



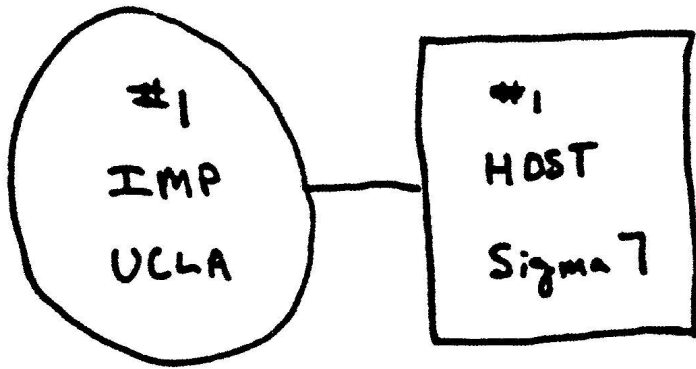
Internet Corporation for Assigned Names and Numbers

Financial Management Institute

Vancouver, May 31, 2005

Frank Fowlie, Ombudsman

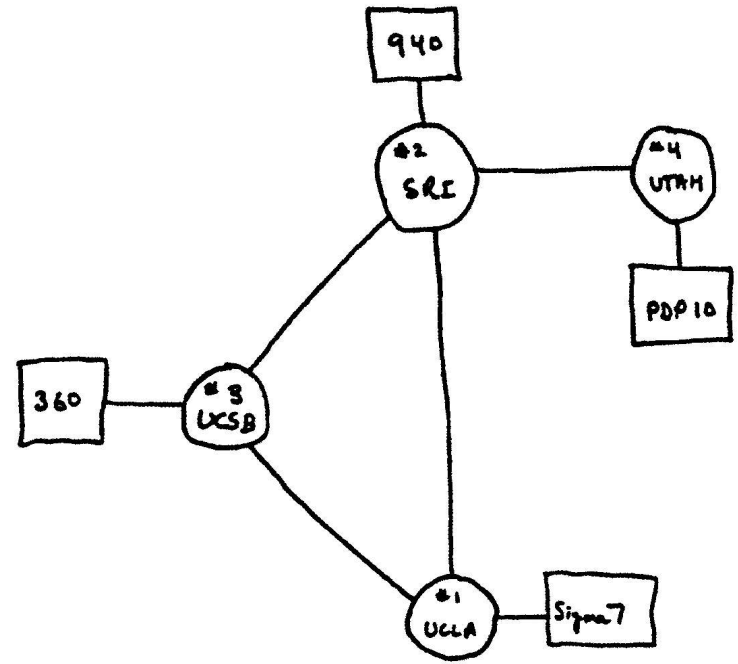
The Internet has grown from a grad school project....



