



# Board Report – Los Angeles Workshop

---

August 2019

*Period Covering: 1 April 2019 – 2 August 2019*

# ICANN Org Executive Team Reports

---

## TABLE OF CONTENTS

CEO ..... 3

Organization People ..... 4

Organization Finances ..... 7

Legal ..... 8

Global Domains Division (GDD) ..... 10

Contractual Compliance and Safeguards ..... 14

Operations ..... 16

Human Resources ..... 18

Information Technology (IT)..... 20

Chief Technology Officer (CTO) ..... 22

Global Stakeholder Engagement (GSE)..... 25

Public Responsibility Support (PRS) ..... 26

Communications and Language Services ..... 28

Policy Development Support ..... 30

Government and IGO Engagement ..... 36

Multistakeholder Strategy and Strategic Initiatives (MSSI)..... 39

Internet Assigned Numbers Authority (IANA) ..... 45

Regional Office Reports..... 47

## ICANN Org Report to the Board

Office of the CEO

*Göran Marby, President & CEO*

### KEY HIGHLIGHTS & MILESTONES

The ICANN org's FY21-25 Strategic Plan was approved during ICANN65 in Marrakech, Morocco, and we continue to work toward developing the FY21-25 Operating & Financial Plan. These two plans will concretely outline ICANN's long-term vision and the operating initiatives that will enable us to achieve that vision. The Executive Team and I had ample opportunity to meet and strategize during this period, and we continue to make progress on several key activities and projects.

### OVERVIEW OF ACTIVITY

As I've stated in previous Board reports, it's important for ICANN org to work hard to identify potential efficiencies and streamline use of our available resources, whether funds or personnel. This reporting period was a significant milestone in demonstrating our commitment to supporting the ever-growing needs of the ICANN community, while also preparing ourselves for the challenges that the future may bring.

ICANN was able to end fiscal year (FY) 2019 under budget, yet was still able to make contributions to the reserve fund. I continue to work closely with the Executive Team to identify additional opportunities to reduce costs and increase the value of our activities.

I traveled extensively during this reporting period, both to engage with regional stakeholders and in support of the Board's workshops. From 7-8 April, I was in Brussels, Belgium, to address the European Parliament regarding the European Union's General Data Protection Regulation (GDPR). I then flew to Geneva, Switzerland, to attend the International Telecommunication Union (ITU)'s 2019 World Summit on the Information Society (WSIS). While there, I participated in several high-level sessions and bilateral meetings.

From 30 April-3 May, I hosted our Executive Team meeting and provided support to the Board's Istanbul workshop. After this, I joined the Global Domains Division (GDD) Summit from 6-8 May in Bangkok, Thailand. Near the end of June (20-27), we held our pre-ICANN Public Meeting Executive Team meeting, and provided on-the-ground support for the Board workshop. From 22-25 July, the Executive Team held its retreat in Ojai, California. These Executive Team retreats give us an important opportunity to align our goals and organizational priorities, identify key challenges we'll have to overcome and risks we'll have to mitigate, and find new, more effective ways to work across departments.

### TOP ISSUES & MITIGATION

We continue to prepare for the implementation of the FY21-25 Strategic Plan, FY21-25 Operating & Financial Plan, and Governance Plan. ICANN and the wider Internet governance ecosystem is evolving quickly, and it's critical that the ICANN org look forward as much as possible to prepare for these changes. The three plans will define the org's strategy to embrace this evolution while working to achieve our long-term vision and goals. Simultaneously, we're planning the next stage of ICANN org's Regional Office Strategy, which will allow us to operate in a more consistent and efficient manner as we serve the global ICANN community.

# ICANN Org Report to the Board

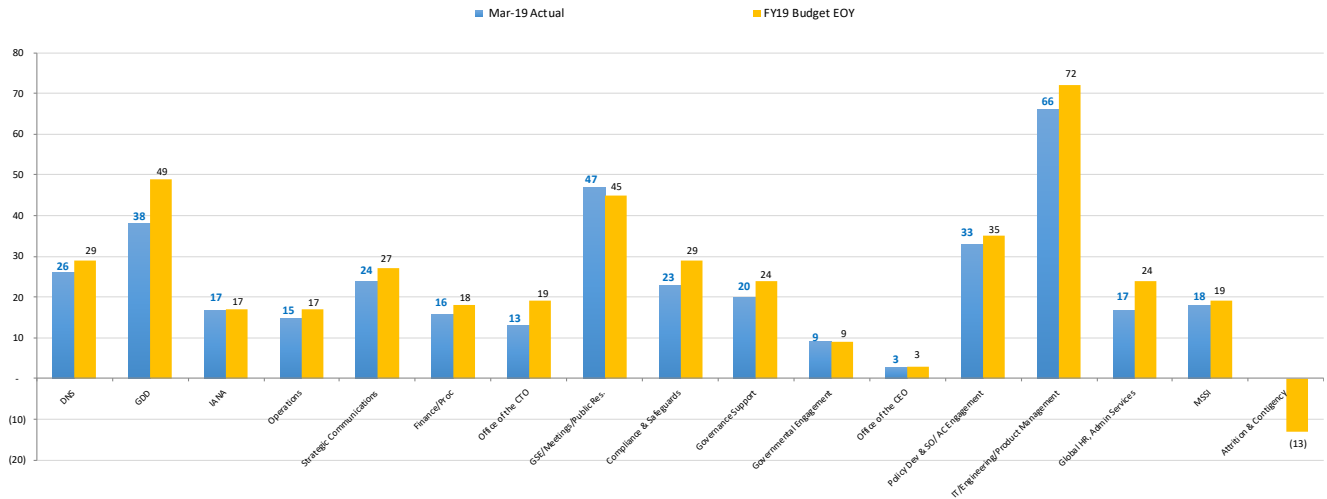
Organization People

Gina Villavicencio, SVP, Global Human Resources

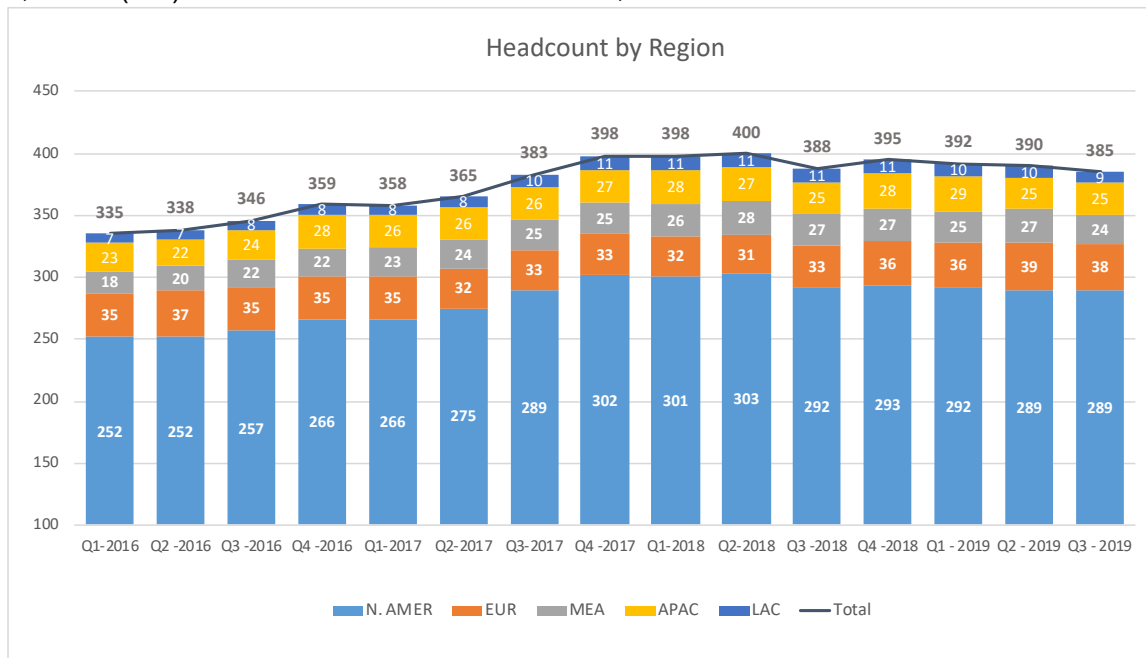
## ORGANIZATION PEOPLE HIGHLIGHTS

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

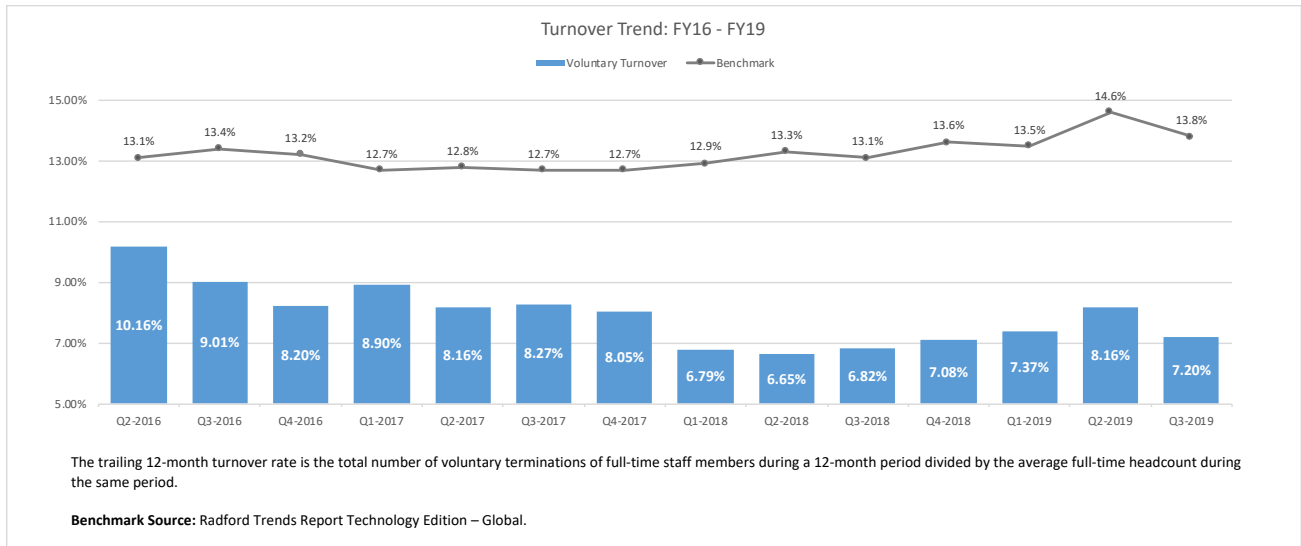
**As of 31 March 2019**, ICANN org had 385 active staff, 17 active requisitions, and one pending hire.



**ICANN Org by Regions:** As of 31 March 2019, the staff distribution by region was 289 (75%) in North America, 38 (10%) in Europe, 24 (6%) in the Middle East and Africa, 25 (7%) in the Asia Pacific, and 9 (2%) in Latin American and Caribbean, for a total of 385.



**Voluntary Turnover** as of 31 March 2019 was 7.20% and has decreased from the 31 December 2019 reporting period. In comparison, the worldwide voluntary benchmark is 13.8%, 6.6% more than the ICANN org voluntary turnover.



Over the last three months, five staff members joined ICANN org and another 10 departed, resulting in a growth rate of 0%.

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

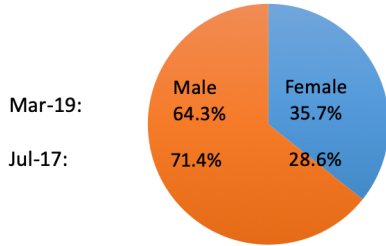
|                |       |
|----------------|-------|
| 2018 – to Date | 0%    |
| 2017 – 2018    | 0%    |
| 2016 – 2017    | + 11% |
| 2015 – 2016    | +10%  |
| 2014 – 2015    | +12%  |
| 2013 – 2014    | +46%  |

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

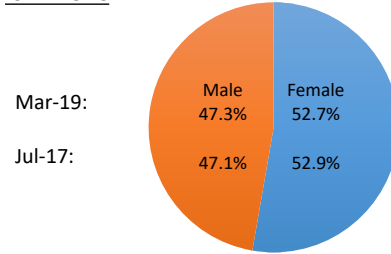
\*Growth rates that are 0% and below are represented simply as 0%.

**Gender diversity** in ICANN org is well-balanced, with females (52.7%) representing 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 presents an opportunity when it comes to leadership positions.

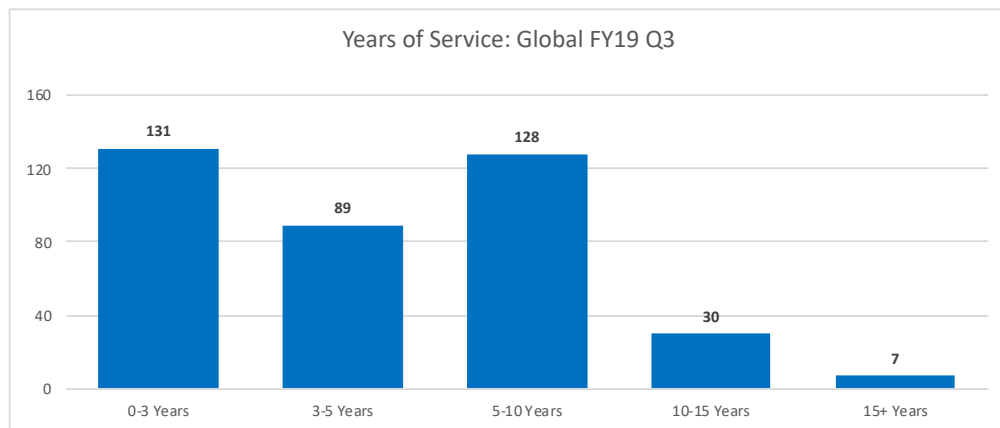
ICANN EXECUTIVES



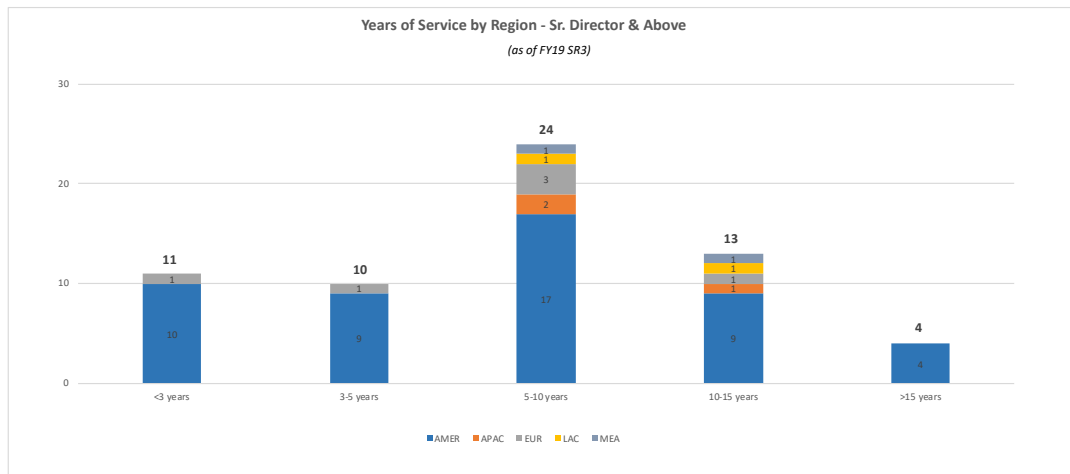
ICANN ORG



**Age distribution** of the organization has also been stable over the last three years, averaging approximately 43 years of age; this also represents the typical mid-point of most professional careers. The organization's average **years of service** as of March 2019 is 4.8 years, reflecting consistent growth and stability in ICANN org positions.



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



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

Organization Finances

*Xavier Calvez, SVP & Chief Financial Officer (CFO)*

Please refer to the FY19 YTD Unaudited Financials report located on the Current Financial Information web page: <https://www.icann.org/en/system/files/files/fy19-unaudited-financials-30jun19-en.pdf>

The report is also provided at the end of this document.

## ICANN Org Report to the Board

Legal & Complaints Office

*John Jeffrey, General Counsel and Secretary*

### KEY HIGHLIGHTS & MILESTONES

The legal team provided both strategic advice on the Specific Reviews processes, as well as assigned resources to support each of the Specific Reviews that are in process or proceeding through Board consideration and implementation. This advice and support role included attendance at all internal strategic and planning meetings for the steering of the reviews process, and support for the design of a new internal governance model for the internal oversight and operation of reviews.

The team also supported the design and publication of two public comment processes concerning Bylaws changes addressing: (1) the composition of the IANA Naming Function Review team, and (2) certain RSSAC and SSAC provisions to address recommendations from the organizational review processes.

### OVERVIEW OF ACTIVITY

**Complaints Office:** Received four new complaints during the reporting period, for a total of 50 complaints submitted to date. The Complaints Office also worked with ICANN community participants and ICANN org staff to resolve issues, preventing the need for new complaints. Approximately 65% of closed complaints have led to ICANN org improvements and 29% have resulted in opportunities to educate complainants about the multistakeholder model, ICANN org's remit, and where they can best input into the model or seek assistance from other avenues.

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

**Legal Contracting:** Advised various departments on ongoing contracting-related issues that arose during the request for proposals process (for example, the Technical Compliance Monitoring System and Emergency Back-end Registry Operator providers). Continued to support GDD Operations with various matters including the renewal of several legacy TLD Registry Agreements and generation of Registry Agreement amendments. Supported the Office of the Chief Technology Officer, Policy, Meetings, Contractual Compliance and all other ICANN departments with the review of various agreements that help facilitate ICANN's mission.

**Legal Support for GDD and Policy Teams:** Advised the GDD Team on gTLD issues, including preparation for the new policy concerning gTLD Registration Data, and a new Domain Name Registration Data Lookup tool (using Registration Data Access Protocol (RDAP) queries). Provided legal support and implementation advice on policy development work, including Phase 2 of the Expedited Policy Development Process on the Temporary Specification for gTLD Registration Data.

**Legal Support for Global Stakeholder Engagement, Strategic Initiatives and Implementation of IANA Stewardship Transition:** Supported the delivery of the FY2020-FY2025 Strategic Plan for Board consideration after close of public comment, as well as supporting the Secretary in sending notice to the Empowered Community. Completed amendments the IANA Naming Function Contract 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, as well as implementation planning for each of the areas where the legal department is part of the substantive work.

**Litigation and Internal Services:** A full IRP Panel was selected in Afilias Independent Review Process (.WEB). A hearing following judicial estoppel trial in .AFRICA lawsuit was set for 22 August 2019. The UDRP-related lawsuit against ICANN in India was dismissed. The Cooperative Engagement Process re: .KIDS concluded. ICANN initiated arbitration (per registry agreement) against registry operator of .AIGO for noncompliance. Additionally, three Reconsideration Requests are in process: one relating to the .AMAZON applications; two relating to the renewal of .ORG and .INFO registry agreements.

### **TOP ISSUES & MITIGATION**

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 a privileged version of a litigation report to the Board Accountability Mechanisms Committee and the Board, with specific notes to the Board regarding significant litigation results as they occur. Documents in litigation matters relevant to the community can be found at:

<https://www.icann.org/resources/pages/governance/litigation-en>.

## ICANN Org Report to the Board

Global Domains Division (GDD)

Cyrus Namazi, Senior Vice President, Global Domains Division

### KEY HIGHLIGHTS & MILESTONES

#### gTLD Registration Data Policy Implementation

- Issued a call on 20 May for volunteers to participate in an Implementation Review Team (IRT) to assist in the implementation of the Expedited Policy Development Process (EPDP) team's Phase 1 policy recommendations. ICANN org is now working with the [volunteer](#) team to review the proposed implementation plan as drafted by ICANN org for consistency with the recommendations from the EPDP Team.

#### GDD Industry Summit

- Held the fifth [GDD Industry Summit](#) 6-9 May in Bangkok, Thailand, attracting 300+ attendees from more than 40 countries. Session recordings with transcripts are located [here](#) and the post-event survey is published [here](#). The event was followed by the [Registration Operations Workshop \(ROW\)](#), the [DNS Symposium](#), and [DNS OARC](#). The ROW and DNS Symposium pages also contain session recordings with transcripts.

#### Internationalized Domain Names (IDNs)

- Released the third version of [Label Generation Rules for the Root Zone](#) (RZ-LGR-3). These rules define a set of criteria for determining valid IDN labels for the Root Zone of the Domain Name System and their variant labels. A total of 16 scripts, out of the 28 scripts identified in the [Maximal Starting Repertoire](#), are now integrated in the RZ-LGR.
- Successfully completed string evaluation of the proposed IDN country code top-level domain (TLD) strings for the European Commission (in Greek), requested by EURid; and Laos, requested by Lao National Internet Center (LANIC).

#### Contracted Party Satisfaction Survey

- Published the [results](#) of the third annual survey, which was conducted by a third-party market research company. The results were generally favorable and show that overall, GDD has improved each year since the survey's inception.

