



Board Report – March 2017 Workshop

March 2017

Period Covering: 7 January 2017 – 24 February 2017

ICANN Org Executive Team Reports

Table of Contents

- CEO3
- Organization People10
- Organization Finances14
- Legal and Board Operations.....15
- Global Domains Division (GDD)17
- Contractual Compliance and Safeguards.....19
- Operations.....20
- Human Resources23
- Information Technology (IT)24
- Chief Technology Officer (CTO)25
- Global Stakeholder Engagement (GSE)28
- Development and Public Responsibility Department (DPRD)28
- Communications and Language Services30
- Policy Development Support31
- Government and IGO Engagement34
- Multistakeholder Strategy and Strategic Initiatives (MSSI)37

ICANN Org Report to the Board

Office of the CEO

Göran Marby, President & CEO

KEY HIGHLIGHTS & MILESTONES

For the majority of this period, I worked closely with the Executive Team to provide support to the February Board Workshop held in Los Angeles. I have also been holding calls with SO/AC leaders to explore how the ICANN org can continue supporting their respective communities. Finally, I have also been meeting with members of the Executive Team to discuss their proposed FY18 budgets.

OVERVIEW OF ACTIVITY

On 23 January, I visited Nairobi, Kenya for the workshop of GAC representatives, where I delivered closing remarks during an “Open Forum” session. Following this event, I visited the African Union In Addis Ababa, Ethiopia on 25 January. While there, I met with African Union Commissioners Elham Ibrahim and Moctar Yedaly, as well as the Acting Executive Secretary of the United Nations Economic Commission for Africa, Abdalla Hamdok, and held a meeting with the Ethiopic Script Language Generation Panel. Both of these trips were in furtherance of ICANN Org’s Africa Engagement strategy.

After these meetings, the Executive Team and I turned our focus to supporting the 1-3 February Board Workshop held in Los Angeles.

While I was unable to attend the Non Commercial stakeholders group (NCSG) Intersessional, held in Reykjavík, Iceland, I was able to remotely give some remarks and answer questions from those on-site. On 22 February, I will be attending the Messaging, Malware and Mobile Anti-Abuse Working Group (M3AAWG) in San Francisco to deliver a keynote speech. Finally, I am flying to Barcelona, Spain, on 26 February for the Mobile World Congress (MWC) to attend a series of bilateral meetings and meet with regional community members. M3AAWG and MWC were both excellent opportunities to engage with the technical and business communities, as well as governments, to communicate ICANN’s mission and role within their ecosystem.

As part of ICANN Org contractual obligations for the IANA functions, I had a call with the Chair of the Customer Standing Committee.

Throughout this time, I have met with community leaders of Supporting Organizations and Advisory Committees (SO/ACs) to discuss their ideas and concerns for the coming year, and how the ICANN organization can work to better support their communities and the work they are currently engaged in. I speak to all community leaders on a regular basis between ICANN meetings.

Finally, I have been holding individual meetings with each of the members of ICANN’s Executive Team to review their proposed FY18 budgets, and to discuss their strategic plans and goals for the year.

TOP ISSUES & MITIGATION

I continue to focus on increasing the organization’s transparency and accountability to the community, as well as streamlining ICANN’s core functions to heighten our operational efficiency. My

meetings with SO/AC leaders are aimed at reinforcing the role of the ICANN organization as a supporting body for their work.

OUTSTANDING ISSUES & APPROVED RESOLUTIONS FROM BOARD WORKSHOP

Dates: 1-3 February, 2017

Meeting: Board Workshop, Santa Monica, CA

Outstanding Issues

- **WS2 Accountability: Update/Board Position:**
 - ICANN Org to come back with proposed path to address the independent review of the Human Rights framework questions and deal with related resourcing issues.
 - ICANN Org to produce term sheets that articulate board positions (as was done for WS1), so that the Board can review and comment, and so the Board liaison can then deliver to the CCWG-Accountability.
- **Process Frameworks & Impasse Resolution Process:** Staff to think about the different ideas that came up during the discussion and get back with the board with a plan.
 - Ideas to consider to come back to the Board on this topic:
 - Determine if this is a policy or an implementation issue.
 - If a policy issue, it goes back to the organization that produced the policy.
 - If an implementation issue, follow these steps:
 - Find out if there are gaps that need to be sorted out. If there are identified gaps, go back to the stakeholders who provided the original policy and ask for these gaps to be addressed.
 - To involve the Board, triggers are required.
 - (From Göran) The process should be: ICANN org doesn't go back to the community directly but the process should go via the Board and the Board again redirect via the community.
- **Thick WHOIS:** Request to ICANN Org to look into getting the Board an invitation to the Conference organized by the Council of Europe on the WHOIS and Privacy.
- **CEO Report Q&A:**
 - Try to improve issues and challenges more explicitly and make the overall report more consistent, all of which would improve the usefulness of the report and better facilitate the oversight by the Board.
 - Questions to ICANN Org based on this most recent report:
 - The Board is interested to know how junior staff feels about upward mobility in the organization.
 - On engagement, the Board would like to know how much of the engagement is driven by gap analysis and how much of it is driven by emerging opportunities and demand.
 - The Board is Interested in getting additional info/communication on reimbursement policy for review team member participation to understand if it is a deterrent to participation.
 - The Board believes it is important to consider community participation in review teams: competing aspects between the way the Community looks at it and the

way the Board thinks about it. Low-level of participation with recurrent names: this may need to be addressed at community level.