THE ARPA NETWORK

SEPT 1969

1 NODE



THE ARPA NETWORK

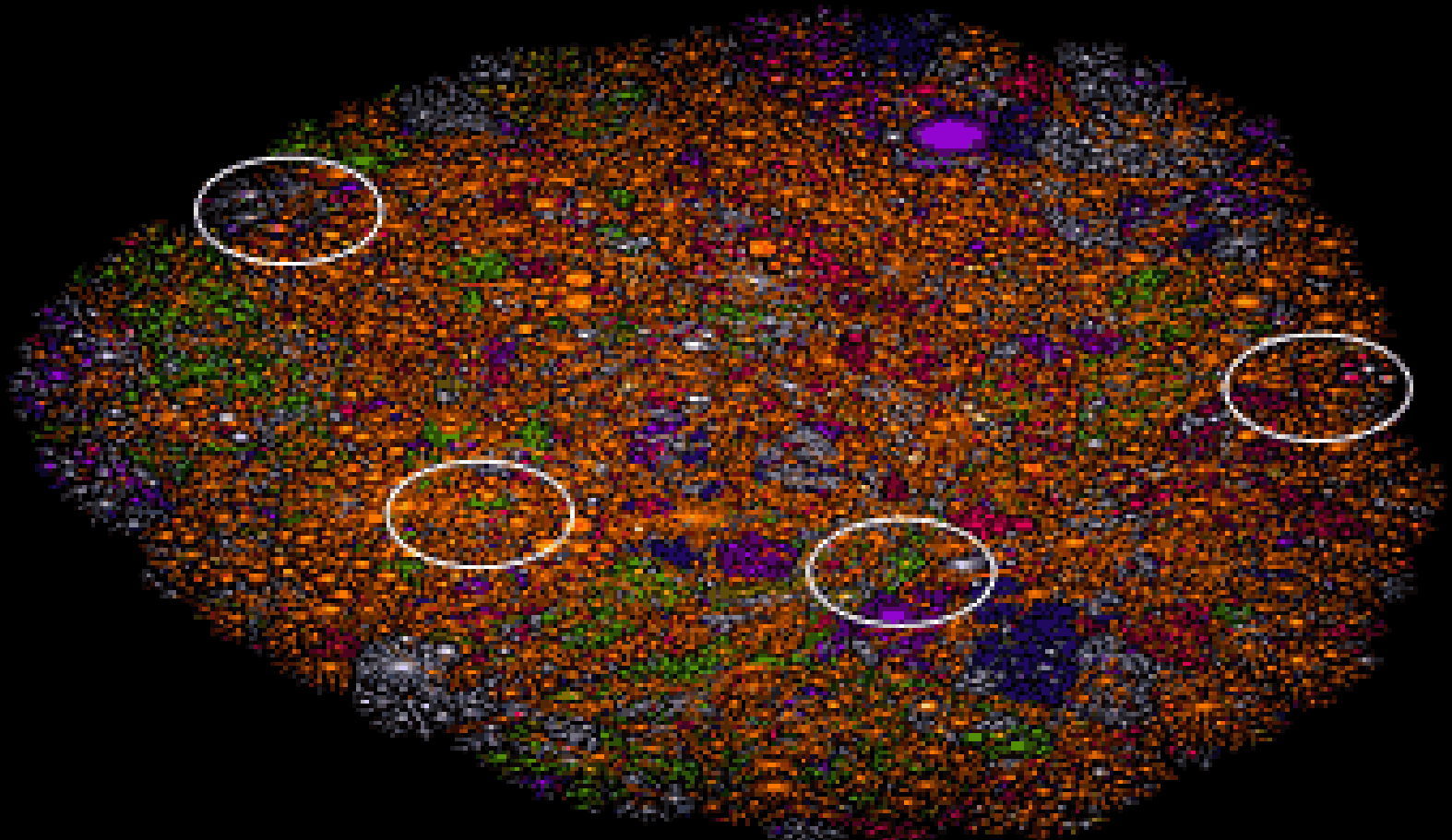
DEC 1969

4 NODES



...To this

The Internet: 2002



The early days of the Internet

- Network set up in the US scientific community
- Under R&D contracts to the US government
- Administered by the UCLA from Los Angeles
- Originally connected 4 universities
- Growing slowly into a larger scientific research network
- With increasing decentralisation and
- Involving scientists in the whole world
- Email was added in 1972, file transfer in 1973

Internet: from R&D to commercial

- Increased use of scientific community
- Most use in US universities and R&D institutes
- International scientific use has commenced
- Domain Names System invented in 1983
- First non-scientific use is considered
- 1990: first commercial provision of Internet dial-up access
- 1991: www invented in CERN - Switzerland

The Internet Today and.... The Challenges

From the past ...to the future

Small (4 university networks, 100's users)	➤	Huge (today over 200,000 networks, 1 billion users)
Scientific purpose	➤	Multi-stakeholder purpose
US based	➤	Global
Scientific backbone	➤	Global economy backbone
Single jurisdiction	➤	Multiple jurisdictions
Regulated relations	➤	Contractual relations
A few scientific issues	➤	Multi-layered stack of issues
Industrialised countries interest	➤	Industrialised and developing countries interest

Internet is different

- Over 200,000 separate networks which agree through private agreement or contract approach to allow packets to cross networks
- From engineering perspective, do not recognise boundaries
- DNS and Unique Identifiers is the 'glue' which allows seamless outcome across these various networks (a 'resolution')
- About 1 billion users
- About 20 billion resolutions per day (nearly 7 times the number of telephone calls in North America)
- The backbone of the digital economy



The Need for Change Circa 1996/97

- ◆ Globalization of Internet
- ◆ Commercialization of Internet
- ◆ Need for accountability
- ◆ Need for more formalized management structure
- ◆ Dissatisfaction with lack of competition
- ◆ Trademark/domain name conflicts

Founding Principles for ICANN

- ◆ Internationalization
- ◆ Stability
- ◆ Competition
- ◆ Private, bottom-up coordination
- ◆ Representation

ICANN: The Basic Challenge

- An effective mechanism for technical self-management by the global Internet community serving a globalized economy

What is ICANN responsible for?

- ICANN is responsible for the global technical self-management of the Internet's unique identifiers.
- ICANN is dedicated to:
 - Preserving the operational stability of the Internet;
 - To promoting competition;
 - To achieving broad representation of global Internet communities;
 - And to developing policy appropriate to its mission through bottom-up, consensus-based processes.



What ICANN does *not* do

- Content on the Internet
- Spam
- Financial transactions online
- Consumer Protection Law
- Privacy Law
- Data Protection Law
- Intellectual Property Law
- E-commerce, e-education, e-government, etc.

