Board Report – Istanbul Workshop

April 2019
Period Covering: *17 December 2018 – 29 March 2019*

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

As the Internet continues to evolve, I've made it a top priority that the ICANN org adapts and evolves in tandem so that we're prepared for the unique challenges that are certain to arise. Many of the projects that the Executive Team are spearheading, such as the Information Transparency Initiative, Open Data Initiative, and others will ensure that ICANN is an engaged and proactive member of the wider Internet governance ecosystem. We are also working closely with governments and intergovernmental organizations around the globe to lend our technical expertise.

OVERVIEW OF ACTIVITY

As I've noted in previous Reports to the Board, one of my key priorities as President and CEO is ensuring that the ICANN org evolves and does not become a static actor within the Internet governance ecosystem. This is especially important as governments and intergovernmental organizations develop legislation and regulation that impact both the Internet and ICANN's core mission of ensuring the stability, security, and resiliency of the Domain Name System (DNS).

I've stressed multiple times, during speeches and meetings, that ICANN is ready and willing to engage with any government developing similar legislation to provide our technical expertise. This is a cross-departmental effort, with various teams providing their support to ensure we're doing this in the most effective way possible.

We continue to make progress in the development of ICANN's Five Year Strategic Plan and Five Year Operating and Financial Plan, and have started a discussion with the ICANN community on how we can evolve ICANN's multistakeholder model of governance. The multistakeholder model must evolve alongside ICANN's evolution, so this is a chance to determine what we need to do to preserve its relevance within the ecosystem.

During this reporting period, my team supported the Board's Los Angeles and Kobe workshops, as well as ICANN64. On 5 February, I visited Montreal, Canada, to sign a Memorandum of Understanding between ICANN and the International Civil Aviation Organization to promote joint cooperation in the area of Internet technology development within aviation systems.

I also attended the Mobile World Congress (MWC) in Barcelona, Spain, from 24-28 February, where I attended a large number of bilateral meetings with important regional stakeholders. I also participated in a roundtable on the 'Digital Single Market key challenges and opportunities after the 2019 European Elections.'

TOP ISSUES & MITIGATION

Following Akram Attalah's departure, I appointed Cyrus Namazi to the newly created position of Senior Vice President of the Global Domains Division (GDD). I've also tasked David Conrad, Chief Technology Officer (CTO), with permanently overseeing the IANA services.
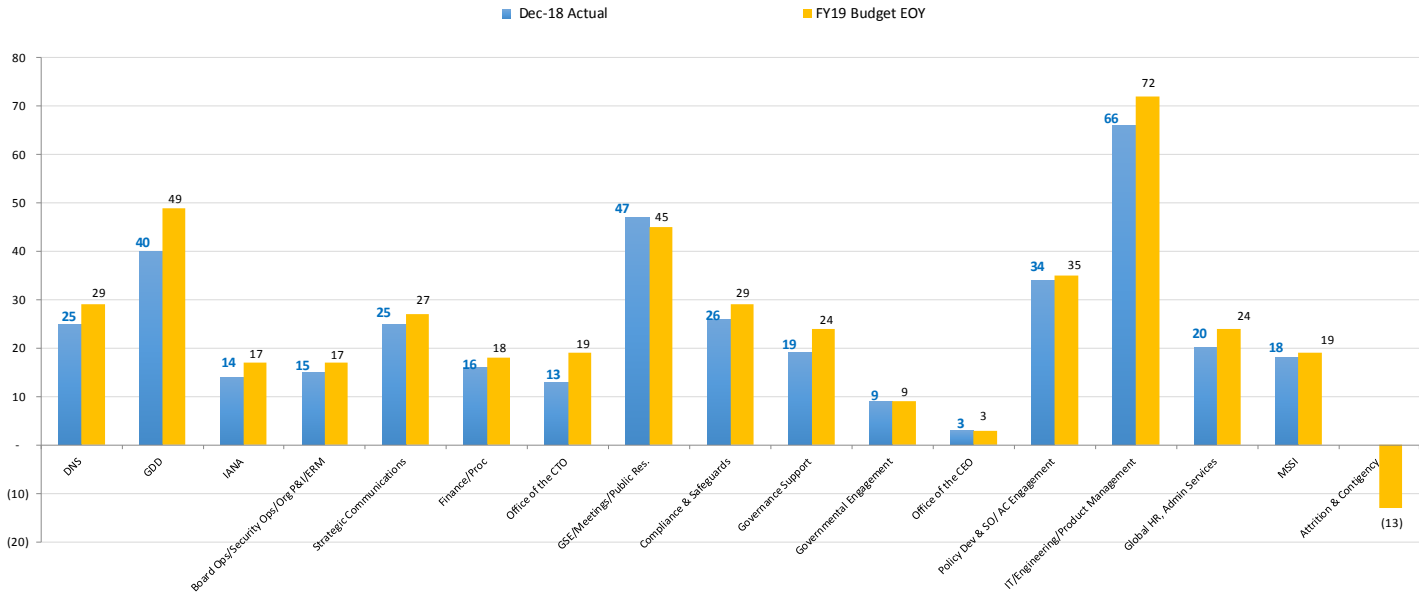
ICANN Org Report to the Board
Organization People
Gina Villavicencio, SVP, Global Human Resources
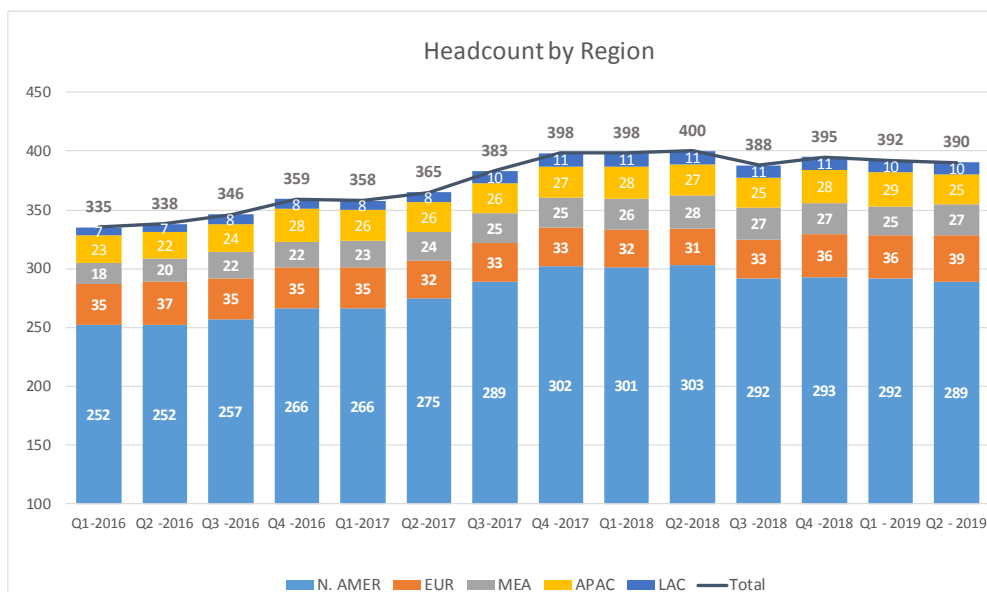
ORGANIZATION PEOPLE HIGHLIGHTS
Since the last report, ICANN org metrics as displayed below remain relatively stable.

As of 31 December 2018, ICANN org had 390 active staff, 14 active requisitions, and 1 pending hire.

Legend: Dec-18 Actual | FY19 Budget EOY

Note: As of 1 September 2018 ERM has moved from Finance to Board Ops. As of 1 December 2018 Product Management has moved from GDD to IT & Engineering.

ICANN Org by Regions: As of 31 December 2018, the staff distribution by region was 289 (74%) in North America, 39 (10%) in Europe, 27 (7%) in the Middle East and Africa, 25 (7%) in Asia Pacific, and 10 (3%) in Latin American and Caribbean, for a total of 390.

Headcount by Region

Legend: N. AMER | EUR | MEA | APAC | LAC | Total

Voluntary Turnover as of 31 December 2018 was 8.16% and has increased slightly from the previous reporting

period in 30 September 2018. In comparison, the worldwide voluntary benchmark is 14.6%, 6.44% more than the ICANN org voluntary turnover.

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

Benchmark Source: Radford Trends Report Technology Edition – Global.
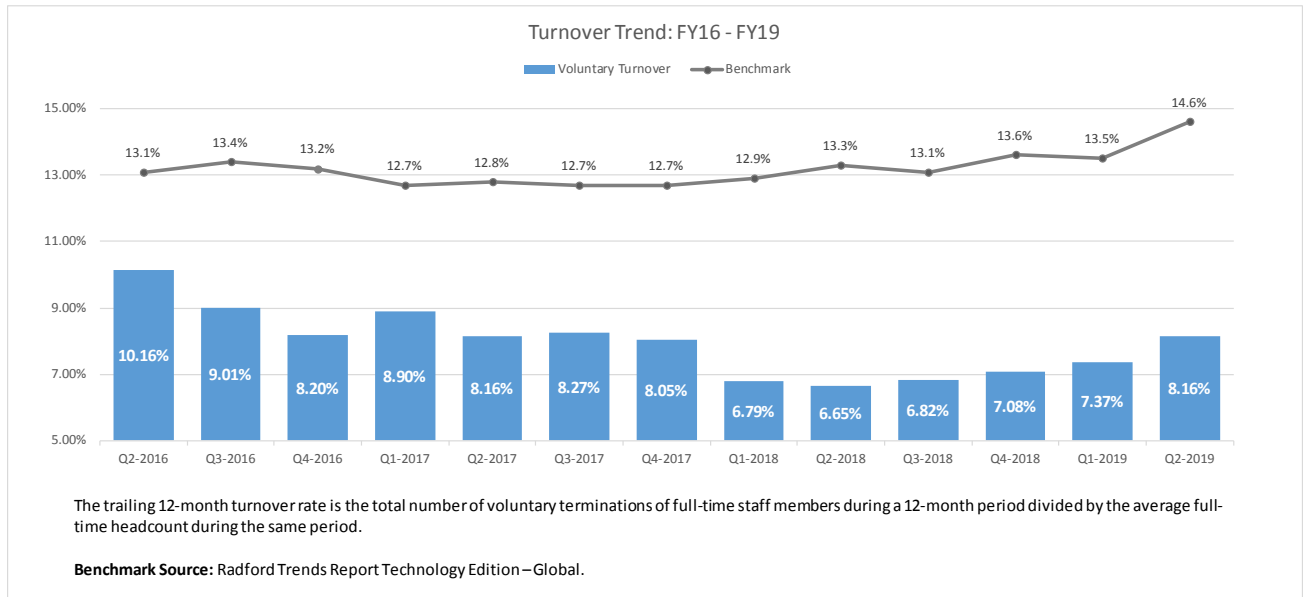
Over the last three months 10 staff members joined ICANN org and another 12 departed, resulting in a growth rate of 0%.

Annual growth rates (from June to June):

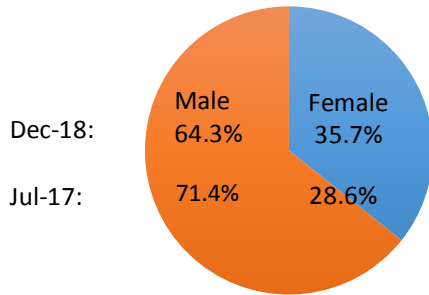| 2018 – to Date	0%
2017 – 2018	0%
2016 – 2017	+ 11%
2015 – 2016	+10%
2014 – 2015	+12%
2013 – 2014	+46%

The headcount as of 30 June 2018 was 395. Growth rate formula is calculated (present headcount – past headcount) divided by past headcount.
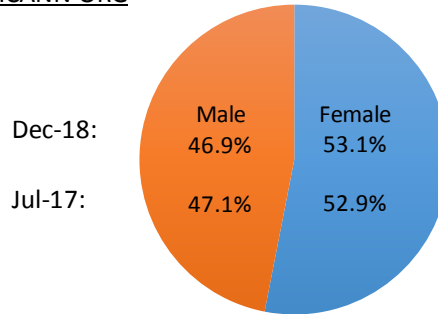*Growth rates that are 0% and below are represented simply as 0%.*

The **gender diversity** of ICANN org is well-balanced with females (53.1%) having a slight majority. The Executive Team gender balance is improving with 35.7% (female) and 64.3%

(male). ICANN org has gender balance from a numerical perspective and provides an opportunity when it comes to leadership positions.

ICANN EXECUTIVES

Dec-18:

Jul-17:

	Male	Female
Dec-18:	64.3%	35.7%
Jul-17:	71.4%	28.6%

ICANN ORG

Dec-18:

Jul-17:

	Male	Female
Dec-18:	46.9%	53.1%
Jul-17:	47.1%	52.9%

Age distribution of the organization has also been stable over the last 3 years, averaging around 43 years of age and represents the typical mid-point of most professional careers. The organization's average **years of service** as of December 2018 is 4.7 years, reflecting consistent growth and stability in ICANN org positions.

Years of Service: Global FY19 Q2

| 0-3 Years | 3-5 Years | 5-10 Years | 10-15 Years | 15+ Years |
| 136 | 110 | 112 | 25 | 7 |
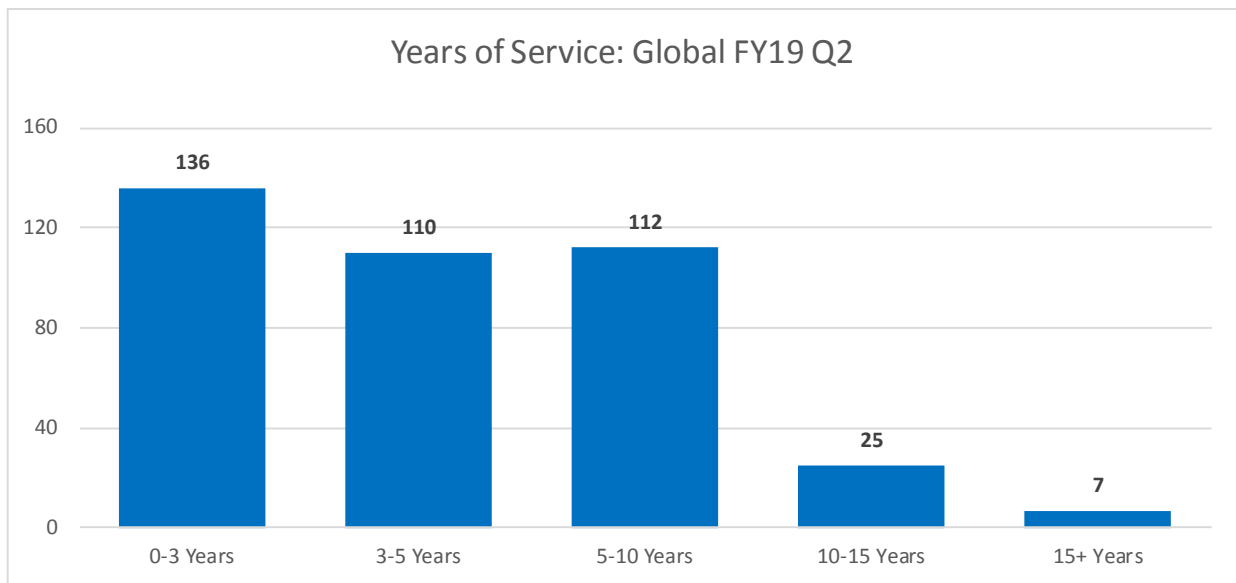
Sr. Directors & Above global distribution has remained stable for the last couple of years, with the largest population between 5 to 10 years of service. This reflects ICANN org depth of experience and relatively low turnover within senior leadership.

Years of Service by Region - Sr. Director & Above
(as of FY19 Q2)
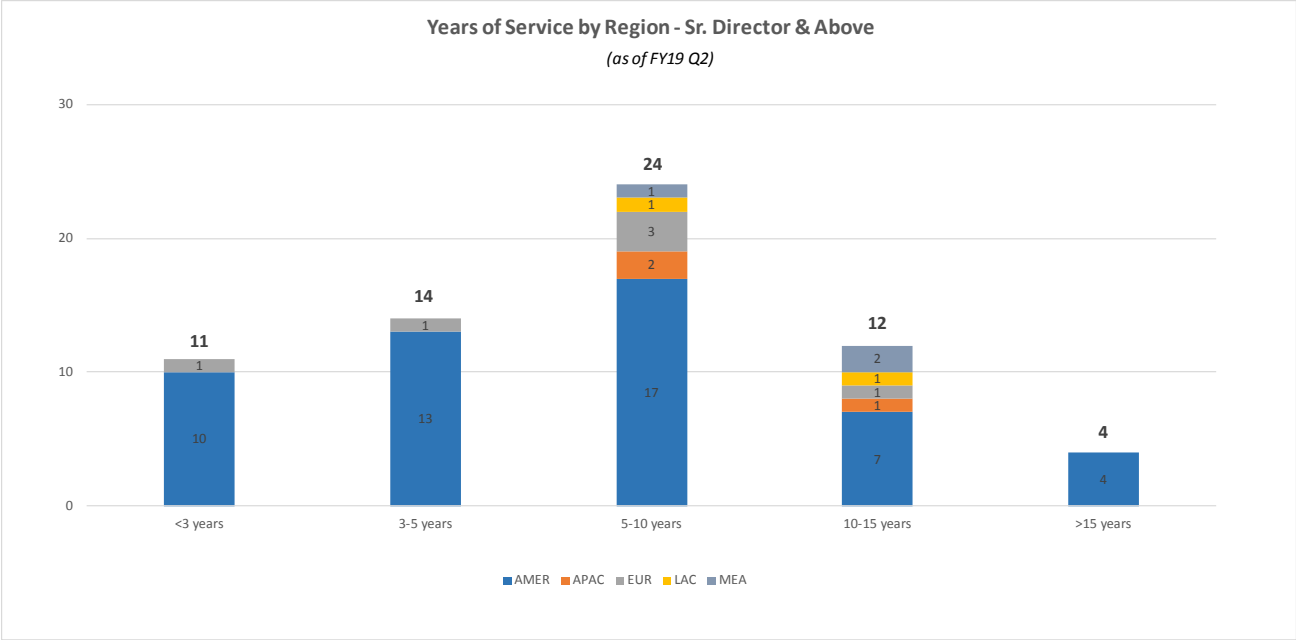
Note: The 30 September 2018 Board report stated that seven (7) Sr. Directors and Above had >15 years of service, which was incorrect. The correct number was five (5) as of that date.

ICANN Org Report to the Board

Organization Finances
Xavier Calvez, SVP & Chief Financial Officer

FY19 FINANCIAL OVERVIEW

Please refer to the FY19 Q2 Unaudited Financials report located on the Current Financial Information web page: https://www.icann.org/resources/pages/governance/current-en. The report is also 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

Provided legal support and implementation advice on the Expedited Policy Development Process considering the Temp Spec as a consensus policy. Dotgay LLC withdrew Reconsideration Request 16-3 and its three pending Cooperative Engagement Processes (CEPs) regarding .GAY. DotMusic Limited withdrew its four pending CEPs regarding .MUSIC. Supported and provided strategic advice to the Global Legislative Tracking initiative and the government engagement chartering work. Provided strategic advice on the on the Consumer Choice & Trust Review Team recommendations in order to achieve Board action within the Bylaws' mandated time frame.

OVERVIEW OF ACTIVITY

Complaints Office: Received one new complaint during the reporting period, for a total of forty-five complaints submitted to date. The Complaints Office also worked with a number of ICANN community participants and ICANN Org staff to resolve issues, preventing the need for a complaint. Approximately 55% of complaints have led to ICANN Organization improvements and 25% have resulted in opportunities to educate complainants about the multi-stakeholder model and ICANN Org's remit.

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

Legal Contracting: Advised the GDD Team on a variety of contracting matters, including negotiation and drafting of .asia, .biz, .info., and .org legacy Registry Agreement renewals, revising the Emergency Back-End Registry Operator ("EBERO") master agreement, assignments and terminations of agreements with Contracted Parties, multiple contract interpretation requests and numerous amendments (including o.com and Registry-Registrar Agreements). Provided legal contracting support for all other ICANN departments, including Communications, Global Stakeholder Engagement, Finance, Meetings, and the Office of the Chief Technology Officer.

Legal Support for GDD and Policy Teams: Advised the GDD Team on gTLD issues, including implementation of the Temporary Specification for gTLD Registration Data ("Temp Spec"), preparation for the 20 May 2019 expiration of the Temp Spec., and preparation for RDAP implementation. Provided legal support and implementation advice on policy development work, including the Expedited Policy Development Process considering the Temp Spec as a consensus policy and to develop subsequent procedures for the next round of new gTLDs.

Legal Support for Global Stakeholder Engagement, Strategic Initiatives and Implementation of IANA Stewardship Transition: Supported the continued work to refine the draft FY2020- 2025 Strategic Plan after posting for public comment. Provided strategic advice on the Specific Reviews processes, and supported work on the Consumer Choice & Trust Review Team recommendations in order to achieve Board action within the Bylaws' mandated time frame. Also supported cross-organizational efforts to respond to SSR2 information requests, and in efforts to kick off the ATRT3. Provided advice and support to regional teams in updating agreements with ccTLD managers, in reaching an MoU with the International Civil

Aviation Organization, and in exploratory efforts on other relationship documentation. Focused on strengthening regional relationships through setting out updated support expectations with Regional Directors. Supported and provided strategic advice to the Global Legislative Tracking initiative and the government engagement chartering work. Provided strategic advice towards completing the seating of the first IANA Naming Functions Review Team. Supported the effort to update the IANA Naming Function Contract in order to update the process of changing Service Level Agreements. Provided legal input into the process for considering the recommendations from the Work Stream 2 on Enhancing ICANN Accountability work.

Litigation and Internal Services: In Afilias IRP (.WEB), Nu Dotco and Verisign submitted requests to participate in the IRP as *amicus curiae*; hearing was held on the requests. The Court in the DotConnectAfrica lawsuit (.AFRICA) conducted the new Judicial Estoppel trial on 6-8 February 2019; additional hearing on the matter scheduled for 21 May 2019.