- **ICANN International Office Strategy Decision:** Feedback included:
 - Broad agreement from the Board with a pivot to the regional office model.
 - ICANN Org should calibrate both regions and office locations inside of regions to ensure that there is adequate representation.
 - Determine a way to measure outcomes in a way that is unified and shared across the entire organization; be outcome focused by possibly incorporating the following KPIs: funds spent per office, engagement accomplished, number and satisfaction of volunteers.
- **Domain Name Space Issues:**
 - ICANN Org to finalize the requirements.
 - ICANN Org to prepare a framing of the discussion and a proposal for how to approach the community and answer the letter from the applicants of .HOME, .CORP (received in August 2016)
 - Present the above described proposal to the Board for consideration.
 - Path to initiate the work:
 - Present proposed approach to the community and initiate the policy work.
 - Initiate discussion with the IETF.
 - The Board Technical WG will follow the work and report back to the Board by Copenhagen with a plan and timeline.
- **Strategic Outlook Follow-Up:**
 - Broad endorsement of the approach towards building a strategic outlook, especially the approach of updating the strategic outlook on a regular basis.
 - Suggestion for the ICANN Org to consider: the strategic plan for the org is different from that for the community, and the Board's role is to monitor and focus on the plan for ICANN Org.
 - ICANN Org to develop some operational measures that demonstrate whether the strategic plan is working.
 - ICANN Org to provide clarity on how the organization is focusing on developing the strategic plan and how that will align with the organization's objectives, with the longer-term operating plan.
 - ICANN Org asked to show a full-scale timeline that lays out the roadmap end to end.
 - ICANN Org was asked to consider when a strategic plan snapshot will be available to align with a risk profile for the Board's consideration.
- **ICANN & Internet Governance Forum (IGF):** Continue discussion at next Board Workshop; many thoughts and suggestions were shared (see below), but there are no specific action items.
 - Need to identify the trends at IGF and how they relate to ICANN.
 - Sufficient attention should be given to answer the question “what is ICANN’s strategic intent regarding IGF”? Once this is clear, we need to determine the appropriate level of participation;
 - Participating at national and regional level in IGF meetings is important, in particular in countries where the multistakeholder model is not yet developed.
 - Appropriate funding should be considered for regional IGF meetings.
 - Consider having some measure of continuity for the trust factor while considering rotation of Board members.
- **Trust Issue - Way Forward:**

- Trust tracker: ICANN Org asked to provide a proposal for further discussion.
-

Resolutions

3 February 2017 | Regular Meeting of the ICANN Board

Consent Agenda:

- **Approval of Board Meeting Minutes**
 - Resolved (2017.02.03.01), the Board approves the minutes of the 13 December 2016 Meetings of the ICANN Board.
- **Delegation of the Internationalized Domain Name ccTLD پاکستان. representing Pakistan in Arabic script**
 - Resolved (2017.02.03.02), as part of the exercise of its responsibilities under the IANA Naming Function Contract with ICANN, PTI has reviewed and evaluated the request to delegate the پاکستان. country-code top-level domain to National Telecommunication Corporation. The documentation demonstrates that the proper procedures were followed in evaluating the request.
- **Security and Stability Advisory Committee Appointment**
 - Resolved (2017.02.03.03), that the Board appoints Paul Ebersman to the SSAC for a three-year term beginning immediately upon approval of the Board and ending on 31 December 2020.
- **Amendment to .XXX Registry Agreement**
 - Resolved (2017.02.03.04), the amendment to the .XXX Registry Agreement, is approved and the President and CEO, or his designee(s), is authorized to take such actions as appropriate to finalize and execute the Agreement.
- **Independent Review of the Generic Names Supporting Organization(GNSO) Plan of Recommendations**
 - Resolved (2017.02.03.05), the Board acknowledges the GNSO Review Working Group's work and thanks them for producing a comprehensive Implementation Plan that was adopted by the GNSO Council.
 - Resolved (2017.02.03.06), the Board supports the phased approach laid out in the Implementation Plan and acknowledges that more details regarding implementation details may be required for implementation Phases 2 and 3.
 - Resolved (2017.02.03.07), that the Board accepts the GNSO Review Implementation Plan.
 - Resolved (2017.02.03.08), that the Board directs the Review Working Group to provide updates to the OEC every six months. Those bi-annual updates shall identify implementation achievements and future implementation plans. It is during these updates that the GNSO Review Working Group shall provide more details on implementation progress, and measurability. The OEC may request interim briefings if deemed necessary.
 - Resolved (2017.02.03.09), that any budgetary implications of the GNSO review implementation shall be considered as part of the then-applicable annual budgeting processes.
- **Appointment of Board Designees for New Specific Reviews: Registration Directory Service (RDS) Review Team**

