ANNUAL REPORT

1 JULY 2018-30 JUNE 2019
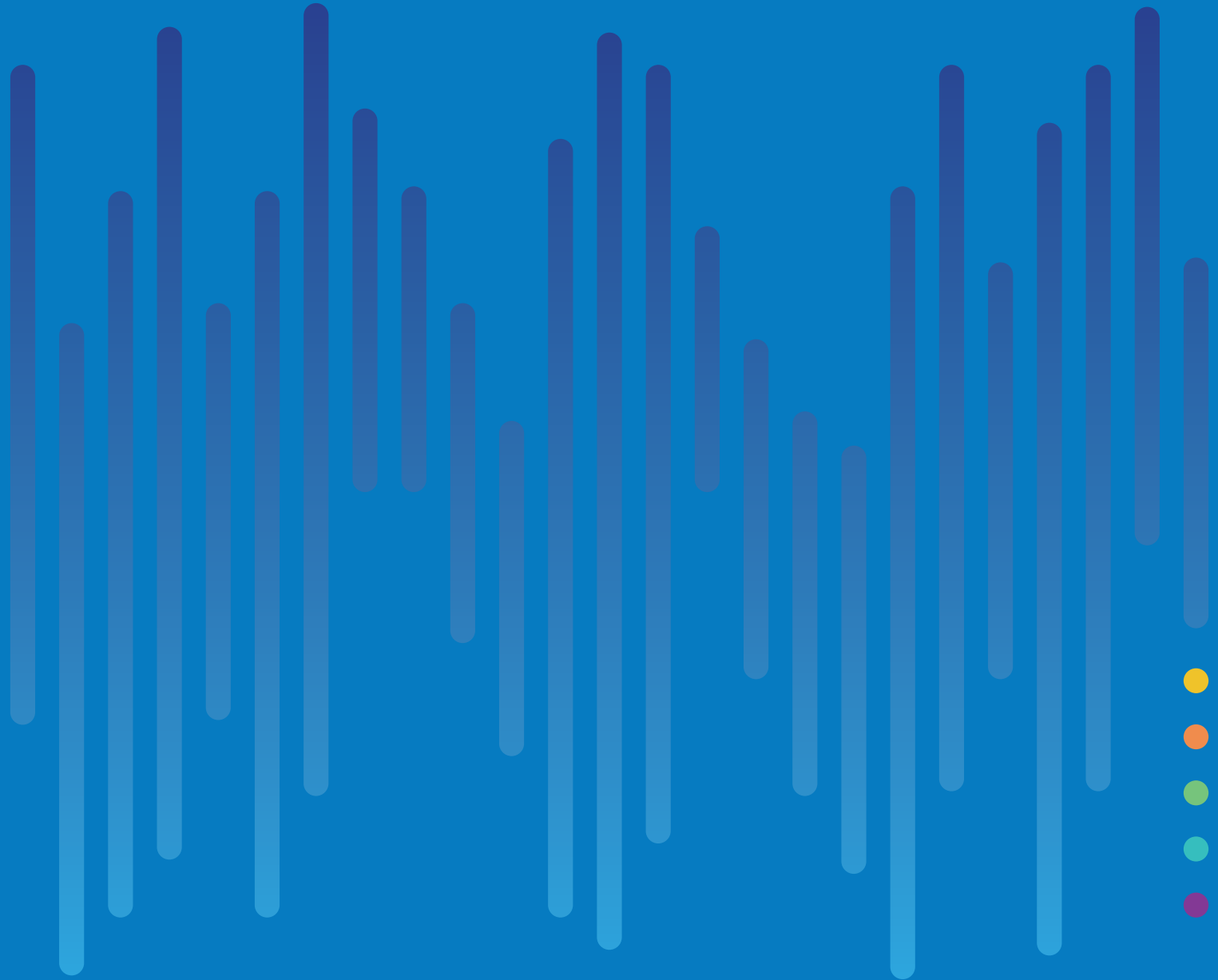
ICANN

ONE WORLD, ONE INTERNET

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ABOUT ICANN

ICANN's MISSION is to help ensure a stable, secure, and unified global Internet. To reach another person on the Internet, you need to type an address – a name or a number – into your computer or other device. That address must be unique so computers know where to find each other. ICANN helps coordinate and support these unique identifiers across the world. ICANN was formed in 1998 as a not-for-profit public-benefit corporation with a community of participants from all over the world.

ICANN's VISION is that of an independent, global organization trusted worldwide to coordinate the global Internet's systems of unique identifiers to support a single, open globally interoperable Internet. ICANN builds trust through serving the public interest, and incorporating the transparent and effective cooperation among stakeholders worldwide to facilitate its coordination role.

COMMITMENTS AND CORE VALUES

In performing its Mission, ICANN will act in a manner that complies with and reflects ICANN's Commitments and respects ICANN's Core Values, each as described below.

From the Bylaws for the Internet Corporation for Assigned Names and Numbers
As amended 22 July 2017

(a) COMMITMENTS

In performing its Mission, ICANN must operate in a manner consistent with these Bylaws for the benefit of the Internet community as a whole, carrying out its activities in conformity with relevant principles of international law and international conventions and applicable local law, through open and transparent processes that enable competition and open entry in Internet-related markets. Specifically, ICANN commits to do the following (each, a "Commitment," and collectively, the "Commitments").

   i.   Preserve and enhance the administration of the DNS and the operational stability, reliability, security, global interoperability, resilience, and openness of the DNS and the Internet.

   ii.   Maintain the capacity and ability to coordinate the DNS at the overall level and work for the maintenance of a single, interoperable Internet.

   iii.   Respect the creativity, innovation, and flow of information made possible by the Internet by limiting ICANN's activities to matters that are within ICANN's Mission and require or significantly benefit from global coordination.

   iv.   Employ open, transparent and bottom-up, multistakeholder policy development processes that are led by the private sector (including business stakeholders, civil society, the technical community, academia, and end users), while duly taking into account the public policy advice of governments and public authorities. These processes shall (A) seek input from the public, for whose benefit ICANN in all events shall act, (B) promote well-informed decisions based on expert advice, and (C) ensure that those entities most affected can assist in the policy development process.

   v.   Make decisions by applying documented policies consistently, neutrally, objectively, and fairly, without singling out any particular party for discriminatory treatment (i.e., making an unjustified prejudicial distinction between or among different parties).

   vi.   Remain accountable to the Internet community through mechanisms defined in these Bylaws that enhance ICANN's effectiveness.

(b) CORE VALUES

In performing its Mission, the following "Core Values" should also guide the decisions and actions of ICANN:

   i. To the extent feasible and appropriate, delegating coordination functions to or recognizing the policy role of other responsible entities that reflect the interests of affected parties and the roles of bodies internal to ICANN and relevant external expert bodies.

   ii. Seeking and supporting broad, informed participation reflecting the functional, geographic, and cultural diversity of the Internet at all levels of policy development and decision-making to ensure that the bottom-up, multistakeholder policy development process is used to ascertain the global public interest and that those processes are accountable and transparent.

   iii. Where feasible and appropriate, depending on market mechanisms to promote and sustain a competitive environment in the DNS market.

   iv. Introducing and promoting competition in the registration of domain names where practicable and beneficial to the public interest as identified through the bottom-up, multistakeholder policy development process.

   v. Operating with efficiency and excellence, in a fiscally responsible and accountable manner and, where practicable and not inconsistent with ICANN's other obligations under these Bylaws, at a speed that is responsive to the needs of the global Internet community.

   vi. While remaining rooted in the private sector (including business stakeholders, civil society, the technical community, academia, and end users), recognizing that governments and public authorities are responsible for public policy and duly taking into account the public policy advice of governments and public authorities.

   vii. Striving to achieve a reasonable balance between the interests of different stakeholders, while also avoiding capture.

   viii. Subject to the limitations set forth in Section 27.2, within the scope of its Mission and other Core Values, respecting internationally recognized human rights as required by applicable law. This Core Value does not create, and shall not be interpreted to create any obligation on ICANN outside its Mission, or beyond obligations found in applicable law. This Core Value does not obligate ICANN to enforce its human rights obligations, or the human rights obligations of other parties, against other parties.

The Commitments and Core Values are intended to apply in the broadest possible range of circumstances. The Commitments reflect ICANN's fundamental compact with the global Internet community and are intended to apply consistently and comprehensively to ICANN's activities. The specific way in which Core Values are applied, individually and collectively, to any given situation may depend on many factors that cannot be fully anticipated or enumerated. Situations may arise in which perfect fidelity to all Core Values simultaneously is not possible. Accordingly, in any situation where one Core Value must be balanced with another, potentially competing Core Value, the result of the balancing must serve a policy developed through the bottom-up multistakeholder process or otherwise best serve ICANN's Mission.

❯ READ MORE about ICANN Bylaws.

ANNUAL REPORT REQUIREMENT FROM ICANN BYLAWS

The Board shall publish, at least annually, a report describing its activities, including an audited financial statement, a description of any payments made by ICANN to Directors (including reimbursements of expenses) and a description of ICANN's progress toward the obligations imposed under the Bylaws as revised on 1 October 2016 and the Operating Plan and Strategic Plan. ICANN shall cause the annual report and the annual statement of certain transactions as required by the California Corporations Code (CCC) to be prepared and sent to each member of the Board and to such other persons as the Board may designate, no later than one hundred twenty (120) days after the close of ICANN's fiscal year.

❯ **READ MORE about ICANN Bylaw Section 22.3 concerning the Annual Report.**

LETTER FROM
THE PRESIDENT AND CEO

The ICANN organization supports the ICANN community by facilitating discussions, implementing the community's recommendations at the direction of the ICANN Board, and protecting ICANN as an institution, all in the service of ICANN's Mission and Bylaws. This collaborative, problem-solving approach has been the key to finding the best path forward on many issues over ICANN's 20-year history.

In FY19, I put forward 12 performance goals. All of my goals aimed to improve either the accountability, efficiency, or transparency of ICANN's internal and external operations. These goals include:

- Supporting community efforts to build consensus around a **unified access model** and obtaining guidance from the European Data Protection Board to determine whether such a model would be permissible and compliant with the General Data Protection Regulation.

- With community consultation, creating **an improved process for budget development** that provides more time for real discussions and transparency, and maps to the five-year operating planning and strategic planning process.

- Developing a plan to **anticipate, evaluate, and interact with governments about legislative proposals** that could have an effect on ICANN's ability to set policy.

- Supporting the ICANN community and Board in **the development of the Strategic Plan for fiscal years 2021 to 2025**.

- Developing **Five-Year Operating and Financial Plans** to support the implementation of the strategic plan and ICANN org's ongoing work.

- **Ongoing efforts around the security, stability, and resiliency of the Internet**, including finalizing the strategy for the root server operated by ICANN, recommending an implementation plan for root server governance to the ICANN Board, ensuring a successful Key Signing Key rollover in October 2018, and increasing cooperation with the technical community on the evolution of the Domain Name System (DNS) and improving the security.

- Supporting community and ICANN Board discussions regarding the development and agreement on an **effective and sustainable model for both organizational and specific reviews**.

- Enabling facilitation of a community discussion about **the future of ICANN's multistakeholder model**.

I want to ensure the successful implementation of the strategic plan by evaluating the work we do today, assessing the need and the value of the result, and reprioritizing our efforts where necessary.

Several of my goals focused on internal efficiencies and management. These included:

- Development of an ongoing **human resource plan for the future structure of ICANN org** that addresses issues such as the type of competencies ICANN will need in the future, where should they be located, and how to recruit and retain these competencies.

- Ongoing and continued improvement of the delegation of authority models within ICANN org to **allow internal efficiency gains**, with an eye toward enhancing the effectiveness of ICANN's regional offices.

- Continued efforts to **simplify our portfolio of systems**, including retiring and consolidating systems to increase efficiency and potential cost savings.

- Ensure that **ICANN costs did not exceed funding in FY19**, including a contribution to the reserve fund that was in-line with the Reserve Fund Replenishment Strategy.

For FY20, I have set goals that focus on refining the progress we have made over the last few years: I want to ensure the successful implementation of the strategic plan by evaluating the work we do today, assessing the need and the value of the result, and reprioritizing our efforts where necessary. We must better address DNS ecosystem security risks by establishing and promoting best practices and facilitating communication between ecosystem participants. To prepare for the next round of new gTLDs, we must have the behind-the-scenes processes and management structure in place to be successful. We must improve our processes and seek more community input to better engage with governments.

Internally, ICANN org must continue to simplify our IT systems through platform consolidation, while connecting many of the web services we support for a consistent community experience. We also need to improve our career pathing and collaboration by developing shared best-practice approaches to roles and work practices, which will improve our outcomes and our employees' career satisfaction.

As I look ahead to my fourth year at ICANN, I intend to move from the planning stage to the implementation stage in several of the areas where we have made significant progress toward planning for ICANN's future. Each year, I seek to focus ICANN org on strategic opportunities for improvement. A key element of this process is working with the ICANN Board to set my goals for the next fiscal year. As part of our commitment to accountability and transparency, my goals are public.

ICANN provides a service to the world, and ICANN org has a very specific set of technical jobs that we perform in support of that service. We consistently seek to improve and evolve, to ensure we have one single, secure, stable, and interoperable Internet.

Sincerely,

Göran Marby
President and CEO

LETTER FROM
THE BOARD CHAIR

In the next five years, ICANN will face more external challenges than ever before, such as the rise in cyber sovereignty, the exponential growth in security threats, the rapid evolution of disruptive technologies, and the increasing risks of Internet fragmentation.

The community, the Board, and ICANN org have recognized that these challenges could have a significant impact on ICANN.

Over the past year, we have worked hand-in-hand developing plans to address these challenges and shape ICANN's future.

This Annual Report for fiscal year 2019 is a summary of our performance meeting the objectives outlined in the Strategic Plan for fiscal years 2016 to 2020. A new Strategic Plan for fiscal years 2021 to 2025 was adopted by the Board in June 2019. All of us provided extensive input to this effort, resulting in a renewed vision for ICANN and five new strategic objectives. Our mission remains unchanged.

Our vision for ICANN is to be a champion of the single, open, and globally interoperable Internet, and the trusted steward of its unique identifiers.

Our five strategic objectives are to:

- Strengthen the security of the DNS and the DNS Root Server System.

- Improve the effectiveness of ICANN's multistakeholder model of governance.

- Evolve the unique identifier systems in coordination and collaboration with relevant parties to continue to serve the needs of the global Internet user base.

- Address geopolitical issues impacting ICANN's mission to ensure a single and globally interoperable Internet.

- Ensure ICANN's long-term financial sustainability.

A new Operating and Financial Plan for the same fiscal years is under development. It will contain a work plan for implementing each of the five strategic objectives. ICANN org is leading the development of four of these work plans and the community is leading the development of the fifth work plan "to improve the effectiveness of ICANN's multistakeholder model of governance". All five work plans will come together and form an integral and costed Operating and Financial Plan in December 2019.

Our vision for ICANN is to be a champion of the single, open, and globally interoperable Internet, and the trusted steward of its unique identifiers.

The Operating and Financial Plan will itself be put out for Public Comment by December 2019 and should be adopted by the Board before June 2020. Implementation of these work plans will commence on 1 July 2020, as mandated by our Bylaws.
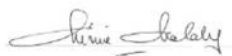
This holistic approach to strategic, operational, and financial planning will help ensure we have a clear, achievable path to success.

In addition to developing these plans, the ICANN community spent significant time this year addressing the impact of the European Union's General Data Protection Regulation (GDPR) on the WHOIS system. In February 2019, the Expedited Policy Development Process (EPDP) Team on the Temporary Specification for generic top-level domain (gTLD) Registration Data finalized and submitted its Final Report to the Generic Names Supporting Organization (GNSO) Council. The community delivered its consensus policy recommendations under tight and unprecedented deadlines. The community continues to make significant progress on Phase 2 of the EPDP charter. We appreciate the ongoing dedication by everyone in the community working on the EPDP, and on GDPR issues overall, for their efforts to provide a process for how parties with a legitimate interest would access non-public registration data. The Board looks forward to the next steps, consistent with the ICANN Bylaws and ICANN's contractual agreements with contracted parties.

As most of you know, I will retire from the Board at the end of the AGM in Montréal. I was truly privileged and honored to serve on the ICANN Board for the maximum nine years allowed by our Bylaws and I would like to thank profusely everyone that supported me throughout those years.

On behalf of the Board, I want to thank the ICANN community for your participation and hard work. Many of you face a relentless demand on your time. We sincerely appreciate the sacrifices you make and value your dedication and contribution.

Sincerely,

Cherine Chalaby
Chair, Board of Directors

⊙ READ MORE about the Board.

HIGHLIGHTS OF THE YEAR

1 July 2018-30 June 2019

HIGHLIGHTS FROM THE ICANN BOARD OF DIRECTORS

WELCOMING NEW ICANN BOARD MEMBERS

In November 2018, the Board seated five new members.

Nigel Roberts was nominated to serve by the Country Code Names Supporting Organization (ccNSO).

The Nominating Committee (NomCom) nominated **Danko Jevtović (left)** and **Tripti Sinha (right)**.

Harald Alvestrand returned to the ICANN Board as non-voting technical liaison to the ICANN Board from the Internet Engineering Task Force (IETF).

Merike Käo was appointed to serve as the non-voting liaison from the Security and Stability Advisory Committee (SSAC).

The ICANN Board also thanked departing members Ram Mohan, George Sadowsky, Mike Silber, Jonne Soininen, and Lousewies van der Laan for their service to the ICANN Board.

In September 2019, the ICANN Board selected **Maarten Botterman (left)** as the next Chair of the ICANN Board following the process outlined in the **Board Governance Committee Practice for Board Engagement in Developing Slate for Board Leadership**. **León Sánchez (right)** was selected as Vice Chair. They will be seated after the formal election, which will take place on 7 November 2019 at ICANN66. These events pertain to FY20, but as in past Annual Reports, we include significant developments that occur after the close of the fiscal and the period before the publication of the Annual Report.

FY19 BOARD PRIORITIES

The ICANN Board

The Board divided its priorities and activities for FY19 into five key areas of responsibilities. The Board used these five "blocks" to organize and think about its work and identified operational priorities for itself, with associated deliverables, timelines, and measurement within each. Within these blocks of responsibilities, the Board's substantive activities are most often community-driven. The Board has also identified operational priorities for itself, with associated deliverables, timelines, and measurements within each block.

Block 1: Oversight over Policy Development and Community Initiatives

- Being well informed of the content, priority, and timing of all policies being developed by the community in order to be prepared to approve these policies when submitted to the Board.

- Responding to Supporting Organization/Advisory Committee (SO/AC) advice on a timely basis.

- Providing timely Board comments to community activities (e.g., PDPs, CCWGs, and Reviews).

Block 2: ICANN Org Oversight

- Ensuring that community-approved policies are implemented in a manner consistent with the adopted policies.

- Overseeing the implementation of significant engineering projects undertaken by the ICANN org.

- Overseeing that ICANN org is delivering operational services to the community both effectively and efficiently.

- Overseeing the development of the annual Operating Plan & Budget.

Block 3: Strategic and Forward Thinking

- Leading the development of ICANN's Five-Year ICANN Strategic Plan and monitoring its implementation.

- Being aware of external forces and trends at work and anticipating how these may affect ICANN and the community.

- Thinking ahead about structural or organizational issues and assessing their impact on ICANN.

- Ensuring that the ICANN org's globalization strategy evolves in furtherance of ICANN's Mission.

Block 4: Governance, Fiduciary and Accountability Responsibilities

- Proficiently handling ICANN's governance and accountability issues.

- Discharging ICANN's fiduciary (legal and financial) responsibilities.

- Monitoring ICANN's risks and mitigation actions.

- Progressing the implementation (and understanding) of changes to the Bylaws.

- Improving Board transparency and effectiveness.

- Working on continuous improvements of both organizational and specific reviews.

Block 5: Community Engagement and External Relationships

- Reaching out and being present in the community during the ICANN Public Meetings as well as in between ICANN Public Meetings.

- Supporting ICANN org in meeting four strategic objectives:

  a. Serving ICANN's stakeholders effectively so that they participate more actively and meaningfully at ICANN.

  b. Attracting new stakeholders globally to meet the needs of a globalized ICANN.

  c. Developing effective relationships with key actors within the global Internet ecosystem, based on an insightful mapping of the roles they play, the dynamic between them, and the type of rapport ICANN wishes to have with each one of them.

  d. Advocating ICANN's Mission and its multistakeholder model of governance within the Internet governance ecosystem.

❯ **READ MORE about the 2018 Board Meetings.**

❯ **READ MORE about the 2019 Board Meetings.**

HIGHLIGHTS FROM THE COMMUNITY

EMPOWERED COMMUNITY CONSIDER BUDGETS AND OPERATING PLANS

In March 2019 and May 2019, the Empowered Community had the opportunity to exercise the power to reject the FY20 IANA Budget and the ICANN FY20 Annual Budget and Operating Plan, respectively. No rejection petitions were received and the approved budgets and plans were adopted and went into effect.

❯ **READ MORE.**

The Empowered Community remains an effective and important part of ICANN's post-IANA stewardship transition commitments to accountability and transparency.

❯ **READ MORE about the Empowered Community.**

SUPPORTING ORGANIZATIONS AND ADVISORY COMMITTEE (SO/AC) HIGHLIGHTS

ADDRESS SUPPORTING ORGANIZATION (ASO)

ICANN|ASO
Address Supporting Organization

The ASO Address Council (AC) met at ICANN64 where it conducted a joint information session with the IANA Services team, implemented recommendations from its **second Organizational Review**, and completed the selection process for ICANN Board Seat 10. The AC renominated Akinori Maemura to the Board for a three-year term beginning at ICANN66.

❯ **READ MORE.**

COUNTRY CODE NAMES SUPPORTING ORGANIZATION (ccNSO)

ICANN | ccNSO
Country Code Names Supporting Organization

The ccNSO continued work on recommendations for the retirement of country code top-level domains (ccTLDs) and on Internationalized Domain Name (IDN) ccTLDs. Together with the Security and Stability Advisory Committee (SSAC), the ccNSO provided input and guidance on the introduction of the risk mitigation procedure under the Fast Track process and initiated work to update the proposed overall policy for the selection of IDN ccTLD strings, which will eventually replace the Fast Track process.

During FY19, the ccNSO conducted a review of its meeting strategy that concluded with no change recommendations and initiated its second Organizational Review, with more work scheduled for FY20.

❯ **READ MORE.**

GENERIC NAMES SUPPORTING ORGANIZATION (GNSO)

ICANN | GNSO
Generic Names Supporting Organization

The GNSO Council's FY19 work resulted in 27 passed resolutions, including:

- Initiation of the Expedited Policy Development Process (EPDP) on the Temporary Specification for gTLD Registration Data, adoption of the EPDP Team's Charter, and adoption of the EPDP Phase 1 Final Report and Recommendations.

- Approval of the Final Report and Recommendations 1-4 from the International Governmental Organization and International Non-Governmental Organization (IGO-INGO) Access to Curative Rights Mechanisms Policy Development Process (PDP).

- Referral of Recommendation 5 from the IGO-INGO PDP to the Review of All Rights Protection Mechanisms (RPM) 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.

- Approval of the Final Recommendations of the reconvened Protection of IGO-INGO Names in All gTLDs PDP Working Group.

- Termination of the PDP on Next Generation gTLD Registration Directory Service (RDS) to Replace WHOIS.

- Adoption of the GNSO Review Working Group Implementation Final Report.

- Adoption of the PDP 3.0 Final Report and Recommendations to enhance the efficiency and effectiveness of GNSO PDP.

- Adoption of the charter for the GNSO Standing Committee on Budget and Operations on a permanent basis.

- Adoption of the GNSO Council Review of the ICANN62, ICANN63, and ICANN64 Communiqués of the Governmental Advisory Committee (GAC).

- Adoption of the Final Report and Recommendations from the Cross-Community Working Group on Enhancing ICANN Accountability Work Stream 2.

- Confirmation of GNSO Representative to the Empowered Community Administration (ECA).

- Renomination of Becky Burr to Seat 13 on the ICANN Board.

- Reappointment of a GNSO Liaison to the Governmental Advisory Committee (GAC).

- Approval of the revised nomination of GNSO candidates for the third Accountability and Transparency Review (ATRT3).

- Approval of the suggested amendments to the GNSO's Fellowship Selection criteria and nomination of a mentor for the ICANN Fellowship Program.

❯ **READ MORE about GNSO achievements.**

AT-LARGE ADVISORY COMMITTEE (ALAC)

During FY19, ALAC submitted statements to 34 Public Comment proceedings and consultations related to ICANN policies and issues.

❯ **EXPLORE the ALAC Policy Advice Statements.**

The At-Large community began development of an updated **ALAC Hot Policy Topics document** in advance of the third At-Large Summit (ATLAS III). The Regional At-Large Organizations (RALOs) will use this to update their respective RALO Hot Policy Topics documents. The At-Large community also organized a series of At-Large policy workshops during ICANN Public Meetings.

❯ **READ MORE about ALAC achievements.**

GOVERNMENTAL ADVISORY COMMITTEE (GAC)

ICANN|GAC
Governmental Advisory Committee

With the addition of the Lao People's Democratic Republic as an official member, GAC membership reached 178 members and 36 observers. Outreach efforts continue with additional countries and territories.

New GAC Members in FY19

○ **Lao People's Democratic Republic**

Total GAC Membership

178 AND **36**
MEMBERS   OBSERVERS

❯ **READ MORE.**

ROOT SERVER SYSTEM ADVISORY COMMITTEE (RSSAC)

ICANN|RSSAC
Root Server System Advisory Committee

The RSSAC continued its work on evolving the governance of the Root Server System. A key deliverable focused on coming to a consensus on Root Server Operator independence and work continued on defining various metrics that will play a part in future governance mechanisms. Concurrently, the RSSAC implemented recommendations from its second Organizational Review.

❯ **READ MORE.**

SECURITY AND STABILITY ADVISORY COMMITTEE (SSAC)

ICANN|SSAC
Security and Stability Advisory Committee

The SSAC published several documents related to the security and stability of the Domain Name System (DNS), including: the DNS and the Internet of Things, access to domain name registration data, and the Root Key Signing Key (KSK) Rollover. In FY19, the SSAC completed its second Organizational Review.

❯ **READ MORE.**

STRATEGIC PLAN

To prepare for the development of its next strategic plan, ICANN org initiated a process to identify internal and external trends that impact its future, mission, or operations. The ICANN community, Board, and ICANN org provided extensive input to this effort. Significant similarities naturally converged into five primary trends: security, ICANN's governance, unique identifier systems, geopolitics, and financials. The impacts of these five primary trends in relation to overarching strategic goals served as input for the development of the new plan. After additional community dialogue, public consultation, and revision of the draft, the Board **adopted** the **ICANN Strategic Plan for fiscal years 2021-2025** in June 2019.

A five-year operating and financial plan detailing how ICANN org will implement the five strategic objectives is now under development. The **development roadmap** was released for Public Comment in June 2019. The draft FY21-25 Operating and Financial Plan will be available for Public Comment in December 2019.

HIGHLIGHTS FROM THE ICANN ORG

RESERVE FUND REPLENISHMENT

The ICANN Reserve Fund is a crucial component in ensuring ICANN's long-term financial accountability, stability, and sustainability. The Reserve Fund was depleted in recent years to cover for exceptional expenses incurred during the IANA stewardship transition (from 2014 to 2018).

Over the past year, ICANN org collaborated with the Board and community to develop a strategy to replenish the Reserve Fund. At ICANN63, the Board approved an eight-year plan to replenish the Reserve Fund to an amount that would equal approximately one year of Operating Expenses.

During this fiscal year, the org has made significant progress in replenishing the Reserve Fund and is tracking ahead of the replenishment plan approved by the Board. At the end of the fiscal year (30 June 2019), the balance in the Reserve Fund was USD $116 million which is an increase of $47 million as compared with the prior year, primarily resulting from a transfer of $36 million from Auction Proceeds and a contribution from operational surpluses. ICANN org plans to continue increasing the Reserve Fund on an annual basis.

INFORMATION TRANSPARENCY INITIATIVE (ITI) AND OPEN DATA PROGRAM (ODP)

Information Transparency Initiative (ITI)

ITI is an operational activity that will improve ICANN's content governance and infrastructure, beginning with content on icann.org. Since the launch of ITI in January 2018, the org has made significant progress. During FY19, the ITI team posted six different content types for community feedback on **feedback.icann.org** and conducted several requirements gathering and usability sessions with the community on Registry Agreements and Public Comment.

The org is aiming for a soft launch of the improved icann.org website in FY20 Q4. The enhancements will include:

- Improved search and features for content types like Board Materials, Public Comment, Announcements, Blogs, and Reviews.

- 75% of all **https://icann.org** files and pages migrated and searchable.

The existing **https://icann.org** will remain the definitive site until it is retired and replaced with the new site. This period after the soft launch will provide ICANN org with the opportunity to gather community feedback about the content findability enhancements and make subsequent updates, before the org officially retires the current site in FY21 Q1.

❯ **READ MORE about ITI.**

❯ **Read the ITI Board Resolution.**

Open Data Program

ICANN org worked in collaboration with stakeholders across ICANN to launch the Open Data Program during FY19.

Progress in FY19 included:

- Following **a transparent and competitive process**, ICANN org licensed OpenDataSoft, an open data platform (SaaS) in September 2018.

- Open Data transitioned from a research and development initiative to an operational program in December 2018.

- The Open Data Program team developed an operational framework and supporting processes from January to June 2019 and **presented an update to the community** at ICANN64 in Kobe, Japan.

❯ **READ MORE about ICANN's Open Data Program.**

CHANGES AT ICANN ORG AND IANA

Sally Newell Cohen joined ICANN org in October 2018 as the Senior Vice President of Global Communications and Language Services. Cohen leads the strategic communications effort to build greater awareness of ICANN's global mission. Prior to her appointment, Cohen was the Chief Operations Officer at Toastmasters International, a nonprofit organization that provides communication and leadership skills development for over 350,000 members across 16,000 clubs in 143 countries and territories. In addition to this, she has held leadership roles at public relations and high-tech companies.

In October 2018, ICANN's President and CEO, Göran Marby, also appointed **John Jeffrey**, General Counsel and Secretary, and **Theresa Swinehart**, Senior Vice President, Multistakeholder Strategy and Strategic Initiatives, to serve as his deputies.

In February 2019, **David Conrad** was appointed to oversee Internet Assigned Names Authority (IANA) Services on behalf of ICANN org.

Conrad also maintains his role as Senior Vice President and Chief Technology Officer (CTO) and remains a member of the ICANN Executive Team. Conrad first joined ICANN in 2005 and returned as the CTO in 2014. He previously served as the General Manager of IANA Services.

Cyrus Namazi was named to the newly created position of Senior Vice President of the Global Domains Division (GDD), and a member of the ICANN Executive Team. Since joining ICANN in 2013, Namazi has served as Vice President of the group's Domain Name Services and Industry Engagement activities. He has served as deputy for GDD since 2016 and most recently as interim head of GDD. Prior to joining ICANN, Namazi served in a number of executive and management roles in the technology sector.

ICANN|PUBLIC MEETINGS

In order to support the work of ICANN's multistakeholder model, ICANN Public Meetings are held three times a year in different regions of the world. These meetings allow members of the community to meet and work together in person, along with members of the Board and ICANN org. One meeting serves as the Annual General Meeting (AGM) where new Board members are seated.

❯ **READ MORE about the upcoming meeting calendar dates and locations.**

ICANN63 BARCELONA Annual General

ICANN|63
BARCELONA

20–25 October 2018

ICANN org celebrated its 20th anniversary in Barcelona, Spain at the ICANN63 Annual General Meeting (AGM) with a special "ICANN@20 Years" session and a cocktail celebration. The AGM also was host to a High-Level Government Meeting, the fourth in ICANN's history, where senior government leaders from around the world met to discuss their important role in maintaining the safety, security, and resiliency of the global Internet. There were more than 300 sessions, including a high-interest session from the Expedited Policy Development Process (EPDP) Team on the Temporary Specification for gTLD Registration Data.

ICANN64 KOBE Community Forum

ICANN|64
KOBE

9–14 March 2019

More than 1,700 participants attended the ICANN64 Community Forum. Top sessions included the ICANN Public Forums, Next Steps in ICANN's Response to the GDPR, and a question-and-answer session with ICANN's Executive Team.

ICANN65 MARRAKECH Policy Forum

ICANN|65
MARRAKECH

24–27 June 2019

ICANN65 was the third ICANN Public Meeting held in Marrakech and the twelfth held in Africa. At the meeting, the 2019 Multistakeholder Ethos Award was awarded to Kurt Pritz for his outstanding contributions to the ICANN community. He recently chaired Phase 1 of the Expedited Policy Development Process (EPDP) on Temporary Specification for gTLD Registration Data.

