Plan for the Proposed Name Collision Analysis Project \(NCAP\)](#)
As the principle voice of end users within the ICANN community, the ALAC supported the SSAC in its efforts to address the issue of Name Collisions, while encouraging clarity on the SSAC's bidding process for work contemplated under the Draft Project Plan.

Regional At-Large Organization Activities

- In preparation for the ICANN 62 meeting, Göran Marby held a One-to-One Conference Call with RALO Chairs on 11 June 2018. The meeting focused exclusively on the RALO leaders asking questions related to the following main topics Budgetary Issues as well as GDPR and WHOIS.
- **APRALO** - APRALO continued its long-standing collaboration with ICANN's APAC Hub, as well as regional partners such as ISOC, APNIC, APTLD, and DotAsia through joint activities such as capacity building webinars and outreach visits. To cite some events, the Asia Pacific School of Internet Governance (APSIG) 2018 where many APRALO representatives and individual ALS members participated as speakers, including the APRALO Chair, Satish Babu; the APRICOT 2018 (Kathmandu), and the APTLD and APNIC meetings. Some APRALO members also participated in the ME DNS forum in Ankara sponsored by Middle East GSE, the IGF 2017 in Geneva, with the LT members

organizing and speaking at multiple workshops.

APRALO leadership continued to stimulate the formation of new ALSes and recruitment of new individual members. In 2018, Indonesia was added to the list of countries with APRALO ALSes, while efforts are continuing to bring Vietnam and Myanmar as well.

- **AFRALO** - AFRALO held their regular AFRALO-AfrICANN meeting during the ICANN 62 meeting in Panama, being the main topic of discussion, the General Data Protection Regulation Statement from an African perspective. The final AFRALO GDPR Statement was edited and forwarded to the Board for consideration in late July.

After the Panama meeting, AFRALO members have focused their efforts on the implementation of actions based on the “Hot Policy Topics” for the region, the Hot topics implementation working group members have outlined a series of specific actions to work on such topics, including the production of an Outreach document with the assistance of At-Large staff and ICANN’s communication department.

- **EURALO** - At ICANN 63 meeting in Panama, EURALO members led the At-Large community in the organization of the Outreach Sessions Joint At-Large/NCSG Non-Commercial Stakeholder Group (NCSG). The sessions were considered very informative and were well attended by participants across all ICANN constituencies.

EURALO members have been very active participating in Regional events including the annual ICANN Studienkreis meeting in Stockholm, which several members of EURALO attended, representing end-user interests in the discussions; the European Summer School on Internet Governance (EuroSSIG) in Meissen/Germany (July- August 2018) in which several members are main organizers, National IGF initiatives (Germany, France, UK, and Ukraine) performed through ALSes attending locally; EURALO also sent a representative to re:publica in Berlin (May 2018), using one CROP slot, this became the biggest conference and fair on Internet politics in Europe with over 9,000 participants. EURALO continued its collaboration with RIPE NCC through attendance at the RIPE76 meeting in Marseille.

EURALO’s Chair participated at the annual EuroDIG event in Tbilisi using 2 CROP slots in June 2018. It is worth noting that EURALO’s contribution as a partner comes as an in-kind contribution of time spent by the EURALO Chair on EuroDIG organizational matters.

These Outreach opportunities focused primarily on identifying potential new members (ALSes or individuals), discussions about EURALO and At-Large. In many cases EURALO reached out to potential candidates, distributed EURALO flyers funded by ICANN and encouraged attendees to join EURALO.

EURALO members are working on the review of its internal By-laws with the goal to approve them by the end of this year.

- **LACRALO** - At ICANN 62 Panama meeting, LACRALO held two events, a LACRALO Open House meeting open to all participants from the Latin American and Caribbean Region which discussed topics of strategic importance for the Region and a LACRALO Networking Open House Event. The events drew together ICANN community members and stakeholders, who discussed issues of strategic importance for the region and later mingled over music from local musicians. LACRALO members have held a number of teleconferences to discuss its internal rules, including the Metrics document, the new

Council Emeritus and the new LACRALO Operating Principles. These documents are main outcomes of the two face to face meetings held in Los Angeles 2017 and Puerto Rico 2018, facilitated by a mediator.

LACRALO and GSE continued its collaboration, LACRALO members have participated actively in LAC-GSE Activities such as the ICANN 62 Read out organized by GSE-LAC and the LAC-I Roadshow 2018.

- **NARALO** - NARALO members participated in regional events with support from special discretionary funds and the CROP Program, to cite some the RIGHTS CON-held in Toronto in May 2018, the ICANN DNS Symposium in Montreal July 2018, the ICANN 62 Read Out session in New York in July, the IGF USA in Washington in July.

At Large Structures and Individuals

- **At-Large Structures** – There are currently 230 At-Large Structures in 102 countries and territories and a total of 76 **individual members**. In the period covered by this report, the increase in numbers include: ALSes: 4 new ALSes; Individuals: 17 new Individuals and 4 new Observers.

Governmental Advisory Committee (GAC)

GAC Advice Matters:

- The GAC issued the ICANN62 Panama Communiqué and provided the ICANN Board with consensus advice on GDPR and WHOIS, protection of IGO identifiers and two-character country codes at the second level - see <https://gac.icann.org/contentMigrated/icann62-panama-communication>.
- Follow-up on the GAC Panama Advice – The GAC and the Board held a joint 31 July call to clarify Board member questions regarding the GAC Advice issued at ICANN62.
- GAC members continue to be substantially involved in various aspects of the the new General Data Protection Regulation (GDPR) implementation discussions within the ICANN community. The GAC devoted substantial time in Panama to discuss GDPR matters. The GAC received briefings from the GNSO Business and Intellectual Property Constituencies regarding their work on access and accreditation, GNSO contracted parties on the practicalities of the GDPR Temporary Specification and ICANN org staff sharing information about the proposed Unified Access Model. The GAC expressed its commitment to working together with ICANN and the Community in this process and – in a first step – developed detailed comments on the proposed Unified Access Model.
- The GAC is also a full participant in the EPDP effort taking place within the GNSO - responding to an initial triage survey, and providing formal “early input” into the EPDP effort.
- This period the GAC has expressed continuing interest in the matter of IGO-INGO access to curative rights protection mechanisms. In early August, the GAC Chair communicated formally with the GNSO Council chair expressing concern that the “recommendations” of the IGO Curative PDP Final Report conflict with longstanding GAC Advice. The GAC Chair offered to work with the GNSO “to help find an acceptable resolution to this longstanding issue.” Staff efforts are underway to see if time in Barcelona can be found for face-to-face discussions on this issue.
- During this period, the issue of continuing concerns regarding two-character codes at the second level remains an important one for a number of GAC members. ICANN org efforts to provide additional web site notification capabilities have been acknowledge by GAC members (and are currently underway – in IT engineering development phase), but there is still a desire in the GAC to fully resolve the status of this matter by getting a full explanation

and understanding from the Board regarding how the situation developed and how the concerns of certain countries can still be addressed. This topic was discussed at length during the 31 July Board-GAC Communique Clarification Call. During that call, GAC members stated that, although it seems clear that some concerned members feel an ICANN org mechanism is needed to adequately address their concerns, further discussion is needed within the GAC to effectively articulate those concerns.

High Level Government Meeting Preparations:

- Preparation for the upcoming High Level Government Meeting (HLGM) in conjunction with ICANN63 has been a substantial focus of the GAC leadership this period. With the agenda for the HLGM in place, GAC leadership interest is focused on encouraging informed attendance at the meeting. The host Spanish Government has engaged in proactive one-on-one outreach efforts to individual governments (particularly in Europe) to confirm delegation participation and attendance by senior officials. As of 9 August, 41 delegations had committed to send special attendees to the HLGM, with 13 countries sending their most senior official responsible for ICANN/DNS issues.
- The ICANN org Government Engagement and Global Stakeholder Engagement teams have been focused on collaborating with Spain to assist in the outreach effort. The ICANN org Communications Team has also connected with their Spanish counterparts to begin coordinating messaging efforts surrounding the meeting. The ICANN org GAC support team continues to help the Spanish government manage and confirm attendance and RSVPs. The Spanish Government has committed Nadia Calviño Santamaría - Minister of Economy and Business and Francisco Polo Llavata -Secretary of State for Digital Progress to participate in the meeting. A preparation meeting in mid-September is being contemplated.

GAC Operational Matters:

- At the ICANN62 public meeting, the GAC opened the nomination period for the next round of GAC leadership elections. All six GAC leadership slots (one Chair and five vice chairs) are open for election in 2018. Nominations will close in early September (5 September) and if there are more nominees than available leadership slots, electronic balloting will be conducting to elect the next leadership team with the balloting scheduled to close during the ICANN63 meeting in Barcelona.
- As the GAC workload continues to expand, the GAC leadership continues to explore new ways to improve support and provide guidance and coordination for GAC member participation in cross community working groups and PDP activities.
- GAC Support Staff has used this recent period to work with the ICANN org Community Applications team to find effective ways to maintain GDPR compliance while maintaining effective membership record keeping. This has resulted in adoption of the Salesforce tool to help the staff manage GAC participant information more effectively and efficiently. GDPR compliance has caused the staff team to develop new information collection methods that adhere to the new GDPR requirements.
- Membership – With the addition of Ecuador as a GAC member country during this period, the GAC membership roster now stands at 177 Members and 36 Observers (IGOs).

Root Server System Advisory Committee (RSSAC)

The RSSAC continues to raise awareness about recent publications:

The RSSAC continues to raise awareness about recent publications:

1. In [RSSAC033: Statement on the Distinction Between RSSAC and Root-Ops](#), the RSSAC provides this document to help explain the differences between the two functional bodies.

- a. RSSAC and Root-Ops are names for two separate communities with different missions and scopes that relate to the DNS.
2. In [RSSAC034: Report from the May 2018 Workshop](#), the RSSAC provides a high-level summary of the outcomes from the sixth workshop.
 - a. The purpose of this workshop was to finalize the proposed governance model (the Model) for the DNS Root Server System.
 - b. At the workshop, the RSSAC reviewed the Model, discussed scenarios, and planned next steps.
3. In [RSSAC035: RSSAC Statement on the Draft Final Report of the Second Organizational Review of the Nominating Committee](#), the RSSAC comments on the second organizational review of the ICANN Nominating Committee.
 - a. In addition to being an RSSAC publication, this document was also submitted as a public comment on the “Draft Final Report of the NomCom2 Review.”
4. In [RSSAC036: RSSAC Statement on the Draft Final Report of the Second Organizational Review of the RSSAC](#), the RSSAC:
 - a. Expresses serious concerns about the scope of its second organizational review and responds to recommendations in the draft final report of the independent examiner.
 - b. Believes its second organizational review missed the mark by focusing on community opinions about root server operators, not the performance or the work product of RSSAC.
5. In [RSSAC037: A Proposed Governance Model for the DNS Root Server System](#), the RSSAC:
 - a. Defines 11 principles for the operation and evolution of the DNS Root Server System.
 - o Proposes an initial governance model (the Model) for the DNS Root Server System and
 - i. its operators.
 - b. Demonstrates how the Model works through a set of scenarios on designation and removal of operators.
6. In [RSSAC038: RSSAC Advisory on a Proposed Governance Model for the DNS Root Server System](#), RSSAC recommends the ICANN Board:
 - a. Initiate a process to produce a final version of the Model based on RSSAC037.
 - b. Estimate the cost of the DNS Root Server System and developing the Model. Initial effort should focus on developing a timeline.
 - c.
 - o Implement the final version of the Model based upon the principles of accountability, transparency, sustainability, and service integrity.
7. In [RSSAC039: RSSAC Statement Regarding ICANN's Updated Key Signing Key Rollover Plan](#), the RSSAC responds to a request for advice from the ICANN Board.
 - a. Although the RSSAC identifies several technical items in this statement, the RSSAC does not see a technical reason for these items to cause any delay in resuming the KSK rollover plan on the current proposed schedule.
8. In [RSSAC040: Recommendations on Anonymization Processes for Source IP Addresses Submitted for Future Analysis](#), the RSSAC:
 - a. Provides recommendations on anonymizing source IP addresses in DNS log files.
 - b. Discusses four different methods for anonymizing source IP addresses, their advantages, disadvantages, and how each can be used.

Security and Stability Advisory Committee (SSAC)

- 16 August 2018, the SSAC published SAC102, SSAC Comment on the Updated Plan for Continuing the Root KSK Rollover
- 14 June 2018, the SSAC published SAC101, an [Advisory Regarding Access to Domain Name Registration Data](#).
- The SSAC recently appointed Andrey Kolesnikov, Timothy April, and Dave Piscitello as new SSAC members.

Root Zone Evolution Review Committee (RZERC)

- 31 July, the RZERC published RZERC001: [Feedback on the Updated Plan for Continuing the Root Key Signing Key Rollover](#).