Domain names & IP addresses

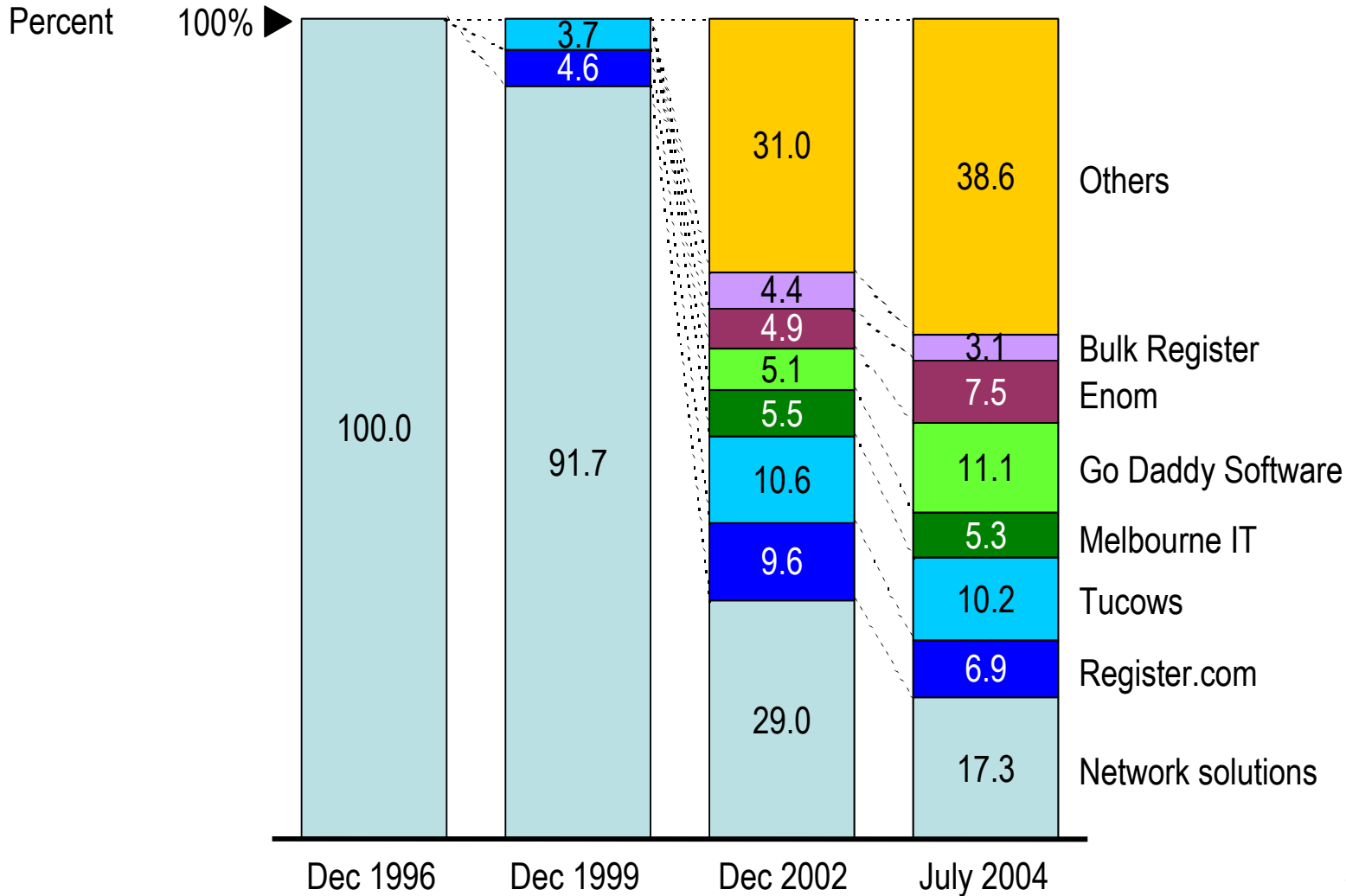
- **Domain names** are the familiar, easy-to-remember names for computers on the Internet
 - e.g., amazon.com, icann.org, nic.org.gh
- Domain names correlate to **Internet Protocol numbers** (IP numbers) (e.g., 98.37.241.130) that serve as routing addresses on the Internet
- The **domain name system** (DNS) translates domain names into IP numbers needed for routing packets of information over the Internet

International model of self-governance and self-management, and unique value system

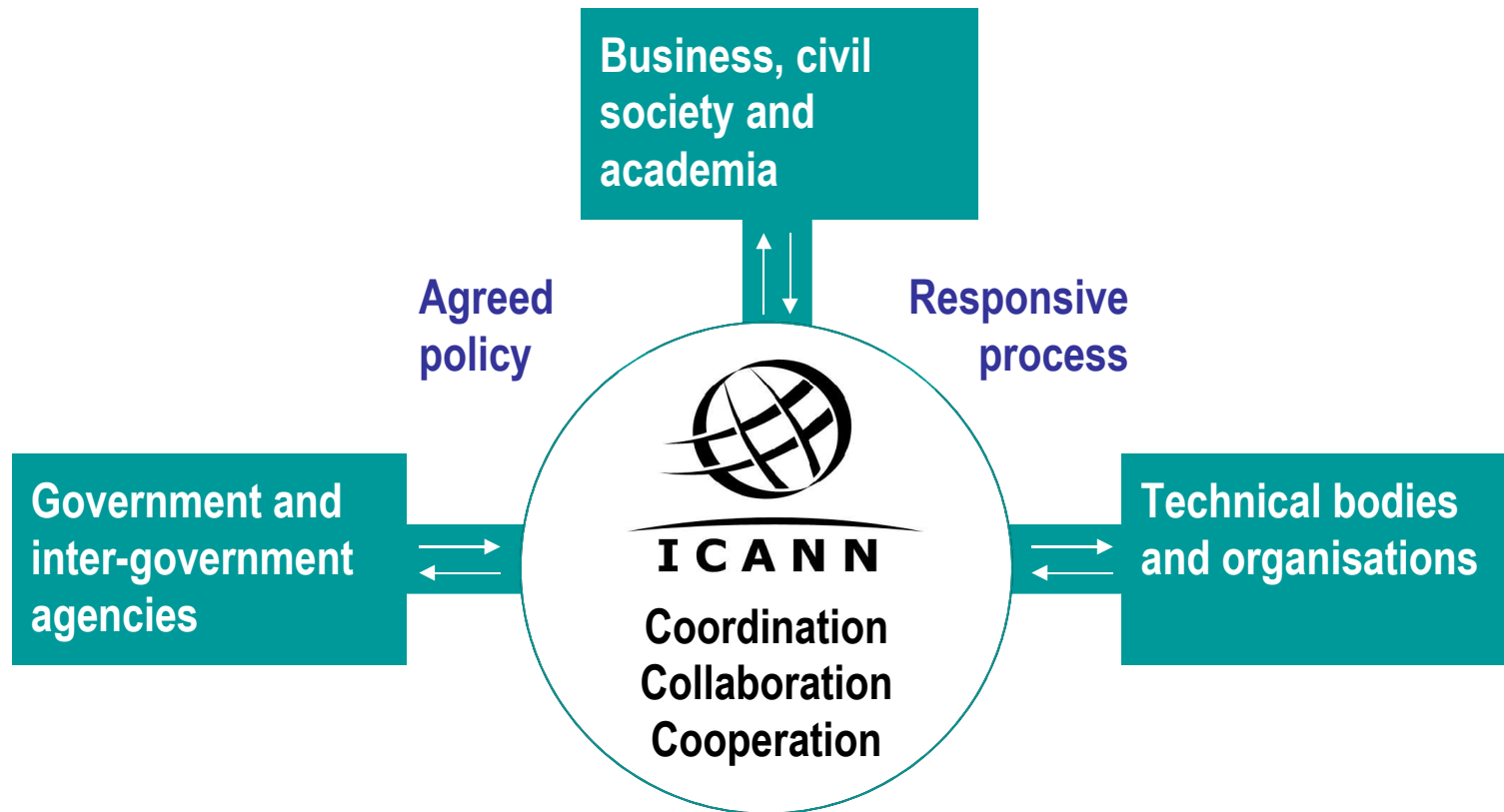
- ICANN is a unique organisation designed to operate in the new global environment.
- Accomplishments
 - 20 billion DNS resolutions per day.
 - A US\$1 billion annual reduction in domain registration fees.
 - Internationalised Domain Names (IDN).
 - The Uniform Domain Name Dispute Resolution Policy (UDRP).
 - Streamlined inter-registrar domain name transfers.