FY19 Public Meeting Attendance

ICANN|63
BARCELONA

TOTAL ATTENDEES	FIRST-TIME PARTICIPANTS	SESSIONS
2,639	**1,085**	**338**

Barcelona, Spain

Marrakech, Morocco

Kobe, Japan

ICANN|64
KOBE

TOTAL ATTENDEES	FIRST-TIME PARTICIPANTS	SESSIONS
1,759	**614**	**275**

ICANN|65
MARRAKECH

TOTAL ATTENDEES	FIRST-TIME PARTICIPANTS	SESSIONS
1,186	**370**	**155**
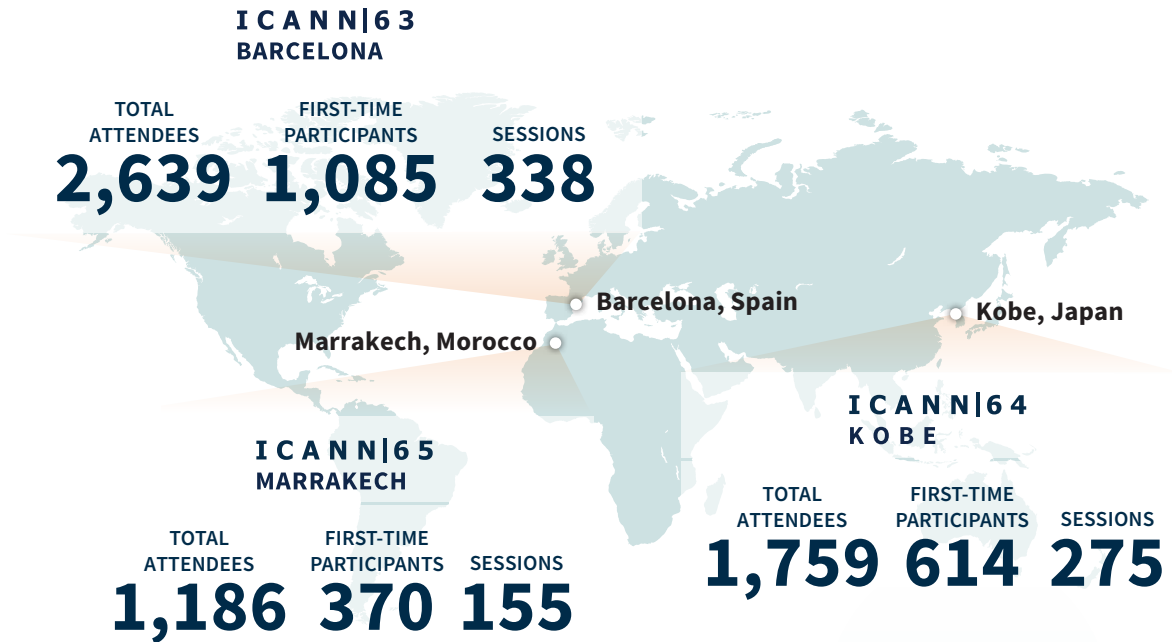
❯ **READ MORE about ICANN Public Meetings.**

COMMUNITY ACHIEVEMENTS

COMMUNITY ACHIEVEMENTS

Supporting Organizations and Advisory Committees (SO/ACs)

ADDRESS SUPPORTING ORGANIZATION (ASO)

ICANN | ASO
Address Supporting Organization

ASO REVIEW IMPLEMENTATION

The ASO Address Council (ASO AC) and the Number Resource Organization Executive Council (NRO EC) began implementing the 18 recommendations from the final report of the **second Organizational Review** of the ASO. The review was carried out in 2017 by ITEMS International. In February 2018, the NRO EC and the ASO AC issued a joint response to the recommendations.

❯ **READ the NRO EC and the ASO AC Joint Response to the second ASO Organizational Review.**

The recommendations called for a public consultation in each of the five Regional Internet Registry (RIR) communities to determine the future structure of the ASO. These took place in FY18 and FY19 and were accompanied by discussions in each region.

The NRO EC considered the output of this work and outlined a proposed way forward and provided these points to the RIR communities to aid in their consideration of the future structure of the ASO.

❯ **READ the NRO EC's input.**

ASO AC LEADERSHIP AND MEMBERSHIP CHANGES

Three new members joined the ASO AC in FY19:

• **Wafa Dahmani Zaafouri**, appointed by the African Network Information Centre (AFRINIC) Board of Directors.

• **Esteban Lescano**, appointed by the Latin American and Caribbean Internet Addresses Registry (LACNIC) Board of Directors.

• **Simon Sohel Baroi**, appointed by the Asia Pacific Network Information Centre (APNIC) Executive Council.

The ASO Address Council elected a new leadership team:

Aftab Siddiqui from APNIC as Chair

Kevin Blumberg from the American Registry for Internet Numbers (ARIN) as Vice Chair

Jorge Villa from LACNIC as Vice Chair

COUNTRY CODE NAMES SUPPORTING ORGANIZATION (ccNSO)

ICANN|ccNSO
Country Code Names Supporting Organization

ccNSO POLICY DEVELOPMENT

The ccNSO Council initiated the third ccNSO Policy Development Process (PDP) in March 2017 and in FY19, the PDP Working Group continued work on recommendations for the retirement of country code top-level domains (ccTLDs) and introduced its designed process to the community. Work on the second part of the PDP involves developing a review mechanism for decisions on delegation, transfer, revocation, and retirement.

❯ **READ MORE on the Retirement PDP.**

Following the introduction of the risk mitigation procedure under the Internationalized Domain Names (IDN) ccTLD Fast Track Process, the ccNSO Council initiated the review of its 2013 draft proposals for the selection of IDN ccTLD strings and the proposal to enable IDN ccTLD managers to become members of the ccNSO through the creation of a review working team. Upon completion of the review, the ccNSO Council will decide on next steps.

❯ **READ MORE on IDN Preliminary Review.**

The ccNSO continues its work related to geographic names at the top-level. After the closure of the Cross-Community Working Group on the Use of Country and Territory Names as TLDs (CCWG-UCTN), the ccNSO remains active in Work Track 5 on Geographic Names at the Top-Level of the GNSO New gTLD Subsequent Procedures PDP Working Group.

❯ **READ MORE on Work Track 5.**

SECOND ccNSO ORGANIZATIONAL REVIEW

The second ccNSO Organizational Review was launched in March 2018 by the ICANN Board after being previously deferred for a year at the request of the ccNSO. In FY19, the ccNSO Review Work Party continued its work. It assisted Meridian Institute, the independent examiner, in presenting its findings during ICANN64 and draft recommendations during ICANN65.

In FY19, the ccNSO embarked on a review of its meeting strategy. Work focused specifically on whether to change or maintain the structure of its meetings at the Policy Forum. As a result of the internal review, the ccNSO meeting structure will not change.

ccNSO OUTREACH AND ENGAGEMENT

During FY19, the ccNSO continued its involvement in organizing meeting days and workshops to share information and best practices on managerial, technical, and operational aspects of running a ccTLD. These efforts included ccNSO Members Meeting days during ICANN Public Meetings, the ICANN Public Meeting Tech Day, and an annual workshop for people responsible for the operational security and stability of ccTLDs.

ccNSO FY19 Snapshot

MEMBERSHIP GREW TO

172

ccTLD MANAGERS.

THE ccNSO COUNCIL PASSED

51

RESOLUTIONS.

THE ccNSO RECEIVED

61

REQUESTS TO PROVIDE INPUT OR REQUESTS TO PARTICIPATE IN WORK.

PARTICIPATED IN

3

CROSS-COMMUNITY WORKING GROUPS AS A CHARTERING ORGANIZATION.

BY THE END OF FY19,

2

ccNSO COUNCIL COMMITTEES, AND

9

COMMUNITY WORKING GROUPS WERE ACTIVE.

DURING FY19,

3

COMMUNITY WORKING GROUPS WERE CLOSED UPON ACHIEVING THEIR GOAL, AND TWO NEW GROUPS WERE ESTABLISHED.

GENERIC NAMES SUPPORTING ORGANIZATION (GNSO)

ICANN | GNSO
Generic Names Supporting Organization

WORK ON EPDP ON TEMPORARY SPECIFICATION FOR GTLD REGISTRATION DATA PHASE 1 AND 2

On 17 May 2018, the ICANN Board adopted the proposed Temporary Specification for gTLD Registration Data. The Board took this action to establish temporary requirements for how ICANN and its contracted parties would continue to comply with existing ICANN contractual requirements and community-developed policies related to WHOIS, while also complying with the European Union's General Data Protection Regulation (GDPR). This triggered an obligation for the GNSO Council to undertake a Policy Development Process (PDP) to consider confirmation of the Temporary Specification as a consensus policy within 12 months of the effective date of 25 May 2018.

On 19 July 2018, the GNSO Council initiated the Expedited PDP (EPDP) on the Temporary Specification for gTLD Registration Data. Under the leadership of the EPDP Team Phase 1 Chair Kurt Pritz, the EPDP Team held teleconferences at least twice a week and held meetings on a number of occasions. In addition, input from the external legal counsel provided needed clarity and helped inform the EPDP Team's deliberations.

The EPDP Team published the Phase 1 Initial Report for Public Comment on 21 November 2018. The EPDP Team delivered its Final Report to the GNSO Council on 20 February 2019, which incorporated changes following the EPDP Team's review of all the public comments received on the Initial Report. On 4 March 2019, the GNSO Council approved all 29 policy recommendations in the EPDP Team's Final Report.

On 2 May 2019, the EPDP Team started its work on Phase 2 of its charter, which includes: 1) a system for standardized access/disclosure to non-public registration data; 2) issues identified in the Annex to the Temporary Specification; and 3) items deferred from Phase 1 deliberations. Janis Karklins serves as Chair of the EPDP Team's Phase 2 work.

On 15 May 2019, the Board adopted 27 of the 29 EPDP Phase 1 policy recommendations. The Board did not adopt parts of two of the recommendations that it identified as not in the best interests of the community or ICANN org. The Board is engaged in a consultation process with the GNSO Council on these. For a number of other recommendations, the Board noted specific issues that it expects to be addressed during implementation of the EPDP Phase 1 recommendations or the Phase 2 work of the EPDP Team.

❯ READ MORE about the EPDP.

ADDITIONAL GNSO PDP PROGRESS

In FY19, the GNSO continued making progress on four other policy development processes:

- Protections of International Governmental Organization and International Non-Governmental Organization (IGO-INGO) Names in All gTLDs
  - › On 27 January 2019, the Board adopted all consensus policy recommendations from the reconvened PDP working group on the Protection of IGO-INGO Names in All gTLDs. ICANN org is planning for the implementation of these recommendations.

- IGO-INGO Access to Curative Rights Protection Mechanisms (RPMs)
  - › On 18 April 2019, the GNSO Council approved Recommendations 1-4 from the IGO-INGO Access to Curative RPMs PDP and referred Recommendation 5 to be considered by the Review of All RPMs in all gTLDs PDP Working Group as part of its Phase 2 work. As this topic is also subject to Governmental Advisory Committee (GAC) advice, the GNSO Council and the GAC met at ICANN65 to discuss possible next steps.

- Future Rounds of New gTLDs
  - › During FY19, the New gTLD Subsequent Procedures PDP Working Group published its Initial Report and Supplemental Initial Report. Work Track 5 also published its Supplemental Initial Report.

- Review of All RPMs in All gTLDs
  - › The Review of All RPMs in All gTLDs PDP Working Group completed its review of the Uniform Rapid Suspension (URS) dispute resolution procedure; its subteams also completed developing preliminary recommendations regarding Sunrise and Trademark Claims services based on their review of data collected.

❯ READ MORE about the work of the GNSO.

GNSO MEETINGS AND SESSIONS

During ICANN Public Meetings in FY19, the GNSO met in 179 combined sessions. In addition to many working group meetings, the GNSO led several cross-community sessions on key policy topics to expand the opportunities for interaction and understanding. These key topics centered on GDPR and EPDP, including next steps in ICANN's response to the GDPR and impact of EPDP Phase 1 recommendations on other ICANN policies and procedures.

The GNSO Council held its second strategic planning session in Los Angeles in January 2019. The goal of the meeting was for the GNSO Council to develop plans for carrying out its obligations as the manager of PDPs more efficiently, effectively, and collaboratively. One of the days focused on the implementation of the PDP 3.0 initiative, which aims to further enhance the PDP model.

GNSO FY19 Snapshot

PARTICIPATION IN

8 PROJECTS

INCLUDING WORKING GROUPS, IMPLEMENTATION REVIEW TEAMS, AND CROSS-COMMUNITY PROJECTS.

THE GNSO CHARTERED

14 PROJECTS

AND CO-CHARTERED THE REMAINING 4.

THE GNSO COMMUNITY MET IN A COMBINED

179 SESSIONS.

THE GNSO COUNCIL PASSED

27 RESOLUTIONS.

THE GNSO COUNCIL MET

15 TIMES.

AT-LARGE ADVISORY COMMITTEE (ALAC)

The At-Large Advisory Committee and broader At-Large community, consisting of Regional At-Large Organizations (RALOs), At-Large Structures (ALSes), and individual members, focused on the development of policy advice, the At-Large Organizational Review, and RALO activities during FY19.

POLICY ADVICE DEVELOPMENT

As part of its participation in policy advice activity, the ALAC submitted 23 policy advice statements in response to Public Comment proceedings.

❯ **READ the Policy Advice Statements.**

RALO ACTIVITIES

In FY19, the five RALOs worked on several key issues of importance for each of their regions and continued updating their Hot Policy Topics documents to highlight the current policy priorities of each region. These documents are used for outreach and engagement activities, including capacity-building sessions. The RALOs now work in a coordinated manner with the ALAC to identify common topics that are relevant for the entire At-Large community.

During ICANN64, the five RALOs, ICANN org's Global Stakeholder Engagement (GSE) teams and regional partners held a workshop to facilitate greater collaboration. A breakout session divided by region allowed participants to discuss issues pertinent to their region.

Asian, Australasian, and Pacific Islands Regional At-Large Organization (APRALO) members participated in a number of regional events in collaboration with the Singapore regional office. These events included a reception at ICANN64.

The **European RALO (EURALO)** held a General Assembly at ICANN63. Discussions included: internal organizational priorities, capacity-building initiatives, external partnerships, and other projects. EURALO updated the EURALO Hot Topics 2019 and finalized revisions to its bylaws.

The **North American RALO (NARALO)** held a readout session after ICANN64 in Puerto Rico in collaboration with ICANN org, ISOC Puerto Rico, and dotPR. NARALO held a briefing in Ontario, Canada ahead of ICANN65.

The **Latin America and Caribbean Islands RALO (LACRALO)** Operating Principles were finalized and approved by consensus in December 2018. The rules include a new governance structure with a board, four new leadership positions, and five new subregions to allow for rotation of positions among all subregions and to ensure that all subregions are represented.

The **African RALO (AFRALO)** held AFRALO-AfrICANN meetings at each ICANN Public Meeting. Participants approved three AFRALO-AfrICANN statements: "New gTLD Subsequent Procedures Policy Development Process Working Group" at ICANN63, "New gTLD Subsequent Procedures: Proposal of Neustar regarding the upcoming round of New gTLDs" at ICANN64, and "ICANN's Multistakeholder Governance Model" at ICANN65. During ICANN65, members of AFRALO organized several activities, including hosting 35 university students from Rabat, Morocco, an AFRALO Networking Event, and the Joint AFRALO-AfrICANN meeting where they presented the AFRALO Hot Policy Topics document.

AT-LARGE FY19 Snapshot

THE ALAC SUBMITTED

23

PUBLIC COMMENTS AND CONSULTATIONS RELATED TO ICANN POLICIES AND ISSUES.

8

NEW GROUPS WERE CERTIFIED AS **AT-LARGE STRUCTURES**.

42

INDIVIDUAL MEMBERS WERE FORMALLY WELCOMED INTO THE AT-LARGE COMMUNITY.

THE ALAC HELD

11

TELECONFERENCES AND THE ALAC LEADERSHIP TEAM HELD

10

TELECONFERENCES.

DURING THE THREE ICANN PUBLIC MEETINGS, AT-LARGE MET IN

63

DIFFERENT SESSIONS.

At-Large Review Implementation continued. The initial **At-Large Review Implementation Plan** was presented to the ICANN Board Organizational Effectiveness Committee (OEC) in December 2018. The Board approved the Implementation Plan on 26 January 2019. In June 2019, an **At-Large Review 2 Implementation (ARI) Status Report 1 to the ICANN Board OEC** was submitted.

MAUREEN HILYARD WAS ELECTED CHAIR OF THE ALAC AND BEGAN HER SERVICE AT THE END OF ICANN63.

A NEW **AT-LARGE ORGANIZATIONAL STRUCTURE** WAS DEVELOPED THAT ALLOWS FOR A MORE BOTTOM-UP DECISION-MAKING PROCESS.

Plans for the **third At-Large Summit (ATLAS III)** started in FY19. A series of webinars and ICANN Learn courses were created as mandatory requirements for travel support eligibility. The program will include a case study on Phase 1 of the EPDP on the Temporary Specification for new gTLD Registration Data.

GOVERNMENTAL ADVISORY COMMITTEE (GAC)

I C A N N | G A C
Governmental Advisory Committee

FY19 GAC AGENDA

GAC priorities in FY19 included:

* Substantial engagement in cross-community efforts on WHOIS and registration data issues, community accountability, and subsequent procedures for potential future rounds of new gTLDs.

* Active engagement on ICANN implementation of and compliance with the European Union's General Data Protection Regulation (GDPR), including the development of a Unified Access Model for non-public WHOIS data.

* Implementation of the GAC's role in the Empowered Community and improving internal processes to reflect those new responsibilities.

* Renewed commitments to stakeholder outreach and engagement, including continued support for government and community capacity-development activities.

* Efforts to combat domain abuse.

FY19 GAC COMMUNIQUÉS

Through its three ICANN Public Meeting communiqués, GAC advice to the ICANN Board addressed issues related to ICANN policy and operations, including:

* ICANN compliance with GDPR and WHOIS.

* Protection of International Governmental Organization (IGO) identifiers, as well as protection of the Red Cross and Red Crescent designations and identifiers.

* Board consideration of the Competition, Consumer Trust, and Consumer Choice (CCT) Review Team Recommendations.

* The new gTLD applications for .AMAZON and related strings.

* Use of two-character country codes at the second level.

* Future rounds of new gTLDs.

The Spanish government collaborated closely with GAC members to conduct a successful HLGM in Barcelona at ICANN63. Nearly 200 ministers and senior officials from governments and various intergovernmental organizations attended the HLGM, representing 124 delegations from around the world. Delegates discussed technical, legal, and geopolitical challenges that ICANN faces as it works to fulfill its mission in an ever-changing Internet ecosystem. They addressed a range of issues including: opportunities for government participation in ICANN post-IANA Stewardship Transition; cybercrime, data protection, and privacy; the role and impact of Internet technological evolution on ICANN; and the global digital agenda and Internet policies.

GAC LEADERSHIP TEAM

NEW GAC LEADERSHIP TEAM
A new GAC leadership team began its term after ICANN64.

VICE CHAIR
LUISA PAEZ
○ **Canada**

VICE CHAIR
CHÉRIF DIALLO
○ **Egypt**
Senegal ○
CHAIR
MANAL ISMAIL

○ **Brazil**

VICE CHAIR
THIAGO JARDIM
Argentina ○
○ **Niue**
VICE CHAIR
PÄR BRUMARK

VICE CHAIR
OLGA CAVALLI

GAC PUBLIC COMMENT SUBMISSIONS

The GAC participated in Public Comment proceedings in FY19 and submitted comments on a number of topics including:

• Geographic Names at the Top-Level.

• ICANN Draft FY20 Operating Plan and Budget and Five-Year Operating Plan.

• ICANN Strategic Plan for Fiscal Years 2021–2025.

• Evolving ICANN's Multistakeholder Model of Governance.

GAC WORKING GROUPS

GAC working groups continued to advance matters between ICANN Public Meetings. Topic areas included: new gTLD subsequent procedures (including geographical names), public safety, underserved regions, human rights and international law, and GAC operating principles. These working groups explored internal matters including: GAC relations with the Nominating Committee, evolution of GAC travel support guidelines, transition from an independent secretariat support model to an ICANN org support model, and the development of new and improved processes, tools, and infrastructure to support the work of the GAC and its working groups.

Through the Underserved Regions Working Group, the GAC worked with ICANN org to strengthen the resources available for its regional capacity-building workshop program. This approach critically assessed the program and developed a plan for longer term engagement and capacity building among GAC members across the globe.

ROOT SERVER SYSTEM ADVISORY COMMITTEE (RSSAC)

ICANN | RSSAC
Root Server System Advisory Committee

The RSSAC advises the ICANN Board and community on matters relating to the operation, administration, security, and integrity of the Root Server System. The RSSAC consists of representatives from the organizations responsible for operating global root service and liaisons from the organizations responsible for the management of the root zone and other partners in the Internet community.

FY19 RSSAC ACCOMPLISHMENTS

In FY19, the RSSAC published five documents:

RSSAC039	**Statement Regarding ICANN's Updated KSK Rollover Plan**
RSSAC040	**Recommendations on Anonymization Processes for Source IP Addresses Submitted for Future Analysis**
RSSAC041	**Advisory on Organizational Reviews**
RSSAC042	**RSSAC Statement on Root Server Operator Independence**
RSSAC043	**Report from the RSSAC April 2019 Workshop**

RSSAC CAUCUS

There are over 100 members of the RSSAC Caucus from more than 20 countries and territories. Currently, there are two work parties studying metrics for the Root Server System and modern resolver behavior.

❯ **READ MORE about the RSSAC Caucus, its purpose, principles, and procedures.**

SECURITY AND STABILITY ADVISORY COMMITTEE (SSAC)

ICANN | SSAC
Security and Stability Advisory Committee

The SSAC produces reports, advisories, and comments for the ICANN Board and community on matters relating to the security and integrity of the Internet's naming and address allocation systems.

The SSAC considers matters pertaining to the correct and reliable operation of the root name system, address allocation and Internet number assignment, and registry and registrar services such as WHOIS. The SSAC also tracks and assesses threats and risks to Internet naming and address allocation services.

FY19 SSAC ACCOMPLISHMENTS

In FY19, the SSAC published the following documents relating to the security and stability of the Domain Name System:

SAC102	Comment on the Updated Plan for Continuing the Root KSK Rollover
SAC103	Response to the new gTLD Subsequent Procedures Policy Development Process Working Group Initial Report
SAC104	Comment on Initial Report of the Temporary Specification for gTLD Registration Data Expedited Policy Development Process
SAC105	The DNS and the Internet of Things: Opportunities, Risks, and Challenges

In addition, the SSAC held workshops, in coordination with the Internet Society, on DNS Security Extensions (DNSSEC) at ICANN63, ICANN64, and ICANN65. The DNSSEC Workshop has been a part of ICANN Public Meetings for several years and has provided a forum for both experienced and new people to meet, present, and discuss current and future DNSSEC deployments.

CUSTOMER STANDING COMMITTEE (CSC)

The Customer Standing Committee (CSC) was established in 2016 as a new accountability mechanism, tasked to ensure continued satisfactory performance of the IANA Naming Function for its customers. The CSC monitors the performance of the IANA Naming Function of Public Technical Identifiers (PTI) against the Service Level Agreements (SLAs) in the IANA Naming Function Contract. When needed, the CSC is authorized to undertake remedial action to address poor performance. The CSC analyzes performance reports provided by PTI and publishes its findings every month.

❯ **READ the monthly reports.**

The CSC is comprised of four members – two appointed by the ccNSO and two by the Registry Stakeholder Group (RySG). Liaisons are appointed by other groups with a direct interest in the performance of the IANA naming function. Byron Holland, from the Canadian Internet Registration Authority (CIRA), serves as the Chair.

❯ **EXPLORE more information about the work of the CSC.**

During FY19, the CSC adopted procedures to allow a differentiated approach for changes to the SLAs in the IANA Naming Function Contract. Experience has shown that a different consultation procedure needs to be followed for different types of change, ranging from small changes which do not impact direct customers, up to the introduction of a new SLA.

Also during FY19, the ccNSO and GNSO Councils appointed representatives to review the effectiveness of the CSC. The general finding was that the CSC performed its various tasks effectively. To ensure continued strong performance in future, the Councils adopted the four recommendations from the reviewers in the areas of onboarding, attendance, and ensuring that adequate skill sets remain on the CSC. The recommendations have been fully implemented.

ROOT ZONE EVOLUTION REVIEW COMMITTEE (RZERC)

The RZERC reviews proposed architectural changes to the content of the Domain Name System (DNS) root zone, the systems – both hardware and software components – used in executing changes to the DNS root zone, and the mechanisms used for distribution of the DNS root zone. The RZERC was formed as a result of the IANA Stewardship Transition.

In FY19, the RZERC published its first document relating to proposed architectural changes:

* **RZERC001: Feedback on the Updated Plan for Continuing the Root Key Signing Key Rollover**

WORKING TOWARD NEXT STEPS FOR NEW GTLD AUCTION PROCEEDS

The Cross-Community Working Group on New gTLD Auction Proceeds (CCWG-AP) is working on developing a recommendation to the ICANN Board for a mechanism to disburse the auction proceeds resulting from ICANN-authorized service provider auctions held as a method of last resort in the New gTLD Program. During FY19, the group published its Initial Report for Public Comment. A total of 37 community submissions were received. The CCWG is reviewing this input and working towards producing a draft Final Report.

❯ **READ MORE about the work of the CCWG-AP.**

MULTISTAKEHOLDER ETHOS AWARD 2019

Ethos Award winner Kurt Pritz with ICANN CEO Göran Marby

The Multistakeholder Ethos Award recognizes ICANN community members who have deeply invested in consensus-based solutions and in the importance of the multistakeholder governance model. This year, the community selection panel recognized **Kurt Pritz** for his unique contributions, including as Chair of the EPDP on the Temporary Specification for gTLD Registration Data Phase 1. Pritz received the award at ICANN65.

FY19 FINANCIAL OVERVIEW

1 July 2018-30 June 2019

❯ **REVIEW the ICANN Consolidated Audited Financial Report.**

Note: Arithmetical inconsistencies and discrepancies in the figures in the FY19 Annual Report compared to the FY19 Audited Financial Report are the result of rounding to the next million.

FY19 CONSOLIDATED FINANCIAL HIGHLIGHTS

(in millions USD) (Unaudited)

Funding (Support and Revenue)

$143

Funding for ICANN org operations is $143 million and consists of funding from registries, registrars, and contributions. ICANN org collects funding for domain registrations collected from registrants through registries and registrars, and annual fixed fees collected from the number of parties under contract with ICANN org. About three percent of ICANN org operations funding consists of contributions and sponsorships. New gTLD Program Application Fees account for five percent of total ICANN funding. The New gTLD Program is a $360 million, multiyear program to create new top-level domains. The program is fully funded through application fees collected in 2012, for which funding is recognized as the application evaluation work progresses and fees become nonrefundable.

Contributions
$4

Revenues from gTLD
Application Fees
$7

Registrar
$48

Registry
$84
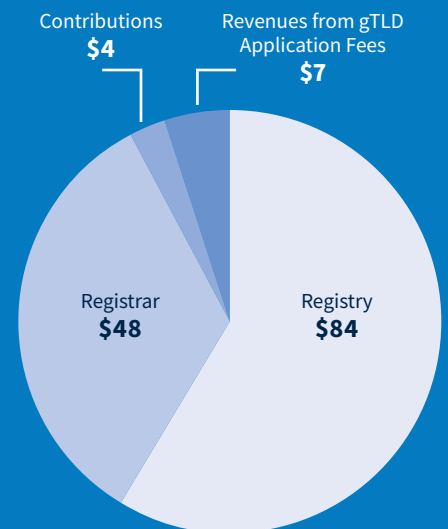
Total Cash Expenses (excludes depreciation and bad debt)

$139

ICANN org's main expense is personnel costs, corresponding to an average of 390 employees during the course of FY19 and representing 51 percent of cash expenses. Travel and meeting costs include the costs of travel, lodging, and venue rental for various meetings, and represent 11 percent of cash expenses. Professional services represent 23 percent of cash expenses and primarily include contractor services, legal fees, and language services for transcription, translation, and interpretation. Administration costs represent 12 percent of cash expenses and primarily include rent and other facilities costs for all ICANN org locations, and network and telecommunication costs. Capital costs represent three percent of cash expenses and primarily include IT infrastructure and security improvements.

Capital
3%

Travel &
Meetings
11%

Administration
12%

Personnel
51%

Professional
Services
23%
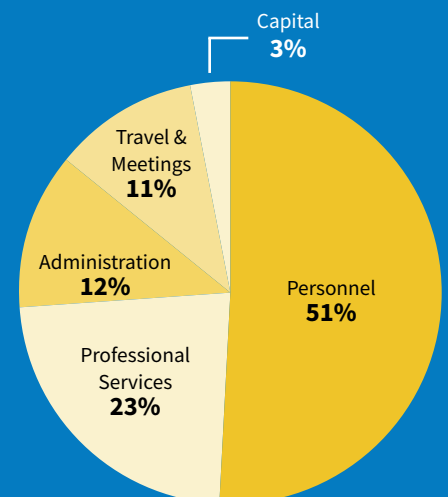
Consolidated Funds Under Management

(in millions USD) (Unaudited)

$464

As of June 2019, ICANN org managed a total of $464 million in funds. The Operating Fund is the cash on hand used to fund ICANN org's day-to-day operations. The Operating Fund is used to collect revenues and to fund the payment of employees, suppliers, and other third parties. The Operating Fund contains enough funds to cover ICANN's expected expenditures for three months. Periodically, any funds in excess of three months are transferred to the Reserve Fund.

The Reserve Fund is held by ICANN for contingent expenses resulting from any unexpected events or economic uncertainties. It supports the financial stability of the organization.

The Reserve Fund is invested as per the ICANN Investment Policy, and is under the custody and management of State Street Global Advisors. The returns generated through the investment of the funds are fully reinvested within the Reserve Fund. Between June 2018 and June 2019, the Reserve Fund increased by $47 million. In 2019, the ICANN Board approved an eight-year plan to replenish the Reserve Fund to an amount that would equal approximately one year of Operating Expense. In FY19, funds were transferred into the Reserve Fund from the New gTLD Program Auction Proceeds, operational surpluses relating to FY18, and mandated annual contributions.

The New gTLD Program funds result from the unspent funds collected from the program applicants. These funds were collected mainly between January and June 2012 and are used exclusively to pay for expenses related to the New gTLD Program. The New gTLD unspent funds are invested as per the New gTLD Investment Policy, and are under the shared custody and management of Northern Trust, US Bank, and Deutsche Bank. The New gTLD Program funds have decreased since June 2015 as a result of the expenses incurred to perform the evaluation of the New gTLD applications and of the refund of fees for applications withdrawn.

ICANN org held Net Auction Proceeds of $208 million by 30 June 2019. This figure excludes the amount transferred to the ICANN Reserve Fund outlined above and includes return on investment. The proceeds result from the auctions that ICANN offers as a last-resort mechanism for resolving string contention under the New gTLD Program.

ICANN Operations Cash/Operating Reserve Funds

$150

Reserve Fund **$115**
Operating Cash **$35**
30 June **2019**

$96

Reserve Fund **$69**
Operating Cash **$27**
30 June **2018**
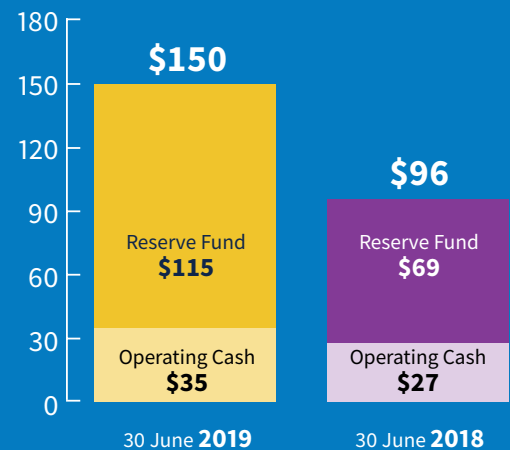
New Auction Proceeds New gTLD Funds

$314

New gTLD Funds **$106**
New gTLD Auction Proceeds **$208**
30 June **2019**

$358

New gTLD Funds **$120**
New gTLD Auction Proceeds **$238**
30 June **2018**
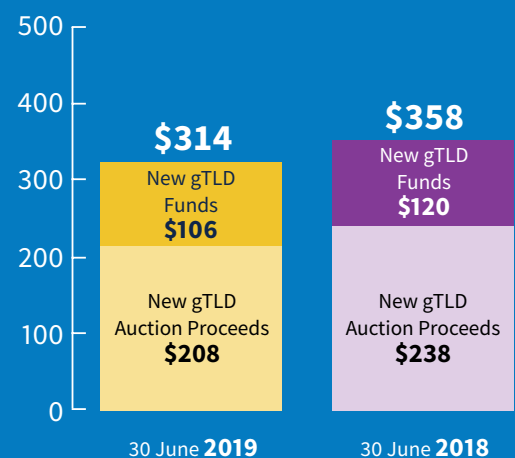
Cash Flow Synopsis

(in millions USD) (Unaudited)

30 June **2018**

30 June **2019**

$454
Funds Under Management

Payment to Vendors
-$64

Payment to Employees
-$72

Capital and Other
-$4

$14
Change in Market Value

$136
Receipts from Third Parties

$464
Funds Under Management
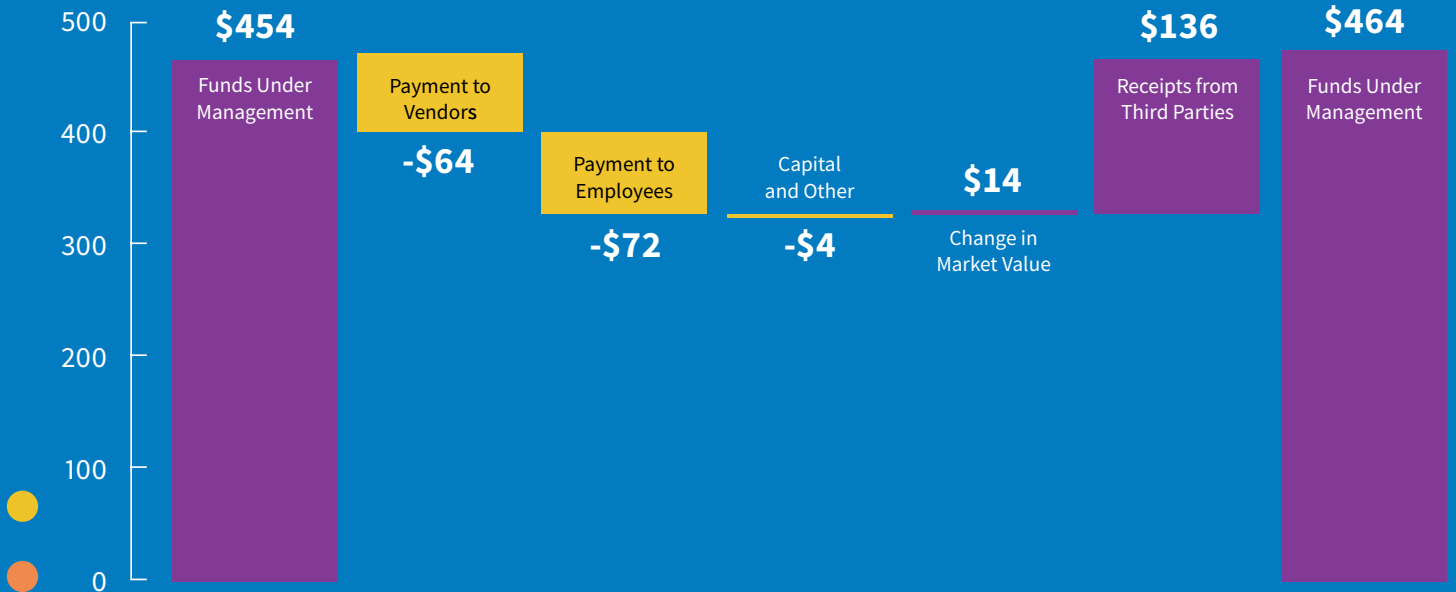
Cash flow for ICANN org operations on a recurring basis consist of the collection of fees and contributions from contracted parties and other contributors, payroll payments, and payments to vendors for operating and capital expenses. During its fiscal year 2019, ICANN org continued with the Initial and Extended Evaluation, Predelegation testing, and contracting phases of the New gTLD Program. The disbursements to vendors during this fiscal year of $64 million include those related to the New gTLD Program for approximately $4 million and refunds to applicants of $1 million.