Empowered Community and Empowered Community Administration

- The ALAC and GNSO have completed work on updating or adding to their internal procedures in order to carry out their rights and obligations as Decisional Participants in the Empowered Community. The ASO, ccNSO and GAC continue to make progress on new or additional processes that may be needed.
- The SO/ACs discussed what the community needs to do in order to perform its role in selecting the Omnibus Standing Panel that will be required for Independent Review Panels (IRPs) under the Bylaws.
- As part of its community powers under the ICANN Bylaws, the Empowered Community had the opportunity to consider the FY19 ICANN & IANA Budgets and Operational Plans. No petitions were received for a rejection action relating to any of these proposals, and the Empowered Community Administration notified the ICANN Secretary accordingly, as required by the ICANN Bylaws. In addition, and pursuant to its obligations under the Bylaws, the Empowered Community designated three Directors appointed by the Nominating Committee to take their seats at the October 2019 Annual General Meeting.

TOP ISSUES & MITIGATION

Empowered Community and Empowered Community Administration

- Staff continues to facilitate the remaining Decisional Participants' completion of necessary updates or changes to internal procedures for exercising the Empowered Community powers.
- The Bylaws processes for approval or rejection actions, and other required notifications from the Empowered Community via the Empowered Community Administration are complex and in some cases have short deadlines. The Empowered Community Administration continues to try to find ways to manage these deadlines and notice periods more efficiently.

Address Supporting Organization (ASO)

- The ASO Address Council will soon begin the selection process for ICANN Board Seat 10. The selected candidate will serve a three-year term beginning at the conclusion of ICANN66 in November 2019.

Generic Names Supporting Organization (GNSO)

- New gTLD Subsequent Procedures - While the WG published its Initial Report in July 2018, it is somewhat unconventional in nature, primarily focused on providing and seeking feedback on options and specific questions, rather than putting forth recommendations for every charter element. Given the extensive nature of the report and the possibility that

comment received may also be substantial, the time needed for the WG to review may be protracted. In addition, there is a possibility that an additional public comment period may be needed, which would likely impact the Final Report target date of mid-2019. In regards to Work Track 5, while it has held months of substantive deliberations, it remains a topic of broad and passionate interest. WT5 has reviewed the geographic terms in the Applicant Guidebook and is attempting to gauge consensus on everything but non-capital city names. Non-capital city names and terms not included in the Applicant Guidebook have proven particularly challenging areas for WT5 to reach agreement. WT5's Initial Report may share some similarities to the full WG Initial Report, where options and questions may accompany recommendations.

- Review of All Rights Protection Mechanisms (RPMs) in All Generic Top-Level Domains (gTLDs) -The need to collect and analyze data that has not comprehensively been gathered previously by ICANN is having a substantial impact on the timeline, with publication of a Phase 1 Initial Report for public comment now targeted for the end of Q1 2019 (meaning that a Final Report on Phase 1 will not be submitted to the GNSO Council before end-Q2). In addition, the longstanding divisions between various competing interests on RPM issues mean that discussions are often contentious and extended, which has an impact on the group's ability to meet its timeline and milestones.
- Expedited Policy Development Process on the Temporary Specification - The EPDP has an extremely challenging timeline to operate against as it seeks to deliver a draft Initial Report on the Temporary Specification for gTLD Registration Data by ICANN63. Noting the challenges to make progress in the Next-Generation Registration Directory Services to replace WHOIS, over the course of over two years, efficient and effective work processes will need to be employed to keep the EPDP and its members focused and on target.
- IGO-INGO Access to Curative Rights Protection Mechanisms in All gTLDs - Although the Working Group has submitted its Final Report to the GNSO Council, with all recommendations achieving consensus or higher, concerns remain in the context of the broader issues around IGO protections. The GNSO Council will seek to navigate those challenges within the scope of its current procedures and prior to formally voting on the Final Report, acknowledging that the recommendations conflict with GAC advice and IGO submissions and that the Working Group encountered significant challenges in reaching its final consensus.
- Reconvened PDP on Protections for IGO-INGO Identifiers in All gTLDs (note: scope limited only to certain names of the Red Cross) - While the reconvened PDP successfully delivered its Final Report to the GNSO Council in August, the following items remain outstanding:
 - Board action on PDP recommendations previously approved by the GNSO Council concerning IGO acronyms – these recommendations are not consistent with GAC advice. ICANN Legal conducted a review of the international legal basis for protecting these acronyms at the Board's request and staff prepared a paper on a possible policy basis for and the feasibility of implementing an Ongoing Watch Mechanism for IGO acronyms. Ideally, the Board will be able to vote on the original GNSO PDP recommendations, and if appropriate direct ICANN organization to implement such a service, at the same time as its acting on any PDP recommendations approved by the GNSO Council and sent up to the Board in respect of IGO acronyms for Curative Rights - as this will allow for clarity as to the totality of approved protections for IGO acronyms.

- Resolution of the Red Cross' request concerning the acronyms of the International Movement – the GAC had advised that any curative mechanisms developed for IGO acronyms should apply to these. The Red Cross acronyms are not part of the reconvened Working Group scope, and the resolution (if any) of this specific set of acronyms will probably depend on the outcome of the recommendations developed by the separate IGO-INGO Curative Rights PDP.

In the meantime, all IGO acronyms, the Red Cross National Society names, and the International Movement names and acronyms remain reserved on an interim basis by Board resolution. The Board's final disposition of the question as to appropriate protections for all these identifiers may therefore impact New gTLD Registry Operators. In this regard, it is possible that these Registry Operators may ultimately have to implement a different policy with respect to each of the different types of IGO, Red Cross and other INGO (e.g. Olympic) names and acronyms, i.e. withhold only some from registration (permanent reservation). In addition, a Consensus Policy concerning those IGO, Red Cross and Olympic Names (not acronyms) previously approved by the Board in April 2014 went into effect in August 2018. Board action on the outstanding matters will, however, likely carry over into the next new gTLD expansion round.

- The GNSO currently has 9 policy development processes in progress, which will continue to be a focus for next quarter.

Country Code Names Supporting Organization (ccNSO)

- The ccNSO intends to continue to work on issues pertaining to the use of names of countries and territories as TLDs tentatively in work track 5 of the GNSO PDP on subsequent procedures. The format for continued work has not been decided.
- The 3rd ccNSO PDP is now well underway. The PDP working group on retirement of ccTLDs is making progress slowly.

At-Large/At-Large Advisory Committee (ALAC)

- **At-Large Review and Implementation Begins**- The At-Large Review Implementation Working Group (ARIWG) has been created, including the creation of a [workspace](#) and mailing list (ARIWG@icann.org). The WG consists of two members from each of the five RALOs, including one ALAC member and one RALO member. The implementation will be led by incoming ALAC Chair Maureen Hilyard and Cheryl Langdon-Orr. ARIWG leadership have updated, or have plans to update, each RALO on the Board Resolution and the next steps in the implementation. The first call of the ARIWG is being planned for the week of 20 August. Calls every other week are expected.
- **Incoming ALAC Chair elected** - The ALAC elected Maureen Hilyard as ALAC Chair for the period of one year, beginning at the end of ICANN 63. The process for the transition of the ALAC Chair is underway, including a F2F meeting immediately prior to ICANN 63.

Government Advisory Committee (GAC)

GDPR:

- GAC members continue to be substantially involved in various aspects of the the new General Data Protection Regulation (GDPR) implementation discussions within the ICANN community. The GAC devoted substantial time in Panama to discuss GDPR matters. The GAC received briefings from the GNSO Business and Intellectual Property Constituencies

regarding their work on access and accreditation, GNSO contracted parties on the practicalities of the GDPR Temporary Specification and ICANN org staff sharing information about the proposed Unified Access Model. The GAC expressed its commitment to working together with ICANN and the Community in this process and – in a first step – developed detailed comments on the proposed Unified Access Model.

- The GAC is also a full participant in the EPDP effort taking place within the GNSO - responding to an initial triage survey, and providing formal “early input” into the EPDP effort.

IGO-INGO Access To Curative Rights Protection Mechanisms:

- This period the GAC has expressed continuing interest in the matter of IGO-INGO access to curative rights protection mechanisms. In early August, the GAC Chair communicated formally with the GNSO Council chair expressing concern that the “recommendations” of the IGO Curative PDP Final Report conflict with longstanding GAC Advice. The GAC Chair offered to work with the GNSO “to help find an acceptable resolution to this longstanding issue.” Staff efforts are underway to see if time in Barcelona can be found for face-to-face discussions on this issue.

Two-Character Codes at the Second Level:

- During this period, the issue of continuing concerns regarding two-character codes at the second level remains an important one for a number of GAC members. ICANN org efforts to provide additional web site notification capabilities have been acknowledge by GAC members (and are currently underway – in IT engineering development phase), but there is still a desire in the GAC to fully resolve the status of this matter by getting a full explanation and understanding from the Board regarding how the situation developed and how the concerns of certain countries can still be addressed. This topic was discussed at length during the 31 July Board-GAC Communique Clarification Call. During that call, GAC members stated that, although it seems clear that some concerned members feel an ICANN org mechanism is needed to adequately address their concerns, further discussion is needed within the GAC to effectively articulate those concerns.

Root Server System Advisory Committee (RSSAC)

- Nine new members have joined the RSSAC Caucus, expanding the base of technical experts contributing to work parties.
- Two new work parties have launched in the RSSAC Caucus. One work party will research service coverage of root servers, and the second work party will study modern resolver behavior.
- Interisle Consulting Group concluded the second organizational review of the RSSAC with the publication of the [final report](#) in early July 2018. The RSSAC will work with the ICANN Board Organizational Effectiveness Committee on next steps for implementation.

Security and Stability Advisory Committee (SSAC)

- Three SSAC work parties are in various stages of development: Centralized Zone Data Service/Whois Rate limiting, Name Collision Analysis, and DNSSEC Workshop Planning.

The Policy Development Support Team continued to facilitate an increasingly active agenda of policy development and advisory activities of three Supporting Organization and four Advisory

Committee. Our efforts focus on top priority issues within each SO-AC group and to help and support community volunteers while managing the processes each community has developed to do its work.

ICANN Org Report to the Board

Governmental and IGO Engagement

Tarek Kamel, Sr. Advisor to President & SVP, Government and IGO Engagement

KEY HIGHLIGHTS & MILESTONES

The range of events from April through the end of August included ITU ITR Expert group meeting and ITU Council meetings; the UNCTAD Ecommerce Week in Geneva; the CTO ICT Ministerial Roundtable in London; the 7th regional GAC capacity building workshop held in Dakar Senegal in conjunction with the AFRINIC conference for Francophone Africa; the CSTD Plenary in Geneva; ICANN62 in Panama City Panama which also included a regional GAC capacity building workshop; the IGF MAG meeting public consultation and the STI Forum at the UN in New York. In addition, there were several government IGO engagement meetings where ICANN participated as part of the overall Internet Governance Ecosystem and bilateral meetings held in conjunction with the conferences listed above as well as others. These included the GE team meetings with government and intergovernmental representatives in London, UK; New York, US and Geneva Switzerland; as well as supporting the CEO and ICANN Board members in bilateral meetings during trips to Meissen Germany; Geneva, Switzerland; and the UN in New York with representatives from Canada, the UK, UAE, Egypt, as well as the UN Secretary General (SG) and the UN Under-Secretary-General (USG) for DESA. In addition, there were meetings with GAC members during ICANN62.

The GE team supported a GAC capacity building workshop held in Dakar Senegal in May. Of note for the Dakar workshop was the use of a pre-requisite course for the registered participants through ICANN Learn that is a required part of the provision of travel support. This innovation followed the requests for more interactive sessions and on-line learning opportunities that were voiced by the GAC attendees at the previous Kathmandu workshop. The GE team also organized a technical briefing for the representatives to the permanent missions to the UN in New York at the end of April. This outreach and technical briefing event focused on Internet infrastructure and the functioning of the DNS and unique identifiers. In addition, the team was very involved in the preparations for and hosting of the GAC capacity building workshop as a pre-event at ICANN 62 in Panama. The program was built on the pre-workshop survey to the regional GAC members. The main GAC agenda also included a presentation on the GAC capacity building workshop process and the evaluation report that is underway on this initiative.

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 regular report to the Government Advisory Committee (GAC.)

OVERVIEW OF ACTIVITY

1. Liaising with the Government Advisory Committee (GAC)

The 7th capacity building workshop was held in Dakar Senegal for francophone participants on May 5th at the start of the Africa Internet Summit. The program was a full day workshop conducted in French which focused on African participation in ICANN; the functions of ICANN structures with an emphasis on the GAC; development of the DNS industry in Africa and development of the ccTLDs in Africa. The afternoon sessions focused on Cybersecurity and the DNS; WHOIS and the protection of African users of the Internet and ended with a discussion about how to support greater African participation in the GAC. There were twenty participants representing 13 governments and economies in the region. In addition, other attendees at the Africa Summit participated including representatives from other government Ministries; some

LEA representatives and other stakeholders. The workshop was planned and presented with full coordination between the GAC Underserved Regions WG, the GAC Public Safety WG, constituency leaders and community members and staff from GE, Policy Development, GAC Support, DPRD which conducts the pre and post workshop surveys, OCTO, and the African regional GSE field team.

The eighth and final capacity building workshop in the current series was conducted the day before the ICANN 62 Panama meeting. 19 participants attended this workshop. Topics covered included the Global Internet Governance Ecosystem and understanding the role of the institutions involved (RIRs, IETF/ISOC and the role of ICANN); understanding the ICANN multistakeholder model and the roles of the SO and AC; Governments and their role in ICANN and the role of the GAC; Understanding the PDP process and a survey of current policy issues under discussion at the GAC; personal data protection, GDPR, current status of WHOIS; Security Stability and Resiliency including DNSSEC and DNS abuse; ccTLDs and the role of governments; and the training finished with a dialog on challenges facing GAC members; best practices and collaboration.