TOP ISSUES & MITIGATION

The litigation issues are mitigated by maintaining a litigation readiness plan for relevant legal filings as well as utilization of the risk fund for fees and costs. We regularly provide an attorney-client privileged version of a litigation report to the Board under separate cover, with specific notes to the Board regarding significant litigation results as they occur. 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, RDS/WHOIS Initiatives, Operations, Global Support Center, Registrant Program, Subsequent Procedures for gTLDs
Cyrus Namazi, SVP, Global Domains Division

KEY HIGHLIGHTS & MILESTONES

General
- Cyrus Namazi was appointed senior vice president of the Global Domains Division (GDD). With the appointment of Namazi to this new position, ICANN discontinued the search for a President of GDD.

Registration Data Access Protocol (RDAP)
- The GDD team worked with a discussion group of generic top-level domain (gTLD) registries and registrars to create a gTLD RDAP profile. The profile, which follows the requirements of the Temporary Specification for gTLD registration data, aims to provide technical instructions to gTLD registries and registrars on how to implement an RDAP service in a consistent way. gTLD registries and registrars are required to implement an RDAP service by 26 August 2019. ICANN org continues to work with gTLD registries and registrars to implement a service-level agreement and registry reporting requirements for RDAP.
- Webinars for contracted parties are scheduled 11 April.

Internationalized Domain Names (IDNs)
- During this period, string evaluation of the IDN country code top-level domain (ccTLD) string for Bahrain was completed. Currently, 59 string requests for a total of 41 countries/territories have successfully passed through the String Evaluation. Of these, 57 IDN ccTLDs representing 39 countries/territories are delegated in the DNS root zone.
- As of 29 March, proposals for 19 scripts (out of 28 identified scripts) have been completed. Six of these scripts have been integrated into the second iteration of the Label Generation Rules (LGRs).
- The fourth version of the Maximal Starting Repertoire (MSR-4) was released on 7 February. This version adds three code points to the repertoire of the Latin script and 12 code points to the repertoire of the Myanmar script.
- A workshop for Tibetan Script Generation Panel was conducted on 13-14 February in Bhutan.
- On 5 February, ICANN org released the Recommendations for Managing Internationalized Domain Name (IDN) Variant Top-Level Domains (TLDs). These recommendations have been developed by the ICANN organization with community feedback received during the Public Comment period, and were approved by the ICANN Board at ICANN64.
- A webinar was held in Africa on 18 December to provide local community members with an update on IDNs including information about security issues related to using emojis in domain names. Members of the Latin script Label Generation Panel also provided an update on their work.
- On the request of the Task Force on Arabic IDNs, a training was conducted in Malaysia (remotely) on 18 December focused on the Arabic script for the Jawi language and how to design a Label Generation Rule for the second level.

Registrars

- We continue to work towards educating registrants about their rights and responsibilities, the domain name ecosystem and how to navigate it, the ICANN policies that impact them, and on identifying and raising awareness about issues and challenges that registrants are facing. New educational content was recently published (and translated) for registrants on ICANN's role and responsibilities within the domain name ecosystem. Engagement efforts are being undertaken with contracted parties, the Non-Commercial Stakeholder Group, At-Large Advisory Committee and others to ensure that a continual feedback loop with the community is open at all times. In addition, a session on registrants rights and responsibilities was held during 6th Middle East DNS Forum in Dubai.
- ICANN org terminated the Registrar Accreditation Agreement (RAA) with registrar Alpnames Limited after determining that it was no longer performing required registrar functions as specified in the agreement. Shortly thereafter, ICANN org invoked the De-Accredited Registrar Transition Procedure (DARTP) to enable the successful transition of the names to an ICANN-accredited registrar and protect registrants. The gaining registrar was selected through a bid process. We expect the transition to be completed in April.

gTLD Registration Data Policy Implementation

- ICANN org has initiated internal implementation planning prior to Board consideration of the Phase-1 Final Report from the Expedited Policy Development Process (EPDP) regarding gTLD Registration Data. The Temporary Specification initially created in May 2018 expires on 20 May 2019, resulting in a critical need to finalize interim requirements by that date. The ICANN org team had productive and collaborative dialogues with the EPDP team at the ICANN64 meeting in Kobe related to implementation planning and anticipates requesting volunteers for the informal Implementation Review Team (IRT), as requested per the Final Report, by early April.

Registration Data Directory Services

- ICANN org continued to support the EPDP team's work as it finalized the Final Report. Per the EPDP team's recommendation, the new policy will go into effect in February 2020 once adopted by the Board. This presents an aggressive timeline for implementation. As such, ICANN org has begun preparations for the eventual implementation once the Board takes action on the policy recommendations.
- As the notice for RDAP implementation has been issued to all gTLD contracted parties, the Implementation Review Team on the Translation and Transliteration of Contact Information re-engaged in discussions on the effective dates and projected announcements on the implementation of the Translation and Transliteration of Contact Information Working Group's policy recommendations.
- The policy Implementation Review Team's work for the Privacy and Proxy Service Provider Accreditation has been temporarily paused due to the uncertainty around interpreting the data privacy requirements of the General Data Protection Regulation (GDPR) and is expected to continue its work once the full impact of the EPDP's new registration data policy is determined.
- ICANN org continued to work with the community regarding Across-Field Address Validation (AFAV) and the potential impact of GDPR on the implementation of AFAV.
- The contractual compliance enforcement for Thick WHOIS Transition Policy for .COM, .NET, and .JOBS was deferred by six months on 14 March 2019, following the ICANN Board Resolution.

GDD Industry Summit

- The 2019 GDD Industry Summit will be held 6-9 May in Bangkok, Thailand. The event will be co-located with the Registrations Operations Workshop (9 May), the ICANN DNS Symposium (10-11 May), and DNS OARC (12-13 May).The draft Agenda for the Summit is posted now.

ICANN64

- The GDD team had a successful ICANN64 meeting, conducting and/or participating in several sessions and meetings with contracted parties and the community at large. In addition, GDD hosted a cocktail reception to honor members of multiple groups including: members of the Hebrew, Myanmar, Neo-Brahmi, and Sinhala script panels; the Integration Panel for Root Zone Label Generation Rules; the Root Zone LGR Study Group, and the IDN Guidelines Working Group.

OVERVIEW OF ACTIVITY

GDD Operations

- A Request for Proposal (RFP) was published seeking one or more partners to provide Emergency Back-End Registry Operator (EBERO) services. ICANN org continues to evaluate proposals and anticipates awarding the RFP soon.
- A total of 285 Registrar Accreditation Agreements (RAAs) were renewed, and over 58 RAA renewals were in progress at the end of the reporting period. The RAAs of 12 registrars were terminated (10 voluntarily and two involuntarily), nine new registrars were accredited and four registrar data escrow agent change requests to ICANN org's designated agent in Europe were completed.
- Nine Registry Services Evaluation Policy (RSEP) requests were completed and three gTLD Registry Agreements were terminated. There were 57 gTLDs that were requested and received approval for Material Subcontractor Arrangement change requests to switch Registry Service Providers.

WHOIS Accuracy Reporting System (ARS)

- The ARS remains paused as ICANN org assess the effects of General Data Protection Regulation (GDPR). Based on the lack of predictable publicly available registration data and given the community work from the GNSO's Expedited Policy Development Process (EPDP) on Temporary Specification for gTLD Registration Data, ICANN org believes it may be prudent to continue to pause and consider the impact of the EPDP efforts and assess our ability to effectively administer ARS.

Action Request Register (ARR)

- In this period, 10 new Board Advise items were added to the register. Nine of these items were from the GAC Kobe Communique and one item (SAC104) was from the SSAC.
- The team facilitated the Board's adoption of the GAC Barcelona Scorecard in January 2019. The scorecard included Board responses to 15 items: four new GAC consensus advice items, four follow-ups to previous advice items and seven deferred items.

Correspondence

- In this period, ICANN processed 52 new pieces of correspondence. ICANN published a total 37 new incoming letters (i.e., from the community to ICANN) and 41 outgoing letters (i.e., from ICANN to the community).

New gTLD Program

- As of 29 March 2019, only 55 applications remain in the 2012 Round with four applications actively working towards contracting. During the quarter eight applicants withdrew from the Program and three TLDs subsequently terminated their agreement and were removed from the root zone.

Contracted Party Satisfaction Survey
- Initiated the third annual 2019 Contracted Party Satisfaction Survey on 26 February. The topline results of the survey will be discussed with the Contracted Parties at the upcoming 2019 GDD Industry Summit in Bangkok.

Centralized Zone Data System (CZDS) Refresh
- An update to the Centralized Zone Data Service (CZDS) was successfully released on 28 January 2018. The update continues implementing the product strategy of bringing system functionality for contracted parties into the Naming Services portal. Now that the re-platforming has occurred, the GDD and Engineering teams will focus on providing feature enhancements such as the "auto-renew" feature requested by the SSAC.

Technical Compliance Monitoring System Request for Proposal (RFP)
- ICANN org is resuming activities related to an RFP for a Technical Compliance Monitoring System, which was originally published in October 2017. The revised RFP will include new requirements, some of which are policy-driven, that could affect the system. We expect the RFP to be published in April.

Subsequent Procedures for gTLDs
- GDD continued to support the GNSO New gTLD Subsequent Procedures Policy Development Process (PDP) discussions by providing relevant implementation input.
- Implementation feedback was provided on the initial reports published by the Subsequent Procedures PDP Working Group.
- Discussions have begun with the Board toward a potential mandate for the org and a path forward to begin the preparatory work for implementation of any relevant new policy and opening a subsequent round.

Public Comment Activity
- Policy Status Report: Inter-Registrar Transfer Policy (IRTP) (opened 14 Nov., 7 Jan. closed)
- Application for New Uniform Domain Name Dispute Resolution Policy (UDRP) Dispute-Resolution Service Provider (opened 16 Nov., closed 4 Jan.)
- Maximal Starting Repertoire Version 4 (MSR-4) for Root Zone Label Generation Rules (RZ-LGR) (opened 26 Nov., closed 10 Jan.)
- Proposal for Hebrew Script Root Zone Label Generation Rules (opened 20 Feb., closes 18 April)
- Proposed Renewal of .info Registry Agreement (opened 18 March, closes 29 April)
- Proposed Renewal of .org Registry Agreement (opened 18 March, closes 29 April)
- Proposed Renewal of .asia Registry Agreement (opened 28 March, closes 7 May)
- Proposed Renewal of .biz Registry Agreement (to be opened shortly, close in early May)

Universal Acceptance Steering Group (UASG)

- Since December, the UASG has been focused on UA-readiness documentation, including a case study on the government of Rajasthan's [RajMail project](#) and a [test of EAI-ready mail servers](#), both of which were promoted via the UASG blog and social media channels.
- The team has also been focused on UASG participation in several industry events, including [ICANN64](#), where they created a [video](#) featuring UA Ambassadors, [CloudFest](#) and [Certified Senders Alliance (CSA) Summit](#).
- Preparations continued for an EAI milestone release in the next few months, as well as a survey of UA awareness among the IT community in priority markets.
- The team also recently issued a [news announcement](#) on the election of the new UASG chair and vice chairs.

TOP ISSUES & MITIGATION
- Alpnames failure and transition required a cross functional team effort during ICANN64 mtg. The issue exposed some opportunities for improvement in our procedures and processes. We will utilize this as an opportunity to learn, review and improve the execution of the De-Accreditation Transition Procedure.
- CCT-RT recommendations, moving to next phase of feasibility assessment.

ICANN Org Report to the Board

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

KEY HIGHLIGHTS & MILESTONES
Contractual Compliance and Consumer Safeguards Initiatives and Improvements

I.   Contractual Compliance
Audit Program
In November, ICANN org launched an audit round focused specifically on DNS infrastructure abuse, security threats and review of security reports for completeness in comparison to publicly available reports.

As of the end of March, the compliance audit team has completed the review of all 241 gTLDs in the Donuts Registry portfolio and issued an initial audit report to Donuts. The initial report lists all gTLDs whose security threat reports appear to be incomplete (threats count is much lower when compared to DAAR) and are subject to further investigation.

A preliminary high-level review of security threat reports, provided by other ROs, shows that some ROs have the same issue as Donuts, while others do not (their threats count is either similar or higher than DAAR).

An overwhelming majority of ROs stated that once abusive domains are identified, they report them to Registrars for further investigation. Compliance audit is developing an approach for future review of Registrars' actions in response to these reports from ROs. All initial reviews are targeted to be completed by the end of April.

Some ROs are using third-party providers/tools. Compliance audit has reached out to these providers in an attempt to obtain a better understanding of what their security threats monitoring is based on and which threats/feeds their analysis includes.

In addition, the team has reviewed responses from 70% of dotbrand gTLDs. The team has observed that approximately half of these gTLDs do perform some type of security threats analysis. While DAAR shows that none of the dotbrand gTLDs have any abusive domains, the dotbrand gTLDs who do not perform any security threats analysis while having domains registered, will receive initial audit reports asking ROs to indicate when this analysis will be initiated.

Over the next few months, ICANN will review the audit responses, prepare the initial individual audit reports by gTLD and work with each Registry Operator to get clarification on responses, if needed, and to address non-compliance findings.

Temporary Specification Efforts
Contractual Compliance continues to work closely with ICANN org on the assessment, discussions and reviews of all matters related to the Temporary Specification to ensure alignment and readiness for both the external and internal areas. During the ICANN 64 meeting sessions, some registrars questioned Contractual Compliance's approach on complaints received relating to the Specifications.

The team is sending inquiries to unique registrars based on reported external complaints and compliance review and observations. In the inquiries, ICANN org asks the registrars to explain their approach in light of the Temporary Specification. Most registrars respond positively and proactively took action to correct the observed concerns by changing how they display registration data in public WHOIS. Some registrars are in the process of remediating items raised. However, a few registrars have challenged the specification's legitimacy, and other existing, unchanged contractual requirements in light of the General Data Protection Regulation (GDPR).

Contractual Compliance Enforcement - All notices can be found here

Notice of Termination
8 March 2019: ICANN Sends Notice of Termination to Registrar (Beijing Aidi Tong Lian Technology, LLC. (IANA#3781)) for failure to cure its breach. The registrar had no domain names under management. The registrar did not respond to ICANN's notice of breach issued on 14 February 2019.

15 March 2019: ICANN Sends Notice of Termination to Registrar (Alpnames Limited (IANA#1857))
The termination was due to Alpnames' discontinuance of its operations. Based on the information available to ICANN, including multiple third party complaints, Alpnames no longer provided Registrar Services in violation of Section 3.1 of the RAA, including not providing registrants the ability to renew or transfer domain name registrations. Alpnames' website also recently became unavailable and its contact information in both ICANN's RADAR system and the Registrar Information Specification were out of date and ICANN failed to reach any registrar representative. Alpnames also failed to respond to ICANN Contractual Compliance's notices regarding this matter. As of 15 March 2019, the registrar had nearly 700,000 domain names under management. To protect registrants and enable the transition of these names to an ICANN-accredited registrar, ICANN org invoked the De-Accredited Registrar Transition Procedure (DARTP).

Notice of Breach
Three Notices of Breach were issued during this reporting period; two registrars and one registry.
The breaches were for the registrars: Beijing Aidi Tong Lian Technology, LLC (CN) and Webveloper Inc. (US), and the registry operator of the top-level domain whoswho, Who's Who Registry (US). Neither of the registrars had any domain name under management. The registry operator had 1024 domains under management as of February 2019.

The three violations were related to failure to pay past due fees. Other items of noncompliance were found during the compliance checks and addressed in the notices. Of the 3 breaches, one registrar was escalated to termination.

Compliance Publications
Contractual Compliance published the October-December Quarterly updates on ICANN.org. In addition, Contractual Compliance published the 2018 Annual Reports. Both the quarterly and annual publications include a variety of reports providing metrics related to operations, resolution of complaints, reporter categories and enforcement.

Compliance Outreach

For the period of December 2018 thru March 2019, the Contractual Compliance global team conducted several outreach and training sessions   to engage and raise awareness among contracted parties and the ICANN community in different regional locations: Registrar training for North America -26 January 2019 in Las Vegas, ICANN 64 Prep Week Webinar – 27 February 2019,Outreach session for Registrants 21 February 2019 in Dubai, and ICANN 64 Community Forum in Kobe. Read more at https://www.icann.org/resources/compliance/outreach

Compliance Matters Related to Registrars
From December 2018 to March 2019, Compliance conducted over 5850 Compliance Status Requests (CSRs), also referred to as compliance checks, in support of various contract assignments including the 2013 Registrar Accreditation Agreement renewals for eligible registrars, Data Escrow Agent (DEA) change requests, merge/acquisitions, terminations and etc. The compliance check is a review of a contracted party's compliance with its agreement prior to a contract related matter. CSR efforts consist of checking registrar's audit status, data escrow deposit status, enforcement and performance history information (including prior breaches sent to registrar within the last 24 months). The check is done at 90-days and then again at 20-days during the renewal process for each registrar and its affiliates. The team will continue to support and manage the renewal of an estimated 2500 agreements over the next few months.

Compliance has completed its review of the annual registrar CEO Certifications, in collaboration with the GDD team. Total Compliance received 22 referrals from GDD Operations regarding registrars that failed to submit its CEO Certificates for the past 2018.

WHOIS Accuracy Reporting System tickets, from the WHOIS ARS Phase 2 Cycle 6 round, were imported into the compliance ticketing system in August. In light of the General Data Protection Regulation (GDPR), ICANN org is reviewing the approach and processing as the data extract pre-dates the Temporary Specification. At this time, the tickets are on hold. 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
On 11 January 2019, ICANN issued a Notice of Breach to a registry operator for failure to timely pay past due fees, as required by Article 6 of the RA.

From December 2018 to March 2019, Compliance also conducted over 166 CSRs related to registry operators, reviewed Registry-Registrar Agreements that were submitted to ICANN for amendment, and continued to collaborate with Registry Services on proposed changes to the Public Interest Commitment Dispute Resolution Procedure (PICDRP) improvements stemming from the Compliant Officer's report on the .feedback PICDRP related complaints. Contractual Compliance also engaged with the Registry Stakeholder Group regarding their concerns on the changes to the PICDRP during the ICANN64 meeting.

Compliance is currently reviewing the Registry Annual Code of Conduct certifications. Approximately 750 top-level domains required to submit certifications and are under review.

Participation in ICANN Policy Development Process

Contractual Compliance team continued to support policy development process (PDP) working groups and specific reviews led by Multistakeholder Strategy & Strategic Initiatives (MSSI) team, including:
- Expedited Policy Development (EPDP)
- Second Registration Directory Service (RDS-WHOIS2)
- Security, Stability and Resiliency (SSR2) Review Team
- New gTLD Subsequent Procedures
- Competition, Consumer Trust & Consumer Choice Final Recommendations
- Work Stream 2 (WS2)
- Implementation of recommendations report of the reconvened GNSO Working Group for Protection for Certain Red Cross and Red Crescent Names in All Generic Top-Level
- Registration Data Access Protocol (RDAP)

II. Consumer Safeguards

During the first quarter of 2019, the Consumer Safeguards Department initiated and engaged in meetings and activities that may result in a long-term impact on, and reduction of, DNS abuse related activity. The following points highlight some of this activity:

- In January, the SVP for Contractual Compliance and Consumer Safeguards, the Consumer Safeguards Director, and other senior ICANN organization executives hosted and facilitated a meeting with SO / AC representatives in ICANN's Washington, DC office. A fruitful discussion among participants led to an informal group that is continuing to discuss and plan a possible public, community-wide session on DNS Abuse and Safeguards at ICANN66 in Montreal. At this stage, two elements of that potential public session may focus on the current steps Registries and Registrars take to address DNS abuse complaints and the elements of an informative and potentially actionable DNS abuse complaint. Following the January meeting, the Consumer Safeguards Department facilitated a subsequent teleconference and expanded, in-person meeting at ICANN64 in Kobe to discuss these topics.

- In early February, the Consumer Safeguards Director attended a European Commission seminar in Brussels on content regulation. This conference afforded many platforms, such as Facebook, Snap, and Google, an opportunity to present efforts these entities take to mitigate harmful and illegal content. While ICANN's Bylaws clearly prohibit ICANN from engaging in activity that regulates content, there are a number of legislative efforts underway within the European Union and its member states to regulate content on Internet platforms. Staying on top of these legislative efforts is important in the event policy makers extend efforts to the DNS level, as has happened with the E-evidence directive, which specifically enumerates Registries and Registrars to be within the scope of the law's reach.

- In the run-up to the third, global Internet & Jurisdiction conference in Berlin this June, the Consumer Safeguards Department actively participated in the Domains and Jurisdiction Contact Group discussion and drafting efforts. In addition to attending the one-day working session in Paris in early February, the Consumer Safeguards Department is active in ongoing group efforts to draft a final paper for the June meeting in collaboration with Maarten Botterman, who is chairing the Domains & Jurisdiction Contact groups efforts, as well as a number of representatives from ICANN's multi-stakeholder community. There are a number of topics within the Internet & Jurisdiction project with symmetries to discussions within ICANN's community. As such, there is a tentative plan for the Consumer Safeguards Department to facilitate an informal discussion at ICANN 65 in Marrakech on the Internet & Jurisdiction's June meeting.

ICANN Org Report to the Board

Operations: Board Operations, Global Operations, Security Operations, Organization Assessment and Improvement, and Internal Controls Audit
Susanna Bennett, SVP & Chief Operating Officer

KEY HIGHLIGHTS & MILESTONES

The Operations (Ops) Team has been carrying out the goals focusing on functional improvements and cross-functional collaboration to optimize resource/cost management, bubble-piercing and reducing complexity. *The highlights of such collaborative achievements include Board Retreat/Workshop & ICANN64 deliverables, Integrated & Collaborative Approach to the org-wide Strategic Trend/ Org / Risk Assessment, FY21-25 Operating & Financial Plan development, Open Data Program, Regional Office Operational Initiative, Org Continuity Plan development, Regional Security Management Model implementation, and Global Legislative & Regulatory Development Reporting.* The Operations Team is proud of the continuous improvements and collaborative org-wide teamwork in advancing the organization.

OVERVIEW OF ACTIVITY

Collaborative Achievement Highlights: Global Operations, Risk Management, and Organization Assessment & Improvement teams have been integrated into the Office of the COO. This simplifies the org structure with added emphasis on collaboration and integration across the teams and org-wide.