- Resolved (2017.02.03.10), the Board hereby appoints Chris Disspain to serve as a member of the RDS Review Team and requests that this team develop and deliver to the Board its approved Terms of Reference and Work Plan by the 15th of May, 2017, to ensure that the team's scope and timeline is consistent with the requirements of the ICANN Bylaws.
- **Appointment of Board Designees for New Specific Reviews: Second Security, Stability, and Resiliency of the Domain Name System**
 - Resolved (2017.02.03.11), the Board hereby appoints Kaveh Ranjbar to serve as a member of the Second SSR Review Team, and requests that this team develop and deliver to the Board their approved Terms of Reference and Work Plan by the 30th of March, to ensure that the team's scope and timeline is consistent with the requirements of the ICANN Bylaws.
- **GNSO Council Request: Compliance with Inter-Registrar Transfer Policy Part C (IRTP-C)**
 - Resolved (2017.02.03.12), the Board confirms the instruction to the ICANN President and CEO to defer compliance enforcement on the removal or addition privacy/proxy within the Transfer Policy until implementation issues have been resolved.
 - Resolved (2017.02.03.13), the Board intends to address at a subsequent meeting the request from the GNSO Council to instruct ICANN org to work with the Registrar Stakeholder Group and other interested parties to evaluate potential alternatives to the implementation concerns related to the Transfer Policy Part C.
- **GAC Advice: Hyderabad Communiqué (November 2016)**
 - Resolved (2017.02.03.14), the Board adopts the scorecard titled "[GAC Advice – Hyderabad Communiqué: Actions and Updates \(3 February 2017\)](#) [PDF, 67 KB]" in response to items of GAC advice in the Hyderabad Communiqué.
- **Publication of Board Committees Activity Reports**
 - Resolved (2017.02.03.15) the Board approves the publication of the Board Committees Activity Reports released every six month on the Board Activity pages of the ICANN website: (<https://www.icann.org/resources/pages/documents-2014-03-24-en>).
- **Appointment of Independent Auditors**
 - Resolved (2017.02.03.16), the Board authorizes the President and CEO, or his designee(s), to take all steps necessary to engage BDO LLP and BDO member firms as the auditors for the financial statements for the fiscal year ending 30 June 2017.

Main Agenda:

- **Consideration of Board Governance Committee's Advice to form a Board Accountability Mechanisms Committee**
- Resolved (2017.02.03.17), the Board hereby approves the initiation of the process to amend the Fundamental Bylaws to redesignate the Reconsideration responsibilities vested in the Board Governance Committee (BCG) under Article 4, Section 4.2(e) of the ICANN Bylaws to another Board committee.
- Resolved (2017.02.03.18), the Board directs the President and CEO, or his designee(s), to take all steps necessary in accordance with Bylaws Article 25.2 to initiate the process to amend Bylaws Article 4, Section 4.2 to redesignate the Reconsideration responsibilities vested in the BGC under Article 4, Section 4.2(e) to another Board committee.
- Resolved (2017.02.03.19), if the proposed amendment to the Fundamental Bylaws is approved in accordance with Article 25.2 of the Bylaws, the Board will constitute the Board Accountability Mechanisms Committee (BAMC).

Full documentation of each resolution is available at this link:

<https://www.icann.org/resources/board-material/resolutions-2017-02-03-en>

CEO REPORT TO THE BOARD - COPENHAGEN BOARD WORKSHOP (MARCH 2017) Outstanding Matters from Board Resolutions (13 January 2017 – 15 February 2017)

3 February 2017 Board Meeting

- **Amendment to .XXX Registry Agreement:** The Organization is taking steps to finalize and execute the approved amendment with ICM Registry LLC.
- **Independent Review of the Generic Names Supporting Organization (GNSO) Plan of Recommendations:** The Board Organizational Effectiveness Committee and the GNSO Review Working Group have follow-on actions related to the Board's action to accept the GNSO Review Implementation Plan.
- **GNSO Council Request – Compliance with Inter-Registrar Transfer Policy Part C:** The Board agreed to address at a subsequent meeting the request from the GNSO Council to instruct the Organization to work with the Registrar Stakeholder Group and other interested parties to evaluate potential alternatives to the implementation concerns related to the Transfer Policy – Part C.
- **Publication of Board Committees Activity Reports:** The Board Committee Chairs are working to develop a standardized reporting format for publishing Board Committee Activity Reports, which reports will be published on the Board Activity pages of the ICANN website when finalized.
- **Consideration of Board Governance Committee's Advice to form a Board Accountability Mechanisms Committee:** The Organization is taking the initial steps of the process to amend Bylaws Article 4, Section 4.2 to redesignate the Reconsideration responsibilities vested in the Board Governance Committee to another Board committee

The chart below provides some additional details about each of the outstanding matters from the Board's resolutions adopted during the period covering 13 January 2016 – 15 February 2017.

