

Staff Report of Public Comment Proceeding

Middle East and Adjoining Countries (MEAC) Regional Plan 2021-2025

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Public Comment Proceeding

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Section I: General Overview and Next Steps

To align with ICANN's 2021-2025 Strategic Plan at the regional level, the *Middle East and Adjoining Countries Strategy Working Group (MEAC-SWG)* developed a draft regional plan for the Middle East summarizing the engagement priorities for the region. The working group started its work in October 2019.

In February 2020, the draft document went out for public comments, ending on 3 April 2020. The purpose of the public comments window was to seek input and feedback from interested stakeholders in the region plan.

ICANN's current engagement plan for the Middle East concludes on 30 June 2020.

Next steps:

1. Review the submitted comments during the public comment period
2. Incorporate pertinent comments into the final document by the end of May 2020.
3. Develop and finalize the Year One Action Plan by 30 June 2020.
4. Execute the Year One Action Plan as of 1 July 2020.
5. Provide quarterly reports on the Year One Action Plan to assess progress.

The uncertainties and travel bans caused by the COVID-19 crisis may hamper the execution of the Year One Action Plan. This may entail the possibility of revisiting the plan during the first year.

NOTE: *The term 'regional plan' has replaced 'regional strategy' across the document, to ensure consistency across ICANN organization's regional engagements globally. ICANN org also consulted with the MEAC-SWG.*

Section II: Contributors

At the time this report was prepared, a total of seven community submissions from six unique contributors had been posted to the forum. The contributors, both individuals and organizations/groups, are listed below in chronological order of posting date with initials noted. To the extent that quotations are used in the foregoing narrative (Section III), such citations will reference the contributor's initials.

Organizations and Groups:

Name	Submitted by	Initials
Business Constituency	Steve DelBianco	BC
AFRALO and APRALO	At-Large Staff	ALAC

Individuals:

Name	Affiliation (if provided)	Initials
Abdullah Cemil Akcam	BTK (ICT Authority) of Turkey	ACA
Yeseul Kim	Individual	YK
Muneera Ahmed AlZayani	TRA Bahrain	MAA
Amr Elsadr	Individual	AE

Section III: Summary of Comments

General Disclaimer: This section intends to summarize broadly and comprehensively the comments submitted to this public comment proceeding. It does not address every specific position stated by each contributor. The author recommends that readers interested in specific aspects of any of the summarized comments, or the full context of others, refer directly to the specific contributions at the link referenced above (View Comments Submitted).

The below points summarize the comments received, along with the respective author(s) of each comment. Comments are listed under each of the focus areas defined in the MEAC Regional Plan, and where not relevant, are listed under "Others".

Security

- Establish a regional risk mitigation center or committee that focuses on creating a framework or mechanism in case of breach or attack on DNS [MAA]
- The strategy seeks to strengthen the security of the DNS and its Root Server System with proposed actions focused on capacity building; which, are highly technical requirements that may require massive investments in the DNS in addition to training and capacity building [BC]
- Emphasize measures against DNS Abuse consistent with measures that ICANN community has recommended [ALAC]
- Update the 2015 MEAC DNS Study [ALAC]
- Diversify locations of root-server instances [ALAC]
- Assert the preparedness of DNSSEC deployment at all levels [ALAC]
- The regional goals concerning the focus area of security should address a higher level of issues than the ones identified in the draft document. One high level goal may be for regional infrastructure to contribute to the overall health of the global DNS, and to become a model for combatting DNS Abuse and mitigating against DNS vulnerabilities [AE]
- Another goal that should go hand-in-hand with the one above is to promote public perception of a healthy regional DNS infrastructure [AE]

