

# Asia Pacific Regional Office Turns Five



Asia Pacific Annual Report  
1 August 2017 – 31 July 2018



One World, One Internet

# Message from the Managing Director of the APAC regional office

## The ICANN Asia Pacific (APAC) regional office is five years old!



Five years may not sound like a long time but as we look back at the many milestones presented in this report, both the regional office and the APAC community have accomplished a lot.

With continued community presence in ICANN, we have seen more APAC community members take on leadership positions. In this report, we highlight the members who have taken on leadership roles during this past year (*1 August 2017 – 31 July 2018*).

Our community-building and engagement programs have now reached a level of sustainability. Our ICANN Readouts – held regularly in China, India, and Japan – help foster dialogue amongst local community members, while APAC Space serves as the place for the regional community to come together. We now have a regular group of APAC Space community members, who also help to facilitate community discussion and participation in ICANN.

Along with the rest of the APAC community, we continue to contribute to the security, stability, and resiliency of the Internet's unique identifier system, particularly in the area of Domain Name System Security Extensions (DNSSEC).

The APAC regional office has continued to grow and now provides 12 key functions to the region. We constantly work towards becoming a more cohesive and effective team that aims to serve and partner with the APAC community.

Thank you for contributing to this amazing journey so far!



**Jia-Rong Low**

**Vice President and Managing Director**  
ICANN Asia Pacific Regional Office

# Key Milestones Over the Past Five Years

2013

August 2013

ICANN APAC Hub **establishes presence** in Singapore at Ocean Financial Centre, 10 Collyer Quay.

2014

March 2014

Partnering NetMission, the first **NextGen@ICANN** kicks off at ICANN49. This pilot program has since been adopted at all ICANN Public Meetings.

August 2014

Launch of the ICANN-Korea Internet and Security Agency (KISA) **Language Localization Toolkit**. The toolkit has since been translated into five Asian languages and adopted as a global initiative to bring ICANN content to local communities.



September 2014

ICANN signs Memorandum of Understanding (**MOU**) with **Asia Pacific Network Information Centre (APNIC)** on L-Root collaboration.

2015

February 2015

ICANN signs **MOU with Asia Pacific Top Level Domain (APTLD)** to enhance regional collaboration.

June 2015

ICANN signs MOU with Japan Network Information Centre (JPNIC) and Japan Registry Services (JPRS) to improve coordination on **Japanese translation** of ICANN materials.

October 2015

ICANN APAC regional office moves to new premises at the South Beach Tower.

ICANN signs **MOU with Thailand's Electronics Transactions Development Agency (ETDA)** to facilitate the translation of selected ICANN materials into Thai.



The APAC Hub and Asian, Australasian and Pacific Islands Regional At-Large Organization (APRALO) announces **pilot cooperation framework** to strengthen engagement with At-Large end-users in the region.

The **first APAC Space** face-to-face session is held at ICANN52.

2016

January 2016

**Leadership change** in ICANN APAC regional office. Jia-Rong Low promoted to Vice President and Managing Director.

March 2016

Republic of Palau joins the Governmental Advisory Committee (GAC) as a member at ICANN55. This means **all 26 economies in Oceania** are represented in GAC.

August 2016

Launch of **Asia Pacific Internet Governance Academy (APIGA)**, a five-day workshop on Internet governance jointly organized by KISA and ICANN.

2017

April 2017

First capacity-development **workshop kicks off in Fiji** for GAC members and representatives in the Oceania region.

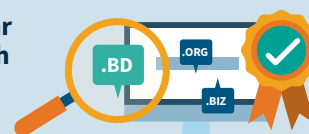
2018

February 2018

GAC members and representatives in Asia attend the **first capacity-development workshop in Kathmandu, Nepal**.

May 2018

The **first registrar from Bangladesh** gains ICANN accreditation.



# APAC Community Participation

in **Supporting Organizations** (1 August 2017 - 31 July 2018)

The APAC community is taking on a more active role in ICANN. Here is a look at our community participation today:

ICANN | ASO

## ADDRESS SUPPORTING ORGANIZATION



**3 of 15**

ASO Council members

ICANN | ccNSO

## COUNTRY CODE NAMES SUPPORTING ORGANIZATION



**39 of 165**

ccTLDs members



**4 of 17**

ccNSO Council members

ICANN | GNSO

## GENERIC NAMES SUPPORTING ORGANIZATION

### GNSO COUNCIL



**4 of 21**

Council members

### INTERNET SERVICE PROVIDERS CONSTITUENCY

**12 of 51**

companies

### NON-COMMERCIAL USERS CONSTITUENCY

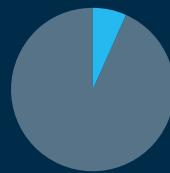
**24 of 118**

organizational members

**64 of 419**

individual members

### BUSINESS CONSTITUENCY



**5 of 74**

companies

### REGISTRAR STAKEHOLDER GROUP



**16 of 106**

registrars

### NOT-FOR-PROFIT OPERATIONAL CONCERNS CONSTITUENCY



**6 of 63**

members

### INTELLECTUAL PROPERTY CONSTITUENCY



**7 of 92**

members

### GTLD REGISTRIES STAKEHOLDER GROUP



**11 of 85**

registry operators

### NCUC EXECUTIVE COMMITTEE



**2 of 15**

members

## New Leadership

Appointed within 1 August 2017 - 31 July 2018



**Heather Forrest**  
GNSO Council Chair



**Aftab Siddiqui**  
ASO Council Chair



**Henri Kasyfi Soemartono**  
ASO Council



**Rafik Dammak**  
GNSO Council Vice-Chair



**Pam Little**  
GNSO Council

# APAC Community Participation

in **Advisory Committees and Other Committees** (1 August 2017 - 31 July 2018)



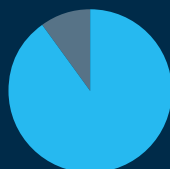
## AT-LARGE ADVISORY COMMITTEE



53 At-Large Structures in 29 countries and territories are members of the Asian, Australasian and Pacific Islands Regional At-Large Organization (APRALO)

## ICANN | GAC

### GOVERNMENTAL ADVISORY COMMITTEE



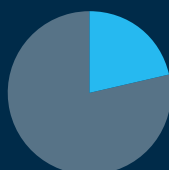
**46 of 51**  
economies

#### NEW MEMBERS IN 2018:

- Bangladesh
- Myanmar

## ICANN | RSSAC

### ROOT SERVER SYSTEM ADVISORY COMMITTEE CAUCUS



**19 of 88**  
economies

## ICANN | SSAC

### SECURITY AND STABILITY ADVISORY COMMITTEE



**4 of 36**  
members

## ICANN NOMINATING COMMITTEE



**1 of 20**  
delegates

## TECHNICAL LIAISON GROUP



**1 of 8**  
members

## CUSTOMER STANDING COMMITTEE



**2 of 10**  
members

## New Leadership

Appointed within 1 August 2017 – 31 July 2018



**Maureen Hilyard**  
ALAC Vice Chair



**Pär Brumark**  
GAC Vice Chair



**Brajesh Jain**  
ASO-AC delegate  
to NomCom



**Julie Hammer**  
SSAC Vice Chair

# APAC Community Participation

in **Policy Development and Reviews** (1 August 2017 - 31 July 2018)

## POLICY DEVELOPMENT PROCESSES



### IGO-INGO ACCESS TO CURATIVE RIGHTS MECHANISMS IN ALL GTLDS

**0 of 26 members**

Initiated 5 June 2014

### GTLD REGISTRATION DATA SERVICES (ON HOLD)

**32 of 225 members**

Initiated 8 November 2012

### NEW GTLD SUBSEQUENT PROCEDURES

**34 of 179 members**

Initiated 17 December 2015

### REVIEW OF RPMs IN ALL GTLDS

**21 of 174 members**

Initiated 18 February 2016

## CROSS-COMMUNITY WORKING GROUPS



### ACCOUNTABILITY WORK STREAM 2

**6 of 27**

appointed members

**57 of 253**

individual participants

### NEW GTLD AUCTION PROCEEDS

**4 of 26**

members

**11 of 47**

observers



## SPECIFIC REVIEWS

### ACCOUNTABILITY AND TRANSPARENCY

**26.9%**

individual participants

### COMPETITION, CONSUMER TRUST, AND CONSUMER CHOICE REVIEW

**9%**

members

**0%**

independent experts

### SECURITY, STABILITY, AND RESILIENCY

**31.25%**

members

### REGISTRATION DIRECTORY SERVICE (ON HOLD)

**18.2%**

members

## ORGANIZATIONAL REVIEWS

### AT-LARGE 2

**26.9%**

members

### RSSAC

**20%**

members

### CCNSO

**27.3%**

members

### GNSO

**0%**

members

### SSAC

**15.4%**

members

## New Leadership

Appointed within 1 August 2017 - 31 July 2018



**Cheryl Langdon-Orr**

- New gTLD Subsequent Procedures PDP WG Co-Chair
- At-Large Review Working Party Co-Chair



**Holly Raiche**

At-Large Review Working Party Co-Chair



**Sophia Feng Shuo**

New gTLD Subsequent Procedures PDP Work Track 2 Co-Chair

# APAC Community Participation

in **UA and IDNs** (1 August 2017 - 31 July 2018)



## UNIVERSAL ACCEPTANCE

The Universal Acceptance Steering Group (UASG) is a community-based team working to share the vision of a truly multilingual Internet of the future.