	Board Meeting Date	Resolution Title	Resolution Number	Current Status (as of 15 February 2017)
1	3 February 2017	Amendment to .XXX Registry Agreement	2017.02.03.04	In progress. The Organization is taking steps to finalize and execute the approved amendment with ICM Registry LLC. The executed version of amendment will be published at: https://www.icann.org/resources/agreement/xxx-2011-03-31-en .
2	3 February 2017	Independent Review of the Generic Names Supporting Organization (GNSO) Plan of Recommendations	2017.02.03.08	In progress. The Board Organizational Effectiveness Committee and the GNSO Review Working Group have follow-on actions related to the Board's action to accept the GNSO Review Implementation Plan. This includes the Working Group providing updates to the Organizational Effectives Committee every six months identifying implementation achievements and future implementation plans.
3	3 February 2017	GNSO Council Request: Compliance with Inter-Registrar Transfer Policy Part C (IRTP-C)	2017.02.03.13	In progress. The Board agreed to address at a subsequent meeting the request from the GNSO Council to instruct the Organization to work with the Registrar Stakeholder Group and other interested parties to evaluate potential alternatives to the implementation concerns related to the Transfer Policy – Part C. The concern is whether the removal or addition of a privacy/proxy service (because it is a change in the registrant information in Whois) should trigger a 60-day locking of the domain name under the updated Transfer Policy.
4	3 February 2017	Publication of Board Committees Activity Reports	2017.02.03.15	In progress. Following the Board's action approving publication of the Board Committees Activity Reports every six months, the Board Committee Chairs are working to develop a standardized reporting format for publishing Board Committee Activity Reports. The reports will be published on the Board Activity pages of the ICANN website: https://www.icann.org/resources/pages/documents-2014-03-24-en .
5	3 February 2017	Consideration of Board Governance Committee's Advice to form a Board Accountability Mechanisms Committee	2017.02.03.17 – 2017.02.03.19	In progress. The Organization is taking the initial steps of the process to amend Bylaws Article 4, Section 4.2 to redesignate the Reconsideration responsibilities vested in the Board Governance Committee to another Board committee. Additional work on this matter will continue over the coming months in accordance with the process in Bylaws Article 25.2.

ICANN Org Report to the Board

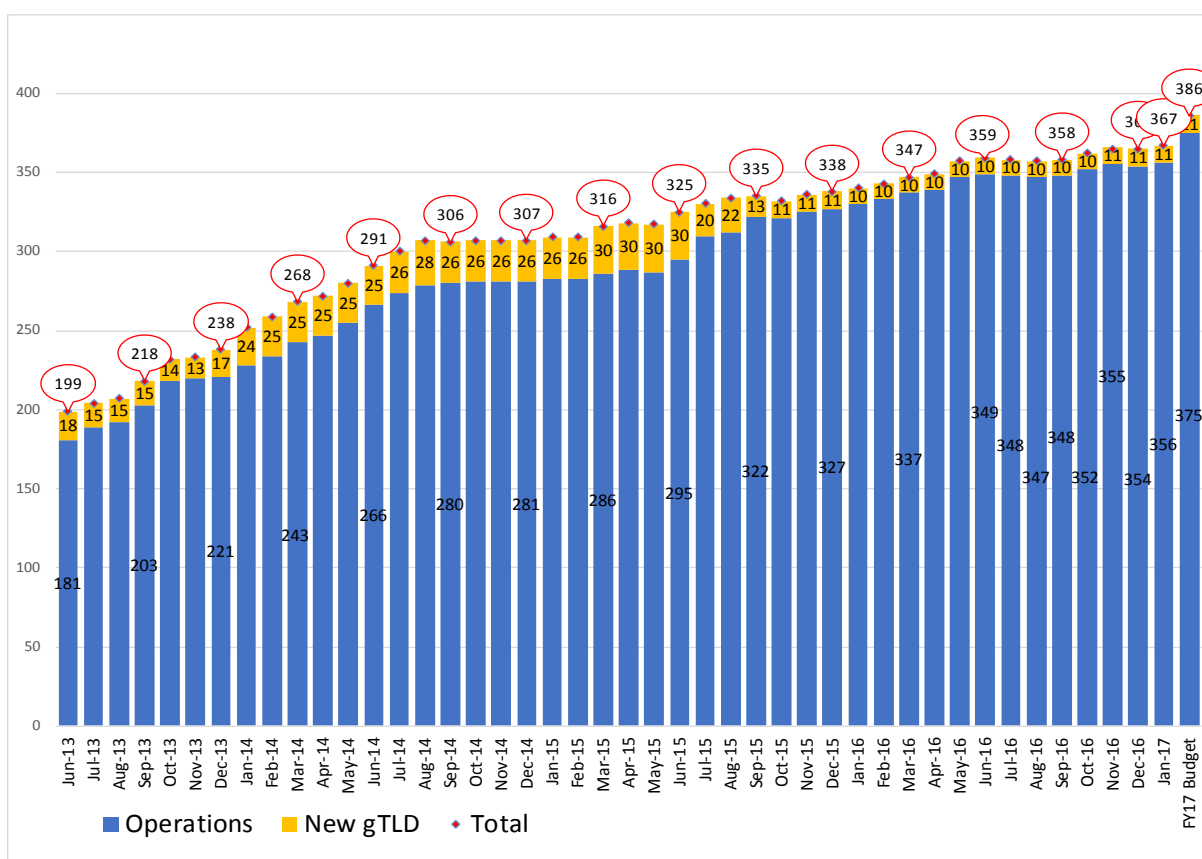
Organization People

Diane Schroeder, Senior Vice President, Global Human Resources

ORGANIZATION PEOPLE HIGHLIGHTS

Since the last report, ICANN org metrics as displayed below remain relatively stable.