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

(in millions USD) (Extract) (Unaudited)

Assets	30 June 2019	30 June 2018
Cash & Cash Equivalents	$38	$32
Investments	426	422
Receivables	35	34
Capital & Other Assets	15	18
Total Assets	**$514**	**$506**

Liabilities	30 June 2019	30 June 2018
Accrued Payable & Accrued Liabilities	$16	$18
Deferred Revenue	28	37
Total Liabilities	44	55
Unrestricted Net Assets	470	451
Total Liabilities & Net Assets	**$514**	**$506**

The increase of total assets reflects a reduction of expenses in FY19.

The decrease in Deferred Revenue from June 2018 to June 2019 is driven by the New gTLD revenue recognized during the period, and by the fees refunded for applications withdrawn. The application fees collected are recognized as revenue as the program evaluation progresses and fees become nonrefundable.

CONSOLIDATED STATEMENT OF ACTIVITIES

(in millions USD) (Extract) (Unaudited)

Unrestricted Support & Revenue (Funding)	30 June **2019**	30 June **2018**
Registry	$84	$83
Registrar	48	47
Contributions	4	4
Revenues from gTLD Application Fees	7	-
New gTLD Application Fees Cumulative Adjustment	-	(13)
Total Support & Revenue	**$143**	**$121**

Expenses

Personnel	$72	$72
Travel & Meetings	16	16
Professional Services	31	32
Administration	23	26
Total Expenses	**$142**	**$146**

Other Income

Total Other Income	$18	$1

Change in Net Assets

Change in Net Assets	$19	$(24)

Unrestricted Net Assets

Beginning of Year	$451	$475
End of Year	470	451

During FY19, the Total Support and Revenue increased as compared to the previous year mainly as a result of Revenues from New gTLD Applications fees. The prior year included a ($13) million cumulative adjustment to the New gTLD application fees. In accordance with the revenue recognition policy of the New gTLD Program, ICANN org periodically reviews the total estimated costs of the program. Revenues for the New gTLD Program are recognized as the application evaluation work has progressed and fees become nonrefundable.

The Total Expenses have decreased year-on-year as a result of the of ICANN org taking action to reduce costs.

DELIVERING FY19 STRATEGIC OBJECTIVES AND GOALS

1   Evolve and Further Globalize ICANN

1.1   Further Globalize and Regionalize ICANN Functions

1.2   Bring ICANN to the World by Creating a Balanced and Proactive Approach to Regional Engagement with Stakeholders

1.3   Evolve Policy Development and Governance Processes, Structures, and Meetings to be More Accountable, Inclusive, Efficient, Effective, and Responsive

2   Support a Healthy, Stable, and Resilient Unique Identifier Ecosystem

2.1   Foster and Coordinate a Healthy, Secure, Stable, and Resilient Identifier Ecosystem

2.2   Proactively Plan for Changes in the Use of Unique Identifiers, and Develop Technology Roadmaps to Help Guide ICANN Activities

2.3   Support the Evolution of the Domain Name Marketplace to be Robust, Stable, and Trusted

3   Advance Organizational, Technological, and Operational Excellence

3.1   Ensure ICANN's Long-Term Financial Accountability, Stability, and Sustainability

3.2   Ensure Structured Coordination of ICANN's Technical Resources

3.3   Develop a Globally Diverse Culture of Knowledge and Expertise Available to ICANN's Board, Organization, and Stakeholders

4   Promote ICANN's Role and Multistakeholder Approach

4.1   Encourage Engagement with the Existing Internet Governance Ecosystem at National, Regional, and Global Levels

4.2   Clarify the Role of Governments in ICANN and Work with Them to Strengthen Their Commitment to Supporting the Global Internet Ecosystem

4.3   Participate in the Evolution of a Global, Trusted, Inclusive Multistakeholder Internet Governance Ecosystem That Addresses Internet Issues

4.4   Promote Role Clarity and Establish Mechanisms to Increase Trust Within the Ecosystem Rooted in the Public Interest

5   Develop and Implement a Global Public Interest Framework Bounded by ICANN's Mission

5.1   Act as a Steward of the Public Interest

5.2   Promote Ethics, Transparency, and Accountability Across the ICANN Community

5.3   Empower Current and New Stakeholders to Fully Participate in ICANN Activities

STRATEGIC OBJECTIVE 1

Evolve and Further Globalize ICANN

1.1 Further Globalize and Regionalize ICANN Functions

1.2 Bring ICANN to the World by Creating a Balanced and Proactive Approach to Regional Engagement with Stakeholders

1.3 Evolve Policy Development and Governance Processes, Structures, and Meetings to be More Accountable, Inclusive, Efficient, Effective, and Responsive

1.1
FURTHER GLOBALIZE AND REGIONALIZE ICANN FUNCTIONS

RAISING GLOBAL STAKEHOLDER AWARENESS OF ICANN

ICANN is committed to fostering broad, informed participation reflecting the functional, geographic, and cultural diversity of the Internet. Regional teams serve as a point of contact in:

- Raising awareness of and providing an understanding of ICANN's role and remit.

- Encouraging participation in ICANN policy development and technical activities.

As part of ICANN org's work to raise global stakeholder awareness, ICANN org delivers regional Domain Name System (DNS) Forum events. These regional events bring in hundreds of participants, many who do not participate locally at ICANN Public Meetings. Each of these events is hosted in partnership with a range of stakeholders including regional partners, global registries and registrars, regional top-level domain organizations, and telecom providers. In FY19, these included:

FY19 Global DNS Forums

**THIRD EASTERN EUROPEAN DNS FORUM
MOSCOW, RUSSIAN FEDERATION
DECEMBER 2018**

Moscow

**FIFTH LATIN AMERICA AND THE CARIBBEAN (LAC) DNS FORUM
SÃO PAULO, BRAZIL
NOVEMBER 2018**

Dubai

Cotonou

São Paolo

**SIXTH MIDDLE EAST DNS FORUM
DUBAI, UNITED ARAB EMIRATES (UAE)
FEBRUARY 2019**

**SIXTH AFRICA DNS FORUM
COTONOU, BENIN
JULY 2018**
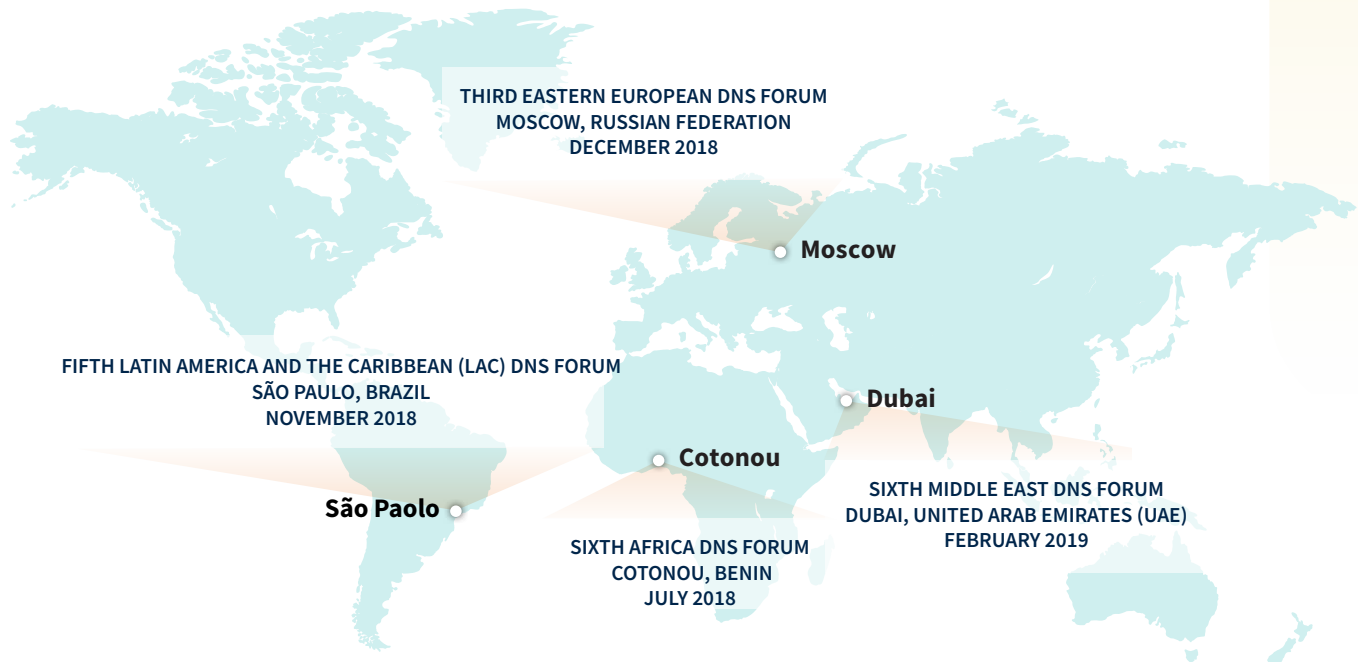
At the LAC DNS Forum and Middle East DNS Forum, specialized training was delivered for community participants by several ICANN org teams. In Brazil, this was the first LAC registry-registrar training. In Dubai, this was the first GNSO policy training for Middle East participants. ICANN org teams also delivered registrar training in FY19 in Central Europe, China, Portugal, Russia, and Uganda. This training improves the knowledge for contracted parties and helps support informed participation in ICANN work.

ICANN functions regularly collaborate on cross-organizational activities to support each other on shared goals. In FY19, this collaborative work included:

- GDD's GDD Summit immediately followed by OCTO's ICANN DNS Symposium in Bangkok, Thailand during May 2019.

- GSE Asia Pacific (APAC) team's work with OCTO to assist with technical outreach in Asia. including the 2019 IDS/DNS-OARC workshops in May 2019.

- The study of Domain Name System Security Extensions (DNSSEC) and object identifier technology in India and Latin America and the Caribbean.

- Capacity-development training with ICANN partner the Network Startup Resource Centre (NSRC) at the University of Oregon.

- Train-the-trainer capacity development on DNSSEC in the Middle East and APAC regions.

For more information about ICANN org's engagement activities around the world, read the org's regional reports:

FY19 Regional Reports

READ the Africa Report.
READ the Asia Pacific Report.
READ the Europe Report.
READ the Eastern Europe and Central Asia Report.
READ the Latin America and Caribbean Report.
READ the Middle East Report.

LANGUAGE SERVICES

In FY19, ICANN org's Language Services team provided new live project tracking tools for ICANN org translation requests, teleconference and interpretation requests, and transcription requests. This new support enables users to check project status of support requests in real time. The team also supported a process change for Board Resource files that reduces manual processing and time required for publishing.

ICANN org continues to work on extending support for languages beyond the six United Nations (UN) official languages through the "ICANN in Your Language" initiative. This joint effort with the community is guided through Memorandums of Understanding (MoUs) with partnering entities who work to translate materials in their respective languages.

1.2
BRING ICANN TO THE WORLD BY CREATING A BALANCED AND PROACTIVE APPROACH TO REGIONAL ENGAGEMENT WITH STAKEHOLDERS

REGIONAL ENGAGEMENT PROGRESS

ICANN org utilizes regional engagement strategies, which are built, informed, and constantly improved through community involvement. This is in effort of ICANN's internationalization strategy.

In order to document progress against this Strategic Objective, each region outside North America created regional reports that highlight the significant achievements accomplished in FY19. North American regional accomplishments are featured below.

FY19 was the first year of the North America (NA) Stakeholder Engagement Strategy. The strategy was developed with input from all stakeholder groups in the region. The strategy's goals are to:

• Build awareness to grow and diversify the ICANN multistakeholder base and volunteer pipeline.

• Grow the knowledge base of current and potential ICANN stakeholders.

• Grow stakeholder support and active participation in ICANN.

In support of these goals, the North America engagement team hosted or participated in 70 events during FY19 that covered all stakeholder categories including business, civil society, academia, government, and the technical community. One notable event in January 2019 was the registrar workshop held in Las Vegas, Nevada, USA. This event, organized by ICANN org's Global Domains Division (GDD) team, hosted more than 20 participants from 10 countries and territories for a day of knowledge sharing and learning about registrar engagement at ICANN.

The team uses blogs, social media, and newsletters to keep stakeholders in the region updated on engagement activities. The regional newsletter gained more than 500 subscribers this year.

The GSE NA team supports building communities through partnerships with At-Large Structures (ALSes). The team co-hosted seven ICANN meeting readout sessions, both online and in person. These sessions give those unable to attend an ICANN Public Meeting in person an opportunity to connect with the community's policy work.

❯ **READ MORE about the new NA Engagement Strategy and work.**

As mentioned on the previous page, each region produced reports covering FY19 progress.

FY19 Regional Reports

READ the Africa Report.
READ the Asia Pacific Report.
READ the Europe Report.
READ the Eastern Europe and Central Asia Report.
READ the Latin America and Caribbean Report.
READ the Middle East Report.

ENGAGEMENT TRAININGS

In FY19, ICANN org conducted trainings for staff members on DNS fundamentals, root server operations, DNSSEC, and other technical developments. The aim of this work is to expand knowledge across more teams within ICANN org. Training supports ICANN org team members in:

- Explaining ICANN's role and remit to stakeholders including regulators, decision makers, and others in a more effective manner.

- Engaging new stakeholders on ICANN's mission.

- Bringing active participants into ICANN's technical and policy work.

In FY19, collaborative training led by ICANN org's GSE and OCTO teams in the Singapore and Brussels regional offices covered 47 ICANN org staff members from 9 functions. These trainings raised the level of knowledge in community-facing teams, enabling them to be better able to interact on key topics relevant to ICANN's work.

During FY19, ICANN org teams also delivered capacity-development workshops, train-the-trainer sessions, technical briefings, education, and awareness-raising activities. These internal and external trainings support cross-organizational collaboration, the delivery of ICANN org-wide objectives, strengthen ICANN's regional collaboration with partners, and support active participation in ICANN's work.

DATA DRIVEN EVOLUTION OF ICANN PUBLIC MEETINGS

The org's Meetings Team plays an essential leadership role in the development and implementation of strategic planning for the structure, purpose, timing, and regional rotation of ICANN Public Meetings. The team ensures that the selected cities, venues, meeting facilities, and services provide an environment conducive to achieving an effective meeting and are in line with cost planning.

ICANN Public Meetings must innovate, adapt, and evolve to meet their purpose, the needs of the community, and the ever changing global landscape. One of the challenges that conference organizers face is to improve the conference, meeting after meeting, and maximize attendees' engagement and satisfaction. Meeting data is essential for this process. ICANN org publishes By the Numbers Reports, summarizing the metrics and data of each Public Meeting. This data provides reliable information on what attendees want, what ICANN org is doing well, and where it has opportunities to improve. By leveraging this data, ICANN org can continue to be responsive to the needs of its community with a stable and transparent approach.

❯ **EXPLORE the By the Numbers Reports.**
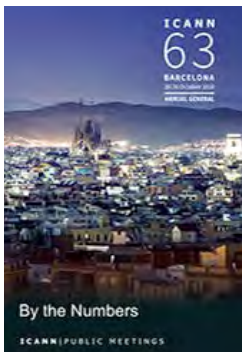
1.3
EVOLVE POLICY DEVELOPMENT AND GOVERNANCE PROCESSES, STRUCTURES, AND MEETINGS TO BE MORE ACCOUNTABLE, INCLUSIVE, EFFICIENT, EFFECTIVE, AND RESPONSIVE

SUPPORTING OPEN AND TRANSPARENT POLICY MAKING SUPPORT

A fundamental part of ICANN's mission is to coordinate policy development related to the Internet's system of unique identifiers.

ICANN's Bylaws mandate that policies are developed through a bottom-up, consensus-based, multistakeholder process. Community policy work takes place through an open consultative process where policies are developed and refined by ICANN's Supporting Organizations (SOs) with input from its Advisory Committees (ACs), comprised of volunteers from all around the world.

The policy development process takes into account expert advice, public input, and operational issues. ICANN employs open and transparent tools and mechanisms that support community consensus and facilitate collaboration with global entities most affected by ICANN policies.

FACILITATING ICANN'S FOURTH POLICY FORUM

ICANN's fourth Policy Forum took place at ICANN65 in Marrakech, Morocco. The focus of the Policy Forum is to facilitate ongoing policy development and advisory work and further cross-community engagement. The Policy Forum was created as part of the ICANN Meeting Strategy implemented in 2016. The SOs and ACs took the lead in organizing the program. In Marrakech, ICANN org's Policy Development Support team facilitated 173 sessions.

SUPPORTING THE EMPOWERED COMMUNITY

The Policy Development Support team continues to assist with the work of the Empowered Community (EC). This includes supporting the community's efforts to update and streamline the EC's operating procedures to ensure that its mechanisms are as effective and transparent as possible. The EC is comprised of the ASO, ccNSO, GNSO, ALAC, and GAC, which can enforce specific community powers described in the ICANN Bylaws.

❯ **READ MORE about Empowered Community.**

STREAMLINING POLICY COMMUNICATIONS

The Policy Development Support team creates and disseminates information about policy development work to the community and other stakeholders to ensure that ICANN work remains open and inclusive. Among these communications tools are the Pre- and Post-ICANN Public Meeting Policy Reports. These reports offer high-level updates from the SOs and ACs and provide participants with a summary of new developments both before and after ICANN Public Meetings.

Public Meeting Policy Reports

Pre-ICANN63 Policy Report — ICANN|63 BARCELONA

Post-ICANN63 Policy Report — ICANN|63 BARCELONA

Pre-ICANN64 Policy Report — ICANN|64 KOBE

Post-ICANN64 Policy Report — ICANN|64 KOBE

Pre-ICANN65 Policy Report — ICANN|65 MARRAKECH

Post-ICANN65 Policy Report — ICANN|65 MARRAKECH

In FY19, the Policy Development Support team initiated an effort to streamline communication with the community. The team consolidated the pre-ICANN Public Meeting webinars into one event called Prep Week. The team also publishes the ICANN Community Leadership Digest twice weekly to capture updates and requests from ICANN org for community leaders.

❯ **READ the ICANN Community Leadership Digest archive.**

STRATEGIC OBJECTIVE 2

Support a Healthy, Stable, and Resilient Unique Identifier Ecosystem

2.1   Foster and Coordinate a Healthy, Secure, Stable, and Resilient Identifier Ecosystem

2.2   Proactively Plan for Changes in the Use of Unique Identifiers, and Develop Technology Roadmaps to Help Guide ICANN Activities

2.3   Support the Evolution of the Domain Name Marketplace to be Robust, Stable, and Trusted

2.1
FOSTER AND COORDINATE A HEALTHY, SECURE, STABLE, AND RESILIENT IDENTIFIER ECOSYSTEM

CONTINUED DELIVERY OF IANA FUNCTIONS THROUGH PUBLIC TECHNICAL IDENTIFIERS (PTI)

PTI|An ICANN Affiliate

Throughout FY19, the IANA functions continued to be delivered dependably and reliably. ICANN org, through its affiliate Public Technical Identifiers (PTI), drew high levels of customer satisfaction from all customer groups, and earned its highest overall satisfaction ratings to date on its annual customer survey.

Highlights of the period include:

- 100 percent adherence to all Service Level Agreements (SLAs) for protocol parameter management, as defined by the Internet Engineering Task Force (IETF).

- Successful annual review by the numbering community by its IANA Review Committee, with no issues identified.

- Consistent performance of the naming functions, with 100 percent adherence in the majority of months, and satisfactory ratings by the Customer Standing Committee (CSC) for all other periods. All instances of unmet SLAs resulted from benchmarks the CSC agreed needed to be recalibrated, and were not the result of areas of concern with PTI's performance.

- Implementation of the first rollover of the Root Zone Key Signing Key. This key, managed as part of the IANA functions, is the trust anchor for DNSSEC. Its replacement was the culmination of a multiyear collaborative effort, both within ICANN org as well as with the community, that ultimately exceeded expectations in preserving Internet stability.

- Successfully completing the 2018 audit year without exceptions. This is the first evaluation period under a new external audit firm since the control audit program began in 2010.

- In the annual customer satisfaction survey, 96 percent of respondents were either satisfied or very satisfied with all measures of performance (accuracy, timeliness, transparency, process and documentation quality, reporting, and courtesy).

PTI IMPROVEMENT ACTIVITES

ICANN org and PTI continue to evolve and enhance service delivery to meet community expectations and adapt to new developments.

Key FY19 activities included:

* In-house software development activity continued to focus on workflow management systems to support the IANA functions. FY19 accomplishments included internal-facing improvements and building a strong foundation for customer-facing functionality improvements targeted for 2020.

* Refining approaches to performing bulk changes for customers with large portfolios of top-level domains under management.

* The circulation of customer satisfaction surveys in response to requests for immediate feedback opportunities and ways to support identifying and remedying issues quickly.

* Expanding internal controls for additional compliance with the Committee of Sponsoring Organizations of the Treadway Commission **COSO 2013 audit framework** for the 2019 audit year. COSO is "dedicated to providing thought leadership through the development of frameworks and guidance on enterprise risk management, internal control, and fraud deterrence."

* Work with the CSC to redefine and expand SLAs for the naming function, including implementing a streamlined change process for SLA revisions.

FY19 GLOBAL DOMAINS DIVISION (GDD) OPERATIONS

THE GDD OPERATIONS TEAM COMPLETED

3,449

SERVICE REQUESTS IN FY19.

REGISTRAR REQUESTS INCLUDED

502

REGISTRAR ACCREDITATION AGREEMENT (RAA) RENEWALS

28

RAA TERMINATIONS AND

19

NEW REGISTRAR ACCREDITATIONS.

RAA RENEWAL PROCESSING TIME DECREASED BY ALMOST

20%

THROUGHOUT FY19.

THE AVERAGE TURNAROUND TIME FOR THE ACCREDITATION EVALUATION PROCESS DECREASED BY OVER

10%.

REGISTRY REQUESTS INCLUDED ASSIGNMENTS FOR

10

TOP-LEVEL DOMAINS (TLDS)

REGISTRY SERVICE EVALUATION POLICY (RSEP) ACTIONS FOR

66

TOP-LEVEL DOMAINS.

MATERIAL SUBCONTRACTING ARRANGEMENT (MSA) CHANGES FOR

64

TOP-LEVEL DOMAINS.

THE SPECIFICATION

12

CHANGE REQUEST SERVICE WAS IMPLEMENTED AND MADE AVAILABLE IN THE NAMING SERVICE PORTAL (NSP). THE RSEP WAS ALSO UPDATED IN THE NSP TO INCORPORATE PROCESS UPDATES AND SIMPLIFIED FAST TRACK REQUESTS.

DEVELOPMENTS TO REGISTRATION DIRECTORY SERVICES (RDS)

Several important developments related to RDS (also known as WHOIS) and compliance with data protection and privacy regulations occurred in FY19.

The **Temporary Specification for gTLD Registration Data** was replaced with the **Interim Registration Data Policy for gTLDs** when it expired on 20 May 2019. This consensus policy was the result of work done during Phase 1 of the EPDP for gTLD Registration Data. This work was initiated by the GNSO in July 2018.

Subsequently, ICANN org began working with an Implementation Review Team (IRT) on the implementation of Phase 1 consensus policy. This work will continue in FY20 alongside discussions on related topics, including a system for standardized access and disclosure of data in Phase 2 of the EPDP.

The completion of implementation work from EPDP Phase 1 will inform the operationalization of other related policies and services that were paused in FY19 due to changes in data protection and privacy regulations. These included the implementation of the Privacy and Proxy Service Provider Accreditation Program policy, Across Field Address Validation, and WHOIS Accuracy Reporting System (ARS).

Additional policy implementation work that was paused in FY19 includes:

- Translation and Transliteration of Contact Information: Delayed due to dependence on the Registration Data Access Protocol (RDAP) implementation, which is to be deployed in August 2019.

- Transition to Thick WHOIS: Suspended due to an ICANN Board resolution deferring contractual compliance enforcement of the transition from Thin to Thick Registration Data Directory Services (RDDS) Transition Policy for .com, .net, and .jobs. This allows registrars and the registry operator additional time to reach agreement on amendments to applicable Registry-Registrar Agreements.

Additional work in FY19 included ICANN org's continued support for the Registration Directory Services Review Team (RDS-WHOIS2) and to complete the gTLD Registration Data Access Profile (RDAP) ahead of its implementation date of 26 August 2019.

WORKING TOWARDS FUTURE ROUNDS NEW GTLDS

ICANN org continued to support the GNSO New gTLD Subsequent Procedures (SubPro) Policy Development Process (PDP) Working Group for the introduction of future rounds of gTLDs. At the request of the Board, ICANN org provided a briefing on the requirements and dependencies to support future rounds of new gTLDs. This overview included the status of the SubPro PDP, reviews related to the New gTLD Program, and lessons learned during the 2012 New gTLD Program round.

ICANN org compiled a list of assumptions to help with preliminary policy implementation and operational planning efforts related to procedural changes that may be required for subsequent rounds of gTLDs. These recommendations were shared with the community and the Board. Discussions on this topic are expected to extend into FY20.

❯ **READ MORE about the work of the SubPro PDP.**

MAINTAINING GLOBAL SUPPORT CENTER (GSC) SATISFACTION LEVELS

The GSC fielded 17,963 general inquiries from ICANN's contracted parties, registrants, and the global Internet community. The GSC continued to solicit qualitative feedback on its services using an event-driven survey, which is sent to the requestor upon closure of an inquiry. The GSC maintained an average satisfaction score of 3.9 on a 5-point scale in response to the question: "How satisfied are you with the service you received from ICANN?"

2.2
PROACTIVELY PLAN FOR CHANGES IN THE USE OF UNIQUE IDENTIFIERS, AND DEVELOP TECHNOLOGY ROADMAPS TO HELP GUIDE ICANN ACTIVITIES

SUPPORTING ICANN POSITION ON TECHNICAL THREADS

Throughout FY19, the Office of the Chief Technology Officer (OCTO) developed several internal briefing documents to define and explain ICANN org positions on emerging technical trends such as 5G, Hyperlocal Root Service, DNS over HTTP (DoH), DNS over TLS (DoT), DNSSEC, and DNS Abuse. Focus was placed on ensuring that these technical terms are explained in a way that anyone within ICANN org can accurately represent ICANN's role and position while talking about related topics.

OCTO FY19 TECHNICAL OUTREACH AND CAPACITY BUILDING

OCTO continued to support capacity-building activities and engagement with the technical community in FY19. In collaboration with regional teams, OCTO supported more than 40 technical engagement events globally, including GAC technical workshops and Train the Trainers sessions for the GSE team. Engagement topics ranged from an introduction to the DNS to DNSSEC operational trainings. OCTO also provided high-level workshops to the legal and public safety communities. ICANN org continued support to United States Telecommunications Training Institute (USTTI) initiative, led a session on DNS ecosystem, and contributed to other sessions, representing and explaining ICANN's role within the overall Internet technical coordination ecosystem.

DOMAIN ABUSE ACTIVITY REPORTING (DAAR) TOOL PROGRESSES

The DAAR Tool project continued to move forward in FY19. Independent reviews of the methodology took place and comments were solicited on the program. As a result of this work, ICANN org began publishing monthly reports from the system in February 2019 and retroactively published reports back to January 2018. TLD operators were given access to their own data through the ICANN Monitoring System API (MoSAPI) in May 2019.

The DAAR project has stimulated discussion within the community on the measurement of DNS Abuse. This continues to be a high interest topic and the project is expected to continue to evolve with the community's ongoing input.

❯ **READ MORE about the project.**

HOSTING THE THIRD ICANN DNS SYMPOSIUM (IDS)

The third annual IDS took place in May 2019 in Bangkok, Thailand. This two-day event focused on all aspects of DNS operations with 164 attendees from across the world. The theme for the Bangkok IDS was "Understanding the Security, Stability, and Resiliency of the DNS."

Attendees reported a high level of satisfaction with the quality of the agenda and valued the excellent opportunity to spend a few days networking and problem solving with DNS experts and operators.

❯ **READ MORE about IDS 2019.**

IDENTIFIER TECHNOLOGY HEALTH INITIATIVE (ITHI) CONTINUES

ITHI continued in FY19 and made progress in a number of areas including the publication of a website at **ithi.research.icann.org** that describes the project and makes summary metrics available. ITHI relies on community participation in the form of contributed data. To date, the operators of the .kz and .tw TLDs are contributing data.

OCTO is constantly seeking new contributions from any DNS operator, whether authoritative or recursive. A one-page concise description of ITHI is available in multiple languages to aid in finding partners to contribute data.

❯ **READ MORE about ITHI.**

2.3
SUPPORT THE EVOLUTION OF THE DOMAIN NAME MARKETPLACE TO BE ROBUST, STABLE, AND TRUSTED

GDD TECHNICAL SERVICES DEVELOPMENTS

In FY19, ICANN org 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 issues identified by the SLAM. Additionally, registries can get daily Domain Abuse Activity Reporting (DAAR) aggregated statistics through functionality implemented in the new version of MoSAPI.

The Registration Reporting Interface (RRI) 2.0 launched in September 2018. It allows for data escrow agents to provide ICANN org with reports of data escrow deposits made by registrars. This is similar to the existing process for registries. The new functionality also gives registrars the option to use the RRI to learn real-time status of data escrow compliance. This development is in response to Registrar requests.

A new Uniform Rapid Suspension (URS) website was released. The new website aims to provide a standardized management tool for URS suspended domains integrating DNSSEC, IPv6, and HTTPS. Additionally, it enables URS providers to manage suspended domain names leveraging a simple and centralized management tool.

NEW GTLD PROGRAM WORK CONTINUES

Work on the New gTLD Program continued in FY19 and key achievements included:

- The completion of four string contention resolutions: CPA, GAY, MUSIC, and SPA. As of 30 June 2019, the total number of contention sets resolved is 230 out of 234.

- The number of withdrawals processed was 21, with 44 applications representing 26 strings remaining in the 2012 New gTLD Program.

- The Board adopted resolutions to provide additional clarity related to the progress of the applications for .AMAZON, アマゾン, 亚马逊, .PERSIANGULF, .HALAL, and .ISLAM.

New gTLD Program	Completed in FY19	Cumulative Total	These figures are intended to highlight the work performed through the New gTLD Program
Executed Registry Agreements	2	1,248	These two figures include TLDs that have terminated registry agreements prior to or after delegation.
Delegations	1	1,232	
Specification 13	1	491	These two categories may be used to describe "brand" TLDs.
Code of Conduct Exemptions	1	80	
Remaining Applications	–	44	Remaining applications are those that have not yet delegated, withdrawn, or terminated their registry agreement.
Remaining Strings	–	26	Remaining strings are unique applied-for strings either not yet delegated, withdrawn, or terminated registry agreements.

FY19 REGISTRY SERVICES DEVELOPMENTS

In FY19, ICANN org published the first update of the Domain Name Marketplace Indicators report, which presents statistics related to gTLDs and ccTLDs. This work tracks progress against ICANN org's goal of supporting the evolution of the domain name marketplace to be robust, stable, and trusted. The report is an evolution of the previous gTLD Marketplace Health Index report (Beta) first published in July 2016. ICANN org plans to further expand its coverage of shortlisted indicators and continue to publish these statistics twice a year.

The Continued Operations Instrument (COI) Obligation Release Service was launched on 13 June 2019. The COI Obligation Release Service allows ICANN to release COIs that have passed their six-year obligation to be maintained. This is stipulated in **Section 8 of the Registry Agreement**. Registry operators will be notified if their COI is impacted but will not be required to take action. Additional information is published on the **COI page**.

FY19 REGISTRAR SERVICES ACTIVITIES

In FY19, the org's Registrar Services team carried out a number of important activities in support of registrars. Representing 21.2 percent of the total accreditations renewed in FY19, 522 of the 2,459 2013 Registrar Accreditation Agreement renewals were completed.

FY19 REGISTRANT PROGRAM WORK

ICANN org continued to focus on three primary objectives during FY19:

- Informing registrants about their rights and responsibilities, the domain name ecosystem and how to navigate it, and the ICANN policies that impact them.

- Identifying and raising awareness about issues and challenges that registrants face.

- Ensuring that registrant perspectives are reflected in ongoing ICANN org work, services, and reviews.

New **educational resources** for registrants were published on a variety of topics ranging from domain name **renewals and expiration** to the **DNS ecosystem**. ICANN org published **Volume 1** and **Volume 2** of a new series of semi-annual reports on issues and challenges impacting domain name registrants. These findings were discussed during registrant-focused sessions at ICANN63, ICANN64, and the 2019 GDD Summit.

❯ **VISIT the Registrant page.**

SUPPORTING DOMAIN NAME SERVICES

The Domain Name Services and Industry Engagement team continued to support ICANN org's Domain Name Services in FY19. Highlights for the fiscal year include:

- The development of the policy status report on the **Transfer Policy**. The report covers the transfer of domain name registrations between registrars and changes of registrant. A draft report was published for Public Comment and an updated report was provided to the GNSO Council in April 2019. The GNSO Council will discuss next steps in FY20.