GAC capacity building programs have now been held eight times across 4 regions. In addition, the evaluation and assessment of the program has progressed. Focus group sessions were held at previous ICANN meetings and a progress report was presented to the GAC during ICANN 62. The comprehensive assessment report will be completed during August and September with final presentation to the GAC targeted for ICANN 63.

2. Government and IGOs 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.

During this quarter GE staff participated in several events and briefings with various IGOs including the ITU Council and its working groups on Internet and WSIS. GE continued to monitor the discussions in various ITU study groups, bureau initiatives and working groups. In addition, GE staff in collaboration with the regional GSE teams followed the ongoing regional preparatory meetings and possible country resolutions in development for the ITU – PP-18 to be held in Dubai, UAE in October. From April to August there were five regional preparatory meetings; two in Asia Pacific, and one each in RCC, Africa and Arab regions.

In June the GE team supported the CEO during his participation in and key note speech to the Science and Technology for Innovation Forum at the UN in New York. The visit to the UN also included presenting a seminar on DNS and Security for representatives from the Permanent Missions to the UN; and bilateral meetings with various country representatives as well as a meeting with the USG for DESA and a bilateral with the UN Secretary-General. The GE team also continued following discussions at the UN General Assembly on cybersecurity issues, including sharing information with Board members and OCTO on the latest initiatives in the field by countries which have expressed strong opinions about ICANN in the past.

The GE team continued its work with colleagues on discussions in the ICANN community and the larger IG ecosystem on data protection and the GDPR as part of the trend analysis work with MSSl and the broader outreach and engagement work with governments and IGOs. We also participated in the EU Digital Assembly in Sofia, Bulgaria in June, explaining the role of ICANN in the Internet ecosystem.

3. Participation in Internet Governance Discussions

GE continued its active support of the global IGF through representation on the IGF MAG which met twice during this period to identify themes for IGF 2018 and to screen the panel and workshop applications. The location of IGF 2018 was confirmed for Paris November 12-14 and the GE team has begun the coordination work with other departments to determine ICANN's participation. The decision of the French Government to host a Peace Summit immediately before the IGF has changed the previous model of pre-IGF events as this eliminates the Day Zero sessions. The decision to potentially add a high-level meeting to the start of the IGF has added an additional layer of coordination with the host and potential side event participation for ICANN.

Per the earlier instruction of the Board the GE team also completed the ECOSOC accreditation application process on behalf of ICANN. These applications will be reviewed by the UN in January 2019.

TOP ISSUES & MITIGATION

During ICANN 62 Panama government engagement activity continued the dialogue with various governments to address and define the concerns expressed about the use of 2 and 3-character codes at the second level and the ongoing dialogs on contested strings.

GE is working with the GAC on the framing of interests and the development of the agenda for the HLGGM to be held in Barcelona before the start of ICANN 63. During ICANN 62 Panama the GAC endorsed the final version of the agenda. The GAC leadership and Spanish GAC rep ad hoc working group has continued to meet supported by GAC Support staff and GE staff. An internal ICANN Org coordination group is also working in collaboration with the GAC leadership to support this work and the logistics and engagement aspects of planning the HLGGM.

The other ongoing area of activity is 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. GE is monitoring the development of the e-privacy initiatives and various cybersecurity topics as they are raised in various fora. The work in these areas is to identify any potential impact on ICANN within its remit and to provide factual information to decision makers when possible to help avoid unintended negative consequences.

ICANN Org Report to the Board

Multistakeholder Strategy and Strategic Initiatives (MSSI)

Theresa Swinehart, SVP, Multistakeholder Strategy and Strategic Initiatives

KEY HIGHLIGHTS & MILESTONES

Several milestones were achieved in connection with the department's areas of responsibility including overseeing and managing reviews (specific and organizational), data protection/privacy, strategic outlook and strategic planning, and finalization of the CCWG WS2 draft recommendations.

In relation to Work Stream 2, the CCWG-Accountability WS2 concluded its work at its face-to-face meeting at ICANN62. The WS2 Final Report and Implementation Guidance have been transmitted to the CCWG-Accountability Chartering Organizations for approval. Once approved by the Chartering Organizations, the CCWG-Accountability will forward this material to the ICANN Board for consideration for adoption.

Regarding the strategic outlook and strategic planning efforts, the community, Board, and the ICANN organization completed the process of identifying strategic outlook trends. The ICANN organization consolidated the results of the trend identification work. Findings will be shared with the community in September via webinars. This will help inform further discussion during a session planned for ICANN63. A draft Strategic Plan will be assembled and posted for Public Comment following ICANN63.

On specific reviews, the **Competition, Consumer Trust, and Consumer Choice Review Team** (CCT-RT) is refining its draft report, based on public comments received during both Public Comment periods, and strengthening its recommendations in line with the S.M.A.R.T. approach. The Board provided [input](#) on the draft recommendations to the review team in April 2018. The CCT penholders held a drafting meeting in July 2018 to complete the final report, aiming to submit the final report to the ICANN Board by the end of August 2018. The **Second Security, Stability & Resiliency of the DNS Review Team** (SSR2-RT) was on pause following concerns raised by the community and ICANN Board. The SO/AC chairs published a communication requesting the engagement of a facilitator to help the review team get organized, confirm leadership and agree on a scope of work. On 7 June 2018, the ICANN organization [announced](#) the formal restart of the SSR2. The formal restart was marked by the addition of new review team members and the engagement of a facilitator to assist the review team with the transition process. The SSR2 will hold a 3-day facilitated meeting in August 2018, aiming to complete the deliverables suggested by the SO/AC chairs. The **Registration Directory Service Review Team** (RDS/WHOIS2-RT) held two face-to-face meetings in April and July of 2018 to progress their work, finalize their findings, and adopt draft recommendations produced by subgroups. The review team is targeting to publish their draft report for public comment in September 2018. The **third Accountability and Transparency Review** (ATRT3) was launched on schedule, with the call for volunteers published in January 2017, yielding 26 applications. To date, the GNSO, At-Large, ccNSO, GAC, and RSSAC have made their nominations. Once the remaining SO/ACs have made their nominations, the SO/AC chairs can make the final selection of the review team, subject to the outcome of public comments on [Short-term Options to Adjust the Timeline of Reviews](#). The ICANN organization will coordinate with the Organizational Effectiveness Committee (OEC) in identifying recommendations to the ICANN Board on paths forward. See further information below.

Under the oversight of the OEC, and in line with best practices from transition related-work, Board caucus groups have been formed as a mechanism for the Board to provide input to Specific Reviews on scope of work, feasibility of recommendations and other key matters. Additionally, to ensure transparency to the community on the resources relating to the Specific Reviews, fact sheets are provided on a quarterly basis. These can be found on their respective wiki pages ([CCT](#) – [SSR2](#) – [RDS-WHOIS2](#)) and are annexed to this CEO Report.

Regarding organizational reviews, for the **At-Large Review**, the Board [received](#) the final report on 23 June 2018 and [instructed](#) the At-Large to form an implementation team to draft a detailed implementation plan within six months. The **NomCom Review Final Report** was submitted on 5 June 2018. The [NomCom Review Implementation Planning Team](#) is drafting the Feasibility Assessment and Initial Implementation Plan, targeted for completion in December 2018. At that time, OEC will make a recommendation to the Board on appropriate action. The **RSSAC Review Final Report** was published in July 2018. The RSSAC Review Working Party is drafting the Feasibility Assessment and Initial Implementation Plan, with plans to submit the document to the OEC by December 2018, for OEC recommendation to the Board on appropriate action. The **SSAC Review Assessment Report** was [published for public consultation](#) in June 2018. The final report is expected in December 2018. The independent examiner for the **ccNSO Review** is currently being procured; the review is expected to start in late August 2018. Following the submission of the [Final Report of the ASO Review](#), the NRO Executive Committee and the ASO Advisory Council have published a [joint response](#). The **GNSO Review** is in the implementation phase. The GNSO has made good progress implementing recommendations per plan that was approved by the GNSO Council. The GNSO Review Implementation Working Group has submitted the Implementation Progress Report, as approved by GNSO Council, to the OEC for their review. The implementation of all recommendations is expected to conclude by December 2018.

In relation to data protection/privacy, we continue to coordinate both internal and external efforts to address the European Union's General Data Protection Regulation (GDPR), as well as to track emerging legislation in other jurisdictions. Internally, we have managed coordination of ICANN organization departments' work to ensure compliance with the law and development of the [Temporary Specification for gTLD Registration Data](#), which went into effect on 25 May 2018. Externally, we have closely coordinated with GDD, legal and respective departments and the Board on continued dialogue and work towards a unified access model for those with legitimate purposes under the law to gain access to non-public registration data.

We will continue to engage in collective discussions on this topic and provide updates on our efforts. We are also tracking developments in other jurisdictions, including the proposed ePrivacy legislation in the European Union, as ICANN understands that the landscape is undergoing change in many ways, as well as monitoring legislative and regulatory changes in other regions. Information on the work with the community can also be found at: <https://www.icann.org/dataprotectionprivacy>.

OVERVIEW OF ACTIVITY

The department is currently supporting four Specific Reviews (CCT, SSR2, RDS-WHOIS2, and ATRT3) and six Organizational Reviews (At-Large, NomCom, RSSAC, SSAC, ccNSO, and GNSO) under the Bylaws, as detailed above. These reviews are in various stages of review work and implementation of improvements.

The timing of Specific and Organizational Reviews mandated by the Bylaws has resulted in multiple reviews occurring at the same time. During ICANN61, the ICANN community discussed the heavy demand of reviews, together with the policy development work and other activities, flagging concerns about the impact on the volunteer community and ICANN resources. Based on discussions with and feedback from the ICANN community, the ICANN organization analyzed options for both immediate (short-term) and long-term approaches to solve the challenges associated with the multiple reviews occurring at the same time. On 14 May 2018, the ICANN organization opened two Public Comments: 1) the [Short-term Options to Adjust the Timeline of Reviews](#), and 2) the [Long-term Options to adjust the Timeline of Reviews](#). The short-term Public Comment proceeding invited feedback on options to adjust the timeline for the third Accountability and Transparency Review (ATRT3) to alleviate existing strain on volunteer and ICANN resources. The purpose of the long-term options was to provide more reasonable scheduling across ICANN reviews (Specific and Organizational), with the goal of meeting ICANN's accountability and transparency obligations in a more practical and sustainable manner. In response to community requests, the ICANN organization extended the deadline for comments until 31 July 2018, resulting in a 78-day public comment period. The ICANN organization has published staff reports of the public comments -- See [Staff Report on Short-term Options](#) and [Staff Report of the Long-Term Options](#).

In collaboration with the community and the Board, the department has drafted Operating Standards, a system by which to conduct reviews efficiently and effectively, in alignment with the ICANN Bylaws. The draft Operating Standards were published in October 2017 for [Public Comment](#) and, due to community requests, the period was extended to 100 days, closing in February 2018. Ten comments were received and the [staff report on Public Comment proceedings](#) was published on 21 February 2018. Comments were constructive throughout, with community support for a large majority of the draft's content. The ICANN organization is currently working on an update to some of the key sections of the Operating Standards, based on community feedback and lessons learned from specific review work during the last year. These updated sections will be shared with the OEC and the Board in September 2018 and will be shared with the community [via a webinar](#) in October 2018 as well as during a public session at ICANN63. Following input from the community, the full draft of the Operating Standards will be published for public comment in December 2018, with the goal of having the Board adopt the document no later than March 2019. In the meantime, the community will be encouraged to use the draft Operating Standards as a non-binding guiding document for ongoing review work.

With regard to the GDPR specifically, activity has taken place in two tracks, one focused on contracted parties and engagement, and the other on the ICANN organization internal issues:

On the Contracted Parties and Engagement Track, the Board, following its Vancouver workshop in May 2018, adopted the Temporary Specification for gTLD Registration Data, which took effect on 25 May 2018, the same day the GDPR went into force. Following this adoption, the European Data Protection Board (formerly the Article 29 Working Party), adopted a WP29 statement on the issue, noting that it "expects ICANN to develop and implement a WHOIS model which will enable legitimate uses by relevant stakeholders, such as law enforcement, of personal data concerning registrants in compliance with the GDPR, without leading to an unlimited publication of those data."

To that end, in June 2018, ICANN organization published [Framework Elements for a Unified Access Model for Continued Access to Full WHOIS Data](#). The document was discussed with the Board and the community at ICANN62, and the ICANN organization has taken that

feedback into account in a [revised proposal](#) for community input, published 20 August. The new document will also be shared with the European Data Protection Board, as ICANN organization endeavors to elicit legal certainty for any such mechanism that may be implemented. This legal certainty or guidance, should it be attained, will also help guide the community in its discussions regarding consensus policy recommendations.

In a further effort to keep the community updated on developments related to the GDPR, on 13 August 2018, ICANN executives hosted the first [GDPR update call for community leaders](#). The calls will provide a chance to update on GDPR-related developments for the leaders of supporting organizations, advisory committees, stakeholder groups, constituency groups and regional at-large organizations. The ICANN organization plans to host these calls on a monthly basis.