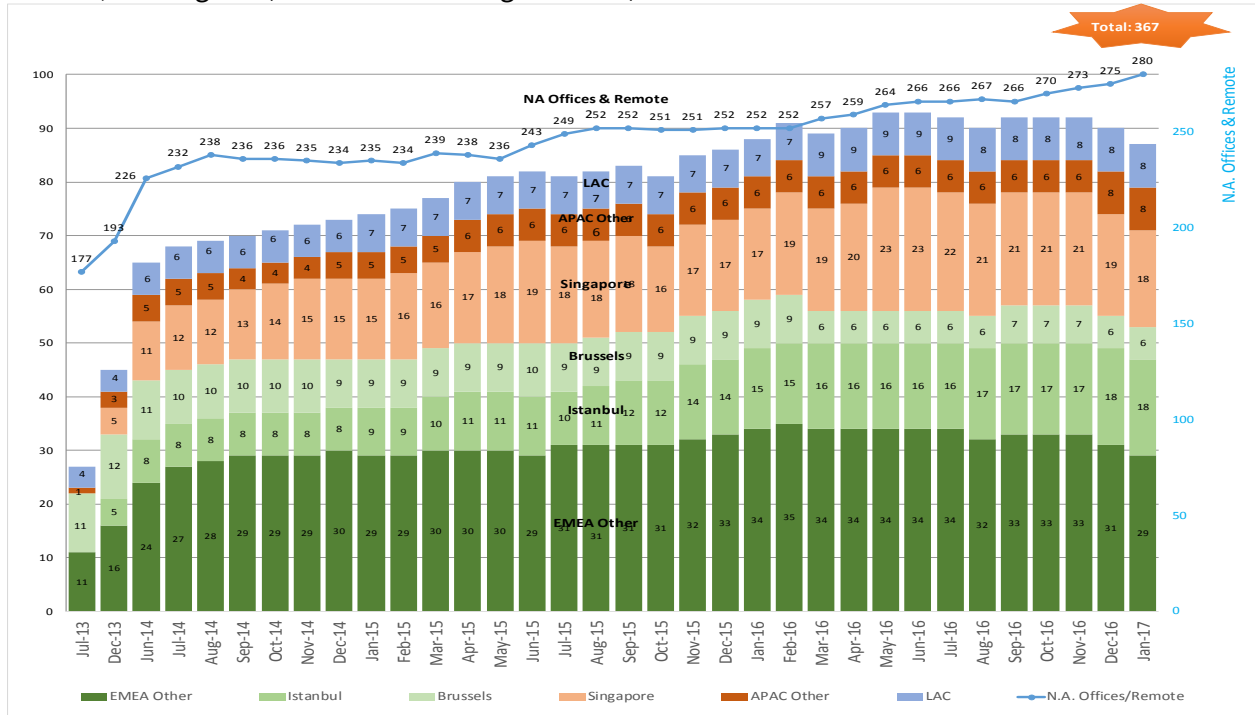
As of the end of January 2017, ICANN org has 367 people, which is 19 people less than the FY17 year-end budget projection of 386. Over the last three months, 13 joined and another 8 left.



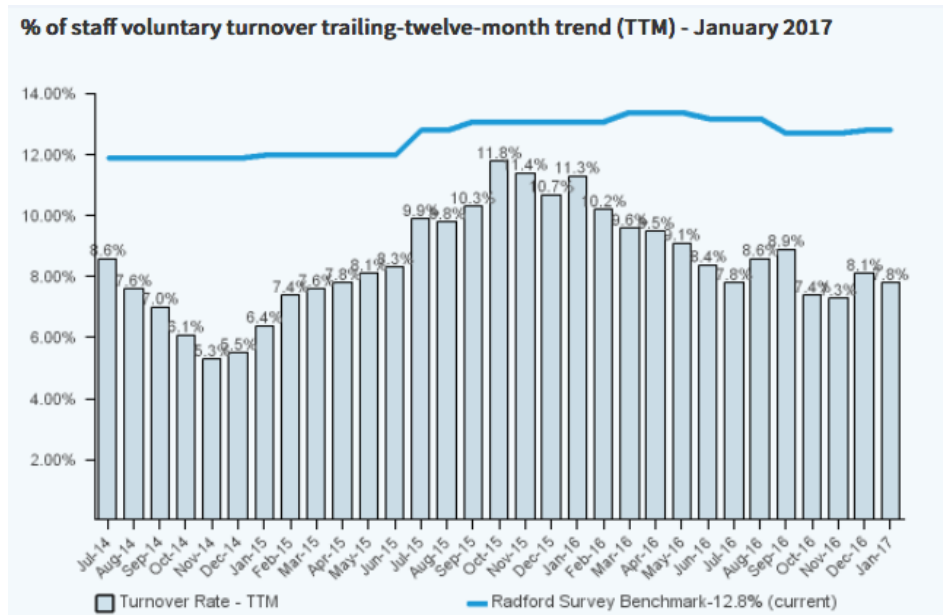
Annual growth rates (from June to June):