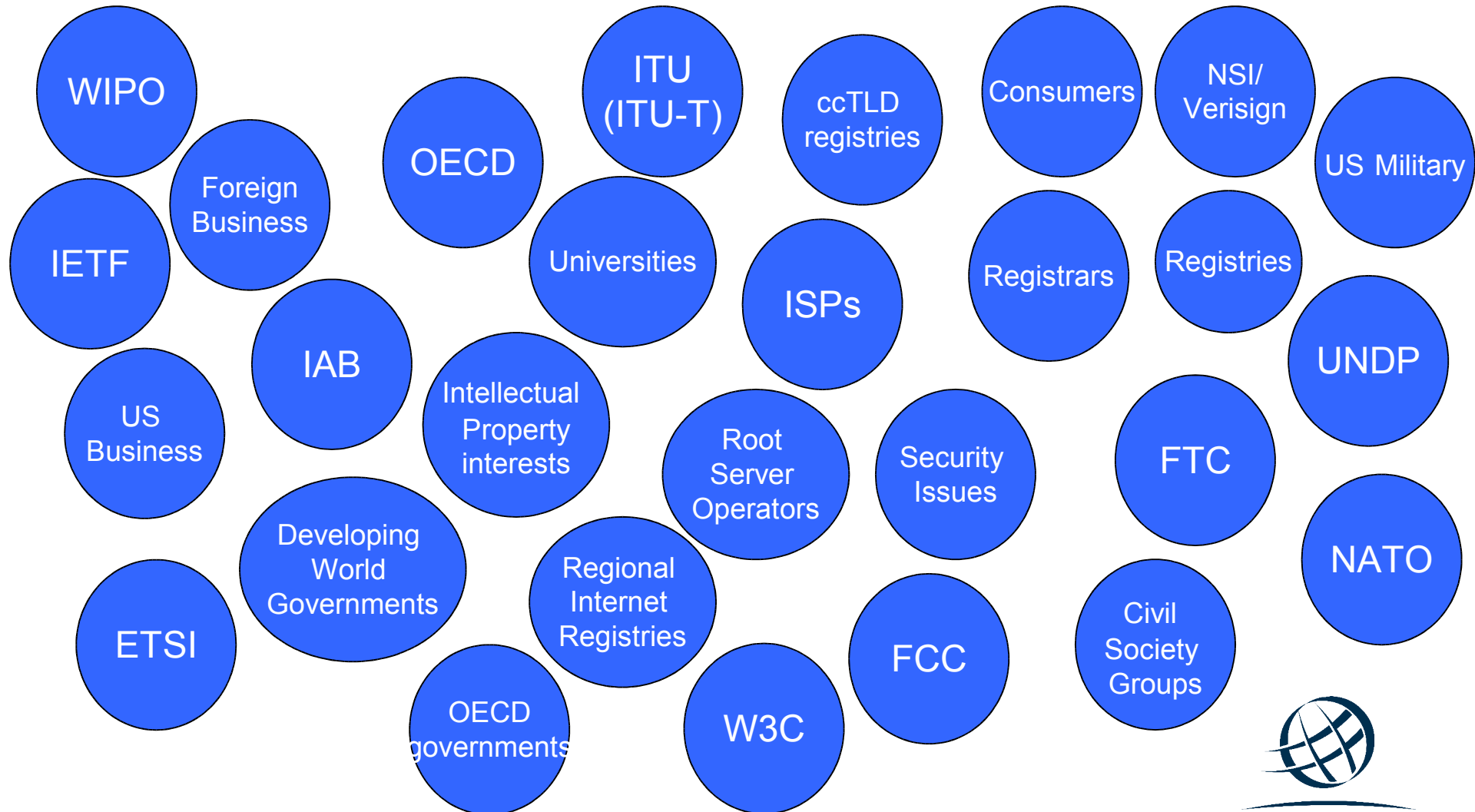
Market share of Registrars for .com/.net .org, 1996-2004