#### Registrants

- On 29 April, published the second edition of the [Issues and Challenges Impacting Domain Name Registrants](#) report. The report provides observations of issues and challenges impacting registrants based on our review of data from across the organization.
- GDD collaborated with a group of registrars to convene an interactive [Registrant User Experience Roundtable](#) at the GDD Summit in Bangkok. The session resulted in a number of use cases that were identified by contracted parties. ICANN org will continue to collaborate with the contracted parties to develop content on these use cases.

#### Registration Data Access Protocol (RDAP)

- Held technical [webinars](#) for contracted parties in April. The sessions were conducted in English and the additional five UN languages.
- On 29 July, launched an updated version of the registration data lookup tool that uses RDAP to query, parse, and display registration data in a human-friendly format. ICANN contracted parties must provide registration data directory services through RDAP, in addition to the WHOIS services, by late August.

#### Subsequent Procedures for gTLDs

- Continued planning for policy implementation and operational readiness for a subsequent round of new gTLDs. This included discussions with the Board on a set of operational assumptions, which were also shared with various parts of the community for feedback,

including the GNSO Subsequent Procedures PDP Working Group, RSSAC, SSAC, ALAC, GAC, contracted parties, NCSG and CSG.

#### **Monitoring System API (MoSAPI)**

- Released a new version of the Monitoring System API (MoSAPI) that extends the result codes provided to registries regarding incidents detected by the Service Level Agreement Monitoring (SLAM) system. The extended result codes allow registries to obtain precise information regarding the issue identified by the SLAM system. Additionally, registries can now access daily Domain Abuse Activity Reporting (DAAR) aggregated statistics.

#### **Uniform Rapid Suspension (URS) Suspended Domain Website System**

- The Uniform Rapid Suspension (URS) Suspended Domain website system was released. The system provides a standardized webpage for URS suspended domains integrating DNSSEC, IPv6, and HTTPS. The system allows URS providers to manage the URS suspended domain websites in a simple and centralized management tool.

### **OVERVIEW OF ACTIVITY**

#### **Technical Compliance Monitoring System**

- Published an updated Request for Proposal for a provider to develop and maintain a Technical Compliance Monitoring System. The system is intended to enable ICANN org to help gTLD registries and registrars ensure compliance with consensus policies and certain provisions in their contracts with ICANN.

#### **GDD Operations**

- A total of 263 Registrar Accreditation Agreements (RAAs) were renewed during the reporting period. Six registrars were terminated (three voluntarily and three involuntarily) and six new registrars were accredited. Fourteen Registry Services Evaluation Policy (RSEP) requests for 286 gTLDs were completed and three gTLD Registry Agreements were terminated.

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

- The ICANN Board received four advisories related to At-Large Advisory Committee (ALAC), Root Server System Advisory Committee (RSSAC), Security and Stability Advisory Committee (SSAC) and Governmental Advisory Committee (GAC) advice, which translates to six pieces of individual advice (advisories often contain more than one piece of advice). Three require action from the ICANN Board, and three are statements and/or informational advisories that don't contain a specific recommendation for the ICANN Board. In addition, the ALAC issued four public statements.
- Correspondence: From 1 April thru 2 August, ICANN org handled 87 cases related to the work of processing correspondence using the ARR framework. Of those, 33 letters required substantive responses, which were published on the ICANN correspondence page. ICANN also published 23 letters to the ICANN community; these letters are used to inform the community or request information on various topics.

#### **New gTLD Program**

- As of 2 August 2019, 44 applications remain in the 2012 Round with three applications progressing toward contracting. During this period, eight applicants withdrew from the Program and agreements for three TLDs were subsequently terminated and removed from the root zone.

#### **Global Support**

- The Global Support team fielded 5,367 general inquiries. ICANN's contracted parties represented 13% and were distributed by region by the following percentages: North America 44%; Europe 27%; Asia Pacific 25%; Latin America 3%; and Africa 1%. The remaining 87% of inquiries were from registrants and the general Internet community, half of

which asked for help managing domain name registrations (e.g. transfers, renewals), as well as website content.

- Achieved an overall customer satisfaction score of 4.0 on a 5-point scale for the question “How satisfied are you with the service you received from ICANN?”

#### **Naming Services portal (NSp) Version 2.0 for Registrars**

- This update is expected to launch in September. It will enable the retirement of some systems, as well as lay the foundation to transition the contractual compliance ticketing system for both registries and registrars into NSp.

#### **International Governmental Organization/International Non-Governmental Organization (IGO/INGO) Identifiers Protection Policy Implementation: Red Cross Name List Identifiers**

- The policy recommendation the Board [adopted](#) earlier this year for new gTLDs is in the implementation planning phase. The plan is to supplement the existing consensus policy [Protection of IGO and INGO Identifiers in All gTLDs Policy](#), by which the specific terms “Red Cross,” “Red Crescent,” “Red Lion & Sun,” and “Red Crystal” were withheld from registration with the new set of DNS labels. The Implementation Review Team (IRT) that is working on the implementation of the previously-adopted consensus policy plans agreed to add these new recommendations to its work scope and is supporting the implementation team in preparation for a public comment preceding.

#### **Public Comments**

- Proposal for Hebrew Script Root Zone Label Generation Rules (20 Feb.-18 April)
- Proposed Renewal of .info Registry Agreement (18 March-29 April)
- Proposed Renewal of .org Registry Agreement (18 March-29 April)
- Proposed Renewal of .asia Registry Agreement (28 March-7 May)
- Proposed Renewal of .biz Registry Agreement (3 April-14 May)
- Label Generation Rules for Root Zone Version 3 (RZ-LGR-3) (25 April-4 June)
- Study on Technical Use of Root Zone Label Generation Rules (15 May-19 July)

#### **ICANN65**

- Participated in numerous sessions/meetings with community members, including contracted parties.

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

- Several members of the UASG attended ICANN65 and, with the help of ICANN staff, supported UA sessions with ALAC, the GAC, and a cross-community high interest [session](#) on policies around Universal Acceptance (UA).
- The UASG published its [FY20 action plan](#) and execution is now underway.

### **TOP ISSUES & MITIGATION**

#### **Introduction of the Registration Data Access Protocol (RDAP) for Registration Data Directory Services (RDDS)**

- GDD is taking a multi-step approach to launch RDAP. The first step is the technical implementation, during which contracted parties were required to provide Registration Data Directory Services (RDDS) using RDAP (in addition to WHOIS) no later than 26 August 2019. Next, GDD is in preliminary discussions with the Registries Stakeholder Group and the Registrars Stakeholder Group to define the RDAP service from a contractual perspective. ICANN is also updating its domain name registration lookup tool (whois.icann.org) to support RDAP, in addition to preparing for the eventual sunset of the WHOIS service.

#### **Impact of EPDP Phase 1 Recommendations on Other ICANN Policies/Procedures**

- Recommendation 27 of the Phase 1 Final Report currently under implementation recommended that updates be made to all existing ICANN policies and procedures to

ensure consistency with the new Registration Data Policy. GDD is in discussion with the Generic Names Supporting Organization (GNSO) Council leadership team to define a process that would involve the IRT and the GNSO Council in planning this activity.

## ICANN Org Report to the Board

Contractual Compliance and Safeguards

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

### KEY HIGHLIGHTS & MILESTONES

#### Contractual Compliance

- Contractual Compliance (CC) continues to participate in the Implementation Project Team for the Expedited Policy Development Process (EPDP) on the Temporary Specification (TS).
- CC Audit completed the Registry Operator (RO) DNS security threat audit, which focused on 1,222 TLDs. Final public report will be published soon.

#### Consumer Safeguards

- Facilitated a session on DNS Abuse topics at GDD Summit in Bangkok.
- In partnership with the Office of the Chief Technology Officer (OCTO) and the Global Stakeholder Engagement Team (GSE), CC facilitated a DNS abuse discussion with UK-based stakeholders
- Engaged in several discussions across the community concerning DNS abuse mitigation strategies.

### OVERVIEW OF ACTIVITY

#### Contractual Compliance

**Contractual Compliance Enforcement** – All notices can be found [here](#).

#### Notice of Termination

CC issued three registrar terminations for failure to cure breaches. The terminations were for [Webveloper Inc.](#), [BrandNames.com SARL](#), and [BatDomains.com Ltd.](#)

#### Notice of Breach

Four Notices of Breach were issued during this reporting period (three registrars and one registry operator). Two registrars were escalated to termination.

#### Notice of Suspension

One Notice of Suspension was issued and modified in June 2019 following the commencement of insolvency proceedings against the registrar Net 4 India Limited.

#### Audit Program

CC Audit completed the Registry Operator (RO) DNS security threat audit, which focused on 1,222 TLDs. The audit's scope consisted of reviewing RO obligations related to DNS Abuse Security Threats.

#### Compliance Matters Related to Registrars

From April to June 2019, CC received 5,825 complaints against registrars. The largest volume of complaints concerned WHOIS Inaccuracy. Over 1,200 complaints were closed without having to engage the registrar because they were determined to be invalid, duplicates, requested evidence or additional information not provided by reporter, etc.

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

From April to June 2019, CC received 958 complaints alleging registry-related contractual violations. The largest volume of complaints received concerned Zone File Access. About 100 complaints were closed without having to engage the registry operator because they were determined to be invalid, duplicates, requested evidence or additional information not provided by reporter, etc.

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

CC continues to participate in the Implementation Project Team for the Expedited Policy Development Process (EPDP) on the Temporary Specification (TS). CC shares insight into topics that include redaction, reasonable access to registration data on the basis of legitimate interests, gaining registrar Forms of Authorization, etc.

CC has a role in implementation for Work Stream 2 (WS2) – Enhancing ICANN Accountability, RDS-Whois2 Review Team implementation, and CCT Review Team efforts, and provides input on feasibility and resource estimates.

CC also continues to participate in the Implementation Project Team Red Cross List Update (Implementation of the Consensus Policy Recommendations by the Re-convened PDP WG).

### **Compliance Outreach:**

From 2 April 2019 through 2 August 2019, the CC team attended and participated in multiple activities to engage with the contracted parties and the ICANN community, including the GDD Industry Summit in Bangkok, the Policy Forum at ICANN65, as well as other sessions:

- “The Hosting Talk Event” (12-13 April 2019) in Istanbul to raise awareness about ICANN functions and present information on how to become an ICANN accredited registrar.
- APAC Outreach in Xiamen, China (1-2 June 2019) in partnership with GDD. The outreach targeted Chinese registrars, of which 32 representatives attended. It was an opportunity for the contracted parties to collaborate with ICANN on the compliance process and responses to notices.
- Registrar and Registrant Trainings in the EMEA Region (June and July 2019). CC held trainings in Moscow, Kampala, Lisbon and Tel Aviv for local registrars, registries, resellers and registrants. The primary goal was to engage registrars in their respective regions and to increase their understanding of the CC processes, their contractual obligations, and to encourage the exchange ideas between their fellow community members. CC also held sessions as part of the ICANN Registrant Program.

### **Consumer Safeguards**

During the last quarter, Consumer Safeguards continued to facilitate community discussions regarding possible DNS abuse and security threats plenary session in Montreal. These discussions with ICANN community members suggest that one or more SOACs may support a session in Montreal. Some community suggestions for the panel include an overview of the Internet ecosystem and how it is abused; a review of ICANN’s remit and responsibility within the ecosystem; and presentations on what is already being done to mitigate DNS abuse by contracted parties and others.

### **TOP ISSUES & MITIGATION**

None.



## ICANN Org Report to the Board

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

### KEY HIGHLIGHTS & MILESTONES

The Operations (Ops) Team has been carrying out team goals focused on functional improvements and cross-functional collaboration to optimize value-add, resource/cost management, bubble-piercing, and reducing complexity. Highlights of such collaborative achievements include the Board Workshop and ICANN65 deliverables, FY21-25 Operating & Financial Plan development, Open Data Program, Regional Office Operational Initiative, ICANN Org Continuity Plan development, and Regional Security Management Model implementation. OPs is proud of the continuous improvements and collaborative work at the ICANN org to advance the organization.

### OVERVIEW OF ACTIVITY

**Collaborative Activity Highlights:** The collaboration among the team, along with joint efforts with other functional teams, have effectively advanced the following:

- *Fiscal Years 2021-2025 Operating & Financial Plan* – Posted draft FY21-25 Financial Assumptions and Projections, and Draft Operating Initiatives of the FY21-25 Operating and Financial Plan (O&FP) for public comments starting 14 June 2019. We continued working with cross-functional teams to develop the entire O&FP draft. The input from the organization's annual assessment was instrumental during the O&FP drafting process.
- *Accountability Indicators* – Teaming with functions across ICANN org in preparing the transition of the indicators to align with FY21-25 O&FP.
- *Open Data Program* – Teaming with Office of the Chief Technology Officer (OCTO), Legal, Engineering and Information Technology (E&IT), and Communications in the development of the framework and supporting processes, updating the data assets inventory, and customizing the open data platform to meet ICANN's needs.
- *Regional Office Operational Initiative* – Partnering with the Regional Office Managing Directors and operational teams on improving regional office operational management. Several actions derived from the constructive regional office cross-functional team meeting in Marrakech (ICANN65), one of which is to team with E&IT to leverage a tested tool to manage issues and actions of the regional offices (target prototype by August 2019).

**Board Operations** finalized functional responsibility and reporting structure changes, focusing on higher value-add to the Board and org as well as career development. These changes will also allow greater focus on information and tools management to further improve internal processes and cross-functional collaboration, preserve institutional memory and facilitate reporting.

The team also maintained its focus on improvements and ongoing services.

Improvement Activity Highlights –

- Supported the Board and org to finalize the 2020 Board workshop planning strategy to enable greater interaction between the Board and the staff while reducing costs.
- Continued strengthening processes and policies, in particular within the context of the upcoming Board leadership transition. Major ongoing activities include: Board workshops in May and June, and ICANN65, plus two regular meeting and one special meeting, focused on timely agenda planning and Executive reviews, Board interactions with the community, Board block lead support, meeting organization, content and logistics management, and actions tracking reporting.



- During ICANN65, organized more than 24 additional sub-groups and committee meetings, partnered with the Multistakeholder Strategy and Strategic Initiatives (MSSI) team to prepare the Board for several Review Team meetings, and with the Policy team to facilitate meetings with Generic Names Supporting Organization (GNSO) and the Governmental Advisory Committee (GAC).
- Organized and supported 44 Board Committees, Working Groups, Caucus Groups, and the PTI Board meeting.
- The Board received support in sourcing courses, approvals, and registrations. Thanks to this support, seven Board members attended a total of eight trainings in this period aimed at enhancing the Board's performance and effectiveness.
- Produced the Board's Quarterly Travel Cost Report which is timely for increasing transparency and cost savings.

**Risk Management** continued to advance the Risk Management Framework delimited in the ICANN Org Risk Management Policy.

- The ICANN Board Risk Committee (BRC) developed its risk report to the Board during ICANN65. Ops supported the agenda, presentation materials, and BRC members, and presented directly to the Board. This is a significant milestone because the BRC has maintained a semi-annual frequency of reporting to the full Board.
- The Risk Management team participated in the org-wide Trend, Organization, and Risk Assessment meetings to elicit from the participants the understanding of the inherent risks, trends, and operations, demonstrating continuous integration of risk management within the organization.

**Security Operations** continued to drive operational and financial efficiencies.

- Deployed the APAC Regional Security Coordinator (RSC) to support GDD summit in Bangkok instead of additional out-of-region and external support.
- Published RSC white paper to broaden the initiative across all regions and collaborated with the regional managing directors to formalize the regional implementation.
- Launched the roll out of International SOS active shooter eLearning and received a great amount of positive feedback. In the process of advancing the global emergency preparedness, risk-driven scenario-based exercises were conducted by the Emergency Response Teams in Istanbul, Brussels, Montevideo, and Los Angeles (earthquake scenario), and International SOS First Aid / CPR / AED training was held in Brussels. The earthquake preparedness training was delivered to all staff in Los Angeles (very timely given the recent Ridgecrest earthquake) by external subject matter experts free of charge.
- To optimize regional capability and expertise, Regional Security Managers are undertaking language training in languages relevant to their regions.
- At ICANN65, we safely recovered more than 30 "missing" suitcases for staff and participants.

## **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 Global Human Resources and Administrative Services teams focused on a number of significant areas in support of our strategy to attract, retain, and engage talent. Highlights include the completion of the 2019 Employee Engagement Survey, improvements to the management and administration of global benefits, completion of employee performance reviews for the second period of FY19 (SR2), continued initiatives for staff learning and development, and staffing of several key vacancies.

### OVERVIEW OF ACTIVITY

#### Employee Engagement Survey:

- Overall participation was a record 91%, a four-point increase from 2018.
- Results indicate that significant improvements were achieved in selected areas of focus, including executive functional communication and cross-functional collaboration.
- Continued focus remains on opportunities for professional development, along with perceptions regarding ICANN's ability to implement new initiatives successfully and prioritize across the organization.

#### Benefits:

- Communicated Gallagher's recent appointment as ICANN's global benefit plans broker to ICANN's local staff in Brussels and Istanbul, and introduced staff to their local brokers, who are working to ensure a smooth transition.
- Worked with the local broker in Turkey. The date for insurance renewals was harmonized for all staff to simplify benefits administration.
- Improved staff benefits in Singapore by increasing plan benefit limits to market best practice while offering an enhanced claim processing experience and automation where possible. These improvements align with ICANN's overall compensation philosophy and provides a more competitive benefits package for attracting and retaining staff in Singapore.

#### Compensation:

- FY19 SR2 Performance Reviews and At-Risk payments: A total of 380 staff completed the SR2 performance review process and at-risk payments were successfully paid out in June.
- FY19 Annual Compensation/Merit Review (ACMR): The yearly process was completed in July while leveraging the Oracle ERP for the automation of the process.

#### Staff Learning and Development:

- Continued to enhance staff knowledge of the organization's functions through a number of "Getting to Know ICANN" sessions.
- Finalized preparations for the launch of the Leadership Education and Development (LEAD) Program to strengthen ICANN's leadership capabilities globally.

#### Talent Acquisition:

- Staffed over 20 positions in several departments, including the following critical roles: Senior Accounting Manager, Senior Financial Analyst III, and Payroll Specialist in Finance; Global HR Business Partner, HR Manager for EMEA region, and HR Coordinator in Global Human

Resources; and, two Information Security Engineers, a Software Engineer, and two QA Automation Test Engineers in Engineering & IT.

**Administrative Services:**

- Began renovations of ICANN’s Brussels office with anticipated completion by the end of August 2019.
- Began lease renewal negotiations for ICANN’s office in Istanbul expected to be finalized in October 2019.

**Global Health and Wellness:**

- Relaunched our global wellness program “ICANN | BE WELL” with a global network of wellness representatives who are in charge of organizing local cultural events across all ICANN offices in summer and fall. This program aims to help our staff be their best by focusing on total health, including physical, mental, social, and financial wellness.

**TOP ISSUES & MITIGATION**

None.

## ICANN Org Report to the Board

Engineering & Information Technology (IT)

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

### KEY HIGHLIGHTS & MILESTONES

In May, after a four-month planning process, Engineering and Information Technology (E&IT) completed a reorganization, initiated by the integration of the Product Management team. The reorganization went smoothly with no issues and the teams are functioning well.

### OVERVIEW OF ACTIVITY

#### THE PILLARS

##### **Community Collaboration Pillar**

- **The Information Transparency Initiative (ITI):** The project continues on a trajectory for a FY19-Q4 soft launch. Most recent accomplishment: completed development on legal and Board content.
- **Registry Data Access Protocol Web Client (RWC):** Successful launch on 29 July 2019. Client-based lookup service adopting the Registry Data Access Protocol with ability to failover to WHOIS when unavailable.
- **Group Enrollment:** Configuration is underway to deliver a mechanism for community members to view and apply to ICANN working groups. The service is currently being configured to integrate with ICANN accounts. This will allow users to have a single sign-on experience. Launch target date: September or October.
- **LACRALO Email Translation Tool (Transbot):** Foundational issues with the current tool have resulted in the need to re-platform. Engaged a third-party development firm to help rewrite it with focus on stability and scalability. The project kicked off and it is in its development stage. Target launch: FY20 Q2
- **Zoom (for Community Collaboration):** In support of the ICANN Community for remote participation and collaboration, we transitioned from Adobe Connect to Zoom, with the Marrakech meeting acting as our final hurdle. Zoom's audio conference has also enabled us to retire PGI as a telephony provider, giving us a further consolidation of services and savings.

##### **Community Engagement Pillar**

- **GDPR:** Enterprise data logging was successfully completed. Access to the logged data has been provided to ICANN Legal. Service-specific Data Subject Request (DSR) Guides are under review by ICANN Legal and will be created by E&IT for all services that are impacted by the DSR process. A cookie notification is being added to applicable services, with the majority of sites complete, and the remainder to be finished by the end of September.
- **Meetings:** Successful launch of EventsAir (new package) registration and kiosk in Marrakesh. Other functions for hoteling and integration with ICANN accounts are planned by the end of the year. A cross functional process improvement working group has been formed to help realize efficiencies.
- **Fellowship:** Software selection of Wizehive was completed. The project has started.
- **NomCom completes round in Wizehive:** Successful completion of the latest Nominating Committee (NomCom) round in the new Wizehive platform resulting in efficiencies for staff, NomCom selection committee, and candidates. Improved reporting and integration with ICANN account are planned by the end of the year.