- The stated goals involving security are better placed under the targeted outcomes and merged with the existing outcomes in the document for this section. However, the targeted outcomes should not be limited to supporting the development of technical capabilities or increasing the technical capabilities and skills in the region. The targeted outcome should be implementation of measures to enhance DNS security region-wide, as well as increasing public awareness of achievements of this implementation [AE]
- Identification and mitigation of security threats (as currently stated in the goals) should not be the ultimate desirable outcome, but rather it should be something along the lines of enhancing the abilities of regional registry operators, registrars and network operators; empowering them to identify and mitigate security threats for themselves [AE]

ICANN's Governance

- Support and cooperate with newcomers and implement a newcomer's program to train, inform and attract new participants from the region [ACA]
- Conduct a study on MEAC Multistakeholder models of Internet Governance [YK]
- Strengthen ties with academic institutions in the region [YK]
- Improving stakeholder participation in ICANN policy development is laudable and should be encouraged. An analysis on the ability to provide traditional face-to-face training in light of COVID-19, and the physical stability and visa issues arising from conflict in the region should be explored [BC]
- Consider adopting some of the proposals recommended from the recent community work on "Next Steps to Improve the Effectiveness of ICANN's Multistakeholder Model", for better effectiveness and higher throughput, reducing volunteer burn-out, and thus a better use of resources [ALAC]
- Consider a mix of online and face-to-face activities with measures to include all stakeholders, especially those who may have more participation challenges (access/bandwidth, language, etc.) [ALAC]
- Universal open standards with the applications offered on the edge devices need to be advocated [ALAC]
- The regional goals stated under the focus area on ICANN's Governance seem fine, but are vague, and could use a little more specificity. This does not necessarily require changing the goals themselves, but could be supplemented with additional specificity in the targeted outcomes. For example, what does "active, informed, and effective stakeholder participation from the region" actually mean, and how will it be measured? [AE]
- The proposed actions are fine, however, more effective coordination in ICANN's efforts at regional activities may prove helpful. That is to say that every instance of organizing, participating in or supporting a regional activity or event needs to somehow contribute to realizing the goals of the MEAC Regional Strategy. In other words, capacity building activities by the DNS Entrepreneurship Center, MEAC SIGs and DNS forums should not be stand-alone events, but should complement each other's' mandates, in order to achieve higher-level goals [AE]
- This effective coordination should also include how ICANN supports individuals from the region, such as through programs like the Fellowship Program, NextGen and others. GSE team members supporting the region, as well as existing community members from the region should evaluate candidates who may be beneficiaries of ICANN support of any kind, and invest effort and resources into increasing their potential to actively contribute to ICANN's multistakeholder model [AE]

Unique Identifiers System

- Develop technical standards to improve implementation of user experiences with IDNs [MAA]
- One of the outcomes of the Regional Plan could be to enhance the opportunities for DNS-related/DNS-enabled business in the MEAC Region [BC]
- While prior strategic plans were more focused on building awareness of and participation in the ICANN ecosystem, the new draft plan has a broader look at the DNS in the region [BC]
- Tracking and sharing IDN usage, and the regional challenges facing the expansion of IDNs [BC]
- Support and promote the work on Universal Acceptance [BC]
- Support and promote the adoption of new DNS-related standards and protocols [BC]
- Compare DNS figures in the region with the broader DNS landscape [BC]
- Understand the uptake of domain names from the most recent round of new gTLDs and the challenges faced by potential registrants looking at these new names, particularly IDN gTLDs [BC]
- Understand how the region's relatively small number of ICANN accredited registrars and limited channels are impacting the growth and sustainability of the DNS business environment in the region and beyond [BC]
- Assess, from the perspective of current and potential registrants, the quantity and quality of registrars offering websites displayed in languages and scripts used in the Middle East and offering domain registrations in the TLDs that are popular in the region [BC]
- Focus on academia and industry for promoting IDNs and UA and for producing technical solutions, including open source solutions [ALAC]
- Involve ICANN's Office of the Chief Technology Officer (CTO) in the planning and execution of the regional strategy [ALAC]
- Supporting the use of IDNs in the region should not be the goal in itself. Rather, a definitive increase in the use of IDNs should be the ultimate goal [AE]
- Promotion of readiness for UA should be replaced with implementation of UA by the appropriate actors [AE]
- Informing regional stakeholders about new rounds of gTLD applications reads more like a proposed action more than a goal. The goal should be for regional actors to secure delegation of new gTLDs through competitive applications [AE]
- Deployment of the latest standards and protocols should replace "encouragement" of deployment of these standards and protocols [AE]
- Implementation of Internationalized Registration Data (IRD) via policy development at ICANN should also be a regional goal [AE]