- In consultation with stakeholders, ICANN org drafted and published an updated **Consensus Policy Implementation Framework** (CPIF) in January 2019. This framework includes greater detail regarding the roles of ICANN org and the community in preparing for implementation and supporting feasibility discussions during the policy development phase. The framework provides that ICANN org will "continually review the implementation framework and related materials to encapsulate additional best-practices or to adjust the steps as a result of lessons learned with previous Consensus Policy projects." ICANN org will continue to work with the GNSO to refine the CPIF, including a standardized process to propose and consider amendments.

- ICANN org provided subject matter and data support for community efforts including the GNSO's **Rights Protection Mechanisms (RPM) PDP Working Group** and implementation planning and analysis for the **35 recommendations** of the Competition, Consumer Trust, and Consumer Choice Review Team.

- ICANN org provided subject matter, research, analysis, drafting, and editing support for work on Internationalized Domain Names (IDN) variant TLD recommendations, contracted party notices and communications, Information Transparency Initiative (ITI), Subsequent Procedures planning, and implementation of the Temporary Specification.

INTERNATIONALIZED DOMAIN NAMES (IDN) AND UNIVERSAL ACCEPTANCE (UA) MAKE PROGRESS

In FY19, implementation of the **Root Zone Label Generation Rules (RZ-LGR) Procedure** began, and the **RZ-LGR** was developed. This tool is used to determine IDN TLDs and their variant labels. An additional 10 script **proposals** were finalized in FY19. This completes work on 18 of the 28 scripts identified, 16 of which are integrated into the **third version of RZ-LGR**.

To determine IDN variant TLD management mechanisms, ICANN org undertook a detailed examination to develop a set of recommendations. In March 2019, the Board **adopted** these recommendations and requested that the GNSO and ccNSO consider them in their policy development process.
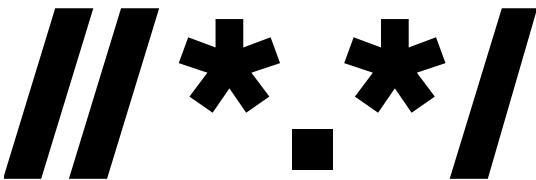
ICANN org continued to support the Universal Acceptance Steering Group (UASG), a community-based initiative, to promote the Universal Acceptance of domain names and email addresses. UA is essential for the continued expansion of the Internet, as it will ensure that all domain names and email addresses can be used by all Internet-enabled applications, devices, and systems. The UASG updated its technical documents and engaged in multiple outreach activities globally to raise awareness.

STRATEGIC OBJECTIVE 3

Advance Organizational, Technological, and Operational Excellence

3.1   Ensure ICANN's Long-Term Financial Accountability, Stability, and Sustainability

3.2   Ensure Structured Coordination of ICANN's Technical Resources

3.3   Develop a Globally Diverse Culture of Knowledge and Expertise Available to ICANN's Board, Organization, and Stakeholders

3.1
ENSURE ICANN'S LONG-TERM FINANCIAL ACCOUNTABILITY, STABILITY, AND SUSTAINABILITY

UPDATING THE FIVE-YEAR OPERATING PLAN

The Five-Year Operating Plan FY16–FY20 was developed with community input and is updated annually to include: a five-year planning calendar, strategic goals with corresponding key performance indicators, dependencies, five-year phasing, and a list of portfolios. The FY20 update to the Five-Year Operating Plan for FY16–FY20 was approved by the Board in April 2019.

In addition to the updates for the FY16-FY20 Operating Plan, a cross-functional planning team within ICANN org has initiated the process of developing the next five-year Operating Plan FY21-FY25 supporting the achievement of the Strategic Plan for the same period adopted by the ICANN Board in May 2019.

❯ **READ the Five-Year Operating Plan for FY16-FY20.**

BOARD APPROVAL FOR FY20 ANNUAL OPERATING PLAN AND BUDGET

The Board approved the FY20 Operating Plans and Budgets for both ICANN and the IANA functions. Board approval and other key milestones were achieved approximately one month earlier than the previous year. As a result of the collaborative work by the Board, community, and ICANN org, the Plan and Budget document supports the goals and objectives set forth in the ICANN Strategic Operating Plan.

⊙ **READ the FY20 Budget.**

⊙ **READ the FY20 Operating Plan.**

As mentioned earlier, in March 2019 and May 2019, the Empowered Community had the opportunity to exercise the power to reject the FY20 IANA Budget and the ICANN FY20 Annual Budget and Operating Plan, respectively. No rejection petitions were received and the approved budgets and plans were adopted and went into effect.

⊙ **READ the FY20 IANA Annual Budget.**

⊙ **READ the FY20 ICANN Annual Budget and Operating Plan.**

ICANN STRATEGIC AND OPERATIONAL PLANNING FOR FY21–25

The Board adopted the ICANN Strategic Plan for fiscal years 2021-2025 in June 2019. A five-year operating and financial plan detailing how ICANN org will implement the strategic objectives is now under development and work has commenced to prepare for changes to the Accountability Indicators to align with and report upon this new plan.

⊙ **READ MORE about this work.**

IMPLEMENTING THE RESERVE FUND REPLENISHMENT STRATEGY

In FY19, ICANN org collaborated with the Board and community to develop a strategy to replenish the Reserve Fund. At ICANN63, the Board approved an eight-year plan to replenish the Reserve Fund to an amount that would equal approximately one year of Operating Expenses.

❯ READ MORE about the Reserve Fund Replenishment.

ADVANCING ICANN'S FISCAL RESPONSIBILITY

To ensure ICANN's expenses remain safely below static funding levels, the org has identified and successfully implemented opportunities for cost control and optimization across the entire organization. The Board, community, and ICANN org demonstrated strong fiscal responsibility by carrying out an increasing volume of work while containing expenses to the same level as in the previous year and six percent below the total expenses budgeted.

ICANN org carefully managed resources and operated with an average headcount of 388, despite having a budgeted headcount of approximately 424. During FY19, the average headcount was 3 lower than FY18. This is the result of natural turnover and strict and careful consideration given to adding or replacing employees.

Additionally, there have been several strategies to reduce and optimize cost within ICANN org. ICANN org generated savings stemming from a range of efforts, including effective and competitive procurement processes, system consolidations and eliminations, and careful control of staff travel. Another key driver in ICANN org's ability to reduce and optimize costs is the exemplary behavior that community groups demonstrated in managing their work within the allocated budget, supported by the Project Cost Support Team.

ACCOUNTABLE AND TRANSPARENT PROCUREMENT

The Procurement team helped support ICANN org's accountability and transparency using public funds by overseeing the procurement practices of ICANN org. This includes selecting suppliers and service providers in an ethical, transparent, objective, and cost-effective manner. During FY19, the Procurement team supported nine **competitive bidding projects**. The competitive bidding projects are published on ICANN's website once the contract has been awarded.

In addition, the Procurement team supported the organization by leading negotiations with various suppliers, performing due diligence, and obtaining cost efficiencies while achieving the fundamental objective of ensuring the right goods and services were procured at the optimal time and price from the optimal supplier.

OTHER OPERATIONAL ACTIVITIES

- Integrated the strategic trend analysis with the org's risk assessments process, reduced demand on org-wide resources, enabled input alignment and supported org planning and prioritization, and contributed to cross-functional collaboration.

- Worked with the Regional Office Managing Directors and other ICANN org functions to improve regional office operations.

- Developed program plan and began implementation of ODP. **Read more**.

- Streamlined planning process and achieved USD $72,000 annual savings on planning tool.

ACTION REQUEST REGISTER (ARR) FRAMEWORK

ICANN org developed the ARR process framework to manage community requests to the Board and ICANN org in a consistent, efficient, and transparent manner. Centralized processes were implemented to accommodate advice to the Board from ICANN's ACs including: ALAC, GAC, RSSAC, and SSAC. The ARR also includes **correspondence** to the Board and ICANN org.

Each individual item requiring action follows the five-phase framework below:

PHASE 1	PHASE 2	PHASE 3	PHASE 4	PHASE 5
Receive & Acknowledge	Understand	Evaluate & Consider	Take Action	Close
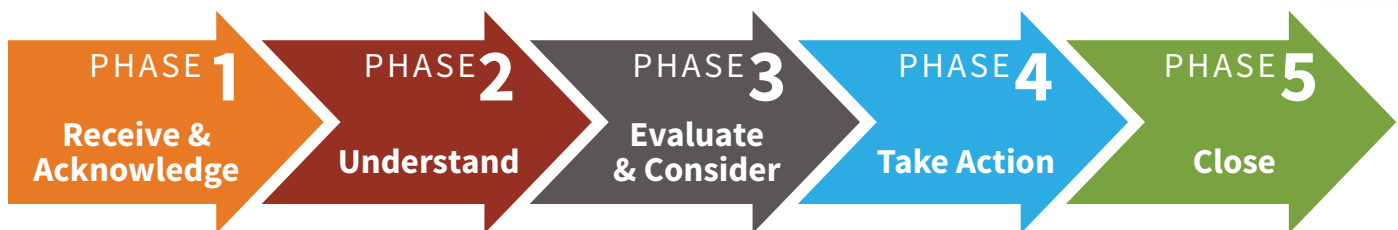
TRACKING BOARD ADVICE

The Board received 14 advisories related to ALAC, GAC, RSSAC, and SSAC advice in FY19. This translates to 43 pieces of individual advice as advisories often contain more than one piece of advice. Of these, 32 required action from the Board and 11 were statements and/or informational advisories that do not contain a specific recommendation for the Board. In addition, the ALAC issued 31 public statements in FY19. ICANN org **publishes** monthly statistics with detailed reports on the status of ALAC, RSSAC, and SSAC advice.

PROCESSING CORRESPONDENCE

During FY19, ICANN org handled 1,014 cases related to the work of processing correspondence using the ARR framework. Of those, 113 were letters requiring substantive responses which were published on the **ICANN Correspondence page**. ICANN org also issued 53 letters to the ICANN community. Letters are usually used to request information from the community on various topics.

RISK IDENTIFICATION MANAGEMENT AND THE RISK REGISTER

ICANN org initiated the Risk Identification Management process as an improved way to identify risks faced by the organization. This process is a cross-functional exercise to identify risks at a functional level. Those risks material to ICANN org are included in an org-level Risk Register. For each risk, the Risk Register includes the ICANN org's Executive owner, the estimated likelihood and severity of the risk, controls and mitigation, and recommend action plans, if any. Risks are discussed in a forum with all functions represented and the resulting draft Risk Register is discussed at the Risk Management Committee made up of ICANN org executives. The final Register is approved by the CEO. The top risks in the Risk Register are presented to and discussed with the Board Risk Committee and the ICANN Board. There is a quarterly validation of the Risk Register by all of the functions, and all staff are encouraged to escalate risks as they arise. The Risk Register is confidential as it includes ICANN org vulnerabilities, controls, and mitigations.

ADVANCING THE SECURITY OPERATIONS MODEL

FY19 saw the official and successful migration to ICANN org's Regional Security Manager (RSM) model. For this year, priority for the Security Operations function at ICANN org was improving the geographical distribution of team members and services as well as the balanced management of program responsibilities. These changes enhanced operational and financial effectiveness and allowed the team to eliminate single points of vulnerability. Function job titles were changed to reflect this continuous improvement efforts, including the change from specialist titles such as "Intelligence Manager" or "Event Security Manager" to "Regional Security Manager".

The next iteration of the model – RSM 2.0 – also began in FY19 with the development of Regional Security Coordinators (RSCs). RSCs are existing staff who are able to serve as critical local resources in the absence of the RSM. The Security Operations team plans to fully implement this approach in FY20.

ENHANCING BOARD OPERATIONS

ICANN org's Board Support function worked on a number of areas in FY19 to enhance and streamline Board operations, including:

- Advancing the Board Workshop Agenda Planning Process.

- Proposing and implementing revisions to existing processes and policies to improve cross-functional communication and efficiency.

- Updating to the Board Committee Handbook to encompass key processes and guidelines for consistent best practices across committees including new committee member onboarding.

- Revising and promoting the Board Manual and Board Support Internal Operations Manual for institution knowledge and effective operations.

- Contributing to several key org-wide projects including the Information Transparency Initiative (ITI) and the third Accountability and Transparency Review Team (ATRT3).

- Improving cost management to reach reductions related to Board Workshops, scribing, and training.

3.2
ENSURE STRUCTURED COORDINATION OF ICANN'S TECHNICAL RESOURCES

IMPROVING IT INFRASTRUCTURE, CYBERSECURITY HARDENING, AND CONTROL

ICANN org's Information Security (InfoSec) team initiated several programs to improve the security posture of ICANN systems in FY19:

- The creation of an "InfoSec Ambassador" program to engage the internal ICANN org functions. The program works with functions to understand their InfoSec needs and spread best practices.

- The establishment of the ICANN InfoSec HackerOne program in October 2018. This program has resulted in the discovery, reporting, and remedying of several security bugs on ICANN systems.

- Successful efforts in implementing InfoSec reviews into deployment pipelines. This is accompanied by "red-team" exercises to audit the state of ICANN org networks and systems, including the traveling ICANN Public Meetings network.

ROOT SYSTEM OPERATIONS

In FY19, as the root server operator of L.ROOT-SERVERS.NET, ICANN org continued to deploy ICANN Managed Root Server (IMRS) into the networks of approved organizations. In FY19, 7 additional IMRS instances were added and 1 was removed , bringing the total number across the globe to 167.[1] Work continues to deploy more IMRS instances as opportunities present themselves. Members of the IMRS Engineering team remain actively engaged in the RSSAC and RSSAC Caucus and contribute when appropriate. ICANN org has strong and productive relationships with the root server operators and more broadly the DNS community through IETF and the DNS Operations, Analysis, and Research Center (DNS-OARC).

[1] Instance removed by host request.

The IMRS instances listed below were added between 1 July 2018 and 30 June 2019

AT THE END OF FY19
IMRS INSTANCES TOTAL

167

ACROSS

84

DIFFERENT COUNTRIES
OR TERRITORIES

Madrid, Spain ○   ○ Otopeni, Romania

○ Ouagadougou, Burkina Faso

○ Carire, Brazil
○ Caçador, Brazil
○ Tucumán, Argentina   ○ Maseru, Lesotho

IT SERVICE SCALING AND PRODUCT MANAGEMENT

ICANN org has reached 99.99 percent uptime on all Tier 1 services. Tier 1 services are those that would result in immediate loss of productivity or ability to communicate internally and/or externally for more that one ICANN function or public functional equivalent or those services that are subject to a formal or informal external Service Level Agreements to which ICANN org is obligated to provide at least a 99.99 percent service availability. This uptime is determined sufficient and will be maintained. ICANN org will not pursue 99.999 percent uptime.

The Meetings Technical Support team once again successfully supported the ICANN Public Meetings with global, bi-directional audio-video feeds with simultaneous multi-language support.

3.3
DEVELOP A GLOBALLY DIVERSE CULTURE OF KNOWLEDGE AND EXPERTISE AVAILABLE TO ICANN'S BOARD, ORGANIZATION, AND STAKEHOLDERS

The priorities of the Global Human Resources and Administrative Services teams are to support an integrated and global approach across the ICANN org.

FY19 highlights include:

- Developing action plans following feedback from the ICANN org Engagement Survey. FY19's survey was launched in June 2018 and over 87 percent of ICANN org participated.

- Improving the management and administration of global benefits.

- Staffing key vacancies.

- Focusing on internal career opportunities to support retention and engagement.

- Continuing initiatives for staff learning and development.

- In keeping with the IANA Naming Function transition agreement, transferring essentially all IANA staff to the PTI legal entity.

Some key FY19 activities that supported these highlights included:

Staff Learning and Development:

- Completed the ICANN org's bi-annual goal setting and performance management, annual compensation, and merit review processes.

- Continued to enhance internal knowledge of ICANN org's functions by offering 12 unique "Getting to Know ICANN" sessions.

- Offered 31 learning courses for leadership and professional development that included an introduction to the Leadership Education and Development (LEAD) Program, Communication, and Conflict workshops.

- Introduced seven learning paths on ICANN org's LinkedIn Learning platform.

- Launched cybersecurity training for all staff, contractors, and temporary workers.

- Launched Workplace Harassment Prevention training for non-supervisory staff that launched on 1 August 2019 (FY20) targeting 160 staff members who are required to complete the training.

Talent Acquisition:

- **Staffed a number of critical roles** through internal transfers, promotions, and external recruitment including the appointment of:

  › Cyrus Namazi to Senior Vice President, Global Domains Division.

  › Responsibility for the IANA function to David Conrad, Senior Vice President and Chief Technology Officer.

  › Sally Newell Cohen to Senior Vice President, Global Communications.

- Maintained an overall employee turnover rate of less than 9 percent, despite a highly competitive job market in the US.

  › Held ICANN org's inaugural networking and recruiting event in September 2018, targeting talent in the technical space. This event helped reach new talent and increased ICANN org's visibility as an employer of choice.

- Established new partnerships with a variety of sourcing agencies, universities, as well as online job sites to attract a broader pool of eligible candidates.

IANA Staff Transfer to PTI:

- Directly employed essentially all employees responsible for performing the IANA functions through PTI, effective 1 January 2019. This coincides with the establishment of PTI and the Services Agreement commitment to transition IANA staff to PTI within three years of the IANA Stewardship Transition.

Global Health and Wellness:

- Created a Global Health and Wellness Program to focus on staff members' total health (financial, mental, physical, and social). This program was designed to encourage the formation of healthy habits through education and awareness, as well as the creation of an organizational culture that embraces flexibility while meeting the objectives of the organization.

GDPR:

- Implemented compliance measures in accordance with the European Union's (EU) General Data Protection Regulation, which included:

  › Distribution of Personnel Data Privacy Notices to ICANN org employees, temps, contractors, and interns.

  › Updated the talent acquisition process with a Notice of Applicant Privacy Policy and amendment of third-party vendor contracts with the inclusion of a Data Processing Addendum.

COLLABORATION AND INFORMATION SHARING

To further develop and support a globally diverse culture of knowledge and expertise available to the Board, community, and ICANN org, a number of cross-functional initiatives were launched to focus on collaboration and information sharing, including:

- **The CEO Report to Board and community.**

- **The Global Legislative and Regulatory Development Tracking Report and associated community discussions.**

- Increased collaboration on the FY21—25 Strategic, Operational, and Financial Plan development with a focus on prioritization and affordability.

- Reorganization of the Board Operations team to elevate ICANN org services to the Board.

STRATEGIC OBJECTIVE 4

Promote ICANN's Role and Multistakeholder Approach

4.1   Encourage Engagement with the Existing Internet Governance Ecosystem at National, Regional, and Global Levels

4.2   Clarify the Role of Governments in ICANN and Work with Them to Strengthen Their Commitment to Supporting the Global Internet Ecosystem

4.3   Participate in the Evolution of a Global, Trusted, Inclusive Multistakeholder Internet Governance Ecosystem That Addresses Internet Issues

4.4   Promote Role Clarity and Establish Mechanisms to Increase Trust Within the Ecosystem Rooted in the Public Interest

4.1
ENCOURAGE ENGAGEMENT WITH THE EXISTING INTERNET GOVERNANCE ECOSYSTEM AT NATIONAL, REGIONAL, AND GLOBAL LEVELS

Coordination of ICANN Participation in Internet Governance

In FY19, the International Telecommunication Union Plenipotentiary (ITU PP-18) was held in Dubai, United Arab Emirates, in October 2018. Ahead of this event, ICANN org followed the discussions of possible country resolutions at the final regional preparatory meetings in Nairobi, Kenya (fourth African Telecoms Union Meeting), in Riyadh, Saudi Arabia (fourth Arab states meeting), the Committee for ITU Policy Meeting in Bonn, Germany, the Inter-American Telecommunication Commission Meeting in Washington D.C., USA, and the fourth Asia-Pacific Telecommunity prep meeting in Kuala Lumpur, Malaysia. During the ITU PP-18 ICANN had a team in Dubai working collaboratively with representatives from sister organizations, governments, and members of the ICANN community serving on country and sector member delegations.

FY19 saw discussions on data protection and GDPR as part of broader outreach and engagement work with governments and Intergovernmental Organizations (IGOs). This included multiple outreach and engagement sessions around the world, discussions at the United Nations General Assembly (UNGA), and in committees on cybersecurity issues.

Internet governance work also involved monitoring or participation in several events and briefings with various IGOs including the ITU Council and its working groups on Internet issues, the World Summit on the Information Society (WSIS), high-level discussions in the UNGA, and the discussions of resolutions that could potentially impact ICANN's remit. Among these were the intersessional meeting of the UN Commission on Science and Technology for Development (CSTD); the Organisation for Economic Co-operation and Development (OECD) Global Forum on Digital Security for Prosperity; the UN High-Level Panel event on Trust and Security; the Committee for ITU Policy (COM-ITU) meeting in Copenhagen, Denmark; the United Nations Institute for Disarmament Research (UNIDR) Workshop on UN Cyber Initiatives; the OECD Going Digital conference; and the United Nations Education, Scientific and Cultural Organization (UNESCO) conference on Roaming and Artificial Intelligence (AI).

4.2
CLARIFY THE ROLE OF GOVERNMENTS IN ICANN AND WORK WITH THEM TO STRENGTHEN THEIR COMMITMENT TO SUPPORTING THE GLOBAL INTERNET ECOSYSTEM

A major event in FY19 in supporting this objective was the High-Level Governmental Meeting (HLGM) held in conjunction with ICANN63 at Barcelona. Held on average every two years, HLGMs are a collaboration between the host country, the Government Advisory Committee (GAC), and ICANN org to bring a greater government awareness to the Internet space.

The HLGM in Spain had 127 delegations taking part with ministerial level representation from dozens of countries and territories. As the first HLGM since the IANA Stewardship Transition, the level of engagement demonstrates an endorsement of the evolution and maturity of the multistakeholder model and that governments have found their place in the Empowered Community model. Identified by the host and GAC as areas of interest, the HLGM sessions covered a range of topics with the following titles: The Role and Opportunities for Governments in ICANN – Post IANA Stewardship Transition; Thematic Challenges in the IG Ecosystem – Cybercrime, Data Protection and Privacy; The Internet Technological Evolution and the Role and Impact on ICANN; and Global Digital Agenda and Internet Policies.

FY19 saw continued work with the GAC's Underserved Regions Working Group (USRWG) on demand-driven capacity-building workshops. A comprehensive evaluation of the initial phase of the capacity-building workshops was completed and submitted to the GAC for review and endorsement. A half day workshop was also delivered before the ICANN65 meeting in Marrakech. This model proved effective for the GAC and, as a result, requests were made for additional sessions in FY20 to continue the training on topics identified by the GAC as useful and relevant. ICANN org continues to work with the GAC to identify possible new ICANN Learn courses and find ways to leverage existing courses and tools to augment workshops.

ICANN org supported the GAC throughout FY19 as it addressed policy issues. This included the question of 2-character codes at the second level. A new 2-character monitoring tool was created, following dialogue with several governments to address and define their concerns. A demonstration was provided for the GAC leadership and GAC participants were able to test the tool following a credentialing and membership process. GAC members will continue to interact with the tool and provide feedback to ICANN org by the ICANN66 meeting in Montréal, Canada.

4.3
PARTICIPATE IN THE EVOLUTION OF A GLOBAL, TRUSTED, INCLUSIVE MULTISTAKEHOLDER INTERNET GOVERNANCE ECOSYSTEM THAT ADDRESSES INTERNET ISSUES

ICANN org continued its active support of the global Internet Governance Forum (IGF) through representation on the IGF Multistakeholder Advisory Group (MAG) and participation in the Global IGF in Paris, France, in November 2018. ICANN org participated in the opening ceremony, presented on one of the featured panels at the high-level meeting organized by the French government, and at an Open Forum that covered organizational priorities and operating principles. In addition, ICANN org collaborated with the Asia-Pacific Network Information Centre (APNIC) on a GDPR-themed workshop, conducted a flash session on multistakeholder Internet governance policy issues and the needs of stakeholders in developing countries and territories, and participated in the Peace Summit. The next global IGF 2019 will be held in Berlin, Germany, 25-29 November 2019.

ICANN org continues to engage with subjects within ICANN's remit and emerging issues in the societal and economic layer of digital governance such as data protection and privacy. The Office of the Chief Technology Officer (OCTO) team provided substantial support to ICANN org's Global Stakeholder Engagement (GSE) and Government Engagement (GE) teams in assessing emerging legislation that may impact the unique identifier systems. OCTO also worked with ICANN org teams to assess global events and incidents that could or did impact the security, stability, or resiliency of the Internet's unique identifier system.

4.4
PROMOTE ROLE CLARITY AND ESTABLISH MECHANISMS TO INCREASE TRUST WITHIN THE ECOSYSTEM ROOTED IN THE PUBLIC INTEREST

CONTRACTUAL COMPLIANCE COMPLAINTS

The Contractual Compliance team received 31,635 complaints in FY19. The complaint volume decreased by approximately 26 percent from 2018, mostly due to a decrease in the volume of WHOIS Accuracy Reporting System (WHOIS ARS) complaints.

VIEW the Contractual Compliance metrics.

COMPLIANCE APPROACH AND PROCESS SUMMARY

The table below presents the number of registrar and registry-related complaints for FY19 as processed through the **informal and formal resolution process**, from ticket receipt to closure. The formal resolution process includes breach, suspension, and termination notices sent to registrars and registries.

FY19 Complaints per Compliance Approach & Process Summary

	Received	Closed before 1st Inquiry/ Notice	1st Inquiry/ Notice	2nd Inquiry/ Notice	3rd Inquiry/ Notice	Breach	Suspension	Termination	Closed
Registrar	29,802	21,234	4,507	707	133	19	2	12	25,575
Registry	1,833	458	1,175	287	95	5	-	-	1,265
FY19 TOTAL	31,635	21,692	5,682	994	228	24	2	12	26,840

ADDRESSING DNS SECURITY THREATS

Contractual Compliance launched a Registry Operator audit on 1,222 gTLDs for addressing DNS security threats. The audit is ongoing at the end of FY19.

CONTRACTING SUPPORT

In FY19, the Contractual Compliance team performed 542 Compliance Status Requests (CSR) — also referred to as compliance checks — of prospective registry operators. The team also conducted 10,892 registrar-related compliance checks in support of the 2013 Registrar Accreditation Agreement renewals for eligible registrars.

In FY19, team highlights included:

- Supported the Expedited Policy Development Process (EPDP) on the Temporary Specification for gTLD Registration Data as a member of the Implementation Project Team.

- Conducted proactive reviews, including:

  › Monitoring compliance with the Temporary Specification, which informed the EPDP discussions on topics like redaction, reasonable access to registration data on the basis of legitimate interests, and gaining registrar Forms of Authorization.

  › Worked with Iron Mountain to monitor the completeness of the registrars' data escrow deposits. Iron Mountain, who services the majority of the registrar population, performed in-depth escrow file contents reviews of 59 registrars. A quarter of these had issues that were remediated and retested.

- Organized registrant outreach activities with contracted parties in China, Portugal, Republic of Korea, Russian Federation, Sweden, Uganda, United Arab Emirates, and United States. These sessions increase awareness of common challenges impacting domain name registrants. Participants also share best practices and exchange ideas on how to avoid the issues registrants encountered within the industry.

- Collaborated on a series of registrar training with GDD and GSE teams in China, Portugal, Republic of Korea, the Russian Federation, Sweden, Uganda, the United Arab Emirates, and the United States. The objective of these outreach sessions is to increase awareness among registrars in the region who are not able to participate at ICANN Public Meetings, explain the ICANN Contractual Compliance process and approach, contractual obligations, discuss topics of interest, and exchange ideas in local languages. The team also began a collaboration with the ICANN Registrant Program to provide educational information to registrants regarding their rights and obligations.

CONSUMER SAFEGUARDS

ICANN org's Consumer Safeguards function is distinct from the Contractual Compliance function. The goal of Consumer Safeguards is to engage in outreach to community members and others outside of ICANN and facilitate conversations concerning DNS security threat identification and mitigation, especially those security threats that fall under ICANN's remit. The Consumer Safeguards function coordinated with Contractual Compliance to collaborate with the community in discussions of how to address systematic DNS abuse not covered by ICANN's agreements with contracted parties.

In FY19, highlights included:

- Prior to ICANN63 in Barcelona, the Consumer Safeguards Director spoke about ICANN, Internet issues, and DNS security threats at two law schools in Madrid, Spain.

- Following ICANN63, the Consumer Safeguards function addressed students and faculty in Poland at the College of Europe and the University of Łódź.

- Beginning in January 2019, through outreach to representatives from ICANN's SOs and ACs, facilitated conversations among ICANN's community members about a potential, cross-community DNS security threat session at a future ICANN Public Meeting.

- The Consumer Safeguards Director actively participated throughout the year in the Internet and Jurisdiction Policy Network's working group on Domains and Jurisdictions to contribute to an Operational Approaches document presented at the project's meeting in Berlin, Germany, in June 2019.

STRATEGIC OBJECTIVE 5

Develop and Implement a Global Public Interest Framework Bounded by ICANN's Mission

5.1   Act as a Steward of the Public Interest

5.2   Promote Ethics, Transparency, and Accountability Across the ICANN Community

5.3   Empower Current and New Stakeholders to Fully Participate in ICANN Activities

5.1
ACT AS A STEWARD OF THE PUBLIC INTEREST

LEGAL SUPPORT AND ADVICE

During FY19, ICANN org's Legal function provided legal support for all ICANN org functions through close coordination across the organization, including support in serving as a steward of and upholding the public interest. This legal support includes advice to ICANN's Board of Directors, ICANN org's internal operations, as well as to functions supporting community work.

ICANN org's lawyers serve as liaisons to community efforts such as the EPDP on the Temporary Specification for gTLD Registration Data Policy Recommendations and the Cross-Community Working Group on Auction Proceeds (CCWG-AP), as well as internal work such as reviewing all contracts in the organization, advising on privacy and human resources issues, and supporting all projects and initiatives across ICANN org as needed.

SUPPORT FOR ICANN BOARD

During FY19, ICANN org provided direct support to the boards of ICANN and ICANN's wholly-owned affiliate, Public Technical Identifiers (PTI), which is the entity responsible for performing the IANA functions on ICANN's behalf. This includes both administrative and logistical support for Board activities, but is also where ICANN demonstrates how its decisions are taken in the public interest.

For all substantive Board decisions taken in FY19, the ICANN Board continued its practice of providing a statement detailing how the decision serves the public interest. ICANN org reports on this practice as part of the **Accountability Indicators**. One of the Board's priorities in FY19, which will continue into FY20, is to develop a framework for consideration for the global public interest. ICANN org has been supporting that effort to lead towards the facilitation of a bottom-up, community-driven process to develop a framework as a toolkit for the community to consider the global public interest, while using the existing ICANN bottom-up multistakeholder processes.

These considerations would not change the process by which decisions are made but could instead serve as tools for the community to reinforce the commitment to the public interest and to demonstrate how specific recommendations, advice, and public comments are in the global public interest.

❯ **READ about the FY19 Board work.**

5.2
PROMOTE ETHICS, TRANSPARENCY, AND ACCOUNTABILITY ACROSS THE ICANN COMMUNITY

CROSS-COMMUNITY WORKING GROUP ON ENHANCING ICANN ACCOUNTABILITY (CCWG-ACCT) WORKSTEAM 2 (WS2)

The WS2 Working Group developed additional recommendations to further enhance ICANN's accountability and transparency and submitted its **Final Report to the Board** in November 2018. ICANN org is working with the Board to prepare for the Board's adoption of the recommendations. This includes preparing the agreed upon implementation assessment report to go out for Public Comment. Once public comments are incorporated, the implementation assessment report will accompany the recommendations for the Board's action on adopting the recommendations in November 2019.

ADVANCING SPECIFIC AND ORGANIZATIONAL REVIEWS

Specific and Organizational Reviews provide an external assessment of the effectiveness of community structures and performance. These are conducted in the context of the ICANN organization's commitment to continuous improvement in sections **4.4** and **4.6** of the ICANN Bylaws.

The timing of Specific and Organizational Reviews mandated by the Bylaws resulted in multiple reviews taking place concurrently. At the end of FY19, ten reviews were in progress. The Board, community, and ICANN org are working toward streamlining reviews, to address the strain the current schedule places on the community and ICANN org resources. The goal is to conduct reviews on a sustainable and predictable schedule, to support the evolution of ICANN as an institution that continuously improves, promoting the global public interest, with sensitivity to the changing environment as it relates to ICANN's mission.

The development of Operating Standards for Specific Reviews continued throughout the year. The Board **adopted** the Operating Standards in June 2019, after receiving extensive community input on the Draft Operating Standards.

Section 4.5 of the Bylaws requires ICANN org publish an Annual Reviews Implementation Report that provides an overview of the implementation status of Specific Review processes and the status of ICANN's implementation of recommendations from Specific Review.

❯ **READ the Annual Reviews Implementation Report.**

ORGANIZATIONAL REVIEWS PROGRESS (conducted by third-party independent examiners)

Organizational reviews highlights included:

- Recommendations from the second review of the GNSO have been implemented and the **Final Implementation Report** was published in July 2018. The Board **accepted** the Final Implementation Report in January 2019.

- The Board **accepted** the At-Large Advisory Committee's detailed Implementation Plan in January 2019. Implementation work is underway and will continue into FY20.

- The Board accepted the Final Reports and the Feasibility Assessment and Initial Implementation Plans from the second review of the **Nominating Committee** in March 2019, the second review of the **Root Server System Advisory Committee** in May 2019, and the second review of the **Security and Stability Advisory Committee** in June 2019.

ACCOUNTABILITY AND TRANSPARENCY MECHANISMS WORK TO SUPPORT COMPLIANCE WITH ICANN'S ACCOUNTABILITY AND TRANSPARENCY MECHANISMS FRAMEWORK

ICANN org continues to support ICANN's accountability mechanisms, in particular the Independent Review and Reconsideration Processes. This includes supporting the Board Accountability Mechanisms Committee (BAMC), developed to oversee accountability mechanisms. ICANN org continues prompt posting of all materials to ICANN.org so that the broader community has access to information on the usage of these mechanisms.