With regards to the Internal ICANN-organization related issues track, Legal has rolled out implementation recommendations to each of the departments based on the initial surveys submitted, subsequent deep-dive interviews, and consultation with our external counsel. The recommendations were divided into those specific to each department and those affecting the entire organization.

Recommendations that were implemented organization-wide include adjustments to some of its [internal policies](#), such as an updated online privacy policy, terms of service, cookies policy, a new gTLD program personal data privacy statement, and a notice of applicant privacy. Updated data processing agreements, records of processing, and ICANN organization-wide training are just a few other ongoing compliance efforts underway. The department will continue to work closely with Legal and the Engineering & Information Technology teams coordinating with each department to ensure ongoing compliance.

Regarding the Strategic Outlook and Strategic Planning work, 14 trend identification workshops were conducted within the ICANN organization, and 11 sessions with the community and the Board, collecting over a thousand data inputs. Findings will be shared with the community in September via webinars.

The approach for the development of the FY21-25 Strategic Plan and related process has been finalized (more details can be found in Theresa Swinehart's blog [update on ICANN's Strategic Planning Process](#), posted on 8 August 2018). The Board is working on an initial proposal on prioritization of trends and strategic response to the trends. The ICANN community will be updated and consulted during September webinars (to be announced) and a public session at ICANN63 (opportunities to attend remotely will also be provided). Following community input, the Board will define objectives and goals that will serve as a foundation for the framework and key elements of the Strategic Plan.

TOP ISSUES & MITIGATION

The Bylaws have introduced new requirements applicable to specific reviews. The community has not had time to develop mechanisms and processes to support these new requirements. Additionally, the ICANN community has expressed concerns about volunteer fatigue and the unsustainable nature of the current review schedule mandated by the Bylaws. In response to community concerns, the ICANN organization posted for Public Comment short-term and long-term options to address the timing challenges associated with reviews, as described above. Due to the limited number of comments submitted and diversity of views, the OEC decided to publish a consultation paper to confirm our understanding of the community's feedback and

confirm the community's agreement with next steps for ATRT3, improvements to streamline Organizational Reviews and improvements to streamline Specific Reviews. Operating Standards are being updated to reflect community feedback and recent lessons learned, with an expectation of community consultation, another Public Comment and Board adoption in the first quarter of calendar 2019. The adoption of Operating Standards is expected to provide useful guidance to teams conducting Specific Reviews, with the goal of facilitating more efficient work process and productive review outcomes.

In addition, GDPR also remains a top issue for the ICANN organization. A cross-functional team is focused on the next steps related to the continued enforcement of the temporary specification, as well as tracking progress toward its reconsideration by the Board every 90 days. The team is working with the ICANN community in assessing and incorporating community feedback, as appropriate, on a proposed unified access model, as well as maintaining transparency about ongoing discussions with European data protection authorities. Internally, the ICANN organization continues to monitor changes made in response to the law.

Work on WS2 and the Strategic planning process continues as outlined in the discussions at the start of this departments' section.

Fact Sheets

CCT (most recent version posted June 2018)

Competition, Consumer Trust and Consumer Choice (CCT) Review

Fact sheet as of: 30-Jun-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 A/C 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-cctn@icann.org

Review Questions: [reviews@icann.org](#)

Review Status (as of 30 June 2018)

Start Date: 13-Jan-2016 **Review Duration to Date:** 30 Months

Expected Completion: 30-Jul-2018 **Total Expected Duration:** 31 Months

97%

0% 100%

94%

0% 100%

Complete, Based on Duration

Budget Spent/Committed

Section I: People (as of 30 June 2018)

Review Team members: 15

ICANN Org Individuals involved at various times throughout the review: 13

Volunteer Participation Rate: 63%

0% 100%

Face-to-face meetings: 8 Meetings

Calls (plenary and subteam): 139 Calls

Volunteer meeting & call time: 3,310 Hours

Personal support time (10 (estimated hours and cross-organizations): 11,653 Hours

¹⁰ Does not include time for Executive, Legal, IT Personnel and Other Organizational Support

Section II: Financial Resources (as of 30 June 2018)

Direct Review Costs ¹⁰	FY18 Approved Budget ¹¹	FY18 Budget Spent to Date ¹²	Committed FY18 Services ¹³	Remaining FY18 Budget	Actual Expenses Review to Date ¹⁴	Total Spent and Committed to Date
Professional Services - IAG-CT	\$ -	\$ -	\$ -	\$ -	\$ 210,000	\$ 210,000
Professional Services - CCT	\$ 60,000	\$ 20,000	\$ -	\$ 40,000	\$ 1,540,000	\$ 1,540,000
Travel	\$ 140,000	\$ 40,000	\$ -	\$ 100,000	\$ 410,000	\$ 410,000
Total	\$ 200,000	\$ 60,000	\$ -	\$ 140,000	\$ 2,160,000	\$ 2,160,000

¹⁰ Excludes ICANN Organization and overhead allocations. ¹¹ Includes incremental approved professional services budget of \$180,000.

¹² Based on the most recent month and financials (may not include recent transactions). Represents expense incurred (not receipt of funds). ¹³ Professional services includes services from a signed contract to be provided or incurred (travel includes upcoming scheduled meetings (ICANN)).

Section III: Milestones (as of 30 June 2018)

Project Management
20% of total effort

- 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

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

Draft Report
25% of total effort

- Assemble initial conclusions
- Populate discussion papers with findings and potential recs.
- Reach agreement on discussion papers
- Discuss/approve/consolidate findings and interim recommendations
- Approve interim recommendations
- Seek Board/ICANN Organization input on implementability of interim recommendations
- Circulate interim recommendation to Subsequent Procedures PEP 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
- CEO to provide input on draft recommendations

New Sections
10% of total effort

- 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 recommendations
- Circulate to New gTLD Subsequent Procedures PEP WG
- Produce summary of public comments

Final Report
25% of total effort

- 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 PEP WG for input
- Finalize Report
- Adopt final recommendations and report
- Socialize final report with community
- Send final report to ICANN Board

TOTAL:

86%

0% 100%

Milestones Completed

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RDS (most recent version posted June 2018)

Registration Directory Service (RDS-WHOIS2) Review Fact Sheet as of: 30-Jun-2018

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 for the Directory Service Review ("Directory Service 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 Directory Service Review Team shall assess the extent to which prior Directory Service Review recommendations have been implemented and the extent to which implementation of such recommendations has resulted in the intended effect.

Web Page: <https://www.icann.org/whois2/>
Contact the RDS-WHOIS2-RT: input@rds-whois2-rt@icann.org
Review Questions: <https://www.icann.org/whois2/>

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

Section I: People (as of 30 June 2018)

Review Team members: 11
Volunteer Participation Rate: 70%

ICANN org (Individuals Involved at various times throughout Review): 20

ICANN org (Hours and cross-organizational): 545 Hours

Face-to-face meetings: 5 Days
ICANN org (Calls: primary, leadership, subteam): 81 Calls
Volunteer meeting & call time: 586 Hours

Review Status (as of 31 June 2018)

Start Date: Jun-17 **Review Duration to Date:** 13 Month(s)
Expected Completion: Dec-18 **Total Expected Duration:** 19 Months

68% Complete, Based on Duration
20% Budget Spent/Committed by Review Team

Section II: Financial Resources (as of 30 June 2018)

Direct Review Costs ⁽¹⁾	Approved Budget	Spent to Date ⁽²⁾	Committed Services ⁽³⁾	Total Spent and Committed to Date	Remaining Budget
Professional Services	\$200,000	\$0	\$0	\$0	\$200,000
Travel	\$340,000	\$90,000	\$0	\$90,000	\$250,000
ICANN Org Support	\$150,000	\$0	\$50,000	\$50,000	\$100,000
Total	\$690,000	\$90,000	\$50,000	\$140,000	\$550,000

⁽¹⁾ Excludes ICANN organization and overhead allocation.
⁽²⁾ Based on the most recent month end financials (may not include recent expenditures). Represents expenses incurred since inception of work.
⁽³⁾ Professional services includes services from signed contracts to be provided or invoiced; travel includes projected expenses for planned meetings.

Section III: Milestones (as of 30 June 2018)

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: 55% Milestones Completed
<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Assemble repository of background materials <input type="checkbox"/> Identify briefings/data sources needed <input checked="" type="checkbox"/> Determine need for independent expert(s) and develop Statement of Work 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Submits to present initial findings to Review Team <input checked="" type="checkbox"/> Develop/adapt template for findings, recommendations and report <input type="checkbox"/> Assemble findings and potential recommendations <input type="checkbox"/> Cross-check interim recommendations with scope/Bylaws, obtain feasibility assessment <input type="checkbox"/> Socialize draft recommendations with community <input type="checkbox"/> Publish Draft Report for Public Comment <input type="checkbox"/> Adopt public comment summary for publication 	<ul style="list-style-type: none"> <input type="checkbox"/> Review public comment received and incorporate as appropriate <input type="checkbox"/> Cross-check final draft recommendations with scope/Bylaws and obtain feasibility assessment <input type="checkbox"/> Approve final findings, recommendations and report for Board consideration <input type="checkbox"/> Submit Final Report to ICANN Board <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 	

SSR2 (most recent version posted June 2018)

Second Security, Stability and Resiliency (SSR2) Review

Fact Sheet as of: 30 June 2018

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
Review Questions: <http://www.icann.org>

Review Status (as of 30 June 2018)

Start Date: Mar-17 Actual Review Duration: **9** Months
 Expected Completion: Jun-18 Months Since Review Kickoff: **16** Months
 Total Expected Duration: **15** Months

59% Complete, Based on Duration *7 months pause not included

32% Budget Spent/Committed by Review Team

Section I: People (as of 30 June 2018)

SSR2 Co-Chairs: Denise Michel
Eric Osterweil

Volunteer Participation Rate **68%**

Review Team members: **14**
 Assigned ICANN Org Members: **7**
 TOTAL ICANN Org Participants: **29**

Face-to-face meetings (plenary/subteam): **9** Days
 Calls (plenary/subteam): **32** Calls
 Volunteer meeting & call time: **858** Hours
 Personal support time (individual hours and re-organization): **3,071** Hours

Section II: Financial Resources (as of 30 June 2018)

Direct Review Costs ⁽¹⁾	Approved Budget	Spent to Date ⁽²⁾	Committed Services ⁽³⁾	Total Spent and Committed to Date	Remaining Budget
Professional Services	\$200,000	\$30,000	\$20,000	\$50,000	\$150,000
Travel	\$340,000	\$120,000	\$0	\$120,000	\$220,000
ICANN Org Support	\$150,000	\$50,000	\$0	\$50,000	\$100,000
Total	\$690,000	\$200,000	\$20,000	\$220,000	\$470,000

Section III: Milestones (as of 30 June 2018)

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

Review Planning 15% of total effort	Research & Studies 25% of total effort	Draft Report 40% of total effort	Final Report 20% of total effort	TOTAL: 25% Milestones Completed
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Determine leadership <input checked="" type="checkbox"/> Determine role of observers <input checked="" type="checkbox"/> Adopt legal docs (Conflict of Interest policy, NDA, Statement of Interest) <input checked="" type="checkbox"/> Develop Terms of Reference and ways of working <input checked="" type="checkbox"/> Develop methodology to prioritize issues to be addressed in scope, including validating issues <input checked="" type="checkbox"/> Publish Terms of Reference <input checked="" type="checkbox"/> Define Review Team project management roles and responsibilities, including budget <input checked="" type="checkbox"/> Identify need for and deliver a proposal on division of work <input checked="" type="checkbox"/> Develop and adopt a Workplan (including subgroup work plan) <input checked="" type="checkbox"/> Communicate adoption of Terms of Reference with ICANN Board <input checked="" type="checkbox"/> Communicate adoption of Work Plan with ICANN Board <input type="checkbox"/> Develop outreach plan 	<ul style="list-style-type: none"> <input type="checkbox"/> Assemble repository of background materials <input type="checkbox"/> Identify briefings/data sources needed <input type="checkbox"/> Identify research needs and develop requirements <input type="checkbox"/> Identify expert resources for outreach and data gathering <input type="checkbox"/> Determine requirements for consultant and develop Statement of Work 	<ul style="list-style-type: none"> <input type="checkbox"/> Develop and adopt template for findings and recommendations <input type="checkbox"/> Subgroups to send final draft reports to SSR2 Team <input type="checkbox"/> SSR2 Team Review Reports and provide feedback <input type="checkbox"/> Subgroups present findings <input type="checkbox"/> Subgroups input SSR2 Feedback into Draft Report <input type="checkbox"/> Liaise with Board Caucus if appropriate <input type="checkbox"/> Issue draft report for Public Comment <input type="checkbox"/> Socialize draft recommendations with community 	<ul style="list-style-type: none"> <input type="checkbox"/> Summarize public comments <input type="checkbox"/> Incorporate Comments into report as appropriate <input type="checkbox"/> Finalize report to submit to Board 	

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Regional Office Reports

APAC (Singapore)

Jia-Rong Low

Stakeholder Engagement Activities

Activity	No. of Engagements	Total No. of Participants	Remarks
APAC Space	2	76	2 web conferences
ICANN Readouts	4	174	Post ICANN61 and ICANN62 debrief sessions in China, India and Japan.
Technical Capacity Development	8	395	Cambodia, Brunei, Thailand, China, Singapore, Solomon Islands, Indonesia, Bangladesh
Contracted Parties Engagements or Workshops	Registries: 2 Registrars: 2	10 registries 47 registrars	Registries: Proactive 1-1 outreach in India (April). Registrars: Visited registrar in Guizhou, China (July). Contracted parties' workshop in Guangzhou (April)
Media Engagements	4	33 articles generated	Interview with China Daily, Beijing TV/Jia-Rong Low; Written interview with Media Nama/Samiran Gupta; Interview with Economics Daily/David Conrad; Interview with PTI/Samiran Gupta
New Community Engagements	1	32	Asia Pacific Internet Governance Academy (APIGA)
Internationalized Domain Names (IDN) Program Engagements	3	70	Neo-Brahmi Generation Panel face-to-face meetings in Delhi and Dhaka; Myanmar Generation Panel meeting in Yangon.