Geopolitics

- Involve regional business leaders in discussions addressing geopolitics, as they are often well aware of both the legislation and its potential impacts both within the region and dealings with other regions [BC]
- Better advocacy with national Governments in the region so as to ensure that ICANN's strategy gets adopted [ALAC]
- On Geopolitics, any outreach and leveraging of regional community members, and their perspectives, should represent the diverse nature of stakeholders involved [AE]

Others

- Establish a MEAC Youth IGF [YK]
- The availability of a regional Network Operators Group (NOG) and a regional Network Information Center (NIC)? [YK]
- Host a future ICANN meeting in the region; hopefully in 2021 [YK]

- Establish an agile Middle East dispute resolution body to better serve the consumers [MAA]
- In light of the COVID-19 outbreak and the uncertainty around it, explore the ability of complementing in-person engagement and outreach with online counterparts [BC]
- The annual action plan must include clear key performance indicators (KPIs) [AE]
- Regional goals listed under each focus area should address a higher level of issues [AE]
- As the strategy is for five years, there must be a mechanism that permits revisiting it [AE]

Section IV: Analysis of Comments

General Disclaimer: This section intends to provide an analysis and evaluation of the comments submitted along with explanations regarding the basis for any recommendations provided within the analysis.

ICANN org appreciates and values the comments received. We believe a good amount of these comments fit best in the annual Action Plans that will supplement the five year regional plan. The below analysis is classified according to the five classifications as summarized in the comments shown in the previous section.

Security

Comment	Analysis
Establish a regional risk mitigation center or committee that focuses on creating a framework or mechanism in case of breach or attack on DNS [MAA]	Rather than establishing a regional risk mitigation center or committee that will focus on creating a framework or mechanism in case of breach or attack to the DNS, we can work with national and regional Computer Emergency Response Teams (CERTs), and encourage them to strengthen collaboration amongst themselves. Also, ICANN org has plans for creating a facilitation center for DNS ecosystem security risks. Please see CEO Goals for FY20 at https://www.icann.org/news/blog/icann-president-ceo-goals-for-fiscal-year-2020 .
The strategy seeks to strengthen the security of the DNS and its Root Server System with proposed actions focused on capacity building; which, are highly technical requirements that may require massive investments in the DNS in addition to training and capacity building [BC]	Capacity building programs are essential. We have some well-informed regional community members who can lead capacity development programs; mainly DNS Operations and DNSSEC. Holding train-the-trainer (TtT) programs to develop more regional trainers that can lead future training programs, in addition to the efforts of the DNS Entrepreneurship Center (DNS-EC) will further help in fulfilling such demands for training. This practice will continue, and will be in the annual action plans.
Emphasize measures against DNS Abuse consistent with measures that ICANN community has recommended [ALAC]	DNS Abuse is a hot topic within the ICANN ecosystem, and we understand the importance of this topic. We will continue to hold capacity development programs on DNS Abuse with CERTs, Law Enforcement Agencies (LEAs), and other relevant stakeholders. We will also continue to inform relevant stakeholders of developments and updates in this important area as they arise. This will be in the annual action plans.