2013 - 2014	+46%
2014 - 2015	+12%
2015 - 2016	+10%
2016 - 2017 (to date)	+ 2%

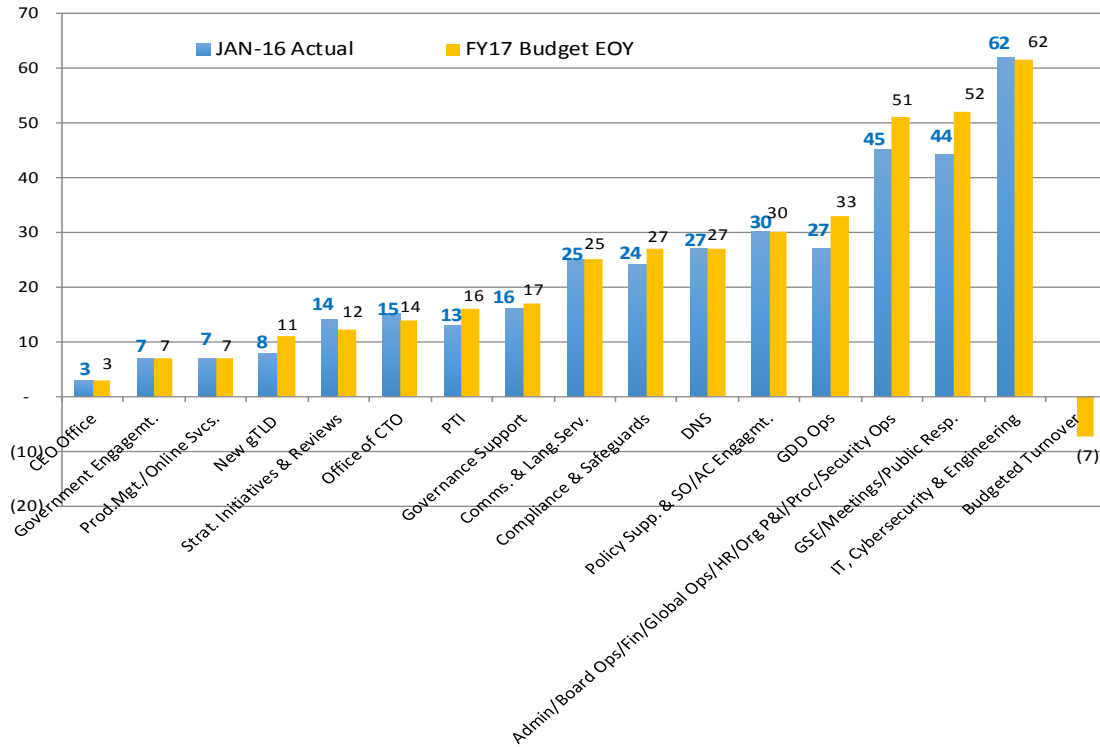
ICANN Org by Locations: As of January 31 2016, **North America Offices & Remote** consists of 218 (79%) in Los Angeles office, 29 in Washington DC office, 28 work remotely in US, 1 work remotely in Canada, totaling 275 (75% of the total organization).



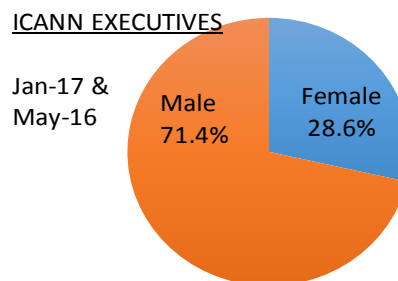
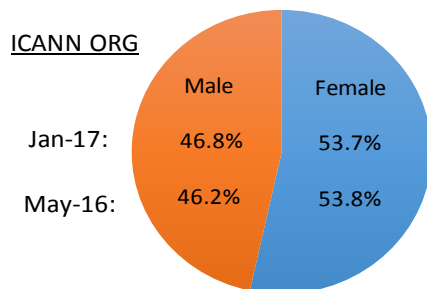
Voluntary turnover over the last three months increased by 0.42 %, to 7.83% as of January 2017 from 7.41% as of October 2016 (both on trailing-twelve-month basis). In comparison, the benchmark is 12.8% worldwide. Most of ICANN’s voluntary turnover has been in the US and Singapore. The benchmarks for these 2 regions are 12.4% US and 12.6% Singapore.



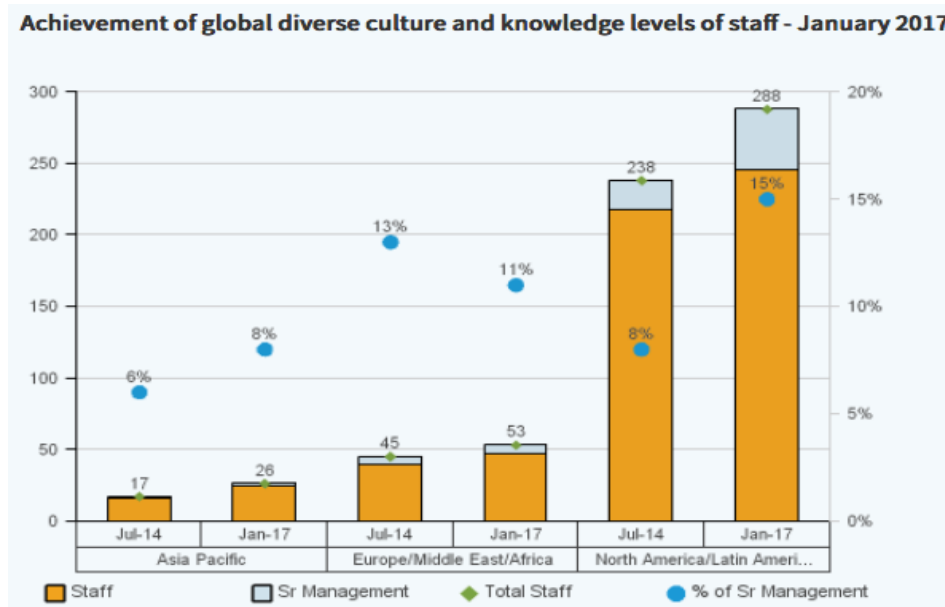
Comparing to FY17 year-end budget, most of the functional groups are close to the year-end target except GDD Ops has 18% (6 people) less, Operations has 12% (6 people) less, and GSE has 15% (8 people) less. Besides turnover, the variances are primarily related to reorganization for efficiencies and the start of new a functional focus on organizational sustainability and advancements. Such new functions include Security Operations, Organizational Planning and Improvements, and Internal Controls Audit.