Executive and Board visits

Executive / Board	Activity	Location	Date
David Conrad	Technical engagement visit to Asia	Korea, China, India, Singapore	30 May - 8 June
Akinori Maemura	Attended Asia Pacific Internet Governance Academy (APIGA)	Gwangju, Korea	23-24 July

Other Notable Activities

- Global Operations: The Singapore office lease renewal agreement has been fully executed. Lease begins 1 Oct 2018 (for another 3 years).
- Registry Services:
 - Significantly reduced the number of past due fees through proactive outreach to the registry operators.
 - Supported GDPR compliance through URS Data Processing Protections initiative.

- Completed review of GNSO New gTLD Subsequent Procedures PDP initial report recommendations for dispute resolution procedures, and provided comments on behalf of ICANN org Registry Services.
- Registrar Services processed 3 new registrar accreditations; 2 registrar terminations; 2 registrar assignments.
- Compliance: From January to June 2018, out of 4694 APAC related complaints filed, APAC Compliance processed 2173 valid APAC registrar complaints and 89 valid APAC registry complaints.
- IDN Program:
 - Myanmar Generation Panel formed on 28 June.
 - Public comment opened for the following Root Zone Label Generation Rule proposals: Devanagari, Gurmukhi, Gujarati, Kannada, Telugu, and Oriya in late July/early August.
- Human Resources:
 - Facilitated the APAC All Hands retreat in June.
 - Piloted ICANN Learn portal as onboarding tool for APAC new hires.
 - Reported success of Internship and Apprentice Programs in region. A former Singapore Office Intern has joined the APAC GSE team as a full time employee. The Apprentice in India supported Neo-Brahmi Generation Panel in their work.

EUROPE (Brussels)

Jean-Jacques Sahel

This quarter saw the first meeting of the new Europe Operational Team. Intended to improve efficiency and service delivery, it brings together the relevant ICANN Org colleagues who are directly in charge of serving European stakeholders, including colleagues from GDD Services and Contractual Compliance who are based in Istanbul but cover European contracted parties.

The first map of European regional stakeholders' needs, demand and issues is also being finalized. This effort intends to ensure that we have catalogued and an understanding of issues and needs faced by ICANN and its community in the region, and that we address them in a structured manner.

A Brussels Office 'manual' has been devised, detailing the processes and accountabilities relating to the administration of the Brussels Office. This is an important enabler for enhancing internal processes and coordination, for improved efficiency and delivery, and team morale.

Engagement remains busy in Europe, particularly with GDPR. Our wider outreach covered technical aspects (e.g at **RIPE 76** and several security training sessions) and policy issues like the review of rights protection mechanisms, the CCT Review or Subsequent Procedures, through platforms such as **EURODIG, SEEDIG or the French IGF**. Following early engagement in Israel (e.g. SSR training in 2017) we supported the local community in July in **launching the Hebrew Label Generation Panel** as well as an IPv6 Roundtable, which concluded with the **creation of an IPv6 deployment taskforce**.

The first ICANN delegation visit to Russia and the first ICANN CEO visit to Russia in 6 years took place in May. The aim was to continue ICANN's dialogue with the Russian

government agencies, including the perspective of an MoU with the Ministry – a symbolic step to underpin a trusted constructive, relationship.

As we strengthen further our capacity development efforts, our **pilot training programme continued with a dedicated GNSO focused full-day session in Paris**. Conducted in French and hosted by the French Foreign Ministry on 10 July, it gathered attendees from registries, registrars and the French business community. Feedback was very positive (71% participants ‘very satisfied’ and remaining 29% ‘satisfied’ overall). More pilots are planned in FY19, such as for other stakeholder groups like civil society. Pilots will evolve into a full-fledged programme of tailored training activities from FY20 onwards, companion to more extensive training and educational research available on *ICANN Learn*.

We are delighted that the Board is now served also by a new recruit based in the Brussels Office, in charge of the onboarding and training programme for Board members. We also have a new **senior director in charge of governmental engagement based in Brussels**, an important resource especially in the context of ICANN’s work with EU institutions on dossiers such as GPDR.

GENEVA

Tarek Kamel

Engagement Highlights: The Geneva Government and IGO engagement team members conducted a range of government outreach meetings from April through August 18, 2018. These included supporting participation in the ICT Commonwealth Ministers Forum, UNCTAD Ecommerce week, EuroDig and SSIG Meissen. In addition, the Geneva based GE team had meetings with government and intergovernmental representatives in Strasbourg France; Oxford UK and Geneva Switzerland; as well as supporting the CEO and ICANN Board members in bilateral meetings during trips to Moscow, Russia; Geneva, Switzerland; and with representatives from the UK, UAE, Egypt, Russia, and Canada as well as the UNESCO, CTO, OECD and the ITU SG.

In coordination with GSE regional teams, Geneva-based GE staff followed the regional preparatory meetings underway for the ITU-PP18 to be held in Dubai next October. From April to the end of August there were regional preparatory meetings in Melbourne, Australia (3rd APT meeting), Arab region meeting in Oman, the ATU meeting in Nairobi, Kenya, the RCC in Kyrgyzstan and the 4th APT prep meeting in Kuala Lumpur. ICANN continues to work in coordination with sister organizations that are tracking resolutions in development for ITU PP18.

Geneva based GE team members were very engaged following the activity in the ITU Council meetings; ITU ITR Experts meeting; the OECD/ UN Annual meeting of International organizations and the GCSP Cyber Challenge meeting in Geneva. During UNCTAD Ecommerce week ICANN had a keynote address and participated in panels. Geneva staff were also active in the CSTD Plenary as the final act in the efforts of the Working Group on Enhanced Cooperation.

GE continued its work on GDPR in collaboration other departments at ICANN. This included a meeting with the Department for Digital, Culture, Media and Sport (DCMS) in London which has responsibility for digital policy for the UK government to discuss the impact of GDPR

Another area of key activity is working with the Government Advisory Committee (GAC) on several issues including GAC capacity building workshops. Since April that work has included a regional workshop in Dakar Senegal for Francophone GAC members and other stakeholders during the AFRICA Summit; a pre-ICANN62 workshop held in Panama; and report to the GAC on the evaluation of the capacity building initiative

Other Events & Key Activities of Geneva based team:

- April 4: CTO ICT Roundtable Bi-Annual briefing of the membership
- April 5-6: GCSP Cyber Challenge, Geneva
- April 12-13: ITU ITR Expert Group
- April 12: OECD /UN Annual Mtg of International Organizations; Geneva, Switzerland
- April 24-25: WIPO SCT 39 Meeting; Geneva, Switzerland
- May 16-17: CDEP Committee of OECD; Paris France
- June 20: Steering Committee on Media and Information Society (CDSMI) 14th Plenary meeting; Strasbourg
- July 9: 18th Global Symposium for Regulators (GSR) Geneva, Switzerland
- July 11-13: MAG IGF meeting; Geneva
- July 29- August 4 European Summer School on Internet Governance – EuroSSIG; Meissen, Germany

LAC (Montevideo)

Rodrigo de la Parra

A busy quarter for the Montevideo office due to the Policy Forum held in the region – ICANN62 in Panama- which entails preparatory meetings, local media and other engagements among other activities. This included the organization of the LAC-i-Roadshow in Panamá and celebrations of LACTLD’s 20th Anniversary.

Also, intense government engagement activities after changes in administrations in various governments of the region (Chile, Peru, Colombia, Ecuador, Mexico). Brazil passed legislation on Data Protection. We continue to monitor new legal and regulatory developments and include them in the legal tracker.

Regional team continues to hold regular monthly call with touch points in operational areas such as HR, Finance, Legal and Security.

The Regional IGF (LACIGF) took place in Buenos Aires, Argentina. Well attended meeting, good discussions.

Three key activities were organized from the Regional Office: A Read-Out Session of ICANN 62 with remote hubs in different cities of the region; a visit to the office from a LACRALO member as an award for his outstanding participation in LACRALO initiatives and the LAC-i-Roadshow South America edition.

MIDDLE EAST, AFRICA (Istanbul)

Nick Tomasso

Managing Director Activities

The 5th Middle East DNS Forum was held 25-26 April in Ankara at the headquarters of the Information and Communication Technologies Authority of Turkey (BTK). The keynote was delivered by [Dr. Ömer Fatih Sayan, then head of the BTK](#). The MD and Sally Costerton also delivered remarks during the opening session. Dr. Sayan then took them on a tour of the National Computer Emergency Response Center (CERT), which is located at BTK headquarters.

On 26 April, the MD met with officials of the Ministry of Transportation, Maritime Affairs and Communications to discuss support for an upcoming Ministry-hosted cybersecurity conference for governments in Antalya in November. Dave Piscitello accompanied the MD to discuss their DNS Abuse track and offer advice on potential scenarios.

The MD arranged a meeting on 11 July in Ankara with Dr. Faruk Bilir, President of Turkey's Personal Data Protection Authority, to discuss ICANN's mission in general, and GDPR in particular. Elena Plexida accompanied the MD to cover GDPR with Dr. Bilir and his team.

The MD arranged a meeting on July 10 in the Istanbul office with Turkish registrars and registries. Elena Plexida covered ICANN's GDPR activities.

On 18 April, the MD participated in ICANN's Human Rights Impact Assessment covering the MEA Regional Office and Global Meeting Operations.

Africa Region

In the April – August 2018 period, the GSE Africa team have organized a number flagship engagement workshops and participated in a number regional and national events in line with the Africa Strategy. Some of the flagship projects executed in this period include:

Development and official release of the five-year implementation report of the Africa Strategy
2018 marks the fifth year of our Africa Strategy, ICANN's first regional strategy to be developed as a tool for engaging with the continent. At this important milestone, the team felt it necessary to document our achievements hitherto and highlight key focus and priority areas for the next 5-years. The report is a self-assessment of ICANN.org work in Africa to-date. Five years down the road, many flagship programs and projects have been implemented in the region including:

- The DNS roadshow series, mentorship and internship as well as DNS Exchange Program,
- Launch of Africa DNS Forum as well as Support for the African Internet and Internet governance related events

The last five years have also shown us the following:

- The African community has become much more active, but still needs to participate more effectively and that Capacity building in Africa is a long term and resourceful perspective which required strategic partnerships to be developed
- Though governments now have an understanding of ICANN and its remit, they still expect ICANN to respond to issues pertaining to the Internet security, personal data processing and their positioning in the Internet governance discussions. The key highlights and full report were published in our blog post in May this year.

Participation in Africa internet Summit – 2018

ICANN org was a gold sponsor and participant in the Africa Internet Summit (AIS) from 29 April – 11 May 2018, in Dakar, Senegal. This annual summit is organized by the African Network Information Centre (AFRINIC) and the African Network Operators Group (AFNOG). ICANN's main activities at the AIS included

Special Workshop for ICANN-Accredited Registrars in Africa

The ICANN-accredited registrars based in Africa recently finalized the formation of the AfRegistrar Association, part of the Af* family. This workshop offered ICANN org staff and AIS participants additional insights into specific operational needs and the challenges facing our contracted parties in Africa.

ICANN Governmental Advisory Committee (GAC) Capacity-Building Workshop This workshop, co-organized with the *Organisation Internationale de la Francophonie*, helped build momentum on raising awareness among African GAC representatives and governments.

ICANN Day, which was a packed day of various presentations and panels to raise awareness of ICANN's role in the Internet governance ecosystem and to foster ICANN's engagement in Africa. Please read further details in our blog post [here](#)

Africa DNS Forum 2018: July 3-5, 2018

The Forum was co-organized by ICANN, the Africa Top Level Domains Organization (AfTLD), and AfRegistrar. Over 150 participants attended the event organized under the theme “**Building a Sustainable Domain Name Industry in Africa**”, the Forum addressed issues that directly affects the full Domain Name Business Value-chain including data protection and privacy issues, registry and registrar platform development, Universal Acceptance initiatives in Africa, and investment opportunities in the regional DNS industry. For full report and more, please refer to <https://dnsforum.africa/>

2nd ICANN Africa Strategic Plan Review meeting: July 2, 2018

This meeting held in Cotonou, Benin, was informed by the important transformations within ICANN org in the last few years especially the IANA stewardship transition (October 2016) and current robust debate on the overall revenue forecast for ICANN orgs. The review was attended by representatives drawn from the original ASWG, SO/AC leaders. The result of the meeting was a draft **ICANN Africa Strategy Ver 3.0**. We have now published the document for public comments [here](#).