The collaboration among the team along with the joint efforts with other functional teams have been effectively advancing the following –

- *Strategic Trend/ Org / Risk Assessment* – Ops team and Marilia Hirano (Manager, IANA Continuous Improvement) collaborated with MSSI team and integrated the org and risk assessment with the annual strategic trend assessment, improving teamwork and efficient use of org resources. The result indicated almost everyone org-wide has participated and contributed inputs, which are being analyzed to support org planning and prioritization (i.e. annual & 5-year operating plans).
- *FY21-25 Operating & Financial Plan development* – The plan development core-team (Ops, Finance, MSSI, GDD, Communications) has launched the plan development, derived structure and roadmap, and obtained feedback from the BFC and Board in Kobe. The plan development focuses on the involvement of org-wide teams, Board and community. The key milestones are the two public comment periods (Jun and Dec) to obtain input from the community – first on the plan framework then the second on the entire five-year plan along with the plan of the first one or two years.
- *Open Data Program* - In partnership with OCTO, Legal, E&IT and Communications, the team is developing open data framework, data publication process, data assets management process, and customizing the open data platform. In Kobe, the collective team jointly conducted an open data workshop with the community to communicate progress and obtain feedback.
- *Regional Office Operational Initiative* – Partnering with the Regional Office Managing Directors and SVP Global Engagement on operational improvements of the regional offices. These improvements are joint efforts with HR, Finance, Legal, E&IT, Communications and other teams. The progression will continue to advance the operational aspects of the regions and org-wide.
- *Accountability Indicators* – Ops, E&IT and teams across org collaborated to improve and update the range of indicators and charts. Also, the team has begun the preparation to

ready the indicator changes for communicating the progression in achieving the new five-year strategic plan.

- *Org Continuity Plan development, Regional Security Management Model & more org-wide collaboration activities* are described in sections below.

Board Operations continued to focus on improvements and ongoing services. Here are some highlights:

Improvement Activity Highlights –

- During the January team workshop, the team collaborated on responsibility changes among the team focusing on higher value-add and career development, and the team has been conducting transition training since then.
- Finalized a new Committee Manual and a Committee Handbook encompassing key committee processes and materials to ensure best practices and institutional memory.
- Developed a Committee Meeting Cadence and aligned with committee work-plans to improve planning efficiency and visibility for the committee members and the Board Ops team.
- Developing an improved Board Manual to better serve the Board and org.
- Mapping training programs across org, Board and community to collaborate on opportunities.
- Initiated 2020 Board retreat venue planning – targeting one-year plus advance planning to optimize planning and cost effectiveness.

Ongoing Activity Highlights –

- Board Jan retreat & Mar workshop and ICANN64 plus 5 Board meetings – focused on timely agenda planning and Executive reviews, Board interactions with the community, new Board block lead training, meeting organization, content and logistics management, and action tracking reporting.
- During ICANN64, organized more than 20 other sub-groups & committee meetings; and partnered with the Policy team, prepared the Board for GNSO EPDP final report and launch of the consultation process on Governance Model, both were discussed heavily throughout Constituency Day.
- Organized and supported 34 additional Board Committee, Working Group, Caucus Group and PTI Board meetings. The high number of meetings held in this period is key to preparing the Board in reviewing and passing the final resolutions.
- Supported Board development in sourcing courses, approvals and registrations: 5 new Board members attended the leadership training in Kobe, 4 Board members registered for courses and several others are in the process of registering for additional trainings in the near future.
- Produced Board Quarterly Travel Cost Report timely for increasing transparency and cost savings

Risk Management continued to implement the revised Risk Management Framework contained in the Risk Management Policy.

- The first quarterly validation of refreshed ICANN org-level Risk Register was carried out. While quarterly updates of the register were already part of the risk framework, the updated framework requires a more vigorous quarterly validation. A new top risk was identified, one top risk was retired, and one top risk remained in the register but was no longer considered a top risk.
- Development of a new Continuity Plan began with focus on contingency planning for several key resources: Facilities, network access devices, especially laptop computers, and key staff.

- Risk Management collaborated in the <u>Trend, Organization & Risk Assessment</u> org-wide sessions to elicit from the participants the risks inherent in trends and operations. This represent and important efficiency to identify risks while these issues are being discussed.
- A <u>Board Risk Committee</u> meeting was held in the quarter and the Risk Management function supported the agenda, presentation materials, and presenters.

Security Operations continued to <u>drive cross-functional and cross- regional liaison</u> in order to optimize operational effectiveness, foster a greater shared understanding and unify our mission.
- The team fully migrated to the <u>Regional Security Manager (RSM) model</u>, whereby improved the team geographical responsibility distribution to enhance operational and financial effectiveness. Launched a weCANN blog to raise awareness across Org and to formally introduce the RSMs!
- Dovetailing into the RSM launch, Sean (RSM for LAC and EUR) and Andy (RSM for MEA) joined their respective regional all-hands meetings <u>furthering regional and cross-functional collaboration</u>.
- Furthering the RSM model in ICANN64, where Linda Chin (Global Ops Directors), as the <u>Regional Security Coordinator </u>(RSC) for APAC deployed to Kobe and formed an invaluable part of the security team (while Olly was at US Army Reserve Service). It was an opportunity for Linda to better evaluate and advance the RSC role across the regions while deriving cost savings.
- The RSM model has also strengthened the <u>security intelligence</u> training of the Security Ops team ensuring internal capability to gather such intelligence without costly external sources. Recently, produced a security intelligence report on Cancun and continued to monitor the criminal activities there. The latest report indicated that such activities are not near the ICANN67 venue and hotel area.
- To drive transparency and ensure the successful implementation of the <u>Travel Security Program</u>, Security Ops launched a weCANN blog regarding the program, informing staff not only of the role of Security Ops, but also the role of the staff themselves in travel security.
- The team took advantage of time around the Jan LA Board Workshop and conducted a <u>Security Ops team workshop</u> to fine tune the security programs, budget as well as RSM implementation.
- Collaborated with the <u>Global Crisis Management Team</u> to address an incident, putting the team's recently honed skills (from the latest training in Dec) to good use.

TOP ISSUES & MITIGATION
None.

ICANN Org Report to the Board

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

KEY HIGHLIGHTS & MILESTONES

The strategy to drive integrated Global HR and Administrative support across the organization remains the most important priority. Highlights include development of organizational and functional action plans following feedback from the organization's 2018 Engagement Survey, improving the management and administration of global benefits, filling a number of key vacancies, a focus on developing internal career opportunities to support retention and engagement, continued initiatives for staff learning and development, and the transfer of all IANA staff to the PTI legal entity.

OVERVIEW OF ACTIVITY

- **Compensation & Benefits:**
  - In addition to being the U.S. benefit plans broker of record, Gallagher was appointed to coordinate all global benefit plans broker services. We are working closely with them and their local brokers to enable them to fully understand our staff landscape and ICANN's benefit programs. We expect to leverage Gallagher's global presence to deliver greater efficiency in administering benefits and to drive continuous improvement in benefit offerings while ensuring strong cost management.
  - A number of U.S. benefits activities were also initiated, including transfer of absence management to a new third-party provider, Prudential, a recognized expert in the field of leave-of-absence administration; and, hosting benefits educational sessions for employees in March and April for Leave of Absence, Health Savings Account Administration and Utilization, and Retirement Education.
  - A total of 370 staff completed the FY19 SR1 Performance Review process and At-Risk payments were successfully paid out in December 2018.

- **Staff Learning and Development:**
  - Following feedback from our 2018 Engagement Survey, internal career development was prioritized through a number of new initiatives including a monthly staff communication on all staff moves and a commitment to post all vacancies internally for visibility to available opportunities.
  - Based on the 2018 Engagement Survey results, additional learning paths to enhance staff skills were developed using LinkedIn Learning and communicated to staff.
  - A training strategy was established for all regions.

- **Talent Acquisition:**
  - A number of critical roles were staffed through internal transfers and promotions including the appointment of a Cryptographic Key Manager and two Services Specialists in IANA; appointment of a Senior Counsel and Legal Counsel in the Legal function; HRIS manager and HR Generalist in Global Human Resources; Senior Director promotion internally in GDD; appointment of Cyrus Namazi to SVP, Global Domains Division; and responsibility for the IANA function assigned to David Conrad, SVP & Chief Technology Officer.

- **IANA Department Staff Transfer to PTI:**
  - Coinciding with the establishment of PTI and the Services Agreement commitment to transition the IANA staff to PTI within three years of the transition, effective 1 January 2019, all staff who were responsible for performing the IANA Function were directly employed by PTI. These staff continue to remain eligible to participate in all of ICANN org programs, policies and group health and welfare benefit plans.

TOP ISSUES & MITIGATION
None.

ICANN Org Report to the Board

Engineering & IT
Ashwin Rangan, SVP, Engineering & Chief Information Officer

KEY HIGHLIGHTS & MILESTONES

E&IT kicked off their portion of the Subpro project to assess systems and prepare for/support the next gTLD round. We have identified seven distinct components (system or modules), which need to inter-operate to create a seamless experience between application acceptance and sunrise for a new string. Most of these have to be built from scratch. As such, we expect this to become a major project for the foreseeable future and are working to complete existing projects and free up resources. In order to free up the right resources, we have requested help from the Executive Team. They have identified 16 "must complete" projects during FY19, FY20 and FY21. We are carefully monitoring these to successful completion. This list includes ITI, RZMS 3.0 and the proposed Subpro systems. These will be actively monitored.

With the transition of Product Management into the E&IT team we identified the need reorganize the E&IT function. To this end a small team was formed. The team has defined a proposed new org structure and presented to several executives during ICANN64. Final org structure will be implemented in May/June 2019.

OVERVIEW OF ACTIVITY

THE PILLARS

Contracted Parties Pillar

Naming Services Portal

A pilot to replace the current contractual compliance system was completed using standard Salesforce configuration. This covers more than 80% of the system requirements. The pilot has shown that we can deliver both Registrar and Compliance functionality much faster than initially planned. Full delivery is now scheduled for March 2020 rather than sometime in 2022, a 2-year acceleration in time-to-benefit.

CZDS 2.0

Successfully launched CZDS 2.0. This is incorporated into the Naming Services portal (NSp) making it simpler "one portal with single-sign-on" for registries to process and approve requests.

Community Collaboration Pillar

The Information Transparency Initiative (ITI)

Cycle 5 (the 5th 10-week development cycle) was complete – with deliveries including principal development for Registry Agreement content. Deliveries were on target and delivery was on time.

NomCom Candidate Portal Launch

Successfully launched the NomCom portal on 17 November. Provides prospective candidates a new means for applying, and more flexibility for business, to make real time adjustments on a more secure solution.

GAC 2 Character

A GAC 2-character solution was soft launched on 22 January and demoed to GAC leadership on 27 January, provides GAC members the ability to see 2-character second-level domain registrations related to their country.

Staff Operations Pillar
Oracle ERP Finance
A newly-developed Budgetary Control Report has been released to all budget owners. This report, generated online by budget owners, shows the real-time status of their actual, year-to-date spend against budget/latest forecast. This is a huge step forward in getting budget owners the information they need on a timely basis and reducing load on the Finance team. Giving managers access directly to their information should reduce the calls on Finance to provide up to date budget/actual analysis.

THE PLANKS
Enterprise Architecture, Release Services & Sustaining Engineering
Enterprise Architecture
The Platform Reduction and ICANN Service Retirement roadmaps have been published. These are now being reviewed by business owners for budgeting and support. In the March quarter we were able to retire eight services bringing down our systems count from 154 to 146. Such retirements reduce the reliance on old technologies.

General Data Protection Regulation (GDPR)
Data logging has been implemented for all services with the exclusion of Fellowship which will be released once current round of applications is closed. We have designed the Data Service Request (DSR) process. This covers any request from the community to identify and/or remove their data from our services. Detailed specifications for handling within each service are being defined.

Data Center Ops, Meetings Tech Services, Cloud Services & End User Support (EUS)
ICANN Meetings Shipment RFI/RFP
We awarded the ICANN Meetings Shipping & Logistics RFP to a new, more cost-effective vendor solution. The move to a new vendor will improve on-time deliveries for the large shipment to and from ICANN meetings. The new vendor was used for shipping to Kobe without issue. There were 1,759 delegates checked-in. We supported 275 sessions totaling 427 hours with 910 separate Adobe Connect sessions with 2,569 participants. At peak, our wifi network supported 1,877 clients without incident.

We completed early steps of implementing Zoom as our provider for remote Audio/Video (AV) participation. This change will replace Adobe Connect when fully implemented. Zoom promises to offer a better user experience while reducing costs for web and teleconferencing.

TOP ISSUES & MITIGATION
As part of the E&IT Optimization project we interviewed all the Executives as well as some of their managers. A recurring theme was lack of clear communication from E&IT to the business. We are actively working with Communications and others to develop a communication strategy to resolve this issue.

ICANN Org Report to the Board

Office of the Chief Technology Officer

David Conrad, SVP & Chief Technology Officer

KEY HIGHLIGHTS & MILESTONES

- Root KSK Rollover Follow-up Activities Proceed Successfully
- Revised Proposal for Name Collision Analysis Project (NCAP) Moving Forward
- Publish Domain Abuse Activity Monthly Reports, including historic reports dating back to January 2018
- Responded to reports of widespread attacks leveraging or against the DNS

OVERVIEW OF ACTIVITY

Root KSK Rollover Follow-up Activities Proceed Successfully

After the successful main root KSK rollover event occurred on 11 October 2018, less prominent but still important tasks remained before the rollover process could be considered totally complete. The public portion of now-former KSK, known as KSK-2010, remained published in the root zone, even though the corresponding private portion was no longer being used to sign any DNS information. KSK-2010 remained published intentionally as part of an orderly transition to the new KSK according to the automated trust anchor update protocol, which allows DNSSEC validators to automatically update their trust anchor configuration. This protocol not only allows a validator to observe a new KSK published in the root zone and automatically configure it as a trust anchor, but the protocol also allows previous KSKs to be "revoked", signaling a validator to remove a revoked KSK from its list of trust anchors. On 11 January 2019, KSK-2010 appeared in the root zone marked "revoked", causing any validators following the automated update protocol to remove KSK-2010 from their trust anchor configuration. The final step in the revocation process was removing KSK-2010 from the root zone: starting on 22 March 2019, KSK-2010 ceased being published in the root zone. (The private portion of KSK-2010 still resides in the Hardware Security Modules in ICANN's two Key Management Facilities, but this key material will be deleted from that equipment as part of key ceremonies held later in 2019.)

On 4 March 2019, OCTO published Review of the 2018 DNSSEC KSK Rollover, a comprehensive report detailing the entire rollover process. Also in March 2019, at ICANN64 in Kobe, Japan, and IETF 104 in Prague, Czech Republic, OCTO led sessions to gather the community's thoughts on timing and other details associated with future KSK rollovers. While KSK management falls under the IANA Functions Operator (IFO), OCTO is assisting with the process of gathering community feedback at the IFO's request.

Revised Proposal for Name Collision Analysis Project (NCAP) Moving Forward

The Security and Stability Advisory Committee (SSAC) NCAP proposal calls for three studies running consecutively to analyze the issue of name collisions. At the BTC's request, OCTO offered its technical assessment of the original NCAP proposal from SSAC and then drafted a revised proposal. The original proposal included some preparatory tasks for Study 2 as part of Study 1. The OCTO revision moves these preparatory tasks to Study 2 itself, which will avoid unnecessary effort if the Board were to decide not to proceed with Studies 2 and 3 based on the outcome of Study 1. At its meeting at ICANN64 in Kobe, Japan, the BTC recommended to the Board that the OCTO revision of Study 1 proceed, and the Board passed resolutions 2019.03.14.20 – 2019.03.14.23 directing the ICANN org to proceed with the revised version of

Study 1. OCTO staff met with the SSAC NCAP Work Party in Kobe to discuss next steps for proceeding with the work.

DNS Abuse Analytics and Reporting (DAAR) project methodology and reviews published
ICANN org recently published a series of DAAR monthly reports. The reports are now generated and published at the beginning of each month and retroactive reports have been generated and published dating back to January 2018. The reports can be found at: https://www.icann.org/octo-ssr/daar

Currently, OCTO is working to prioritize improvements to the system based on input from the community, including possible additional views into the metrics and finding solutions to measurement of Registrar abuse data. (Currently the limited access to WHOIS data due to rate limiting is prohibiting associating names with registrars).

Attack against the Domain Name System
After being alerted by a member of the operational security community regarding a possible breach at a number of DNS infrastructure providers, OCTO raised the awareness internally and ICANN Org initiated its Crisis Management Team (CMT).

The ICANN CMT, consisting of many parts of the organization, worked throughout the event, communicating directly with affected parties as well as making announcement to both contracted parties, DNS operators and the wider community. An example of such a notification can be seen at:
https://www.icann.org/news/announcement-2019-02-15-en

An update on the attack and ICANN's role were presented at the ICANN meeting in Kobe to the board, SSAC, RSSAC and other affected parties. OCTO staff continue to monitor the situation.

TOP ISSUES & MITIGATION
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: DNS ecosystem security vulnerabilities
As evidenced by events termed "DNS Hijacking" in the media, there are security vulnerabilities in the DNS ecosystem, including credential management (i.e., userids and passwords), lack of multi-factor authentication, insufficient DNSSEC-signing and validation, improper assumptions relating to security implied by X.509 certificates, and other aspects of "cyber hygiene".
Mitigation: In Kobe, ICANN Org instigated a session aimed at discussing best practices that can improve the security of the DNS ecosystem and will continue discussions at subsequent meetings, including the GDD Summit and ICANN DNS Symposium in Bangkok. In addition, OCTO is working on a strategy that will target improving identifier ecosystem security, stability, and resiliency.

ICANN Org Report to the Board

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

KEY HIGHLIGHTS & MILESTONES

This report covers Global Stakeholder Engagement (GSE), Meetings and the Public Responsibility Support Department activities from 17 December 2018 to 29 March 2019.

During this period, Global Stakeholder Engagement conducted a capacity development workshop in Fiji, delivered the Middle East DNS Forum in Dubai, a Universal Acceptance workshop in Benin, a LAC registry operations and strategy workshop in Brazil with GDD staff and community stakeholders, among several other events described in the next section. GSE also facilitated a mix and mingle event with community stakeholders at Civic Hall in New York; along with the Neo Brahmi Generation Panel meeting for the Bangla script in New Delhi in December 2018.

The Meetings team successfully managed the ICANN 64 meeting in Kobe, Japan and has been preparing for ICANN 65 in Marrakech, Morocco.

At ICANN 64 in Kobe, the Global Stakeholder Engagement and Public Responsibility Support teams provided briefings to At Large, participated in community sessions on the draft ICANN Strategic Plan and Operating Plan processes, the future of ICANN governance, regional sessions such as the LAC Space, Africa Regional Engagement Strategy, APAC Space, and technical community sessions.

OVERVIEW OF ACTIVITY

Global Stakeholder Engagement supported a variety of events and trainings between December 2018 and March 2018. These included the West & Central African Research and Education Network meeting in Accra, Ghana, the Second Arab High-Level Forum on WSIS and 2030 Agenda for Sustainable Development, DNSSEC workshops in Vanuatu, Pakistan and Nigeria, DNS abuse workshops in Kenya and Uganda, the CMS Africa Summit in South Africa, speaking at Aalborg University, the Technical University of Szczecin, academic engagement with universities in Kenya, American University in Washington, DC; the International Institute of Information Technology in Bangalore, Central European University in Budapest, speaking at the Digital Trade and Future Commerce Workshop in Bangkok, the Hosting and Domain Name Conference in Hyderabad, the first Canadian IGF in Toronto, the Smart Africa Steering Committee in Ethiopia, the CANTO Annual General Meeting in Guyana, the Trinidad and Tobago IGF, among other events.

Global Stakeholder Engagement facilitated community discussions on Universal Acceptance, Internationalized Domain Names, DNSSEC, root server system evolution and growing concerns about emoji domain names.

The Global Stakeholder Engagement team facilitated the CEO's participation at Mobile World Congress in Barcelona with ICANN CTO David Conrad.

Public Responsibility Support (PRS), in conjunction with other departments, completed the internal review of recommendations from the Human Rights Impact Assessment (HRIA) of ICANN org's daily business operations. This was the final step in the process to ensure that the

findings and recommendations fully reflect existing practices and policies. The report will be socialized within ICANN org in the month of April and published online in May 2019. It will contain analyses of human rights impacts in the areas of (1) Human Resources, (2) Procurement, (3) Event Planning and (4) Security Operations.

PRS launched the Age Diversity and Participation Survey to determine current perceptions of age diversity in the ICANN community and identify potential barriers to participation. The survey will help to clarify perceptions of diversity, equality, leadership and inclusiveness. This is a follow-up to the pilot survey on gender diversity in 2017. The ICANN organization will share a report with an analysis of gaps, perceptions and potential next steps. This data will help the ICANN community engage in informed discussions and identify ways to improve age diversity and support broad, inclusive participation.

PRS continued to support the ICANN Academy's Leadership Program during its sixth edition at ICANN64. The two-day program brought together 27 current and incoming leaders from 15 different groups within the ICANN community, including four new Board members. The program allowed participants to further develop their facilitation skills and help increase their understanding of the work and priorities of various Supporting Organizations and Advisory Committees.

Another capacity development effort supported by PRS was the Chairing Skills Program, which held its second edition during ICANN64. Through this peer-coaching effort, eight experienced leaders from across the ICANN community met with, and observed, 14 current ICANN Chairs during their sessions to provide feedback to help develop their chairing skills. The work between the coaches and their chairs will continue through telephonic observations between now and ICANN65.

The NextGen@ICANN Program will undergo a community review as it reaches its five-year mark in June 2019. As a first step, program alumni have been surveyed about the program and asked to indicate their level of engagement within ICANN. Similar to the Fellowship Program review, a questionnaire will go out to ICANN's Supporting Organizations and Advisory Committees to inform next steps. A proposed approach will go out for public comments. Strengthening linkages with the Fellowship Program and improving overall processes, engagement and participation of program participants are key objectives.

During this period (Jan-April 2019), the Meetings team supported 16 face to face meetings: the UA Coordination Group F2F Meeting in Washington DC in January; the GNSO Council Strategic Planning Session in Los Angeles in January; the EPDP Team F2F Meeting in Toronto, Canada in January; the Board Workshop and Executive meeting in Los Angeles in January; the SSR2 Review Team F2F in Los Angeles in January; the ICANN Community Engagement and Policy team F2F and Technical Study Group meetings in Washington DC in February; Middle East DNS Forum 2019 in Dubai in February; ICANN64 in Kobe in March. The Meetings team is also supporting the ATRT3 F2F & Technical Study Group Meeting in Washington DC in April; the RSSAC Workshop Reston, VA in April; the Board Workshop and Executive meeting in Istanbul in April/May 2019.