The **gender diversity** of ICANN org is well balanced with females having a slight majority. The 50-member senior management team is 62% male and 38% female. The Executive Team gender balance remains at 29% / 71% (female/male).

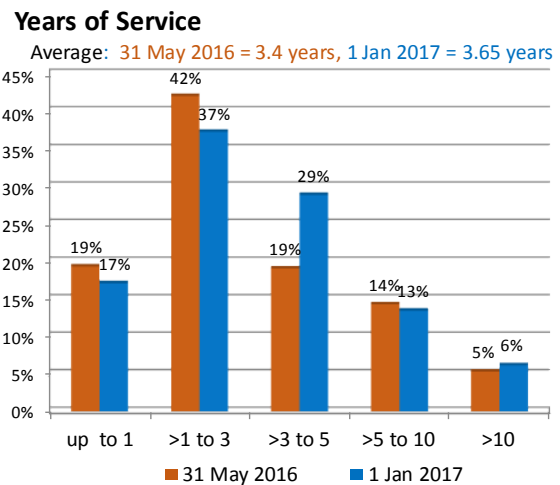
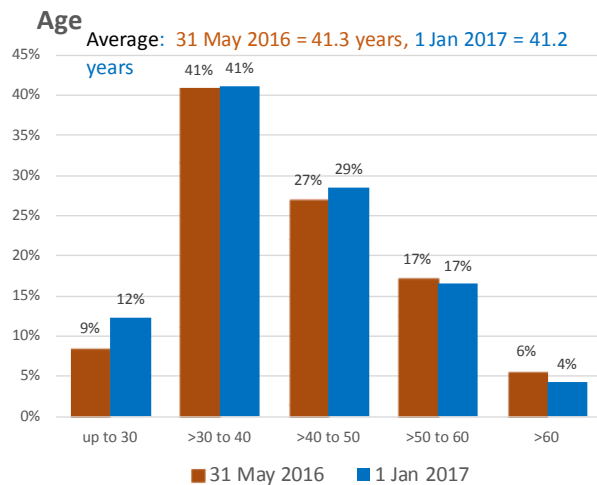


The **senior management** distribution is higher in the Americas and European & Middle East regions than the Asia Pacific region, which has higher percentage of operational functions (such as Contractual Compliance and GDD Operations). These are teams with less seniority and experience than the other regions. The distribution has been stable for the last couple of years, consistent with relatively low turnovers.



Age distribution of the organization has also been stable over the last 3 years, averaging around 40 years of age, which is around the mid-point of most professional career progressions and is as expected relative to the high professional acumen requirements in most ICANN org positions.

The average **years of service** continues to be around 3.5 years, reflecting the growth in 2013 and relatively low turnover.



ICANN Org Report to the Board

Organization Finances

Xavier Calvez, Chief Financial Officer

FINANCIAL HIGHLIGHTS

Please refer to the financial section of the Quarterly Stakeholder Call presentation, which is available at <https://www.icann.org/en/system/files/files/quarterly-report-15feb17-en.pdf>.

ICANN Org Report to the Board

Legal Activities

John Jeffrey, General Counsel and Secretary

KEY HIGHLIGHTS & MILESTONES

Successfully opposed plaintiff's second Motion for Preliminary Injunction in DotConnectAfrica Trust v. ICANN lawsuit; .AFRICA has now been delegated and will be operated by ZA Central Registry, NPC.

OVERVIEW OF ACTIVITY

Legal Support for GDD and Policy Teams: Advised the GDD Team on gTLD issues, including finalizing the implementation of the consensus policy requiring all gTLDs to transition to Thick Whois, and planning for implementation of the Privacy and Proxy Services Accreditation Policy. Provided legal support on policy development processes, including those addressing Subsequent Procedures of the New gTLD Program. Advised Strategic Initiatives Team members supporting review teams on finalizing the draft report concerning the impacts of the New gTLD Program on Competition, Consumer Trust and Consumer Choice.

Legal Support for IANA Stewardship Transition: Continued coordination across departments to support the new post-transition processes, including advising on Specific Reviews and team composition, providing guidance on supporting the Empowered Community Processes, and supporting the organizing activities of the PTI Board. Supported Work Stream 2 proposal development.

Legal Support for Global Stakeholder Engagement Team: Supported entry of new Memorandum of Understanding (FIADI) and advised on MoUs entering into the process.

Litigation and Internal Services: Verisign announced that it received a Civil Investigative Demand (CID) from the Antitrust Division of the U.S. Department of Justice seeking information related to Verisign's potential operation of .WEB.