##### **Contracted Parties Pillar**

- **Naming Services portal:** The delivery team completed a successful round of User Acceptance Testing with the new Registrar v2 functionality with business stakeholders.

Feedback has been positive. The official product launch is on track for deployment on 16 October 2019.

### **Technical Services Pillar**

- **Big Data:** The team reached a major milestone with the implementation of a big data solution in July. This solution will store all monitoring data mandated by the Registry Agreement and the Registrar Accreditation Agreement specification, and make it available for analysis and/or publication.

### **Staff Operations Pillar**

- **Oracle ERP Finance:**
  - Three new improvements in Oracle ERP.
    - **Customer Statements automation.** New Automation will eliminate manual process completely and seamlessly sends emails to customers with statement attachments.
    - **Low Dollar Purchase Order (PO) Automation:** A PO will be created automatically when requisitions are less than or equal to \$4000 dollars.
    - **Singapore ACH and wire Payments automated:** Once users submit payment batches, upon approval, ACH and wire payments will be transmitted to HSBC Singapore automatically. Eliminated HSBC Connect manual payment process
- **End User Support - #Slack:** We successful retired Jabber as a tool for instant messaging, replacing it with Slack. Slack automatically enrolls every staff member in its directory, Jabber was an opt-in tool. It provides end-to-end encryption and even Slack (the company) cannot decrypt messages since it is server-based. Slack provides a feature to set data retention as required by the organization using it. And when data retention 'expires', Slack (the company) confirmed that content cannot be restored by them. Usage of Slack has sky-rocketed.
- **End User Support – PCs to Mac Standardization:** We have transitioned 100% of ICANN org staff to Macs. There were some 150 PCs in our fleet when we started this project 12 months ago. With time, investment, and training, this project is now complete. It will result in a projected savings of over \$150 thousand dollars in recurring annual costs.

## **THE PLANKS**

### **Software Engineering**

- **Engineering Org & Processes:** Resulting from the recent reorganization of Engineering & IT department, the various Development, Release Engineering, and Sustaining Engineering groups have been consolidated into one Software Engineering team. We have now assessed what needs to be consolidated and what requires a "reboot". To also assess Zensar, our offshore software development partner in India, our Chief Software Engineering visited its facilities in Pune, India. While there, he shared organizational changes and expected impacts.

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

- **Data Center Disaster Recovery Test:** We successfully completed the failover of all public ICANN services running from our United States West Coast data center in Los Angeles (LA) to our United States East Coast data center in Washington D.C.(DC). This included services like www.icann.org, www.iana.org, and czds.icann.org, moving from Los Angeles to Washington, D.C. and back again without service interruption.

## **TOP ISSUES & MITIGATION**

None.

## ICANN Org Report to the Board

Office of the Chief Technology Officer (CTO)

David Conrad, SVP & Chief Technology Officer

### KEY HIGHLIGHTS & MILESTONES

- Successfully hosted the third ICANN DNS Symposium.
- Issued Name Collision Analysis Project 1<sup>st</sup> Study: Request for Proposals.
- Supported Root Server System Advisory Committee Caucus resolver behavior and root server metrics work parties.
- Individual DNS Abuse Activity Reporting metrics now available to registries.

### OVERVIEW OF ACTIVITY

**Third annual ICANN DNS Symposium (IDS):** A two-day event focused on all aspects of the Domain Name System (DNS) operations was held 10-11 May in Bangkok, Thailand. The event was organized by the Office of the Chief Technology Officer (OCTO) with the theme "Understanding the Security, Stability, and Resiliency of the DNS". 164 attendees from all over the world attended IDS 2019 and voiced a high level of satisfaction with the event.

**Name Collision Analysis Project (NCAP) moves forward:** NCAP moved forward with the creation of the NCAP Discussion Group in April to oversee the NCAP studies. This group is composed by the Stability Advisory Committee (SSAC) and interested community members. The bulk of the work researching and writing the first NCAP study will be performed by a contractor and managed by OCTO. In July, OCTO worked with ICANN Procurement to open a Request for Proposals to find a contractor, who will be selected using ICANN's standard procurement process to help ensure a quantitative and unbiased choice. Contract award and the start of work is anticipated in September.

**RSSAC Caucus Work Party Contributions:** In the RSSAC Caucus Resolver Measurement Work Party, OCTO has developed a new testbed tool that will be used to answer questions from RSSAC on diverse topics such as how resolvers perform priming and how they optimize caches. In the Metrics Work Party, OCTO staff is supporting discussions on how to best prepare metrics for evaluating root servers as part of the RSSAC 37/38 effort and have also created a proof-of-concept metrics collection service to help determine the thresholds to be used by the Work Party.

**DNS Abuse Activity Reporting System (DAAR):** OCTO's Security Stability, and Resiliency (SSR) team worked with GDD and E&IT to make TLD specific data available to each TLD operator through the GDD-administered MoSAPI system. This data allows registry operators to view their own abuse statistics and compare them to the averages published in the DAAR monthly reports. In addition, OCTO SSR team members helped the ICANN Contractual Compliance team understand elements of DNS abuse reputational data to inform their recent registry audits. Similar work is ongoing related to future audit programs in relationship to Registrars.

**Technical Engagement/Outreach/Capacity Building Activities:** Since the last CEO Report to the Board, OCTO technical engagement staff have delivered 13 capacity building events in 13 different countries and presented on DNS ecosystem security and the evolution of the root server system at APRICOT/APNIC in APAC, AIS/AFRINIC in Africa, and the RIPE NCC



meeting in Europe. OCTO staff also participated and/or presented at prominent local Network Operations Groups in India, South Eastern Europe and the Caribbean and worked with the Network Startup Resource Center (NSRC) and the Global Stakeholder Engagement Online Training Platform team to curate technical training materials. Through its partnership with the U.S. Telecommunications Training Institute (USTTI), OCTO delivered a DNS ecosystem training in Washington D.C. to 20 regulators and telecommunications executives from 15 different developing countries. See a detailed example of OCTO SSR Team-specific engagement activities below.

## TOP ISSUES & MITIGATION

- Staff resource limitations result in the OCTO team being unable to meet growing technical capacity-building/training demand. To mitigate this issue, we are strengthening our online training curricula and are in the process of enlarging the technical engagement team.
- Sources of DNS Abuse Activity Reporting (DAAR) data, its interpretation, and the purposes and limitations of DAAR remain controversial, both internally and externally. We are mitigating the effects of this issue by explaining more clearly the DAAR methodology, data sources, and how DAAR data should be used to facilitate policy discussion. We are also looking to create a custom tool to address ICANN Contractual Compliance needs not appropriate for DAAR.

## OCTO SSR TEAM-SPECIFIC ENGAGEMENT

*Note: The following excludes all activities performed by OCTO SSR team members in confidence, in closed trust-groups, or under the Chatham House Rule.*

### April

- Presentation given during ARIN's Law Enforcement Day in Barbados. Attendees included law enforcement representatives, investigators, prosecutors, and heads of unit from Caribbean nations.
- Meeting of Interpol's Global Cyber Crime Expert Group in Lyon, France.
- Facilitated coordination between RIPE NCC and the Finnish police for a joint capacity building activity in Helsinki on abuse of the identifier systems.

### May

- Discussions with the Israeli National Police regarding participation in an ICANN meeting (Marrakech or Montreal.)
- Delivered multiple presentations on DNS abuse and latest SSR-related concerns for three groups within the United Kingdom's Cabinet Office in London: Cyber Resilient Government, Security Monitoring Working Group, and National Security Secretariat.
- Met with the Technical Director of the United Kingdom's National Cyber Security Center regarding SSR-related concerns, their Active Cyber Defence Year 2, DNS over HTTPS, and other topics.
- Along with Jean-Jacques Sahel of GSE, met Prince Andrew, Duke of York, during his Pitch@Palace event at the Imperial College of London. Briefly exchanged with him some words regarding cyber security.
- Participated in the UK's National Cyber Security Center workshop on DNS over HTTPS.
- Provided international law enforcement organization with assistance per their request, in relation to an investigation on a business email compromise they were investigating.

- Assisted law enforcement agency from a Latin American country on an issue involving a phishing campaign using domain names registered at large registrar, using hosting provided by a large content delivery network.
- Discussion with the Canadian Radio-television and Telecommunications Commission (CRTC) about DAAR, providing clarification on different questions.
- Training on DNS abuse to the cyber unit of the Ukrainian police in Kiev.
- Delivered 4-hour presentation for .HU in Budapest, the attendees were .HU registrars, Hungarian ISPs, staff from the Budapest Internet Exchange, and law enforcement.

## June

- Meeting with Scottish cyber police regarding opportunities for collaboration and use of passive DNS to prevent business email compromise.
- First meeting with City of London Police (Economic Crimes Unit) regarding abuse reporting under the RAA, definition of DNS abuse, and Expedited Registry Security Request, among other topics. This meeting was the starting point of the engagement, future meetings are being discussed (the City of London Police is the lead force in the United Kingdom for investigations on economic crimes.)
- Co-organized with Europol a closed 5-hour long DNS abuse track in Marrakech with presentations covering topics such as ICANN and DNS abuse, Internet governance, and the role of the regional Internet registries in general and in anti-abuse. The presenters included Paul Wilson (APNIC), Richard Leaning (RIPE NCC), Leslie Nobile (ARIN), Brian Cimboric (PIR), Michele Neylon (Blacknight), Cathrin Bauer-Bulst (European Commission), Greg Mounier (Europol), and Carlos Alvarez del Pino (ICANN).
- During Marrakech, in-confidence discussions with the U.S. Department of Homeland Security, FBI/NCFTA, Interpol Cybercrime Directorate, Europol.
- Post Marrakech community meeting on DNS Abuse
- In-confidence discussion with the Israeli National Police about different SSR-related concerns.
- Conference call with the Canadian CRTC, update on latest topics of mutual interest.

## July

- Three-hour presentation during the Cybersecurity Bootcamp organized by the Spanish National Cyber Security Institute (INCIBE) and the OAS.
- Two-hour awareness raising presentation for the Guardia Civil's Delitos Telemáticos Unit in Madrid.
- Visit to INCIBE in León, Spain.



## 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 1 April to 2 August 2019.

During this period, GSE delivered the Africa DNS Forum in Botswana; the MEAC School on Internet Governance in Rabat, Morocco; registrar training in Moscow, Lisbon, Kampala and Tel Aviv; LAC-I-Roadshow in the Bahamas; supported the GDD Summit/Registration Operations Workshop/DNS Symposium, and DNS-OARC events in Bangkok, Thailand; delivered DNS ecosystem security training talks in Sweden, Finland, Latvia, and Lithuania; DNSSEC training in Uzbekistan, Georgia, and India; supported ICANN65 readouts in India, Puerto Rico, Georgia, San Francisco, China, Japan, and Ottawa; delivered a webinar for African ccTLD managers; participated in CANTO35, the Africa Internet Summit, IX Regional Forum in Brazil, Taiwan Internet Governance Forum (TWIGF), Latin America and the Caribbean Internet Governance Forum (LACIGF), Russian Internet Governance Forum (RIGF), Central Asian Internet Governance Forum (CAIGF), Pacific ICT Days and Vanuatu Internet Governance Forum (VIGF), and APAC-TWNIC Engagement Forum; Transform Africa 2019, LACNIC31/LACTLD, Netnod Spring Meeting, CaribNOG17, Cyberstability 2019, the 25<sup>th</sup> anniversaries of the Internet in China, the European Summer School on Internet Governance, the International Telecommunications Union (ITU) Global Symposium for Regulators, International Symposium on Cybercrime Response, 23<sup>rd</sup> East African Communications Organization Congress in Tanzania, among several other events described in the next section.

The Meetings team successfully managed the ICANN65 meeting in Marrakech, Morocco, and is preparing for ICANN66 in Montreal, Canada.

At ICANN65 in Marrakech, the GSE and Public Responsibility Support (PRS) teams provided briefings to the At-Large Community, participated in community sessions, regional sessions such as the LAC Space, Africa Regional Engagement Strategy, APAC Space, and technical community sessions, including Tech Day and the DNSSEC Workshop.

### OVERVIEW OF ACTIVITY

GSE supported a variety of events and trainings between April and August 2019. In addition to the events listed previously, the team also supported the VDECC technical workshop in Dominica, participated in Mauritania's Internationalized Domain Names (IDN) Day, the Myanmar IX Forum, an Australian Internet Stakeholders roundtable, the 2019 International Exhibition on Information Technology and Innovation (OSIANE), the Chinese IDN Innovative Application Forum, talks at Jindal Global University, University of Colorado, Kaunas Technical University in Lithuania, Amity University in India, and Nicholas Copernicus University in Poland.

**GSE** facilitated community discussions on Universal Acceptance, Internationalized Domain Names (IDN), DNSSEC, root server system evolution, and ICANN meeting readouts post-ICANN64 and pre and post-ICANN65. The GSE team continues to work with OCTO to deliver DNS ecosystem security talks for ICANN org departments and community stakeholders.

One of the big successes during this period has been the collaboration between GSE, GDD and other ICANN org functions to deliver registrar training in several regions, including in Russia, Uganda, Portugal, and Israel.

**PRS**, in partnership with other departments, facilitated ICANN org's first [Human Rights Impact Assessment \(HRIA\)](#), published in May. Limited to ICANN org's daily operations, the HRIA's scope includes a review of policies and practices across four functional areas: (1) human resources, (2) procurement, (3) events planning, and (4) security operations. Broadly, the outcomes are positive, highlighting ICANN org's excellent business practices across all four functional areas. Most recommendations are geared towards formalizing existing good practices into policies and increasing training and awareness efforts.

In July, PRS launched the [Community Childcare Grants Pilot Program](#) to facilitate in-person participation of community members with children at ICANN meetings. Starting with ICANN66 in Montréal, Canada, eligible community members can apply for a grant of up to USD 750 per family. The grant is intended to offset childcare costs that might otherwise deter a community member from attending an ICANN Public Meeting. The ICANN Meetings team will make available a list of possible local childcare providers. ICANN will not sanction or recommend specific childcare providers and will not assume responsibility or liability for childcare services of any sort. Applications for ICANN66 were open until 3 September 2019.

During this period (April-August 2019), the **Global Meetings Operations** team supported 19 face-to-face meetings: the ATRT3 in Los Angeles; the NomCom 2019 Intercessional in Los Angeles; the Technical Study Group-Access-RD meeting in Washington D.C.; the SSAC Admin Committee meeting in Los Angeles; the Executive & Board Workshops in Istanbul, Turkey; the ERT Training and Security Ops Team Retreat in Istanbul, Turkey; the GDD Industry Summit, Registration Operations Workshop, DNS Symposium, and DNS-OARC meetings in Bangkok, Thailand; SSR2 Review Team meeting in Brussels; Registrar Training in Moscow, Russia; Africa Internet Summit in Kampala, Uganda; ICANN65 in Marrakech, Morocco; MEAC School on Internet Governance in Rabat, Morocco; Domain Name Industry Training in Tel Aviv, Israel; Africa DNS Forum in Gaborone, Botswana; Executive Team Retreat in Los Angeles; Myanmar LGR Proposal Local Public Consultation meeting in Yangon, Myanmar; and the LAC DNS Forum in San Juan, Puerto Rico.

During this period, the **Travel Services Team** serviced 478 travelers across 25 meetings, which included 348 supported funded travelers for ICANN65 in Marrakech.

## TOP ISSUES & MITIGATION

During ICANN65, GSE presented the initial results of its survey of regional stakeholders regarding their priorities for ICANN engagement and capacity development programs. 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 on the results will be shared soon with the community in through an ICANN blog post.

GSE team members also delivered a community update during Tech Day on ICANN org DNS technical training and a DNS ecosystem security talk for At-Large. The session was well attended by other stakeholders, including ICANN Board, GAC members, and non-commercial community participants.

The GSE team worked closely with OCTO/SSR to deliver hands-on DNS ecosystem security training for ICANN Org in the Montevideo office during LAC Capacity Development Week. Partner organizations in Casa de Internet, LACNIC and LACTLD, also attended these trainings. The trainings continue to be well received within ICANN org and among the GSE team members who have been the trained. They have used the material to support community trainings and talks on ICANN's technical activities in the regions. GSE team members delivered DNS ecosystem security talks in several regions during this period, including Africa, Asia Pacific, Latin America & the Caribbean, Europe, Middle East and Oceania.

The Meetings team launched a new delegate registration system for ICANN65 in Marrakech, the first in a consolidation of 12 different meeting platforms and processes. This will streamline the various platforms and tools used by the Meetings team and other ICANN org functions, so that the organization is using fewer platforms and processes to deliver ICANN org supported events.

PRS began a [community consultation](#) for the NextGen@ICANN Program, five years since its launch. A [five-year survey taken by](#) program alumni informed the consultation. Similar to the Fellowship Program consultation, a questionnaire went out to ICANN's Supporting Organizations (SOs) and Advisory Committees (ACs) to inform next steps. A proposed approach will go out for public comment in October 2019.

The new Fellowship Program approach went into effect at ICANN65. Changes include new [selection criteria](#) for incoming fellows and mandatory ICANN Learn courses for all applicants and selected fellows. Program [mentors](#) and [selection committee members](#) are now appointed by SOs and ACs. For each fellowship cohort, Statements of Interest and [post-meeting reports](#) will be published online. A new fellowship application system has been selected and will be implemented to further improve program operations and increase organizational efficiency.

[ICANN Learn](#), ICANN's online capacity-development platform, now hosts an Unconscious Bias course. This course was developed in response to community demand for tools to improve effectiveness amongst groups in a volunteer multistakeholder environment. After taking this course, learners will be able to recognize unconscious bias, assess how their own backgrounds and identities may play into decision making, and emerge with tools to better manage the negative impacts of unconscious bias.

## ICANN Org Report to the Board

Communications, Language Services

Sally Newell Cohen, SVP, Global Communications and Language Services

### KEY HIGHLIGHTS & MILESTONES

During this reporting period, the Communications and Language Services team made strides in improving the ICANN org's overall messaging and narrative, identified areas where our efforts could be streamlined for better efficiency, and worked with our regional partners to support a variety of events around the globe. The team also provided direct support for a range of organizational projects and activities, including the Information Transparency Initiative (ITI), ICANN65, media interest surrounding the delegation of .AMAZON, and more.

### OVERVIEW OF ACTIVITY

**ICANN65:** ICANN65 in Marrakech, Morocco, was a Communications and Language Services success. We provided direct interpretation and translations support, distributed daily newsletters to attendees, recorded interviews and videos for the ICANN YouTube account, and engaged with local media in attendance.

**Information Transparency Initiative:** The Information Transparency Initiative (ITI) remains on schedule with minimal risks to completion by the April 2020 deadline for a soft launch. The front-end user experience (UX) and user interface (UI) designs are on schedule, with more than 80% of wireframing completed and no risks to completion. The front-end development and implementation are on schedule with dependencies on the document management system (DMS) integration remaining. In August 2019, the ITI team demonstrated the improved content findability that has been implemented for Board materials and other content types to the Board Technical Committee (BTC).

ITI is in the process of transitioning to the next phase of the project, called the *Information Transparency Platform (ITP)*. This next phase involves ensuring that the technical foundation, informational architecture (IA), and taxonomy that we are building supports the ecosystem of ICANN internal and external properties and is future-proofed for changes in technology. ITP is a multi-year program that involves maintaining this new technical infrastructure and adding new external properties (such as the SO and AC sites). The BTC and Board Finance Committee will receive a more detailed update during the September Board meeting.

**.AMAZON:** Following the announcement that the ICANN Board directed the ICANN org to continue processing the .AMAZON application for delegation on 17 May 2019, there has been significant media interest in this story. Because the Board's decision was an anticipated, documented next step in the process, ICANN's media objective was to provide facts and information, with no judgement offered as to what we see as the best result. Recognizing that journalistic interest in the .AMAZON applications is high, our approach was proactive, yet conservative.

Media efforts were focused on high-profile outlets such as The New York Times, El Pais (Spain), and Reuters. More than 425 articles were written between 1-23 May, and 375 were published post-Board action. Since 7 March 2019, we have tracked more than 1,410 pieces of .AMAZON-related coverage.

**Narratives:** We are in the process of finalizing comprehensive narratives that will simplify the way we talk about and explain ICANN, our role/mission, and our goals. The objective of this initiative is to establish a more clear, concise, and easy-to-understand language that we can consistently use to introduce and bring non-technical stakeholders into the ICANN community.

**ICANN Org Messaging:** Similar to the narratives, the Comms team is working to evolve and improve our organizational messaging for both general and specific topics. As we communicate with our various stakeholders (with varying levels of expertise in ICANN's topics), it's of the utmost important that the messaging we use is clear, consistent, and accessible to all.

