Asia Pacific Regional Office

Celebrating Four Years of Supporting the Asia Pacific Region

One World, One Internet
The APAC regional office is now 4 years old. Please join me and the APAC team as we celebrate our 4th anniversary.

This anniversary report captures our community’s presence in ICANN today, which has grown through the years. We also look at how our work contributes to the security, stability, and resiliency of the Internet’s unique identifier system – by collaborating with community to host L-Root instances, and capacity development in technical areas such as Domain Name System (DNS) operations and security.

Please share with us on social media how you are participating in ICANN’s various stakeholder groups and constituencies, using the hashtag #APACis4. If you’ve been a recipient of our capacity-development program, please tag us and share what you’ve learned and how you’ve applied it.

Lastly, let’s look ahead as we continue our journey together. With half of the world’s Internet users coming from our region, we still have ways to go in terms of our participation and representation in ICANN. We will continue to facilitate conversations in the local and regional communities through key platforms such as ICANN Readouts and the APAC Space. We hope these conversations will facilitate your participation in and contribution to ICANN.

Thank you.

Jia-Rong Low
Vice President and Managing Director
ICANN Asia Pacific Regional Office
ICANN’S PRESENCE IN APAC IN 2017

The APAC hub was established as part of ICANN’s globalization strategy in 2013, when ICANN expanded from the Los Angeles office to include two other hub offices in Istanbul and Singapore.

In 2017, Göran Marby, our President and CEO, announced an updated international office strategy. We now have five regional offices, four engagement centers, and three partnership centers. This new structure takes into consideration our community’s global needs, which vary by location.

Our international office strategy allows the regional offices to operate more consistently and effectively, so that we can provide the best possible service to the global community.

Our Presence & Growth

DID YOU KNOW?

We are pleased to share that the success of the APAC regional office influenced the new office strategy.

APAC HAS 176 UNIQUE REGISTRARS

38% The largest group of unique registrars in the global market

MORE THAN 165 REGISTRY OPERATORS

16,358 INQUIRIES VIA CALLS, EMAILS, AND SERVICE PORTALS RECEIVED BY OUR GLOBAL SUPPORT CENTER* 16% of inquiries came from the APAC region, and were managed by the APAC GSC team* In FY2017
For the past four years, we have always ensured that our work contributed to ICANN’s Strategic Plan.

The APAC regional office operates with the APAC stakeholders at the core and focuses on providing key services to our stakeholders. We collaborate across different teams, working together toward our common goal of supporting the community.

From 2 employees when we first started, we now have 29 staff representing 10 key functions.

During ICANN57, in Hyderabad, we generated 113 articles from print and electronic media in a span of 10 days.

This total doesn’t include the 22 articles published before the pre-ICANN57 media briefing in Hyderabad.
As the regional office grew over the years, our engagement increased to reach even more community members. Besides awareness building, we now focus on influencing and encouraging participation from the community.

How have we done this? By organizing events like post-ICANN meeting briefings (known as ICANN “Readouts”), APAC Space (face-to-face meetings and webinars), APRALO-APAC hub webinars, and Asia Pacific Internet Governance Academy (APIGA). These events increase our community’s understanding of hot topics or policies and facilitate regional discussions.

We also help our contracted parties to understand the relevant policies and agreements. We hold one-on-one meetings, webinars, and capacity-building workshops to help registries and registrars improve their operations, potentially reducing notices from ICANN’s Contractual Compliance team.

APAC’s diversity in culture and language enables us to embrace a multilingual Internet. Internationalized Domain Names (IDN) help support this. When all software and applications can accept new domain names (including those in Asian scripts), we can envision a future with a global, diverse Internet that brings non-English speaking communities online.

Our outreach efforts are paying off – we’ve seen an increase in community participation in ICANN.
We work closely with the Asia Pacific Network Information Centre (APNIC) to conduct capacity-development workshops, generate awareness, and collaborate on programs for the next generation – like the Asia Pacific Internet Governance Academy (APIGA).

**COUNTRY CODE NAMES SUPPORTING ORGANIZATION**

- 37 of 161 ccTLDs members
- 5 of 18 ccNSO Council members

**GENERIC NAMES SUPPORTING ORGANIZATION**

- **GNSO COUNCIL**
  - 3 of 21 council members

- **BUSINESS CONSTITUENCY**
  - 5 of 65 companies

- **INTELLECTUAL PROPERTY CONSTITUENCY**
  - 5 of 92 companies

- **INTERNET SERVICE PROVIDERS CONSTITUENCY**
  - 11 of 43 companies

- **REGISTRAR STAKEHOLDER GROUP**
  - 16 of 104 registrars

- **REGISTRIES STAKEHOLDER GROUP**
  - 13 of 92 registry operators

- **NON-COMMERCIAL USERS CONSTITUENCY**
  - 24 of 118 organizational members
  - 64 of 408 individual members

- **NOT-FOR-PROFIT OPERATIONAL CONCERNS CONSTITUENCY**
  - 6 of 68 members
APAC Community Participation

**AT-LARGE ADVISORY COMMITTEE**
52 At-Large Structures in 29 countries and territories are members of the Asian, Australasian and Pacific Islands Regional At-Large Organization (APRALO)

**IGO-INGO ACCESS TO CURATIVE RIGHTS MECHANISMS IN ALL GTLDS**
Initiated June 2004
1 of 30 members
PDP in progress

**PRIVACY & PROXY SERVICES ACCREDITATION ISSUES**
Initiated October 2011
Implementation stage

**NEXT GENERATION GTLD REGISTRATION SERVICES TO REPLACE WHOIS**
Initiated November 2012
29 of 193 members
PDP in progress

