

## Relevant experience and suitability for ICANN WHOIS Review Team - Sharon LEMON

My first involvement with cyber related crime was in 2004 when I took over the Paedophile Online Investigation Team (POLIT), which was a complete departure from my previous role as Head of Firearms. POLIT was formed as a result of a child abuse enquiry, Landslide, coming from the USA. Overnight we had over 7,000 names of UK citizens who potentially had been viewing child abuse online. Our structures in the UK were not set up for such an investigation and a new policing model, connecting us with the 43 forces of England and Wales needed to be established. During that time we formed the Virtual Global Taskforce (VGT), a groundbreaking coalition to deal with international child abuse enquiries. Subsequently, the Child Exploitation and Online Protection Centre (CEOP) has been established to give this very important crime type the attention and resources required to make an impact.

Convinced that the internet would prove very attractive to criminals because of the speed, reach, perceived anonymity, difficulties with varying international law enforcement capabilities, legislation and data preservation, I became Head of the National HiTech Crime Unit (NHTCU) in 2005. The NHTCU was the first Unit in the country to deal with crime in the virtual environment and had a national responsibility. It was one of the first in the world too, and we developed, and have maintained, a significant international network of law enforcement officers to assist with both our operational outcomes, prevention and awareness campaigns and intervention opportunities.

Since then I have experienced the development of online criminality – the days of causing mischief by spreading worms and viruses to show one's skills are a distant memory – now it is all about the money. The theft of data and then realising the profits that can be made motivates our online criminals. We have had some notable operational successes which have made headlines internationally, of which we are very proud – but the simple facts are that criminal justice outcomes alone will never be able to combat this crime type. Other approaches are essential, in partnership with our private sector colleagues and other interested parties. In 2006 the NHTCU was subsumed into the Serious and Organised Crime Agency (SOCA) and was renamed e-Crime.

I place particular emphasis on ensuring a collaborative approach is taken to problem solving concerning matters of internet governance. SOCA e-Crime under my leadership has been instrumental in raising awareness within the law enforcement community of the challenges when criminals, such as those who operated the Russian Business Network (RBN), abuse the DNS. Historically such abuse has often resulted from weaknesses in processes and compliance to achieve anonymity. In more recent times the increase of proxy services have provided further challenges to all, particularly for law enforcement when balancing privacy against tackling those determined to abuse the DNS. Developments with such techniques as single and double fast flux demonstrate how innovative criminals can be and why a robust WHOIS is essential. Through my leadership the SOCA e-Crime department has regularly engaged both with RIPE and many of the working groups within ICANN. This problem solving dialogue has allowed me to gain a contemporary understanding of the key issues and drivers concerning WHOIS and its management.

Many of the tools, techniques and covert activity applied within our department are ground breaking and as the senior officer I have extensive experience of reviewing complex auditing processes to assess for compliance and accuracy, which is essential as our new approaches are always subject to challenge.

Until 2008, our department was the only one of its kind in the United Kingdom – since then, new bodies have emerged as the threat from cyber has been appreciated, and I am very well connected with all of those new structures and we are working well together to ensure that there is no duplication of effort and we can leverage support from each other. My international network is extensive. Each year we host a cyber law enforcement day, where we sponsor countries that are important to us, who would otherwise not be able to afford to attend. This has grown in prominence each year and last year we had 80 delegates from 34 countries. As well as being an excellent networking event, we get some very tangible outputs in terms of tactical opportunity and developing strategic intervention opportunities. This year the five RIRs took the opportunity to speak to our group as a whole and develop relationships to progress joint working.

I am a founder member of the law enforcement Strategic Alliance Cyber Working Group, and through that we have developed the work of Project Minstrel, looking at Internet Governance (you may be aware that Minstrel recently received an award acknowledging its ground breaking approach to internet crime by the International Association of Chiefs of Police) and we are now working on Project Aptly, which looks at the use of virtual currencies by criminals.

I would relish the opportunity to be part of this important team, which would increase my understanding of the complex world of internet governance and allow me to share my experiences with the team, so together we can produce some long term outputs and benefits.