July 3-5 - Africa DNS Forum - <http://dnsforum.africa>

The 6th Africa DNS Forum is the annual gathering of ICANN Africa accredited registrars (12 as of today), African ccTLD managers, ISPs and other academia and business-related stakeholders. The forum is jointly organized by ICANN, AfTLD and AFREREGISTRARS with a support from many other partners. This edition held in Cotonou, Benin saw participation of more than 200 participants from 22 different African countries.

20th Anniversary of Internet Governance in Africa; A celebration: July 6, 2018

In December 1998 in Cotonou, Benin, a group of African Internet pioneers gathered to discuss Africa and the Internet, and to plan the development of the Internet across the continent. This was the first ever Internet governance forum in Africa. The meeting sowed the seed for the emergence of what later became the Af* (s) such as AFRINIC, AFNOG, AfTLD etc. The celebration was an important opportunity to reflect on the journey hitherto, chart the future of Africa together and honor the contribution of the pioneers. For outcomes and more, please visit the [website](#).

July 23-27: WASIG and WAIGF 2018; Ouagadougou, Burkina Faso; <http://waigf.org>

The GSE/Africa team was represented at the West Africa School of Internet governance (WASIG) on July 23-24 and at the West Africa Internet governance forum (WAIGF) on July 25-27. ICANN has supported these workshops as a sponsor and as panelists and presenter

July 31-August 03: Symposium TIC-Afrique and workshop on Domain Names and cyberlaw in Africa; Yaounde/Douala, Cameroon

These regional gathering in central Africa are in their third and second editions and have tackled issues pertaining to ICT for development, and cyberlaw and cybersecurity in the region. ICANN made presentations and was part of the panels.

Schools of IG in Africa

In this period, the GSE Africa team have participated as faculty members in the West Africa School of IG (July 23-25), a regional and pioneer School of IG held for the first time this year, and the Kenya National school of IG (July 18-20) that was running the 3rd edition.

Inaugural Africa Union E-Commerce Conference

ICANN participated in this inaugural conference whose key objective was to provide a platform to enhance understanding of the current state of E-commerce in Africa, the opportunities and challenges and to discuss options to enhance e-commerce in Africa, building on the experience of countries, regional economic communities, private sector representatives as well as other regions of the world. A detailed report is available [here](#)

Middle East Region

When the Middle East DNS Forum reached its five-year milestone, a community survey was sent to previous participants, as well as the broader Middle East community, on 23 May 2018. The purpose of the survey was to assess whether the forum had achieved its objectives, and to understand what is next for this regional platform. A blog highlighting the results of the survey and recommendations for the way forward was posted on 2 July 2018.

The ICANN Middle East team conducted another survey to gauge the level of community satisfaction with regard to ICANN's engagement activities in the region during FY18. The survey was published on 23 May 2018 and remained available for 16 days. 70% of the respondents were either extremely satisfied, satisfied, or somewhat satisfied with ICANN's engagement efforts in the Middle East. The results of the survey are available [here](#).

On 18 July, the GSE Middle East team published its annual report on progress made during FY18 with regard to ICANN engagement in the region. The report highlights key figures pertaining to community engagement in ICANN, regional activities, regional studies and surveys, and regional media coverage.

The Middle East Strategy Working Group (MEAC-SWG) did a review and assessment for the Second Year Implementation Plan as part of the Middle East Strategy in close coordination with ICANN staff. They also developed the Year 3 Implementation Plan. The MEAC-SWG held a regular call on 24 May.

On 9-10 May, ICANN participated at the Kuwait Information Security Conference and Summit, and presented on the work of SSR in areas pertaining to DNS abuse and misuse.

On 25-26 June, the Task Force on Arabic Script IDNs (TF-AIDN) held a face-to-face meeting at the ICANN regional office in Istanbul. The TF-AIDN continue to hold their bi-monthly calls, and are working on LGR at the Second Level, Universal Acceptance, and a paper on Security and IDNs.

In early July, work started on the renewal of the Middle East DNS Forum Program Committee. Three volunteers from the MEAC-SWG were tasked with creating an application form and evaluating the applications received to select the 3 candidates. The sub-group made their selection on 9 August and tasked us to communicate with the 3 successful candidates.

On 8 July, ICANN participated in an event on Blockchain organized by the Internet Society in Amman, Jordan. The event was an opportunity to network with the local community.

On 11 July, ICANN met with the IT team at the Egyptian Ministry of Communication and Information Technology (MCIT) to provide an overview about Universal Acceptance. MCIT requested a 3-day workshop on the topic for their developers. The workshop was conducted on 12-14 August by one of the UA Ambassadors who is part of the DNS Entrepreneurship Center located in Cairo.

On 16 July, ICANN participated remotely in the Arab IGF Open Consultations held in Beirut, Lebanon.

On 26 July, ICANN participated remotely in an open-house event organized by the Yemeni Organization for Development and Emerging Technologies (YODET) to talk about ICANN and its role in the broader IG ecosystem. The event attracted close to 15 participants. A blog piece was written (here) demonstrating how this project started. We will continue to work closely with YODET on similar open-house sessions.

Between 5-9 August, the 5th edition of the Middle East School on Internet Governance (MEAC-SIG) took place in Cairo, Egypt. It was hosted by Egypt's National Telecommunication Regulatory Authority (NTRA), and organized in partnership with the Arab World Internet Institute (AWII), Internet Governance Project (IGP), ISOC, and RIPE NCC.

On 13 August, the first Middle East readout session took place online. It was attended by over 20 participants and covered key topics that were discussed during ICANN62 meeting in Panama. A small group from the MEAC-SWG led the preparations for this session. They met on 18 June for their kickstart call and continued their discussions via email.

Contractual Compliance Team – MEA Region Metrics

Addressed total of 20 complaints in the MEA region with Registrars and Registries out of 1598 complaints that were addressed with Registrars and Registries located in the whole EMEA region.

- Africa complaints were addressed in areas such as Whois Inaccuracy %70.69, UDRP 5.5%, Transfer 5.5%, 5.5% Monthly Report, 3.3% Privacy/Proxy.
- Middle East complaints addressed in areas such as 63% Whois Inaccuracy; 13% Abuse 8%; Transfer; 8% Monthly Reports; 4% UDRP; 4% Domain Deletion, Escalated notices sent to MEA registrars in areas such as UDRP and Registrar Fees.
- Ongoing Support to GDD Team: Istanbul Compliance Team is working closely with cross functional teams such as Global Support, GDD Registrar and Registries Services and

provides ongoing guidance and status update on compliance-related open tickets regarding contracted parties and reporters.

- Compliance Checks: Istanbul compliance team conducts Registrar and Registry Compliance Check Services by request from GDD team to ensure that contracted party is in good standing. Check triggers for compliance check include data escrow provider change, acquisition and/or name change, accreditation agreement renewal and various assignments.
- Projects: Istanbul team is working closely with GDD team on various projects such as RRI Data Escrow Reporting system, Annual Compliance Certificate, Data Escrow Program Updates etc.
- Outreach: Istanbul Compliance collaborated with GSE team in Europe and Africa and attended Registrar Training Outreach sessions. On February 2018 outreach session was conducted for German Speaking Registrars in Munich, Germany. On May 2018 outreach session was conducted for African Registrars in Dakar, Africa. Both Compliance sessions received positive feedback from the participants, requesting to organize more face to face event to enable contracted parties to better understand its contractual obligations and ICANN's processes.

Registry & Registrar Services Team

Registry and Registrar teams in Istanbul served 46 contracted parties in MEA (15%) and 468 contracted parties in Europe (85%). Besides escalated support to avoid contract breaches, direct engagement for various topics (e.g. billing issues and invoice due dates)

- Registry Services team in Istanbul serves 39% of worldwide registry operators (16 in MEA, 103 in Europe) and providing support for 348 TLDs (40 in MEA, 308 in Europe) from Turkey.
- Registrar Services team in Istanbul serves 40% of worldwide distinct (i.e. counting families of registrars only once) ICANN-Accredited registrars (26 in MEA, 160 in Europe).

GDD financial forecasting data is prepared by the Registry and Registrar Services teams in Istanbul office every quarter.

Domain Name Marketplace Indicators project is facilitated by the Registrar Services team in Istanbul.

GDD teams in Istanbul (Global Support Center, Registry and Registrar Services teams) supported transition of 1000+ documents transitioning to the platform used by ITI.

Centralized Zone Data Service (CZDS) that delivers New gTLD zone files free of charge to 38000+ internet users is managed by the Registry Services team in Istanbul. Services for 9 worldwide Registry Data Escrow Agents are also owned by the Registry Services team in Istanbul. There are seven other worldwide services for registry operators owned by the team in Istanbul.

Members of the Registry Services and GSE teams were trained by the OCTO SSR team in February 2018 about basic technical topics and how to effectively represent ICANN during technical events.

Registry and Registrar Services teams attended various GSE outreach events in the region as subject matter experts (e.g. DNS Forums for Middle East, Africa and Eastern Europe) as well as joined regional events (e.g. TLD Con, Cyber Crime Workshop by Turkish Police Forces, ICANN Registrar Training Day) as keynote speakers and trainers.

Global Support Team

GSC Istanbul Metrics:

- Provided Tier 1 resolution to 1760 cases without any escalation to other departments.
- 52% of them are originated from registrants, whereas contracted parties accounted for 7%, and the rest is 40% for community contacts.
- Questions about GDPR, Temporary Specification, Annual Compliance Certificate, Refund for RPM Access Fee, WDRP related domain suspension issues, complaints on web content, fraudulent, phishing email and websites are amongst the top questions we received.
- 90% of cases coming from the Middle East are originated from Turkey. 43% of the cases we solved are from European countries, 27% from North and Latin America, whereas 13% from MEA countries. (Amongst the cases that have country information only.)
- Quality Assurance: GSC Istanbul Team, randomly selects 50+ cases and calls per month to make internal quality checks. In order to meet the service excellence, we have revamped the scorecard for the case and call quality measurement. Prepared materials to train the team. Implemented the new scorecard to Salesforce to improve reporting.

Projects actively supported are:

- Universal Acceptance (UA): GSC Istanbul is the subject matter expert for UA cases. Continuously supporting the Universal Acceptance Steering Group (UASG) since 2016.
- In 2017, we completed testing 1000+ websites. Our analysis, findings, and recommendation after this test were published at [uasg.tech](#). Likewise, UA case analysis report was [published](#) too. In Jan-Jun 2018, GSC Istanbul team resolved over 60 Universal Acceptance case about the websites or applications that don't support New gTLDs and Unicode email addresses (Email Address internationalization-EAI). Completed the website evaluation for Chinese Top 50 websites by testing with a different type of email addresses. Trained Singapore GSC staff for handling UA cases. We share our experiences with the UASG and GSE teams for future website evaluation projects.
- Information Transparency Initiative (ITI): Participated in the ITI Project together with Istanbul GDD Team and other auditor groups at ICANN. Completed auditing and tagging ICANN.org pages as scheduled.
- Registrar User Acceptance Test (UAT): Contributed to the (Registrar UAT) before registrars are credentialed for the Naming Services Portal. Reported the issues diagnosed.

Collaboration with the GDD and Compliance: Working closely with cross-functional departments in Istanbul, such as Compliance, Registry and Registrar Services for checking the status and deciding on a joint roadmap for our contacts. We also facilitate the translation services over the phone for non-English speaking Registrars who are reached out by Compliance.

MEA DNS Forum report: Attended the MEA DNS Forum. Disseminated the important points from the forum to the whole GSC and MEA team through our summary report.

Policy Team – ALAC, GAC & Scope

Public Comment oversight is done within the auspices of Policy Team. A member of the team is co-working with Carlos Reyes, Strategic Policy Planning Director, to respond to internal & external public comment requests, improve the public comment process, prepare and regularly update a list of upcoming public comment proceedings, and contribute to the preparation of annual public comment reports.

Public Comment development support staff also operate from the Istanbul MEA Office. Policy advice development for ICANN Advisory Committees, including the At-Large Advisory

Committee (ALAC) and the Governmental Advisory Committee (GAC), is supported by staff on the Policy Team.

Policy calls/meetings are coordinated across time zones, with two staff operating as call managers in the Istanbul MEA Office. Face to face (F2F) ICANN meeting preparations are also conducted from the Istanbul MEA Office in support of ICANN policy communities.

At-Large Structures (ALSes) and Individual Members from the Internet end user communities in AFRALO and APRALO are able to liaise with Policy Staff in the Istanbul office. One staff member is responsible for processing ALS and Individual member applications in the office. ALSes and Individual organize conferences, seminars and related events to Internet Governance, DNS issues, et al in the region.

Communications are a large component of the activity the Policy Team carries out in support of the ICANN policy communities, including website and wiki space updates, tweets and social media, and ICANN Meeting photography and videography coordination.

Policy Webinar, an important briefing by the Policy Team to the community prior to ICANN Public meetings, is also coordinated by a Policy Team member working out of Istanbul office. Policy Team offers two duplicate sessions (10:00 UTC and 19:00 UTC) in order to accommodate different time zones.