**NEW GTLD SUBSEQUENT PROCEDURES**
Initiated December 2015
29 of 163 members
PDP in progress

**REVIEW OF ALL RIGHTS PROTECTION MECHANISMS (RPMS) IN ALL GTLDS**
Initiated February 2016
17 of 164 members
PDP in progress

**OCEANIA HAS 100% GAC PARTICIPATION!**

**POLICY DEVELOPMENT PROCESSES**

**ROOT SERVER SYSTEM ADVISORY COMMITTEE CAUCUS**
16 of 86 members

**GOVERNMENTAL ADVISORY COMMITTEE**
44 of 51 members

**SECURITY & STABILITY ADVISORY COMMITTEE**
4 of 34 members

**DID YOU KNOW?**

**OTHER WORKING GROUPS**
CROSS-COMMUNITY WORKING GROUP ON THE USE OF COUNTRY AND TERRITORY NAMES AS TOP-LEVEL DOMAINS
13% members

CROSS-COMMUNITY WORKING GROUP FOR ENHANCING ICANN ACCOUNTABILITY (WORK STREAM 2)
17% appointed members
24% individual participants
We are actively soliciting generation panels to work on the following scripts for the community:

**SPECIFIC REVIEWS**

- **SECOND ACCOUNTABILITY AND TRANSPARENCY**
  - NomCom: 1 of 11 members
  - 8 of 32 members

- **SECOND SECURITY, STABILITY, AND RESILIENCY**
  - RSSAC: 1 of 5 members
  - 4 of 14 members

**ORGANIZATIONAL REVIEWS**

- **COMPETITION, CONSUMER TRUST, AND CONSUMER CHOICE**
  - 1 of 3 independent experts

- **REGISTRATION DIRECTORY SERVICE (FORMERLY WHOIS)**
  - 2 of 14 members

**DID YOU KNOW?**

- **LANGUAGES**
  - IDN TOP-LEVEL DOMAINS IN LANGUAGES AND SCRIPTS
  - 53 members

- **SCRIPTS**
  - 55 members

**RECOMMENDED LANGUAGES**

- Arabic
- Chinese
- Hindi
- Japanese
- Korean
- Thai

**APAC LANGUAGES AND SCRIPTS**

- Arabic
- Chinese
- Japanese
- Korean
- Latin
- Neo-Brahmi
- Sinhala
- Tibetan
- Thaana

**APAC Community Participation**

- APAC LANGUAGES AND SCRIPTS REVIEWS

**GENERATION PANELS**

Generation panels are composed of experts from the community who volunteer to determine top-level IDN labels and their variant labels.

- Generation panels working on label generation rules: 4 of 6
- Scripts with label generation rules: 5 of 7
- We are actively soliciting generation panels to work on the following scripts for the community:
DNS SECURITY EXTENSIONS (DNSSEC)

DNSSEC is a technology that secures the DNS against vulnerabilities that allow attackers to hijack a DNS lookup process, take control of a session, and send users to fraudulent domains. When DNSSEC is deployed, data is “signed,” so users can be assured that they are connecting to the actual website or service corresponding to a particular domain name.

DNSSEC DEPLOYMENT IN COUNTRY CODE TOP-LEVEL DOMAINS (CCTLDs)

- **16 of 25** in Asia
- **11 of 26** in the Pacific
ICANN is changing the “master key” of the DNS for the first time in October 2017. Known as the root zone key signing key (KSK), this cryptographic public-private key pair plays an important role in DNSSEC protocol. Internet service providers, enterprise network operators, and others who have enabled DNSSEC validation need to update their systems with the new root KSK that ICANN published in July 2017. ICANN has been reaching out to make sure community members understand the importance of this change and what they need to do to prepare for it.

**KSK ROLLOVER TRAINING**

ICANN’s mission is to ensure the stable and secure operation of the Internet’s unique identifier systems. We have reached out to help boost the technical knowledge of our community in the APAC region.

The demand for our workshops has been high and we are trying our best to conduct as many training sessions as possible.

**TECHNICAL CAPACITY-DEVELOPMENT WORKSHOPS**

1,090 PARTICIPANTS FROM 13 MARKETS TRAINED FROM JAN 2016 – JUL 2017

**FROM DEC 2016 – END OF 2017**

WORKSHOPS REQUESTED: 37

WORKSHOPS CONDUCTED: 24
This report card is incomplete if we don’t look forward to what’s in store for the region.

We will continue to facilitate local conversations like ICANN Readouts. These community-led briefings are an ideal ground to groom regional leaders who can then lead discussions at regional platforms like APAC Space and build networks within the APAC community. The APAC Space also serves as a “practice ground” for discussions on ICANN issues. Our goal is to prepare our community to contribute more actively in global work – in ICANN’s PDP working groups and ICANN meetings.

Capacity development continues to be important. We are developing DNS training videos, to be available on ICANN Learn soon. They will become a prerequisite for trainer-led workshops, freeing up some resources so that we can reach even more of you. We will also be launching a community trainer program to prepare some of you to become trainers. Be on the lookout for it!

As always, we are here to support you. If you have any suggestions or comments, reach out to us at apachub@icann.org.

Thank you, once again, for your kind and generous support. We look forward to achieving more milestones with you!