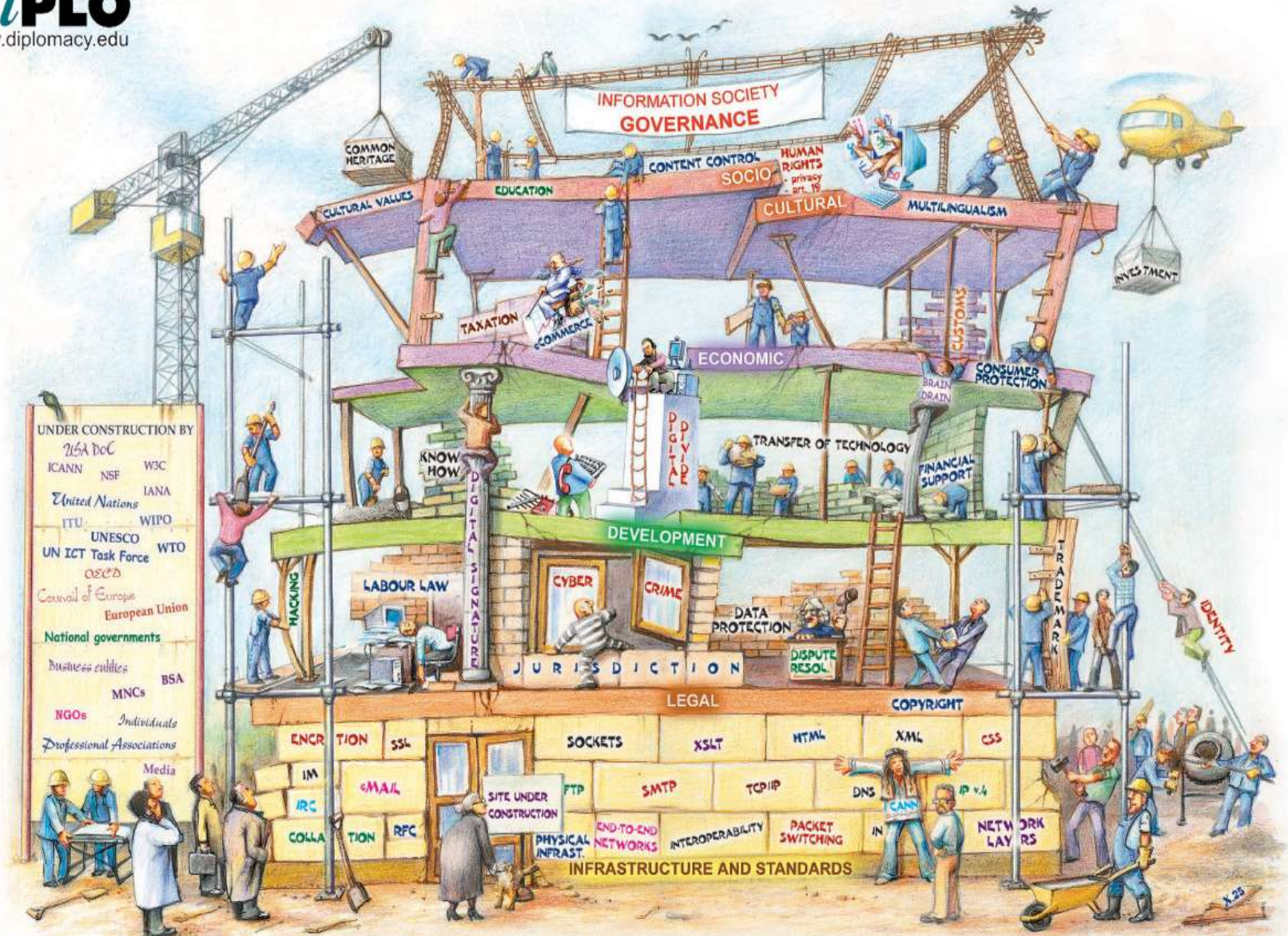


Stakeholders in the Domain Name System



Before ICANN, these stakeholders competed for influence over the Domain Name and IP Addressing systems

