Five Years in Focus
Middle East and Africa
Regional Office in Istanbul
ICANN’s regional office in Istanbul has grown substantially since its establishment in 2013. Five years in, we want to celebrate this milestone with the ICANN community. We are grateful for the community’s contribution thus far, and will continue to rely on their active participation to spread awareness about ICANN’s mission.

This report illustrates the efforts made by the Middle East and Africa (MEA) teams to serve and engage with the local and regional communities. The Istanbul regional office – which has grown from one employee to twenty-five – has become the focal point for our regional stakeholders and community members. We have expanded and strengthened the skill set locally, which helps us deliver increasingly efficient support and expertise to the region.

I hope for many more years growing together. Congratulations to all!
Istanbul Regional Office Timeline

2013
- 13 April 2013: Istanbul office opens.
- 12 July 2013: The first Africa DNS Forum takes place in Durban, South Africa.

2014
- 3 February 2014: The first Middle East DNS Forum starts in Dubai, UAE.

2015
- 29 March 2015: ICANN55 begins in Marrakech, Morocco.
- 5 March 2015: DNS Entrepreneurship Center in Cairo, Egypt, opens in partnership with Egypt’s National Telecommunications Regulatory Authority (NTRA).

2016
- 26 June 2016: ICANN59 begins in Johannesburg, South Africa.

2017
- 26 July 2017: ICANN60 begins in Abu Dhabi, UAE.
- 28 October 2017: The fifth Africa DNS Forum takes place in Dar es Salaam, Tanzania.

2018
- 26 July 2017: The fifth Middle East DNS Forum starts in Ankara, Turkey.
- 25 April 2018: ICANN60 begins in Abu Dhabi, UAE.
Istanbul Regional Office in Numbers

**FUNCTIONS**
ICANN functions represented in the Istanbul regional office.

- Communications
- Contractual Compliance
- Global Domains Division (GDD)
  - Internationalized Domain Name (IDN) Programs
  - Registrar Services
  - Registry Services and Engagement
- Global Human Resources
- Global Meeting Operations
- Global Support
- Global Stakeholder Engagement (GSE)
  - Africa
  - Middle East
- Policy Development Support
- Security Operations

**STAFF**

<table>
<thead>
<tr>
<th>Staff Members</th>
<th>25</th>
</tr>
</thead>
<tbody>
<tr>
<td>As of the end of 2018</td>
<td></td>
</tr>
<tr>
<td>18 (Istanbul)</td>
<td>7 (Remote)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interns</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>As of the end of 2018</td>
<td></td>
</tr>
<tr>
<td>1 (GSE)</td>
<td>2 (Contractual Compliance)</td>
</tr>
</tbody>
</table>

**CONTRACTUAL COMPLIANCE**

38,494
Total number of compliance tickets processed by the Istanbul-based contractual compliance staff from December 2013 to November 2018

**GLOBAL SUPPORT**

10,283
Total number of cases handled by the Istanbul-based global support staff from August 2015 to September 2018
Meet the MEA Team

ISTANBUL

Communications
Luna Madi - EMEA Communications Director
Buket Coskuner - Global Communications Coordinator

Contractual Compliance
Zuhra Salijanova - Sr. Manager, Contractual Compliance
Seher Sagiroglu - Contractual Compliance Specialist
Selim Manzak - Contractual Compliance Specialist
Holida Yanik - Contractual Compliance Specialist

Global Human Resources
Nida Gumussoy - Sr. Operations Administrator

Global Meeting Operations
Nick Tomasso – VP of Global Meeting Operations & Managing Director of the Middle East and Africa Regional Office
Erhan Kiraner - Meetings External Relations Sr. Manager

Global Support
Seda Akbulut - Lead Global Support Analyst
Gozde Aydin - Global Support Analyst I

Policy Development Support
Ozan Sahin - Community Services Sr. Coordinator
Yesim Nazlar - ALAC-At Large Operations Support Sr. Coordinator
Gulten Tepe - GAC Services Coordinator
Evin Erdogdu - Policy Development Senior Coordinator

Registrar Services
Mukesh Chulani - Registrar Services Sr. Manager

Registry Services & Engagement
Aysegul Tekce - Registry Services and Engagement Manager
Mert Saka - Registry Services and Engagement Manager

REMOTE

Global Stakeholder Engagement-Africa
Sagbo Pierre Dandjinou – VP of Stakeholder Engagement in Africa (Benin)
Yaovi Atohoun - Stakeholder Engagement & Operations Manager in Africa (Benin)
Bob Ochieng - Stakeholder Engagement Manager in East Africa (Kenya)

Global Stakeholder Engagement-Middle East
Baher Esmat – VP of Stakeholder Engagement in the Middle East (Egypt)
Fahd Batayneh - Stakeholder Engagement Manager in the Middle East (Jordan)

IDN Programs
Sarmad Hussain - IDN Programs Director (Pakistan)

Security Operations
Andrew White - Event Security Sr. Manager (South Africa)

REFERENCES IN THE REPORT
• Engagement: All activities conducted by ICANN org such as training workshops, presentations at conferences and events, meetings with community, lectures at universities, etc.
• Bilateral Meetings: One-on-one meetings between ICANN org and different stakeholders in the region
Watch Baher Esmat talk about ICANN efforts in the Middle East here.