❯ READ MORE on the Accountability Mechanisms.

TRANSPARENCY REPORTING

❯ READ the Transparency Report contained in this Annual Report.

5.3
EMPOWER CURRENT AND NEW STAKEHOLDERS TO FULLY PARTICIPATE IN ICANN ACTIVITIES

SUPPORTING PUBLIC INTEREST INITIATIVES

ICANN | PRS
Public Responsibility Support

HUMAN RIGHTS IMPACT ASSESSMENT

Public Responsibility Support (PRS) facilitated the Human Rights Impact Assessment of ICANN org's daily business operations. The conclusions, published in May 2019, are broadly positive, highlighting ICANN's good business practices. Most recommendations are geared towards formalizing some practices into policies and increasing training and awareness efforts.

❯ **READ the report.**

AGE DIVERSITY AND PARTICIPATION SURVEY

In FY19, the Age Diversity and Participation Survey was held across the ICANN community in order to gather data to inform ongoing community discussions. A total of 380 people responded to the survey.

❯ **READ the report.**

SUPPORTING STAKEHOLDER PARTICIPATION

ICANN | FELLOWS

This financial year, ICANN org awarded 113 fellowships to 100 individuals from various stakeholder groups. Fellows hailed from Asia Pacific (32%), Latin America and Caribbean (21%), Europe (21%), Africa (19%), and North America (7%). The self-declared gender of fellowship recipients was 59% male and 41% female.

New **selection criteria** for incoming fellows, including mandatory ICANN Learn courses, were implemented starting at ICANN65 in Marrakech. Other program updates include SOs and ACs appointing program **mentors** and **selection committee members**, fellows producing publicly available Statements of Interest, and post-meeting reports written by the fellows.

❯ **LEARN MORE about the program.**

ICANN | NEXTGEN

Forty-four people from across Europe, Asia Pacific, and Africa participated in the NextGen@ICANN Program, which aims to encourage the next generation to engage with ICANN and Internet policymaking. The NextGen@ICANN Program will undergo a community review in FY20 with resulting changes implemented in FY20.

❯ **LEARN MORE about the review.**

SUPPORTING EDUCATION

ICANN | LEARN

ICANN Learn is ICANN's online capacity-development platform. In FY19, more than 3,000 new students signed up to the platform, for a total of over 9,000 participants. The platform hosted more than 25 self-paced online courses at the end of FY19. More courses focusing on technical content, ICANN ecosystem knowledge-building, and personal effectiveness skill-building are scheduled for development in FY20.

❯ **EXPLORE courses on ICANN Learn.**

The **ICANN Academy Leadership Program (LP)** is a two-day program that aims to bring together current and incoming community leaders to enhance facilitation skills and increase understanding between members of the various ICANN SOs and ACs. Held at ICANN64, the Leadership Program brought together 27 community leaders from 15 different groups within the ICANN community, including four new Board members.

At ICANN64, the **Chairing Skills Program** held its second edition and through peer-coaching efforts, eight experienced leaders from across the ICANN community met with and observed 14 current ICANN chairs during their sessions in order to provide feedback to help develop their chairing skills. The work between the coaches and the chairs continued through virtual observations until ICANN65.

In FY19, new content was developed for the ICANN History Project, including the production of an ICANN Learn course and a research paper. New interviews and a library of historical documents will be available in FY20.

❯ **EXPLORE the History Project.**

REGIONAL REPORTS

AFRICA REGIONAL REPORT

YEAR AT A GLANCE - TIMELINE

2018

3-5 July
ICANN org held the sixth **Africa DNS Forum** in Cotonou, Benin, in partnership with the Africa Top Level Domain Organization (AFTLD) and AfRegistrar.

6 July
ICANN org supported and took part in the celebration of **20 Years of Africa Internet Governance** in Cotonou, Benin.

18-19 September
ICANN org held a **DNS Abuse workshop in Lilongwe, Malawi**, the first in this country.

20 October
ICANN org launched the revised **Africa Strategic Plan Version 3.0** after working with the regional community to update the plan.

3-5 December
ICANN org was invited by Interpol to attend the Working Group **Meeting of the African Heads of Cybercrime Units** in Accra, Ghana.

2019

14-15 March
ICANN org members attended **the West and Central African Research and Education Network (WACREN)** meeting in Accra, Ghana, to talk about the Identifier Technology Health Indicators (ITHI). The event was preceded by a Universal Acceptance workshop organized in partnership with the Internet Society Ghana Chapter.

9-21 June
ICANN org was a gold sponsor of the **Africa Internet Summit** in Kampala, Uganda, and hosted several activities as part of this Summit, including **ICANN Day and a workshop for registries, registrars, and registrants**.

24-27 June
ICANN65 was held in Marrakech, Morocco, preceded by a number of ICANN org engagement activities with the local stakeholders.

REGIONAL HIGHLIGHTS

THE GROWTH OF THE AFRICA DNS FORUM

ICANN org's Domain Name System (DNS) Forum has become a flagship event and a key platform for capacity development. The sixth Africa DNS Forum, hosted by the Communications Regulator in Benin (ARCEP) was held in Cotonou, Benin, from 3-5 July 2018. This event followed previous successful Forums held in South Africa (2013), Nigeria (2014), Kenya (2015), Morocco (2016), and the United Republic of Tanzania (2017).

The Forum addresses national and regional industry topics, including:

- Registry and registrar strategies.

- Legal issues such as dispute resolutions and cross-border domain registrations.

- Registrar accreditation.

- Automation such as the resiliency of registries and payment gateways, etc.

- Governments supporting the growth of ccTLDs.

Through the Africa DNS Forum and other similar initiatives, ICANN org is committed to helping the African DNS industry become a significant contributor to the digital economy in Africa.

THE AFRICA STRATEGIC PLAN VERSION 3.0 LAUNCHED

ICANN org's Africa Strategy is the cornerstone of all engagement efforts within the continent. Prepared by the regional ICANN community, it has served as a road map for ICANN org activities in Africa.

Since the adoption of the strategy, three reviews have been held to ensure alignment with the changing needs of the African community. Following the third review process in May 2018 and a Public Comment period, the final strategy document, **ICANN Africa Strategy Version 3.0 2016 – 2020**, was completed.

ICANN AT THE AFRICA INTERNET SUMMIT

For the seventh year in a row, ICANN org participated in the Africa Internet Summit (AIS). This year, it was held in Kampala, Uganda, from 9-21 June 2019. As a gold sponsor and a key player at the Summit, ICANN org hosted an ICANN Day, a workshop for African registries, registrars, and registrants, an IANA update, and a media roundtable.

A youth community workshop was also held on the AIS sidelines on 13-14 June. It was organized by ICANN org in partnership with ISOC Uganda Chapter, the National Telecommunications and Information Administration of Uganda (NTIA-U), and the Ministry of ICT of Uganda. More information is available **here**.

REGIONAL PARTICIPATION : SUPPORTING ORGANIZATIONS

ICANN | ASO

ADDRESS SUPPORTING ORGANIZATION

3 *out of* **15**
ASO Address councilors are from Africa

ICANN | ccNSO

COUNTRY CODE NAMES SUPPORTING ORGANIZATION

3 *out of* **18**
ccNSO councilors are from Africa

ICANN | GNSO

GENERIC NAMES SUPPORTING ORGANIZATION

GNSO COUNCIL

2 *out of* **23**
councilors are from Africa

NON-FOR-PROFIT OPERATIONAL CONCERNS CONSTITUENCY (NPOC)

1 *out of* **5**
members of the Executive Committee are from Africa

NONCOMMERCIAL USERS CONSTITUENCY (NCUC)

1 *out of* **6**
members of the Executive Committee are from Africa

BUSINESS CONSTITUENCY (BC)

1 *out of* **6**
members of the Executive Committee are from Africa

Regional SO leaders

Caleb Olumuyiwa Ogundele
NPOC Executive Committee

Noah Maina
ASO Address councilor

Biyi Oladipo
ccNSO councilor

Ines Hfaiedh
NCUC Executive Committee

Wafa Dahmani
ASO Address councilor

Abdallah Omari
ccNSO councilor

Arsene Tungali
GNSO councilor

Jimson Olufuye
Business Constituency Executive Committee

Omo Oiya
ASO Address councilor

Souleymane Oumtanaga
ccNSO councilor

REGIONAL PARTICIPATION : ADVISORY COMMITTEES

AT-LARGE ADVISORY COMMITTEE

ICANN
AT-LARGE

3 *out of* **19**
members

60 At-Large Structures in **32** African countries and territories are part of the African Regional At-Large Organization (AFRALO).

I C A N N | G A C

GOVERNMENTAL ADVISORY COMMITTEE

45 *out of* **54**
countries and territories in the Africa region are GAC members

I C A N N | R S S A C

ROOT SERVER SYSTEM ADVISORY COMMITTEE

4 *out of* **112**
members are from Africa

I C A N N | S S A C

SECURITY AND STABILITY ADVISORY COMMITTEE

3 *out of* **39**
members are from Africa

Regional AC leaders

Manal Ismail
GAC Chair

Cherif Diallo
GAC Vice Chair

Tijani Ben Jemaa
ALAC Vice Chair

Mohamed Elbashir
AFRALO Chair

Fatimata Seye Sylla
AFRALO Vice Chair

REGIONAL PARTICIPATION : OTHERS

ICANN|NOMCOM

ICANN NOMINATING COMMITTEE

3 *out of* **21**
delegates are from Africa

Community Leadership

Lawrence Olawale-Roberts
NomCom delegate

Anriette Esterhuysen
NomCom delegate

Aziz Hilali
NomCom delegate

POLICY DEVELOPMENT PROCESSES (PDP)

NEW GTLD SUBSEQUENT PROCEDURES

18 *out of* **198**
members are from Africa

CROSS-COMMUNITY WORKING GROUPS

**CROSS-COMMUNITYWORKING GROUP
ON NEW GTLD AUCTION PROCEEDS**

1 *out of* **25**
members are from Africa

REVIEWS

SPECIFIC REVIEWS
**THIRD ACCOUNTABILITY AND TRANSPARENCY
REVIEW TEAM (ATRT3)**

2 *out of* **18**
members are from Africa

REGIONAL PARTICIPATION : UNIVERSAL ACCEPTANCE AND INTERNATIONALIZED DOMAIN NAMES

Universal Acceptance

In FY19, five countries from Africa (Benin, Ghana, Kenya, Nigeria, and South Africa) were selected for special outreach on Universal Acceptance (UA) and Internationalized Domain Names (IDNs). Workshops were organized for academics, content developers, governments, and the private sector in the selected countries to raise awareness around UA and IDNs. These were also used as an opportunity to invite these new audiences to participate in ICANN.

Regional UA Ambassadors
Abdalmonem Galila - Egypt

Internationalized Domain Names
Two script generation panels that are relevant to Africa were formed, completed, and integrated:

Forming	Working	Finalizing	Integrated
			Arabic
			Ethiopic

CAPACITY-DEVELOPMENT ACTIVITIES IN AFRICA

TRAINING FOR TECHNICAL COMMUNITY

ICANN org held technical workshops and webinars on DNSSEC and Universal Acceptance across the region.

Total number of workshops:
4

Number of participants:
90

TRAINING FOR NON-TECHNICAL COMMUNITY

The focus this year in the region was on bolstering the multistakeholder model.

Total number of workshops:
6

Number of participants:
199

TRAINING FOR LAW ENFORCEMENT AGENCIES

ICANN org provides training for law enforcement agencies so that they can better handle abuse and misuse related to Internet identifiers.

Total number of workshops:
4

Number of participants:
300

LOOKING AHEAD

During FY20, ICANN org will continue to support its flagship programs in the region like the DNS Exchange Program, the Africa DNS Forum, and the DNSSEC roadshow. Capacity development, as well as the promotion of informed participation from African stakeholders in ICANN will continue to be an important part of the regional efforts.

ICANN org will continue to focus on areas within cybersecurity that conform to ICANN's remit to help build trust and confidence in the Internet. ICANN org will continue to build strategic partnerships with the International Telecommunication Union, the Africa Union Commission, the Africa Telecommunication Union, and the UN Economic Commission for Africa to support governments and other stakeholders with Internet governance related issues within ICANN's mission and remit.

ICANN org has finalized its Strategic Plan for fiscal years 2021-2025, and this will require the participation of the African community to align the regional strategy with the newly adopted ICANN org strategy.

ASIA PACIFIC REGIONAL REPORT

YEAR AT A GLANCE - TIMELINE

2018

23-27 July
The third **Asia Pacific Internet Governance Academy (APIGA)** was held in Gwangju, Republic of Korea. The five-day workshop was jointly organized by Korea Internet and Security Agency (KISA) and ICANN.

13-16 August
The **Asia Pacific Regional Internet Governance Forum (APrIGF)** took place at Port Vila, Vanuatu, making its debut in the Pacific Islands.

28 August
A year-long **Universal Acceptance awareness campaign** kicked off in New Delhi, India, with the Universal Acceptance Steering Group (UASG) and the Internet and Mobile Association of India (IAMAI).

5-7 September
ICANN org participated in the **GSMA Mobile 360 Digital Societies Forum** in Bangkok, Thailand, and discussed how Internationalized Domain Names (IDN) can contribute to the next billion Internet users.

8 September
The **first ICANN engagement event** in **Dhaka, Bangladesh**, took place in collaboration with Bangladesh Association of Software and Information Services (BASIS).

9 October
A **Domain Name System (DNS) Abuse workshop** was held in Tokyo, Japan, for contracted parties and the local Internet community to raise awareness about DNS security and abuse handling.

7-9 November
Representatives from the ICANN Board and org attended the **World Internet Conference** in Wuzhen, China, and **met with contracted parties and academics in Shanghai, China**.

4 December
A multicity **IDN and Universal Acceptance Roadshow** was launched in China led by UASG and the China Internet Network Information Center (CNNIC). The first stop was Hangzhou, China.

2019

18-28 February
ICANN org contributed to discussions on topics such as routing security, DNS operations, and Domain Abuse Activity Reporting (DAAR) at the **Asia Pacific Regional Internet Conference on Operational Technologies (APRICOT)**, the **AP* Retreat**, and **APNIC 45** in Daejeon, Republic of Korea.

9-14 March
An ICANN Public Meeting returned to Japan after 19 years with **ICANN64** in **Kobe, Japan**. The high turnout at the Community Forum was a result of successful outreach conducted in the run up to the event.

16-17 April
Taiwan Network Information Center (TWNIC) collaborated with ICANN org to organize the **ICANN APAC-TWNIC Engagement Forum** on the DNS and Internet ecosystem in Taipei.

6-13 May
ICANN org brought the annual **GDD Industry Summit** to Asia for the first time. The three-day event in Bangkok, Thailand was followed by the **Registrations Operations Workshop**, the **ICANN DNS Symposium**, and the **DNS Operations, Analysis, and Research Center Workshop (OARC30)**.

18 June
The **Internet Identifier Innovation Center** in India was announced. The collaboration between ICANN and India's National Association of Software and Services Companies (NASSCOM) Centre of Excellence for Internet of Things (COE-IOT) will focus on research and engagement activities to foster innovation in Internet identifier technologies.

REGIONAL HIGHLIGHTS

NEW PARTNERSHIP CENTER FOR TECHNICAL RESEARCH

In June 2019, ICANN org and India's National Association of Software and Services Companies (NASSCOM) Centre of Excellence for Internet of Things (COE-IOT) jointly announced a new partnership center in India. The new venture, the Internet Identifier Innovation Center, will contribute to ICANN org's mission to ensure the stable and secure operation of the Internet's unique identifier systems.

This is ICANN org's first partnership center focusing on technical research. The collaboration provides a structure to jointly identify research projects.

The first research project focused on testing the use of the DNS to update Internet of Things firmware and studying how the proposed technology could scale outside a lab environment. Upon completion, the research results could contribute towards global Internet standards.

The collaboration also includes engagement activities to promote the research projects as well as capacity-development workshops to strengthen the active participation of Indian community in ICANN's policymaking processes.

GUIDING THE TRANSITION OF THE NEXT GENERATION FROM DIGITAL NATIVES TO DIGITAL CITIZENS

In July 2018, the third Asia Pacific Internet Governance Academy (APIGA) welcomed 32 young adults from the Asia Pacific region to Gwangju, Republic of Korea. The program's objective is to develop young leaders' knowledge and skills to encourage their contributions to the Internet community as digital citizens.

APIGA has been recognized as the premier platform for youth engagement on Internet governance issues in the region. It has also been successful in nurturing and cultivating an alumni that remain involved in the Internet governance ecosystem. The workshop has hosted 124 participants since its beginning, and 32 alumni are currently active in the Internet community.

The five-day Internet governance capacity-development workshop was co-organized by ICANN and the Korea Internet and Security Agency (KISA), with support from partners like the Asia Pacific Network Information Center (APNIC), DotAsia, and the Internet Society (ISOC).

GLOBAL ICANN MEETINGS IN THE APAC REGION

To encourage regional participation in ICANN64 Kobe and GDD Summit, ICANN org conducted additional outreach leading up to these meetings:

ICANN64 Kobe

The focus of the Kobe outreach was to engage with the various local stakeholder groups (e.g., industry, academia, youth, and end users) to raise awareness of ICANN and ICANN-related issues.

GDD Summit

Around 50 contracted parties from the region, mostly first timers, attended the GDD Summit. The regional team organized a "meet-and-greet" session for the contracted parties to help them get to know one another.

REGIONAL PARTICIPATION : SUPPORTING ORGANIZATIONS

ICANN|ASO

ADDRESS SUPPORTING ORGANIZATION

3 *out of* **15**
ASO Address councilors are from APAC

ICANN|ccNSO

COUNTRY CODE NAMES SUPPORTING ORGANIZATION

40 *out of* **172**
ccTLD members are from APAC

5 *of the* **18**
ccNSO councilors are from APAC

The ccTLD of Lao People's Democratic Republic, .la joined ccNSO in April 2019

ICANN|GNSO

GENERIC NAMES SUPPORTING ORGANIZATION

GNSO COUNCIL

4 *out of* **23**
councilors are from APAC

BUSINESS CONSTITUENCY (BC)

3 *out of* **71**
companies are from APAC

INTELLECTUAL PROPERTY CONSTITUENCY (IPC)

4 *out of* **55**
members are from APAC

INTERNET SERVICE PROVIDERS AND CONNECTIVITY PROVIDERS CONSTITUENCY (ISPCP)

14 *out of* **62**
companies are from APAC

REGISTRARS STAKEHOLDER GROUP (RRSG)

1 *out of* **10**
Executive Committee members are from APAC

13 *out of* **100**
member registrars are from APAC

REGISTRIES STAKEHOLDER GROUP (RYSG)

12 *out of* **83**
member registry operators are from APAC

NONCOMMERCIAL USERS CONSTITUENCY (NCUC)

24 *out of* **151**
organizational members are from APAC

93 *out of* **604**
individual members are from APAC

NOT-FOR-PROFIT OPERATIONAL CONCERNS CONSTITUENCY (NPOC)

1 *out of* **6**
Executive Committee

9 *out of* **96**
members are from APAC

REGIONAL PARTICIPATION : SUPPORTING ORGANIZATIONS cont'd

Regional SO leaders
Newly appointed in FY19

Donna Austin
RySG Chair

Aftab Sidiqqui
ASO Address Council Chair

*Simon Sohel Baroi
ASO Address councilor

Brajesh Jain
ASO Address councilor

*Jordan Carter
ccNSO councilor

*Ajay Data
ccNSO councilor

Hirofumi Hotta
ccNSO councilor

*Jian Zhang
ccNSO councilor

*Pam Little
GNSO Council Vice Chair

*Syed Ismail Shah
GNSO councilor

*David Cake
NPOC Executive Committee

Monika Zalnieriute
NCSG Executive Committee

Rafik Dammak
GNSO Council Vice Chair

Rafik is originally Tunisian but has been residing in Japan. He contributes to both the Middle East and APAC ICANN communities.

REGIONAL PARTICIPATION : ADVISORY COMMITTEES

AT-LARGE ADVISORY COMMITTEE

ICANN AT-LARGE

4 *out of* **19**
members

56 At-Large Structures located in **30** countries and territories in Asian, Australasian, and Pacific Islands Regional At-Large Organization (APRALO).

ICANN | GAC

GOVERNMENTAL ADVISORY COMMITTEE

47 *out of* **51**
countries and territories in the APAC region are GAC members

Lao People's Democratic Republic, joined in Nov 2018

3
regional organizations are GAC observers

6
regional individuals are GAC observers

ICANN | RSSAC

ROOT SERVER SYSTEM ADVISORY COMMITTEE

2 *out of* **24**
members

22 *out of* **112**
RSSAC Caucus members are from APAC

ICANN | SSAC

SECURITY AND STABILITY ADVISORY COMMITTEE

4 *out of* **39**
members are from APAC

Regional AC leaders
Newly appointed in FY19

*Maureen Hilyard
ALAC Chair

Satish Babu
APRALO Chair

*Par Brümark
GAC Vice Chair

Julie Hammer
SSAC Vice Chair, ALAC Liaison to SSAC

REGIONAL PARTICIPATION : OTHERS

ICANN|NOMCOM

ICANN NOMINATING COMMITTEE

1 *out of* **21**
delegates is from APAC

TECHNICAL LIAISON GROUP

1 *out of* **8**
members is from APAC

CUSTOMER STANDING COMMITTEE (CSC)

1 *out of* **10**
members is from APAC

Community Leadership
Newly appointed in FY19

Brajesh Jain
NomCom (ASO-appointed) delegate

Jie Zhang
Technical Liaison Group member

***Holly Raiche**
ALAC Liaison to the CSC

REGIONAL PARTICIPATION : POLICY DEVELOPMENT AND REVIEWS

POLICY DEVELOPMENT PROCESSES (PDP)

PROTECTION OF INTERNATIONAL GOVERNMENTAL ORGANIZATION – INTERNATIONAL NON-GOVERNMENTAL ORGANIZATION (IGO-INGO) IDENTIFIERS IN ALL GTLDS

2 *out of* **16**
members are from APAC

NEW GTLD SUBSEQUENT PROCEDURES

36 *out of* **196**
members are from APAC

REVIEW OF ALL RIGHTS PROTECTION MECHANISMS (RPMS) IN ALL GTLDS

18 *out of* **168**
members are from APAC

CROSS-COMMUNITY WORKING GROUPS

NEW GTLD AUCTION PROCEEDS

4 *out of* **25**
members are from APAC

REVIEWS

SPECIFIC REVIEWS

THIRD ACCOUNTABILITY AND TRANSPARENCY REVIEW (ATRT)

3 *of the* **18**
members are from APAC

COMPETITION, CONSUMER TRUST, AND CONSUMER CHOICE REVIEW (CCT)

1 *of the* **11**
members is from APAC

SECOND SECURITY, STABILITY, AND RESILIENCY REVIEW (SSR):

2 *of the* **15**
members are from APAC

REGISTRATION DIRECTORY SERVICE (RDS) (ON HOLD):

2 *of the* **11**
members are from APAC

REGIONAL PARTICIPATION : POLICY DEVELOPMENT AND REVIEWS cont'd

REVIEWS

ORGANIZATIONAL REVIEWS

AT-LARGE 2

7 *of the* **26**
members of the At-Large Review Working Party are from APAC

RSSAC

1 *of the* **5**
members of the RSSAC Review Working Party is from APAC

SSAC

2 *of the* **13**
members of the SSAC Review Working Party are from APAC

NOMCOM

4 *of the* **14**
Committee delegates are from APAC

CCNSO

3 *of the* **10**
members of the ccNSO Review Working Party are from APAC

REGIONAL WORKING GROUP LEADERS

CHERYL LANGDON-ORR
• NEW GTLD SUBSEQUENT PROCEDURES PDP WORKING GROUP CO-CHAIR
• AT-LARGE REVIEW WORKING PARTY CO-CHAIR

CHING CHIAO
• CCWG NEW GTLD AUCTION PROCEEDS CO-CHAIR

MICHAEL FLEMMING
• NEW GTLD SUBSEQUENT PROCEDURES PDP WORKING GROUP, WORK TRACK 2 CO-CHAIR

SOPHIA FENG SHUO
• NEW GTLD SUBSEQUENT PROCEDURES PDP WORKING GROUP, WORK TRACK 2 CO-CHAIR

REGIONAL PARTICIPATION : UNIVERSAL ACCEPTANCE AND INTERNATIONALIZED DOMAIN NAMES

//*.*/

Universal Acceptance
Working with the Universal Acceptance Steering Group (UASG) over the past year, ICANN org conducted a number of significant outreach activities in China and India. UASG also appointed Universal Acceptance Ambassadors who help to promote UA to their peers in the industry.

Regional UASG Leaders

- Edmon Chung — Vice Chair (term ended in March 2019)
- Ajay Data - Email Address Internationalization (EAI) Working Group Co-Chair (before March 2019)
- **Ajay Data — Chair (appointed in March 2019)**
- **Jiankang Yao — EAI Working Group Co-Chair**

Regional UA Ambassadors

- Harish Chowdhary — Delhi, India
- Ashish Modi — Jaipur, India
- **Walter Wu — Hong Kong, China**

names in bold = newly appointed in FY19

Internationalized Domain Names

Below is an update on the status of current Script Generation Panels (GPs) in the APAC region. Once the script Label Generation Rules (LGR) are finalized, they are integrated into the Root Zone LGR.

Forming	Working	Finalizing	Integrated
Thaana	Myanmar	Chinese	Devanagari
Tibetan		Japanese	Gujarati
		Korean	Gurmukhi
		Neo-Brahmi (Bangla)	Kannada
			Khmer
			Lao
			Malayalam
			Oriya
			Sinhala
			Tamil
			Telugu
			Thai

CAPACITY-DEVELOPMENT ACTIVITIES IN ASIA PACIFIC

TRAINING FOR TECHNICAL COMMUNITY

As part of ICANN's mission to ensure the stable and secure operation of the Internet's unique identifier systems, ICANN org provides capacity-building training for Domain Name System (DNS), DNS Security Extensions (DNSSEC), and DNS/Network Security to the APAC community.

Total number of workshops:

13

Number of participants:

555

TRAINING FOR NON-TECHNICAL COMMUNITY

The org also regularly helps to build capacity for nontechnical community such as accredited registrars and registry operators. These trainings are aimed towards helping these stakeholders to better understand ICANN policies and processes.

Total number of workshops:

5

Number of participants:

101

TRAINING FOR LAW ENFORCEMENT AGENCIES

ICANN org provides training for law enforcement agencies so that they can better handle abuse and misuse related to Internet identifiers.

Total number of workshops:

2

Number of participants:

45

LOOKING AHEAD

Looking ahead, Universal Acceptance (UA) and Internationalized Domain Names (IDNs) will remain key focus areas. The APAC region is very diverse and home to 21 of the world's most spoken languages. Greater awareness and support of IDNs and UA will contribute to a multilingual Internet, and help the region's communities to thrive online.

The **UASG FY20 Action Plan** will guide the partnership between ICANN org, the UASG, and the regional community. In particular, the team aims to drive local UA initiatives in the region, starting with China and India.

The technical focus – in line with ICANN's technical remit – will continue in this region. The partnership center with India's NASSCOM is an example of the type of technical collaboration that the region seeks. ICANN org, through the Office of the CTO and the org's regional team, will work with the regional community to protect the security, stability, and resiliency of the Internet's unique identifier system.

Another highlight going forward will be the ICANN68 Policy Forum, which will take place in Kuala Lumpur, Malaysia, from 22–25 June 2020. This will be the first Policy Forum to be held in the Asia Pacific region. The org will work with the APAC community to encourage more regional community members to attend and participate in ICANN org's policy development.

ICANN org welcomes any suggestions or feedback. The regional team can be reached at **apachub@icann.org.**

EUROPE REGIONAL REPORT

YEAR AT A GLANCE - TIMELINE

2018

4 July
ICANN org hosted **IPv6 and WHOIS workshops** as part of the French Internet Governance Forum in Paris, France.

15 October
Hebrew Label Generation Panel was launched in Israel.

20-25 October
ICANN63 Annual General Meeting took place in Barcelona, Spain, with events including a week-long Internet Governance School taking place across the country September through October.

25 October
20th anniversary of ICANN was celebrated during ICANN63 in Barcelona, Spain.

12-14 November
At the **Global Internet Governance Forum in Paris, France**, ICANN CEO and President Göran Marby participated in a high-level session and an ICANN org delegation participated in several workshops.

21 November
A **Policy Training for Registrars, part of a new training initiative**, was held on the sidelines of Internet Dagarna in Stockholm, Sweden.

28 November
A **pilot Policy Training for Civil Society** was debuted during the Freedom Online Coalition Annual Conference in Berlin, Germany.

2019

29 January
Workshop on the evolution of data protection legislation and WHOIS was organized during the annual conference on Computer Privacy and Data Protection (CPDP19) in Brussels, Belgium.

24-27 February
Mobile World Congress took place in Barcelona, Spain, with ICANN org's active participation. The ICANN CEO and CTO had a series of meetings with high level government and telecom industry representatives.

26-28 March
The annual **Europe Conference of the International Institute of Communications (IIC)** took place in Brussels, Belgium. ICANN helped organize and moderate discussions on Internet regulation.

10-11 May
The fifth **South Eastern Dialogue on Internet Governance (SEEDIG) Annual Conference**, coordinated by ICANN's southeastern European community, took place in Bucharest, Romania. The event was co-organized with the Romanian Presidency of the EU.

5-6 June
ICANN org participated in **3Seas Presidential Summit** in Ljubljana, Slovenia.

9 June
Policy Training for the Domain Name Industry was held at the Namescon Conference in Lisbon, Portugal.

20 June
Joint **ICANN-CENTR-RIPE Internet 101 technical briefing** took place at EuroDIG 2019 in The Hague, Netherlands. ICANN was a joint organizer and participant.

REGIONAL HIGHLIGHTS

A NEW APPROACH IN EUROPE: POLICY AND OPERATIONAL TRAINING PROGRAM

Understanding ICANN is not always easy for a newcomer and can discourage active participation. To address this issue, ICANN org developed a pilot Community Engagement Training in Europe in early 2018.

The latest workshop was held in June 2019, aimed at training DNS industry professionals in southern Europe. Participants learned about topics like the effect of the General Data Protection Regulation (GDPR) on ICANN org and its contracted parties, and the operation of ICANN org's compliance department.

The plan is to institutionalize this training program by broadening the spectrum of community groups that can be potential trainees. Anyone interested in becoming more active at ICANN is invited.

ICANN ACTIVITY IN THE IBERIAN PENINSULA

ICANN63 in Barcelona, Spain, allowed the ICANN org to roll out a series of significant outreach activities before and during the meeting. The team was able to engage with a variety of stakeholder groups, from academics to top judges and ministers, as well as telecom operators. Some of these activities include:

- Five ICANN-focused lectures at Spanish universities, including the world-renowned ESADE Graduate / MBA Business School in Barcelona, Nebrija University Law School in Madrid, and Complutense University of Madrid held from September to mid-October.

- ICANN Keynote Lecture organized at the Spanish Royal Academy of Law in Madrid on 17 October.

- Barcelona Internet Governance School Week, organized by ICANN org with the Pompeu Fabra University, IBEI School of International Relations, CSUC Spanish Education Network, with the support of the Anti-Phishing Working Group and La Caixa Bank from 15-19 October.

- Press conference with ICANN org involvement, organized at the Spanish Internet Governance Forum Spain in Madrid on 18 October.

SEEDIG GROWS IN EUROPE

The South Eastern Dialogue on Internet Governance (SEEDIG) continues to grow stronger. ICANN has been one of SEEDIG's main supporters since it was initially conceived at the ICANN Public Meeting in London, United Kingdom of Great Britain and Northern Ireland, in 2014. At the May 2019 SEEDIG conference in Bucharest, Romania, participants discussed concerns from content regulation to Universal Acceptance. The multilingual Internet is a topic of special interest to this community, notably with the Cyrillic script developing as an increasingly popular tool for the development of local content. SEEDIG has steadily informed a multistakeholder approach to solving issues related to the Internet in the region, with SEEDIG participants now regularly consulted and involved in the development of Internet policy across the region.