Working with UASG over the past year, the APAC team has conducted outreach activities in China, Hong Kong, India, and Singapore. UASG recently appointed UA Ambassadors who help to promote UA to their peers in the IT world. These ambassadors will complement existing resources and help to raise awareness of UA.

## UA AMBASSADORS IN APAC:



**Harish Chowdhary**  
Delhi, India



**Ashish Modi**  
Jaipur, India

## GENERATION PANELS



### Label Generation Rules:

Eight scripts completed - four are relevant to the APAC region (*Arabic, Khmer, Lao, Thai*). Six of the rule sets integrated into the RZ-LGR.

**Eight existing generation panels** - seven of them involve the APAC community (*Chinese, Japanese, Korean, Latin, Myanmar, Neo-Brahmi, Sinhala*).



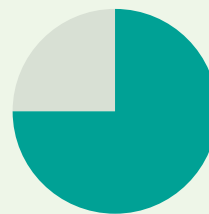
Need GPs for the following scripts:

- **TIBETAN**
- **THAANA**

## ABOUT GENERATION PANELS

Internationalized Domain Names (IDNs) enable the use of domain names in local languages and scripts. To determine valid top-level IDN labels and their variant labels, we need community experts to volunteer and form Generation Panels (GPs). GPs are organized for specific scripts and their role is to propose specific Label Generation Rules (LGRs) to be integrated into the Root Zone Label Generation Rules (RZ-LGR).

## DID YOU KNOW?



**21 of 28**

Generation Panels have scripts that are used in the APAC region

## New Leadership

Appointed within 1 August 2017 – 31 July 2018



**Thin Zar Phyo**  
Myanmar GP Chair



**Ruwan Weerasinghe**  
Sinhala GP Co-Chair  
\*Photo not available



**Harsha Wijawawardhana**  
Sinhala GP Co-Chair



# Growing the Community



## ASIA PACIFIC INTERNET GOVERNANCE ACADEMY (APIGA)

Now in its third year, APIGA is a five-day capacity building program for youth leaders to actively participate in the global Internet governance ecosystem.

Jointly organized by ICANN and KISA, APIGA is a regional initiative where key regional partners play important roles in the program, fellowship committees, and serve as mentors during the workshop. The workshop is designed to be both interactive and engaging, while focusing on group learning, and culminates with a mock ICANN conference session. The number of participants who have moved on to participate in ICANN and Internet-related fora speak to the success of APIGA.

## Involvement of Active APIGA Alumni

● ICANN Fellow

■ ICANN Supporting Organization /  
Advisory Council / Working Group

▲ Internet Governance Events



**Adeel Sadiq**



**Benjz Gerard Magtibay**



**Dain Kim**



**Don Peduru Pradeep Eranga Samarathna**



**Donggi Lee**



**Etuate Cocker**



**Haoran Huang**



**Ihtisham Khalid**



**Mariko Kobayashi**



**Mohammad Abdul Awal Haolader**



**Puthineath Lay**



**Rohan Wadhwa**



**Sen Hiu Shek (Sherry)**



**Vishaarad Sharan**



**Yeseul Kim**



**Yousim Pov**

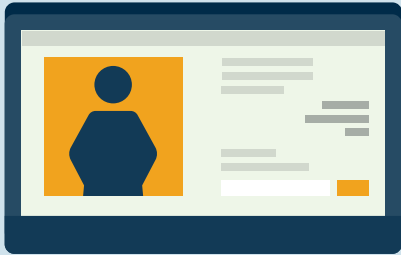




# Growing the Community

## APAC SPACE

APAC Space is a community-led initiative that allows members from the region to gather and share views on ICANN policy work and other related topics.