Travel Services Team:
- Travel Services serviced 605 travelers for the months of January through April 2019, across 24 meetings.
- ICANN64 in Kobe had 400 supported funded travelers.

TOP ISSUES & MITIGATION

During ICANN 64, Global Stakeholder Engagement presented the initial results of its survey of stakeholders in the regions on their priorities for ICANN engagement and capacity development programs. The results identify capacity development focus areas by region and community priorities. GSE will use these results to shape planning and resource prioritization for FY20 and the upcoming FY21-22 Operating Plan to be better aligned with community needs at a regional level. More information will be shared soon with the community in an ICANN blog post on the results.

The GSE team worked closely with OCTO/SSR to deliver hands-on DNS training for ICANN Org. Two trainings were delivered in January 2019 in the Singapore and Brussels offices, with 47 attendees from eight ICANN departments participating. The trainings help ICANN Org representatives to speak more effectively on DNS technical subjects within ICANN's remit and will allow the team deliver capacity development in the regions as requested by the ICANN community. Staff from Board Support, Government Engagement, GDD, Legal, Compliance, Security, MSSI, and Policy participated in the Brussels and Singapore trainings. The trainings have been well received within ICANN org, and the Global Stakeholder Engagement team members who have gone through the trainings have used the material to support community-facing trainings and talks on ICANN's technical activities in the regions.

ICANN Org Report to the Board

Communications, Language Services
Sally Newell Cohen, SVP, Global Communications

KEY HIGHLIGHTS & MILESTONES

The Communications and Language Services team worked closely with both internal (ICANN org) and external stakeholders to provide support for a range of projects and events, including ICANN64 in Kobe Japan, the Information Transparency Initiative, the recent attacks on the DNS and resulting media interest, and more. We are also taking a comprehensive look at ICANN's overall messaging strategy to ensure consistency across the organization. Our regional teams provided support for an array of local events that advance the Org's regional strategies.

OVERVIEW OF ACTIVITY

ICANN64/65: ICANN64 in Kobe, Japan, was an overall success from a Communications and Language Services perspective. Preparation for the meeting started as early as October 2018 when ICANN org met up with the Local Host Committee (LHC) representatives to discuss potential outreach events for stakeholders and media. In February, working with the Ministry of Internal Affairs and Communications (MIC), ICANN org distributed a press release (in Japanese) to local media raising awareness about ICANN64. As a result of joint efforts by ICANN org, LHC, and MIC, ICANN64 generated more than 150 articles by local, regional, and international media, which resulted in local attendance that was higher than anticipated.

Information Transparency Initiative: The Information Transparency Initiative (ITI) team is making steady progress on its deliverables. The major milestones and tasks completed since November 2018 include:

- The integration between the DMS and a Content Delivery Network has been built. This integration will improve the static content provision to site visitors based on their geographic location, resulting in an improved experience when rendering images and downloading documents.
- The ITI translation architecture has been established, which will improve efficiency in how translations will be managed by staff and will provide more consistency for site visitors.
- A tree-testing exercise was conducted at the ICANN64 Newcomers session. This allowed the team to test the navigation with a range of stakeholders.
- Five usability sessions were conducted during ICANN64 with Supporting Organization and Advisory Committee members to gather feedback on the proposed Public Comment wireframes.
- Requirements for Public Comment mailman replacement, Global Calendar, and Content Subscriptions are now documented.

Continued work in progress includes:

- Registration Agreement pages with advanced search capabilities will be released on https://feedback.icann.org for community testing by April 2019.
- Implementation of the new UX, UI, and IA for content associated with Board Meetings, Board Governance, Board Biographies, Board Committees, Documentary Information Disclosure Policy (DIDP) Requests and Responses, Independent Review Processes (IRP), Litigation, and Reconsideration Requests.
- Wireframing for the site map, navigation, information architecture (IA), and breadcrumb creation.

- UX, UI, and IA design for content associated with Registrants, Financials, Newcomers, NextGen, and Fellows.
- The content migration strategy.
- The catch-up audit to add ICANN taxonomy to content published to https://icann.org since first audit was completed in October 2018.

Regional Events/Outreach: Our regional teams regularly attend and provide on-the-ground support for a range of events and activities to interact with local media, promote participation in the ICANN community and policy development process, interact with regional stakeholders, and assist in the execution of the goals outlined in the regional strategic plans. During this period, these events included the CANTO 35th AGM in Georgetown, Guyana, the Trinidad & Tobago IGF, the Middle East DNS Forum in Dubai, UAE, Mobile World Congress in Barcelona, Spain, APRICOT in Daejeon, South Korea, WACREN 2019 in Accra, Ghana, and the XIX Intellectual Property Congress in Sao Paulo, Brazil, among others.

Language Services: We are in the process of migrating a portion of our transcription services from Verizon to ICANN's Language Services team, which will reduce overall costs while maintaining quality.

Zoom Transition: Following Engineering & IT's decision to switch from Adobe Connect to Zoom as ICANN's official remote participation platform, the Communications Team was tasked with the development of both external and internal communications strategies aimed at ensuring that both the community and staff are prepared for the transition. The execution of these strategies is underway.

ICANN Messaging: As ICANN continues to evolve and new stakeholders from around the globe join the ICANN community, it's critical that ICANN's messaging is clear, consistent, and accessible. The Communications team is working to update our messaging with specific focus on ICANN's role and current priorities to ensure alignment across the community and org.

DNSSEC: ICANN communications outreach surrounding the DNS attacks required sizeable effort and yielded significant results. Two announcements on the attacks were posted to icann.org, and, in coordination with the second announcement, the Communications team worked with the global wire service Agence France-Presse (AFP) on a story about the attacks. The AFP piece was picked up by more than 1,400 global news outlets around the globe. That story, combined other ICANN outreach (including social media), translated to 100,280 unique page views of the second announcement in just five days.

Government Engagement: The Communications team is working with Government Engagement to develop a comprehensive communications plan in support of the broader goal of addressing geopolitical issues that impact ICANN's mission by offering technical information. We are supporting GE in refining its approach to ICANN org's Legislative/Regulatory Development Reports, by developing messaging and materials in support of ICANN's IGO engagement, and drafting speeches, briefings, and materials to support participation in events around the world.

TOP ISSUES & MITIGATION

We continue to search for suitable candidates for the three currently unfilled roles within our team. As the Information Transparency Initiative moves forward, we continue to identify ways to balance the project's resource and staffing needs against the resource and staffing needs of other projects and initiatives.

ICANN Org Report to the Board

Policy Development Support
David Olive, SVP, Policy Development Support

KEY HIGHLIGHTS & MILESTONES

Address Supporting Organization (ASO)

- The ASO Address Council (ASO AC) selected Akinori Maemura to serve a second three-year term on the ICANN Board.
  - Full details of the election process and information on all candidates can be found [here](#).
- The ASO Address Council (ASO AC) convened at ICANN64 and conducted its monthly meeting, a session called "Let's Talk About Numbers," and a joint meeting with the ICANN Board.

Generic Names Supporting Organization (GNSO)

- Adoption of the GNSO Council Review of GAC Barcelona Communiqué for submission to the ICANN Board.
- Nomination of a Mentor for the ICANN Fellowship Program.
- Adoption of the Expedited Policy Development Process (EPDP) on the Temporary Specification Final Report and Recommendations.
- Approval of the final report of the Customer Standing Committee (CSC) Effectiveness Review.
- Reappointment of Becky Burr to seat 13 on the ICANN Board
- Publication of GNSO Council Strategic Planning Session Meeting Report (see https://gnso.icann.org/en/meetings/council-strategic-planning-session-final-25jan19-en.pdf) .
- Council input provided on:
  - ICANN Draft FY20 Operating Plan and Budget and Five-Year Operating Plan Update
  - ICANN Strategic Plan for Fiscal Years 2021 – 2025
  - Update Operating Standards for Specific Reviews

Country Code Names Supporting Organization (ccNSO)

- The ccNSO Council re-appointed Katrina Sataki (.lv) as chair and Byron Holland (.ca) as vice-chair. Alejandra Reynoso (.gt) was appointed as vice-chair.
- The following Councilors were (re-)elected by the ccNSO members joined ccNSO Council at the end of the meeting: Biyi Oladipo (.ng) (AF region), Jordan Carter (.nz) (AP region), Nick Wenban-Smith (.uk) (EU region), Demi Getschko (.br) (LAC region), and Pablo Rodriguez (.pr) (NA region).
- The ccNSO Policy Development working group on retirement continues its work. It has reached consensus on the basic process, and related maximum duration of the process (5 years if no agreement between ccTLD manager and PTI (as the current IANA Naming Function Operator), to be extended to 10 years with an agreement on the retirement planning). GAC was informed on progress to date.
- Approval of the final report of the Customer Standing Committee (CSC) Effectiveness Review and support of recommendations.
- ccNSO decision to adopt Roadmap to seek agreement with the ICANN Board on closure of further evolution of the Fast Track Implementation Plan and to seek agreement to start review of the recommended overall IDN ccTLD policy on selection of IDN ccTLD strings and inclusion of IDN ccTLDs in the ccNSO. The policy recommendations on selection of IDN ccTLD strings should replace the Fast Track Process.

- ccNSO Council decided to request the ICANN Board to change the Section 18.3 of the ICANN Bylaws (on the membership of IANA Function Review team), specifically to change the requirement to appoint a representative from a ccTLD manager, which is not a ccNSO member.
- The ccNSO Strategic and Operational Committee submitted comments on:
  - ICANN Draft FY20 Operating Plan and Budget and Five-Year Operating Plan Update
  - ICANN Strategic Plan for Fiscal Years 2021–2025
  - Update Operating Standards for Specific Reviews

At-Large/At-Large Advisory Committee (ALAC)
- The ALAC/At-Large community produced 11 policy comments and advice statements during the reporting period of 17 December 2018 through 29 March 2019. For a list of all Executive Summaries of ALAC Policy Comments & Advice since ICANN60, read here. For a list of the 2019 comments, read here.
- ALAC/At-Large continues to implement activities as set out in their At-Large Review Implementation Plan (see: The At-Large Review Implementation Plan Development workspace - read here).
- ATLAS III preparation continues in advance of the summit taking place at ICANN66 in Montreal. ATLAS III will focus on developing leaders from both At-Large Structures as well as individuals. Sixty participants from all five Regional At-Large Organizations will participate in addition to the thirty leaders supported through other means. For more information, read here.
- An ICANN64 Joint GAC-ALAC Statement on EPDP was approved during ICANN64.

Governmental Advisory Committee (GAC)
- The GAC published an official Communiqué, including formal GAC advice, at the conclusion of the ICANN64 Kobe, Japan meeting – see https://gac.icann.org/contentMigrated/icann64-kobe-communique.
- Follow-up on GAC Kobe Advice – The GAC and the Board are arranging to hold a joint April call to clarify Board member questions regarding the most recent GAC Advice issued at ICANN64.
- The GAC contributed public comments, including GAC Input on the Initial report of the Expedited Policy Development Process on gTLD Registration Data, GAC Comments on the ICANN Strategic Plan for Fiscal Years 2021 – 2025, GAC Comments on the ICANN FY20 Operating Plan and Budget and an FY20 SO/AC Additional Budget Request.
- During this period, GAC participants contributed substantially to cross community discussions regarding GDPR implementation and other registration data matters.
- Expanded GAC outreach and engagement in ICANN community activities were in clear evidence at ICANN64, including improved interactions with the ALAC, ccNSO, GNSO and SSAC leadership teams as well as cross community efforts involving the latest Accountability and Transparency Review effort and the Customer Standing Committee.
- During this period, ICANN org delivered a new web-based tool on the GAC web site that provides GAC Members with a daily automated service that displays 2-letter registrations at the second level.

GAC Operational Matters
- Membership – the GAC membership roster now stands at 178 Members and 37 Observers.

- The new GAC leadership team formally took on its responsibilities at the conclusion of the ICANN64 public meeting. Members of the new leadership team will formally serve until the end of ICANN67. GAC Chair Manal Ismail (Egypt) starts a new two-year term and new Vice Chairs Olga Cavalli (Argentina) and Luisa Paez (Canada) joined the leadership team beginning their first one-year terms. Former Vice Chairs Ghislain de Salins (France) and Guo Feng (China) (limited to two-consecutive terms) stepped down at the end of the Kobe meeting.
- A new GAC working group established at ICANN63 to explore improvements to GAC Operating Principles presented its proposed terms of reference and a work plan which were both endorsed by GAC members. The GAC also explored the use of new tools to help it plan for future public comment opportunities and to prepare for implementation of future accountability expectations recommended by the cross community working group on Accountability (Work Stream 2).
- The GAC transitioned from the support of an Independent Secretariat to full support from the ICANN organization through the Policy Development Support Team's GAC Support Staff members.

Root Server System Advisory Committee (RSSAC)
- Fred Baker from Internet Systems Consortium began his term as RSSAC Co-Chair.
- The RSSAC initiated a new work party on defining technical metrics and measurements of the Root Server System and the Root Server Operators.
- At ICANN64, the RSSAC conducted eight work sessions and met with the ICANN Board Technical Committee (BTC) and the ICANN Board. The RSSAC Co-Chairs also briefed the At-Large Advisory Committee (ALAC).
- The RSSAC Caucus met during IETF 104 in Prague, Czech Republic from 23 to 29 March 2019. The next RSSAC Caucus meeting will be during ICANN66.

Security and Stability Advisory Committee (SSAC)
- 12 December 2018, SSAC published SAC101v2: SSAC Advisory Regarding Access to Domain Name Registration Data version 2.
- 21 December 2018, SSAC published SAC104: SSAC Comment on Initial Report of the Temporary Specification for gTLD Registration Data Expedited Policy Development Process.
- At ICANN64, Board directs ICANN Org to proceed with the Study 1 on the Understanding the Current State of Name Collisions as refined by ICANN org.

Empowered Community and Empowered Community Administration
- The ASO appointed Axel Pawlik, NRO Secretary, as its representative to the Empowered Community Administration with effect from 1 January 2019 for a one-year term in accordance with the Bylaws.
- On 1 March, the Empowered Community Administration confirmed the approval of the FY20 IANA budget through its certification that no rejection action petitions were received.
- In accordance with the Bylaws, the ASO and GNSO confirmed the reappointment of Akinori Maemura and Becky Burr (respectively) to the ICANN Board for terms commencing after the next Annual General Meeting (in November 2019).

Root Zone Evolution Review Committee (RZERC)
- The RZERC has not received any questions or proposals to study during this period.

Customer Standing Committee (CSC)

- Adoption of amended Remedial Action Procedure.
- Adoption of change mechanism for changes to service level agreements. This change mechanism is aligned with and implements the amendments of the IANA Naming Function Contract as adopted by the Board at the Kobe meeting.

TOP ISSUES & MITIGATION

Empowered Community and Empowered Community Administration
- Several Decisional Participants continue to consider amendments or additions to their internal procedures in order to give effect to the Empowered Community's rights and responsibilities within their respective groups. Given the community's current workload, it is understandable that this procedural exercise has been ongoing for some time.

Address Supporting Organization (ASO)
- The implementation of recommendations resulting from the second ASO organizational review are underway. The Number Resource Organization Executive Council, the ASO Address Council, ICANN Board, and ICANN org (Policy Development Support, Legal, and Multistakeholder Strategy and Strategic Initiatives) are coordinating to ensure those implementation efforts that affect ICANN will be addressed adequately.

Generic Names Supporting Organization (GNSO)
- Expedited Policy Development Process on the Temporary Specification Phase 2 - The Council requested that the EPDP Team develop its work plan for phase 2 and identify whether the GNSO Council should consider any updates to the EPDP Team Charter. Phase 2 will address a system for standardized access to non-public registration data, issues identified in the Annex to the Temporary Specification, and items deferred from the Phase 1 deliberations. A call for expressions, extended to 8 April, was launched to find a new EPDP Team Chair.
- New gTLD Subsequent Procedures - The sub-groups are now working on the challenging exercise of developing final recommendations, taking into account public comment received. Concurrently, the WG is performing its initial public comment review for a Supplemental Initial Report on five (5) additional topics not fully captured in the main Initial Report. The Initial Report and the supplement both contained preliminary recommendations, with no consensus calls taken. As a result, WG members have suggested that an additional public comment period may be needed on a draft Final Report or select excerpts from that report. An additional public comment period would cause timelines to be extended beyond the current target date of mid-2019. The WG's Work Track 5, dedicated to geographic names at the top-level, has yet to complete its recommendations.
- Review of All Rights Protection Mechanisms (RPMs) in All Generic Top-Level Domains (gTLDs) -The Working Group has had to spend more time than anticipated on developing possible recommendations for Phase One of this PDP, due to longstanding divisions among various stakeholders on the issues leading to long and contentious discussions. Publication of a Final Report on Phase One would not be submitted to the GNSO Council before mid-Q3. The GNSO Council Leadership met with the PDP Co-Chairs at ICANN64 and asked them to deliver a detailed Phase One work plan with milestones and a realistic timeline by the 18 April GNSO Council meeting. As a result, the Phase One timeline will likely be extended yet again.
- IGO-INGO Access to Curative Rights Protection Mechanisms in All gTLDs – Although the Working Group submitted its Final Report to the GNSO Council, procedural concerns and

broader issues around IGO protections remain. The GNSO Council is now seeking what might be the best option moving forward.
- Reconvened PDP on Protections for IGO-INGO Identifiers in All gTLDs (scope limited only to certain names of the Red Cross) – After GNSO Council approval in September 2018 and ICANN Board adoption on 27 January 2019, the Implementation Review Team has been convened and held its first meeting on 28 March 2019.

Country Code Names Supporting Organization (ccNSO)
- The PDP-Retirement is focusing up to ICANN65 on defining oversight of the retirement process. The WG is very aware of the time they have taken to date.
- The ccNSO Council will look into the easiest method to allow IDN ccTLDs as members of the ccNSO as soon as possible.
- Requested amendment of Article 18.3 of the ICANN Bylaws re membership of IFRT.
- The independent ccNSO Organizational reviewer will publish its first set of recommendations. During ICANN64 there was a constructive dialogue between the ccTLDs present and the reviewers.

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

ALAC / At-Large Membership
- Members accepted from 17 December 2018 - 29 March 2019:
   - Individuals (9): 3 – AFRALO; 2 – APRALO; 2 – EURALO; 2 – NARALO
Note: several individuals were removed from membership during this time period, thus the final total of 337 ALSes and Individuals. Individuals did not substantially increase, but many applied.
   - At-Large Structures (3): Red de Desarrollo Sostenible – Honduras (LACRALO); Colegio de Ingerieros y Agrimensores de Puerto Rico (NARALO), The Internet Society India Mumbai Chapter (APRALO)

Regional At-Large Organization Activities:
- Cross RALO Issues: The RALOs hold regular teleconferences for collective input and decision making. During ICANN64, the five RALOs, Global Stakeholder Engagement (GSE) and Regional Partners (including RIRs) held a Workshop to facilitate greater collaboration. A breakout session by region (Africa, APAC, Europe, LAC and North America) allowed participants to discuss issues pertinent to their region and the way forward.

Government Advisory Committee (GAC)
- GAC members continue to contribute to a number of PDP and other working group efforts involving critical policy issues including new gTLD subsequent procedures, among others.
- DotAmazon - A number of GAC members remain particularly interested in the follow-up to the Independent Review Panel declaration regarding new gTLD applications submitted by the Amazon company.
- IGO Protections –Collaborative efforts are now underway between ICANN org and GAC observing organizations to help intergovernmental organizations (IGOs) complete a list of full IGO names that would be reserved to assure that web addresses containing the full name of an IGO at the second level in a new gTLD can only be registered by the named IGO.
- The GAC also noted in its Kobe Communiqué that the committee has had fruitful exchanges with the GNSO Council regarding the possibility of restarting a GNSO PDP on curative

protections, under conditions amenable to all interested parties, including IGOs and interested GAC members, with a view to achieving mutually acceptable results.

- Two Character Country Codes at the Second Level – A number of GAC members have continued to express concerns about how the Board decision of 8 November 2016 withdrawing the "Authorization Process" for the release of 2-character country codes under new gTLDs was in line with GAC advice on this issue. They alerted the Board that GAC members will look at the Board's scorecard response and get back to the Board for further discussion.
- GAC members also expressed appreciation for the development of the new web-based tool on the GAC web site that provides GAC Members with a daily automated service that displays 2-letter registrations at the second level. GAC members agreed to have the Montreal meeting as a checkpoint for further feedback.

Root Server System Advisory Committee (RSSAC)
- The RSSAC is ready to support implementation activities related to recommendations from its second organizational review. In anticipation, the RSSAC recently approved an annual work plan and changes to its leadership structure.
- The RSSAC remains committed to working with the ICANN Board and org on next steps in response to "RSSCA037: A Proposed Governance Model for the DNS Root Server System."

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 mid-December 2018 through the end of March 2019 included outreach and engagement events in Geneva, Brussels and New York; preparation and support for participation in the Mobile World Congress; and preparation for the WSIS Forum in April.

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 New York, US: and Geneva Switzerland; as well as supporting the CEO and ICANN Board members in bilateral meetings during trips to Barcelona Spain and technical trainings at the UN missions in New York. Bilaterals were held with Brazil, Canada, the US as well as UNESCO, WIPO, WEF UNODC, OFCOM and OSCE, and with GAC members and with some members of the Global Commission on the Stability of Cyberspace (GCSC) during ICANN 64.

The GE team also organized technical briefings for the representatives to the permanent missions to the UN in New York in December in follow up to a session done earlier in 2018.

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

OVERVIEW OF ACTIVITY

1. Liaising with the Government Advisory Committee (GAC)

Work with the GAC during this time period focused on the new 2-character tool with a demonstration for the GAC leadership and setting up accounts for all members and the credentialing process for additional GAC participants to test the tool. The GAC members will continue to interact with the tool and assess its use and anticipate possible feedback by the ICANN 67 Montreal meeting.

The GE team continued to support the GAC capacity building program through the production and circulation of the Evaluation report on the initiative to the Underserved Regions Working group. The report was discussed on an intercessional call and later distributed to the full GAC. GE continues to work with the GAC leadership and the Underserved Regions Working Group (USRWG) on needs identified through the capacity building workshop evaluation process. This includes planning a half-day session at the start of the ICANN 65 in coordination with a possible event planned by the Moroccan government. GE also continues to work includes with the GAC to identify possible new ICANN Learn courses and to find ways to leverage existing courses and tools to augment workshops and face to face meeting opportunities.