REGIONAL PARTICIPATION : SUPPORTING ORGANIZATIONS

ICANN|ASO

ADDRESS SUPPORTING ORGANIZATION

3 *out of* **15**
ASO Address councilors are from Europe

ICANN|ccNSO

COUNTRY CODE NAMES SUPPORTING ORGANIZATION

46 *out of* **172**
ccTLD members are from Europe

8 *out of* **21**
councilors are from Europe

ICANN|GNSO

GENERIC NAMES SUPPORTING ORGANIZATION

GNSO COUNCIL

4 *out of* **21**
councilors are from Europe

BUSINESS CONSTITUENCY (BC)

8 *out of* **71**
members are from Europe

INTELLECTUAL PROPERTY CONSTITUENCY (IPC)

21 *out of* **92**
members are from Europe

INTERNET SERVICE PROVIDERS AND CONNECTIVITY PROVIDERS CONSTITUENCY (ISPCP)

8 *out of* **51**
members are from Europe

REGISTRARS STAKEHOLDER GROUP (RRSG)

41 *out of* **100**
member registrars are from Europe

REGISTRIES STAKEHOLDER GROUP (RYSG)

35 *out of* **83**
member registries are from Europe

REGIONAL PARTICIPATION : SUPPORTING ORGANIZATIONS cont'd

ICANN | GNSO

GENERIC NAMES SUPPORTING ORGANIZATION

NONCOMMERCIAL USERS CONSTITUENCY (NCUC)

129 *out of* **538**
individual members are from Europe

NOT-FOR-PROFIT OPERATIONAL CONCERNS CONSTITUENCY (NPOC)

1 *out of* **6**
Executive Committee members
are from Europe

11 *out of* **62**
members are from Europe

Regional SO leaders

Claudia Selli
BC Chair

Katrina Sataki
ccNSO Chair

Raoul Plommer
NPOC Vice Chair

Tatiana Tropina
GNSO councilor

Ayden Federline
GNSO councilor

REGIONAL PARTICIPATION : ADVISORY COMMITTEES

AT-LARGE ADVISORY COMMITTEE

ICANN AT-LARGE

4 *out of* **19**
members

38 At-Large Structures in **17** countries and territories make up the European Regional At-Large Organization (EURALO).

ICANN|GAC

GOVERNMENTAL ADVISORY COMMITTEE

39 *out of* **43**
countries and territories in Europe are members of the GAC

17
GAC observers are from Europe

ICANN|RSSAC

ROOT SERVER SYSTEM ADVISORY COMMITTEE

4 *out of* **112**
RSSAC Caucus members are from Europe

ICANN|SSAC

SECURITY AND STABILITY ADVISORY COMMITTEE

9 *out of* **39**
members are from Europe

Regional AC leaders

Olivier Crépin-Leblond
Regional At-Large (EURALO) Chair

REGIONAL PARTICIPATION : OTHERS

ICANN | NOMCOM

ICANN NOMINATING COMMITTEE

4 *out of* **17**
delegates are from Europe

CROSS-COMMUNITY WORKING GROUPS

NEW GTLD AUCTION PROCEEDS

5 *out of* **25**
members are from Europe

TECHNICAL LIAISON GROUP

3
organizations represented in TLG are based in Europe

14
members are from Europe

CUSTOMER STANDING COMMITTEE (CSC)

1 *out of* **4**
members are from Europe

POLICY DEVELOPMENT PROCESSES (PDP)

INTERNATIONAL GOVERNMENTAL ORGANIZATION – INTERNATIONAL NON-GOVERNMENTAL ORGANIZATION (IGO-INGO) ACCESS TO CURATIVE RIGHTS MECHANISMS IN ALL GTLDS

6 *out of* **25**
members are from Europe

REVIEW OF ALL RIGHTS PROTECTION MECHANISMS (RPMS) IN ALL GTLDS

16 *out of* **87**
members are from Europe

NEW GTLD SUBSEQUENT PROCEDURES

17 *out of* **87**
members are from Europe

TEMPORARY SPECIFICATION FOR GTLD REGISTRATION DATA EXPEDITED PDP

5 *out of* **31**
members are from Europe

NEXT-GENERATION GTLD REGISTRATION DIRECTORY SERVICE TO REPLACE WHOIS

54 *out of* **220**
members are from Europe

REGIONAL PARTICIPATION : POLICY DEVELOPMENT AND REVIEWS cont'd

REVIEWS

SPECIFIC REVIEWS

THIRD ACCOUNTABILITY AND TRANSPARENCY REVIEW (ATRT3)

5 *of the* **18**
members are from Europe

COMPETITION, CONSUMER TRUST, AND CONSUMER CHOICE REVIEW (CCT)

3 *of the* **11**
members are from Europe

SECOND SECURITY, STABILITY, AND RESILIENCY REVIEW (SSR2)

3 *of the* **15**
members are from Europe

REGISTRATION DIRECTORY SERVICE (RDS) (ON HOLD)

4 *of the* **11**
members are from Europe

REVIEWS

ORGANIZATIONAL REVIEWS

RSSAC

1 *of the* **5**
members of the RSSAC Review Working Party is from Europe

CCNSO

2 *of the* **10**
members of the ccNSO Review Working Party is from Europe

SSAC

1 *of the* **13**
members of the SSAC Review Working Party is from Europe

REGIONAL WORKING GROUP LEADERS

ERIKA MANN
GNSO APPOINTED CO-CHAIR, CCWG ON NEW GTLD AUCTION PROCEEDS

JANIS KARKLINS
EPDP PHASE 2 CHAIR

REGIONAL PARTICIPATION : UNIVERSAL ACCEPTANCE AND INTERNATIONALIZED DOMAIN NAMES

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Universal Acceptance

ICANN org together with partners in the Universal Acceptance Steering Group (UASG) focused its efforts to promote UA in the region on raising awareness among chief information officers, and the wider technical community. The team successfully worked with the International Association of CIOs (IAC) to publish an article on UA in their worldwide newsletter and website. ICANN org members in Europe also gave speeches at several technical conferences, such as the new Czech and Slovak Network Operators Group (CS-NOG) meeting in May 2019, and secured UA promotion via articles in their publications.

Regional UASG Leader

- Dusan Stojicevic - UASG Vice Chair

Regional UA Ambassadors

- Lars Steffen - Germany

- Tobias Sattler - Germany

Internationalized Domain Names

This year, ICANN org has intensified the efforts to promote Internationalized Domain Names (IDNs) and Universal Acceptance (UA) across Europe and beyond. The **Hebrew Label Generation Panel** was formed, leading to rules being adopted officially on July 2019. South Eastern European scripts such as Cyrillic are also seeing growing interest and take-up. Below is an update on the status of current Script Generation Panels (GPs) in the region. Once the script Label Generation Rules (LGR) are finalized, they are integrated into the Root Zone LGR.

Forming	Working	Finalizing	Integrated
	Greek	Latin	Hebrew
			Cyrillic

CAPACITY-DEVELOPMENT ACTIVITIES IN EUROPE

TRAINING FOR TECHNICAL COMMUNITY

ICANN org provided DNS Network Security and DNSSEC training to the European community.

Total number of workshops:

7

Number of participants:

290

TRAINING FOR NON-TECHNICAL COMMUNITY

The org also regularly helps to build capacity for the community such as accredited registrars and registry operators. In addition, ICANN org engaged with government and civil society for training that is relevant to these sectors.

Total number of workshops:

5

Number of participants:

56

TRAINING FOR LAW ENFORCEMENT AGENCIES

ICANN org collaborated with European law enforcement on DNS security training.

Total number of workshops:

4

Number of participants:

127

LOOKING AHEAD

In FY20, the approach in Europe will be adapted in line with ICANN org's Strategic Plan for FY21-25. The ICANN org team in Europe recognizes the importance of raising awareness and capacity building on policy and technical matters, as well as addressing upcoming regulatory and legislative challenges. The new ICANN strategic plan encourages the team to continue building on the efforts in that direction.

Through education, raising awareness, and advocacy, ICANN org will continue to build and enhance relations with the key relevant stakeholder groups in Europe, both within the existing ICANN community and beyond.

EASTERN EUROPE AND CENTRAL ASIA REGIONAL REPORT

YEAR AT A GLANCE - TIMELINE

2018

5-6 July
ICANN org's Office of the Chief Technology Officer (OCTO) participated in the **International Cybersecurity Congress** in Moscow, Russian Federation, participating in a session on international cybercrime run by Interpol.

12-13 September
ICANN org representatives participated in the **11th TLDCON Conference** in Jurmala, Latvia.

16-17 September
ICANN org facilitated a **Stability, Security, and Resiliency (SSR) training** in Moscow, Russian Federation. The training was hosted by Financial CERT of the Central Bank of Russia, with the participation of important Russian security agencies.

21 October
Stakeholders from Eastern Europe and Central Asia discussed regional strategy at a session at ICANN63 in Barcelona, Spain.

3-4 December
ICANN org held the third **Eastern European DNS Forum** in Moscow, Russian Federation, the flagship event in the region.

21 December
Qrator Labs became the first Russian member of the Internet Service Providers and Connectivity Providers (ISPCP).

2019

25 March
The Internet Protection Society joined the Noncommercial Users Constituency (NCUC), becoming the first Russian public organization to be a member of NCUC.

7-8 April
ICANN org participated in the **Russian Internet Governance Forum** dedicated to the **25th anniversary of .ru** and joined discussions on the future of .ru.

24-26 April
ICANN org members hosted **the country's first DNS workshop in Tashkent, Uzbekistan**, raising awareness about Domain Name System Security Extensions (DNSSEC) and Internationalized Domain Names.

30 April
ICANN org joined the 25th anniversary celebration for **.by**, the ccTLD of Belarus.

6 June
ICANN org held a registrar training, **"Get Engaged in ICANN"**, in Moscow, Russian Federation, to discuss topics ranging from ICANN functions to key DNS issues.

REGIONAL HIGHLIGHTS

FLAGSHIP EVENT BRINGS THE REGION TOGETHER

The Eastern European DNS Forum (EEDNSF) is part of ICANN org's regional engagement efforts to collaborate with stakeholders and raise awareness on issues related to the DNS.

The third EEDNSF, held on 3-4 December 2018 in Moscow, Russian Federation, was a joint venture with regional community leaders to develop a platform that brings together the regional stakeholders annually for knowledge-sharing within and beyond the regional DNS community. **READ MORE about the EEDNSF.**

This Forum will continue across the region, visiting different local communities and enriching its participants with new perspectives and ideas each year.

CAPACITY DEVELOPMENT FOR REGISTRARS AND REGISTRIES

A training for ICANN-accredited registrars, "Get Engaged in ICANN - Seminar for Registrars", was held on 6 June 2019 in Moscow, Russian Federation. This initiative was a result of discussions with the registrar community who asked to learn more about key DNS issues.

In addition, Domain Name System Security Extensions (DNSSEC) trainings were held in Georgia and Uzbekistan to promote measures enhancing security, stability, and resiliency of the Internet's unique identifier system:

- On 24-25 April 2019, a DNSSEC training was held as part of a DNS Workshop in Tashkent, Uzbekistan, for the .uz and .af registries. The workshop was organized in collaboration with the Asia Pacific Top Level Domain Association (APTLD) and it was the first ICANN capacity-development activity held in Uzbekistan.

- On 6 May 2019, a DNSSEC training was held for the .ge Registry in Tbilisi, Georgia, providing insight into DNSSEC design choices and project planning for DNSSEC signing.

ICANN CONSTITUENCIES WELCOME NEW MEMBERS FROM THE REGION

ICANN|ISPCP
Internet Service Providers & Connectivity Providers

NCUC Noncommercial Users Constituency

FY19 saw some new regional organizations joining ICANN community constituencies such as:

- Qrator Labs, which became the first Russian member of the Internet Service Providers and Connectivity Providers (ISPCP).

- The Internet Protection Society, which joined the Noncommercial Users Constituency (NCUC), becoming the first Russian public organization to be a member of NCUC.

REGIONAL PARTICIPATION : SUPPORTING ORGANIZATIONS

ICANN|ccNSO

COUNTRY CODE NAMES SUPPORTING ORGANIZATION

7 *out of* **172**
ccTLD members are from EECA

Regional SO leaders

Maxim Alzoba
GNSO councilor

ICANN|GNSO

GENERIC NAMES SUPPORTING ORGANIZATION

GNSO COUNCIL

1 *out of* **23**
councilors are from EECA

INTERNET SERVICE PROVIDERS AND CONNECTIVITY PROVIDERS CONSTITUENCY (ISPCP)

2 *out of* **62**
members are from EECA

REGISTRARS STAKEHOLDER GROUP (RRSG)

2 *out of* **100**
member registrars are from EECA

NONCOMMERCIAL USERS CONSTITUENCY (NCUC)

7 *out of* **151**
organizational members are from EECA

4 *out of* **604**
individual members are from EECA

REGISTRIES STAKEHOLDER GROUP (RYSG)

1 *out of* **83**
member registry operators are from EECA

NOT-FOR-PROFIT OPERATIONAL CONCERNS CONSTITUENCY (NPOC)

4 *out of* **96**
members are from EECA

REGIONAL PARTICIPATION : ADVISORY COMMITTEES

AT-LARGE ADVISORY COMMITTEE

**I C A N N
AT-LARGE**

5 At-Large Structures and **2** individual members across 3 countries and territories in Asian, Australasian, and Pacific Islands Regional At-Large Organization (APRALO).

4 At-Large Structures and **7** individual members across 2 countries and territories in European Regional At-Large Organization (EURALO).

I C A N N | G A C

GOVERNMENTAL ADVISORY COMMITTEE

10 *out of* **12**
countries and territories in the EECA region are GAC members

I C A N N | S S A C

SECURITY AND STABILITY ADVISORY COMMITTEE

1 *out of* **39**
members are from EECA

Regional AC leaders

Lianna Galstyan
APRALO Vice Chair

Natalia Filina
EURALO Secretariat
(active starting in November 2019)

REGIONAL PARTICIPATION : INTERNATIONALIZED DOMAIN NAMES

Internationalized Domain Names
Here is an update on current Script Generation Panels across Eastern Europe and Central Asia:

Forming	Working	Finalizing	Integrated
			Armenian
			Georgian
			Cyrillic

CAPACITY-DEVELOPMENT ACTIVITIES IN EECA

TRAINING FOR TECHNICAL COMMUNITY

Total number of workshops:

2

Number of participants:

40

TRAINING FOR NON-TECHNICAL COMMUNITY

Total number of workshops:

1

Number of participants:

26

TRAINING FOR LAW ENFORCEMENT AGENCIES

Total number of workshops:

1

Number of participants:

25

LOOKING AHEAD

FY19 was a period full of engagement activities in the region. Community members from several countries and territories highlighted certain needs specific to Eastern Europe and Central Asia. In FY20, ICANN org will continue to build on these engagement efforts and work on capacity development to meet the needs of the regional stakeholders.

Raising awareness about ICANN org's mission, strategy, and the multistakeholder model of governance within the broader Internet community will be key drivers. Another FY20 goal is to help strengthen DNS security and evolution of the unique identifier systems in collaboration with the stakeholders. This is aligned with ICANN's strategic plan.

To achieve this, regional teams will better localize and tailor efforts, focusing on the needs of different stakeholder groups, and bring in ICANN org expertise to support regional Internet communities. This will include events dedicated to DNS security, DNS hygiene, and DNSSEC. One of the main regional activities coming up in the region will be the fourth Eastern European DNS Forum, which will take place in October 2019 in Yerevan, Armenia.

Along with other stakeholders, ICANN org will continue to engage with regional governments to help them participate more effectively in ICANN-related discussions and build on existing cooperation to preserve the safety, security, and interoperability of the Internet for the benefit of all users.

LATIN AMERICAN AND CARIBBEAN ISLANDS REGIONAL REPORT

YEAR AT A GLANCE - TIMELINE

2018

19 July
ICANN62 Readout Session
This was the first session to be held in ICANN's Montevideo regional office. Read the **blog about the experience**.

15 August
From Venezuela to Montevideo: LAC Community Member Visits Montevideo's Regional Office. Read more about the "contest and awards" project of the LAC Strategy **here**.

19 October
The first edition of **The LAC Policy Development Process (PDP) Experiences** series was launched with the goal of building meaningful connections in the regional community and providing a platform to share participation opportunities at ICANN. Read the report **here**.

8 November
The first **Internet and Entrepreneurship Forum** was held in Monterrey, Mexico.

29 November
The fifth **LAC DNS Forum** was held in São Paulo, Brazil.

4 December
ICANN org published **"Five Years of the LAC Strategy"** report.

2019

17 April
The **ICANN64 LAC Readout Sessio**n was held in ICANN's Montevideo regional office. The session featured nearly 70 participants and speakers from 14 countries and territories and was broadcast in 7 regional hubs.

6-10 May
The **new ICANN Booth experienc**e featuring different topics each day and one-on-one time with experts was launched at the LACNIC31 meeting in Punta Cana, Dominican Republic.

7 June
ICANN org and the Latin American and Caribbean Association of ccTLDs (LACTLD) hosted the **LAC Strategy Moves Forward** webinar with the aim of promoting the deployment of ICANN Managed Root Servers in the region.

REGIONAL HIGHLIGHTS

FIVE YEARS OF THE LAC STRATEGY IN FOCUS

Latin American and Caribbean participation in ICANN has grown in the last five years. What started as a few stakeholder meetings during ICANN Public Meetings, grew into formalized sessions, including the LAC Space and the newly formed LAC Session on Policy Development Processes (PDPs). The level of awareness about ICANN also improved, due to regional events and outreach efforts that encouraged the participation of new voices in the region.

The Report highlights contributions from the regional community creating key initiatives over the past 5 years like **Centro de Emprendimiento e Internet de América Latina y el Caribe** and **Virtual DNS Entrepreneurship Center for the Caribbean**, and the establishment of ICANN org regional office in Montevideo, Uruguay. As a result, the vibrant regional ICANN community continues to grow. Read the full Report **here**.

LATIN AMERICAN AND CARIBBEAN ISLANDS REGIONAL REPORT

The ICANN org LAC team would like to thank all the community members who have contributed to strategy development. Learn more about the LAC Strategy for 2018-2020 **here**.

REGIONAL EFFORTS SUPPORTING ICANN'S SUCCESSFUL KEY SIGNING KEY ROLLOVER

On 11 October 2018, ICANN successfully changed the cryptographic key that helps protect the Domain Name System (DNS), an event known as the Key Signing Key (KSK) rollover.

To help prepare for a smooth transition, ICANN org focused its efforts in Brazil, which is home to many Autonomous System Numbers and independent regional Internet Service Providers (ISPs). Eighteen percent of ISPs enabled with Domain Name System Security Extensions (DNSSEC) are Brazilian.

The ICANN org team partnered with the Brazilian Network Information Center (NIC.br) and travelled to eight Brazilian states to deliver KSK rollover readiness instructions during the IX Regional Forum. It was a great opportunity to engage with the large community of professionals that provide Internet services to remote cities.

COMMUNITY COMES TOGETHER FOR THE 2018 LAC DNS FORUM

The annual LAC DNS Forum brought together industry, Internet policy, and technical professionals interested in DNS-related issues. On 29 November 2018, over 200 community members participated in the LAC DNS Forum held in Sao Paulo, Brazil. The National Association of Hosting and Internet Services Companies (ABRAHOSTING), local stakeholders including the Brazilian Network Information Center (NIC.br), and the Brazilian Software Association (ABES) contributed to the event by sharing their work in the domain name field and Universal Acceptance.

REGIONAL PARTICIPATION : SUPPORTING ORGANIZATIONS

ICANN | ASO

ADDRESS SUPPORTING ORGANIZATION

3 *out of* **15**
ASO Address councilors are from LAC

ICANN | ccNSO

COUNTRY CODE NAMES SUPPORTING ORGANIZATION

27 *out of* **172**
ccTLD members are from LAC

4 *of the* **18**
ccNSO councilors are from LAC

ICANN | GNSO

GENERIC NAMES SUPPORTING ORGANIZATION

GNSO COUNCIL

4 *out of* **23**
councilors are from LAC

BUSINESS CONSTITUENCY (BC)

3 *out of* **71**
companies are from LAC

INTELLECTUAL PROPERTY CONSTITUENCY (IPC)

2 *out of* **55**
members are from LAC

INTERNET SERVICE PROVIDERS AND CONNECTIVITY PROVIDERS CONSTITUENCY (ISPCP)

16 *out of* **62**
companies are from LAC

REGISTRARS STAKEHOLDER GROUP (RRSG)

4 *out of* **100**
member registrars are from LAC

REGISTRIES STAKEHOLDER GROUP (RYSG)

2 *out of* **83**
member registry operators are from LAC

REGIONAL PARTICIPATION : SUPPORTING ORGANIZATIONS cont'd

ICANN|GNSO

GENERIC NAMES SUPPORTING ORGANIZATION

NONCOMMERCIAL USERS CONSTITUENCY (NCUC)

15 *out of* **151**
organizational members are from LAC

40 *out of* **604**
individual members are from LAC

NOT-FOR-PROFIT OPERATIONAL CONCERNS CONSTITUENCY (NPOC)

5 *out of* **96**
Executive Committee

Regional SO leaders
Newly appointed in FY19

Bruna Martins
NCUC Chair

Jorge Villa
ASO Address Council
Vice Chair

*Ricardo Patara
ASO Address councilor

Esteban Lescano
ASO Address councilor

Alejandra Reynoso
ccNSO Council Vice Chair

Margarita Valdés
ccNSO councilor

Demi Getschko
ccNSO councilor

*Laura Margolis
ccNSO councilor

Carlos Gutiérrez
GNSO councilor

Rubens Kuhl
GNSO councilor

Osvaldo Novoa
GNSO councilor

Martin Silva Valent
GNSO councilor

Tony Harris
NCSG Executive
Committee

Juan Manuel Rojas
NPOC Membership
Committee Chair

REGIONAL PARTICIPATION : ADVISORY COMMITTEES

AT-LARGE ADVISORY COMMITTEE

ICANN AT-LARGE

3 *out of* **19**
members are from LAC

58 At-Large Structures (ALSes) located in **22** countries and territories are in Latin American and the Caribbean Regional At-Large Organization (LACRALO).

ICANN | GAC

GOVERNMENTAL ADVISORY COMMITTEE

29 *out of* **49**
countries and territories in the LAC region are GAC members

5
regional organizations are GAC observers

ICANN | SSAC

SECURITY AND STABILITY ADVISORY COMMITTEE

1 *out of* **39**
members are from LAC

Regional AC leaders
Newly appointed in FY19

Sergio Salinas Porto
LACRALO Chair

*Olga Cavalli
GAC Vice Chair

*Thiago Jardim
GAC Vice Chair

Ricardo Holmquist
ALAC member

Bartlett Morgan
ALAC member

Humberto Carrasco
ALAC member

Harold Arcos
LACRALO Secretariat

REGIONAL PARTICIPATION : OTHERS

ICANN|NOMCOM

ICANN NOMINATING COMMITTEE

2 *out of* **21**
delegates are from LAC

ALEJANDRO ACOSTA
NOMCOM DELEGATE

*TRACY HACKSHAW
NOMCOM DELEGATE

*Newly appointed in FY19

POLICY DEVELOPMENT PROCESSES (PDP)

TEMPORARY SPECIFICATION FOR GTLD REGISTRATION DATA EXPEDITED PDP

2 *out of* **26**
members are from LAC

INTERNATIONAL GOVERNMENTAL ORGANIZATION– INTERNATIONAL NON-GOVERNMENTAL ORGANIZATION (IGO-INGO) ACCESS TO CURATIVE RIGHTS PROTECTION MECHANISMS

1 *out of* **26**
members is from LAC

PROTECTION OF IGO AND INGO IDENTIFIERS IN ALL GTLDS

2 *out of* **16**
members are from LAC

NEW GTLD SUBSEQUENT PROCEDURES

16 *out of* **196**
members are from LAC

REVIEW OF ALL RIGHTS PROTECTION MECHANISMS (RPMS) IN ALL GTLDS

8 *out of* **168**
members are from LAC

NEXT-GENERATION GTLD REGISTRATION DIRECTORY SERVICES TO REPLACE WHOIS

16 *out of* **220**
members are from LAC

REGIONAL PARTICIPATION : UNIVERSAL ACCEPTANCE

//*.*/

Universal Acceptance

The primary focus for work towards a multilingual Internet in the region has been around preparation for Universal Acceptance, particularly in Brazil with the support of the Brazilian National Software Association (ABES).

Highlights:

- National Universal Acceptance study (Brazil): "Evaluation of Brazilian Websites for Universal Acceptance" presented by Paulo Milliet Roque and Mark William Datysgeld during the LAC Space session in ICANN63 held in Barcelona, Spain.

- Global Universal Acceptance study: After the Barcelona presentation, the Universal Acceptance Steering Group (UASG) invited the Brazilian National Software Association (ABES) to conduct a global scale test for the most popular 1000 websites. The experts involved in this global study are all from Brazil: Paulo Milliet Roque, Nivaldo Cleto, Mark William Datysgeld (Business Constituency), and Sávyo Vinícius de Morais (NextGen).

- ICANN org Universal Acceptance presentations at major Caribbean events to software and systems developers including CaribNOG in Barbados, LAC-i-Roadshows in Turks and Caicos Islands, and the Bahamas.

Regional UA Ambassador

Mark William Datysgeld - Brazil

names in bold = newly appointed in FY19

CAPACITY-DEVELOPMENT ACTIVITIES IN LATIN AMERICA AND CARIBBEAN

TRAINING FOR TECHNICAL COMMUNITY

To build ICANN's relationship with contracted parties in the LAC region, ICANN org hosted a training in Brazil in November 2018. As part of the regional strategy, ICANN org partnered with LACTLD to offer a new technical training initiative in ccTLD management.

Total number of workshops:

4

Number of participants:

34

TRAINING FOR NON-TECHNICAL COMMUNITY

The LAC-i-Roadshow, a feature of the Latin America and the Caribbean Strategy, provides outreach on key topics related to the critical infrastructure of the Domain Name System (DNS). In addition to the LAC-i-Roadshow, the regional team held capacity building and outreach webinars covering topics like Rights Protection Mechanisms (RPMs), future rounds of new gTLDs, the European Union's General Data Protection Regulation (GDPR), Universal Acceptance (UA) project in Brazil, and ICANN Managed Root Servers (IMRS).

Total number of workshops:

15

Number of participants:

527

TRAINING FOR LAW ENFORCEMENT AGENCIES

ICANN org's Security, Stability, and Resiliency Engagement team visited Argentina, Paraguay, Colombia, and Brazil to raise awareness about Domain Name System (DNS) abuse and other critical threats. Read this **blog** to learn more about this effort.

Total number of workshops:

4

Number of participants:

920

LOOKING AHEAD

The next fiscal year will be an important one for the Latin American and Caribbean region. The ICANN67 Public Meeting will take place in Cancun, Mexico, from 7-12 March 2020. As in previous meetings held in the region, ICANN org will promote the development of activities and sessions created and designed by organizations from and for the region. ICANN67 will also be the first ICANN Community Forum to be held in LAC, and a great opportunity for newcomers to learn and interact with each other.

LAC's regional strategic plan will be in the spotlight in 2020. The goal of ICANN's regional strategy is to enhance the participation of the Latin American and Caribbean region and support regional stakeholders in the ICANN ecosystem. A working group made up of representatives of the different communities and regional organizations active in ICANN will gather in ICANN's regional office in Montevideo to renew their commitments and align their objectives with ICANN's new strategic plan. The group will then develop new projects to launch a third version of the regional strategy for the 2020-2024 period.

ICANN org will deepen its efforts to identify and address gaps in LAC community participation. The regional team is working on the next version of a more comprehensive map of LAC community participation in ICANN's ecosystem, and will share its progress with the regional community in the next year. This is an important initiative that seeks to facilitate more participation and a clear regional voice in ICANN's processes.

The Montevideo Office will continue to coordinate more capacity-building activities and regional events, strengthening ICANN's presence in the region and achieving additional milestones with partner organizations and the vibrant regional community.

MIDDLE EAST REGIONAL REPORT

YEAR AT A GLANCE - TIMELINE

2018

5-9 August
ICANN org was a co-organizer of the sixth **Middle East and Adjoining Countries School on Internet Governance (MEAC-SIG 2018)** in Cairo, Egypt.

22 October
ICANN org hosted a **Middle East Space** in collaboration with the regional community at ICANN63 in Barcelona, Spain. The Space focused on the Applicant Support Program for the new gTLD Program.

28 November8
ICANN63 Readout Session was held in Istanbul, Turkey, to provide Turkish stakeholders with a summary of the key discussions that took place in Barcelona.

10 December
ICANN63 Middle East Readout Session was held online to provide the regional community with a summary of the key discussions that took place in Barcelona.

2019

19 February
ICANN org organized the first **GNSO Policy Development Process training for the Middle East** in Dubai, United Arab Emirates.

20-21 February
ICANN org held its regional flagship event, the sixth **Middle East DNS Forum** in Dubai, United Arab Emirates.

11 March
ICANN org hosted a **Middle East Space at ICANN64** in Kobe, Japan, in collaboration with the regional community. The space focused on Internationalized Domain Names and Universal Acceptance.

15 April
ICANN64 Middle East Readout Session was held online to provide the regional community with a summary of the key discussions that took place in Kobe.

24 April
ICANN64 Readout Session was held in Istanbul, Turkey, to provide Turkish stakeholders with a summary of the key discussions that took place in Kobe.

23 May
ICANN org conducted **a survey to assess its engagement in the Middle East during FY19**. Survey results and report can be found **here**.

REGIONAL HIGHLIGHTS

MIDDLE EAST DNS FORUM IN DUBAI, UNITED ARAB EMIRATES

For the first time, the Middle East DNS Forum (MEDNSF) was held in conjunction with another Internet-related event, the Asia Pacific Top Level Domain Association Annual General Meeting, APTLD75. The event took place in Dubai, United Arab Emirates, from 20-21 February 2019.

This stemmed from recommendations resulting from the **"Middle East DNS Forum 5-Year Assessment Survey"** distributed to the regional community in May 2018. The community suggested the Forum be organized in conjunction with similar events to add value and maximize attendance.

As customary, a survey on this specific edition of the Forum was also distributed to get participant feedback. Seventy-nine percent of the respondents rated the Forum as either excellent or very good. Survey results can be found **here**.

MIDDLE EAST COMMUNITY FEEDBACK ON REGIONAL WORK

As part of ICANN org's commitment to engagement with the stakeholders in the Middle East, a survey was conducted to assess the satisfaction levels of ICANN org's engagement efforts across the region. Initial highlights of the responses were as follows:

- 70% found regional engagement efforts to be either effective or extremely effective.

- 74% showed satisfaction or extreme satisfaction with the engagement efforts during FY19.

The activities that attracted the highest participation rate from the region included the Middle East Space at ICANN Public Meetings, the Middle East DNS Forum, webinars, capacity-development activities, and the Middle East and Adjoining Countries Strategy Working Group (MEAC-SWG).

Overall, the survey showed satisfaction with the work undertaken, the professionalism of ICANN org members, and an eagerness to continue working on regional priorities. For more on this survey, **click here**.

UNIVERSAL ACCEPTANCE EFFORTS IN THE MIDDLE EAST
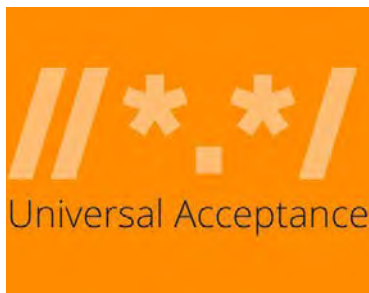
Universal Acceptance (UA) is a foundational requirement for a truly multilingual Internet, one in which users around the world can navigate entirely in their local languages. It is a very important topic in the Middle East as most of the countries and territories in the region have an Internationalized Domain Name country code top-level domain (IDN ccTLD). UA is expected to ensure better utilization of such TLDs.

Several meetings and talks were held to raise awareness on UA in the following countries across the region: In Pakistan with the Pakistan Software Export Board; in Egypt at the DNS Entrepreneurship Center (DNS-EC); in Turkey as part of the Hosting Talk event; and in Lebanon as part of the 2019 Middle East Network Operators Group and Peering Forum (MENOG19).

The UA Program Ambassador in the region, Abdelmonim Galilla, conducted many awareness sessions on IDNs, Email Address Internationalization (EAI), and UA in Egypt and across the Middle East and Africa:

- In Egypt, workshops were held in the following cities: Assuit, Cairo, Fayoum, Ismailia, Madinat, Mansoura, Menofeya, Nasr, and Tanta. These workshops attracted around 650 participants.

- Across the Middle East and Africa, workshops and talks were held in the following cities: Baghdad, Iraq; Amman, Jordan; Beirut, Lebanon; Marrakech, Morocco; Khartoum, Sudan; Kampala, Uganda; and Tashkent, Uzbekistan (for the .af registry team from Afghanistan).

REGIONAL PARTICIPATION : SUPPORTING ORGANIZATIONS

ICANN|ASO

ADDRESS SUPPORTING ORGANIZATION

2 *out of* **15**
Address councilors are from the Middle East

ICANN|ccNSO

COUNTRY CODE NAMES SUPPORTING ORGANIZATION

21 *out of* **172**
ccTLD members are from the Middle East

ICANN|GNSO

GENERIC NAMES SUPPORTING ORGANIZATION

GNSO COUNCIL

3 *out of* **23**
councilors are from the Middle East

NONCOMMERCIAL USERS CONSTITUENCY (NCUC)

9 *out of* **151**
organizational members are from the Middle East

66 *out of* **604**
individual members are from the Middle East

NOT-FOR-PROFIT OPERATIONAL CONCERNS CONSTITUENCY (NPOC)

5 *out of* **96**
members are from the Middle East

INTERNET SERVICE PROVIDERS AND CONNECTIVITY PROVIDERS CONSTITUENCY (ISPCP)

3 *out of* **62**
members are from the Middle East

INTERNET SERVICE PROVIDERS AND CONNECTIVITY PROVIDERS CONSTITUENCY (ISPCP)

4 *out of* **71**
members are from the Middle East

INTELLECTUAL PROPERTY CONSTITUENCY (IPC)

1 *out of* **55**
members are from the Middle East

Regional SO leaders

Rafik Dammak
GNSO Council Vice Chair

Syed Ismail Shah
GNSO councilor

Elsa Saade
GNSO councilor

Wafa Dahmani
ASO Address councilor

Rafik is originally Tunisian but has been residing in Japan. He contributes to both the Middle East and APAC ICANN communities.

REGIONAL PARTICIPATION : ADVISORY COMMITTEES

AT-LARGE ADVISORY COMMITTEE

ICANN AT-LARGE

2 *out of* **19**
members

11 At-Large Structures and **7** individual members across 8 countries and territories in Asian, Australasian, and Pacific Islands Regional At-Large Organization (APRALO).

11 At-Large Structures and **1** individual member across 7 countries and territories in African At-Large Organization (AFRALO).