Update the 2015 MEAC DNS Study [ALAC]	ICANN org will reevaluate the key findings of the MEAC DNS study of 2015 in the annual action plans.
Diversify locations of root-server instances [ALAC]	ICANN org continues to promote the deployment of ICANN managed root-server system instances (IMRS) to relevant stakeholders. We focus more on geographies that do not have instances. This practice shall continue.
Assert the preparedness of DNSSEC deployment at all levels [ALAC]	DNSSEC deployment continues to be one of our priorities in the region, and within the ICANN organization we are exploring more ways to promote DNSSEC deployment and readiness beyond the top-level domains. This effort will continue as part of the annual action plans.
<p>The regional goals concerning the focus area of security should address a higher level of issues than the ones identified in the draft document. One high level goal may be for regional infrastructure to contribute to the overall health of the global DNS, and to become a model for combatting DNS Abuse and mitigating against DNS vulnerabilities [AE]</p> <p>Another goal that should go hand-in-hand with the one above is to promote public perception of a healthy regional DNS infrastructure [AE]</p>	These suggestions will be discussed with the MEAC-SWG. Adjustments will be made based on their input.
The stated goals involving security are better placed under the targeted outcomes and merged with the existing outcomes in the document for this section. However, the targeted outcomes should not be limited to supporting the development of technical capabilities or increasing the technical capabilities and skills in the region. The targeted outcome should be implementation of measures to enhance DNS security region-wide, as well as increasing public awareness of achievements of this implementation [AE]	One of the measures that we believe contributed to the enhancement of the DNS security is to expand DNSSEC deployment not only at the TLD level, but across the DNS tree including ISPs, registries, registrars, and others. DNSSEC deployment will continue to be one of our priorities in the region, and is best reflected in the annual action plans.
Identification and mitigation of security threats (as currently stated in the goals) should not be the ultimate desirable outcome, but rather it should be something along the lines of enhancing the abilities of regional registry operators, registrars and network operators; empowering them to identify and mitigate security threats for themselves [AE]	This goes along the same lines of the targeted outcomes suggested in the draft document. However, these suggestions will be discussed with the MEAC-SWG. Adjustments will be made based on their input.

ICANN's Governance

Comment	Analysis
<p>Support and cooperate with newcomers and implement a newcomer's program to train, inform and attract new participants from the region [ACA]</p>	<p>There are several tracks for Newcomers to ICANN such as the dedicated webpage on the ICANN website at https://www.icann.org/newcomers, the newcomers program at ICANN meetings, some of our programs such as the ICANN fellowship and NextGen programs, in addition to ICANN Learn courses. We will continue to promote such content, programs and initiatives within our regional engagement, and will reflect this in our annual action plan.</p>
<p>Conduct a study on MEAC Multistakeholder models of Internet Governance [YK]</p>	<p>Conducting a study on the MEAC multistakeholder models of Internet Governance is outside of ICANN's mission.</p>
<p>Strengthen ties with academic institutions in the region [YK]</p>	<p>ICANN org's engagement with academia is a key pillar of our overall engagement. ICANN org will continue to explore ways to strengthen such engagements. Other than lectures, joint projects are held with a few academic institutions. This practice will continue, and will be reflected in the annual action plan.</p>
<p>Improving stakeholder participation in ICANN policy development is laudable and should be encouraged. An analysis on the ability to provide traditional face-to-face training in light of COVID-19, and the physical stability and visa issues arising from conflict in the region should be explored [BC]</p>	<p>During the COVID-19 pandemic, all engagement activities have been and will continue to be held remotely. ICANN org expects this to continue being the primary means of engagement for some time. We will continue to assess the impact of COVID-19 on our engagement and consult with the regional community accordingly.</p> <p>As for physical stability and visa issues arising from conflict in parts of the region, this is something ICANN org deals with on a case-by-case basis depending on the host country and related circumstances.</p>
<p>Consider adopting some of the proposals recommended from the recent community work on "Next Steps to Improve the Effectiveness of ICANN's Multistakeholder Model", for better effectiveness and higher throughput, reducing volunteer burn-out, and thus a better use of resources [ALAC]</p>	<p>The work on "Improving the Effectiveness of ICANN's Multistakeholder Model" is closely monitored. A few of our regional community members are involved in some capacity. ICANN org will continue to update our regional community on this topic through webinars and other communication means. This is best reflected in the annual action plan.</p>
<p>Consider a mix of online and face-to-face activities along with measures to include all stakeholders especially those who may have more participation challenges (access/bandwidth, language, etc.) [ALAC]</p>	<p>ICANN org ensures engaging with a diverse range of stakeholders in the regional community whether in-person or remotely. ICANN org has proven its ability to provide robust platforms for remote participation; and we work diligently with the relevant internal teams to address any special needs or requests from the community.</p>