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.

Since early December GE staff participated in several events and briefings with various IGOs. This included participation in the intercessional meeting of the UN Commission on Science and Technology for Development (CSTD) which addressed questions about the role and future of the WSIS Forum and the IGF; the OECD Global Forum on Digital Security for Prosperity, the UN HL Panel event on Trust and Security; the COM-ITU meeting in Copenhagen and the UNIDR Workshop on UN Cyber initiatives. GE also provided an update on ICANN and the current activities in the DNS for a CTO roundtable; participated in the OECD Going Digital conference and the UNESCO conference on Roaming and AI.

GE continues to monitor the high-level discussions in the UN General Assembly and the discussions of resolutions that could potentially impact ICANN's remit. Cyber security and norms in Cyber Space topics continue to dominate discussions in various forum with increasing numbers or groups active in the space. GE continued to monitor the discussions about the Open Ended WG proposed for the UN as a single home for the cybersecurity issues, including sharing information with Board members and OCTO on initiatives.

In addition, GE and GSE staff supported several bilaterals for ICANN's CEO with senior government officials from several countries attending the Mobile World Congress in Barcelona.

The GE team conducted outreach and bilateral meetings with several Missions in Geneva including Canada, the US as well as multiple engagements with the IGOs including meeting with WIPO on IGO names, WEF meeting on its cybersecurity center Geneva and an update on ICANN, meeting with UNESCO regarding the Internet identifier project as well as attending the OSCE meeting held in Vienna and working with UNODC. The GE team continued its work with colleagues on discussions in ICANN community and the larger IG ecosystem on data protection and the GDPR as part of the trend analysis work with MSSI and the broader outreach and engagement work with governments and IGOs. This included outreach and engagement sessions in Geneva, Brussels and New York on the operation of the DNS, the potential impact of GDPR and the role of ICANN in the Internet Ecosystem. Also, a technical briefing and information session was conducted in New York for the members of the permanent missions to the UN.

In addition, GE staff are preparing for ICANN participation in UNCTAD E-Commerce week and the WSIS Forum in early April.

3. Participation in Internet Governance Discussions
GE continued its active support of the global IGF through representation on the IGF MAG; and through its support for the open consultation meetings of the MAG. The next global IGF 2019 will be held in Berlin Germany 25-29 November 2019. Preliminary planning has already begun as the applications for all sessions, Open Forums and Day zero events panels or workshops must be submitted in early April.

In implementation of the Boards direction to the CEO to take the ITU-D application forward on a fee exemption basis a sector member application and fee waiver request was submitted to the ITU in February. Decisions about fee exemptions are taken at the ITU Council level and the next Council meetings are in June. The GE team also has been notified by ECOSOC that due to the extremely large number of ECOSOC accreditation applications received last year the UN could not complete all the application reviews during their January session and therefore the ICANN accreditation application as with all other remaining applications will be reviewed instead in the upcoming round in June 2019. No questions or requests for additional materials have been raised at this time.

TOP ISSUES & MITIGATION

During ICANN 64 Kobe government engagement activity addressed a number of issues including 2- and 3-character codes. The dialogue continued with various governments to address and define their concerns. A new tool for GAC members to check use of 2 and 3-character codes at the second level was introduced and demonstrated. The introduction of this tool to that GAC membership has furthered the understanding of the issue and improved awareness of the actual frequency and use of 2-character codes. Use of the tool and requests for additional credentials for additional members interested in its use continues to increase. The GAC anticipates the possible provision of feedback on the tool at the ICANN 65 Montreal meeting.

Two other ongoing areas of activity remain legislative and regulatory activity and discussions regarding contested strings. Specifically GE in collaboration with the GSE continues to monitor the development of the e-privacy initiatives and various cybersecurity topics as they are raised in various fora. The GDPR, its impact on ICANN Org processes and procedures and the development of mechanisms to more effectively monitor developing legislative and regulatory initiatives globally remains a primary focus. The work in this area is to identify any potential impact on ICANN within its remit and to provide factual information to decision makers whenever possible to help avoid unintended negative consequences. Previously reports on this activity were published in coordination with the CEO reports to the Board. The publication of the proposed charter for the legislative tracking initiative prior to ICANN 64 Kobe and the feedback from the community that it generated has led to a decision to reexamine the focus of the monitoring, the reporting, and the mechanisms for potentially gathering information from the community. This will mean a temporary pause in the production of the published reports while the process is examined and revised to align with the feedback received thus far and the reports are restructured accordingly.

On contested strings GE continues to support the executive team and other departments in the liaison work and dialogue necessary to move to resolution of these items.

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 functions areas of responsibility including overseeing and managing reviews (Specific and Organizational), data protection/privacy, strategic outlook and strategic planning, and the finalization and next steps of the cross-community working group - Work Stream 2 (CCWG-WS2) draft recommendations.

CCWG-Accountability Work Stream 2 (WS2)
The Board held a public session on 27 January 2019 to discuss the WS2 Final Report during its 2019 LA Workshop after which the Board re-established the Transition Caucus Group. The Board Transition Caucus Group held its first meeting on 26 February 2019 to begin its review of the WS2 Final Report and to request the ICANN org prepare an Implementation Assessment Report to assist the Board in consideration of the WS2 Final Report, and the feasibility of adopting all its recommendations. The Implementation Assessment Report is intended to provide constructive guidance to the Board for accepting the proposed WS2 recommendations, and to identify potential issues that require further clarification. The Transition Caucus Group will meet after ICANN64 and discuss recommendations and provide a timeline for next steps on the Board's deliberations of the WS2 Final Report.

Regarding strategic planning, a draft ICANN strategic plan for fiscal years 2021-2025 was posted for public comments from 20 December 2018 to 25 February 2019. At ICANN64 in Kobe, the community, the organization and the ICANN Board discussed the current draft, the comments received, and the strategic planning process during a high-interest open session.

In relation to the proposed second objective of the Draft ICANN Strategic Plan for Fiscal Years 2021-2025, which states that ICANN should "improve the effectiveness of ICANN's multistakeholder model of governance," the function has supported the independent facilitator with regards to the work with the community, session at ICANN 64, public comments on the issues identified, and preparing for the upcoming session at ICANN65.

On specific reviews, the Competition, Consumer Trust, and Consumer Choice (CCT) Review Team submitted the final report to the ICANN Board in September 2018. The Bylaws-mandated public comment period, closed on 11 December 2018, to gather community input on the final report and recommendations (see report of comments received). On 1 March 2019, the Board passed a resolution to take action on the recommendations (see Board resolution, Blog and various related correspondence). At ICANN64, there was community discussion regarding the CCT Recommendations and Board resolution, and communications between the CCT-RT leadership, ICANN Board and community on addressing future specific review recommendations.

The **Second Security, Stability & Resiliency** (SSR2) Review Team is concluding its work on assessing the implementation of SSR1 recommendations and has defined its other workstream items. The review team is in the process of data gathering and formalizing their findings.

The **Registration Directory Service** (RDS- WHOIS2) Review Team analyzed the public comments received on their draft report and is updating their draft report and recommendations,

as needed. RDS-WHOIS2 aims to finalize its work and submit its final report to the Board in April 2019.

The **third Accountability and Transparency** (ATRT3) Review Team was established following the Supporting Organizations/Advisory Committees (SO/ACs) finalizing their confirmation of nominees and the SO/AC chairs announcing the final composition of the review team on 20 December 2018.

Additionally, the Board passed a resolution to appoint Maarten Botterman to serve as a member of ATRT3. The ATRT3 selected its leadership and is holding its first substantive meeting in Los Angeles on 3-5 April 2019 to determine their scope, plan out their work, set their timeline, and detail out their terms of reference. ATRT3 determined that 3 April 2019 will be considered the date of "convening" their team and official start of their substantive work.

To ensure transparency to the community on the progress and resources relating to the Specific Reviews, fact sheets are published on a quarterly basis. These can be found on their respective wiki pages (CCT – SSR2 – RDS-WHOIS2) and are annexed to this CEO Report.

In collaboration with the community and the Board, the team has drafted Operating Standards, a Bylaws-mandated document helping to conduct specific reviews consistently, transparently, efficiently, effectively, and in alignment with the ICANN Bylaws. The public comment for the latest draft closed on 20 February 2019, and the community submitted six contributions, a summary of which can be found in the corresponding Staff Report of Public Comment Proceedings. The comments were generally supportive of the updated Operating Standards. However, commenters noted a number of areas that could be expanded or modified and made concrete proposals in accordance with their views. The ICANN org held a public session during ICANN64 and is now updating the draft Operating Standards to reflect the community's input. The expectation is that the Board will consider adoption of the Operating Standards no later than ICANN65.

Regarding organizational reviews, for the **At-Large Advisory Committee (ALAC) Review** the Board accepted the ALAC's detailed implementation plan on 27 January 2019. The ALAC's first six-monthly implementation report is due to be submitted to the Organizational Effectiveness Committee (OEC) no later than 27 July 2019. The Board accepted the **Nominating Committee (NomCom) Review Final Report** and accepted the NomCom Review Feasibility Assessment and Initial Implementation Plan, subject to appropriate implementation costing, on 14 March 2019. The Board requested that the NomCom Review Implementation Planning Team convene a working group to draft a detailed implementation plan to be submitted to the OEC no later than 14 September 2019. ICANN org published a call for volunteers to join the NomCom Review Implementation Working Group on 25 March. Preparations are underway to support the work of this group, which will be responsible for planning and overseeing the implementation of the review recommendations. The **Root Server System Advisory Committee (RSSAC) Review** Final Report was published in July 2018. The RSSAC Review Working Party has submitted its Feasibility Assessment and Initial Implementation Plan to the OEC in October 2018. The OEC will make a recommendation to the Board on appropriate action in early 2019, with Board action anticipated for May 2019. The **Security and Stability Advisory Committee (SSAC) Review** Final Report was submitted by the independent examiner on 17 December 2018. The SSAC Review Work Party is currently drafting its Feasibility Assessment and Initial Implementation Plan, the completion of which is expected for May 2019. OEC consideration and Board action will follow. The independent examiner of the **Country Code Name Supporting Organization (ccNSO) Review** shared its draft assessment

report with the ccNSO Review Working Party on 15 February 2019. The final assessment report will be published on 8 April for public consultation.

The implementation of the recommendations resulting from the second **Address Supporting Organization (ASO)** organizational review are underway. The Number Resource Organization (NRO) Executive Council, the ASO Address Council, ICANN Board, and the ICANN org are coordinating to ensure those implementation efforts that effect ICANN will be addressed adequately.

The ICANN Board, via the OEC, has tasked MSSI to facilitate a streamlining process of organizational reviews. While some procedural improvements were effectuated during the current second round of reviews, the ICANN community, Board and the ICANN org all agree that organizational reviews will benefit from further improvements. To this end, the function is working with the OEC to compose a detailed plan on how the streamlining process should be conducted and what areas of the organizational review process might benefit from improvements, including appropriate community participation during all relevant stages of the streamlining. Once this plan is finalized it will be published for public comment to ensure that the Community agrees with the streamlining plan. Subsequently, the streamlining work can begin with the goal of completion prior to the third round of organizational reviews, currently scheduled to commence in July 2021.

In relation to data protection/privacy, there is continued coordination 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. This work includes ICANN org's compliance with the law and development of the Temporary Specification for gTLD Registration Data, which went into effect on 25 May 2018. Additionally, the Temporary Specification has been reaffirmed by the ICANN Board for successive 90-day intervals on 21 August 2018, 6 November 2018, and 27 January 2019. Further, the function is closely coordinating with Global Domains Division (GDD), legal and respective departments and the Board on continued dialogue and work toward developing a possible unified access model for those with legitimate purposes under the law to gain access to non-public registration data. This has included the work of the Technical Study Group on Access to Non-Public Registration Data, which published its Draft Technical Model in March 2019.

In relation to other related developments, ICANN org continues to track developments, including the proposed ePrivacy legislation in the European Union and the California Consumer Privacy Act, which comes in to effect on 1 January 2020, 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 team is currently supporting four specific reviews (CCT, SSR2, RDS-WHOIS2, and ATRT3) and five organizational reviews (At-Large, NomCom, RSSAC, SSAC, ccNSO) under the Bylaws, as detailed above. As the work of the specific review teams concludes, these reviews move toward Board action and subsequent implementation planning and execution. The MSSI role shifts into facilitation and coordination of the work of the relevant cross-functional subject matter experts, while driving the review program to achieve effective outcomes and informing the

Board and the community of implementation progress. In response to community discussions at ICANN64, there will be a session at ICANN65 to allow further discussions on how to enhance the effectiveness of specific reviews recommendations and their implementation. Additionally, the team will facilitate upcoming discussions between ICANN community and Board to develop a process to prioritize and establish a sustainable cadence of review implementations, while establishing a protocol for handling specific review recommendations.

The OEC oversees specific and organizational reviews and related processes. 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. The department supports this reviews-related work and will work on improvements to contribute to greater effectiveness and impact of specific review recommendations and implementation.

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 org internal issues:

On the Contracted Parties and Engagement Track, the ICANN org has published several communications related to the work of the Technical Study Group on Access to Non-public Registration Data. The ICANN org also notified the contracted parties when the ICANN Board again reaffirmed the Temporary Specification for gTLD Registration Data on 27 January 2019. Per the requirement in ICANN's gTLD registry agreements and the Registrar Accreditation Agreement, the ICANN Board must reaffirm a temporary specification every 90 days, for no more than one year.

The Expedited Policy Development Process (EPDP) that was established by the Generic Names Supporting Organization (GNSO) to consider the adoption of the Temporary Specification as consensus policy. The EPDP completed its Phase 1 work. The GNSO Council voted to approve those recommendations, which are now open for public comment. The EPDP is expected to consider a standard access mechanism for third parties with a legitimate interest seeking non-public registration data in Phase 2 of its work, for which the EPDP has begun to plan its efforts. To inform this part of the EPDP's work, the ICANN org has continued to develop a possible unified access model to facilitate further discussions with the European Data Protection Board and, where possible, increase legal certainty on whether such a model may be implemented within the law. This work is not intended to replace the multistakeholder policy development process, but rather to inform it.

Following the CEO's announcement in November of the formation of a Technical Study Group on Access to Non-Public Registration Data, the group of 10 volunteers with expertise in the Registration Data Access Protocol (RDAP), distributed authentication/authorization technologies, systems architecture, design-thinking and other relevant topics. The group published a Draft Technical Model on 6 March and received feedback at ICANN64 in Kobe, Japan and via email on a wide range of topics, including: the assumptions on which the model will be built, who will review requests for non-public registration data, and how the requested data will be stored and transferred, among other issues. The group plans to revise its model based on that input and submit a final version to the CEO by mid-April.

With regards to the Internal ICANN organization related issues track, ICANN 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 notices of data privacy for ICANN personnel, Board members, and augmented staff. Contracts with third parties that may involve the handling of personal data have been and continues to be reviewed to include GDPR compliant data processing addendums where required. Records of Processing Agreements are currently in place for all business units and are on track to be reviewed and updated on a bi-annual basis. The ICANN org-wide training is conducted on an annual basis and/or when required. The ICANN org has been and continues to process data subject requests for erasure and/or access pursuant to a procedure that has been developed for this process. 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, with inputs received at ICANN63 in Barcelona, the ICANN org and Board finalized a draft strategic plan, which was posted for public comments from 20 December 2018 to 25 February 2019. Additional feedback from the community was collected on the draft plan at ICANN64. The ICANN org will publish a staff report on the public comment proceedings by the end of March, and will incorporate this feedback into a revised strategic plan. The revised document will be presented to the ICANN Board, with the aim of Board adoption in May / June 2019. During this reporting period, MSSI also conducted its annual round of Strategic Outlook identification sessions, facilitating 14 sessions within the organization, involving close to 300 participants. Next step will be to compute and analyze the information that was collected through this process, in order to report out on observed evolutions of the various internal and external trends that affect ICANN.

On ICANN's work to improve the effectiveness of the multistakeholder model, as outlined in the proposed Strategic Objection 2 of the Draft ICANN Strategic Plan for Fiscal Years 2021-2025. At ICANN63 in Barcelona, the ICANN Board asked the community for feedback on that objective. Based on that community response, the Board asked the CEO to appoint an independent facilitator to continue the conversation with the community. Brian Cute, a longtime community member, was asked to serve in that role. At ICANN64, Cute hosted a high-interest session in Kobe to help develop a list of issues that present challenges to the effectiveness of the multistakeholder model.

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. With the CCT Review being the first specific review to issue recommendations, ICANN community and Board engaged in discussions during ICANN64, agreeing to work together toward improvements to produce prioritized and useful recommendations and a feasible plan for implementation.

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, in May 2018 the ICANN org posted for Public Comment short-term and long-term options to address the timing challenges associated with reviews. Due to the limited number of comments submitted and diversity of views (see Staff Report on Short-term Options and Staff Report of the Long-Term Options), the Board decided to publish a consultation paper

in September 2018, to confirm our understanding of the community's feedback and agreement with next steps for ATRT3 and for the improvements to streamline specific and organizational reviews. Community feedback indicated support for the proposed next steps and timeline for starting ATRT3. In terms of streamlining future reviews, the community provided input and broad support for the way forward, as noted in the consultation paper. The ICANN org will continue to analyze the input and engage with the community to develop detailed proposals aiming to make reviews more effective and impactful.

The work of developing Operating Standards, in collaboration with the community, in part has helped to identify and propose processes to address the new Bylaws requirements. 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. The extensive community discussions and consultation on reviews have increased awareness of the importance of reviews and contributed to a better understanding of the significant commitment of volunteer time and ICANN resources. The ongoing process of streamlining reviews will aim to improve review effectiveness and impact.

In addition, GDPR also remains a top issue for the ICANN org. 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 to privacy regulations including GDPR to ensure that the ICANN org is compliant with such regulations.

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

FACT SHEETS

ATRT3 (most recent quarterly version posted March 2019)

Accountability and Transparency (ATRT3) Review
Fact Sheet as of **31 March 2019**

The Accountability and Transparency Review is mandated by ICANN Bylaws Section 4.6 (b) to examine ICANN's execution of its commitment to maintain and improve robust mechanisms for public input, accountability, and transparency so as to ensure that the outcomes of its decision-making reflect the public interest and are accountable to the Internet community.

ATRT3 Wiki Page:	https://community.icann.org/display/atrt/ATRT3	Co-Chairs:	Cheryl Langdon Orr	Planning Start Date:	22-Jan-2019
Contact ATRT3-RT:	input-to-atrt3@icann.org		Patrick Kane	Kickoff Date:	3-Apr-2019
Questions:	reviews@icann.org				

Financial Resources

Direct Review Costs	Approved Budget	Spent to Date	Committed Services	Total Spent and Committed to Date	Remaining Budget
Professional Services	$ 100,000.00	$ -	$ -	$ -	$ 100,000.00
Travel	$ 230,000.00	$ 2,134.52	$ -	$ 2,134.52	$ 227,865.48
ICANN Org Support					
Total	$ 330,000.00	$ 2,134.52	$ -	$ 2,134.52	$ 327,865.48

ATRT3 - RT Overall Attendance Rates

ATRT3 - RT Overall Attendance Rates
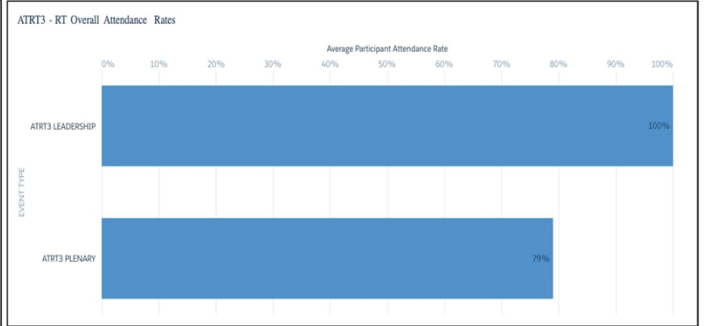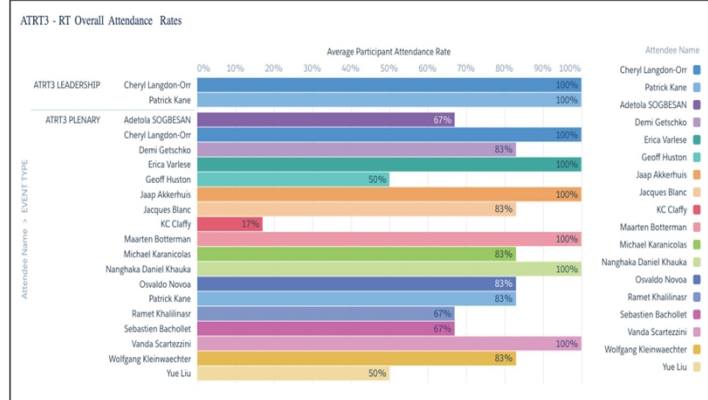
CCT (Final Fact Sheet October 2018)

Competition, Consumer Trust and Consumer Choice (CCT) Review
Fact sheet as of: 31-Oct-2018

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

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

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

Wiki Page:	CCT Wiki Home Page
CCT-RT Email:	input-to-cctrt@icann.org
Review Questions:	reviews@icann.org

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

Review Status (as of 31 Oct 2018)

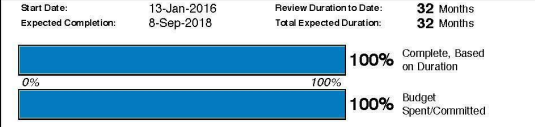|			
Start Date:	13-Jan-2016	Review Duration to Date:	**32** Months
Expected Completion:	8-Sep-2018	Total Expected Duration:	**32** Months

100% Complete, Based on Duration

100% Budget Spent/Committed

Section I: People (as of 31 Oct 2018)

Review Team members: **15**

Volunteer Participation Rate **64%**

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

Face-to-face meetings:	8	Meetings
Calls (plenary and subteam):	142	Calls
Volunteer meeting & call time:	3,366	Hours
Personnel support time [1] (estimated hours and cross-organizational)	11,653	Hours

[1] Does not include time for Executives, Legal, IT Personnel and Other Organizational Support

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

Direct Review Costs [1]	FY19 Approved Budget [2]	FY19 Budget Spent to Date [3]	Committed FY19 Services [4]	Remaining FY19 Budget	Actual Expenses Review to Date [3]	Total Spent and Committed to Date
Professional Services - IAG-CCT	$ -	$ -	$ -	$ -	$ 210,000	$ 210,000
Professional Services - CCT	$ -	$ 650	$ -	$ (650)	$ 1,540,000	$ 1,540,000
Travel	$ -	$ 5,490	$ -	$ (5,490)	$ 420,000	$ 420,000
Total	$ -	$ 6,140	$ -	$ (6,140)	$ 2,170,000	$ 2,170,000

[1] Excludes ICANN Organization and overhead allocation.
[3] Based on the most recent month end financials (may not include recent expenditures). Represents expenses incurred since inception of work.
[2] Includes incremental approved professional services budget of $180,000.
[4] Professional services includes services from signed contracts to be provided or invoiced; travel includes upcoming scheduled meetings. ICANN60

Section III: Milestones (as of 31 Oct 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 discussions papers
- ☑ Discuss/approve/consolidate findings and interim recommendations
- ☑ Approve interim recommendations
- ☑ Circulate interim recommendation to implementability of interim
- ☑ Circulate interim recommendation to Subsequent Procedures PDP WG
- ☑ Socialize interim recommendations with community
- ☑ Build and approve Draft Report for public comment
- ☑ Issue draft report for public comment and socialize draft recommendations with
- ☑ Produce summary of public comment received
- ☑ GDD to provide input on draft recommendations

New Sections
10% of total effort

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

Final Report
25% of total effort

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

TOTAL:
100% Milestones Completed

RDS (most recent version included in the Review Team's Final Report - February 2019

Registration Directory Service (RDS-WHOIS2) Review
Fact Sheet as of: 28-Feb-2019

NOTE: Information in this fact sheet was presented in the Final Report and reflects financial data through the end of Feb 2019. Additional expenses may appear in future financial reports and will be posted on the wiki here: https://community.icann.org/display/WHO/Fact+Sheet

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

Wiki Page:	RDS-WHOIS2 Wiki Home Page
Contact the RDS-WHOIS2-RT:	Input-to-rds-whois2-rt@icann.org
Review Questions:	reviews@icann.org

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

Review Status (as of 28 February 2019)

Start Date:	Jun-17	Review Duration to Date:	**21** Month(s)
Expected Completion:	Feb-19	Total Expected Duration:	**21** Months

100% Complete, Based on Duration

60% Budget Spent/Committed by Review Team

Section I: People (as of 28 February 2019)

Review Team members: **11**

Volunteer Participation Rate **71%**

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

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

Section II: Financial Resources (as of 28 February 2019)

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	$12,022	$100,000	$112,022	$87,978
Travel [4]	$200,000	$150,000	$0	$150,000	$50,000
ICANN Org Support	$150,000	$0	$70,000	$70,000	$80,000
Total	**$550,000**	**$162,022**	**$170,000**	**$332,022**	**$217,978**

[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.