A member of the team has supported two major *Community Recognition* efforts at ICANN; Community Recognition Ceremony at Annual General Meetings and the Multistakeholder Ethos Award Ceremony at Policy Forums.

Among the other responsibilities of the Policy SCOPE Team are the *Empowered Community (EC) Support* and administration of *Community Regional Outreach Program (CROP)*. A member of the Policy Team in Istanbul is part of two different teams that provide EC support and oversee CROP.

In addition, a Policy Team member in Istanbul has been named as policy content auditor for the *Information Transparency Initiative (ITI)* and helped audit of approximately 1800 pieces of policy content. Moreover, a Policy Team member has supported the *Intersessional Meeting* of the Non-Contracted Parties House of the Generic Names Supporting Organization (GNSO-NCPH) over the past 3 years and has also taken part in the team that tracks the utilization of *Additional Budget Requests*.

Lastly as a part of Governmental Advisory Committee (GAC) support team, one of the team members is managing the operations of regular GAC Leadership meetings - internally and with other external parties. As well as prepare for, schedule, manage and follow-up on all conference calls for GAC sessions with ICANN Board and other SO/ACs. Consistently keep resources and content on GAC websites up-to-date regarding leadership, support, Members, Observers and correspondence.

NA (Washington, D.C.)

Jamie Hedlund

In late May, the RSSAC administrative team met in the Washington, D.C., office to finalize the outcomes of the RSSAC workshop, which was held earlier that month.

In June, Matt Larson, David Huberman, and Adiel Akplogan taught a course at the United States Telecommunications Training Institute (USTTI). The course was an introduction to the domain name system (DNS) ecosystem and ICANN's role in it.

In mid-July, we hosted a roundtable with the European Public Telecommunications Network Operators Association (ETNO), providing them with an overview of business engagement at ICANN, the Root Zone KSK Rollover, and the U.S. regulatory landscape. We also held an ICANN62 readout session, in conjunction with the ISOC New York Chapter, in New York City, where we covered the various "hot topics" that were discussed during the meeting.

Later that month, multiple staff members from the D.C. office attended the 2018 edition of Internet Governance Forum USA, which was held at the Center for Strategic and International Studies. During the meeting, David Redl, Assistant Secretary for Communications and Information and Administrator at the National Telecommunications and Information Administration (NTIA), delivered a keynote address where he advocated for diversity, accountability, and transparency within ICANN.



ICANN

March 2018 Financial Results

Unaudited financial results for the nine months ending
31 March 2018

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Note - All financial information is unaudited.	

ICANN
Executive Summary of Unaudited Financial Results
For the Nine Months Ending 31 March 2018

Overview - ICANN Operations and New gTLD Program

The total ICANN change in net assets is \$1.7M lower than budget for the period mainly due to: (i) underspend in planned operations for ICANN Ops \$12.7M primarily due delayed activities across the organization, (ii) total ICANN investment gains of \$6.0M and (iii) lower evaluation costs due to extension of the New gTLD Program \$4.5M; partially offset by (iv) lower than budgeted funding for ICANN Operations (\$10.3M), (v) lower revenue recognized for the New gTLD Program (-\$12.5M), and (vi) planned risks costs for New gTLD of (\$2.1). See below.

The Funds Under Management by ICANN increased by \$2.2M during the period to a total of \$461.7M, mainly as a result of (i) net funds collected from contributors and contracted parties \$102.2M; and (ii) Reserve Fund gains \$6.0M, and partially offset by (iii) New gTLD operating activities of (\$5.3M) and (iv) general operating expenses for ICANN Ops (-\$100.7M)

Financial Position

The Funds Under Management increased by \$2.3M during the period as a result of the following:

An increase of the ICANN Operations funds by \$8.1M due to:

- (i) funds collected from contributors/ parties of \$103.7M
- (ii) the reimbursement to ICANN Ops from the New gTLD Program for direct/allocated costs for \$6.2M and Historical Development Costs for \$0.9M, and
- (iii) the appreciation of investments for \$3.2M, partially offset by
- (iv) payments to vendors/ employees of \$105.9M, \$9.2M of which were on behalf of the New gTLD Program.

A decrease of the New gTLD funds by \$5.9M due to:

- (i) the reimbursement to ICANN Ops from the New gTLD Program for direct/allocated costs for \$6.2M and Historical Development Costs for \$0.9M
- (ii) higher operating expenses than planned for \$0.1M
- (iii) refund application expenses of \$1.5M, partially offset by
- (iv) the appreciation of investments for \$2.8M

Funding

Funding for ICANN Operations is -\$10.3M lower than budget due to: (i) lower volume of Transaction Fees than planned (-\$8.7M), and (ii) lower than planned Other fees (-\$2.1M) due to timing for the contributions from cctlDs and meeting sponsorships, partially offset by (iii) higher Registrar other and fixed fees \$0.5M due to timing of the renewal dates for registrar accreditation fees.

Funding for the New gTLD Program was \$12.5M lower than budget primarily due to the timing of evaluation activities resulting in lower than planned revenue recognized.

Operating Expenses

Personnel expenses were lower than budget by \$0.1M primarily due to slower FY18 hiring than budgeted partially offset by higher fringe expense than budgeted. Average headcount for 31 March 2018 was 399 vs budget of 416.

'Personnel expenses for the New gTLD Program were \$0.4M favorable to budget due to: (i) lower allocation expenses from ICANN operations due to the extension of the New gTLD program.

ICANN
Executive Summary of Unaudited Financial Results
For the Nine Months Ending 31 March 2018

Travel and Meetings expenses were lower than budget by \$1.3M due to timing differences across various projects. The functions with projects showing a variance of \$0.5M or greater in this category was MSSSI, for the SSR2 and ATRT Reviews \$0.8M.

Travel and Meetings expenses for the New gTLD program were flat to budget.

Professional Services expenses were lower than budget by \$7.3M primarily due to timing differences across various activities and projects.

Professional Services costs for the New gTLD Program were \$3.8M lower than budget due to legal fees for pending and open reconsideration processes.

Administration expenses were lower than budget by \$1.8M primarily due to: (i) timing of Office of the Chief Technology Officer sponsorship fees (-\$0.3M), and (ii) (-\$0.7M) timing differences across various activities and projects.

Administrative costs for the New gTLD Program were relatively flat to budget.

Bad debt: On the basis of the historical trend of uncollectible receivables, the level of bad debt on reserve at the end of the period was sufficient and therefore no additional bad debt expenses were budgeted or reserved during the period.

Depreciation costs were flat to budget.

Other Income /Expense

Other income/ expense for ICANN Operations was \$3.3M favorable to budget due to realized gains of \$1.7M and unrealized gains of \$1.5M on investment accounts.

Other income/ expense for New gTLD was \$1.5M favorable to budget due to realized gains of \$2.1M and unrealized gains of \$0.7M on investment accounts



Statement of Activities
FY18 Adopted Budget by Quarter
US dollars, in millions

Unaudited	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Total Year		
	ICANN Ops	NgTLD	Total	ICANN Ops	NgTLD	Total	ICANN Ops	NgTLD	Total	ICANN Ops	NgTLD	Total	ICANN Ops	NgTLD	Total
Funding															
Registry	21.3	0.0	21.3	21.7	0.0	21.7	22.8	0.0	22.8	22.2	0.0	22.2	88.1	0.0	88.1
Registrar	12.7	0.0	12.7	12.7	0.0	12.7	13.1	0.0	13.1	12.5	0.0	12.5	51.0	0.0	51.0
Auction Proceeds	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Contributions & Other Income ⁽¹⁾	0.5	0.0	0.5	1.6	0.0	1.6	0.8	0.0	0.8	0.7	0.0	0.7	3.7	0.0	3.7
New gTLD Application Fees	0.0	7.6	7.6	0.0	7.0	7.0	0.0	6.7	6.7	0.0	7.2	7.2	0.0	28.5	28.5
Total Funding	\$34.5	\$7.6	\$42.1	\$36.1	\$7.0	\$43.1	\$36.8	\$6.7	\$43.5	\$35.4	\$7.2	\$42.6	\$142.8	\$28.5	\$171.3
Expenses															
Personnel	17.4	0.6	18.0	17.4	0.6	18.0	17.8	0.6	18.4	17.9	0.6	18.5	70.4	2.5	73.0
Travel & Meetings ⁽²⁾	2.8	0.2	2.9	5.6	0.2	5.8	5.1	0.2	5.2	4.5	0.2	4.7	18.0	0.7	18.7
Professional Services	6.7	1.9	8.6	8.0	1.6	9.6	9.2	1.5	10.7	7.8	1.8	9.6	31.8	6.8	38.6
Administration	4.9	0.2	5.1	4.7	0.2	4.8	4.9	0.2	5.1	4.3	0.2	4.5	18.8	0.7	19.5
Bad Debt Expenses	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Depreciation Expenses	2.0	0.0	2.0	2.0	0.0	2.0	2.0	0.0	2.0	2.0	0.0	2.0	8.0	0.0	8.0
Total Expenses	33.8	2.9	36.6	37.7	2.6	40.3	39.1	2.4	41.5	36.5	2.8	39.3	147.1	10.7	157.7
Contingency ⁽³⁾	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	1.7	3.4	0.0	3.4	5.1	0.0	5.1
Interest - General	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Investment (Income)/ Loss	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total Other (Income)/Expense	0.0	0.0	0.0	0.0	0.0	0.0	1.7	0.0	1.7	3.4	0.0	3.4	5.1	0.0	5.1
Change in Net Assets Before Historical Costs and Reserves	0.7	4.8	5.5	(1.6)	4.5	2.8	(4.0)	4.2	0.3	(4.5)	4.4	(0.1)	(9.4)	17.9	8.5
Hist. Development Costs/ (Reimbursement)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Risk Costs	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Change In Net Assets	\$0.7	\$4.8	\$5.5	(\$1.6)	\$4.5	\$2.8	(\$4.0)	\$4.2	\$0.3	(\$4.5)	\$4.4	(\$0.1)	(\$9.4)	\$17.9	\$8.5

⁽¹⁾ Includes R.I.R, ccTLD, ccTLD IDN.

⁽²⁾ Includes Community Support Requests

⁽³⁾ Contingency items have been reported in the expense categories above based on the nature of the expense.



Statement of Activities
FY17 Actuals by Quarter
For the Nine Months Ending 31 March 2018
in millions USD

Unaudited	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Year-to-Date		
	ICANN Ops	NgTLD	Total	ICANN Ops	NgTLD	Total	ICANN Ops	NgTLD	Total	ICANN Ops	NgTLD	Total	ICANN Ops	NgTLD	Total
Funding															
Registry	20.7	0.0	20.7	19.1	0.0	19.1	20.9	0.0	20.9	0.0	0.0	0.0	60.7	0.0	60.7
Registrar	12.4	0.0	12.4	11.4	0.0	11.4	11.6	0.0	11.6	0.0	0.0	0.0	35.3	0.0	35.3
Auction Proceeds	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Contributions & Other Income ⁽¹⁾	0.3	0.0	0.3	1.2	0.0	1.2	(0.6)	0.0	(0.6)	0.0	0.0	0.0	0.9	0.0	0.9
New gTLD Application Fees	0.0	6.1	6.1	0.1	0.6	0.7	0.0	2.2	2.2	0.0	0.0	0.0	0.1	8.9	9.0
Total Funding	\$33.3	\$6.1	\$39.4	\$31.8	\$0.6	\$32.4	\$31.9	2.2	\$34.2	\$0.0	\$0.0	\$0.0	\$97.1	\$8.9	\$105.9
Expenses															
Personnel	17.1	0.6	17.7	17.1	0.5	17.6	18.3	0.4	18.6	0.0	0.0	0.0	52.5	1.5	54.0
Travel & Meetings ⁽²⁾	2.7	0.1	2.8	4.6	0.2	4.8	4.9	0.1	5.0	0.0	0.0	0.0	12.2	0.4	12.6
Professional Services	3.1	2.8	5.9	4.8	(0.5)	4.3	6.9	(1.2)	5.7	0.0	0.0	0.0	14.8	1.1	15.9
Administration	3.8	0.2	3.9	4.8	0.1	4.9	4.0	0.1	4.1	0.0	0.0	0.0	12.6	0.4	12.9
Bad Debt Expenses	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Depreciation Expenses	2.0	0.0	2.0	2.0	0.0	2.0	1.9	0.0	1.9	0.0	0.0	0.0	5.8	0.0	5.8
Total Expenses	28.7	3.6	32.3	33.3	0.4	33.6	35.9	(0.5)	35.4	0.0	0.0	0.0	97.9	3.4	101.3
Contingency ⁽³⁾	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Interest - General	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Investment (Income)/ Loss	(1.9)	(0.8)	(2.6)	(2.0)	(0.7)	(2.7)	0.6	(1.3)	(0.7)	0.0	0.0	0.0	(3.2)	(2.8)	(6.0)
Other (Income)/Expense	0.0	0.0	0.0	0.0	0.0	0.0	(0.0)	0.0	(0.0)	0.0	0.0	0.0	(0.0)	0.0	(0.0)
Total Other (Income)/Expense	(1.9)	(0.8)	(2.6)	(2.0)	(0.7)	(2.7)	0.6	(1.3)	(0.7)	0.0	0.0	0.0	(3.2)	(2.8)	(6.0)
Change in Net Assets Before Historical Costs and Reserves	6.5	3.3	9.8	0.5	0.9	1.4	(4.6)	4.1	(0.5)	0.0	0.0	0.0	2.4	8.3	10.7
Hist. Development Costs/ (Reimbursement)	(0.6)	0.64	0.0	(0.1)	0.1	0.0	(0.2)	0.2	0.0	0.0	0.0	0.0	(0.9)	0.9	0.0
Risk Costs	0.0	0.0	0.0	0.0	1.1	1.1	0.0	1.0	1.0	0.0	0.0	0.0	0.0	2.1	2.1
Change In Net Assets	\$7.1	\$2.7	\$9.8	\$0.6	(\$0.2)	\$0.4	(\$4.3)	\$2.9	(\$1.5)	\$0.0	\$0.0	\$0.0	\$3.3	\$5.3	\$8.6

⁽¹⁾ Includes R.I.R, ccTLD, ccTLD IDN.