Baher Esmat, VP of Global Stakeholder Engagement in the Middle East

The Middle East

Since we first developed the Engagement Strategy in the Middle East and Adjoining Countries (MEAC) in 2013, our objective has been to raise awareness of ICANN and the domain name industry across the region. With the support of our community, we have made great strides towards that goal.

This report illustrates how we have been building regional participation in ICANN policy development processes. While we are gratified with the progress thus far, we are always looking for new opportunities to further strengthen regional engagement with ICANN.

I want to thank all our community members and stakeholders for the mutual achievement these numbers reflect. Above all, we are grateful for what we have accomplished that is not measured purely by numbers: a regional community that is becoming more effective partners with ICANN.
The Middle East in Numbers

101
Events with ICANN participation

21
Events with ICANN sponsorship

25
Events organized by ICANN

23
Capacity Development Workshops

277*
Bilateral meetings

11
Trainings for Law Enforcement Agencies

41*
Academic engagements

8
DNSSEC Deployments

14
ICANN-managed root server instances

79*
Total number of ICANN fellows from the region

20*
Total number of NextGen@ICANN members from the region

6
Total Number of Meetings of the Task Force on Arabic Script IDNs (TF-AIDN)

2
Total number of ICANN meetings held across the region
Morocco-ICANN55, UAE-ICANN60

19
Total number of interviews

*This number represents unique entities.

**MIDDLE EAST ENGAGEMENT MAP**
(participating countries since April 2013)

*These countries are also listed in Africa GSE engagement as they are predominantly Arabic and French speaking. Engagement in these countries are headed by both the Africa and Middle East GSE teams.

**MIDDLE EAST COMMUNITY PARTICIPATION**
(Number of active community members involved in ICANN as of November 2018)

Non-Commercial Users Constituency (NCUC)
6 in 4 working groups

Country Code Names Supporting Organization (ccNSO)
2

Cross-Community working groups
17

Generic Names Supporting Organization (GNSO)
18

At-Large Community
28
ICANN is marking many milestones in 2018, including the 20th anniversary of our formation. We are also celebrating the fifth year implementing our community-driven Africa Strategy, ICANN’s first regional strategy to be developed as a tool for engaging with the continent.

Africa is a vast continent with fifty-four countries and a population of over one billion people, but historically has had limited participation in ICANN activities. The Africa Strategy aims to increase participation and engagement. As this report shows, the African ICANN community has grown significantly over the past five years.

The ICANN Africa Strategy also seeks to build capacity amongst stakeholders to help grow the regional domain name industry. Several flagship projects have been implemented in Africa as part of the Strategy. We have seen the number of registrars grow and more capable registry management. These developments make us eager to build upon our success.

There is still a long road to travel, but our achievements over the past five years give us hope for the future. We’d like to thank all those walking with us.
Africa in Numbers

- **200** Events with ICANN participation
- **35** Events with ICANN sponsorship
- **15** Events organized by ICANN
- **35** Capacity Development Workshops
- **200** Bilateral meetings
- **5** Trainings for Law Enforcement Agencies

- **25** Academic engagements
- **15** DNSSEC Deployments
- **14** ICANN-managed root server instances
- **208** Total number of ICANN fellows from the region
- **14** Total number of NextGen@ICANN members from the region

- **3** Total number of ICANN meetings held across the region
  - Morocco-ICANN55, South Africa–ICANN47 and ICANN59
- **18** Total number of interviews

AFRICA ENGAGEMENT MAP
(participating countries since April 2013)

*These countries are also listed in Middle East GSE engagement as they are pre-dominantly Arabic and French speaking. Engagement in these countries are headed by both the Africa and Middle East GSE teams.

AFRICA COMMUNITY PARTICIPATION
(Number of active community members involved in ICANN as of November 2018)

<table>
<thead>
<tr>
<th>Non-Commercial Users Constituency (NCUC)</th>
<th>128 in several working groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country Code Names Supporting Organization (ccNSO)</td>
<td>17</td>
</tr>
<tr>
<td>Cross-Community working groups</td>
<td>18</td>
</tr>
<tr>
<td>Generic Names Supporting Organization (GNSO)</td>
<td>32</td>
</tr>
<tr>
<td>At-Large Community</td>
<td>100</td>
</tr>
</tbody>
</table>
About ICANN

ICANN’s mission is to help ensure a stable, secure, and unified global Internet. To reach another person on the Internet, you need to type an address – a name or a number – into your computer or other device. That address must be unique so computers know where to find each other. ICANN helps coordinate and support these unique identifiers across the world. ICANN was formed in 1998 as a not-for-profit public-benefit corporation with a community of participants from all over the world.

Find out how you can participate by visiting:
https://www.icann.org

Twitter English: twitter.com/icann
Twitter Arabic: twitter.com/icann_ar
Twitter French: twitter.com/icann_fr
linkedin.com/company/icann
facebook.com/icannorg
youtube.com/user/icannnews
flickr.com/photos/icann
instagram.com/icannorg

One World, One Internet