<p>Universal open standards with the applications offered on the edge devices need to be advocated [ALAC]</p>	<p>Clarification is needed as to the meaning of the terms “universal standards” and “edge services”. ICANN org’s approach concerning standards related to the unique identifiers, is to inform the community of those standards, and where appropriate, encourage deployment of where it supports ICANN’s mission in ensuring the stable and secure operation of the Internet’s unique identifier system.</p>
<p>The regional goals stated under the focus area on ICANN’s Governance seem fine, but are vague, and could use a little more specificity. This does not necessarily require changing the goals themselves, but could be supplemented with additional specificity in the targeted outcomes. For example, what does “active, informed, and effective stakeholder participation from the region” actually mean, and how will it be measured? [AE]</p>	<p>The regional goals stated under the focus area on ICANN’s Governance, will be revisited with the MEAC-SWG to resolve any ambiguity; with particular attention to the terms used such as “active, informed, and effective stakeholder participation from the region”.</p>
<p>The proposed actions are fine, however, more effective coordination in ICANN’s efforts at regional activities may prove helpful. That is to say that every instance of organizing, participating in or supporting a regional activity or event needs to somehow contribute to realizing the goals of the MEAC Regional Strategy. In other words, capacity building activities by the DNS Entrepreneurship Center, MEAC SIGs and DNS forums should not be stand-alone events, but should complement each other’s’ mandates, in order to achieve higher-level goals [AE]</p>	<p>For events organized by ICANN, complementing each other’s mandate is a point worth exploring in the annual action plans.</p>
<p>This effective coordination should also include how ICANN supports individuals from the region, such as through programs like the Fellowship Program, NextGen and others. GSE team members supporting the region, as well as existing community members from the region should evaluate candidates who may be beneficiaries of ICANN support of any kind, and invest effort and resources into increasing their potential to actively contribute to ICANN’s multi-stakeholder model [AE]</p>	<p>Investing in and increasing potential active contribution from regional ICANN fellows, NextGen participants / ambassadors, and community members are more of activities under the annual action plan. These have been worked on in the current and previous strategies.</p>

Unique Identifier System

Comment	Analysis
<p>Develop technical standards to improve implementation of user experiences with IDNs [MAA]</p>	<p>ICANN does develop rules and guidelines for IDN registration policies, and the MEAC community has been contributing to this work (e.g. Arabic Script Label Generation Rules (LGRs)).</p>