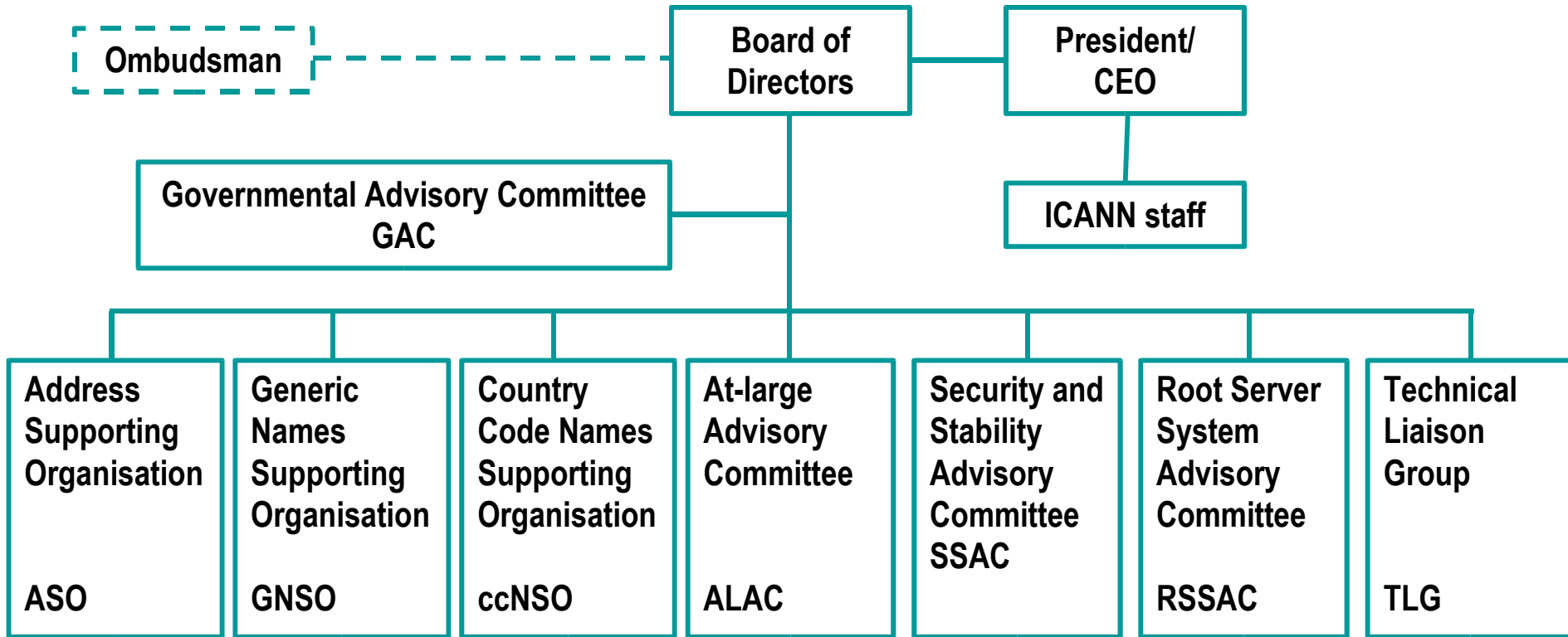




Concept: BALDI • GELBSTEIN • KURBALIJA Illustration: ZORAN MARČETIĆ • MARČA
More information is available in the Information Society Library at <http://www.diplomacy.edu/isl>

www.diplomacy.edu © 2003, DIPLO
This is an illustration of Diplo's research and training methodology on Internet governance.

ICANN's Structure



International multi-stakeholder representation and participation

- Government Advisory Committee: over 100 Governments and 5 International Treaty Organisations.
- At-Large Advisory Committee: 18 At-Large Structures from four global regions.
- Board of Directors represents 14 nationalities.
- ICANN Staff hail from 12 different countries: (Australia, Denmark, Sweden, Ireland, France, Mongolia, the Netherlands, Niger, Taiwan, the United Kingdom, the United States, and of course, Canada).
- Offices in California, Brussels, with staff in Australia, France, and Canada



How we implement our multi-stakeholder process

- Regular meetings of Supporting Organisations Councils and Advisory Committees
- Defined policy development processes (PDPs) for Supporting Organisations
- Regular ICANN Board meetings
- Most importantly, ICANN maintains a public meeting forum

ICANN public meetings

History



- Several meetings a year since 1999
- Held in each of ICANN's five regions in rotation
- As many as 700 to over 1,000 registered participants
- Proceedings webcast, transcribed during meeting, and archived on ICANN's website to maximise accessibility

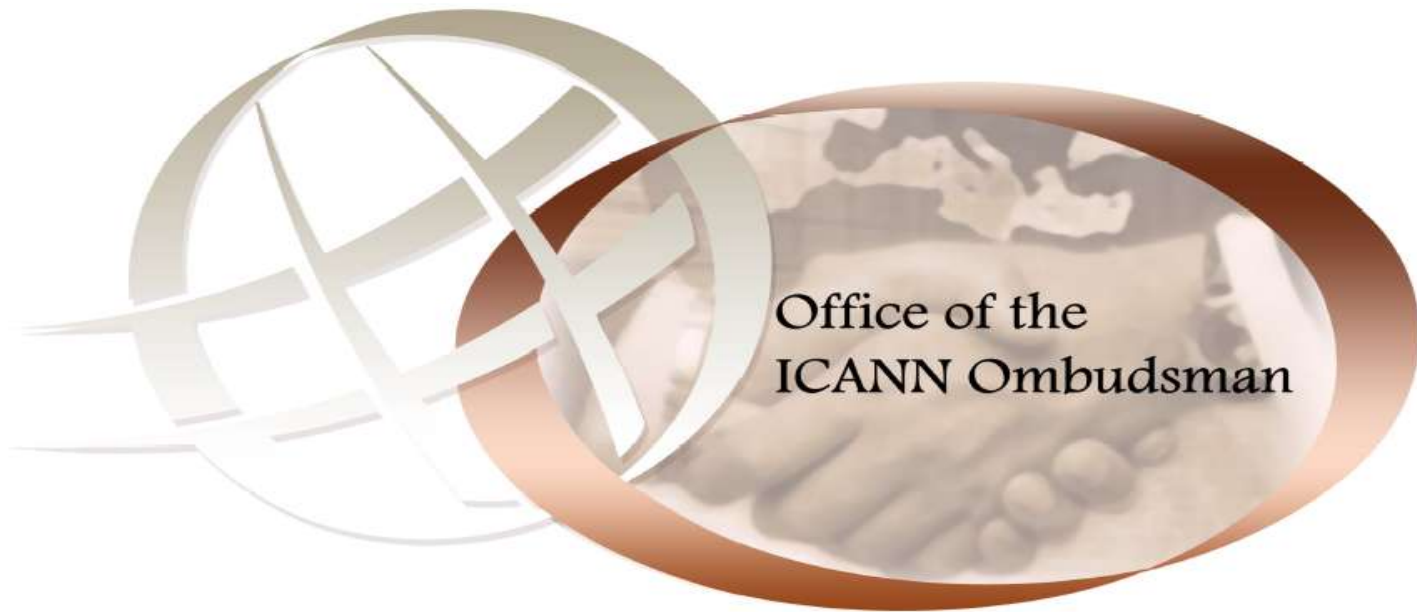
Benefits

- Informed participation of local and global communities in policy development processes
- Face-to-face dialogue offers ICANN better understanding of stakeholder issues
- Community workshops on critical issues, such as IDNs and DNS security

ICANN Meeting

- **Vancouver**
- November 30 - December 4, 2005
- Hosted by Leading Edge Technologies BC and Circle ID

- **THANK YOU VANCOUVER!!!**



Office of the Ombudsman

- The ICANN Ombudsman is:
 - Independent, impartial, neutral;
 - A reviewer of facts;
 - An investigator of complaints about unfairness;
 - An ADR practitioner.

