

Asia Pacific Regional Office

Celebrating **Four Years** of Supporting the Asia Pacific Region



One World, One Internet

Message from APAC Regional Office MD

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

Our Presence & Growth

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.

ICANN AROUND THE WORLD



5 REGIONAL OFFICES



4 ENGAGEMENT CENTERS



3 PARTNERSHIP CENTERS

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.

● **ENGAGEMENT CENTER**
BEIJING

● **PARTNERSHIP CENTER**
SEOUL

● **REGIONAL OFFICE**
SINGAPORE

📍 **STAFF BASED IN**
AUSTRALIA
INDIA
JAPAN

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



DID YOU KNOW?

APAC HAS
176
UNIQUE REGISTRARS



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

MORE THAN
165
REGISTRY OPERATORS



ARE ASSIGNED TO

APAC
REGISTRY SERVICES ENGAGEMENT TEAM

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

Our Presence & Growth

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.

DID YOU KNOW?

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.

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



COMMUNICATIONS



Fiona Aw



Liana Teo



CONTRACTUAL COMPLIANCE



Charmaine Siew



Fairus Jasmin



Jasmine Lim



Keira Kwek



Roger Lim



Yien Chyn Tan



OPERATIONS

FINANCE, HUMAN RESOURCES



Catherine Loh



Joanna Choo



Linda Chin



Liz Chai



GLOBAL STAKEHOLDER ENGAGEMENT



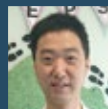
Billy Cheon



Champika Wijayatunga



Jia-Rong Low



Jian-Chuan Zhang



Joyce Chen



Kelvin Wong



Minjung Park



Philadel Yeo



Samiran Gupta



Savé Vocea



GLOBAL SUPPORT



Shawn Seah



Tammy Yeow



DNS ENGINEERING



Terry Manderson



END USER SUPPORT



Rachel Reyes



LEGAL



Laena Rahim



REGISTRAR SERVICES



Howard Li



REGISTRY SERVICES



Valerie Heng

APAC Outreach Engagement



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.



READ **JOYCE CHEN’S BLOG** ON THE LATEST DEVELOPMENTS WITH APAC SPACE.
<https://www.icann.org/news/blog/taking-apac-space-to-the-next-level>

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.

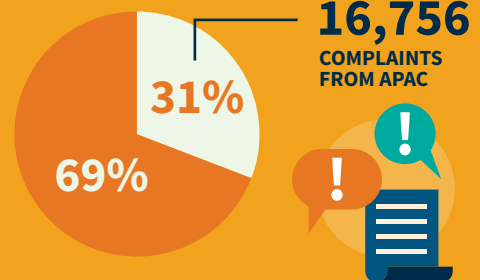
Our outreach efforts are paying off – we’ve seen an increase in community participation in ICANN.



DID YOU KNOW?

Complaints Submitted to ICANN Contractual Compliance

June 2016 – June 2017



16,181 APAC COMPLAINTS CLOSED

NOTICES SENT TO REGISTRARS

0	1	2	3
6,435	10,075	1,197	168

APAC Community Participation

ICANN | ASO

ADDRESS SUPPORTING ORGANIZATION

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).



ICANN NOMINATING COMMITTEE



2 of 20
members

ICANN | ccNSO

COUNTRY CODE NAMES SUPPORTING ORGANIZATION



37 of 161
ccTLDs members



5 of 18
ccNSO Council members

ICANN | GNSO

GENERIC NAMES SUPPORTING ORGANIZATION

GNSO COUNCIL



5 of 26
council members

BUSINESS CONSTITUENCY



5 of 65
companies

INTELLECTUAL PROPERTY CONSTITUENCY



5 of 92
companies

INTERNET SERVICE PROVIDERS CONSTITUENCY



11 of 43
companies

REGISTRARS 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)



ICANN | RSSAC

ROOT SERVER SYSTEM ADVISORY COMMITTEE CAUCUS



16 of 86 members

ICANN | GAC

GOVERNMENTAL ADVISORY COMMITTEE



44 of 51 members

ICANN | SSAC

SECURITY & STABILITY ADVISORY COMMITTEE



4 of 34 members

DID YOU KNOW?