[4] As noted in FY19 Operating Plan, a new "standard" assumption of 10 supported travelers was implemented for each review. This resulted in a revised baseline travel budget of $195,000.

Section III: Milestones (as of 28 February 2019)

Review Planning	Research & Studies	Draft Report	Final Report	TOTAL:
20% of total effort	20% of total effort (to be reviewed by RT)	35% of total effort	25% of total effort	100% Completed

Review Planning
- ☑ Determine role of observers
- ☑ Determine leadership
- ☑ Finalize legal docs (Conflict of Interest policy, NDA, Statement of Interest)
- ☑ Adopt methodology and framework that identifies prioritized focus of RT work
- ☑ Adopt and publish Terms of Reference/communication with Board
- ☑ Adopt and publish Work Plan
- ☑ Define Review Team project management roles and responsibilities, including budget
- ☑ Identify need for and deliver proposal on division of work
- ☑ Develop and adopt outreach plan
- ☑ Send adopted Terms of Reference and Workplan to Board

Research & Studies
- ☑ Assemble repository of background materials
- ☑ Identify briefings/data sources needed
- ☑ Determine need for independent expert(s) and develop Statement of Work

Draft Report
- ☑ Subteams to present initial findings to Review Team
- ☑ Develop/adopt template for findings, recommendations and report
- ☑ Assemble findings and potential recommendations
- ☑ Cross-check interim recommendations with scope/Bylaws, obtain feasibility
- ☑ Socialize draft recommendations with community
- ☑ Publish Draft Report for Public Comment
- ☑ Adopt public comment summary for publication

Final Report
- ☑ Review public comment received and incorporate as appropriate
- ☑ Cross-check final draft recommendations with scope/Bylaws and obtain feasibility
- ☑ Approve final findings, recommendations and report for Board consideration
- ☑ Submit Final Report to ICANN Board
- ☑ 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 quarterly version posted December 2018)

Second Security, Stability and Resiliency (SSR2) Review
Fact Sheet as of: 31 December 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-ssr2rt@icann.org
Review Questions:	reviews@icann.org

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

Review Status (as of 31 December 2018)

Start Date:	Mar-17	Actual Review Duration:	**15** Months
Expected Completion:	Jun-19	Months Since Review Kickoff	**22** Months
		Total Expected Duration:	**27** Months

55% Complete, based on Duration
*7 months pause not included

55% Budget Spent/Committed by Review Team

Section I: People (as of 31 December 2018)

Review Team members: **14**

Volunteer Participation Rate: **70%**

Assigned ICANN Org Members: **7**

Face-to-face meetings (plenary/subteam):	**12** Days
Calls (plenary/subteam):	**41** Calls
Volunteer meeting & call time:	**1,267** Hours
Personnel support time [1] (estimated hours and cross-organizational):	**4,109** Hours

TOTAL ICANN Org Participants [2]: **29**

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

Section II: Financial Resources (as of 31 December 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	$60,000	$0	$60,000	$140,000
Travel [4]	$200,000	$190,000	$0	$190,000	$10,000
ICANN Org Support	$150,000	$50,000	$0	$50,000	$100,000
Total	$550,000	$300,000	$0	$300,000	$250,000

[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.
[4] As noted in FY19 Operating Plan, a new "standard" assumption of 10 supported travelers was implemented for each review. This resulted in a revised baseline travel budget of $195,000.

Section III: Milestones (as of 31 December 2018)

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

Review Planning	Research/Conduct Review	Draft Report	Final Report	TOTAL:
15% of total effort	40% of total effort	25% of total effort	20% of total effort	**33%** Completed

Review Planning
- ☑ Determine leadership
- ☑ Adopt and publish Terms of Reference
- ☑ Adopt and publish Workplan
- ☑ Send adopted Terms of Reference to ICANN Board
- ☑ Develop and adopt outreach plan
- ○ Develop and adopt template for findings and recommendations

Research/Conduct Review
- ○ Complete repository of background materials
- ○ Identify briefings/data sources needed
- ○ Receive answers from ICANN staff, and generate any follow-up queries
- ○ Workstream 1- SSR1 Evaluation of implementation
- ○ Workstream 2 - ICANN SSR
- ○ Workstream 3 - DNS SSR
- ○ Workstream 4 - Future Challenges
- ○ Workstream 5 - IANA Transition

Draft Report
- ○ Administrative duties, formatting
- ○ Internal review of workstream output and draft recommendations
- ○ Outreach on draft recommendations
- ○ Assemble draft report
- ○ Approve draft findings and recommendations
- ○ Publish draft report
- ○ Public comment period and outreach on draft report

Final Report
- ○ Update Draft Report
- ○ Approval Process
- ○ Send Final Report

* NOTE: Review Team updated work plan November 2018. New milestones and weights are reflected in this report.

Regional Office Reports

APAC (Singapore)
Jia-Rong Low

Stakeholder Engagement Activities

Activity	No. of Engagements	Total No. of Participants	Remarks
APAC Space	2	160	Web Conference in January; Face-to-face meeting during ICANN64 Kobe.
ICANN Readouts	1	80	Post-ICANN64 Readout in China. (India and Japan Readouts scheduled in April)
Technical Capacity Development	5	145	Bhutan; India; INTERPOL Asia Pacific; Vanuatu; Tonga
Contracted Parties Engagements or Workshops	Registries: 9 Registrars: 40	23 registries 50 registrars	Registries: 1-1 meetings at ICANN64 Kobe, education site visit to Nanjing, China Registrars: more than ten 1-1 meetings at ICANN64 Kobe. Recruited 3 contracted parties in APAC to sponsor GDD Summit. Invited registrars to actively participate in the Contracted Party Satisfaction Survey.
Media Engagements	4	181 articles generated	Article by ScanNet Security based on interview with John Crain in Oct; ICANN announcement on DNS attacks generated a lot of coverage regionally; Press advisory on ICANN64 to Japan media; Coverage during ICANN64; email interviews with Financial Times and IEEE Spectrum.
Internationalized Domain Names (IDN) Program Engagements	3	90	Malaysia, Thailand, Bhutan

Executive and Board visits

Executive / Board	Activity	Location	Date
Theresa Swinehart	Conduct Annual Strategic Outlook Exercise; Briefed APAC community on FY21-25 Strategic Plan.	Singapore	14-17 January
Susanna Bennett	Visit to Singapore Office	India	4-6 March
All	ICANN64 Kobe Meeting	Japan	9-14 March

Other Notable Activities

- GSE: Led several outreach activities in Japan the lead-up to ICANN64 Kobe. Facilitated outreach by Business Constituency (BC) and Internet Service Providers and Connectivity Providers (ISPCP) with Japanese counterparts before and during ICANN64.
- Contractual Compliance: From October to December 2018, out of 1425 APAC related complaints filed, APAC Compliance processed 376 valid APAC registrar complaints and 30 valid APAC registry complaints. The APAC Compliance team also met with Contracted Parties and ALAC to conduct outreach during the ICANN64 Kobe meeting.
- IDN Program: During ICANN64 in Kobe, ICANN Board approved Recommendations for Managing the IDN variant TLDs. Also, the IDN cocktail and certificate ceremony were held to appreciate the contributions of IDN communities.
- Global Support Centre: Fielded 1,061 general inquiries for this reporting period. Majority of inquiries (81**%**) were from Registrants, of which more than half requested assistance with managing domain name registrations such as domain transfers and renewals. Inquiries from Contracted Parties comprised 19**%** percent of the volume. The Singapore team improved to an average score of 4.3 on a 5 point scale (compared to 4.0 last reporting period) for the question "How satisfied are you with the service you received from ICANN?"

EUROPE (Brussels)
Jean-Jacques Sahel

The All Hands Meeting and ICANN's Strategy and Operating Plan kicked off 2019 for Europe: The European Regional Team held its second annual All Hands meeting on 15-16 January 2019 in the Brussels office with over 30 colleagues present, representing almost all ICANN functions, including visits from strategy and operations colleagues from LA. The day included a trends session and workshop to contribute to the detail of the next Strategic and Operating Plans, providing the essential European / international perspective that is necessary for an organization such as ICANN with an international mandate as its core.

The European Region (Brussels Office) contributed to Strategic Plan preparations also with input from the MD to the activity and resource planning flowing from the topline objectives identified in the draft Plan. Many of the key directions in the Strategy will have a very strong focus on Europe, and perhaps none more so than the new legislative pillar of the Strategic Plan, all of which requires appropriate planning and resourcing.

Stakeholder engagement and capacity development: The GSE Europe team continues to deliver a record number of outreach events and has also supported other regions by sharing its experience of innovating with Policy and Registrar Trainings. These trainings are crucial enablers for more stakeholders to contribute actively to ICANN's policy and technical coordination work. The team advised colleagues in organizing similar events around the world, such as a very well-attended and successful Registrar Training in Las Vegas for the North American community late January. Our training pilots will be rolled out to Russia in the Spring, and we intend to have a full-fledged program in place from FY20 for Europe that will make use of ICANN Learn's online resources to deepen and spread the reach of these capacity development activities.

A number of pre- and post-ICANN Meetings outreach events have been organized through the region, some coupled with more specific engagements such as a dialogue with the community on consumer safeguards and handling domain abuse in London, before the Washington DC

[session](#) held in January by Jamie Hedlund and team. We hope to hold more such exchanges on this important topic, which generates increasing attention from the wider public and policymakers.

The team maximized outreach opportunities also with the now world-leading privacy conference CPDP held in Brussels in late January to hold our second pilot, one-day policy training for civil society actors, towards increasing active participation in ICANN's work by all stakeholder groups. At CPDP itself, ICANN was involved in a panel organized and spoken at by several community members on the evolution of WHOIS, allowing for longer term discussion on the necessity to inform future legislation to ensure it avoids unintended consequences on the Internet's technical functioning.

The legislative theme has permeated many of our activities across Europe, and will do so increasingly going forwards. The ICANN delegation led by ICANN's CEO and CTO at Mobile World Congress was able to raise it during the 10+ bilateral meetings we held with governments and regulatory authorities from around the world. We also took the opportunity of MWC to meet with CTOs and their teams from various telecom operators and equipment manufacturers, to exchange on the evolution and future needs of networks, notably in the 5G era, and the role and evolution of the DNS in parallel. We also updated them on the recent cyber-attacks. There was a link here to the GSE-ISPCP organized gathering between ICANN community and network operators that occurred during ICANN63 in Barcelona, and which GSE and the community hope to repeat and develop in future, so as to ensure strong links between ICANN's work and the network operator community.

As part of our ongoing efforts to strengthen visibility and engagement with EU institutions. on April 8 the ICANN CEO and CTO are speaking on a panel next to Members of the European Parliament and senior European Commission officials at an ICANN-organized event in the Parliament with in-depth technical briefing on cybersecurity.

On the IDN front, the Latin and Hebrew Generation Panels are almost finished and presented their work during ICANN64. We are ramping up efforts to promote universal acceptance, having for example successfully published articles in publications aimed at the international CIO community as well as the academic linguistic and technology community. The UASG also held awareness raising activities at the CloudFest conference in Germany late March.

The Brussels Office continues to grow, and to host community meetings. We are planning more in future such as the SSR2 Review Team mid-May 2019, and external outreach events. Having now obtained and assessed various options, our effort to enhance further the usability of the Brussels office, as well as to facilitate the establishment of extra personnel in Brussels with a functional re-design of the facilities should be carried out very soon (pending the resolution of administrative matters by HQ in LA, as we write).

The region also welcomed several new colleagues who have joined ICANN recently, such as for the SSR team and for stakeholder engagement in the Eastern Europe & Central Asia region.

GENEVA
Tarek Kamel

Engagement Highlights
The Geneva Government and IGO engagement team members conducted a range of government outreach meetings from December 17, 2018 through March 2019. These included supporting participation in the Mobile World Congress in Barcelona, discussions with members of the Global Commission on Cyberspace Stability and also with some members involved with the UN High Level Panel. In addition, the Geneva based GE team had meetings with government and intergovernmental representatives in London, England; Brussels, Belgium; Paris, France; Vienna Austria and Geneva Switzerland; as well as supporting the CEO and ICANN Board members in bilateral meetings during trips to Brussels, Belgium; and Barcelona Spain. This included bilaterals with CTO leadership as well as a briefing and update about ICANN for the CTO Roundtable

Geneva based GE team members continued to follow the dialog and activity regarding cyber initiatives and cybersecurity including dialog with the WEF regrading the Cybersecurity Centre, and with UN HLP as well as GCSC before and during the ICANN64 Kobe meeting

GE continued its work on GDPR in collaboration other departments at ICANN. This included briefings and outreach sessions in Geneva, and Brussels. The GE team were also very engaged during this time in the preparatory work for the UNCTAD E-Commerce week and also the ITU WSIS Forum which will be held in early April.

Another area of key activity is working with the Government Advisory Committee (GAC). The Geneva based team continues to work with the GAC leadership in support of the USRWG GAC Underserved regions working group on several issues including GAC capacity building workshops including the circulation GAC capacity building project evaluation paper and discussions regarding next steps in the capacity building program including planning for a half-day session before ICANN65 Marrakesh.

Other Events & Key Activities of Geneva based team:
December: DIPLO Geneva Dialogue on Responsible behavior in Cyberspace; Geneva, Switzerland
December 12: WEF Meeting on Cybersecurity Centre and ICANN; Geneva, Switzerland
December 12: WIPO Meeting on IGO Names; Geneva, Switzerland
January 14: DCMS bilateral; London England
January 24: UNIDIR Workshop on UN Cyber-initiatives; Geneva, Switzerland
January 25: UN HLP Briefing; Geneva, Switzerland
January 30 -31: ITU WSIS & SDG CWG; Geneva, Switzerland
January 31: WSIS Forum Consultation; Geneva, Switzerland
February 4: OFCOM bilateral, London UK
February 6: UNESCO bilateral, Paris, France
February 13: OSCE Meeting; Vienna, Austria
February 14: UNODC; Vienna, Austria
February 19: EIF General Assembly
February 27: Technical Seminar on Global Regulation of Digital Labour, Geneva Switzerland
March 5: UNESCO ROAMing the Era of AI, Paris France
March 11-12: OECD Going Digital, Paris France

LAC (Montevideo)
Rodrigo de la Parra

- Panama Engagement
- National IGF Trinidad and Tobago
- Coordination Meeting Casa de Internet – Montevideo
- ICANN 64
    - LAC Space
    - LAC PDP Sessions

We started 2019 with two important events, one in Central America (Panama) and the other one in the Caribbean (Trinidad and Tobago).

In Panama, as a follow up of our recent meeting last year we engaged with the government, private sector, civil society and academia. Through this engagement we were able to encourage the government to become a more active GAC member. We also met with CAPATEC, the IT and Innovation Chamber of Panama with whom we have plans to enter into an agreement to increase awareness of the importance of the ICANN and the DNS among CAPATEC's membership. In partnership with an active ALS from LACRALO, IPANDETEC, we will be providing ICANN content in the program of a graduate program in a university in Panama.

In January, we were one of the sponsors of the National IGF of Trinidad and Tobago. A truly multistakeholder effort where multiple ICANN stakeholders and partners get together to discuss key relevant internet governance issues. Through this event we were able to share ICANN´s priorities and encourage our friends from Trinidad and Tobago to get involved in ICANN´s Policy Development Processes.

In February, we met with our sister regional organizations at La Casa de Internet, LACNIC, LACTLD, Red Clara, ISOC, ALAI and ASIET to share our year agendas and priorities and find ways to increase our collaboration in different fora such as CTL, CITEL, ECLAC and the LACIGF.

In March during the ICANN meeting in Kobe we held our two regional meetings, the traditional LAC Space and the newer LAC PDP Session. The LAC Space session included an update from all regional stakeholders' groups represented at ICANN, plus presentation of interest as suggested by the community during the consultation process previous to the meeting.

On the same note and following community advise the LAC PDP session included an introductory section to explain how PDPs work at ICANN, followed by LAC region stakeholders speaking about their experiences participating on PDPs and finally our colleagues from Policy Development Support spoke about two current PDPs the New gTLD Subsequent Procedures Policy Development Process Update and IGO-INGO Access to Curative Rights Protection Mechanisms PDP.

MIDDLE EAST, AFRICA (Istanbul)
Nick Tomasso

MANAGING DIRECTOR ACTIVITIES
The 2019 Middle East & Africa All-Hands meeting was held 25-26 March. All MEA staff came to Istanbul to participate. Sally Costerton of Global Stakeholder Engagement, Theresa Swinehart of Multistakeholder Strategy & Strategic Initiatives, Sally Newell-Cohen of Global Communications, and representatives from Government Engagement, Risk Management, Complaints and Human Resources also participated. The focus of the discussion was furthering stakeholder engagement in the MEA Region, leveraging collaboration among HQ, Istanbul, Africa and Middle East staff members.

The MD spoke at the Middle East DNS Forum in Dubai, UAE on 20 February. The presentation focused on MEA Regional Office activities over the past five years, and its role in enhancing stakeholder engagement in the Middle East.

MIDDLE EAST REGION
On 31 December 2018, the GSE Middle East team shared a review and assessment of the first six months of the Year 3 implementation plan of the Middle East Strategy with the strategy working group for their input. On 31 March 2019, the same exercise was conducted, but this time for the first nine months of the same plan.

In mid-February, ICANN Chairman of the Board and GSE Middle East Vice President visited Riyadh, Saudi Arabia, Cairo, Egypt, and Dubai, UAE, and held meetings with Ministers of CIT in Saudi Arabia and Egypt, and the Director General of the Telecom Regulatory Authority of the UAE. The meetings touched upon ICANN's Strategic Plan and emphasized the role of Governments in ICANN. The Saudi Minister stated that his government is considering joining the GAC and is going to be engaging more actively in ICANN. The GAC Chair and the GSE Middle East Vice President had follow up meetings with the Saudi team to further discuss issues related to the GAC and the possibility of Saudi Arabia joining the GAC.

In late-February, the 6th edition of the Middle East DNS Forum was held in Dubai, UAE. Hosted by the TRA and co-organized in conjunction with APTLD75, the 2-day event attracted more than 180 attendees either in-person or remote. ICANN Chairman of the Board delivered a keynote speech, and other members of ICANN Org participated in the different sessions.

AFRICA REGION
Some key activities over this period focused on driving awareness and capacity building. Specifically, the region piloted three key initiatives to promote IDNs and Universal Acceptance, as well DNS Abuse and Mitigation workshops for Law Enforcement Agencies.

DNS Abuse and Mitigation Workshops for Law Enforcement Agencies: The team has continued to organize these workshops to build capacity of security agencies and promote the security and trust in the DNS. The course is designed to expose agents and participants to strategies, techniques and tools that operational security professionals or investigators use to identify abuses of the Domain Name System (DNS), malicious addresses or registrations of domain names. Of note is that the workshops have evolved to be holistic in nature and covers not only DNS issues, but we now include other industry players to deliver other related topics. In this period, we collaborated with Facebook, ITU, Google, NSRC and other local players in the hosting countries to deliver a balanced workshop. In this period, we organized two workshops.

Special Awareness campaign on IDNs & Universal Acceptance: The GSE Africa team had selected five countries in Africa (Benin, Ghana, Kenya, South Africa and Nigeria) for a pilot special outreach on UA and IDNs. These workshops included participants from academia, content developers and creators, governments as well as private sector in general.