**Language Services:** The Language Services team continues to provide support for ICANN Public Meetings and community calls. In an effort to reduce the cost of real-time translations and transcriptions, the team has taken on a large portion of the work that the ICANN org was outsourcing to vendors (Verizon and Adigo). This change will result in significant cost-savings for the org.

**Regional Events/Outreach:** We continue to attend and provide support for on-the-ground meetings and events. During this period, these events included CARIBNOG17 in Barbados, the IDN Innovation and Application Forum in Beijing, China, LACNIC31 in Punta Cana, Dominican Republic, the Pacific Council on International Affairs Conference in Los Angeles, OARC30 in Bangkok, Thailand, the Africa Internet Summit in Kampala, Uganda, and APriGF in Vladivostok, Russia, among others.

**Zoom Transition:** ICANN65 saw the successful launch of Zoom as ICANN's official remote participation platform. The community's feedback has been positive thus far, and the transition communications plan was successfully executed. Following the meeting, we worked with the Engineering & Information Technology team to inform the ICANN community about a number of important security patches implemented by Zoom.

## **TOP ISSUES & MITIGATION**

We continue to look for opportunities and work processes that will lower costs for the organization and allow us to provide more support for our internal and external stakeholders with the available financial and personnel resources.

## ICANN Org Report to the Board

Policy Development Support

David Olive, SVP, Policy Development Support

### KEY HIGHLIGHTS & MILESTONES

#### Empowered Community and Empowered Community Administration

- The Empowered Community had the opportunity to consider whether to exercise its power to reject the proposed FY20 ICANN Budget and the FY21-25 Strategic Plan. No petitions were received during the requisite time periods, and as a result, the FY20 ICANN Budget went into effect as of 1 July 2019, and the FY21-25 Strategic Plan will be effective as of 1 July 2020.

#### Address Supporting Organization (ASO)

- The ASO Address Council (ASO AC) monthly teleconferences will soon be open to the public in response to recommendation 15 from its [second organizational review](#).

#### Generic Names Supporting Organization (GNSO)

- Adoption of the [GNSO Council response](#) to the [ICANN64 Kobe Governmental Advisory Committee \(GAC\) Communiqué](#).
- Confirmation of the [Recommendations Report](#) to the ICANN Board regarding adoption of Recommendations 1-4 contained in the Final Report from the International Governmental Organization-International Non-Governmental Organization (IGO-INGO) Access to Curative Rights Protection Mechanisms Policy Development Process (PDP).
- Approval of the Final Report from the IGO-INGO Access to Curative Rights Protection Mechanisms (Recommendations 1-4) PDP.
- Referral of Recommendation 5 from the IGO-INGO Access to Curative Rights Protection Mechanisms PDP to the Review of All Rights Protection Mechanisms (RPMs) in All gTLDs PDP to consider as part of its Phase 2 work whether an appropriate policy solution can be developed that is generally consistent with Recommendations 1-4.
- Confirmation of the [Recommendations Report](#) to the ICANN Board regarding adoption of the Final Report from Phase 1 of the Expedited Policy Development Process (EPDP) on the Temporary Specification for gTLD Registration Data.
- Commenced Board Consultation on the EPDP on the Temporary Specification for gTLD Registration Data Phase 1 non-adopted parts of two recommendations.
- Initiated consideration of:
  - GNSO Input to the Independent Review Process Standing Panel.
  - IGO-INGO Access to Curative Rights Protection Mechanisms Recommendation 5 Next Steps.
  - Next Steps for Internationalized Domain Names (IDN), including studying the full extent of impacts from the Variant TLD Recommendations and the IDN Guidelines 4.0, and the proper mechanism to resolve any policy implications.
  - Competition, Consumer Trust & Consumer Choice Review Team (CCT-RT) Recommendations passed to the GNSO.
  - Inter-Registrar Transfer Policy (IRTP) Policy Status Report.
  - GNSO Council input on the Legislative/Regulatory Report.

#### Country Code Names Supporting Organization (ccNSO)

- The ccNSO Internationalized Domain Name (IDN) Preliminary Review Team (PRT) launched in April 2019 identified areas in the recommended policy from 2013 with respect to



the selection of IDN ccTLD strings needing reviews and updates. The PRT suggested possible outcomes. In addition, the IDN PRT focused on the IDN ccTLD proposed policy on the inclusion of IDN ccTLD managers in the ccNSO. The report will be presented to the ccNSO Council for adoption during its 22 August 2019 meeting.

- The ccNSO Emoji Study Group (ESG), with participation from individual members of the Security and Stability Advisory Committee (SSAC), has completed a public consultation on the chair's draft report and informed the community of its findings. The updated draft is under discussion with the ESG. The ESG was launched in response to ICANN Board resolutions 2017.11.02.10 and 2017.11.02.11 and hopes to conclude its work by 22 August 2019.
- The ccNSO Council adopted new guidelines for the ccNSO Nomination Procedures for ICANN Board Seats 11 and 12, which now include a mechanism for a background check of candidates. The guidelines will be effective in the upcoming elections.
- The ccNSO Retirement Policy Development Process Working Group is gradually making progress and has agreed on text to document the process.

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

- The ALAC submitted or adopted eight [policy advice statements](#).
- At-Large is planning for the third At-Large Summit (ATLAS III), which will feature a case study approach focused on Phase 1 of the Expedited Policy Development Process on the Temporary Specification for gTLD Registration Data. Additional information on ATLAS III is available on the [ATLAS III workspace](#).
- The election process for ICANN Board Seat 15 has begun with a call for members of the two main working groups to be involved in the process. The draft election timeline anticipates the new ICANN Board Member will be announced on 1 March 2020.
- Two new At-Large Structures (ALSes) were accredited, increasing the total number to 235. In addition, 15 new individuals and 8 new observers joined the At-Large community increasing their totals to 118 members and 19 observers. Several additional ALSes are in the process of being certified.

#### **Governmental Advisory Committee (GAC)**

- The GAC provided a Public Comment submission on the proceeding titled, "Evolving ICANN's Multistakeholder Model of Governance."
- The GAC formed a new working group to focus on government strategic interests regarding the potential next round of new gTLDs.
- The GAC has initiated plans to implement the FY20 Additional Budget Request allocation to hold up to four capacity building workshops over the next 12 months. Workshops are planned for Bahrain, Tonga, Mexico, and Malaysia.

#### **Root Server System Advisory Committee (RSSAC)**

- The RSSAC continues to raise awareness about two recent publications: "RSSAC042: RSSAC Statement on Root Server Operator Independence" and "RSSAC043: Report from the RSSAC April 2019 Workshop."
- In late April, the RSSAC convened in Reston, Virginia for its seventh workshop. The RSSAC focused its discussions on metrics for the Root Server System.

#### **Security and Stability Advisory Committee (SSAC)**

- On 24 April, the SSAC formed the Name Collision Analysis Project (NCAP) discussion group comprised of the NCAP Work Party and community. The discussion group currently has 20

participants and 22 observers. It has completed two deliverables: 1) the statement of work for study one, and 2) the definition of name collisions and scope of inquiry for the NCAP.

- On 30 April, the SSAC started a new work party to study the long-term technical, stability, and economic implications for the Domain Name System (DNS) industry and consequently, the policy implications for the ICANN community on a confluence of technologies that are changing DNS resolution in a fundamental manner.
- On 3 June, the SSAC published “SAC105: The DNS and the Internet of Things: Opportunities, Risks, and Challenges.” This is a tutorial style overview on the interplay between the DNS and the Internet of Things (IoT), highlighting the opportunities, risks and Challenges IoT presents to the DNS.

### **Customer Standing Committee (CSC)**

- Completed implementation of the four recommendations by the CSC Effectiveness Review Team: 1) onboarding; 2 and 3) reporting and informing appointing organizations on attendance of members and liaisons; 4) developing a skill matrix to assist appointing organizations in their search for qualified candidates.
- Developed and agreed with PTI on a template for documenting the requirements for changes to SLAs. The template was developed as part of the change to metrics for technical checks under the current (amended) IANA Naming Function Contract mechanisms for changes to SLAs. In addition to changes of SLA metrics, the CSC worked with PTI on introducing an SLA for PTI processing time with respect to inclusion of IDN tables in the relevant repository and introducing metrics with respect to duration of PTI transactions for delegation and transfer of ccTLDs.

## **TOP ISSUES & MITIGATION**

### **Empowered Community and Empowered Community Administration**

- The Empowered Community, SOs, and ACs continue to work to reconvene the Implementation Oversight Team responsible under the ICANN Bylaws for developing rules of procedure for Independent Review Processes (IRPs). The SO and AC community also must focus on establishing a process for appointing a standing panel for any future IRPs, in consultation with ICANN org. These are important accountability mechanisms under the ICANN Bylaws that will require greater prioritization and focus by the SOs and ACs in the next semester.

### **Address Supporting Organization (ASO)**

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

### **Generic Names Supporting Organization (GNSO)**

*Expedited Policy Development Process (EPDP) on the Temporary Specification for gTLD Registration Data, Phase 2*

- Following the appointment of Janis Karklins as chair for Phase 2, the EPDP Team began its deliberations on 2 May 2019. In order to ensure a common understanding of the topics to be addressed as part of its Phase 2 deliberations, the EPDP Team [mapped the topics](#) which allowed for regrouping and consolidation of topics. This formed the basis for the subsequent



development of the priority 1 and priority 2 [worksheets](#), which serve as the basis for the continued deliberations and development of a [detailed work plan and timeline](#).

- The EPDP Team is engaging with ICANN org to discuss ICANN org's future engagement with European Data Protection Board (EDPB) in relation to the Unified Access Model (UAM) based on the work of the Technical Study Group (TSG). The input that will be received is expected to help inform the EPDP Team's deliberations on the System for Standardized Access/Disclosure (SSAD). The EPDP Team is working against a tight timeline with a first set of potential policy options or text for further discussion to be ready in time for consideration during the EPDP Team's next meeting in Los Angeles from 9-11 September 2019.

#### *New gTLD Subsequent Procedures*

- The subgroups are now working on the challenging exercise of developing final recommendations, considering the Public Comment submissions received.
- Concurrently, the working group 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. Both, the Initial Report and the supplement, included preliminary recommendations, with no consensus calls taken. As a result, working group members have suggested that an additional Public Comment proceeding may be needed on a draft Final Report or select excerpts from that report. An additional Public Comment proceeding would cause timelines to extend beyond the current target date of mid-2019.
- The working group'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 gTLDs*

- The working group has spent more time than anticipated on developing possible recommendations for Phase 1 of this policy development process, due to longstanding divisions among various stakeholders on the issues leading to contentious discussions.
- According to the previous timeline, a final report on Phase 1 could be submitted to the GNSO Council during the third quarter of 2019. However, the GNSO Council Leadership requested a more detailed Phase 1 work plan with milestones and a realistic timeline by the 18 April 2019 GNSO Council meeting. As a result, the new Phase 1 timeline aims for submission of a Final Report on Phase 1 early in the second quarter of 2020.

#### *IGO-INGO Access to Curative Rights Protection Mechanisms*

- After considerable discussion at the GNSO Council level, along with dialogue with the GAC, the Council adopted recommendations 1-4 and referred recommendation 5 to the Review of All Rights Protection Mechanisms (RPMs) PDP. Recommendations 1-4 were put out for public comment, with ICANN Board consideration as the next step. For recommendation 5, the Council will collaborate with GAC members to amend the RPMs PDP charter in a manner that can encourage the participation of IGOs when the substantive work begins.

#### **Country Code Names Supporting Organization (ccNSO)**

- If the Internationalized Domain Name (IDN) Preliminary Review Team's (PRT) advice is adopted, the ccNSO Council will launch a new ccNSO policy development process to address the limited set of issues identified by the PRT. In some areas, a more detailed approach is proposed (confusing similarity review and variant management) to ensure a possible mechanism to optimize and streamline the efforts with other processes, procedures, or criteria pertaining to the selection of IDN ccTLD strings.

- The ccNSO Retirement Policy Development Process Working Group will implement a stress test on its proposed policy prior to ICANN66.
- In the period leading up to ICANN66, the ccNSO Council will launch a call for Expression of Interest to serve on Seat 11 of the ICANN Board.

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

- At-Large Structures (ALS) and individual engagement are the focus of Issue 2 within At-Large Review Implementation. This issue will be the primary area of work during the next several months for the At-Large Review Implementation Working Group. A new ALS Expectations and Criteria Working Group will soon start to work on this issue.
- A proposal for the sustainable management of ALSes and individuals within the five Regional At-Large Organizations (RALOs) will be developed over the next several months in parallel with post-ATLAS III activities.
- At-Large will commence its election procedures for ICANN Board Seat 15 over the next few months and aims to announce the new At-Large-appointed ICANN Board member by 1 March 2020.
- The At-Large Consolidated Policy Working Group continues to be the main group leading ALAC policy advice development. Due to the growth in policy discussions, the working group may need to explore alternative methods of supporting policy advice development.

### **Governmental Advisory Committee (GAC)**

#### *Subsequent Procedures for New gTLDs*

- The GAC formed a new working group to focus on government strategic interests regarding the potential next round of new gTLDs. A number GAC participants have volunteered to participate in this new group effort which will serve to brief the GAC on its deliberations and discussions on the scope of matters related to the potential next round of new gTLDs.

#### *.AMAZON Applications*

- Certain GAC members continue to express concerns regarding the resolution of the .AMAZON new gTLD applications. Language in the ICANN65 Marrakech Communiqué reflected some of those concerns.

#### *International Governmental Organization (IGO) Protections*

- Access of IGOs to curative dispute resolution mechanisms remains an important GAC matter. The GAC continues to seek agreement with the Generic Names Supporting Organization (GNSO) on parameters to charter a focus group to produce policy recommendations. Policy recommendations should address IGO concerns raised over IGO access and can be organized accordingly after recent GNSO recommendations shared with the ICANN Board.

### **Root Server System Advisory Committee (RSSAC)**

- The RSSAC continues to implement approved recommendations from its second organizational review.
- 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” and “RSSAC038: RSSAC Advisory on a Proposed Governance Model of the DNS Root Server System.”

### **Security and Stability Advisory Committee (SSAC)**

- The ICANN Board authorized study one of the Name Collision Analysis Project (NCAP) in March 2019. On 24 April, the SSAC formed the Name Collision Analysis Project (NCAP) discussion group comprised of the NCAP Work Party and community. The discussion group currently has 20 participants and 22 observers. It has completed two deliverables: 1) the statement of work for study one, and 2) the definition of name collisions and scope of inquiry for the NCAP. The first document was sent to ICANN Office of the Chief Technical Officer, who would be leading the Request for Proposals (RFP) process to engage a contractor for the study. The second document is currently a Public Comment proceeding.

### **Customer Standing Committee (CSC)**

- The CSC will remain involved in the Service Level Agreement (SLA) change procedure. In specific, it will be involved in the process for introducing an SLA for Public Technical Identifiers (PTI) processing time with respect to inclusion of IDN tables in the relevant repository and introducing metrics with respect to duration of PTI transactions for delegation and transfer of ccTLDs.
- By 1 October 2019, the community will need to complete its appointment of new members and liaisons to the CSC. The Country Code Names Supporting Organization (ccNSO) and Registries Stakeholder Group (RySG) will appoint one of their two members. The At-Large Advisory Committee (ALAC), Generic Names Supporting Organization (GNSO), and Security and Stability Advisory Committee (SSAC) will appoint a liaison. The full slate of members and liaisons will be approved by the ccNSO and GNSO Councils.

## ICANN Org Report to the Board

Government & International Governmental Organization Engagement

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

### KEY HIGHLIGHTS & MILESTONES

The range of events from April 2019 through the beginning of August 2019 included outreach and engagement events in Geneva, Brussels, and New York; participation in the World Summit on the Information Society (WSIS) Forum; the United Nations Commission on Science and Technology for Development (CSTD) Plenary, and Organisation for Economic Co-operation and Development (OECD) meetings; preparation and support for Internet Governance Forum Multistakeholder Advisor Group (MAG) meetings; participation in the Marrakesh ICANN65 meeting; and taking part in the faculty for the European Internet Governance Summer School (Meissen).

In addition, there were several intergovernmental meetings where ICANN participated as part of the overall Internet Governance Ecosystem, bilateral meetings held in addition to the conferences listed above, and many others. These included GE team meetings with government and intergovernmental representatives in New York, United States, and Geneva, Switzerland. GE also supported the CEO and ICANN Board members in bilateral meetings during trips to Brussels, Belgium, as well as a technical outreach event with the European Parliament in Brussels. Bilateral meetings were held with members of parliament and director generals in Brussels, and with the International Telecommunications Union (ITU) Secretary General and Director of ITU's Development Sector in Geneva, the World Intellectual Property Organization (WIPO) Director General as well as with Ministers from Armenia, Bulgaria and Poland. GE participated in the United Nations Conference on Trade and Development (UNCTAD) e-Commerce week and the WSIS Forum in Geneva, the international Garmisch Cybersecurity meeting, the Internet and Jurisdiction Conference in Berlin as well as participation in the OECD Committee Digital Economic Policy (OECD CDEP) meeting on "Going Digital" in Paris and Chief Technology Officers (CTO) High Level Conference on Interantional Governmental Organizations and International Communication Technologies in London. There was also engagement with GAC members during capacity building workshops, and during ICANN65.

GE, in cooperation with GSE staff, 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 ongoing discussions on issues about two-character registration at the second level. Initial feedback and discussion about the new tool occurred during the GAC meeting at ICANN65 in Marrakech, Morocco, with an anticipation of additional feedback and assessment from the GAC membership targeted for ICANN66 in Montréal, Canada.

The GE team continued to support the GAC capacity-building program following the distribution of the evaluation report to the full GAC. GE continued to work with the GAC leadership and the Underserved Regions Working Group (USRWG) on needs identified through the capacity-building workshop evaluation process. As a result, a half-day training session was held before

the start of ICANN65 in coordination with the Moroccan government. GE continued to work 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. GE also supported the GAC Support team in the Additional Budget Request process and will manage the capacity-building project in FY20.

## **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 April 2019, GE staff participated in several events and briefings with various IGOs. This included participation in the e-Commerce week hosted by UNCTAD; the WSIS Forum in Geneva; Commonwealth CTO ICT roundtable event and the CTO ICT High level Conference on IGOs and ICTs, both held in London; the OECD CDEP meeting on the on-going “Going Digital” Project managed by the OECD in Paris; as well as following the discussions of various standing committees, study groups, and ITU Council meetings. Among those discussions followed were geographical indicators and geographical Names at WIPO; discussions on global governance at the OECD Global Forum on Digital Security for Prosperity; the Committee for ITU Policy (COM-ITU) meeting in Copenhagen and the United Nations Institute for Disarmament Research (UNIDIR) Workshop on UN Cyber Initiatives. GE also provided an update on ICANN and current activities in the DNS for a CTO roundtable; participated in the OECD High Level Going Digital conference, and in the UNESCO conference on Artificial Intelligence.

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 forums with increasing numbers or groups active in the space. GE continued to monitor the discussion the cybersecurity-related Open-Ended Working Group (OEWG); GE continued sharing information on these initiatives with GAC leadership, the Board members, and OCTO.

In addition, GE and GSE staff supported several bilaterals for ICANN’s CEO with senior government officials from several countries attending the WSIS Forum in Geneva and other meetings.

The GE team conducted outreach and bilateral meetings with several permanent missions to the UN Office in Geneva, as well as multiple engagements with the IGOs including meeting with WIPO on IGO names, WEF meeting on its cybersecurity center in Geneva, and an ICANN update during the meeting with UNESCO regarding the Internet Identifier project. In addition, as GE attended the OSCE meeting held in Vienna, and worked with UNODC. The GE team continued its work with colleagues on discussions in the ICANN community and the larger Internet Governance Ecosystem on data protection and the European Union’s General Data Protection Regulation (GDPR) as part of the trend analysis work with MSSSI and the broader outreach and engagement work with governments and IGOs. 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.

In addition, GE staff participated in UNCTAD E-Commerce week and oversaw ICANN’s participation in the WSIS Forum in early April.

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

GE continued its active support of the global IGF by representing ICANN on the IGF MAG, and through this support, for the open consultation meetings of the MAG. The next global IGF 2019 will be held in Berlin, Germany, from the 25 to 29 November 2019. Planning for participation in relevant sessions, workshops, open forums, and Day-zero events is ongoing.

In implementation of the ICANN Board's direction to the CEO to move forward with the ITU-D application on a fee-exemption basis, a sector member application and fee waiver request was submitted to the ITU in February. Decisions about fee exemptions were taken at the ITU Council meeting in June, and ICANN's application was approved. The GE team also has been notified by United Nations Economic and Social Council (ECOSOC) that, due to the high volume of ECOSOC accreditation applications received last year, the UN could not complete all the application reviews during their June session, leaving the ICANN accreditation application to be reviewed instead in the upcoming round in January 2020 with all other remaining applications. We have received confirmation that all documentation is in order.

