



The Internet Corporation for Assigned Names and Numbers

To ICANN Stakeholders,

In the accompanying document, you will see ICANN's draft Fiscal-Year 2018 (FY18) Operating Plan and Budget. We welcome and encourage your comments, questions, observations and feedback.

Our role as the ICANN Organization is to support the Community and fulfill community policy at the Board's direction. This year, the ICANN Organization is operating under new, enhanced, and improved accountability measures. With increased accountability comes increased responsibility to demonstrate that accountability. This is the first budget where you will see impacts of the post-transition increased transparency, with the structures put in place for the monitoring of the IANA functions, and the implementation of the processes for the Empowered Community. As CEO of the organization, I am committed to the revised mission and Bylaws. I am also committed to making sure that we deliver on that mission in the most efficient and cost-conscious way possible.

When we developed this document, we worked hard to balance many requests and demands for funding needs. While many of those requests have merit, and are important, we are not able to do everything at once. Part of submitting this budget for public comment is to make sure that we have incorporated your thoughts and feedback into our prioritization. To increase transparency and offer more public visibility on the requests and needs, this document now provides a list of activities considered when developing the budget, but not included in it, because of funding limitations. This list should help the public in providing input on a different prioritization of activities.

We think our funding will be US\$143 million. We will continue to make organizational enhancements so we are better able to support the Community's priorities, and operate in an open and transparent way. This includes being disciplined about our budget, tying it to our key performance indicators and our Strategic Plan.

As you will see in the pages that follow, the Draft Operating Plan and Budget funds key initiatives critical to ensuring a stable, secure and unified global Internet. I have pulled up a few highlights to share what this budget will help us achieve across a few key areas.

Contractual Compliance & Consumer Safeguards

- Enable contractual compliance to maintain robust enforcement of registry and registrar agreements.
- We will hire a new Consumer Safeguards role in FY17 to perform this function demanded by the community.
- Investigate means of increasing transparency around handling and resolution of complaints.
- Support ad hoc community working group on Contractual Compliance and Consumer Safeguards.



Government Engagement

- Provide further capacity building programs in cooperation with the GAC for their members from underserved regions to ensure more effective and meaningful participation in ICANN processes.
- Actively participate with technical community members in global Internet Governance forums to avoid any touching on ICANN's role and mission.
- Increase outreach to governments and Intergovernmental organizations explaining ICANN's role in the Internet and in emerging challenges in a healthy multistakeholder Internet governance ecosystem.

Global Domains Division

- Continue to support the reviews and operation of the current New gTLD round and supporting the next application window as appropriate.
- Enhance services to and support of contracted parties.
- Development of a proxy accreditation program.
- Mature the PTI services and governance mechanisms.

Global Stakeholder Engagement

- Our engagement mission is to work with stakeholders around the world to build awareness of those affected by ICANN's work. We make them aware of their rights and responsibilities and of how they can engage with the issues and policies that affect their future. Key aspects of this work include:
- Plan and facilitate targeted outreach to stakeholder groups and sectors through regional engagement plans.
- Enhance capacity building outreach systems and improve provision of services to support existing participants and engage new ones around the world.
- Facilitate and measure diversity in outreach and activity by improving data collection and analysis and sharing insights.

Information Technology

- Allow engineering to continue to retain talent to define, develop and deliver fit-for-purpose and differentiated products; and IT to continue to deliver required infrastructure and services for the benefit of the Community and the Organization.
- Continue routine IT services including L-Root services, Meetings Technical services, Desktop Support services, Cybersecurity assurance, IT Operations, Data Center management, and web assets content management.

Multistakeholder Strategy and Strategic Initiatives

- Conduct organizational and specific reviews, including work towards streamlining and improvements.
- Continue strategic planning including work relating to the strategic outlook.
- Undertake strategic initiatives including clarification to process flows.



Office of the Chief Technology Officer

- Support the KSK Rollover and analyzing behaviors of the domain name system by analyzing root server system traffic.
- Develop a set of metrics that can be used to track the health of the identifier systems ICANN helps coordinate.
- Initiate an effort to increase the transparency and accountability of the ICANN Organization by making data available via an Open Data Initiative.
- Continue and enhance ongoing Security Stability and Resiliency activities including developing metrics to help understand DNS abuse.
- Expand and improve technical engagement with the larger community.

Operations

- Operations includes a range of functions required for the ICANN Organization's effectiveness. These include Administration, Board Operations, Enterprise Risk Management, Finance and Procurement, Human Resources, Legal, and Security Operations. These functions:
 - Support the people working for the ICANN Organization.
 - Provide functional support and subject matter expertise to the Board.
 - Manage governance and fiduciary activities and processes involving Community, Board and ICANN Organization.
 - Manage organizational excellence activities and processes.

Policy Development

- Provide 35 subject matter experts and secretariat staff to support the activities of three Supporting Organizations (GNSO, ccNSO, ASO) and four Advisory Committees (GAC, ALAC, SSAC, and RSSAC). This includes organizing and conducting teleconferences, webinars, public comment processes, public ICANN meetings sessions.
- Manage the GNSO's Council working group procedures and processes for efficiency.
- Manage regular consultations and communications with Community leaders and ICANN Organization executives.
- Provide ICANN travel support for selected community members to advance the work of ICANN.

Inevitably, in this draft you will see some rough estimates, some placeholders, as we continue to build it out and review your comments. We are committed to continuing to track and measure our performance, and making this as accessible to you as possible, through things like our Quarterly Stakeholder Calls.



Publishing this draft version of the FY18 Operating Plan and Budget for public comment is a key element of the transparency and community engagement in ICANN's planning process. But it only works if you comment. I strongly encourage you to review the draft and share your feedback with us, so we can develop an Operating Plan and Budget that best reflects the priorities of the ICANN multistakeholder community.

Yours faithfully,

Göran Marby