Ombudsman Value Statement

The Values of this Office are:

- *Respect for Diversity;*
- *Excellence in
Ombudsmanship;*
- *Professionalism;*
- *Confidentiality;*
- *Impartiality;*
- *and Independence.*

ICANN Office of the Ombudsman

- Ombudsman's jurisdiction as defined by Bylaw V relates to actions, decisions, or inactions by ICANN staff, board, or supporting structures.
- Ombudsman's latent role is to provide a single portal for all consumer issues brought to his attention.

ICANN Office of the Ombudsman

- ICANN Ombudsman
 - Appointed as of November 1, 2004;
 - Frank Fowlie, of Canada;
 - Takes authority from Bylaw V;
 - Sole practitioner office.

“Meet Frank Fowlie, the Internet's physician ”

- kanadischen Chef-Beamten Frank Fowlie zu ihrem ersten Ombudsmann gewählt.
- **Frank Fowlie**
- De nieuwe ombudsman wordt de Canadees Frank Fowlie,
- Frank Fowlie se une al ICANN como Ombudsman
- ICANN **Frank Fowlie**
- l'Icann vient de nommer le Canadien Frank Fowlie au poste de médiateur (Ombudsman)

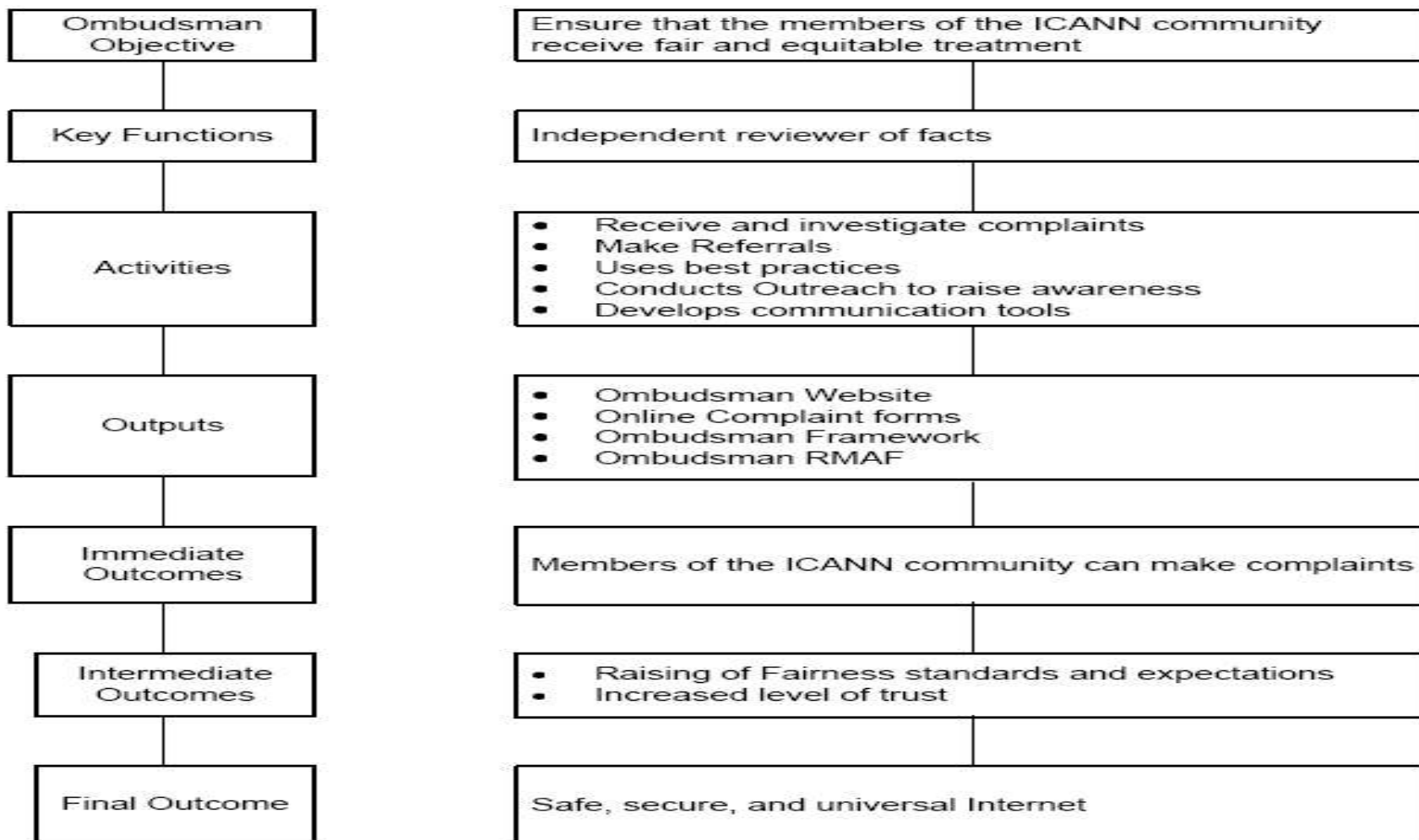


ICANN Office of the Ombudsman

Logic Model

- Activities, outputs and outcomes
- Relationship between the Office of the Ombudsman activities and ICANN final outcomes.