ICANN|GAC

GOVERNMENTAL ADVISORY COMMITTEE

21 *out of* **26**
from countries and territories are members from the Middle East

2
observers are from the Middle East

ICANN|RSSAC

ROOT SERVER SYSTEM ADVISORY COMMITTEE

8 *out of* **112**
are members from the Middle East

Regional AC leaders

Manal Ismail
GAC Chair

Ali Almeshal
APRALO Vice Chair

Mohamed Elbashir
AFRALO Chair

REGIONAL PARTICIPATION : OTHERS

ICANN | NOMCOM

ICANN NOMINATING COMMITTEE

3 *out of* **21**
delegates are from the Middle East

Community Leadership

Zahid Jamil
NomCom Associate Chair

Nadira Alaraj
NomCom delegate

Aziz Hilali
NomCom delegate

POLICY DEVELOPMENT PROCESSES (PDP)

TEMPORARY SPECIFICATION FOR GTLD REGISTRATION DATA EXPEDITED PDP - PHASE 1

3

members are from the Middle East

NEW GTLD SUBSEQUENT PROCEDURES

6

members from the Middle East

TEMPORARY SPECIFICATION FOR GTLD REGISTRATION DATA EXPEDITED PDP - PHASE 2

4

members are from the Middle East

REVIEW OF ALL RIGHTS PROTECTION MECHANISMS IN ALL GTLD'S

6

members are from the Middle East

INTERNATIONAL GOVERNMENTAL ORGANIZATION–INTERNATIONAL NON-GOVERNMENTAL ORGANIZATION (IGO-INGO) ACCESS TO CURATIVE RIGHTS PROTECTION MECHANISMS IN ALL GTLDS

1

member is from the Middle East

CROSS-COMMUNITY WORKING GROUPS

NEW GTLD AUCTION PROCEEDS

1 *out of* **25**
members is from the Middle East

REGIONAL PARTICIPATION : REVIEWS

REVIEWS

SPECIFIC REVIEWS
SECOND SECURITY, STABILITY, AND RESILIENCY OF THE DNS REVIEW (SSR2)

1 *out of* **15**
members is from the Middle East

ORGANIZATIONAL REVIEWS
CCNSO ORGANIZATIONAL REVIEW

1 *out of* **10**
members of the ccNSO Review Working Party is from the Middle East

REGIONAL LEADERS

RAFIK DAMMAK
EPDP PHASE 1 VICE CHAIR
Rafik is originally Tunisian but has been residing in Japan. He contributes to both the Middle East and APAC ICANN communities.

REGIONAL PARTICIPATION: UNIVERSAL ACCEPTANCE AND INTERNATIONALIZED DOMAIN NAMES

Universal Acceptance
The efforts to raise awareness on Universal Acceptance and Internationalized Domain Names across the Middle East were among the key activities in FY19.

Regional UA Ambassador
Abdalmonem Galila - Egypt

Regional IDN Leader
Ahmed Bakhat Masood – Chair of the TF-AIDN

Internationalized Domain Names
The work on the Arabic Script, carried out by Task Force on Arabic Script Internationalized Domain Names (TF-AIDN) was completed and the Arabic script was integrated into the root zone in March 2016. Arabic script was released in the first Root Zone Label Generation Rules (LGR-1). Read here for more information.

Forming	Working	Finalizing	Integrated
			Arabic

CAPACITY-DEVELOPMENT ACTIVITIES IN THE MIDDLE EAST

TRAINING FOR TECHNICAL COMMUNITY

As part of ICANN's mission to ensure the stable and secure operation of the Internet's unique identifier systems, ICANN org provided workshops on DNS Operations, DNSSEC, and DNS Abuse.

Total number of workshops:

6

Number of participants:

87

TRAINING FOR NON-TECHNICAL COMMUNITY

ICANN org also regularly helps to build capacity for non-technical community such as accredited registrars and registry operators, and reaches out to the larger community to help stakeholders better understand ICANN policies and processes.

Total number of workshops:

13

Number of participants:

416

TRAINING FOR LAW ENFORCEMENT AGENCIES

In the region, ICANN org helps support law enforcement with workshops on DNS security.

Total number of workshops:

4

Number of participants:

39

LOOKING AHEAD

In FY20, the ICANN org team in the Middle East will build on the progress regarding community participation in ICANN and capacity development. The commitment to enhancing the engagement efforts, while seeking feedback from the regional community and reviewing the regional activities accordingly, will also be continued. In particular, the regional team will be working with the community to take the feedback and suggestions received in the FY19 community survey into consideration when planning the next steps.

The current regional engagement strategy is in its last year, thus still in progress, and the regional goals remain focused on fulfilling the regional strategic objectives, with increased efforts to:

- Diversify engagement and outreach to new communities and stakeholders particularly from countries and territories that are less engaged in ICANN.

- Develop more DNS and DNS security technical capacity building.

- Raise awareness about Universal Acceptance and encourage more participation from the community in the UA-related work.

A new community working group will be put together to develop the regional engagement strategy beyond FY20. The consensus among community members has been to align the regional strategy with ICANN's Strategic Plan for FY 2021-2025. This is one of the top priorities in the upcoming period, and the commitment to support the community throughout this process and working closely with them on the implementation of the new strategy will underline the upcoming period.

TRANSPARENCY REPORT

TRANSPARENCY REPORT

Transparency is a fundamental aspect to the success of the multistakeholder decision-making model. Transparency of processes, interests, and access to information is essential for stakeholders to collaborate and achieve consensus effectively in policy-making activities.

Principles of transparency are embedded throughout the ICANN ecosystem and the ICANN Board, community, and ICANN org work continuously to improve transparency and accountability efforts. As part of this focus, the second Accountability and Transparency Review Team (ATRT2) issued **Recommendation 9.4** on the development of transparency metrics and reporting in the Annual Report.

The activities in support of this recommendation are covered below.

TRANSPARENCY METRICS

ICANN org regularly updates its transparency metrics in Section 5.2 of the **Accountability Indicators**. The charts in Section 5.2 describe and track the key areas of transparency work in ICANN's operations. As outlined in Recommendation 9.4, metrics include:

REQUESTS OF THE DOCUMENTARY INFORMATION DISCLOSURE POLICY (DIDP) PROCESS AND THE DISPOSITION OF REQUESTS

The "Document Information Disclosure Policy" chart shows the number of requests received/completed, and the number completed within the required response time.

All DIDP Requests and Responses are listed and updated **online**.

PERCENTAGE OF REDACTED-TO-UNREDACTED BOARD BRIEFING MATERIALS RELEASED TO THE GENERAL PUBLIC

The "Board Decision-Making Materials Published/Redacted" chart outlines the percentage of documents redacted compared to documents published. The reporting includes grounds for redactions and nondisclosure, the percentage of redacted or not disclosed pages, and an evaluation of continuing need for redactions or nondisclosure.

NUMBER AND NATURE OF ISSUES THAT THE BOARD DETERMINED SHOULD BE TREATED CONFIDENTIALLY

In FY19, the ICANN Board approved the redaction of information from resolutions or minutes on 11 occasions.

The grounds for determining that something should be withheld as confidential are set forth in Section 3.5(b) of the ICANN Bylaws.

OTHER ICANN USAGE OF REDACTION AND OTHER METHODS TO NOT DISCLOSE INFORMATION TO THE COMMUNITY AND STATISTICS ON REASONS GIVEN FOR USAGE OF SUCH METHODS

For FY19, there are no additional items to report aside from those covered above. However, in accordance with the Bylaws, a Confidential Disclosure Framework was put into place guiding heightened access to review teams for their work. Nothing has been redacted or disclosed to date through operation of that framework.

EMPLOYEE "ANONYMOUS HOTLINE" AND/OR OTHER WHISTLEBLOWING ACTIVITY, INCLUDING: i) REPORTS SUBMITTED; ii) REPORTS VERIFIED AS CONTAINING ISSUES REQUIRING ACTION; AND iii) REPORTS THAT RESULTED IN CHANGE TO ICANN PRACTICES

Every year, all ICANN org staff members receive a copy of the Anonymous Hotline Policy and Procedures and acknowledge their understanding of how to use this resource.

No reports have been received through the Anonymous Employee Hotline during FY19.

ICANN org is currently updating and modifying the Anonymous Hotline Policy and Procedures to address the remaining recommendations received after an independent review of ICANN's Policy. The relaunch of the Policy during FY20 will fulfill the implementation of the review's recommendations and is in line with the recommendations arising out of the Cross-Community Working Group on Enhancing ICANN Accountability's Work Stream 2.

CONTINUED RELEVANCE AND USEFULNESS OF EXISTING TRANSPARENCY METRICS, INCLUDING CONSIDERATIONS ON WHETHER ACTIVITIES ARE BEING GEARED TOWARD THE METRICS (I.E. "TEACHING TO THE TEST") WITHOUT CONTRIBUTING TOWARD THE GOAL OF GENUINE TRANSPARENCY

ICANN org continues to evaluate the utility of metrics on an ongoing basis. Since the launch of the Accountability Indicators, metrics integrated include:

- The number of completed Specific Reviews recommendations.

- The number of Board decision-making materials published and redacted, and the number of Board decision-making materials posted by the deadline.

- Data describing the number of days it takes to publish the Annual Audited Financial Statement within the deadline as required by ICANN Bylaws.

- Number of comments received and responded to during the Annual Operating Plan and Budget process.

- Number of "In-Scope" and "Out-of-Scope" Complaints received by the Complaints Office.

RECOMMENDATIONS FOR NEW METRICS

ICANN org is developing new metrics to enhance transparency provided on the work of the Board, ICANN org, and the community.

ICANN org is updating the Annual Operating Plan and Budget chart to focus on the breadth of input from the community by measuring participation in the process against the structure **published online** rather than the sheer volume of comments received.

For a full description and visualization of data for each of these new metrics, explore the **Accountability Indicators**.

DEFAULT STANDARDS OF TRANSPARENCY ACROSS ORG AND COMMUNITY

Recognizing that transparency is a broad and evolving subject, it features as a continued topic of discussion and work amongst the ICANN Board, ICANN org, and the community.

The Cross-Community Working Group on Enhancing ICANN Accountability (CCWG-Accountability) Work Stream 2 (WS2) addressed this topic in a number of areas, including recommending best practices for SO/AC accountability, DIDP modifications, transparency enhancements for Board deliberations, and for reporting on ICANN org's interactions with governments. The recommendations are expected to result in continued improvements to ICANN's transparency practices. The ICANN Board will be considering recommendations from this work in FY20.

The third Accountability and Transparency review (ATRT3) launched in FY19. The review will assess 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.

ICANN org publishes extensive information to inform the community including: open and transparent details on the work of review teams and review working parties; Fact Sheets to share the progress of Specific Reviews (ATRT3, CCT, RDS-WHOIS2, and SSR2); an **Annual Reviews Implementation Report** as part of this Annual Report; archives of review team mailing lists, plenary and leadership call recordings and transcripts, and periodic Executive Team reports to summarize each function's highlights, milestones, and recent activities.

The ICANN Board, community, and the ICANN org create and publish a large volume of information. In FY19, the ICANN org continued to focus on enhancing the transparency of our information by making it easier for stakeholders to find content through its work on the Information Transparency Initiative.

THE ANNUAL REVIEWS IMPLEMENTATION REPORT

ANNUAL REVIEWS IMPLEMENTATION REPORT

If you have comments about this report, please send your feedback to: **reviews@icann.org**.

SPECIFIC REVIEWS AT ICANN

Specific Reviews originated under the **Affirmation of Commitments** in 2009 and are now mandated in Section 4.6 of the ICANN Bylaws. They are conducted by community-led review teams which assess ICANN's performance in fulfilling its commitments.

Specific Reviews form an important part of ICANN's accountability measures and are critical to maintaining a healthy multistakeholder model. Reviews support continuous improvement and are a tool for the ICANN community to hold the ICANN Board and ICANN org accountable to key commitments.

Section 4.5 of the ICANN Bylaws states that:

"ICANN will produce an annual report on the state of the accountability and transparency reviews, which will discuss the status of the implementation of all review processes required by **Section 4.6** and the status of ICANN's implementation of the recommendations set forth in the final reports issued by the review teams to the Board following the conclusion of such review ("Annual Review Implementation Report"). The Annual Review Implementation Report will be posted on the Website for public review and comment. Each Annual Review Implementation Report will be considered by the Board and serve as an input to the continuing process of implementing the recommendations from the review teams set forth in the final reports of such review teams required in Section 4.6."

In line with Section 4.5 of the ICANN Bylaws, this first Annual Review Implementation Report charts the progress of Specific Reviews and the progress of implementing the resulting recommendations.

The four Specific Reviews are:

- **Accountability and Transparency (ATRT)**

- **Competition, Consumer Trust, and Consumer Choice (CCT)**

- **Registration Directory Service (RDS)**

- **Security, Stability, and Resiliency (SSR)**

As of 30 June 2019, the Competition, Consumer Trust, and Consumer Choice review is the only Specific Review to have issued recommendations since the Specific Reviews were integrated into the Bylaws and the reporting requirement went into effect on 1 October 2016.

Specific Reviews follow a documented process. The **flowchart** and **handbook** for Specific Reviews are available on the icann.org website and are updated periodically.

Discussions are underway in consultation with the ICANN community to develop a sustainable schedule and streamline future reviews, and to address budgeting and prioritization of recommendations.

ICANN BOARD OVERSIGHT OF SPECIFIC REVIEWS

The ICANN Board's Organizational Effectiveness Committee (OEC) is responsible for "the review and oversight of all Specific Reviews mandated by Section 4.6 of ICANN Bylaws or any replacement or revisions to that section of the Bylaws."

The OEC's responsibilities include "the review and oversight of policies, processes, and procedures relating to … Specific Reviews".[1] The OEC oversees the implementation of review recommendations resulting from the Specific Reviews and regularly reports to the full Board on the progress of Specific Reviews and the implementation status of the recommendations.

In line with best practice experience from the work related to the IANA Stewardship Transition process, the Board is using Caucus Groups as a mechanism to provide input to Specific Review Teams on the scope of work, feasibility of recommendations, and other key matters. Caucus Groups are small groups of Board members with expertise and interest in the particular review-related topics. The goal is to create an interactive environment where the Board can engage with the Review Teams to offer input and observations for Review Teams' consideration on a timely basis.

OPERATING STANDARDS

ICANN org developed Operating Standards to provide guidance on conducting Specific Reviews and to address required items detailed in **Section 4.6(a)(i) of the Bylaws** related to: candidate nomination; review team selection; review team size; conflict of interest policies; decision-making procedures; solicitation of independent experts; and review team access to confidential documentation subject to the Confidential Disclosure Framework.

The Operating Standards also incorporated best practices from recent and ongoing Specific Reviews that were launched or conducted under the new Bylaws, including best practices, process improvements, and **public comments** on **Long-Term Options to Adjust the Timeline for Specific Reviews**.

In consultation with the ICANN community, the process to develop the Operating Standards began shortly after the adoption of the updated Bylaws in 2016. Updates were presented to the ICANN community in **webinars** and public sessions during **ICANN57**, **ICANN58**, **ICANN60**, **ICANN63**, and **ICANN64**. **Draft Operating Standards** were posted for **Public Comment** in October 2017 and an **updated draft** for was posted for **Public Comment** in December 2018.

The Board **adopted** the Operating Standards at ICANN64. The adopted Operating Standards inform the work of current (to the extent applicable) and future Specific Reviews teams.

[1] See the Organizational Effectiveness Committee Charter as approved by the ICANN Board of Directors on 14 March 2019: **https://www.icann.org/resources/pages/charter-oec-2019-04-05-en**

FACT SHEETS

In line with ICANN's transparency and accountability commitments, Specific Review Fact Sheets are posted publicly on the Review Team's wiki pages and updated on a quarterly basis. These provide the ICANN community with high-level information and are aimed at enhancing general understanding of progress and resources. Fact Sheets are produced and updated by ICANN org in collaboration with Review Team leadership.

Fact Sheets track accomplishment of milestones, participation of Review Team members, financial resources used compared to allocated budget, and supporting resources provided by the ICANN org.

ACCOUNTABILITY AND TRANSPARENCY (ATRT) REVIEW

ATRT BACKGROUND

Section 4.6(b) of the **Bylaws** states that:

i. The Board shall cause a periodic review of 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 ("Accountability and Transparency Review").

ii. The issues that the review team for the Accountability and Transparency Review (the "**Accountability and Transparency Review Team**") may assess include, but are not limited to, the following:

A. assessing and improving Board governance which shall include an ongoing evaluation of Board performance, the Board selection process, the extent to which the Board's composition and allocation structure meets ICANN's present and future needs, and the appeal mechanisms for Board decisions contained in these Bylaws;

B. assessing the role and effectiveness of the GAC's interaction with the Board and with the broader ICANN community, and making recommendations for improvement to ensure effective consideration by ICANN of GAC input on the public policy aspects of the technical coordination of the DNS;

C. assessing and improving the processes by which ICANN receives public input (including adequate explanation of decisions taken and the rationale thereof);

D. assessing the extent to which ICANN's decisions are supported and accepted by the Internet community;

E. assessing the policy development process to facilitate enhanced cross-community deliberations, and effective and timely policy development; and

F. assessing and improving the Independent Review Process.

iii. The Accountability and Transparency Review Team shall also assess the extent to which prior Accountability and Transparency Review recommendations have been implemented and the extent to which implementation of such recommendations has resulted in the intended effect.

iv. The Accountability and Transparency Review Team may recommend to the Board the termination or amendment of other periodic reviews required by this Section 4.6, and may recommend to the Board the creation of additional periodic reviews.

v. The Accountability and Transparency Review Team should issue its final report within one year of convening its first meeting.

vi. The Accountability and Transparency Review shall be conducted no less frequently than every five years measured from the date the previous Accountability and Transparency Review Team was convened."

Below graphs represent the third Accountability and Transparency Review (ATRT3) applicants and selected Review Team members by gender, region, and Supporting Organization and Advisory Committee (SO/AC) representation.

ATRT3 Review

GENDER OF APPLICANTS
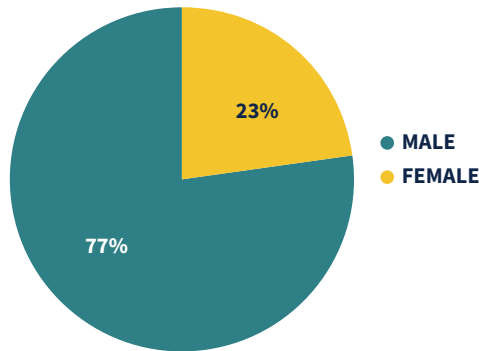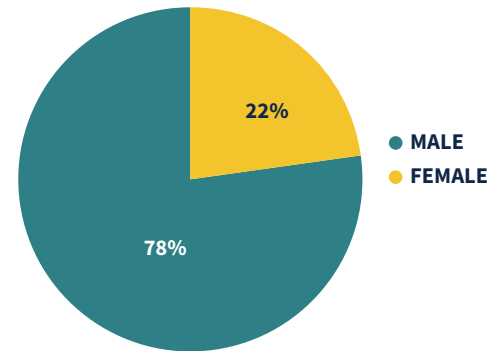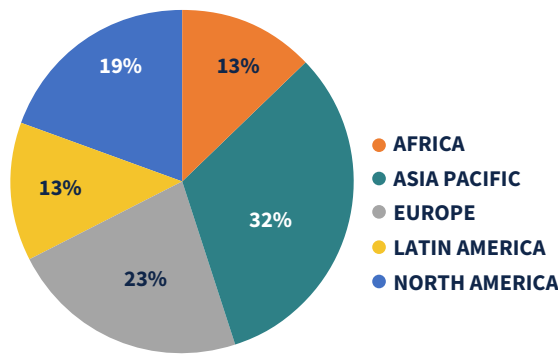
- 23% FEMALE
- 77% MALE

● MALE
● FEMALE

GENDER OF REVIEW TEAM

- 22% FEMALE
- 78% MALE

● MALE
● FEMALE

APPLICANTS BY REGION

- 13% AFRICA
- 32% ASIA PACIFIC
- 23% EUROPE
- 13% LATIN AMERICA
- 19% NORTH AMERICA

● AFRICA
● ASIA PACIFIC
● EUROPE
● LATIN AMERICA
● NORTH AMERICA

REVIEW TEAM BY REGION

- 11% AFRICA
- 22% ASIA PACIFIC
- 28% EUROPE
- 17% LATIN AMERICA
- 22% NORTH AMERICA

● AFRICA
● ASIA PACIFIC
● EUROPE
● LATIN AMERICA
● NORTH AMERICA

SO/AC REPRESENTATION OF APPLICANTS

- 29% AT-LARGE
- 3% ccNSO
- 6% GAC
- 39% GNSO
- 3% RSSAC
- 16% SSAC
- 3% OTHER

● AT-LARGE
● ccNSO
● GAC
● GNSO
● RSSAC
● SSAC
● OTHER

SO/AC REPRESENTATION OF REVIEW TEAM

- 22% AT-LARGE
- 6% ccNSO
- 6% GAC
- 39% GNSO
- 6% RSSAC
- 17% SSAC
- 6% BOARD

● AT-LARGE
● ccNSO
● GAC
● GNSO
● RSSAC
● SSAC
● BOARD
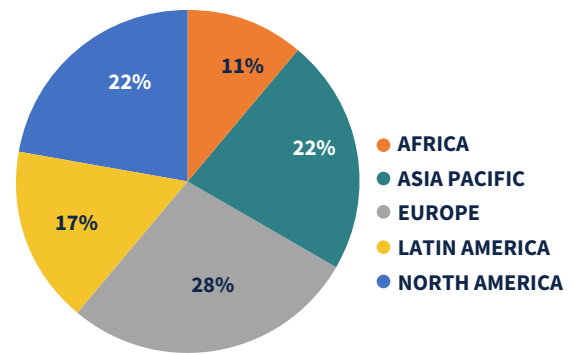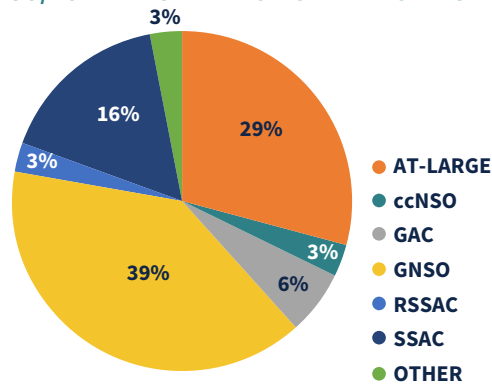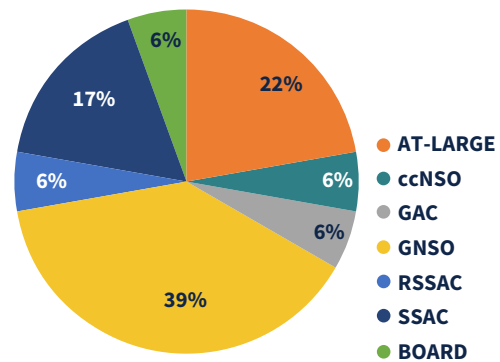
READ MORE:

❯ ATRT Review Home Page.   ❯ ATRT3 Review Wiki Page.   ❯ ATRT3 Review Fact Sheet.

STATUS OF ATRT3

ATRT3 was initiated on schedule with the **call for volunteers** published in January 2017. The Review received 26 **applications** and SO/AC Chairs made the final selection of the Review Team. This selection followed the outcome of public comments on **Short-term Options to Adjust the Timeline of Reviews**.

The ATRT3 Terms of Reference and Work Plan were approved by consensus of the Review Team and **submitted** to the ICANN Board in June 2019. The Review Team held a face-to-face meeting and various engagement sessions with SO/ACs and constituencies at ICANN65 in Marrakech to advance research and findings. The Review Team intends to submit its draft report for Public Comment after ICANN66.

❱ REVIEW the ATRT3 Wiki page.

Tracking of ATRT3 Review Team's Progress: Fiscal Year 2019 via Fact Sheet

The chart below illustrates that the Review Team completed 34 percent of its total milestones by June 2019. Participation by the Review Team members in team meetings averaged 78 percent. The Review Team spent and committed to spend approximately $150,000 through June 2019. This represents 27 percent of its allocated budget of $550,000.

ATRT3 Review Fact Sheet KPIs
APRIL 2019 - JUNE 2019
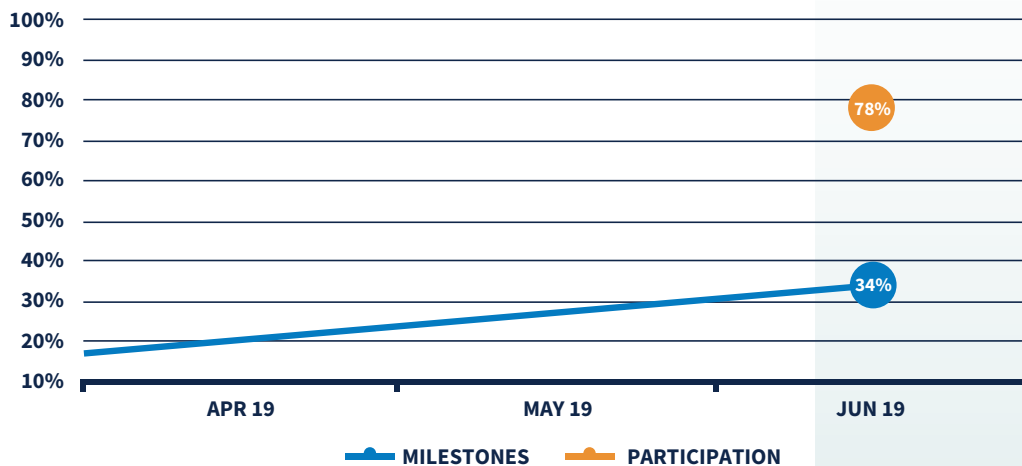
Review Team members spent more than 900 hours in plenary, leadership, and subgroups calls through June 2019. Similarly, the number of hours spent on these calls by the project managers and subject matter experts within the ICANN org was more than 200 hours.

COMPETITION, CONSUMER TRUST AND CONSUMER CHOICE (CCT) REVIEW

CCT BACKGROUND

The ICANN **Bylaws** Section 4.6(d) outlines the following as the scope of the CCT Review:

> **i.** "ICANN will ensure that it will adequately address issues of competition, consumer protection, security, stability and resiliency, malicious abuse issues, sovereignty concerns, and rights protection prior to, or concurrent with, authorizing an increase in the number of new top-level domains in the root zone of the DNS pursuant to an application process initiated on or after the date of these Bylaws ("**New gTLD Round**")."

However, the CCT Review referenced in this report was initiated under the Affirmation of Commitments, as it relates to a review of the first round of the New gTLD Program. The scope of this first CCT Review requires that the review shall examine the extent to which the expansion of gTLDs has promoted competition, consumer trust, and consumer choice. The review also assesses the effectiveness of the New gTLD Round's application and evaluation process, as well as the safeguards put in place to mitigate issues arising from the New gTLD Round. As the Final Report was released after the Specific Reviews were incorporated into the Bylaws, the ICANN Board and org have been following the Bylaws' obligations in consideration of and reporting on the recommendations made by the CCT Review Team.

The CCT Review Team was announced in December 2015 and was originally comprised of 17 community representatives and volunteer subject matter experts under the Affirmation of Commitments (AoC) Section 9.3.

Below graphs outline the applicants and selected Review Team members by gender, region, and SO/AC representation.

CCT Review

GENDER OF APPLICANTS
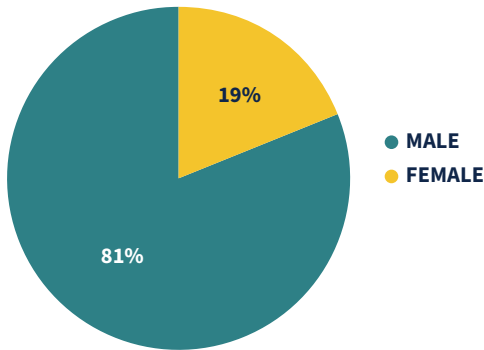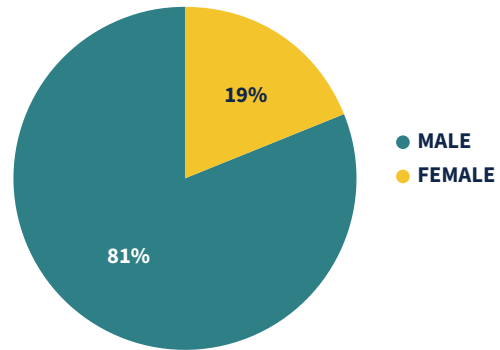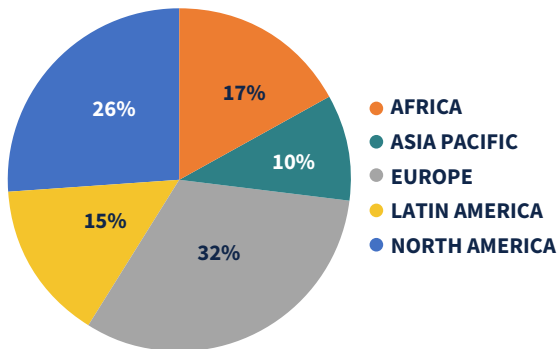
19%
81%

- MALE
- FEMALE

GENDER OF REVIEW TEAM

19%
81%

- MALE
- FEMALE

APPLICANTS BY REGION

17%
10%
32%
15%
26%

- AFRICA
- ASIA PACIFIC
- EUROPE
- LATIN AMERICA
- NORTH AMERICA

REVIEW TEAM BY REGION

19%
6%
25%
19%
31%

- AFRICA
- ASIA PACIFIC
- EUROPE
- LATIN AMERICA
- NORTH AMERICA

SO/AC REPRESENTATION OF APPLICANTS

3%
8%
4%
3%
38%
25%
19%

- AT-LARGE
- ccNSO
- GAC
- GNSO
- IND EXPERT
- N/A
- MULTIPLE

SO/AC REPRESENTATION OF REVIEW TEAM

13%
6%
13%
38%
31%

- AT-LARGE
- ccNSO
- GAC
- GNSO
- IND EXPERT
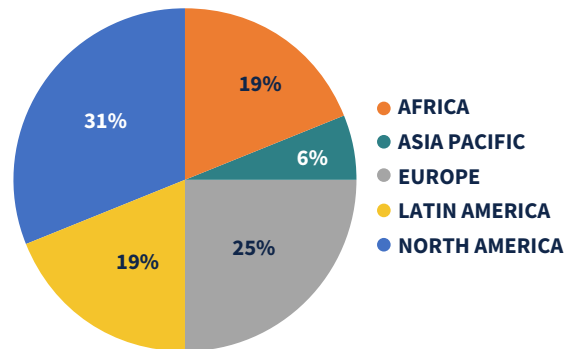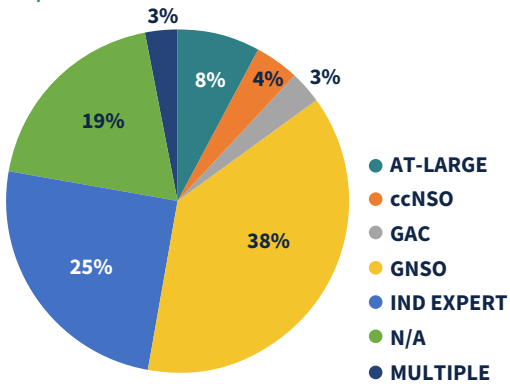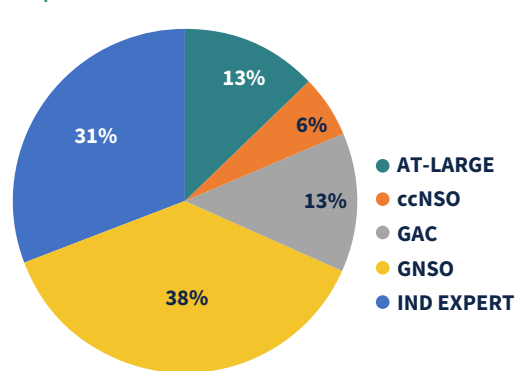
READ MORE:

- CCT Review Home Page.   - CCT Review Wiki Page.   - CCT Review Fact Sheet.

STATUS OF CCT REVIEW

The CCT Review Final Report was issued in September 2018, following almost three years of work. The broad-reaching report contained 35 recommendations covering topics including: requests for additional data collection; policy issues for reference to the policy development processes; and suggested enhancements relating to reporting and data collection within ICANN org's Contractual Compliance function.

The Review Team held 67 plenary calls (3 in FY19), 75 subteam calls (0 in FY19), and 8 face-to-face meetings (0 in FY19) as well as 1 penholders meeting in July 2018. The status of the review including duration, milestones, and professional services and travel expenses were posted on a quarterly basis on the Review Team's **Wiki page**.

The CCT Review Team strengthened recommendations in line with the SMART objectives approach before publishing the **Final Report**. This approach focuses on setting goals that are Specific, Measurable, Achievable, Relevant, and Time-Bound. The Review Team received **input** from the ICANN Board as well as comments received during the **Public Comment** periods, some of which were considered and included in the Final Report.

❯ **READ the CCT Review Final Report.**

TRACKING CCT REVIEW TEAM'S PROGRESS: FISCAL YEAR 2019 VIA FACT SHEET
Upon conclusion of the review, overall participation by the CCT Review Team members was 64 percent.

CCT Review Fact Sheet KPIs
JULY 2017 - SEPTEMBER 2018
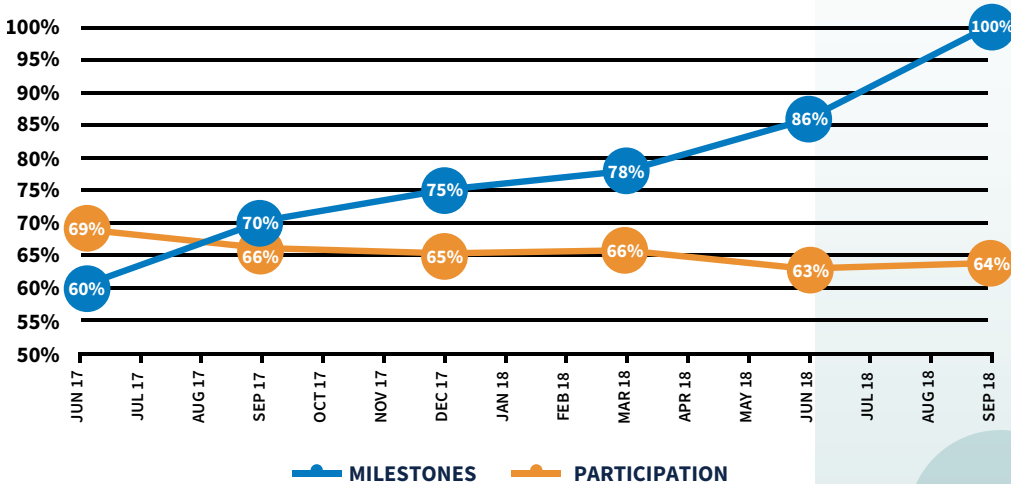
Review Team members spent more than 3,400 hours (approximately 60 in FY19) in plenary, leadership, and subgroup calls through June 2019. The number of hours spent on these calls by the project managers and subject matter experts within the ICANN organization was approximately 1,800 hours (approximately 30 in FY19) through the end of the fiscal year.