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

During ICANN65 Marrakech, the GE activity continued to address a number of issues including two and three-character codes. The dialogue continued with various governments to address and define their concerns. The two-character tool for GAC members to check the use of two and three-character codes at the second level was discussed in the GAC. Feedback about features and functions of the tool was gathered. The GAC continues to interact with the tool and anticipates ICANN66 Montreal meeting to be the target for provision of final feedback on the tool. Use of the tool and requests for additional credentials for additional members interested in its use continues to increase.

Two other GE ongoing areas of activity remain the monitoring and discussions about legislative and regulatory activity and contested strings. Specifically, GE in collaboration with the GSE continues to monitor the development of the privacy initiatives and various cybersecurity topics as they are raised in different forums. The GDPR, its impact on ICANN Org processes and procedures and the development of mechanisms to more effectively monitor developing legislative and regulatory initiatives globally, remains a primary focus. The work in this area is to identify any potential impact on ICANN's remit and to provide factual information to decision makers whenever possible to help avoid unintended negative consequences. On-going discussion on privacy, data protection, jurisdiction, and commerce are being monitored in multiple events and governance processes.

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

- On 23 June 2019, the ICANN Board [adopted](#) the [Strategic Plan for fiscal years 2021–2025](#).
- The ICANN Board [adopted](#) the [Operating Standards for Specific Reviews in June 2019](#). The Bylaws-mandated document is a significant contribution to improving effectiveness and transparency of ICANN’s Specific Reviews (see [blog post](#)).
- ICANN org published “[Process for Streamlining Organizational Reviews: A Proposal](#)” for [public comment](#).
- The Third Accountability and Transparency (ATRT3) Review Team submitted its adopted (and approved by consensus) Terms of Reference (ToR) and work plan to the Board on 14 June 2019.
- ICANN org is preparing the Work Stream 2 Implementation Assessment Report, including resource and costing estimates as noted in the [Board’s 14 May 2018 letter](#) to the CCWG-Acct Co-Chairs for Board consideration of the WS2 Final Report at its November Board meeting.
- The [Technical Study Group on Access to Non-Public Registration Data](#) published [TSG01: Technical Model for Access to Non-Public Registration Data](#) in May 2019.

### OVERVIEW OF ACTIVITY

**Specific and Organizational Reviews:** In addition to supporting four specific reviews and five organizational reviews, the team is supporting ongoing work to improve ICANN’s Bylaws-mandated reviews. This includes the work by ICANN Board, org, and community on streamlining to address the cadence and effectiveness of reviews. Following the community discussions at ICANN64, the Board held various meetings and engaged with the community to stimulate further discussions on enhancing the effectiveness of review recommendations and their implementation. A paper was drafted to address several topics that have come up recently through the reviews already convened under the Bylaws, including issues such as how to prioritize implementation of recommendations alongside all other ongoing work within ICANN, and how to budget for implementation. The plan is to socialize different options and ideas with community groups and incorporate input into a draft proposal to be discussed in November 2019 at ICANN66. Additionally, the team is supporting the work to streamline organizational reviews, mentioned above.

**Data Protection/Privacy Issues:** MSSI has continued to coordinate a cross-functional team focused on developing a unified access model, as well as supporting other functions and the Board as it [approved 27 of the of the EPPD Phase 1’s 29 recommendations](#) to form a new Registration Data Policy. In parallel, the MSSI team managed the conclusion of the work of the [Technical Study Group on Access to Non-Public Registration Data](#) (TSG). On 2 May 2019, the TSG published [TSG01: Technical Model for Access to Non-Public Registration Data](#). MSSI is working with a cross-functional team to develop a unified access model based on the TSG’s technical model.

**Strategic Outlook and Strategic Planning:** With the inputs received during a [public consultation](#) and plenary session at ICANN64, MSSI coordinated the revision of ICANN’s draft strategic plan for fiscal years 2021-2025 and presented the revised plan to the Board for consideration and [adoption](#) at ICANN65. Preliminary results from this year’s Strategic Outlook

trend sessions were assembled and shared with all org functions. The trend results will be reviewed and discussed with Executives and Board over the next few weeks, and will inform to the development of the operating plan.

**WS2:** The Board Transition Caucus Working Group has been meeting with ICANN org to assess the WS2 Final Report recommendations and provide guidance for the development of the WS2 Implementation Assessment Report. Once the Draft WS2 Implementation Assessment Report is finalized, it will be posted for Public Comment mid-August before it is completed and presented to the Board.

**Evolving ICANN’s Multistakeholder Model (MSM):** As outlined in the proposed Strategic Objective on ICANN’s Governance in the [ICANN Strategic Plan for Fiscal Years 2021-2025](#), the function has supported facilitator Brian Cute’s work on the Evolving ICANN’s MSM process, including hosting three webinars to solicit community input on the [Issues List](#), hosting a [cross-community discussion](#) at ICANN65 to review the [Final Issues List](#), and preparing for the development of a work plan to address the issues that the community feels are hampering the effective and efficient functioning of ICANN’s 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 adoption of Operating Standards, we expect a positive impact on the conduct of specific reviews.

Further to the function’s work on reviews, there is no clear path to inform community discussions, or engage with the community specifically, on the resourcing and prioritization of the implementation of recommendations resulting from reviews against other ICANN org responsibilities. There is also no clear method for specific review teams to develop recommendations while taking into account implementation considerations, including issues such as required budget and resources, which are defined by the ICANN org during the implementation planning phase. With the Competition, Consumer Trust and Consumer Choice Review (CCT) Review being the first specific review to issue recommendations, ICANN community and Board have engaged in discussions and are working together toward improvements to produce prioritized and useful recommendations and a feasible plan for implementation, as noted above. The ongoing process of streamlining reviews will aim to improve review effectiveness and impact, and the cadence of reviews.

In addition, the European Union’s General Data Protection Regulation (GDPR) remains a top issue for ICANN org. A cross-functional team continues its work on the development of a possible unified access model based on the TSG’s technical model. The cross-functional “Strawberry” team is also working on how best to engage with the EPDP Phase 2 team to ensure that any input received from European authorities will serve as an input to the policy process, which is considering consensus policy for a standardized system for access/disclosure of non-public registration data.

The WS2 Final Report did not address any prioritization in its recommendations. The ICANN org implementation assessment report will provide an overview for implementation, and the public comments can provide input on prioritization. The implementation assessment report reflecting community feedback will be provided to the Board as part of informing their adoption of the recommendations.



# FACT SHEETS

## 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-cctr@icann.org](mailto:input-to-cctr@icann.org)  
Review Questions: [reviews@icann.org](mailto:reviews@icann.org)

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

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

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

**100%** Complete, Based on Duration

**100%** Budget Spent/Committed

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

Review Team members: **15**

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

**Volunteer Participation Rate**

**64%**

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

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

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

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

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

**Project Management**  
20% of total effort

**100%**

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

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

**100%**

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

**Draft Report**  
25% of total effort

**100%**

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

**New Sections**  
10% of total effort

**100%**

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

**Final Report**  
25% of total effort

**100%**

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

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

**100%**

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

## Registration Directory Service (RDS-WHOIS2) Review

**Fact Sheet as of: 3-Aug-2019**

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

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

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

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

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

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

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

**Review Team members:** **11**

**Volunteer Participation Rate:** **71%**

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

**Face-to-face meetings:** **10** Days  
**Calls: plenary, leadership, subteam:** **117** Calls  
**Volunteer meeting & call time:** **1,023** Hours

**ICANN org (hours and cross-organizational):** **747** Hours

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

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

**100%** Complete, Based on Duration

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

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

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

(1) Excludes ICANN organization and overhead allocation. (2) Based on the most recent month end financials (may not include recent professional services amounts) (3) Professional services included services from signed contracts to be provided or awarded; travel includes committed expenses for planned meetings. (4) As noted in FY18 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 3 August 2019)

| Review Planning<br>20% of total effort   | Research & Studies<br>20% of total effort (to be reviewed by RT)  | Draft Report<br>35% of total effort  | Final Report<br>25% of total effort   | TOTAL:<br>100% Milestones Completed |
|--|---|--|---|-------------------------------------|
| <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Determine role of observers</li> <li><input checked="" type="checkbox"/> Determine leadership</li> <li><input checked="" type="checkbox"/> Finalize legal docs (Conflict of Interest policy, NDA, Statement of Interest)</li> <li><input checked="" type="checkbox"/> Adopt methodology and framework that identifies prioritized focus of RT work (Scope)</li> <li><input checked="" type="checkbox"/> Adopt and publish Terms of Reference/communication with Board</li> <li><input checked="" type="checkbox"/> Adopt and publish Work Plan</li> <li><input checked="" type="checkbox"/> Define Review Team project management roles and responsibilities, including budget</li> <li><input checked="" type="checkbox"/> Identify need for and deliver proposal on division of work</li> <li><input checked="" type="checkbox"/> Develop and adopt outreach plan</li> <li><input checked="" type="checkbox"/> Send adopted Terms of Reference and Workplan to Board</li> </ul> | <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Assemble repository of background materials</li> <li><input checked="" type="checkbox"/> Identify briefings/data sources needed</li> <li><input checked="" type="checkbox"/> Determine need for independent expert(s) and develop Statement of Work</li> </ul> | <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Subteams to present initial findings to Review Team</li> <li><input checked="" type="checkbox"/> Develop/draft template for findings, recommendations and report</li> <li><input checked="" type="checkbox"/> Assemble findings and potential recommendations</li> <li><input checked="" type="checkbox"/> Cross-check interim recommendations with scope/Bylaws, obtain feasibility assessment</li> <li><input checked="" type="checkbox"/> Socialize draft recommendations with community</li> <li><input checked="" type="checkbox"/> Publish Draft Report for Public Comment</li> <li><input checked="" type="checkbox"/> Adopt public comment summary for publication</li> </ul> | <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Review public comment received and incorporate as appropriate</li> <li><input checked="" type="checkbox"/> Cross-check final draft recommendations with scope/Bylaws and obtain feasibility assessment</li> <li><input checked="" type="checkbox"/> Approve final findings, recommendations and report for Board consideration</li> <li><input checked="" type="checkbox"/> Submit Final Report to ICANN Board</li> <li><input checked="" type="checkbox"/> Identify one or two Review Team Members to remain available for clarification as may be needed during the planning phase of implementation of Review Team Recommendations</li> </ul> |                                     |

# SSR2 (most recent quarterly version posted June 2019)

## Second Security, Stability and Resiliency (SSR2) Review

Fact Sheet as of: 30 June 2019

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

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

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

**Review Status (as of 30 June 2019)**

Start Date: Mar-17      Actual Review Duration: 21 Months  
Expected Completion: Nov-19      Months Since Review Kickoff: 28 Months  
\*Expected completion extended due to 7 mo. pause      Total Expected Duration: 33 Months  
Complete Based on Duration \*7 month pause not included

**63%**

**104%** Budget Spent/Committed by Review Team

**Section I: People (as of 30 June 2019)**

Review Team members: **16**      Volunteer Participation Rate: **66%**

Assigned ICANN Org Members: 4      Face-to-face meetings (plenary/subteam): 25 Days  
Calls (plenary/subteam): 67 Calls  
Volunteer meeting & call time: 2,053 Hours

TOTAL ICANN Org Participants<sup>(1)</sup>: 29      Personnel support time<sup>(2)</sup>: 4,576 Hours (estimated hours and/or org-organizational)

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

**Section II: Financial Resources (as of 30 June 2019)** - Additional funding needed to complete the Review Team's work will be considered and allocated as appropriate.

| Direct Review Costs <sup>(1)</sup> | Approved Budget  | Spent to Date <sup>(2)</sup> | Committed Services <sup>(3)</sup> | Total Spent and Committed to Date | Remaining Budget  |
|------------------------------------|------------------|------------------------------|-----------------------------------|-----------------------------------|-------------------|
| Professional Services              | \$200,000        | \$60,000                     | \$90,000                          | \$150,000                         | \$50,000          |
| Travel <sup>(4)</sup>              | \$300,000        | \$370,000                    | \$0                               | \$370,000                         | (\$70,000)        |
| ICANN Org Support                  | \$50,000         | \$50,000                     | \$0                               | \$50,000                          | \$0               |
| <b>Total</b>                       | <b>\$550,000</b> | <b>\$480,000</b>             | <b>\$90,000</b>                   | <b>\$570,000</b>                  | <b>(\$20,000)</b> |

<sup>(1)</sup> Excludes ICANN organization and overhead allocation.  
<sup>(2)</sup> Based on the most recent month-end financials (may not include recent expenditures). Represents expenses incurred since inception of work.  
<sup>(3)</sup> Professional services includes services from signed contracts to be provided or invoiced.  
<sup>(4)</sup> As noted in FY19 Operating Plan, a new "standard" assumption of 10 supported travelers was implemented for each review. This resulted in a revised baseline level budget of \$195,000.

**Section III: Milestones (as of 30 June 2019)**

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

| Review Planning<br>15% of total effort  | Research/Conduct Review<br>40% of total effort   | Draft Report<br>25% of total effort  | Final Report<br>20% of total effort  | TOTAL:<br>50% Completed     |
|---|--|--|--|-----------------------------|
| <p><b>100% Complete</b> </p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Determine leadership</li> <li><input checked="" type="checkbox"/> Adopt and publish Terms of Reference</li> <li><input checked="" type="checkbox"/> Adopt and publish Workplan</li> <li><input checked="" type="checkbox"/> Send adopted Terms of Reference to ICANN Board</li> <li><input checked="" type="checkbox"/> Develop and adopt outreach plan</li> <li><input checked="" type="checkbox"/> Develop and adopt template for findings and recommendations</li> </ul> | <p><b>78% Complete</b> </p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Complete repository of background materials</li> <li><input type="checkbox"/> Identify briefings/data sources needed</li> <li><input type="checkbox"/> Receive answers from ICANN staff, and generate any follow-up queries</li> <li><input type="checkbox"/> Workstream 1 - SR11 Evaluation of implementation</li> <li><input type="checkbox"/> Workstream 2 - ICANN SSR</li> <li><input type="checkbox"/> Workstream 3 - DNS SSR</li> <li><input type="checkbox"/> Workstream 4 - Future Challenges</li> <li><input type="checkbox"/> Workstream 5 - IANA Transition</li> </ul> | <p><b>16% Complete</b> </p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Administrative duties, formatting</li> <li><input type="checkbox"/> Internal review of workstream output and draft recommendations</li> <li><input type="checkbox"/> Outreach on draft recommendations</li> <li><input type="checkbox"/> Assemble draft report</li> <li><input type="checkbox"/> Approve draft findings and recommendations</li> <li><input type="checkbox"/> Publish draft report</li> <li><input type="checkbox"/> Public comment period and outreach on draft report</li> </ul> | <p><b>0% Complete</b> </p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Update Draft Report</li> <li><input type="checkbox"/> Approval Process</li> <li><input type="checkbox"/> Send Final Report</li> </ul> | <p><b>50% Complete</b> </p> |

# ATR3 (most recent quarterly version posted June 2019)

## Accountability and Transparency (ATR3) Review

Fact Sheet as of: 30-Jun-2019

**Overview:**  
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.

Wiki Page: <https://community.icann.org/display/sld/ATR3>  
Contact the ATR3 Review Team: [input-to-atr3@icann.org](mailto:input-to-atr3@icann.org)  
Review Questions: [reviews@icann.org](mailto:reviews@icann.org)

**Review Status (as of 30 June 2019)**  
Start Date: Apr-19      Review Duration to Date: **3 Month(s)**  
Expected Completion: Mar-20      Total Expected Duration: **12 Months**

**25%** Complete, Based on Duration

0% 100%

**27%** Budget Spent/Committed by Review Team

ATR3 Co-Chairs: Cheryl Langdon-Orr  
Pat Kane

### Section I: People (as of 30 June 2019)

|  |   |  |
|--|---|--|
| Review Team members: <b>18</b>   | <b>Volunteer Participation Rate</b><br><p>0% <span style="float: right;">100%</span></p>  | <b>78%</b>   |
| ICANN org (individuals) involved at various times throughout Review: <b>12</b> | Face-to-face meetings: <b>4 Days</b><br>Calls: plenary, leadership, subteam: <b>34 Calls</b><br>Volunteer meeting & call time: <b>911 Hours</b> | ICANN org (hours and cross-organizational): <b>233 Hours</b> |

### Section II: Financial Resources (as of 30 June 2019)

| Direct Review Costs <sup>(1)</sup> | Approved Budget  | Spent to Date <sup>(2)</sup> | Committed Services <sup>(3)</sup> | Total Spent and Committed to Date | Remaining Budget |
|------------------------------------|------------------|------------------------------|-----------------------------------|-----------------------------------|------------------|
| Professional Services              | \$200,000        | \$0                          | \$90,000                          | \$90,000                          | \$110,000        |
| Travel <sup>(4)</sup>              | \$200,000        | \$60,000                     | \$0                               | \$60,000                          | \$140,000        |
| ICANN Org Support                  | \$150,000        | \$0                          | \$0                               | \$0                               | \$150,000        |
| <b>Total</b>                       | <b>\$550,000</b> | <b>\$60,000</b>              | <b>\$90,000</b>                   | <b>\$150,000</b>                  | <b>\$400,000</b> |

<sup>(1)</sup> Excludes ICANN organization and overhead allocation.      <sup>(4)</sup> As noted in FY19 Operating Plan, a new "standard" assumption of 10 supported travelers was implemented for each review. This resulted in a revised baseline travel budget of \$195,000.  
<sup>(2)</sup> Based on the most recent month and financials (may not include recent adjustments). Professional services covered some amount of work.  
<sup>(3)</sup> Professional services includes services from signed contracts to be provided or received. Travel includes indirect expenses for training requests.

### Section III: Milestones (as of 30 June 2019)

| Review Planning<br><i>20% of total effort</i>  | Research / Conduct Review<br><i>40% of total effort (to be reviewed by RT)</i>  | Draft Report<br><i>20% of total effort</i>  | Final Report<br><i>20% of total effort</i>   | <b>TOTAL:</b><br>Completed <b>34%</b> |
|--|---|---|--|---------------------------------------|
| <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Determine leadership &amp; role of observers</li> <li><input checked="" type="checkbox"/> Identify need for subgroups and deliver a proposal on division of work</li> <li><input checked="" type="checkbox"/> Adopt and publish ToR and Work Plan</li> <li><input checked="" type="checkbox"/> Adopt and publish outreach plan</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Assemble background materials and identify briefings / data sources needed</li> <li><input type="checkbox"/> ATR2 Implementation assessment</li> <li><input type="checkbox"/> Other items addressed at plenary</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Administrative duties, formatting</li> <li><input type="checkbox"/> Internal review of work party outputs and draft recommendations</li> <li><input type="checkbox"/> Cross-check draft recommendations with scope and Bylaws</li> <li><input type="checkbox"/> Approve draft findings and recommendations</li> <li><input type="checkbox"/> Outreach on draft recommendations</li> <li><input type="checkbox"/> Publish draft report</li> <li><input type="checkbox"/> Public comment period and outreach on draft report</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Review and consider Public Comment and Board / other input</li> <li><input type="checkbox"/> Determine any corresponding changes and update draft report</li> <li><input type="checkbox"/> Approval process</li> <li><input type="checkbox"/> Send final report to ICANN Board</li> <li><input type="checkbox"/> Determine implementation shepherd(s)</li> </ul> |                                       |

## ICANN Org Report to the Board

Internet Assigned Numbers Authority (IANA)

Kim Davies, VP, IANA Services and President, PTI

### SERVICE PERFORMANCE

- The IANA services met or exceeded all of the Service Level Agreements (SLA) for the period.
- Effective July 1, new metrics were implemented for technical checks through mutual agreement between ICANN and the Customer Standing Committee. This utilized a new streamlined SLA change mechanism that was implemented earlier in the year.