### 18 APAC Space Since 2015

#### Average Participants

Web Conference      Face-to-face

**33**                      **50**

### APAC Space at ICANN60

Highest number of participants      On-site      Remote

**100**                      **85**                      **15**

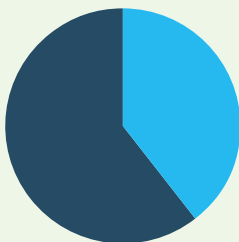
APAC Space is also the ideal place to engage and grow APAC community leaders. In addition to Edmon Chung, community leaders such as Holly Raiche and Pam Little have recently become community facilitators at APAC Space. The APAC team hopes to encourage more community members to take on leadership roles using this platform.

## FELLOWSHIP PROGRAM

The ICANN Fellowship Program provides coaching and travel assistance for individuals to attend ICANN Public Meetings. Priority is given to candidates living in underserved and underrepresented communities. Over the years, the APAC team has seen many community leaders benefit from the ICANN Fellowship Program.

### Fellowship Participants

**690**  
total  
participants



**273**  
APAC  
participants

ICANN46 (March 2013) – ICANN62 (June 2018)

## ICANN READOUTS

JAPAN, INDIA, CHINA

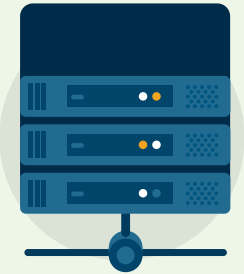
ICANN Readouts are community-led forums organized after ICANN Public Meetings to share updates locally. This platform is particularly useful for community members unable to attend meetings.

ICANN Readouts started in Japan but are now held in China and India as well. The APAC team has received positive feedback on the forums, which play a crucial role in keeping community members up-to-date on ICANN issues.

### Average Readout Attendees

China	India	Japan
<b>50</b>	<b>33</b>	<b>27</b>

# Contributing to the Security, Stability, and Resiliency of the Internet



## ICANN-MANAGED ROOT SERVER INSTANCE

The APAC team works with partners in the region to install root server instances. These help to enhance the security, stability, and resiliency of the Internet to users, thereby reducing DNS-related delays. This helps to increase the overall fault tolerance of the DNS and resilience against certain types of threats such as Denial of Service (DoS) attacks.

### OCEANIA

### 25 INSTANCES IN THE REGION

### ASIA

2013

Solomon Telekom Co,  
Honiara, Solomon Islands  
TelikomPNG,  
Port Moresby, Papua New Guinea

SEP'13

SEP'13

2014

Fiji International Telecommunications  
Limited (FINTEL), Nadi Fiji  
Vodafone Fiji Limited,  
Suva-Nausori, Fiji  
Micron21, Melbourne, Australia

FEB'14

APR'14

SEP'14

OCT'14 ZDNS, Beijing, China

NOV'14 BASIS Technologies, Kolkata, India

2015

Vocus, Mascot, Australia  
FX Networks Limited,  
Mangere, New Zealand

MAR'15

MAR'15

JAN'15

True Internet, Bangkok, Thailand

FEB'15

Philippine Long Distance Telephone Company,  
Manila, Philippines

MAY'15

PANDI, Jakarta, Indonesia

AUG'15

Citrinet, Yogyakarta, Indonesia

SEP'15

Web Werks, Mumbai, India

Computer Services Limited, Apia, Samoa

NOV'15

2016

Computer Services Limited, Apia, Samoa

MAR'16

FSM Telecom, Kolonia, Federated States of Micronesia

JUN'16

Telstra, Melbourne, Australia

SEP'16

MAY'16

Yatanarpon Teleport, Mandalay, Myanmar

MAY'16

Yatanarpon Teleport, Yangon, Myanmar

2017

Marshall Islands National  
Telecommunications Authority,  
Marujo, Marshall Islands

FEB'17

MAY'17

Lanka Education and  
Research Network (LEARN), Colombo, Sri Lanka

2018

Telecom Fiji, Nadi, Fiji

MAY'18

MAY'18

Dialog Axiata, Colombo, Sri Lanka

MAY'18

Chunghwa Telecom,  
Taoyuan Country, Taiwan

# Contributing to the Security, Stability, and Resiliency of the Internet

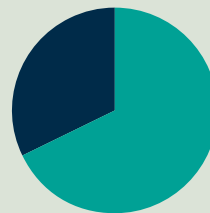
## DNS SECURITY EXTENSION (DNSSEC) DEPLOYMENT



DNSSEC is a technology developed to protect against attacks by digitally 'signing' data so that validity can be assured. These attacks are vulnerabilities in the DNS which allow an attacker to hijack any step of the DNS lookup process and take control of a session.