STATUS OF IMPLEMENTATION OF THE RECOMMENDATIONS

Following the **submission** of the CCT Final Report to the ICANN Board in September 2018, the Board took action on the Final Recommendations on 1 March 2019. In its **resolution**, the Board accepted six recommendations for which the Board directed "the ICANN President and CEO, or his designee(s), to develop and submit to the Board a plan for the implementation of the accepted recommendations. This plan should be completed and provided to the community for consideration no later than six months after this Board action. The ICANN President and CEO, or his designee(s), is directed to report back to the Board on the plan and any community input no later than nine (9) months after this Board action."

Additionally, the Board placed 17 recommendations into pending status on which it commits to take further action subsequent to the completion of intermediate steps as identified in the scorecard titled "Final CCT Recommendations: Board Action (1 March 2019)". The Board directs the ICANN org to provide to the Board relevant information, as requested in the scorecard titled "Final CCT Recommendations: Board Action (1 March 2019)", and advise if additional time is needed within six months from this Board action. The Board passed through 14 recommendations (in whole or in part) to the identified parts of the ICANN community for consideration and ICANN org notified the relevant community groups.

In September 2019, ICANN org posted a plan for implementation of accepted recommendations for **Public Comment** in accordance with the Board's March 2019 resolution. ICANN org will provide an update on the progress toward addressing the additional information the Board has requested on the pending recommendations.

⊙ **READ about recent implementation developments.**

REGISTRATION DIRECTORY SERVICE (RDS) REVIEW

RDS BACKGROUND
According to Section 4.6(e) of the **Bylaws**:

i. "Subject to applicable laws, ICANN shall use commercially reasonable efforts to enforce its policies relating to registration directory services and shall work with Supporting Organizations and Advisory Committees to explore structural changes to improve accuracy and access to generic top-level domain registration data, as well as consider safeguards for protecting such data.

ii. 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").

iii. The Directory Service Review Team shall assess the extent to which prior Directory Service Review recommendations have been implemented and the extent to which implementation of such recommendations has resulted in the intended effect."
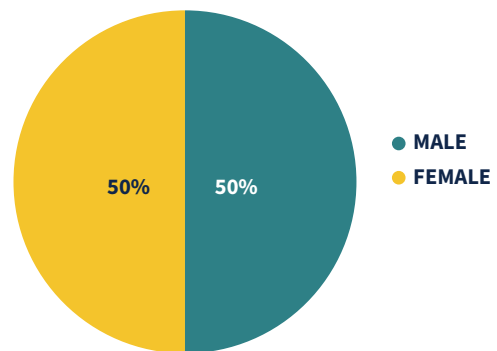
The RDS Review was initiated with a **call for volunteers** in October 2016. After the call for volunteers was extended three times, the Review received 38 **applications**. The SO/AC Chairs made the final **selection** of the Review Team in June 2017. Below graphs represent the applicants and selected Review Team members by gender, region, and SO/AC representation.
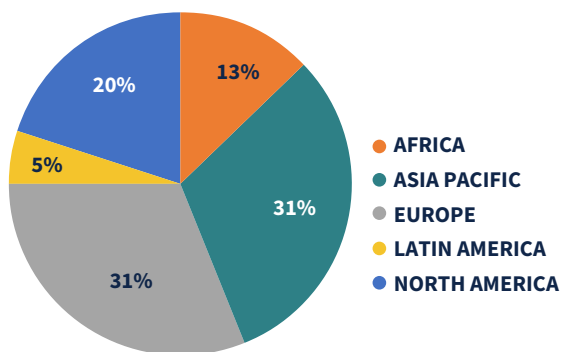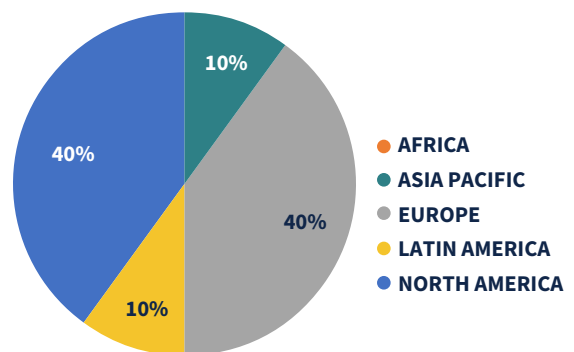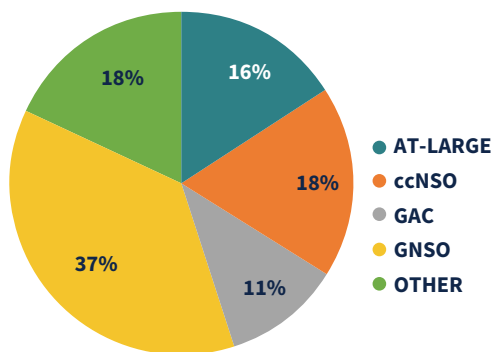
RDS Review

GENDER OF APPLICANTS
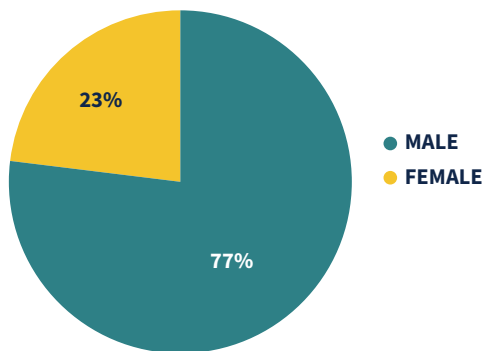
- MALE
- FEMALE

23%
77%

GENDER OF REVIEW TEAM

- MALE
- FEMALE

50%
50%

APPLICANTS BY REGION

- AFRICA
- ASIA PACIFIC
- EUROPE
- LATIN AMERICA
- NORTH AMERICA

13%
20%
5%
31%
31%

REVIEW TEAM BY REGION

- AFRICA
- ASIA PACIFIC
- EUROPE
- LATIN AMERICA
- NORTH AMERICA

10%
40%
40%
10%

SO/AC REPRESENTATION OF APPLICANTS

- AT-LARGE
- ccNSO
- GAC
- GNSO
- OTHER

16%
18%
11%
37%
18%

SO/AC REPRESENTATION OF REVIEW TEAM

- AT-LARGE
- GAC
- GNSO
- BOARD

9%
27%
27%
36%
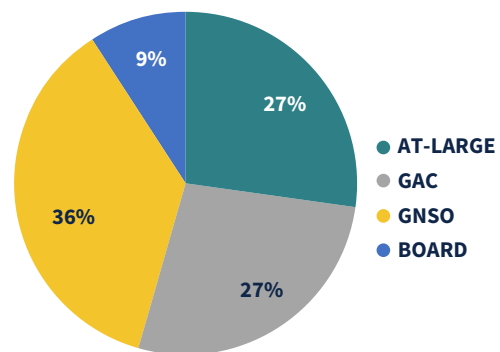
READ MORE:

⊳ **RDS Review Home Page.**   ⊳ **RDS Review Wiki Page.**   ⊳ **RDS Review Fact Sheet.**

STATUS OF RDS REVIEW

The RDS Review Team began work in June 2017 and has held a total of 45 **plenary** calls (15 in FY19), 51 **leadership** calls (19 in FY19), 22 subgroup calls (2 in FY19), and 4 face-to-face meetings (2 in FY19). In April 2018, the Review Team held a **face-to-face meeting** to advance its work, finalize findings, and adopt draft recommendations produced by subgroups. The Review Team held its last face-to-face meeting in Brussels in **July 2018** and made significant progress towards publication of the Final Report after incorporating comments received during the Public Comment proceedings. The Review Team issued its Final Report in September 2019.

❯ **READ the Final Report.**

TRACKING OF RDS REVIEW TEAM'S PROGRESS: FISCAL YEAR 2019 VIA FACT SHEET

The Review Team completed 98 percent of its milestones as of June 2019. Participation by the Review Team members in team meetings ranged from 82 percent at the start of the review to 71 percent by June 2019. The Review Team spent approximately $230,000, 42 percent of its allocated budget of $550,000.

RDS Review Fact Sheet KPIs

JULY 2017 - JUNE 2019
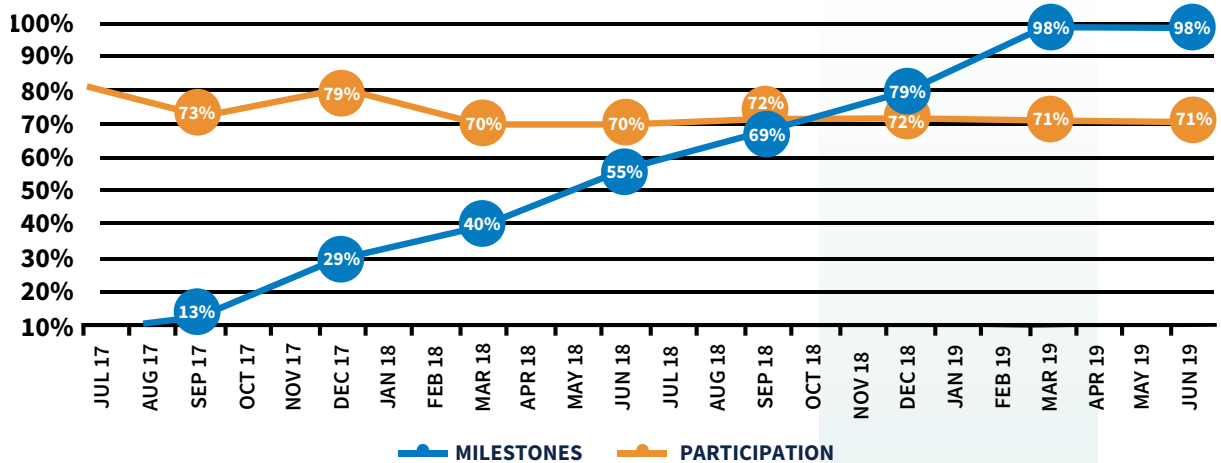
Review Team members spent approximately 1,150 hours (468 in FY19) in plenary, leadership, and subgroups calls through June 2019. The number of hours spent on these calls by the project managers and subject matter experts within the ICANN org was approximately 785 hours.

STATUS OF IMPLEMENTATION OF THE RECOMMENDATIONS

In FY19, the RDS worked on its draft Final Report which had two main areas of assessment: the first was the extent to which prior Directory Service Review recommendations have been implemented and resulted in the intended effect; the second was effectiveness of the then current gTLD registry directory service and whether its implementation meets the legitimate needs of law enforcement, promotes consumer trust, and safeguards registrant data.

As a result of the analysis of the past WHOIS1 Review Team recommendations, as well as this review team's new findings and recommendations, the RDS-WHOIS2 Review Team made 22 new recommendations. The Final Report was released the following fiscal year, in September 2019, and implementation information will be covered in the FY20 ICANN Annual Report.

> **VISIT the RDS Wiki page.**

SECURITY, STABILITY, AND RESILIENCY OF THE DNS (SSR) REVIEW

BACKGROUND

Section 4.6(c) of the **Bylaws** sets out the scope and parameters of the SSR Review:

i. "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**").

ii. The issues that the review team for the SSR Review ("**SSR Review Team**") may assess are the following:

A. security, operational stability and resiliency matters, both physical and network, relating to the coordination of the Internet's system of unique identifiers.

B. conformance with appropriate security contingency planning framework for the Internet's system of unique identifiers.

C. maintaining clear and globally interoperable security processes for those portions of the Internet's system of unique identifiers that ICANN coordinates.

iii. The SSR Review Team shall also assess the extent to which ICANN has successfully implemented its security efforts, the effectiveness of the security efforts to deal with actual and potential challenges and threats to the security and stability of the DNS, and the extent to which the security efforts are sufficiently robust to meet future challenges and threats to the security, stability and resiliency of the DNS, consistent with ICANN's Mission.

iv. The SSR Review Team shall also assess the extent to which prior SSR Review recommendations have been implemented and the extent to which implementation of such recommendations has resulted in the intended effect.

v. The SSR Review shall be conducted no less frequently than every five years, measured from the date the previous SSR Review Team was convened."

The SSR2 Review was initiated with a call for volunteers in June 2016 and the Review Team was announced in February 2017. The below graphs represent the applicants and selected Review Team members by gender, region, and SO/AC representation.
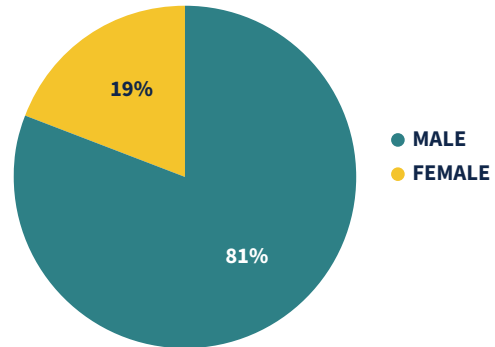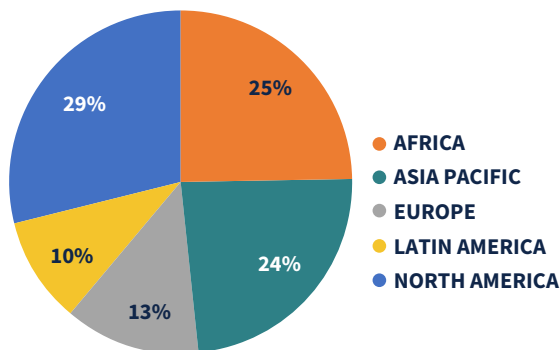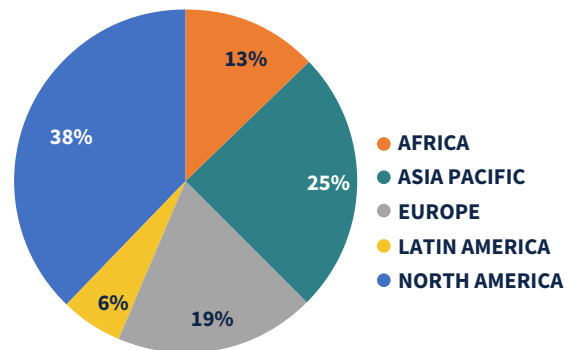
SSR2 Review
GENDER OF APPLICANTS

- MALE 83%
- FEMALE 17%
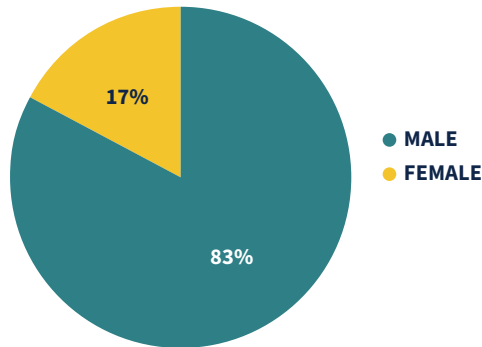
SSR2 Review
GENDER OF REVIEW TEAM

- MALE 81%
- FEMALE 19%

APPLICANTS BY REGION

- AFRICA 25%
- ASIA PACIFIC 24%
- EUROPE 13%
- LATIN AMERICA 10%
- NORTH AMERICA 29%

REVIEW TEAM BY REGION

- AFRICA 13%
- ASIA PACIFIC 25%
- EUROPE 19%
- LATIN AMERICA 6%
- NORTH AMERICA 38%

SO/AC REPRESENTATION OF APPLICANTS

- AT-LARGE 21%
- ASO 5%
- ccNSO 13%
- GAC 10%
- GNSO 22%
- SSAC 3%
- IND EXPERT 16%
- OTHER 11%

SO/AC REPRESENTATION OF REVIEW TEAM

- AT-LARGE 19%
- ccNSO 19%
- GAC 19%
- GNSO 25%
- SSAC 6%
- IND EXPERT 13%
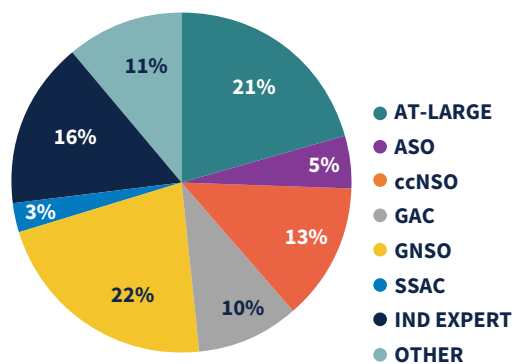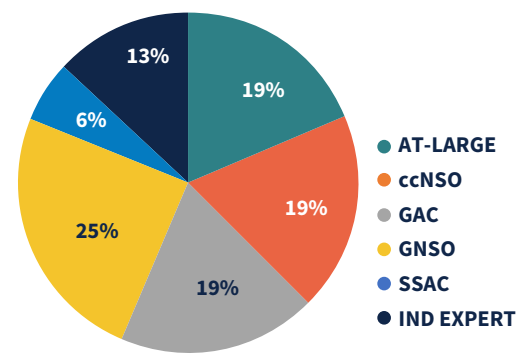
READ MORE:

- ❯ **SSR Review Home Page.**
- ❯ **SSR2 Review Wiki Page.**
- ❯ **SSR2 Review Fact Sheet.**

STATUS OF SSR2 REVIEW

Through June 2019, the SSR2 Review Team held 57 plenary calls (35 in FY19), 52 leadership calls (36 in FY19), 10 subgroup calls, and 10 face-to-face meetings through ICANN65 (6 meetings during FY19). FY19 included a three-day facilitated **meeting** in August 2018, attendance at **ICANN63**, a **meeting** in Los Angeles in January 2019, attendance at **ICANN64**, a **meeting** in Brussels in May 2019, and attendance at **ICANN65**. The Review Team is currently in the research and findings phase of its work and expects to have draft recommendations completed in 2019.

❯ **VISIT the SSR2 Wiki page.**

TRACKING SSR2 REVIEW TEAM'S PROGRESS: FISCAL YEAR 2019 VIA FACT SHEET

The Review Team completed 50 percent of its milestones as of June 2019. Overall, participation by the Review Team members in team meetings ranged from 84 percent at the beginning of the fiscal year to 66 percent by June 2019. The Review Team spent approximately $570,000, 104 percent of its allocated budget of $550,000 as of June 2019.

SSR2 Review Fact Sheet KPIs

JULY 2017 - JUNE 2019
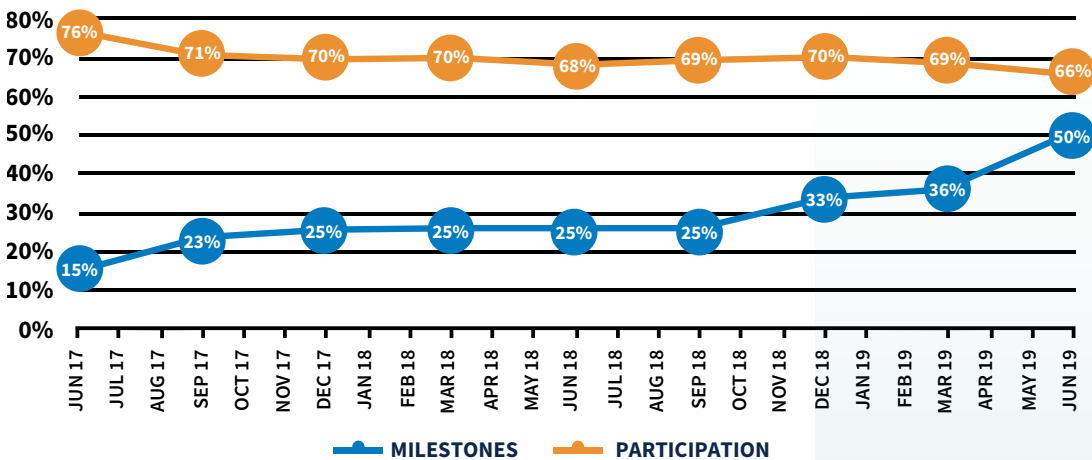
Review Team members spent more than 2,200 hours (1,200 hours in FY19) in plenary, leadership, and subgroups calls through June 2019. The number of hours spent on these calls by the project managers and subject matters experts within ICANN org was approximately 1,100 hours (approximately 350 hours in FY19).

COMPLAINTS REPORT

COMPLAINTS REPORT

The ICANN org Complaints Office was established in 2017 as an impartial, operational accountability mechanism to receive, research, analyze, and resolve complaints regarding ICANN org in an open and transparent manner. ICANN org established this mechanism for stakeholders to escalate operational issues that are not being resolved, are taking too long to resolve, have not been properly resolved, or that occur repeatedly.

| 50 Complaints Received | 24 FY19 23 FY18 3 FY17 | RESULT 64% Improvements | RESULT 25% Further Education |

In the two years since the Complaints Office was established, the office has received a total of 50 complaints. Of those 50 complaints, 24 were received during FY19, 23 in FY18, and 3 in FY17. Of the responses issued so far, 64 percent resulted in improvements and 25 percent resulted in an opportunity to educate the complainant on how the ICANN institution works and where they can seek further assistance.

When improvements are identified, the Complaints Office uses a collaborative, problem-solving approach to achieve actionable recommendations and improvements. Two examples of complaints addressed in FY19 include:

COMPLAINT REGARDING THE GLOBAL DOMAINS DIVISION PUBLIC INTEREST COMMITMENTS DISPUTE RESOLUTION PROCEDURE

ICANN org received a complaint about a specific step in the Public Interest Commitments Dispute Resolution Procedure process. The complaint arose from the first time this step in the Public Interest Commitments Dispute Resolution Procedure was used. There were a number of process gaps and opportunities for improvement that the appropriate ICANN org teams have or are in the process of implementing. Two of the identified process improvements were: 1) establishing clear guidance regarding what communications are shared amongst parties to the process and, 2) publishing the final report received from the Public Interest Commitments Dispute Resolution Procedure panel. The Complaints Office provided an impartial escalation point and enabled resolution to this unique case.

COMPLAINT REGARDING RAISING AWARENESS OF ICANN'S ANTI-HARASSMENT POLICY

ICANN org received an anonymous letter regarding ICANN's Anti-Harassment Policy. Part of this letter noted that the ICANN org should take a more active role in making ICANN community participants more aware of the policy. This portion of the complaint was identified as an opportunity for ICANN org to review and implement improvements. The Complaints Office worked with the Ombudsman — whose function is the process owner for the Anti-Harassment Policy — to identify several opportunities to increase awareness on this topic. Three of the opportunities included: requiring meeting participants to acknowledge their acceptance of Anti-Harassment Policy when registering for ICANN Public Meetings, creating and conspicuously displaying six-foot banners at ICANN Public Meetings, and the Ombudsman reminding attendees about the policy when opening ICANN Public Meetings and Public Forums.

LOOKING AHEAD

In FY20, the Complaints Office will:

- Continue to serve as an impartial, operational accountability mechanism to receive, research, analyze, and resolve complaints regarding the ICANN org in an open and transparent manner.

- Focus on growing internal and external engagement efforts including: consulting with ICANN org employees to review different areas of responsibility; obtaining input on barriers that might exist for community participants in using the Complaints Office; and generating ideas on awareness raising on the role of the Complaints Office.

- Expand Complaints Office knowledge and skills, including: reviewing best practices in complaints handling; networking with other Complaints Officers whose expertise can be leveraged; and continuing education.

- Examine existing ICANN org processes based on trends identified by the Office or when community feedback suggests opportunity for improvement.

EXPENSE REIMBURSEMENTS AND OTHER PAYMENTS TO DIRECTORS

❯ **REVIEW the Report of the Expense Reimbursement and Other Payments to ICANN Directors – Fiscal Period ending 30 June 2019.**

ICANN BOARD, COMMUNITY, AND CORPORATE LEADERSHIP

1 July 2018-30 June 2019

ICANN BOARD OF DIRECTORS

As of 30 June 2019

Cherine Chalaby
Chair, ICANN Board of Directors

Ron da Silva
Executive Director, Internet Tool & Die Company

Chris Disspain
Vice Chair, ICANN Board of Directors

Chief Executive Officer, DNS Capital Ltd.

Sarah Deutsch
Attorney, Law Office of Sarah B. Deutsch

Harald Alvestrand
IETF Liason to the ICANN Board

Engineer, Google

Avri Doria
Independent Researcher

Maarten Botterman
Independent strategic advisor, Internet governance expert

Lito Ibarra
Founding President and Executive Director, SVNet

Becky Burr
Partner, Harris, Wiltshire & Grannis, LLP

Manal Ismail
GAC Liaison to the ICANN Board

Executive Director, International Technical Coordination, National Telecom Regulatory Authority (NTRA), Egypt

ICANN BOARD OF DIRECTORS

As of 30 June 2019

Danko Jevtović
Partner, Jugodata Ltd. Serbia

Kaveh Ranjbar
RSSAC Liaison to the ICANN Board

Chief Information Officer, RIPE NCC

Merike Käo
SSAC Liaison to the ICANN Board

Founder and CEO, Double Shot Security

Nigel Roberts
CEO and Founder, Island Networks

Khaled Koubaa
Public Policy Manager for North Africa, Facebook

León Sánchez
Managing Partner, Fulton & Fulton SC

Akinori Maemura
General Manager, Internet Development Department, Japan Network Information Center

Matthew Shears
Director, Cyber, Global Partners Digital

Göran Marby
Ex officio Member of the Board

President and CEO, ICANN

Tripti Sinha
Assistant Vice President and Chief Technology Officer, University of Maryland

ICANN COMMUNITY LEADERS

As of 30 June 2019

SUPPORTING ORGANIZATIONS

Alan Barrett
Chair

Address Supporting Organization (ASO)

Aftab Siddiqui
Chair

Address Supporting Organization Address Council (ASO AC)

Katrina Sataki
Chair

Country Code Names Supporting Organization (ccNSO) Council

Keith Drazek
Chair

Generic Names Supporting Organization (GNSO)

STAKEHOLDER GROUPS

Stephanie Perrin
Chair

Noncommercial Stakeholder Group (NCSG)

Graeme Bunton
Chair

Registrar Stakeholder Group (RrSG)

Donna Austin
Chair

Registries Stakeholder Group (RySG)

ICANN COMMUNITY LEADERS

As of 30 June 2019

CONSTITUENCIES

Claudia Selli
Chair

Commercial Business Users Constituency (BC)

Brian Winterfeldt
President

Intellectual Property Constituency (IPC)

Wolf-Ulrich Knoben
Chair

Internet Service Providers and Connectivity Service Providers Constituency (ISPCP)

Bruna Martins dos Santos
Chair

Noncommercial Users Constituency (NCUC)

Joan Kerr
Chair

Not-for-Profit Operational Concerns Constituency (NPOC)

ADVISORY COMMITTEES

Maureen Hilyard
Chair

At-Large Advisory Committee (ALAC)

Manal Ismail
Chair

Governmental Advisory Committee (GAC)

Fred Baker
Chair

Root Server System Advisory Committee (RSSAC)

Brad Verd
Chair

Root Server System Advisory Committee (RSSAC)

Rod Rasmussen
Chair

Security and Stability Advisory Committee (SSAC)

ICANN COMMUNITY LEADERS

As of 30 June 2019

REGIONAL AT-LARGE ORGANIZATIONS

Mohamed Elbashir
Chair

African Regional At-Large Organization (AFRALO)

Satish Babu
Chair

Asian, Australasian, and Pacific Islands Regional At-Large Organization (APRALO)

Olivier Crépin-Leblond
Chair

European Regional At-Large Organization (EURALO)

Sergio Salinas Porto
Chair

Latin American and Caribbean Islands Regional At-Large Organization (LACRALO)

Eduardo Diaz
Chair

North American Regional At-Large Organization (NARALO)

EMPOWERED COMMUNITY ADMINISTRATION (ECA)

Maureen Hilyard
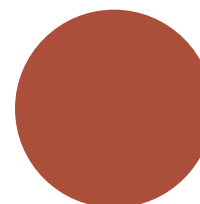*ALAC*

Stephen Deerhake
ccNSO

Manal Ismail
GAC

Keith Drazek
GNSO

Axel Pawlik
ASO

ICANN COMMUNITY LEADERS

As of 30 June 2019

OTHER COMMUNITY GROUPS

Byron Holland
Chair

Customer Standing Committee (CSC)

Damon Ashcraft
Chair

Nominating Committee (NomCom)

Duane Wessels
Chair

Root Zone Evolution Review Committee (RZERC)

ICANN CORPORATE OFFICERS

As of 30 June 2019

Göran Marby
President and Chief Executive Officer

Joined in May 2016
Former Director-General of the Swedish Post and Telecom Authority, Chair of the Body of European Regulators for Electronic Communications (BEREC), Chair of the European Regulators Group for Postal Services (ERGP), and member of the Swedish Broadband Commission, with two decades of experience as a senior executive in the Internet and technology sectors.

Susanna Bennett
Chief Operating Officer

Joined in July 2013
Prior experience as Chief Financial Officer, Vice President of Human Resources and Board Director for Jazz Technologies, a public semiconductor company, where she led a merger integration.

Xavier Calvez
Chief Financial Officer

Joined in August 2011
Spent the 10 years before joining ICANN in progressive leadership positions in finance at Technicolor, ultimately serving as Chief Financial Officer for Technicolor Creative Services.

John Jeffrey
General Counsel and Secretary

Joined in September 2003
Over 30 years of business, legal, strategic, and general management experience at Live365, Discovery Communications, TCI, and Fox Television, as well as private litigation practice. Experience includes over two decades as General Counsel, including the last 15 years as ICANN's General Counsel and Secretary.

David Olive
Senior Vice President, Policy Development Support

Joined in February 2010
Previously completed a 20-year career at Fujitsu Limited, a leading provider of ICT-based business solutions, where he most recently served as General Manager and Chief Corporate Representative.

Ashwin Rangan
Senior Vice President, Engineering and Chief Information Officer

Joined in March 2014
Previously served as Chief Information Officer for Edwards Lifesciences Corporation, a medical equipment company, and also held Chief Information Officer positions with Walmart and Conexant Systems.

Theresa Swinehart
Senior Vice President, Multistakeholder Strategy and Strategic Initiatives

Rejoined in 2013
Swinehart rejoined ICANN after leading Internet Policy for Verizon Communications. Previous to Verizon, she spent nearly ten years at ICANN overseeing Global and Strategic Partnerships. Swinehart holds a law degree from American University Washington College of Law and a post graduate degree in International Studies from the University of Vienna.

COMMUNITY RECOGNITION

During ICANN63, ICANN recognized 44 community leaders who concluded a term of service between ICANN60 and ICANN63. In addition to receiving certificates during the annual Community Recognition Program, the ICANN Board passed a **resolution** recognizing the 44 community leaders. ICANN extends its thanks to the following community members for their hard work over the years.

Address Supporting Organization Address Council

Tomohiro Fujisaki
Wilfried Wöber

At-Large Advisory Committee

Bastiaan Goslings
Alan Greenberg
Maureen Hilyard
Andrei Kolesnikov
Bartlett Morgan
Seun Ojedeji
Alberto Soto

Business Constituency

Andrew Mack

Country Code Names Supporting Organization Council

Ben Fuller
Nigel Roberts
Christelle Vaval
Jian (Jane) Zhang

Customer Standing Committee

Jay Daley
Kal Feher
Elise Lindeberg

Generic Names Supporting Organization Council

Donna Austin
Phil Corwin
Heather Forrest
Susan Kawaguchi
Stephanie Perrin

Governmental Advisory Committee

Milagros Castañon

Intellectual Property Constituency

Lori Schulman
Greg Shatan

Latin American and Caribbean Islands Regional At-Large Organization

Maritza Aguero
Humberto Carrasco

Nominating Committee

Theo Geurts
Sandra Hoferichter
Zahid Jamil
Danny McPherson
Cheryl Miller
Jose Ovidio Salguiero
Hans Petter Holen
Jay Sudowski

Noncommercial Stakeholders Group

Farzaneh Badii

Noncommercial Users Constituency

Renata Aquino Ribeiro

Registries Stakeholder Group

Samantha Demetriou
Paul Diaz
Stéphane Van Gelder

Root Server System Advisory Committee

Venkateswara Dasari
Grace De Leon
Ray Gilstrap
Johan Ihrén
Kevin Jones
Tripti Sinha

ICANN GLOSSARY

AFRALO	African Regional At-Large Organization
AFRINIC	African Network Information Centre
AFTLD	Africa Top Level Domains Organization
ALAC	At-Large Advisory Committee
APNIC	Asia Pacific Network Information Centre
APRALO	Asian, Australasian, and Pacific Islands Regional At-Large Organization
APTLD	Asia Pacific Top Level Domain Association
ARIN	American Registry for Internet Numbers
ASO	Address Supporting Organization
ccNSO	Country Code Names Supporting Organization
ccTLD	country code top-level domain
CENTR	Council of European National Top-Level Domain Registries
DNS	Domain Name System
DNSSEC	Domain Name System Security Extensions
EPDP	Expedited Policy Development Process
EURALO	European Regional At-Large Organization
GAC	Governmental Advisory Committee
GDPR	General Data Protection Regulation
GNSO	Generic Names Supporting Organization
gTLD	generic top-level domain
IAB	Internet Architecture Board
IANA	Internet Assigned Numbers Authority
IDN	Internationalized Domain Name
IETF	Internet Engineering Task Force
ISOC	Internet Society
KSK	Key Signing Key
LACNIC	Latin American and Caribbean Internet Addresses Registry
LACRALO	Latin American and Caribbean Islands Regional At-Large Organization
LACTLD	Latin American and Caribbean Country Code Top-Level Domain Association
NARALO	North American Regional At-Large Organization
NRO	Number Resource Organization
PDP	policy development process
PTI	Public Technical Identifiers
RIPE NCC	Réseaux IP Européens Network Coordination Centre
RIR	Regional Internet Registry
RSSAC	Root Server System Advisory Committee
SSAC	Security and Stability Advisory Committee
TLD	top-level domain
W3C	World Wide Web Consortium
WSIS	World Summit on the Information Society (U.N.)

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