### Performance in Brief

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

|                                     | April | May   | June  | July  | Overall |
|-------------------------------------|-------|-------|-------|-------|---------|
| <b>DNS Root Zone</b>                |       |       |       |       |         |
| SLAs Met                            | 100%  | 100%  | 100%  | 100%  | —       |
| Metrics Met                         | 61/61 | 61/61 | 61/61 | 61/61 | —       |
| CSC assessed satisfactory or higher | ✓     | ✓     | ✓     | *     | 3/3     |
| Request Volume                      | 254   | 262   | 259   | 307   | 1082    |
| TLDs in Root Zone                   | 1530  | 1530  | 1529  | 1528  | —       |
| <b>DNS Root KSK</b>                 |       |       |       |       |         |
| Metrics Met**                       | —     | 5/5   | —     | —     |         |
| <b>.INT Top-Level Domain</b>        |       |       |       |       |         |
| New .INT registered                 | 0     | 0     | 0     | 0     | 0       |
| .INT modifications                  | 2     | 2     | 1     | 3     | 8       |
| Request Volume                      | 16    | 14    | 9     | 9     | 48      |
| <b>Protocol Parameters</b>          |       |       |       |       |         |
| SLAs Met                            | 100%  | 100%  | 99%   | 99%   | —       |
| Met MOU requirement (90%)           | ✓     | ✓     | ✓     | ✓     | 4/4     |
| Met internal target (95%)           | ✓     | ✓     | ✓     | ✓     | 4/4     |
| Request Volume                      | 308   | 323   | 276   | 282   | 1189    |
| <b>Number Resources</b>             |       |       |       |       |         |
| SLAs Met                            | 100%  | 100%  | 100%  | 100%  | 100%    |
| Metrics Met                         | 4/4   | 4/4   | 4/4   | 4/4   | —       |
| Met SLA requirement                 | ✓     | ✓     | ✓     | ✓     | 4/4     |
| Request Volume                      | 0     | 0     | 2     | 0     | 2       |
| <b>Label Generation Rulesets</b>    |       |       |       |       |         |
| New LGRs posted                     | 0     | 63    | 1     | 2     | 66      |
| LGRs modified                       | 1     | 1     | 1     | 0     | 3       |
| Request Volume                      | 1     | 6     | 2     | 2     | 11      |
| <b>General Enquiries</b>            |       |       |       |       |         |
| Request Volume                      | 193   | 191   | 271   | 173   | 828     |

### CUSTOMER SATISFACTION

- Our mechanism for measuring customer satisfaction was changed at the start of the year. Historically, from 2012 to 2018, we conducted an annual satisfaction survey. The participation rate shrunk from 10% to 5% over the years, and feedback suggested an annual survey was not an ideal mechanism to poll customer sentiment. In 2019, we began polling customers directly after their interaction to measure satisfaction — this provides timelier feedback that should be more accurate, plus it allows for quick remediation of any problems.
- Since its launch, our new approach has garnered a 36% response rate and 88% overall satisfaction.

- More work is being done to refine the survey approach. One area of focus is to distinguish between negative responses between respondents who did not like our service delivery and negative responses from people who did not qualify under the policy.

### Satisfaction in Brief

|               | April | May | June | July |
|---------------|-------|-----|------|------|
| Response Rate | 37%   | 39% | 30%  | 35%  |
| Satisfaction  | 89%   | 95% | 90%  | 84%  |

### OTHER UPDATES AND INITIATIVES

- Engagement has commenced to devise the fiscal year 2021 budget for Public Technical Identifiers and IANA. Direct engagement has been conducted with the ccNSO, RSSAC and IETF leadership. Webinars are scheduled for August. These engagements will inform areas of priority for budget development — and a draft budget will be put for public comment later in the year.
- The team has been proactively working with larger registry operators to facilitate bulk submission of Registration Data Access Protocol (RDAP) servers in the RDAP bootstrap registry, to lower the burden for registry operators in meeting ICANN’s August deadline for compliance. Longer term, work continues on building programmatic Application Programming Interfaces (APIs) that will allow registries to self-perform bulk updates.
- Staff have been supporting the work of the PTI board in developing a PTI strategic plan
- IANA is close to concluding the closing stages of the 2018 root zone KSK rollover. The key was destroyed in one key management facilities in May, and is scheduled to be destroyed in the remaining key management facility in August. This will mark the end of the project. The team is also preparing a public consultation on future rollovers.
- We are working with the IETF leadership to make the necessary amendments to the Memorandum of Understanding for the protocol parameter functions, to reflect legal changes to the structure of the IETF.

## Regional Office Report

### APAC (Singapore)

Jia-Rong Low

#### OVERVIEW OF SIGNIFICANT ACTIVITIES

This reporting period saw several large-scale regional activities, allowing us to engage a large number of stakeholders from different stakeholder groups on current ICANN issues.

#### REGIONAL EVENTS

| Date               | Event/Location   | Description  | Remarks  |
|--------------------|--|--|--|
| 16-17 April        | ICANN APAC-TWNIC Engagement Forum<br>Location: Taipei  | The Forum sought to introduce ICANN-related topics to strengthen engagement with the wider Internet community, including the multistakeholder model, WHOIS and privacy issues, ICANN policy making, DNS security and managing DNS abuse. | Press engagement generated 20 media opportunities for CTO David Conrad and Board Member Akinori Maemura. |
| 6-12 May           | Global Domains Division (GDD) Summit;<br>Registrations Operations Workshop (ROW);<br>ICANN DNS Symposium; and<br>DNS OARC<br>Location: Bangkok, Thailand | 250 contracted parties attended the GDD Summit, 50 of which were from the APAC region more than half of whom were first timers.<br><br>180 participants attended the ICANN DNS Symposium.  |  |
| 28 May;<br>30 July | APAC Space Web Conference  | 28 May - Community Discussion on ICANN's Evolving Multistakeholder Model of Governance.<br><br>30 July - Raised awareness on Universal Acceptance Steering Group's (UASG) FY20 Action Plan.  |  |
| 2 June             | Global Digital Summit (GDS)<br>Location: Xiamen, China   | ICANN APAC regional team organized an ICANN Day co-located with the GDS Conference in Xiamen. The ICANN Day event consisted of three parts:<br>1. ICANN GDD Bangkok  |  |



|            |  |   |   |
|------------|--|---|---|
|            |  | <p>Summit readout and a preview of ICANN65.</p> <ol style="list-style-type: none"> <li>2. Registrar Training on RDAP implementation.</li> <li>3. Registrar Training on Compliance issues handling in contractual and policy requirements.</li> </ol>  |   |
| 18 June    | <p>NASSCOM partnership announcement<br/>Location: New Delhi, India</p>                         | <p>Further to our MOU signed in 2018, we announced the establishment of a Partnership Centre with NASSCOM's Centre for Excellence for IOT.</p> <p>The partnership centre will be ICANN's first to focus on technical research on unique identifier technologies and strengthen our engagement with India's technical community.</p> | <p>A press briefing was held with four journalists, resulting in 35 media coverage.</p> |
| 16-19 July | <p>Asia Pacific Regional Internet Governance Forum (APriGF) 2019<br/>Location: Vladivostok</p> | <p>300 participants from the region attended.</p> <p>We conducted workshops on the following topics: "Universality of the DNS" - IDNs and UA; and Know Your Net - best practices in DNS security including DNSSEC.</p>  | <p>The APAC regional team supports the APriGF.</p>                                      |

**OTHER ACTIVITIES**

- **ICANN WeChat Followers exceed more than 1,000.** Our official ICANN WeChat account in China has reached a milestone of amassing just over 1000 followers. We use this account to share ICANN blogs and announcements as well as highlight important information to the community. The account was launched almost two years ago.

## EUROPE (Brussels)

Jean-Jacques Sahel

### OVERVIEW OF SIGNIFICANT ACTIVITIES

This year, the European Region (Brussels Office) has strengthened its team with the addition of several colleagues across the region. A number of cross-functional initiatives are also ongoing. We have put in place mechanisms in line with the international office strategy to catalogue and take action on the issues on a continual basis, demand and needs identified in the region. ICANN Org has already delivered a number of improvements, such as targeted training to local community members according to their specific interests; or enhanced invoicing mechanisms. Brussels has also hosted an increasing number of ICANN activities, from the Board's visit to Brussels last September to several working groups. A re-design of the Brussels Office in early FY20 will increase the usable space available in the office, and its functionalities. The renovation will also allow for more community use of our offices, thus reducing costs and increasing efficiency.

### OVERVIEW OF SIGNIFICANT ACTIVITIES

| Date            | Event Name  | Location                | Remarks   |
|-----------------|---|-------------------------|---|
| 14-16 September | Board workshop and networking event with local Brussels stakeholder community | Brussels, Europe        | The Office hosted a networking event for the Board and Executive team with stakeholders based in Brussels and nearby, from across government, business and technical community, stressing ICANN's commitment to Brussels and to strong and positive relations with Brussels-based & European Community (EC) stakeholders. |
| 29 January 2019 | Policy training (pilot) for civil society                                     | Brussels Office, Europe | Providing the civil society community with in-depth training on ICANN policy and working mechanisms, so as to foster active and diverse participation in ICANN.   |
| 10 April 2019   | ICANN CEO and CTO presenting technical briefing to European Parliament        | Brussels, Europe        | Briefing for lawmakers and their advisers on cybersecurity, also demonstrating ICANN's technical expertise and commitment to Brussels / the EC  |

*This is just a sample of the 70+ outreach activities organized every year in Brussels and across Europe by ICANN Org.*

### OTHER ACTIVITIES

The ICANN Org European team (Brussels and Geneva Offices) gathered in the Brussels Office for its second all-hands meeting in mid-January 2019. This was important to advance work on issues affecting internal and external stakeholders in Europe. We also conducted a cross-functional workshop for region-specific input into ICANN's Strategic and Operational plan. The Brussels Office has also been the core and at the forefront of ICANN's global work on the evolution of data protection laws and its impact on the WHOIS, with many, ongoing interactions with governmental stakeholders and associated stakeholders on this critical dossier through the year.

## MIDDLE EAST, AFRICA (Istanbul)

Nick Tomasso

### OVERVIEW OF SIGNIFICANT ACTIVITIES

ICANN Istanbul Office staff used their connections with multiple organizations and companies to increase ICANN's reach and take engagement efforts to the next level in Turkey. The May 2019 ICANN Board Workshop was also held in Istanbul, Turkey. The reception with the ICANN Board of Directors and Executives of May 2 was used to bring together the various players within the ICT industry in Turkey; important to note is that, following five years of dispute over .tr management, which was also escalated to the Turkish courts of justice, two organizations met during the reception and presented their mutual support for the transfer of .tr ccTLD to BTK during their interaction with the ICANN Board Chair.

ICANN65 was held from June 24<sup>th</sup> to 27<sup>th</sup> in Marrakech, Morocco.

### REGIONAL EVENTS

| Date       | Event Name                                | Location         | Remarks   |
|------------|---|------------------|---|
| 9-12 April | Hosting Talk 2019                         | Istanbul, Turkey | ICANN was a sponsor and had a keynote speech on ICANN Registrar Accreditation, IDNs and UA. Event was helpful to engage both the community and various industry players including contracted parties with ICANN.  |
| 2 May      | Turkish ICT Foundation                    | Istanbul, Turkey | ICANN presented at the Turkish ICT Foundation (TBV) meeting where the 40 non-profits making up TBV were represented by their chairs/presidents. In a follow-up meeting, it was explained how they could get involved in the ICANN community. TBV and other non-profit organizations agreed to continue the meetings with focus groups.  |
| 20 June    | BTVision                                  | Konya, Turkey    | BTVision events (10 events/year in Turkey) attract local businesses and organizations working in ICT field; ICANN Istanbul staff talked about new gTLDs, IDNs, and UA, and will continue to engage with ICT communities during future BTvision events.  |
| 9-21 June  | Africa Internet Summit (7 <sup>th</sup> ) | Kampala, Uganda  | ICANN was a gold sponsor & key player, and held several key activities, amongst which a Youth Community Workshop, organized in partnership with ISOC Uganda Chapter, the National Telecommunications and Information Administration of Uganda, and the Ministry of ICT of Uganda. Contractual Compliance & GSE conducted educational sessions for African Registrars, Registries and Registrants; the goal is to increase awareness among registrars in the |

|               |  |   |   |
|---------------|--|---|---|
|               |  |   | region who are not able to attend ICANN meetings and provide them the ability to better understand ICANN Contractual Compliance processes, contractual obligations and ability to discuss topics of interest and exchange ideas with their colleagues within the industry. There was also a session as part of ICANN Registrant Program that covered issues and challenges registrants face in the industry with the objective to educate domain owners about their rights and obligations. More details <a href="#">here</a> |
| 11-14 June    | RightsCon 2019   | Tunis, Tunisia                                    | ICANN was a sponsor, and sat on a panel on Internet Regulation. This was in coordination with Global Civil Society Engagement   |
| 3-4 July      | ICT500 Awards  | Istanbul, Turkey                                  | ICANN did a Keynote speech on why one single Internet matters and what UA means for a unified Internet. GSE also found the opportunity to meet with government officials including the Deputy Minister of the Infrastructure and Transport Ministry. This is part of our ongoing efforts to diversify and strengthen ICANN's engagement with stakeholders in Turkey.  |
| 8-12 July     | Middle East & Adjoining Countries School on Internet Governance 2019                       | Rabat, Morocco                                    | In partnership with AWII, ISOC, RIPE NCC, and IGP and hosted by ANRT  |
| 16-17 July    | Middle East & North Africa Working Group for Heads of Cybercrime Units (12 <sup>th</sup> ) | Amman, Jordan                                     | An event organized by Interpol for heads of LEAs in the MENA region. ICANN spoke about its work, PDP and WHOIS  |
| 22-24 July    | Africa DNS Forum (7 <sup>th</sup> )  | Gaborone, Botswana                                | The DNS Forum remains one of ICANN Africa's flagship engagement and Capacity Building platforms. It was hosted by the Botswana Communications Regulatory Authority and was co-organized by ICANN, Afrigistrars and AFTLD. More details <a href="#">here</a>   |
| April to June | Capacity Development, IDN trainings & UA activities  | Lebanon, Iraq, Jordan, Uzbekistan, Morocco, Egypt | Handling Internet Identifiers Abuse and Misuse; DNSSEC Workshop for Registries; Emerging Business Factory business engagement; Academic Engagement with University students; IDNs trainings in several countries; UA acceptance updates   |

## OTHER ACTIVITIES

- In the fourth and final year of the Middle East and Adjoining Countries (MEAC) Strategy, GSE Middle East are busy evaluating and assessing the Third-year Implementation Plan, and developing the Fourth-year Implementation Plan. Both documents are currently being finalized in close coordination with the MEAC Strategy Working Group, and shall be posted on the [MEAC Strategy dedicated page](#). In May 2019, GSE Middle East launched a survey to get feedback from community on ICANN's regional engagement efforts during FY19. Survey results were published and highlighted along with other updates in a [blog](#).
- GSE Africa have advanced their engagement agenda in this period in line with ICANN's Africa Strategy. They have held a number of capacity-building workshops and activities as well as participated in strategic regional and national events. This team will continue dedicating time and resources towards engaging with the youth and academia in Africa because this new audience has the potential to support ICANN's work when properly initiated.

## LAC (Montevideo)

Rodrigo de la Parra

### OVERVIEW OF SIGNIFICANT ACTIVITIES

Our engagement efforts in the LAC region are focused on prioritizing engagement with countries that have low stakeholder participation at ICANN. In this sense, and following our community based Regional Strategy project, the LAC-i-Roadshow visited two countries during this quarter with low stakeholder participation at ICANN, namely, Bahamas and Nicaragua.

### REGIONAL EVENTS

| Date     | Event Name  | Location                       | Remarks  |
|----------|---|--------------------------------|--|
| 7 April  | Caribbean Network Operators Group, CaribNOG 17                        | Bridgetown, Barbados           | <ul style="list-style-type: none"><li>• CaribNOG focused on a range of cybersecurity and network resiliency issues that are central to the development of a more resilient and secure Internet. These meetings target network administrators, information technology managers, computer engineers and security professionals from across the region.</li><li>• A good opportunity to raise awareness about key ICANN topics and also to engage with the Caribbean community.</li></ul> |
| 29 April | Interamerican Telecommunications Commissions CITELE – CCPI 34 Meeting | Lima, Perú                     | <ul style="list-style-type: none"><li>• It was discussed how to improve CITELE participation at ICANN. It is important to mention that ICANN and CITELE have already a Cooperation Agreement and that CITELE is an Observer to the GAC.</li><li>• A Decision Document called <i>CITELE PARTICIPATION AS OBSERVER IN THE GOVERNMENTAL ADVISORY COMMITTEE (GAC) MEETINGS OF THE INTERNET CORPORATION FOR ASSIGNED NAMES AND NUMBERS (ICANN)</i> was issued.</li></ul>                    |
| 6 May    | Latin American and Caribbean Regional Internet Registry (LACNIC) 31st | Punta Cana, Dominican Republic | <ul style="list-style-type: none"><li>• ICANN regional team launched a new ICANN booth experience. We decided to provide a fresh approach to the way LAC communications and GSE interact with the community during different regional events to increase awareness about ICANN</li><li>• A one-on-one space where members of the ICANN community, the staff and the Board would sit</li></ul>  |

|         |  |                                    |  |
|---------|--|------------------------------------|--|
|         |  |                                    | <p>with interested audiences to have in depth conversations about how to get involved in ICANN</p> <ul style="list-style-type: none"> <li>• We tracked the amount of people that visited the booth and we can say that the engagement grew at least a 60%.</li> </ul>  |
| 21 July | The 3rd Conference and Trade Exhibition of the Caribbean Telecomm Operators Organization (CANTO) | Port of Spain, Trinidad and Tobago | <ul style="list-style-type: none"> <li>• Over 500 participants including Internet Service Providers, Technology Vendors, Systems Developers, Network Operators, Government Ministers, Regulators, and International Organizations and entities such as the ITU, UNDP GSMA, and FCC, attended the conference.</li> <li>• Several ICANN stakeholders were also in attendance, which facilitated ongoing engagement with them. This included GAC representatives from different Caribbean territories, members of the At Large community from the Caribbean, both RIR's from the Numbers community which cover the Caribbean ARIN and LACNIC, a representative from the NOMCOM, ICANN Fellows and ccTLD managers from the Caribbean.</li> </ul> |

**OTHER ACTIVITIES**

**ICANN64 and ICANN65 Readout Sessions**

- After all ICANN meetings, we organize a readout session from our regional office in Montevideo.
- During this quarter, we covered readout sessions for ICANN64 and ICANN65. We continue to use a mix model of face-to-face interaction and remote participation in which local stakeholders from Uruguay and our neighbors from La Casa de Internet, LACNIC, LACTLD, ASIET, and RedClara, interact with other participants who are in other countries of the region.
- Regional stakeholders who participated at the ICANN meeting present updates on current ICANN activities in the different stakeholder groups they interact with.
- We had representation from all Advisory Councils and Supporting Organizations. These readout sessions are well attended and interactive. We receive very good feedback from the community.



## NA (Washington, D.C.)

Jamie Hedlund

### OVERVIEW OF SIGNIFICANT ACTIVITIES

During this reporting period, the Washington, D.C. office attended and hosted a number of events aimed at engaging with the wider North America ICANN community. We are currently evaluating the effectiveness of the ICANN meeting preview and readout sessions, to determine their structure and format for future iterations.

### REGIONAL EVENTS

| Date     | Event Name   | Location                  | Remarks   |
|----------|--|---------------------------|---|
| 25 July  | Internet Governance Forum (IGF)-USA 2019   | Washington, D.C.          | ICANN participated in the yearly IGF-USA, where NTIA Assistant Secretary Diane Rinaldo reaffirmed NTIA's commitment to working with ICANN to preserve WHOIS information for law enforcement and intellectual property purposes. |
| 16 July  | ICANN65 Readout  | San Francisco, California | Co-hosted by SF Bay Internet Society (ISOC) chapter. Provided participants with an update similar to the NYC readout.   |
| 15 July  | ICANN65 Readout  | New York City, New York   | ICANN was joined by NARALO and the Intellectual Property Constituency (IPC). Provided participants with an update on the EPDP and RPMs, the GAC, auction proceeds and more.   |
| 5 June   | Global Partners Digital Coordination Event   | New York City, New York   | ICANN participated in a civil society discussion on the United Nations' First Committee Group of Governmental Experts (GGE) and Open-Ended Working Group (OEWG), mostly in an observatory capacity.                             |
| 30 May   | ICANN65 Preview  | Ottawa, Canada            | Co-hosted with Telecommunities Canada and NARALO, this pre-Marrakech briefing on key topics.  |
| 23 April | University of Colorado Visit   | Boulder, Colorado         | ICANN's Joe Catapano delivered two 90-minute lectures about ICANN and the Internet Governance ecosystem.  |
| 15 April | Challenges, Opportunities, and the Prospects for Meaningful Data Privacy Legislation in the U.S. | Washington, D.C.          | ISOC-DC hosted a one-day conference, where ICANN Board Member Becky Burr joined a panel regarding the intersection of data privacy and internet governance.   |

## GENEVA

Tarek Kamel

### OVERVIEW OF SIGNIFICANT ACTIVITIES

GEent staff in the Geneva office continued to monitor regulatory activities and IGO meetings whose outcomes have the potential to impact ICANN. A primary responsibility was the preparation for the ITU-D sector membership application and the resolution and follow-up upon completion. The follow-up implementation includes a new engagement plan for the ITU, including preparing a new work plan that focuses on development and capacity building with the ITU-D where the sector membership is located.