<p>One of the outcomes of the Regional plan could be to enhance the opportunities for DNS-related/DNS-enabled business in the MEAC Region [BC]</p>	<p>ICANN org maintains open and effective communication channels with relevant teams internally, as well as externally with registries, registrars, and the DNS-EC to help strengthen the business side of the industry. We have also been holding an annual Middle East DNS Forum (MEDNSF) since 2013 (http://mednsf.org/), and are currently encouraging ccTLDs and DNS industry players in many countries across the Middle East to have a “Domains Day” type of event. We will discuss this outcome with the MEAC-SWG and proceed accordingly.</p>
<p>While prior Strategic Plans were more focused on building awareness of and participation in the ICANN ecosystem, the new draft plan has a broader look at the DNS in the region [BC]</p>	<p>We take note of this comment.</p>
<p>Tracking of and sharing IDN usage, and the regional challenges facing in the expansion of IDNs [BC]</p>	<p>The lack of IDN uptake in the region is not a stand-alone dilemma, but is connected to many other factors some of which are outside of ICANN’s remit (e.g. content in local languages). The work currently undertaken on universal acceptance can help improve IDN uptake, and we continue to work with the Universal Acceptance Steering Group (UASG) and UA Ambassadors. The activities are best described in the annual action plans.</p>
<p>Support and promote the work on Universal Acceptance [BC]</p>	<p>ICANN org continues to support and promote the work on UA by the UASG, and work with UA Ambassadors on some of our regional engagements. These are activities that will be included in the annual action plan.</p>
<p>Support and promote the adoption of new DNS-related standards and protocols [BC]</p> <p>Deployment of the latest standards and protocols should replace “encouragement” of deployment of these standards and protocols [AE]</p>	<p>ICANN’s role in promoting and enforcing deployment of standards related to the unique identifier systems varies depending on the standard itself as well as the stakeholders who may deploy those standards. In some cases, ICANN enforces standard deployment through its contracts with contracted parties (e.g. the Registration Data Access Protocol - RDAP). In other cases, ICANN can advise on the pros and cons of deploying certain standards without enforcing or even promoting the deployment. For example, DNS over HTTPS (DoH) or DNS over TLS (DoT).</p> <p>In our engagement, we do update relevant regional stakeholders on these standards, and where further advice is needed, we connect them with the relevant people; whether within ICANN Org or the community. The ICANN Office of the CTO and the the Security and Stability Advisory Committee (SSAC) do publish papers on such standards, which are shared with the regional community and some are covered through webinars, seminars, and</p>

	face to face engagements. Such activities will continue to be explored further in the annual action plans.
Compare DNS figures in the region with the broader DNS landscape [BC]	ICANN org will look into getting access to data on the domain name uptake from the most recent round of new gTLDs.
Understand the uptake of domain names from the most recent round of new gTLDs and the challenges faced by potential registrants looking at these new names, particularly IDN gTLDs [BC]	ICANN org maintains open and effective communication channels with registries and registrars in the region and will continue to seek better understanding of the various factors impacting the domain name business environment in the region.
Understand how the region's relatively small number of ICANN accredited registrars and limited channels are impacting the growth and sustainability of the DNS business environment in the region and beyond [BC]	ICANN org will continue to explore, with regional DNS ecosystem players, their needs from us and take action where we can. ICANN org will reevaluate the key findings of the MEAC DNS study of 2015 in the annual action plans.
Assess, from the perspective of current and potential registrants, the quantity and quality of registrars offering websites displayed in languages and scripts used in the Middle East and offering domain registrations in the TLDs that are popular in the region [BC]	This is an idea worth exploring in the annual action plan, but we can only do so for registrars based in the Middle East.
Focus on academia and industry for promoting IDNs and UA and for producing technical solutions including open source solutions [ALAC]	ICANN org works with all relevant stakeholders including those from academia and the industry. This approach will continue.
Involve ICANN's Office of the Chief Technology Officer (CTO) in the planning and execution of the regional strategy [ALAC]	In executing the plan, most; if not all, ICANN departments are involved in its execution in one form or another. As for working with OCTO, we work very closely with them; mainly on technical engagement and capacity development workshops.
Supporting the use of IDNs in the region should not be the goal in itself. Rather, a definitive increase in the use of IDNs should be the ultimate goal [AE]	Increase in the use of IDNs is dependent on many factors, of which some fall outside of ICANN's remit. In the regional plan, we can only target outcomes that can be achieved through various efforts that ICANN org, together with the community, can undertake within ICANN's mandate.
Promotion of readiness for UA should be replaced with implementation of UA by the appropriate actors [AE]	We note that the targeted outcome of this goal is "increased adoption of UA", which yields the same result.
Informing regional stakeholders about new rounds of gTLD applications reads more like a proposed action more than a goal. The goal should be for regional actors to secure delegation of new gTLDs through competitive applications [AE]	While we are open to revisit the goal with the MEAC-SWG, we should note that it is not within ICANN's remit to aim for any regional stakeholders to secure delegation of new gTLD applications.
Implementation of Internationalized Registration Data (IRD) via policy development at ICANN should also be a regional goal [AE]	Adding a new regional goal on implementation of Internationalized Registration Data (IRD) via policy development at ICANN is something we will explore with the MEAC-SWG.