CONTRACTUAL COMPLIANCE
On 21 February 2019 Contractual Compliance Istanbul team conducted an outreach session for Registrants in partnership with Global Domain Division team at Middle East DNS Forum in Dubai, UAE. The session was dedicated to common issues and challenges impacting domain name registrants. During the session, the team shared the list of common complaints received from registrants and answered the questions asked by providing tips and guidance on how to avoid domain name management-related issues. The audience consisted of registrants, resellers, registrars, end users and other parties actively involved in the Internet Industry.

REGISTRY & REGISTRAR SERVICES
Registry and Registrar teams in Istanbul serve contracted parties in MEA and Europe. In addition to escalated support to avoid contract breaches, the team conducts direct engagement for various topics (e.g. billing issues and invoice due dates). Registry Services in Istanbul serves 36% of worldwide registry operators (21 in MEA, 191 in Europe) and provides support for 269 TLDs (32 in MEA, 237 in Europe) from Turkey. Registrar Services in Istanbul serves 40% of worldwide distinct (i.e. counting families of registrars only once) ICANN-Accredited registrars (36 in MEA, 142 in Europe).

ICANN org terminated Alpnames Limited's registrar accreditation because it was not performing required registrar functions. Registrar and Registry Services teams in Istanbul were involved in seeking cooperation from contracted parties to ensure a seamless transition for the registrars over 600K domain names.

GLOBAL SUPPORT
During this reporting period, the Istanbul Global Support team fielded 1,431 General Inquiries from ICANN's Contracted Parties, Registrants and the General Internet Community. Inquiries from ICANN's Contracted Parties represented 19% of the total volume and 30% of those inquiries were from Registries located in Europe. The remaining 81% of inquiries were largely from Registrants. More than half of those inquiries were requesting assistance with managing domain name registrations such as domain transfers and renewals. Though overall volume continues to increase incrementally, this has been an ongoing trend and there has been no meaningful change in the distribution of issues causing Registrants to reach out to ICANN over the past year.

COMMUNICATIONS
Middle East: During this period, 79 news pieces on ICANN have were published. Among the top countries that covered news on ICANN were the UAE, Turkey, Iran, Pakistan and Saudi Arabia. The major topics of coverage were the 6th Middle East DNS Forum, and ICANN's announcement on DNSSEC deployment.

Africa: During this period, 68 news pieces on ICANN were published across Africa. Among the top counties that have covered news on ICANN were Nigeria, South Africa, Uganda and Kenya. The major topics covered were the ICANN announcement on DNSSEC deployment, and regional events.

MEA: 2018 marked the fifth-year anniversary of the Middle East and Africa regional office in Istanbul. EMEA Communications released the "Five Years in Focus: Middle East and Africa Regional Office in Istanbul" report on 15 January. The report provides an overview of our growth in numbers and introduces to the ICANN organization's team in the Middle East and Africa, and is available in English, French and Turkish.

POLICY DEPARTMENT
During this period, the MEA Policy team supported ALAC to develop and ratify twelve statements for ICANN public comment proceedings and the development of ALAC Advice to the ICANN Board before the end of April 2019; GAC on their expanded role in the empowered community, as well as its increased contributions to community organizations and operational initiatives, ICANN community accountability expectations and ICANN reviews during ICANN64; SCOPE on preparations the Multistakeholder Ethos Award, which will be presented at ICANN65 in Marrakech; MEA GSE in delivering ICANN presentations at local Istanbul universities.

NA (Washington, D.C.)
Jamie Hedlund

During this period, the Washington, D.C. office hosted a number of important internal and community meetings, and staff based in the office traveled throughout the region to interact and engage with stakeholders.

In January, ICANN's Compliance Team hosted a discussion with ICANN community leaders regarding consumer safeguards and compliance. The conversation focused on topics that may be of interest for sessions during ICANN64 and ICANN65,

ICANN's Global Stakeholder Engagement (GSE) North America team collaborated with the Global Domains Division (GDD), Policy Development Support, and the Compliance team to host a training workshop for registrars and potential registrars during NamesCon in Las Vegas, Nevada. ICANN also hosted a panel discussion at Civic Hall in New York City, which provided an overview of ICANN, the Domain Name System (DNS), and the multistakeholder model.

In February, the Washington, D.C. office hosted the Policy Development Support Team Leaders Meeting, which gave team leaders an opportunity to coordinate their work efforts for supported ICANN community groups and prepare for ICANN64. The office also hosted the Community Engagement and Policy Coordinator Group meeting, which convened the cross-functional Community Engagement and Policy Coordination group to discuss matters related to the ICANN Strategic Plan for FY2021-2025.

ICANN and American University's School of Communication hosted a half-day event on ICANN and new generic top-level domains (gTLDs). The first panel focused on trademark protections and the Trademark Clearinghouse (TMCH), and the second panel questioned if gTLDs should become private platforms.

ICANN Quarterly Financials – Fiscal Year 2019

March 2019

FY19 ICANN Org Financial Reporting Structure
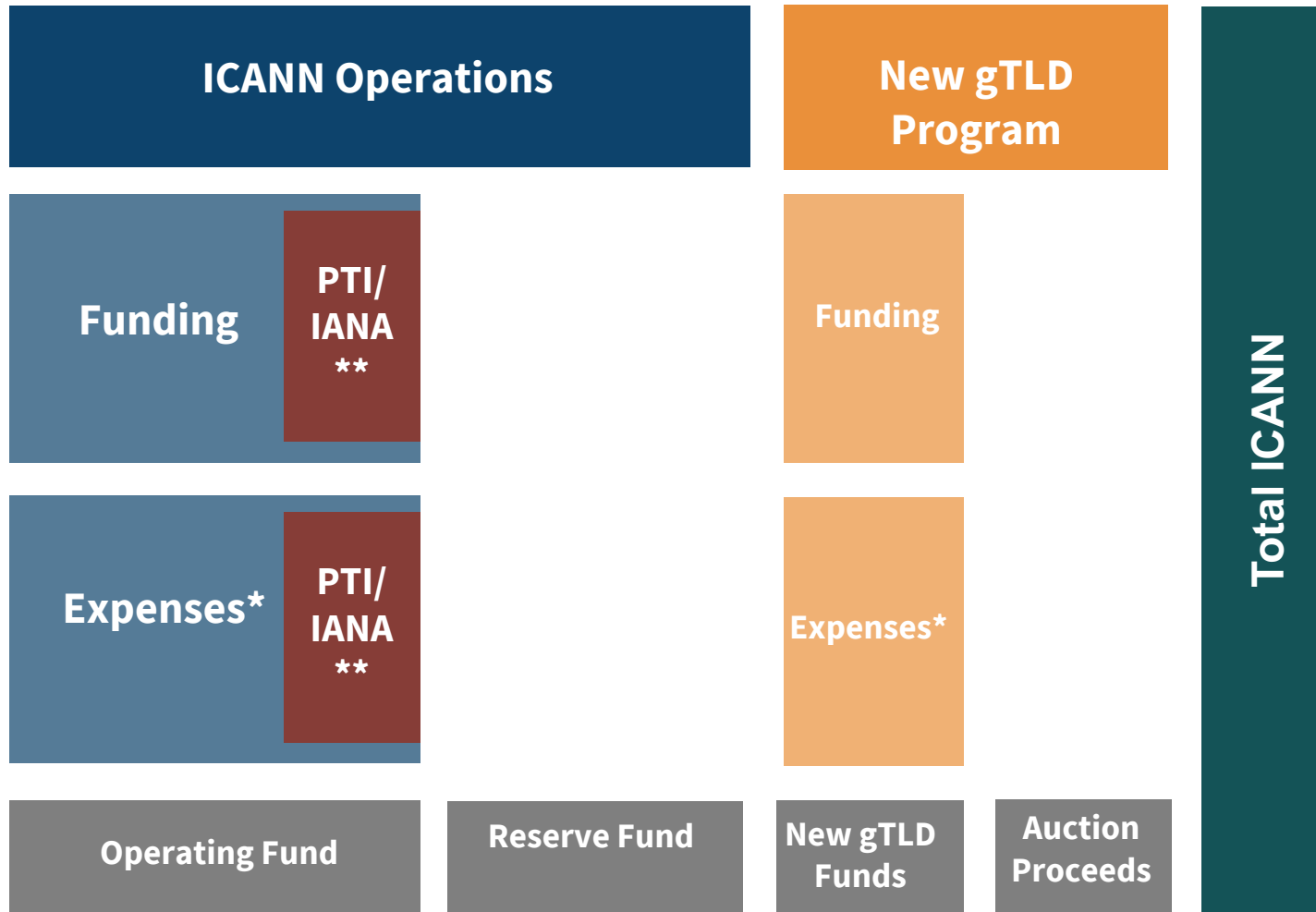
*Excludes depreciation and bad debt expenses

**IANA Services includes ICANN's and PTI's IANA Expenses

FY19 Year-to-date (Jul 18 - Mar 19) Overview

Funding flat to budget and Expenses below budget.

USD in millions	FY19 YTD Actual	FY19 YTD Budget	Var	% Var	FY18 YTD Actual	Var	% Var
Funding	$103	$103	$0	0%	$97	$6	6%
Expenses	($91)	($102)	$11	-11%	($94)	$3	-3%
Net	**$12**	**$1**	**$11**	**833%**	**$3**	**$9**	**275%**

Note: Expenses exclude bad debt and depreciation and include capital expenses.

Breakdown of Expenses	FY19 YTD Actual	FY19 YTD Budget	Var	% Var	FY18 YTD Actual	Var	% Var
IANA Services	($5)	($7)	$2	-24%	($5)	($0)	2%
All Other	($86)	($95)	$9	-10%	($89)	$3	-3%

Headcount	FY19 YTD Actual	FY19 YTD Budget	Var	% Var	FY18 YTD Actual	Var	% Var
Total	391	421	(31)	-7%	400	(10)	-2%

FY19 Year-to-date (Jul 18 – Mar 19) Funding

	Driven By Domain Name Registrations	**Driven By # of Contracted Parties**
FROM REGISTRIES	Registration-based fees $41M 39%	Per-TLD fixed fees $23M 22%
FROM REGISTRARS	Registration-based fees $26M 25%	Application fees Accreditation fees $10M 10%
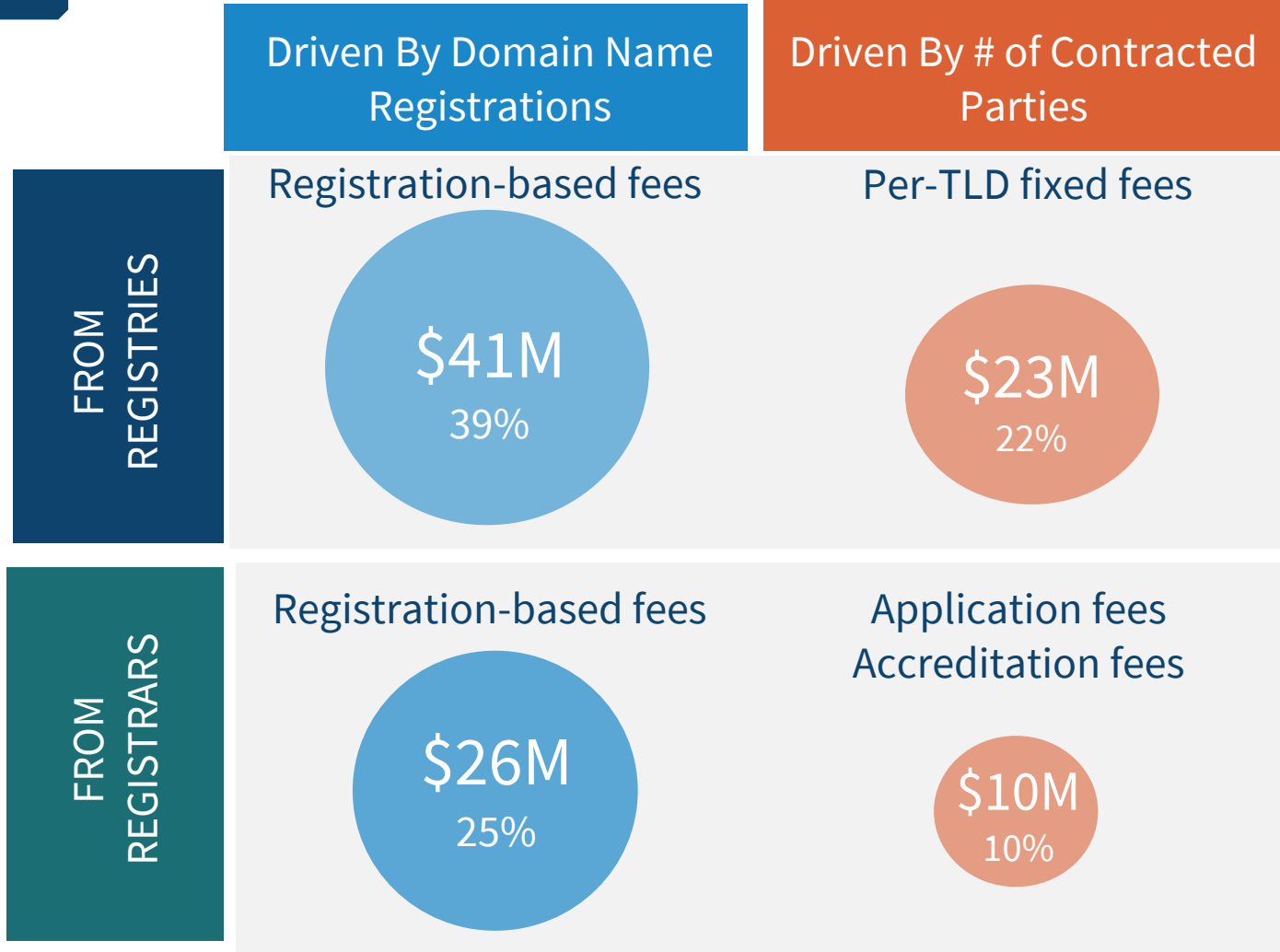
Other Income: $3M, 3%   Total Funding: $103M

In millions, USD- unaudited – Scale and Arithmetic inconsistencies are due to rounding to the nearest million.

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FY19 Year-to-date (Jul 18 – Mar 19) Funding vs Budget & FY18

Funding flat to Budget

Actual:	**$ 103M**
Budget:	**$ 103M**
FY18:	**$ 97M**
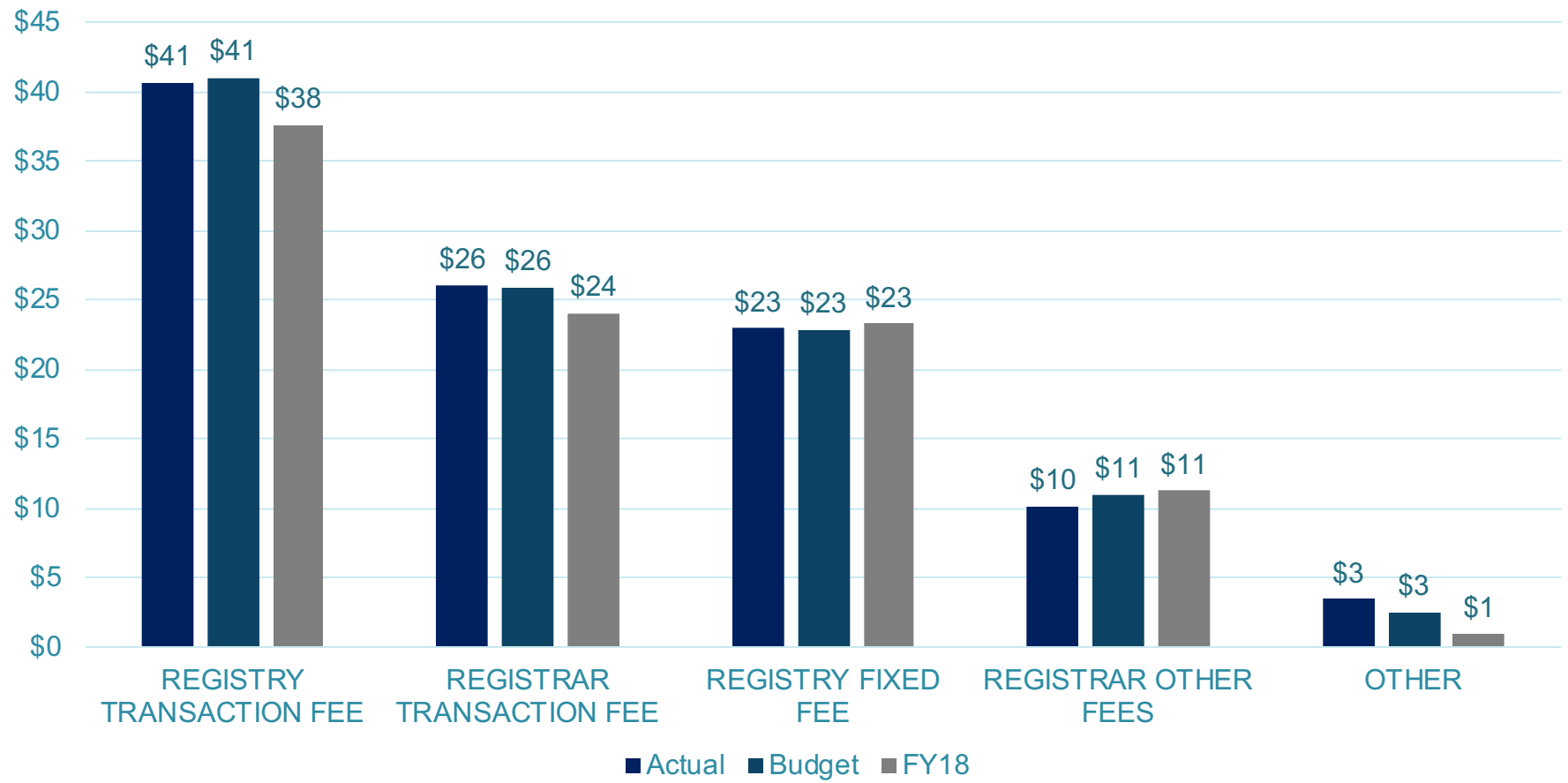
In millions, USD- unaudited – Scale and Arithmetic inconsistencies are due to rounding to the nearest million.

FY19 Year-to-date (Jul 18 – Mar 19) Operating & Capital Expenses

Year-to-date Actual Expenses : $91M

Includes IT infrastructure and security improvements

Includes rent and other facilities costs and telecommunications

Includes contractor services, legal fees and language services

Includes travel and venue costs for outreach and meetings.

Capital
$1.2M
1%

Administration & Other*
$11M
12%

Professional Services
$15M
16%

Travel & Meetings
$11M
12%

Personnel
$53M
59%

Reflects an average headcount of 391 vs. budget of 421

*Excludes bad debt and depreciation

FY19 Year-to-date (Jul 18 – Mar 19) Operating & Capital Expense

Lower personnel costs and timing differences of projects vs. plan.

Actual:	$ 91M
Budget:	$ 102M
FY18:	$ 94M

Chart: FY19 Year-to-date Operating & Capital Expense (in millions, USD)

Category	Actual	Budget	FY18
PERSONNEL	$53	$57	$52
TRAVEL & MEETINGS	$11	$12	$12
PROFESSIONAL SERVICES	$15	$16	$15
ADMINISTRATION & OTHER	$11	$13	$12
CAPITAL	$1	$1	$2

■Actual ■Budget ■FY18
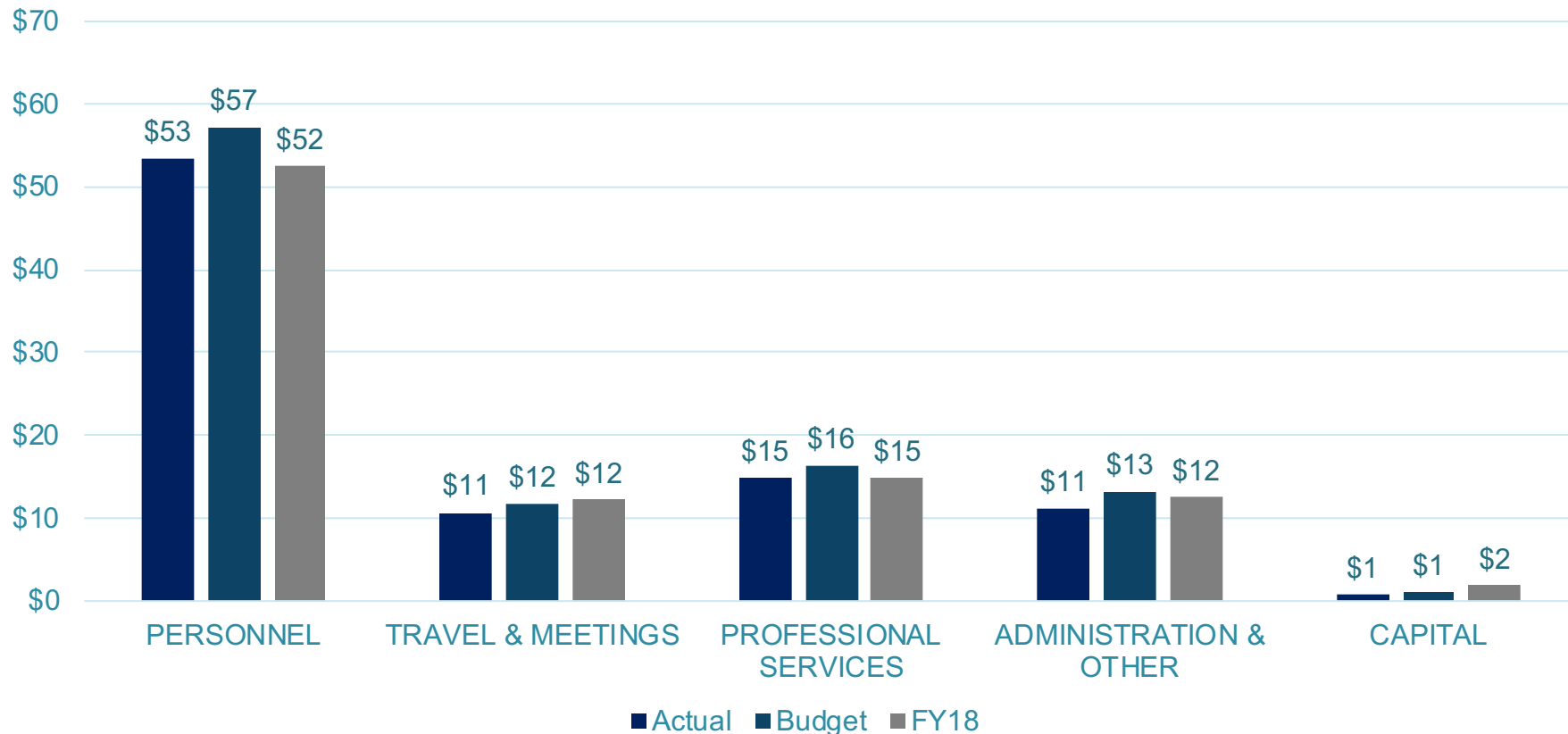
Activities covered by the contingency have been reported in the expense categories above based on the nature of the expense. The Contingency budget year to date is $2.2M and $5.2M for the full year.