### REGIONAL EVENTS

| Date       | Event Name                                    | Location            | Remarks  |
|------------|---|---------------------|--|
| 1-5 April  | UNCTAD e-Commerce Week                        | Geneva, Switzerland | <ul style="list-style-type: none"><li>• Participation promotes understanding of ICANN's technical role in the Internet</li><li>• Outreach and engagement with stakeholders that do not attend ICANN meetings.</li></ul>  |
| 9-11 April | World Summit Information Society (WSIS) Forum | Geneva, Switzerland | <ul style="list-style-type: none"><li>• Panels and speaking slot promote understanding of ICANN's technical role in the Internet</li><li>• Provided important bilateral opportunities and discussions with high level officials</li><li>• Outreach and engagement with stakeholders that do not attend ICANN meetings.</li></ul> |
| 8-10 April | IGF MAG meeting and Open Consultation         | Geneva, Switzerland | <ul style="list-style-type: none"><li>• Participation supports the Global Internet Governance Forum - the only multistakeholder forum in the UN system</li><li>• Outreach and engagement with stakeholders that do not attend ICANN meetings.</li></ul>  |
| 9-14 June  | ITU Council Meeting                           | Geneva, Switzerland | <ul style="list-style-type: none"><li>• Monitoring discussion at ITU Council wg</li><li>• Management of successful ITU-D sector membership application on fee waiver</li></ul>   |

### OTHER ACTIVITIES

GE staff in the Geneva office continued to support capacity-building work with the GAC and worked with the Underserved Regions Working Group to develop and deliver workshops including at the start of ICANN 65 Marrakesh.

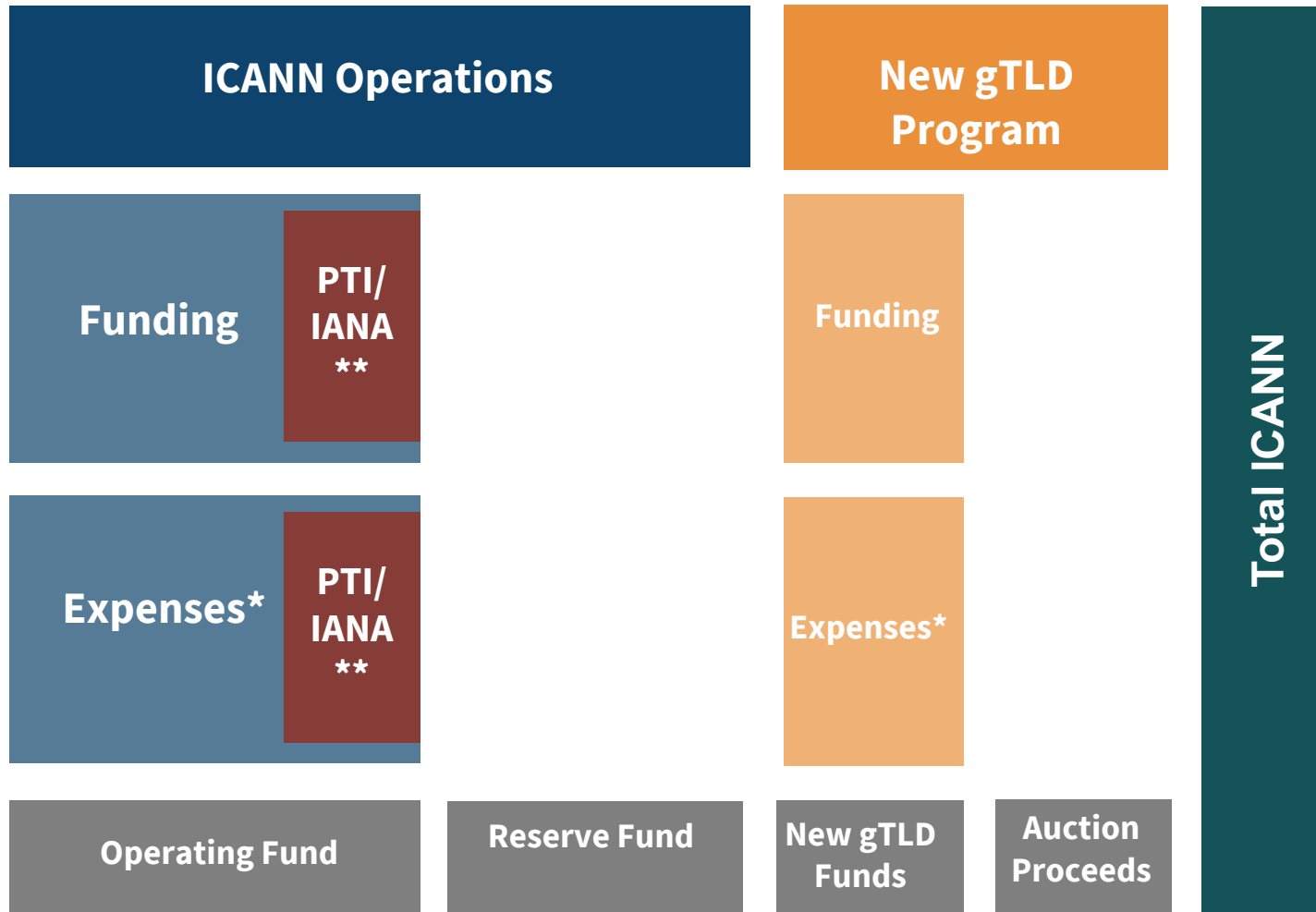
Bilateral meetings were held with Members of the European Parliament and Director Generals in Brussels, and with the ITU Secretary General, the Director of ITU-D in Geneva, the WIPO Director General as well as with Ministers from Armenia, Bulgaria and Poland, and meetings with the representatives from several permanent missions to the UN in Geneva.

# ICANN Quarterly Financials – Fiscal Year 2019

June 2019



# FY19 ICANN Org Financial Reporting Structure



\*Excludes depreciation and bad debt expenses

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

# FY19 (Jul 18 – Jun 19) Overview

## ICANN OPERATIONS

Funding flat to budget and Expenses below budget.

| USD in millions | FY19 Actual | FY19 Budget | Var        | % Var      | FY18 Actual | Var        | % Var      |
|-----------------|-------------|-------------|------------|------------|-------------|------------|------------|
| <b>Funding</b>  | \$136       | \$138       | -\$2       | -1%        | \$134       | \$2        | 2%         |
| <b>Expenses</b> | (\$131)     | (\$138)     | \$7        | -5%        | (\$131)     | \$0        | 0%         |
| <b>Net</b>      | <b>\$6</b>  | <b>\$0</b>  | <b>\$6</b> | <b>N/A</b> | <b>\$3</b>  | <b>\$3</b> | <b>93%</b> |

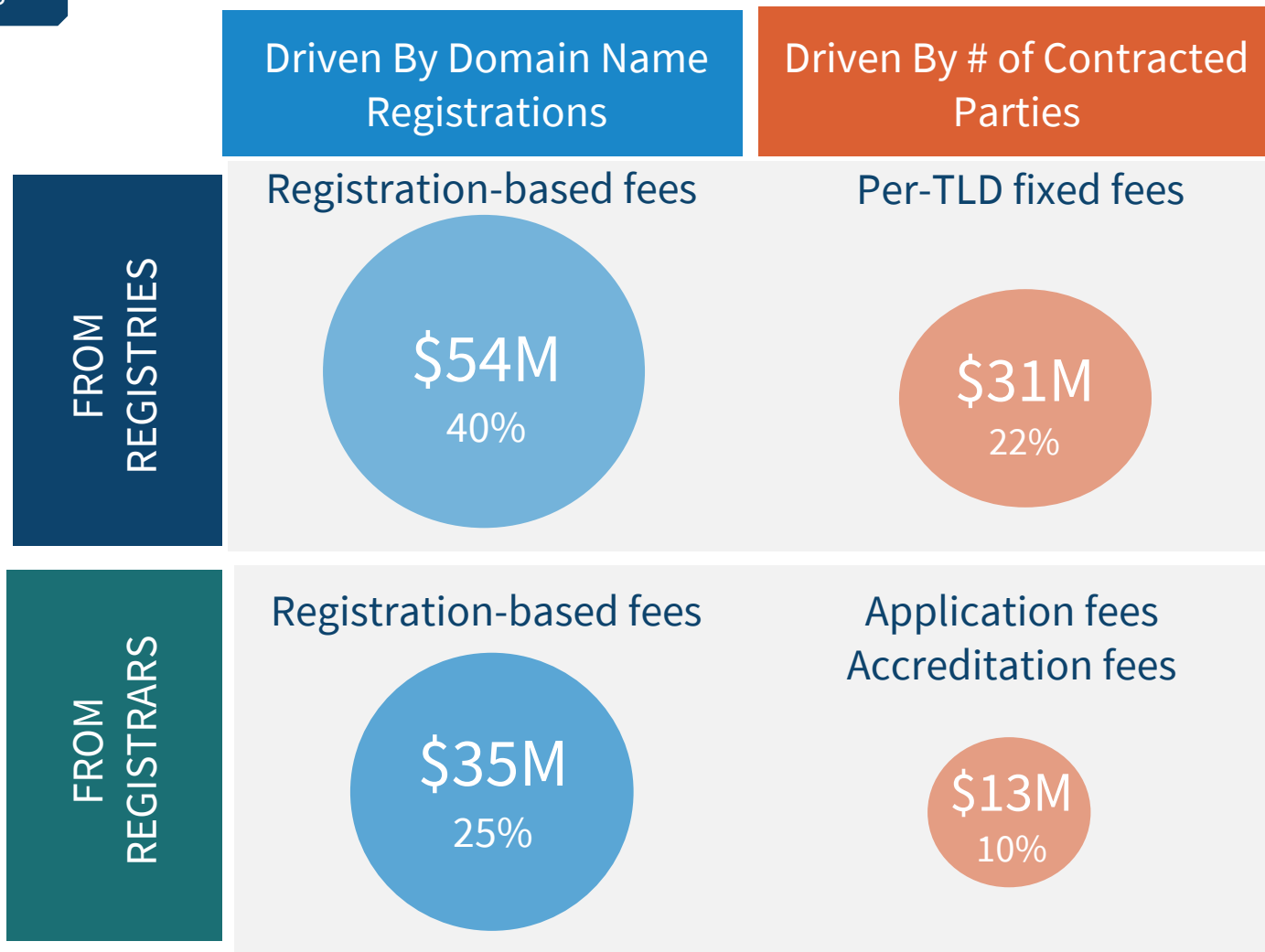
Note: Expenses exclude bad debt and depreciation and include capital expenses.

| Breakdown of Expenses | FY19 Actual | FY19 Budget | Var | % Var | FY18 Actual | Var   | % Var |
|-----------------------|-------------|-------------|-----|-------|-------------|-------|-------|
| IANA Services         | (\$8)       | (\$10)      | \$2 | -23%  | (\$8)       | \$0   | -3%   |
| All Other             | (\$123)     | (\$128)     | \$5 | -4%   | (\$123)     | (\$0) | 0%    |

| Headcount    | FY19 YTD Actual | FY19 YTD Budget | Var  | % Var | FY18 YTD Actual | Var  | % Var |
|--------------|-----------------|-----------------|------|-------|-----------------|------|-------|
| <b>Total</b> | 390             | 422             | (32) | -8%   | 400             | (11) | -3%   |

# FY19 (Jul 18 – Jun 19) Funding

## ICANN OPERATIONS



Other Income: \$4M, 3%

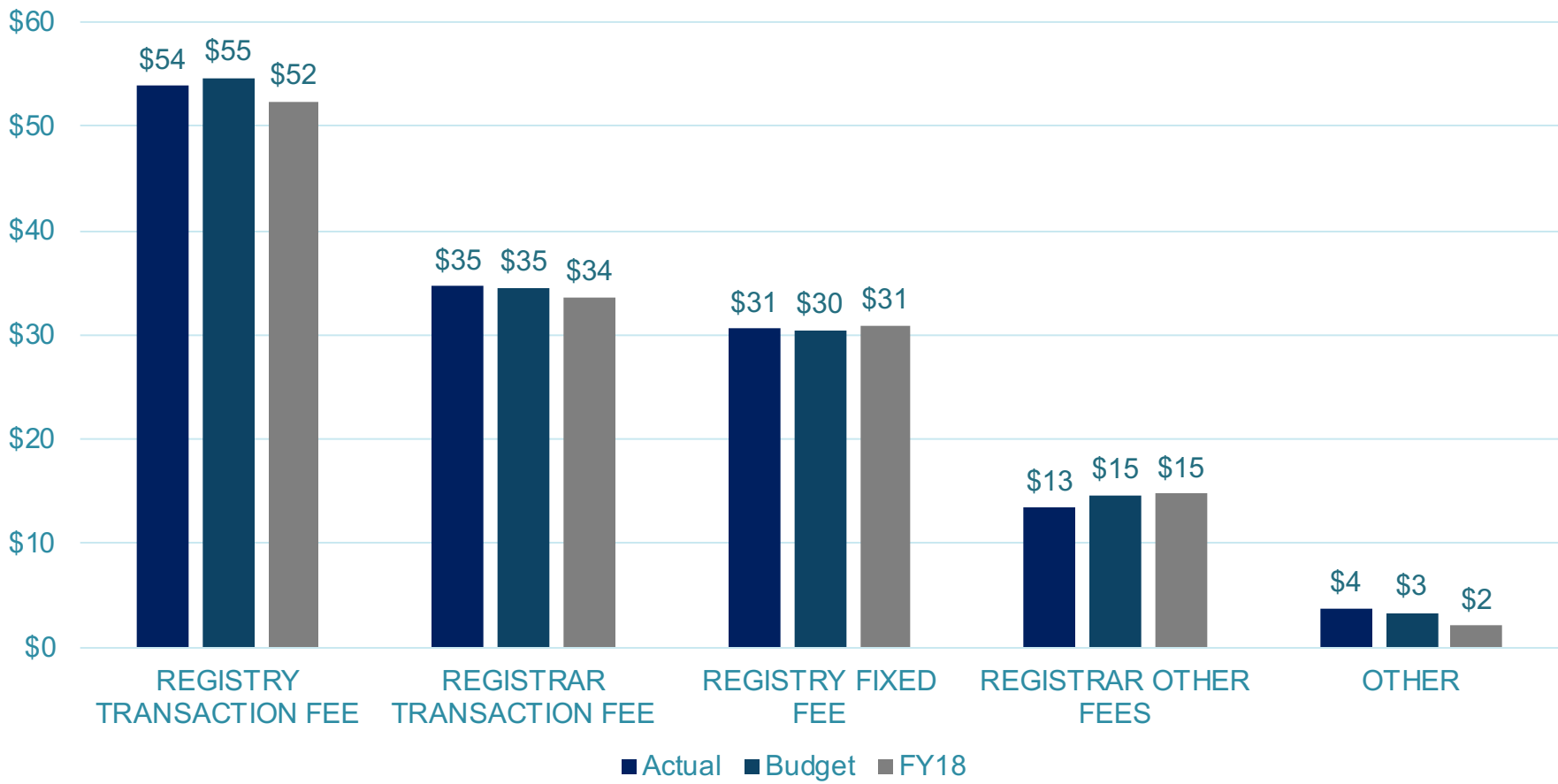
Total Funding: \$136M

# FY19 (Jul 18 – Jun 19) Funding vs Budget & FY18

ICANN OPERATIONS

**Actual:** \$ 136M  
**Budget:** \$ 138M  
**FY18:** \$ 134M

Funding flat to Budget



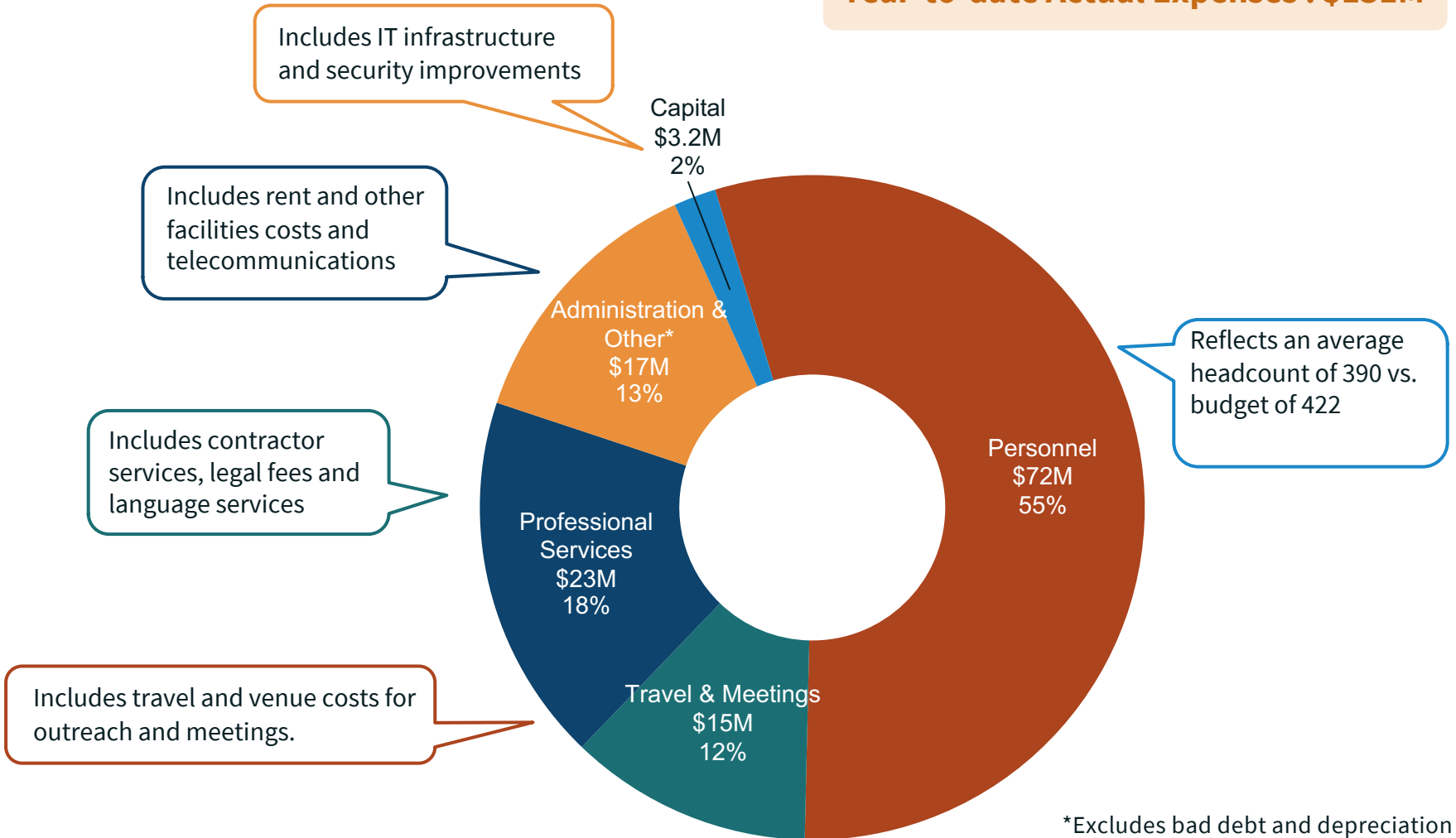
In millions, USD- unaudited – Scale and Arithmetic inconsistencies are due to rounding to the nearest million.