However, DNSSEC must be deployed at each step in the lookup from root zone to final domain name. Full deployment of DNSSEC will ensure that the end user is connected to the actual website or other service corresponding to a particular domain name.

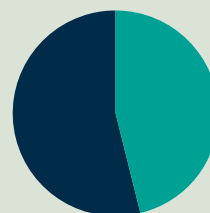
### COUNTRY CODE TOP-LEVEL DOMAINS (CCTLDS) SIGNED



**17 of 25**

in Asia

*latest from Bhutan in Dec 2017*



**12 of 26**

in the Pacific

## FROM TECHNICAL TRAINING TO DNSSEC DEPLOYMENT

Of the 29 markets which signed DNSSEC, the APAC team has helped these **six markets** gain competency and expertise to deploy DNSSEC:

- Bhutan
- Hong Kong
- Indonesia
- Singapore
- Vanuatu
- Vietnam



BHUTAN  
SINGAPORE  
INDONESIA



# Contributing to the Security, Stability, and Resiliency of the Internet

## ● TECHNICAL CAPACITY-DEVELOPMENT WORKSHOPS

ICANN's mission is to ensure the stable and secure operation of the Internet's unique identifier systems. Over the past five years, the APAC team has helped to develop the technical capacity of the community in the APAC region.

Total number of workshops conducted:

**87**

Number of participants:

**3,001** from **30**  
people trained | markets

## ▲ TRAINING FOR LAW ENFORCEMENT AGENCIES

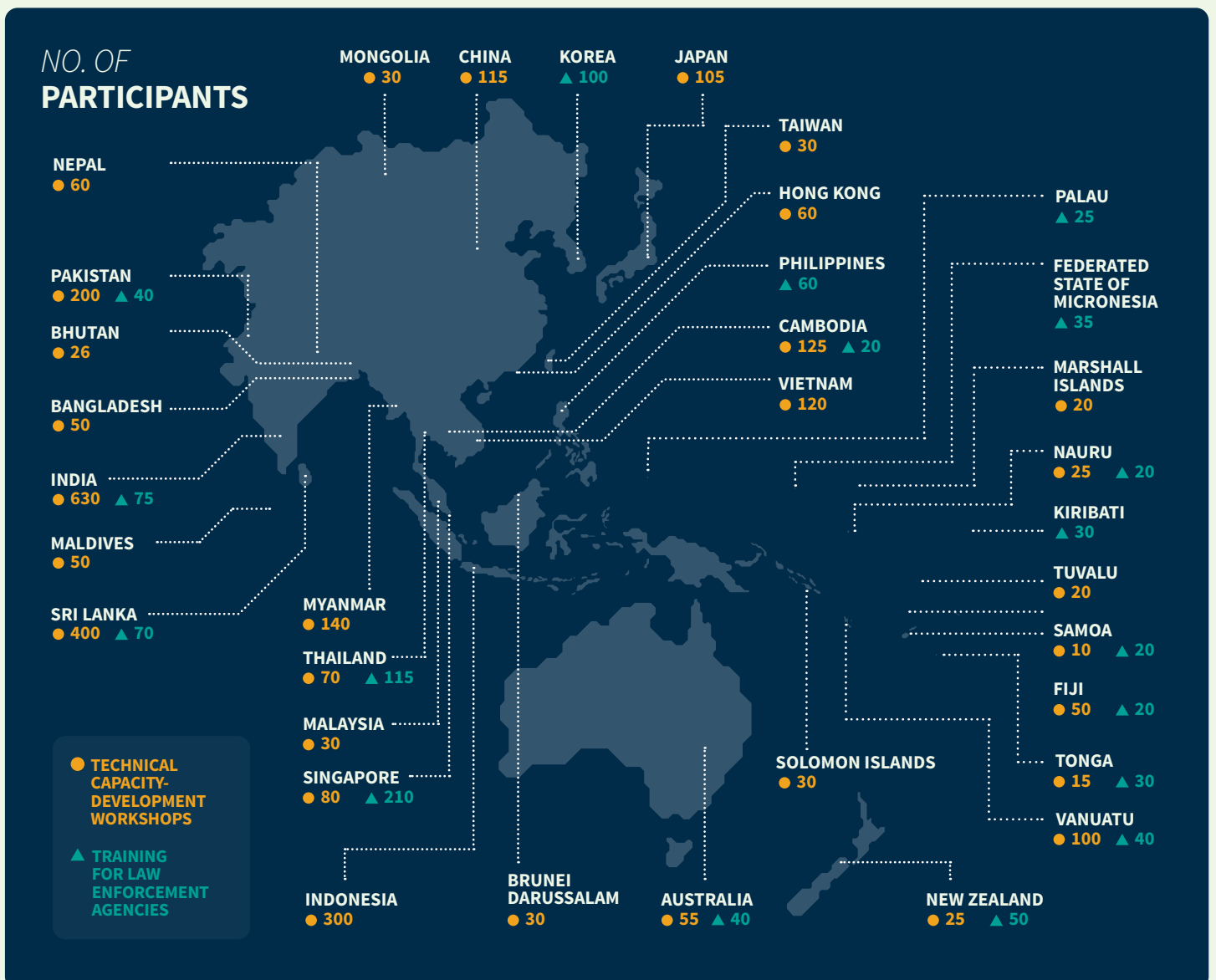
One of the critical groups the APAC team provides training for are law enforcement agencies (LEA). Training helps LEAs better handle abuse and misuse related to Internet identifiers and contributes to a healthier Internet ecosystem.