OCEANIA
— HAS —
100% GAC PARTICIPATION!



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



POLICY DEVELOPMENT PROCESSES



IGO-INGO ACCESS TO CURATIVE RIGHTS MECHANISMS IN ALL GTLDS



1 of 30 members

Initiated June 2004

PDP in progress

PRIVACY & PROXY SERVICES ACCREDITATION ISSUES



4 of 80 members

Initiated October 2011

Implementation stage

NEXT GENERATION GTLD REGISTRATION SERVICES TO REPLACE WHOIS



29 of 193 members

Initiated November 2012

PDP in progress

NEW GTLD SUBSEQUENT PROCEDURES



29 of 163 members

Initiated December 2015

PDP in progress

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



17 of 164 members

Initiated February 2016

PDP in progress

APAC Community Participation

REVIEWS



SPECIFIC REVIEWS

SECOND ACCOUNTABILITY AND TRANSPARENCY



SECOND SECURITY, STABILITY, AND RESILIENCY



COMPETITION, CONSUMER TRUST, AND CONSUMER CHOICE



REGISTRATION DIRECTORY SERVICE (FORMERLY WHOIS)



ORGANIZATIONAL REVIEWS

NOMCOM



AT-LARGE



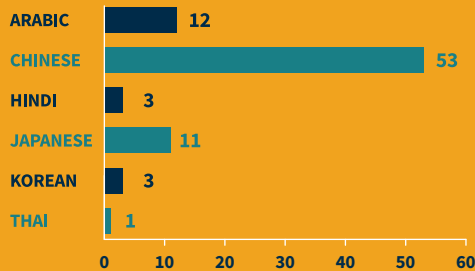
RSSAC



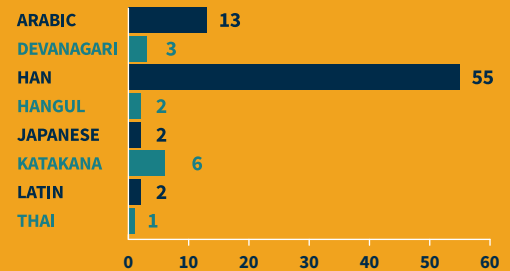
DID YOU KNOW?

IDN TOP-LEVEL DOMAINS IN LANGUAGES AND SCRIPTS USED IN OUR REGION

LANGUAGES



SCRIPTS



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 ORGANIZED FOR SPECIFIC SCRIPTS

PROPOSE SPECIFIC RULES TO BE INTEGRATED INTO THE ROOT ZONE



4 of 6 scripts with label generation rules

- ARABIC
- KHMER
- LAO
- THAI

5 of 7 generation panels working on label generation rules

- CHINESE
- JAPANESE
- KOREAN
- LATIN
- NEO-BRAHMI

APAC LANGUAGES AND SCRIPTS

We are actively soliciting generation panels to work on the following scripts for the community:

- MYANMAR
- SINHALA
- TIBETAN
- THAANA



Our Contribution to the Security, Stability, and Resiliency of the Internet



ICANN-OPERATED L-ROOT INSTANCE

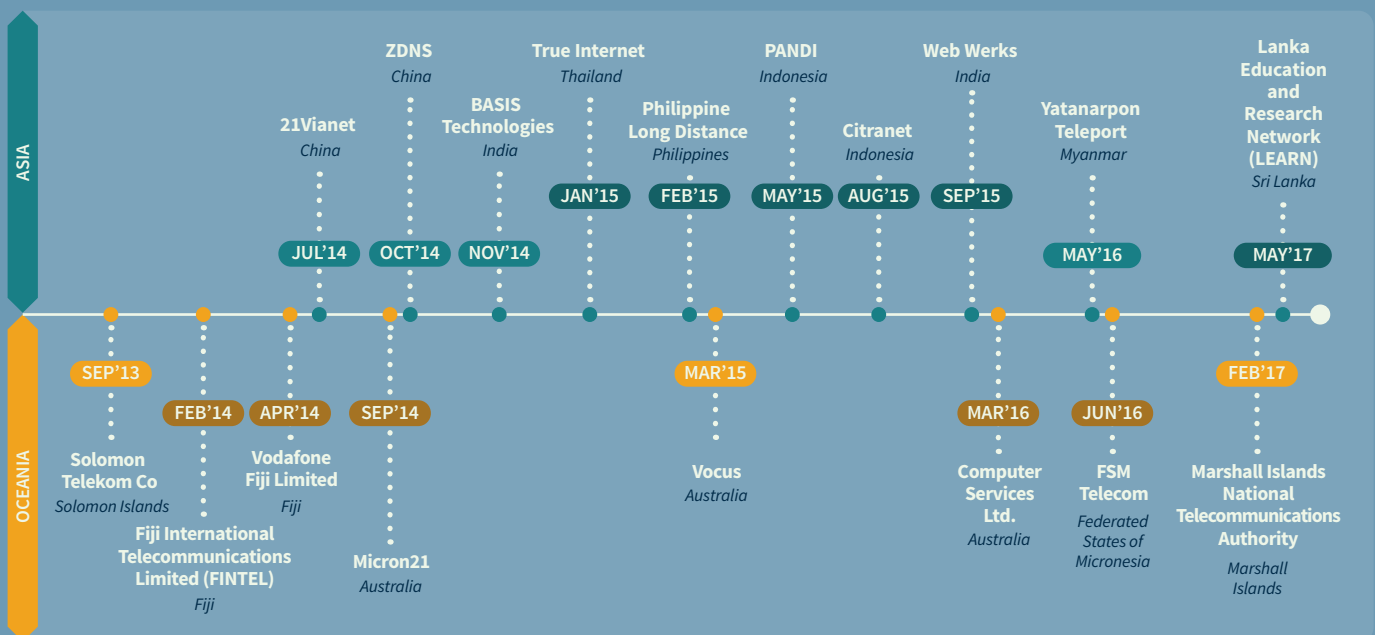
We work with partners in the region to install L-Root instances that help to **enhance the security, stability, and resiliency of the Internet to users**. They help to decentralize the top-level of the DNS, increasing its overall fault tolerance and resilience against certain types of threats such as denial-of-service attacks.

2017:

19 INSTANCES
IN THE REGION

READ ANUPAM AGRAWAL'S BLOG ABOUT HIS EXPERIENCE HOSTING THE L-ROOT INSTANCE IN INDIA.

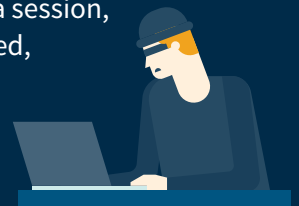
<https://www.icann.org/news/blog/the-kolkata-l-root-instance-journey>



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



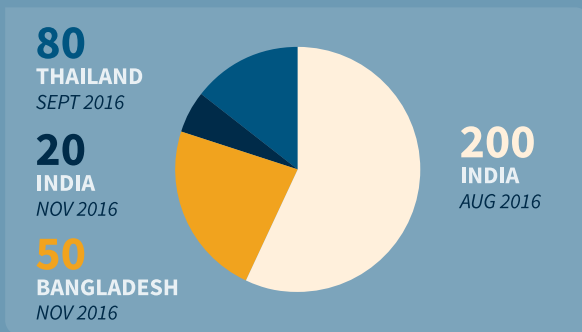
Our Contribution to the Security, Stability, and Resiliency of the Internet



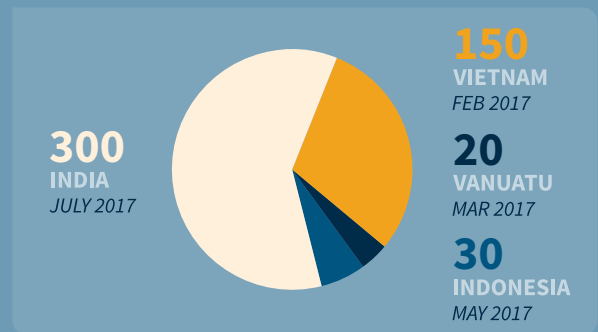
KSK ROLLOVER TRAINING

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.