# FY19 (Jul 18 – Jun 19) Operating & Capital Expenses

## ICANN OPERATIONS

Year-to-date Actual Expenses : \$131M

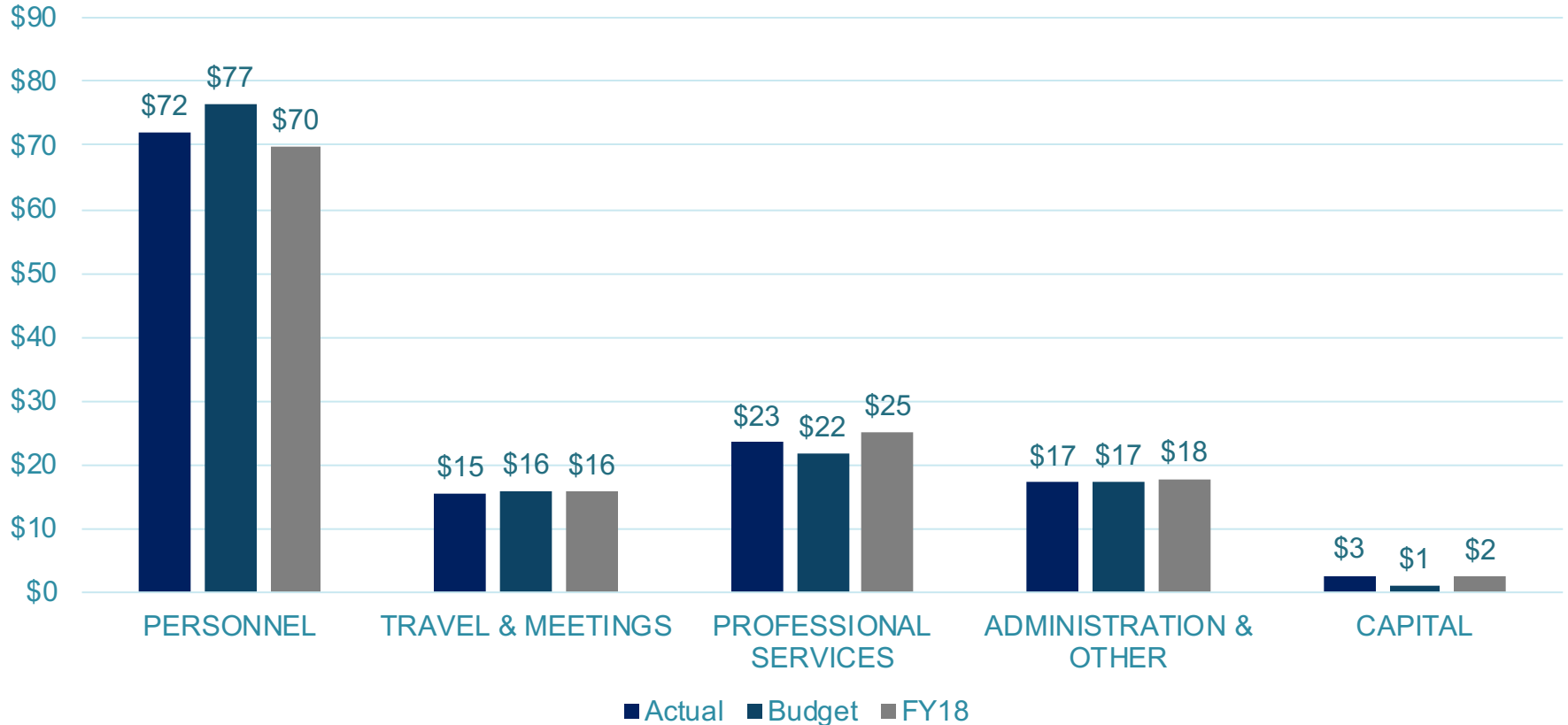


# FY19 (Jul 18 – Jun 19) Operating & Capital Expense

## ICANN OPERATIONS

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

**Actual:** \$ 131M  
**Budget:** \$ 138M  
**FY18:** \$ 131M



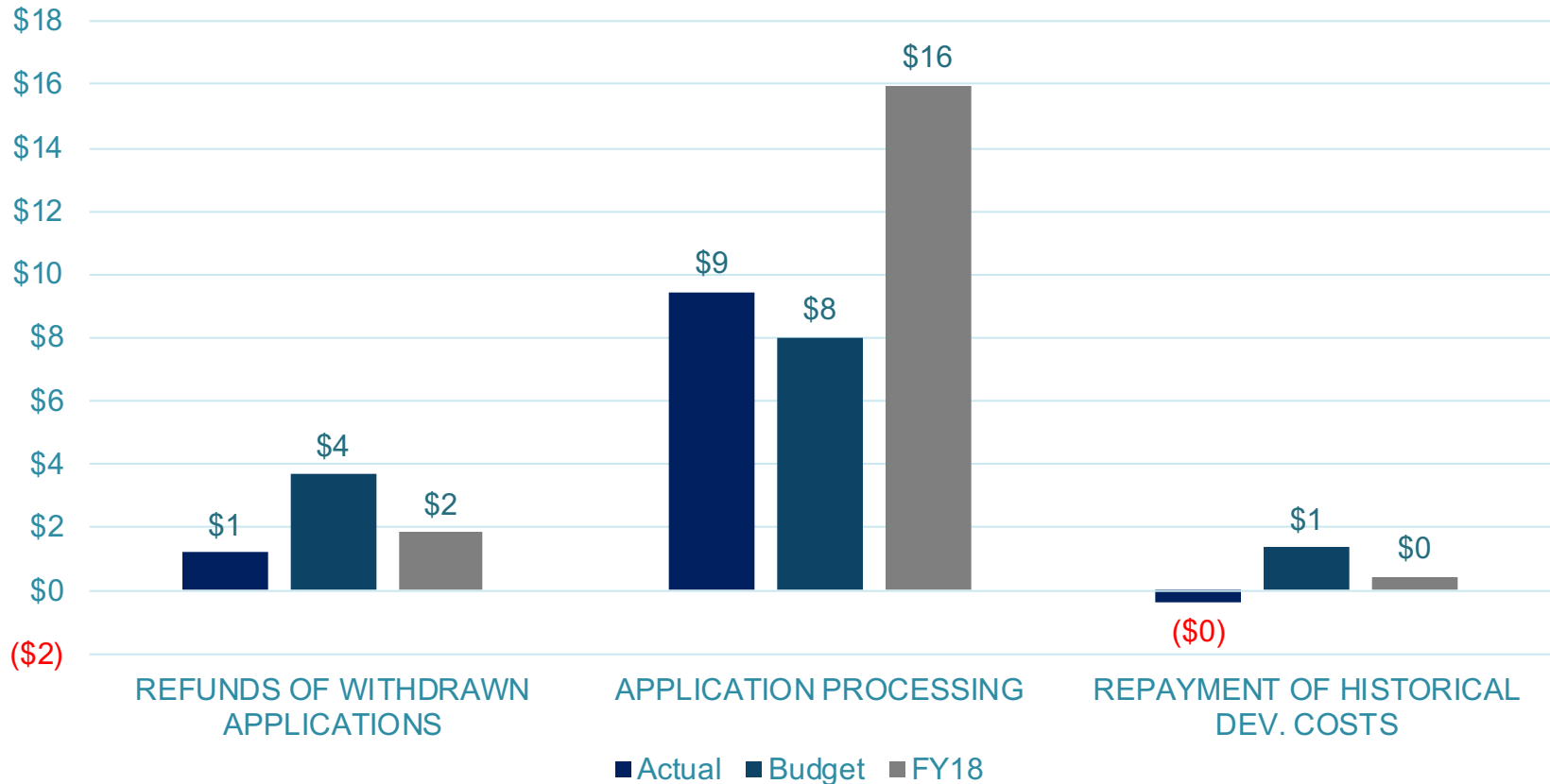
Activities covered by the contingency have been reported in the expense categories above based on the nature of the expense. The Contingency budget year to date is \$5.2M and \$5.2M for the full year.

# FY19 (Jul 18–Jun 19) New gTLD Program Expenses vs Budget

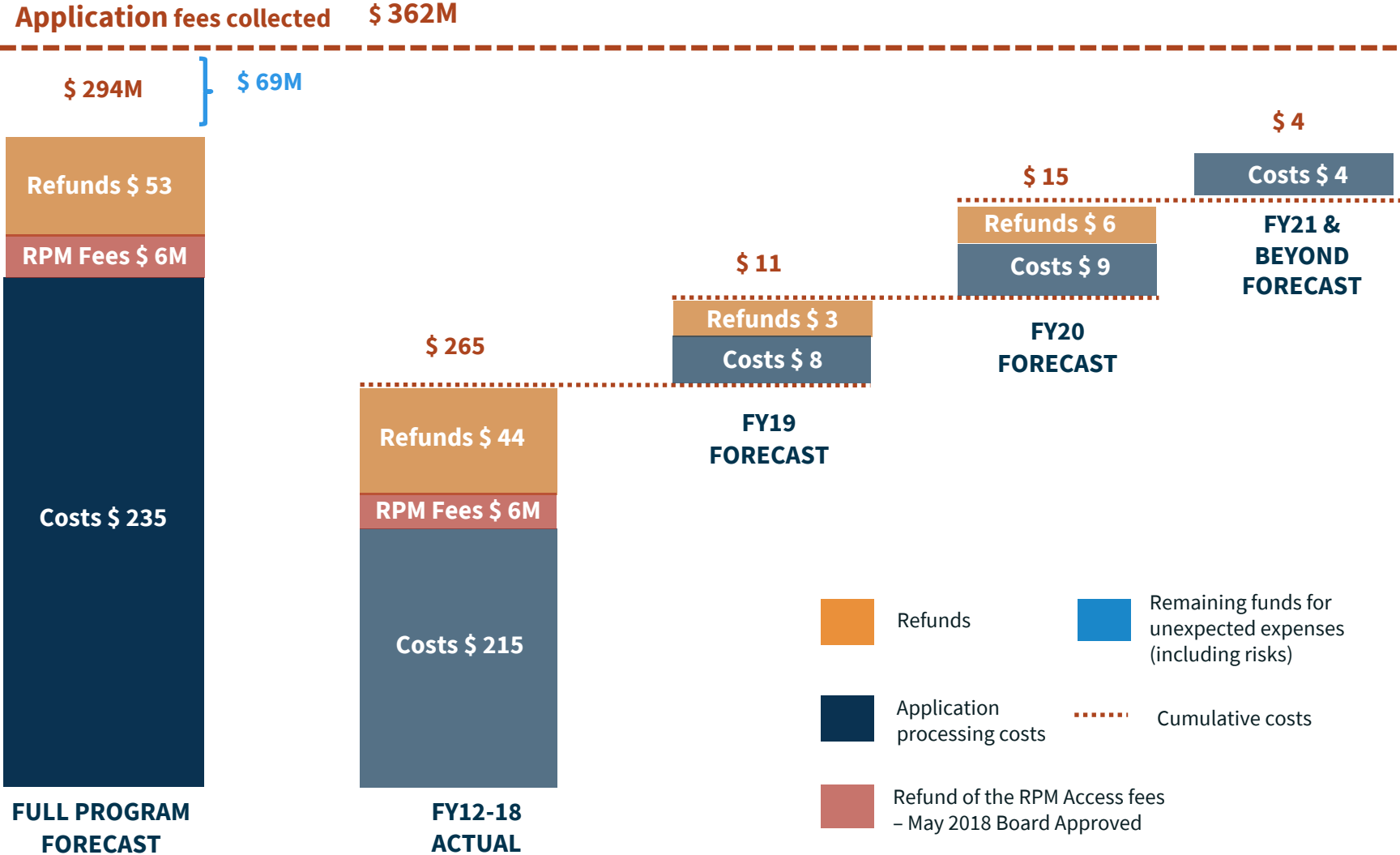
New gTLD PROGRAM

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

**Actual: \$ 10M**  
**Budget: \$ 13M**  
**FY18: \$ 18M**



# New gTLD Program – Multi-year Forecast *(as of Dec 2018)*



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

# FY19 (Jul 18–Jun 19) Total ICANN Organization Actuals

## TOTAL ICANN ORG.

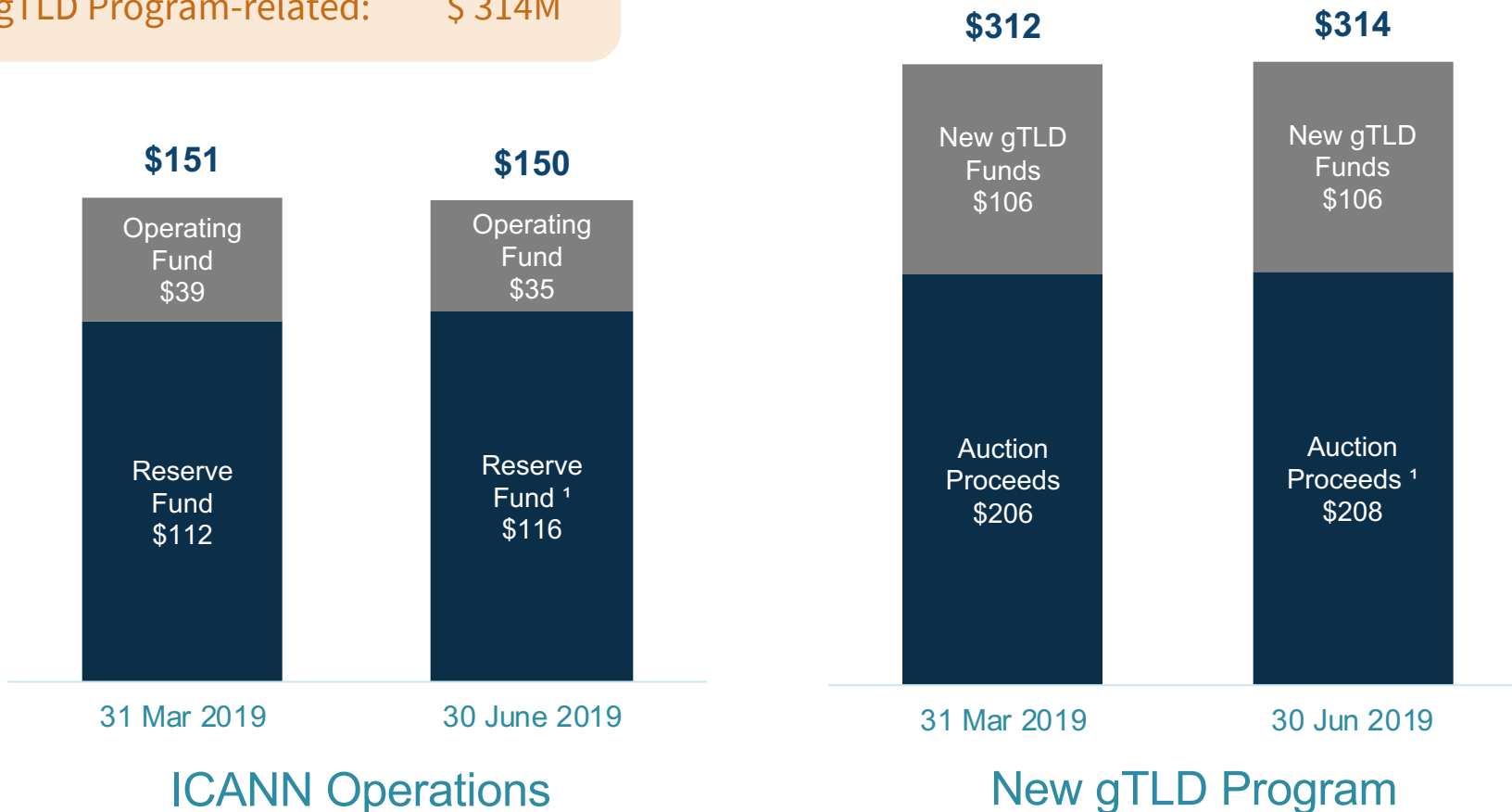
| Unaudited<br>USD in millions              | FY19 Actual               |             |                | FY19 Budget               |             |                | Under / (Over) vs. FY19 Budget |             |                |      |
|---|---------------------------|-------------|----------------|---------------------------|-------------|----------------|--------------------------------|-------------|----------------|------|
|   | Total ICANN<br>Operations | New<br>gTLD | Total<br>ICANN | Total ICANN<br>Operations | New<br>gTLD | Total<br>ICANN | Total ICANN<br>Operations      | New<br>gTLD | Total<br>ICANN | %    |
| <b>Funding</b>                            | \$136.2                   | \$9.8       | \$146.0        | \$137.7                   | \$18.4      | \$156.1        | -\$1.5                         | -\$8.7      | -\$10.1        | -6%  |
| <b>Cash Expenses <sup>(1)</sup></b>       | -130.7                    | -9.5        | -140.2         | -137.7                    | -8.0        | -145.7         | \$7.0                          | -\$1.4      | \$5.6          | 4%   |
| <b>Net Operating<br/>Excess/(Deficit)</b> | 5.5                       | 0.3         | 5.8            | 0.0                       | 10.4        | 10.4           | \$5.5                          | -\$10.1     | -\$4.6         | -44% |

\*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 30 June 2019

## FUNDS UNDER MGMT.

**Total Funds:** \$ 464M  
 ICANN Operations: \$ 150M  
 New gTLD Program-related: \$ 314M



<sup>1</sup> Reflects \$36M transfer from Auction Proceeds to Reserve Fund as part of Board Approved Replenishment Strategy

# Appendix

## Supplemental Financials



# FY19 Statement of Position as of 30 June 2019

TOTAL ICANN ORG.

| USD in millions<br>Unaudited              | June 30, 2019 |              |              | June 30, 2018 |              |              | Increase/ (Decrease) |              |              |
|---|---------------|--------------|--------------|---------------|--------------|--------------|----------------------|--------------|--------------|
|   | ICANN Ops     | New gTLD     | Total        | ICANN Ops     | New gTLD     | Total        | ICANN Ops            | New gTLD     | Total        |
| <b>ASSETS</b>                             |               |              |              |               |              |              |                      |              |              |
| Total Cash & Cash Equivalents             | 34.9          | 3.4          | 38.3         | 27.0          | 5.5          | 32.5         | 7.9                  | -2.1         | 5.8          |
| Investments                               | 115.5         | 310.2        | 425.8        | 69.7          | 352.7        | 422.4        | 45.8                 | -42.4        | 3.4          |
| Funds Under Management                    | <b>150.4</b>  | <b>313.7</b> | <b>464.1</b> | <b>96.7</b>   | <b>358.2</b> | <b>454.9</b> | <b>53.7</b>          | <b>-44.5</b> | <b>9.2</b>   |
| Receivables                               | 34.2          | 0.2          | 34.5         | 34.0          | 0.2          | 34.2         | 0.2                  | 0.0          | 0.2          |
| Prepaid Expenses                          | 3.6           | 0.0          | 3.6          | 2.4           | 0.0          | 2.4          | 1.2                  | 0.0          | 1.2          |
| Plant, Property & Equipment - Net         | 10.2          | 0.0          | 10.2         | 12.2          | 0.0          | 12.2         | -2.0                 | 0.0          | -2.0         |
| Other Assets                              | -21.7         | 22.6         | 0.9          | 20.3          | -18.6        | 1.7          | -42.0                | 41.2         | -0.8         |
| <b>TOTAL ASSETS</b>                       | <b>176.7</b>  | <b>336.5</b> | <b>513.3</b> | <b>165.6</b>  | <b>339.8</b> | <b>505.5</b> | <b>11.1</b>          | <b>-3.3</b>  | <b>7.8</b>   |
| <b>LIABILITIES AND NET ASSETS</b>         |               |              |              |               |              |              |                      |              |              |
| Accounts Payable & Accrued Liabilities    | 14.2          | 2.1          | 16.3         | 15.5          | 2.3          | 17.8         | -1.2                 | -0.3         | -1.5         |
| Deferred Funding                          | 1.1           | 23.6         | 24.6         | 1.0           | 35.6         | 36.6         | 0.0                  | -12.0        | -12.0        |
| Other Liabilities                         | 0.0           | 0.0          | 0.0          | 0.0           | 0.0          | 0.0          | 0.0                  | 0.0          | 0.0          |
| <b>TOTAL LIABILITIES</b>                  | <b>15.3</b>   | <b>25.6</b>  | <b>40.9</b>  | <b>16.5</b>   | <b>37.9</b>  | <b>54.4</b>  | <b>-1.2</b>          | <b>-12.3</b> | <b>-13.5</b> |
| <b>UNRESTRICTED/RESTRICTED ASSETS</b>     | <b>149.1</b>  | <b>301.9</b> | <b>451.0</b> | <b>148.1</b>  | <b>326.6</b> | <b>474.7</b> | <b>1.0</b>           | <b>-24.7</b> | <b>-23.7</b> |
| <b>CURRENT YEAR CHANGE IN NET ASSETS</b>  | <b>12.3</b>   | <b>9.0</b>   | <b>21.3</b>  | <b>1.0</b>    | <b>-24.7</b> | <b>-23.7</b> | <b>11.3</b>          | <b>33.7</b>  | <b>45.0</b>  |
| <b>TOTAL NET ASSETS</b>                   | <b>161.4</b>  | <b>310.9</b> | <b>472.3</b> | <b>149.1</b>  | <b>301.9</b> | <b>451.0</b> | <b>12.3</b>          | <b>9.0</b>   | <b>21.3</b>  |
| <b>TOTAL LIABILITIES &amp; NET ASSETS</b> | <b>176.7</b>  | <b>336.5</b> | <b>513.3</b> | <b>165.6</b>  | <b>339.8</b> | <b>505.5</b> | <b>11.1</b>          | <b>-3.3</b>  | <b>7.8</b>   |

# FY19 Cash Flow Synopsis as of 30 June 2019

TOTAL ICANN ORG.

| Unaudited   | FY19           |                |                |
|---|----------------|----------------|----------------|
|   | ICANN Ops      | NgTLD          | Total          |
| <b>Funds Under Management at Beginning of Period</b>                                  | <b>\$96.7</b>  | <b>\$358.2</b> | <b>\$454.9</b> |
| Collected/ (refunded) from contributors/parties                                       | 135.8          | (2.3)          | 133.5          |
| Auction Proceeds  | 0.0            | 0.0            | 0.0            |
| Paid to vendors   | (57.7)         | (8.6)          | (66.3)         |
| Paid to employees   | (69.9)         | (0.8)          | (70.7)         |
| Paid to vendors and employees on behalf of New gTLD                                   | 39.4           | (40.1)         | (0.7)          |
| Reimbursement of payments to vendors and employees above, from New gTLD to ICANN Ops: |                |                |                |
| Payments to vendors   | (0.0)          | 0.0            | 0.0            |
| NgTLD team costs (Paid to employees)  | 0.8            | (0.8)          | 0.0            |
| Historical Development Costs  | 0.4            | (0.4)          | 0.0            |
| Capital expenditures  | (4.0)          | 0.0            | (4.0)          |
| Change in investment market value (excludes transfers to/ from operating account)     | 9.1            | 8.3            | 17.4           |
| <b>Funds Under Management at End of Period</b>  | <b>\$150.4</b> | <b>\$313.7</b> | <b>\$464.1</b> |