Total number of workshops:

**25**

Total number of participants:

**1,000** from **18**  
people trained | markets



# Maintaining Operational Excellence

Over the past five years, a priority of the APAC regional office has been to continuously improve its own capabilities and become a more cohesive and effective team that aims to partner with and serve the APAC community.

The APAC team is pleased to share that it now has **12 support** functions with **29 personnel** in the region:



Communications



Contractual Compliance



End User Support (Internal)



Global Operations

## OFFICE SPOTLIGHT 1: CONTRACTUAL COMPLIANCE



Last year, the APAC team identified a number of common complaints faced by registrars in China. In July 2017, the Contractual Compliance team conducted a capacity-development workshop to clarify these issues. While not conclusive, the number of tickets where notices had to be issued declined after the workshop.

### Complaints Received by Contractual Compliance for APAC Registrars

June 2017 - June 2018

**14,675**

complaints from APAC

**15,093**

total complaints closed

### NOTICES SENT TO REGISTRARS

0	1	2	3
6,885	7,895	795	150

## OFFICE SPOTLIGHT 2: GLOBAL SUPPORT

The Global Support Center team is now receiving inquiries in multiple languages on a vast range of topics including General Data Protection Regulation (GDPR), the IANA functions, new gTLDs, ICANN, and domain names.

FY18:

**16,896**

inquiries received by via calls, emails, and service portals globally.

**18%**

of inquiries were from the APAC region and managed by the APAC team



Global Stakeholder Engagement



Global Support



Human Resources



Internationalized Domain Name Programs



Legal



Registrar Services



Registry Services



Security and Network Engineering

### DID YOU KNOW?

**166** Distinct ICANN-accredited gTLD registrars

At 37%, this is the largest group of distinct registrars globally.

**211** Generic top-level domains, including 36 IDNs

Majority of the IDNs are registered in China.

# The Way Forward

## What can be expected going forward?

A calendar highlight is the ICANN64 Public Meeting in Kobe, Japan, to be held from 9-14 March 2019. The 2019 GDD Summit – a key event for ICANN contracted parties – will also be held in the APAC region. The GDD Summit will be co-locating with the following events: Registration Operations Workshop (ROW), ICANN DNS Symposium, and Domain Name System Operations Analysis and Research Center (DNS-OARC). The APAC team hopes to work closely with the community to make these events a success.

Community building and engagement programs will continue and help facilitate growing participation in ICANN. The APAC team will take on a more data-driven approach to identify and address gaps in APAC community participation.



*The APAC team looks forward to achieving more milestones with you.*

The team is also focused on implementing technical projects that will contribute to the security, stability, and resiliency of the Internet's unique identifier system. In addition to capacity building, the team will facilitate partnerships between ICANN's Office of the CTO and other organizations. Technical community – watch this space!

Internationalized Domain Names (IDNs) is also an important area for the diverse APAC region where 21 of the most widely used languages in the world are spoken. The APAC team will continue to support the IDN Program as well as the Universal Acceptance Steering Group (UASG).

The APAC team is always looking to improve our work. Suggestions or comments from the community are welcomed and can be directed to [apachub@icann.org](mailto:apachub@icann.org).

The APAC regional office looks forward to achieving more milestones with the entire APAC community!

## ICANN IN APAC



### APAC

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Haidian District,  
Beijing, China



### SEOUL

#### PARTNERSHIP CENTER

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One World, One Internet