In millions, USD- unaudited – Scale and Arithmetic inconsistencies are due to rounding to the nearest million.

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FY19 Year-to-date (Jul 18–Mar 19) New gTLD Program Expenses vs Budget

New gTLD PROGRAM

Lower refunds of withdrawn applications.
Historical Development costs re-aligned due to extension of the program.

Actual:	$ 9M
Budget:	$ 10M
FY18:	$ 8M

In millions, USD- unaudited - Arithmetic inconsistencies are due to rounding to the nearest million.
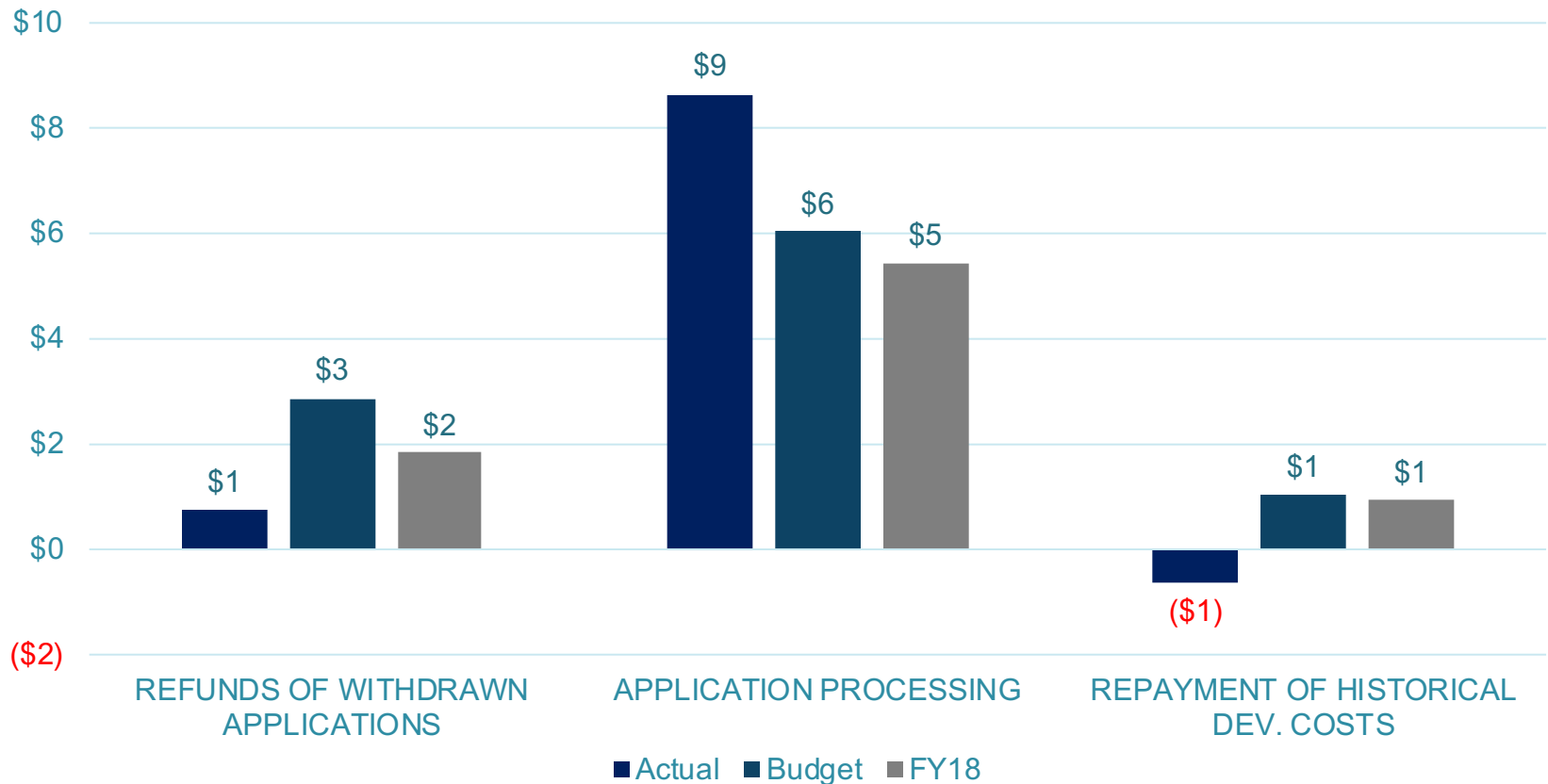
New gTLD Program – Multi-year Forecast *(as of Dec 2018)*
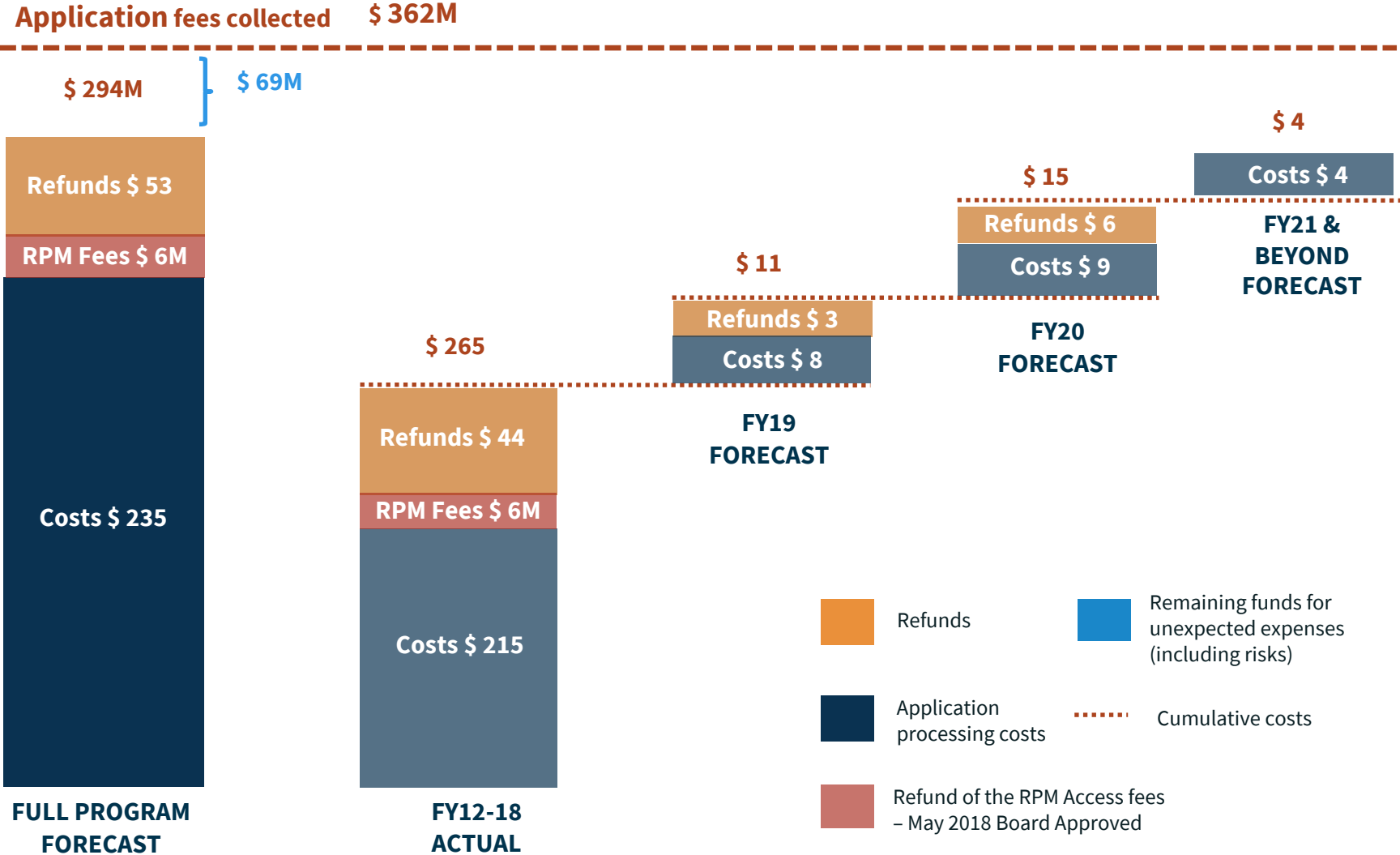
Application fees collected — $ 362M

$ 294M — $ 69M

FULL PROGRAM FORECAST
- Refunds $ 53
- RPM Fees $ 6M
- Costs $ 235

FY12-18 ACTUAL — $ 265
- Refunds $ 44
- RPM Fees $ 6M
- Costs $ 215

FY19 FORECAST — $ 11
- Refunds $ 3
- Costs $ 8

FY20 FORECAST — $ 15
- Refunds $ 6
- Costs $ 9

FY21 & BEYOND FORECAST — $ 4
- Costs $ 4

Legend:
- Refunds
- Application processing costs
- Refund of the RPM Access fees – May 2018 Board Approved
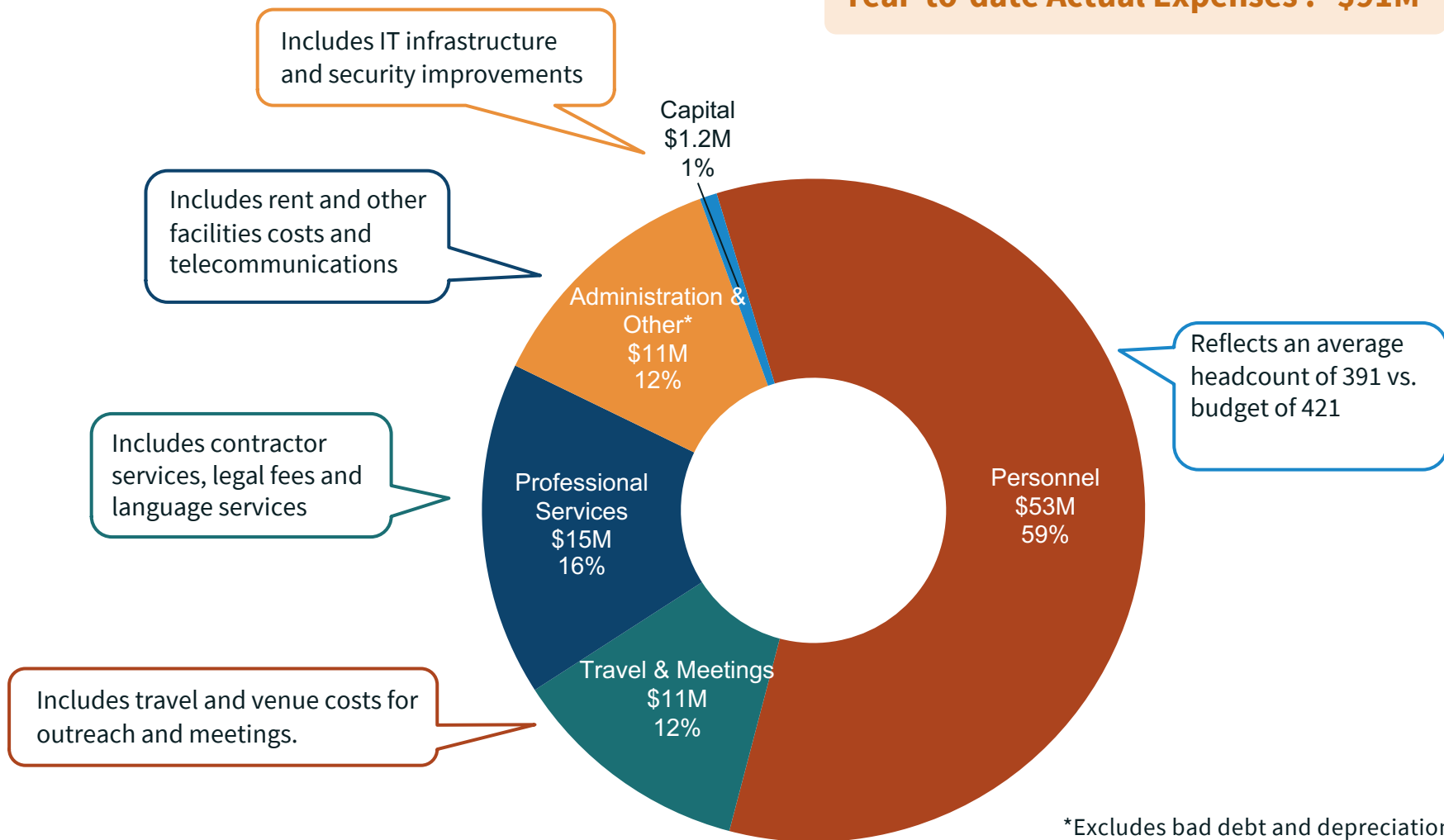- Remaining funds for unexpected expenses (including risks)
- Cumulative costs

In millions, USD- unaudited – Scale and Arithmetic inconsistencies are due to rounding to the nearest million.

FY19 Year-to-date (Jul 18–Mar 19) Total ICANN Organization Actuals

Unaudited USD in millions	FY19 YTD Actual			FY19 YTD Budget			Under / (Over) vs. FY19 Budget			
	Total ICANN Operations	New gTLD	Total ICANN	Total ICANN Operations	New gTLD	Total ICANN	Total ICANN Operations	New gTLD	Total ICANN	%
Funding	$103	$7	$110	$103	$14	$118	$0	-$7	-$7	-6%
Cash Expenses [(1)]	-$91	-$9	-$100	-$102	-$6	-$108	$11	-$3	$8	8%
Net Operating Excess/(Deficit)	$12	-$1	$11	$1	$8	$10	$11	-$10	$1	12%

*Expenses exclude bad debt, depreciation and refunds for withdrawn New gTLD applications which are included in the Funding line.

FY19 Funds Under Management as of 31 Mar 2019

FUNDS UNDER MGMT.

Total Funds: **$ 464M**
ICANN Operations: $ 151M
New gTLD Program-related: $ 312M

ICANN Operations

$131

Operating Fund $26

Reserve Fund $105

31 Dec 2018

$151

Operating Fund $39

Reserve Fund [1] $112

31 Mar 2019

New gTLD Program

$322

New gTLD Funds $118

Auction Proceeds $205

31 Dec 2018

$312

New gTLD Funds $106

Auction Proceeds [1] $206

31 Mar 2019
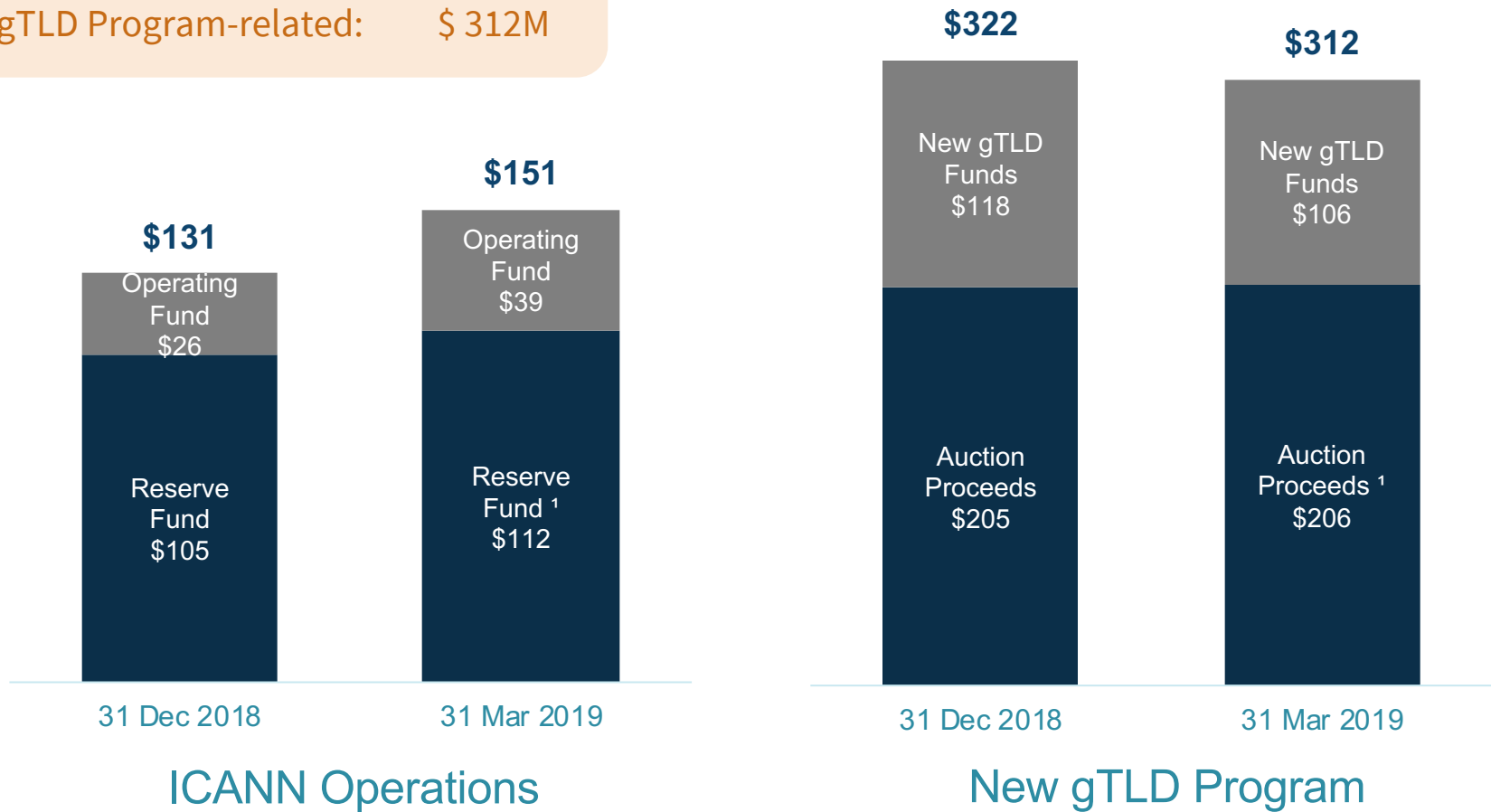
[1] Reflects $36M transfer from Auction Proceeds to Reserve Fund as part of Board Approved Replenishment Strategy

In millions, USD- unaudited – Scale and Arithmetic inconsistencies are due to rounding to the nearest million.

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Appendix

Supplemental Financials

FY19 Statement of Position as of 31 March 2019

TOTAL ICANN ORG.

USD in millions Unaudited	March 31, 2019			June 30, 2018			Increase/ (Decrease)		
	ICANN Ops	New gTLD	Total	ICANN Ops	New gTLD	Total	ICANN Ops	New gTLD	Total
ASSETS									
Total Cash & Cash Equivalents	39.3	4.5	43.8	27.0	5.5	32.5	12.3	-0.9	11.3
Investments	112.1	307.8	420.0	69.7	352.7	422.4	42.4	-44.8	-2.4
Funds Under Management	151.4	312.4	463.8	96.7	358.2	454.9	54.7	-45.8	8.9
Receivables	36.2	0.2	36.4	34.0	0.2	34.2	2.2	0.0	2.2
Prepaid Expenses	3.4	0.0	3.4	2.4	0.0	2.4	1.0	0.0	1.0
Plant, Property & Equipment - Net	9.4	0.0	9.4	12.2	0.0	12.2	-2.8	0.0	-2.8
Other Assets	-21.1	24.1	3.0	20.3	-18.6	1.7	-41.4	42.7	1.3
TOTAL ASSETS	179.3	336.7	516.0	165.6	339.8	505.5	13.7	-3.1	10.6
LIABILITIES AND NET ASSETS									
Accounts Payable & Accrued Liabilities	14.4	3.1	17.6	15.5	2.3	17.8	-1.0	0.8	-0.3
Deferred Funding	1.0	26.6	27.6	1.0	35.6	36.6	0.0	-9.0	-9.1
Other Liabilities	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL LIABILITIES	15.4	29.7	45.1	16.5	37.9	54.4	-1.1	-8.2	-9.3
UNRESTRICTED/RESTRICTED ASSETS	149.1	301.9	451.0	148.1	326.6	474.7	1.0	-24.7	-23.7
CURRENT YEAR CHANGE IN NET ASSETS	14.7	5.1	19.9	1.0	-24.7	-23.7	13.7	29.8	43.5
TOTAL NET ASSETS	163.9	307.0	470.9	149.1	301.9	451.0	14.7	5.1	19.9
TOTAL LIABILITIES & NET ASSETS	179.3	336.7	516.0	165.6	339.8	505.5	13.7	-3.1	10.6

In millions, USD- unaudited – Scale and Arithmetic inconsistencies are due to rounding to the nearest million.

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FY19 Cash Flow Synopsis as of 31 March 2019

Unaudited	FY19		
	ICANN Ops	**NgTLD**	**Total**
Funds Under Management at Beginning of Period	**$96.7**	**$358.2**	**$454.9**
Collected/ (refunded) from contributors/parties	100.4	(1.9)	98.6
Auction Proceeds	0.0	0.0	0.0
Paid to vendors	(42.4)	(5.7)	(48.1)
Paid to employees	(48.5)	(1.5)	(50.1)
Paid to vendors and employees on behalf of New gTLD	38.5	(40.0)	(1.5)
Reimbursement of payments to vendors and employees above, from New gTLD to ICANN Ops:			
Payments to vendors	0.5	(0.5)	0.0
NgTLD team costs (Paid to employees)	1.5	(1.5)	0.0
Historical Development Costs	0.6	(0.6)	0.0
Capital expenditures	(1.8)	0.0	(1.8)
Change in investment market value (excludes transfers to/ from operating account)	5.8	6.0	11.8
Funds Under Management at End of Period	**$151.4**	**$312.4**	**$463.8**

In millions, USD- unaudited – Scale and Arithmetic inconsistencies are due to rounding to the nearest million.