⁽²⁾ Includes Community Support Requests

⁽³⁾ Contingency items have been reported in the expense categories above based on the nature of the expense.



Statement of Activities
Actual vs. Adopted Budget
For the Nine Months Ending 31 March 2018
in millions USD

Unaudited	FY18 YTD Actual			FY18 YTD Adopted Budget			Variance vs. Budget					
	ICANN Ops	New gTLD	Total ICANN	ICANN Ops	New gTLD	Total ICANN	ICANN Ops		New gTLD		Total ICANN	
Funding												
Registry	60.7	0.0	60.7	65.9	0.0	65.9	(5.2)	(7.8%)	0.0	0.0%	(5.2)	(7.8%)
Registrar	35.5	0.0	35.5	38.5	0.0	38.5	(3.1)	(7.9%)	0.0	0.0%	(3.1)	(7.9%)
Auction Proceeds	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0%	0.0	0.0%	0.0	0.0%
Contributions & Other Income ⁽¹⁾	0.9	0.0	0.9	3.0	0.0	3.0	(2.1)	(70.3%)	0.0	0.0%	(2.1)	(69.5%)
New gTLD Application Fees	0.0	8.9	8.9	0.0	21.3	21.3	0.0	0.0%	(12.5)	(58.5%)	(12.5)	(58.5%)
Total Funding	97.1	8.9	105.9	107.4	21.3	128.7	(10.3)	(9.6%)	(12.5)	(58.3%)	(22.8)	(17.7%)
Expenses												
Personnel	52.5	1.5	54.0	52.6	1.9	54.5	0.1	0.2%	0.4	23.1%	0.5	1.0%
Travel & Meetings ⁽²⁾	12.2	0.4	12.6	13.5	0.5	14.0	1.3	9.6%	0.1	16.7%	1.4	9.8%
Professional Services	14.8	1.1	15.9	22.1	5.0	27.0	7.3	32.9%	3.8	77.3%	11.1	41.0%
Administration	12.6	0.4	12.9	14.4	0.5	14.9	1.8	12.7%	0.1	24.6%	2.0	13.1%
Bad Debt Expenses	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0%	0.0	0.0%	0.0	0.0%
Depreciation Expenses	5.8	0.0	5.8	6.0	0.0	6.0	0.2	2.6%	0.0	0.0%	0.2	2.6%
Total Expenses	97.9	3.4	101.3	108.5	7.9	116.4	10.6	9.8%	4.5	57.0%	15.1	13.0%
Contingency ⁽³⁾	0.0	0.0	0.0	1.9	0.0	1.9	1.9	100.0%	0.0	0.0%	1.9	100.0%
Interest - General	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0%	0.0	0.0%	0.0	0.0%
Investment (Income)/ Loss	(3.2)	(2.8)	(6.0)	0.0	0.0	0.0	3.2	0.0%	2.8	0.0%	6.0	0.0%
Other (Income)/Expense	(0.0)	0.0	(0.0)	0.1	0.0	0.1	0.1	122.8%	0.0	0.0%	0.1	122.8%
Total Other (Income)/Expense	(3.2)	(2.8)	(6.0)	2.0	0.0	2.0	5.3	258.3%	2.8	0.0%	8.1	395.7%
Change in Net Assets <i>(before Historical Costs and Reserves)</i>	2.4	8.3	10.7	(3.2)	13.5	10.3	5.6	(175.7%)	(5.2)	(38.3%)	0.4	4.0%
Hist. Development Costs/ (Reimbursement)	(0.9)	0.9	0.0	0.0	0.0	0.0	0.9	0.0%	(0.9)	0.0%	0.0	0.0%
Risk Costs	0.0	2.1	2.1	0.0	0.0	0.0	0.0	0.0%	(2.1)	0.0%	(2.1)	0.0%
Change In Net Assets	\$3.3	\$5.3	\$8.6	-\$3.2	\$13.5	\$10.3	\$6.5	(204.9%)	-\$8.2	(60.6%)	-\$1.7	(16.2%)
Average Headcount	399	0	399	417	0	417	18	4.3%	0	0.0%	18	4.3%

⁽¹⁾ Includes R.I.R, ccTLD, ccTLD IDN.

⁽²⁾ Includes Community Support Requests

⁽³⁾ Contingency items have been reported in the expense categories above based on the nature of the expense.

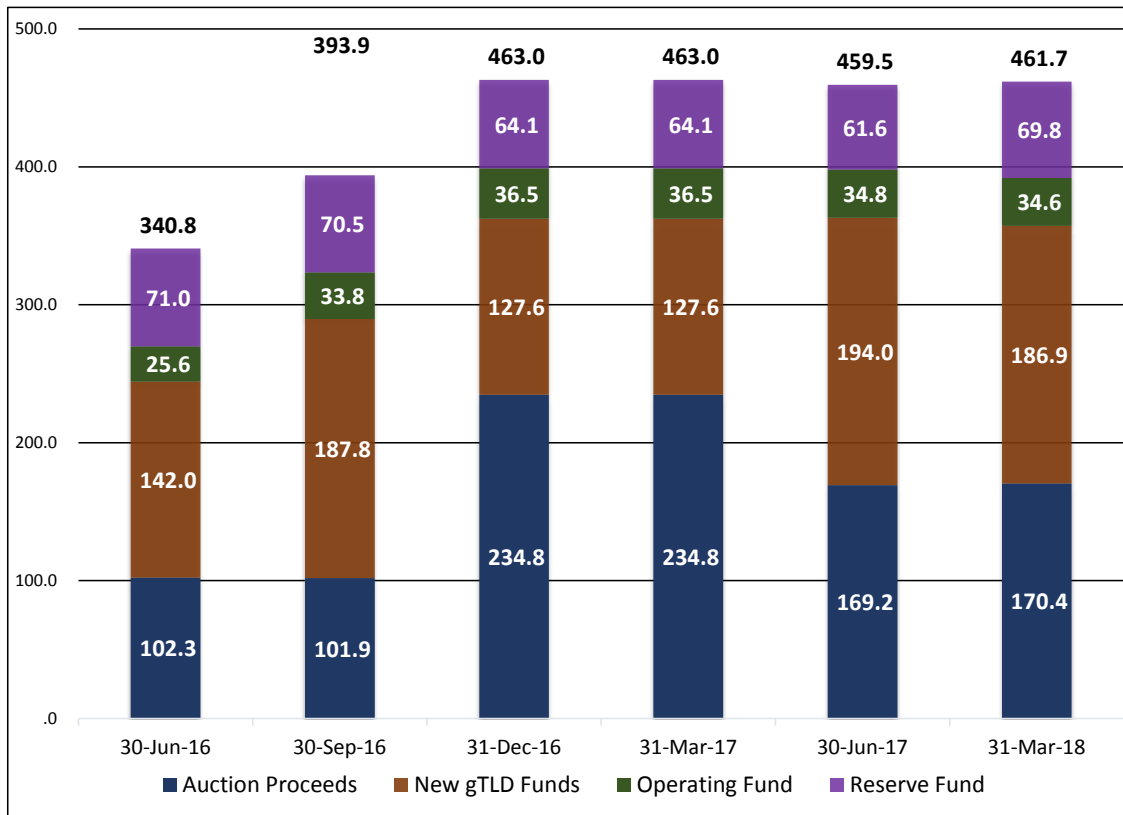


Statement of Position
As of 31 March 2018
US dollars, in thousands

USD in millions Unaudited	31 March 2018			30 June 2017			Increase/ (Decrease)		
	ICANN Ops	New gTLD	Total	ICANN Ops	New gTLD	Total	ICANN Ops	New gTLD	Total
ASSETS									
Total Cash & Cash Equivalents	34.6	1.3	35.9	34.8	72.7	107.4	-0.1	-71.4	-71.5
Investments	69.8	356.0	425.8	61.6	290.5	352.1	8.2	65.5	73.7
Funds Under Management	104.4	357.3	461.7	96.4	363.2	459.5	8.1	-5.9	2.2
Receivables	34.1	1.6	35.7	39.7	0.1	39.9	-5.7	1.5	-4.2
Prepaid Expenses	2.8	0.0	2.8	2.0	0.0	2.0	0.9	0.0	0.9
Plant, Property & Equipment - Net	13.4	0.0	13.4	17.5	0.0	17.5	-4.0	0.0	-4.0
Other Assets	12.3	-10.5	1.8	10.8	-9.8	0.9	1.5	-0.6	0.9
TOTAL ASSETS	167.1	348.4	515.5	166.3	353.5	519.8	0.7	-5.0	-4.3
LIABILITIES AND NET ASSETS									
Accounts Payable & Accrued Liabilities	14.2	0.8	15.0	16.8	2.2	19.1	-2.6	-1.5	-4.1
Deferred Funding	1.4	15.8	17.2	1.4	24.6	26.0	0.0	-8.9	-8.9
Other Liabilities	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL LIABILITIES	15.6	16.5	32.1	18.2	26.9	45.1	-2.6	-10.4	-13.0
UNRESTRICTED/RESTRICTED ASSETS	148.1	326.6	474.7	141.5	192.1	333.6	6.6	134.5	141.1
CURRENT YEAR CHANGE IN NET ASSETS	3.3	5.3	8.6	6.6	134.5	141.1	-3.3	-129.2	-132.5
TOTAL NET ASSETS	151.4	331.9	483.3	148.1	326.6	474.7	3.3	5.3	8.6
TOTAL LIABILITIES & NET ASSETS	167.1	348.4	515.5	166.3	353.5	519.8	0.7	-5.0	-4.3



**Funds Under Management
As of 31 March 2018
US dollars, in millions**



The variances from 30 June 2017 to 31 March 2018 are as follows:

New gTLD Auction Proceeds collected from auctions organized by ICANN are the mechanism of last resort to resolve string contention within the New gTLD Program. The fund increased \$1.2M.

New gTLD funds are the unspent portion of application fees collected in 2012 that are used exclusively to pay for expenses of the New gTLD Program and refunds to withdrawing applicants. These funds decreased by -\$7.1M mainly due to: i) the repayment to ICANN Ops for Historical Development costs.

The ICANN Operations Operating Fund decreased by \$0.1M as a result of: (i) the net impact of cash received from contracted parties of (+103.7M), and (ii) the cash received from the New gTLD Program for repayment of Historical Development costs and accumulated direct allocated costs incurred on behalf of the program (+\$7.1M), partially offset by (iv) payments to employees and vendors of (-\$105.9M), \$9.2M of which was on behalf of the New gTLD Program, and (v) transfer of funds to the reserve \$5.0M

The Reserve Fund, which are ICANN's reserves to face the impacts of unexpected events or economic uncertainties, increased by \$8.2M due to (i) the appreciation in the market value of investments \$3.2M and (ii) a transfer of funds from the operating account of \$5.0M



Cash Flows Synopsis
For the Nine Months Ending 31 March 2018
US dollars, in millions

Unaudited	FY18		
	ICANN Ops	NgTLD	Total
Funds Under Management at Beginning of Period	\$96.4	\$363.2	\$459.5
Collected/ (refunded) from contributors/parties	103.7	(1.5)	102.2
Auction Proceeds	0.0	0.0	0.0
Paid to vendors	(46.0)	(6.4)	(52.5)
Paid to employees	(48.8)	(1.5)	(50.3)
Paid to vendors and employees on behalf of New gTLD	(9.2)	7.8	(1.5)
Reimbursement of payments to vendors and employees above, from New gTLD to ICANN Ops:			
Payments to vendors	2.1	(2.1)	0.0
NgTLD team costs (Paid to employees)	1.5	(1.5)	0.0
Overhead Allocations (Paid to vendors and employees)	2.6	(2.6)	0.0
Historical Development Costs	0.9	(0.9)	0.0
Capital expenditures	(1.8)	0.0	(1.8)
Change in investment market value (excludes transfers to/ from operating account)	3.2	2.8	6.0
Funds Under Management at End of Period	\$104.4	\$357.3	\$461.7



Reserve Fund Activity
As of 31 March 2018
US dollars, in millions

Reserve Fund Activity (unaudited)	
Total Contributions	76.5
Total Withdrawals	(32.9)
Balance at Beginning of Fiscal Year (01-Jul-2017)	61.6
Prior Fiscal Quarter Balance (31-Dec -2017)	70.5
Balance at End of Fiscal Period (31-Mar-2017)	69.8

Notes:

Historical default = 12 months of operating expenses.



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