350 PARTICIPANTS TRAINED IN 2016



500 PARTICIPANTS TRAINED IN 2017



TECHNICAL CAPACITY-DEVELOPMENT WORKSHOPS

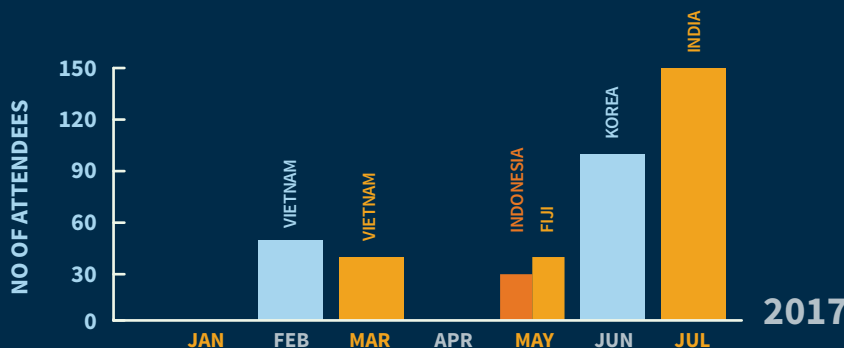
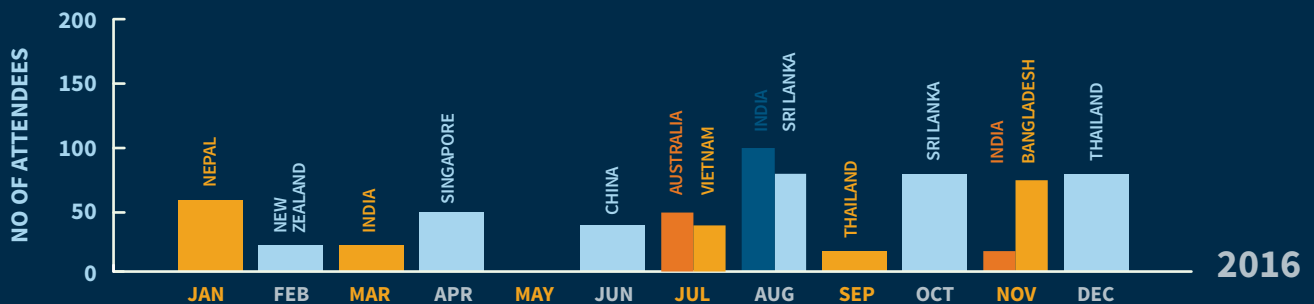
ICANN’s mission is to ensure the stable and secure operation of the Internet’s unique identifier systems. We have reached out to help boost the technical knowledge of our community in the APAC region.

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

FROM DEC 2016 – END OF 2017

WORKSHOPS REQUESTED: **37**

WORKSHOPS CONDUCTED: **24**



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

Moving Forward



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.**

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!

ICANN OFFICES IN APAC



APAC

REGIONAL OFFICE

South Beach Tower
38 Beach Road
Unit 04-11
Singapore 189767

Phone: +65 6816 1288
Fax: +65 6822 6212



BEIJING

ENGAGEMENT CENTER

5th floor, No. 1 Building,
Software Park Chinese
Academy of Sciences
4 South 4th Street
Zhongguancun,
Haidian District,
Beijing, China



SEOUL

PARTNERSHIP CENTER

11F Platinum Tower
398 Seocho-daero,
Seocho-gu
Seoul 06619
Republic of Korea

Phone: +82 2 405 6592
Fax: +82 2 405 6593

FOLLOW US:



Twitter
@ICANN



Facebook
@ICANNOrg



Flickr
@ICANN



LinkedIn
@ICANN



Youku
@ICANNCN



Soundcloud
@ICANN



Weibo
@ICANNOrg



WeChat
@ICANN_CN



Youtube
@ICANNnews



SlideShare
@ICANNPresentations



One World, One Internet