Logic Model



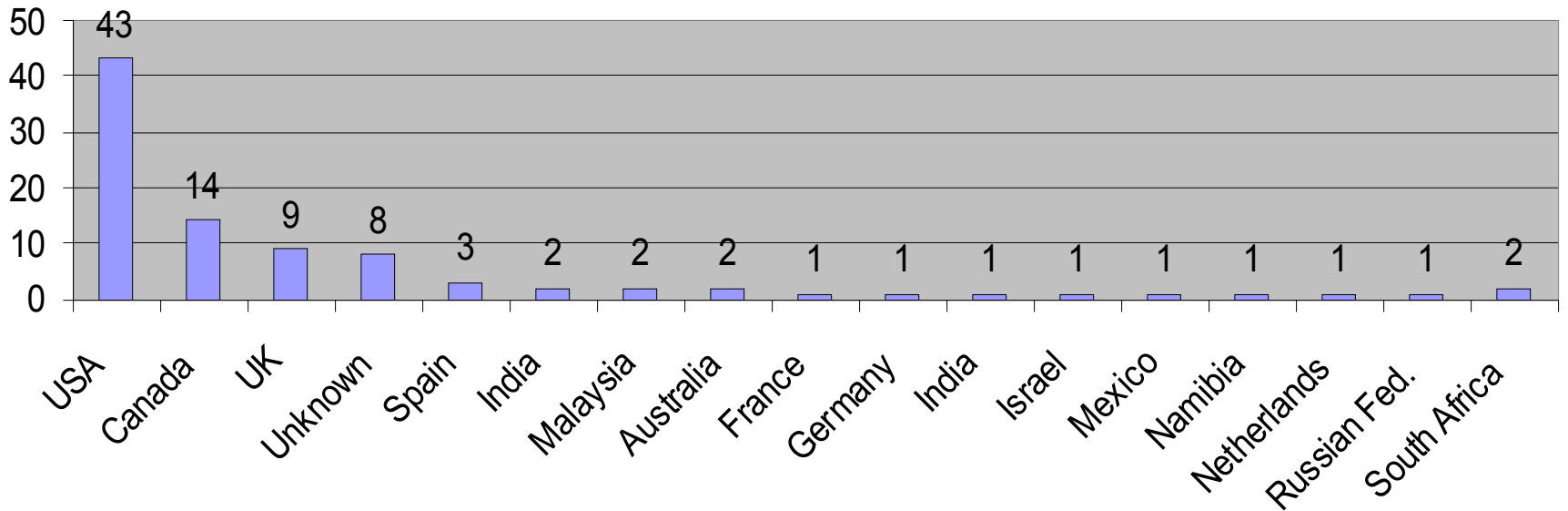
Office of the Ombudsman Website

- <http://www.icann.org/ombudsman/>
- Key elements:
 - Complaint form
 - Ombudsman Framework
 - RMAF
 - News – Speeches
 - Self help FAQs
 - Direct Mail contact

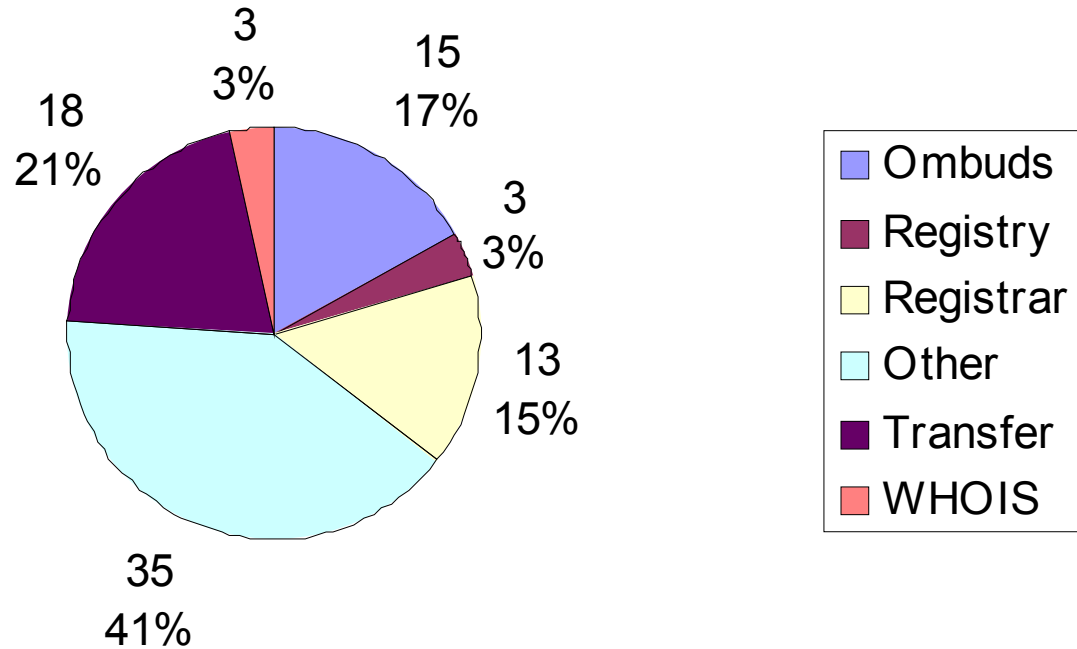
Ombudsman Framework

- Introduction
- Jurisdiction
- Powers
- Confidentiality
- Receiving a complaint
- Procedure after review

Contacts by Country



Issue Types



For more information please see
<http://www.icann.org>

Or send an email to
icann@icann.org

or

ombudsman@icann.org