Geopolitics

Comment	Analysis
<p>Involve regional business leaders in discussions addressing geopolitics as they are often well aware of both the legislation and its potential impacts; both within the region and in the region's dealings with other regions [BC]</p> <p>On Geopolitics, any outreach and leveraging of regional community members, and their perspectives, should represent the diverse nature of stakeholders involved [AE]</p>	<p>In addressing geopolitical issues at the regional level, we shall seek to work and collaborate with all relevant stakeholders.</p>
<p>Better advocacy with national Governments in the region so as to ensure that ICANN's strategy gets adopted [ALAC]</p>	<p>On the adoption of the MEAC Regional Plan, we shall ensure to coordinate and work with all regional stakeholders including governments.</p>

Others

Comment	Analysis
<p>Establish a MEAC Youth IGF [YK]</p>	<p>Establishing a Youth IGF does not seem to fall within ICANN's remit. However, we can collaborate with other stakeholders and encourage the regional youth who are interested in Internet Governance issues to come together and consider this idea.</p>
<p>The availability of a regional Network Operators Group (NOG) and a regional Network Information Center (NIC)? [YK]</p>	<p>The region does have a NOG, namely the Middle East Network Operators Group (MENOG), since 2007. The region is served by 3 RIRs; namely RIPE NCC, AfriNIC, and APNIC.</p>
<p>Host a future ICANN meeting in the region; hopefully in 2021 [YK]</p>	<p>ICANN meetings for 2021 and parts of 2022 have already been announced (please see http://meetings.icann.org/). The Meetings Team at ICANN continues to explore venues across the world that could host the ever growing demands of ICANN meetings. For those interested in applying to host a future ICANN meeting, you can find more information at https://meetings.icann.org/en/host.</p>
<p>Establish an agile Middle East dispute resolution body to better serve the consumers [MAA]</p>	<p>For domain name dispute resolution, there is a list of approved Dispute Resolution Service Providers (DRPs) for domain names registered under gTLDs.</p> <p>Please see: https://www.icann.org/resources/pages/providers-6d-2012-02-25-en. One of the DRP centers is based in the region.</p>

	<p>There is also a process in place to approve DRP service providers.</p> <p>For more information: https://www.icann.org/resources/pages/provider-approval-process-2012-02-25-en.</p> <p>For ccTLDs, each ccTLD can devise their own DRP based on local laws and legislations.</p>
<p>In light of the COVID-19 outbreak and the uncertainty around it, explore the ability of complementing in-person engagement and outreach with online counterparts [BC]</p>	<p>Regular online webinars for our regional community are held regularly. Events such as the ICANN Meetings' Readout session, Supporting Organizations / Advisory Committees (SO/ACs) specific webinars, and topical awareness webinars have been in existence before the COVID-19 outbreak.</p> <p>Today, due to the COVID-19 pandemic, there has been a higher demand in using remote tools to engage with the community. This is going to allow us to take in lessons from this experience, and see how we can better use remote engagement in our work in the long run.</p>
<p>The annual action plan must include clear key performance indicators (KPIs) [AE]</p>	<p>Metrics will be included in the regional plan document, and the annual action plans will have KPIs.</p>
<p>Regional goals listed under each focus area should address a higher level of issues [AE]</p>	<p>The possibility of listing higher level issues under each focus area, as well the need for future revisits to the MEAC Regional Plan, will be discussed with the MEAC-SWG.</p>
<p>As the strategy is for five years, there must be a mechanism that permits revisiting it [AE]</p>	