Managed several requests for Cooperative Engagement, Independent Review and Reconsideration filed by new gTLD applicants (.SPORT, .HALAL, .ISLAM, .SHOP, .AMAZON, .PERSIANGULF, .GCC, .SPORTS, .SPA, .CPA, .WEB, .MUSIC, .GAY, .HOTEL, .MERCK). Provided legal support for HR, Finance, IANA Operations, GDD, IT, Security, Contractual Compliance, Registry Services, and Registrar Services.

Contract Management: Advised the Operations Team on contracting related matters pertaining to the EFQM Excellence Model, KPI Management Dashboard, and Control Risks initiatives to enhance safety and security at ICANN meetings. Supported the Open Data Initiative on contract-related matters including contract review and negotiation.

Advised the GDD Team on contracting-related matters, including the global amendment to the base Registry Agreement and for related voting which began on 9 February 2017. Advised the Office of the Chief Technology Officer on data-use related templates to support its research initiatives

TOP ISSUES & MITIGATION

The litigation issues are mitigated by maintaining a litigation readiness plan for relevant legal filings as well as utilization of the risk fund for fees and costs. We regularly provide an attorney-client privileged version of a litigation report to the Board under separate cover, with specific notes to the Board regarding significant litigation results as they occur. Ongoing litigation activities are published on the litigation page on the ICANN website:

<https://www.icann.org/resources/pages/governance/litigation-en>.

ICANN Org Report to the Board

Global Domains Division: Domain Name Services & Industry Engagement, WHOIS Initiatives, IANA Functions, Product Management, Operations, Global Customer Support, Transition Implementation

Akram Atallah, President, Global Domains Division

KEY HIGHLIGHTS & MILESTONES

On 1 February 2017, contracted parties were notified that they must update their registration data directory services to comply with the [Thick Whois Transition Policy for .COM, .NET and .JOBS](#) and migrate the required data by 1 February 2019. They were also informed that they must comply with the [Registry Registration Data Directory Services Consistent Labeling and Display Policy](#) by 1 August 2017. These policies require all gTLD registrations to be “Thick” with a consistent labeling and display of WHOIS output.

The ICANN organization has been working with the Registries Stakeholder Group’s Working Group to move the revised registry agreement (RA) to a vote. We held a Webinar for registries on 7 February to provide an overview of the proposed amendments to the base RA and review the voting procedure and next steps. The vote opened at 9 February at 23:59 UTC with a notification to 1,229 voters and will continue for 60 days. Upon the approval of the proposed amendments by the registries, the Board will consider and vote on the proposed amendments. Once adopted, all registries are required to comply with the new RA upon a 60-day notice from ICANN.

We also hosted an interactive Webinar on 12 January to review findings for the WHOIS Accuracy [report](#). Additionally, public comment period opened for reference IDN tables for Japanese language label generation rules for the second level.

In January, the Public Technical Identifiers (PTI) Board [adopted PTI’s FY18 Operating Plan and Budget](#) after a public comment period. The PTI budget will serve as input into the IANA Services budget, which is a part of the ICANN operations budget that will be published for public comment at the end of February. The ICANN Board will consider the ICANN budget for approval at ICANN59.

OVERVIEW OF ACTIVITY

We have not executed any additional registry agreements since the first of the year, so the total number of executed agreements remains at 1228 of a possible 1250. Additionally, 1215 of a possible 1250 new gTLDs have now been delegated.

The Universal Acceptance Steering Group (UASG) made significant progress in the last year including launching a dedicated [website](#), an [informational video](#), along with a comprehensive collection of [educational resources](#).

Preparations are well underway for the 25+ sessions GDD plans to hold at ICANN58. The UASG will also be holding a workshop and public session during the meeting. Additional events included holding the 28th Key Signing Key ceremony in the El Segundo facility on 2 February.

TOP ISSUES & MITIGATION

We continue to focus on improving relationships with registries and registrars through activities such as collaborating on the agenda for the GDD Summit and by leveraging opportunities to meet and discuss topics of interest at ICANN meetings.

ICANN Org Report to the Board

Contractual Compliance & Safeguards

Jamie Hedlund, Senior Vice President, Contractual Compliance & Consumer Safeguards

KEY HIGHLIGHTS & MILESTONES

Contractual Compliance Audit Program

Our Audit Program is a continuous and ongoing activity in Contractual Compliance. Below a summary of current activities:

The **4 October 2016** audit of Registrars under the 2013 RAA is underway. Audit total population is 54. After review of all the documents, ICANN issued the preliminary audit reports late January. Registrars are currently addressing initial findings and collaborating with ICANN.

On **23 January**, a new round of the Registry Audit was launched, with twenty Registry Operators that are in scope.

OVERVIEW OF ACTIVITY

3rd Annual Contractual Compliance Continuous Improvement Week in February

The Contractual Compliance team, across the three hubs, met in LA to hold the third annual Continuous Improvement workshop. The objective is to identify and discuss opportunities to increase and or improve quality, efficiency and effectiveness in the operational aspect of the compliance function and to ensure consistency across the global operations of compliance.

The subject matter experts facilitated a total of about 25 sessions and covered discussions about the system, process, procedures, communication templates and the different types of compliance areas that relate to contract obligations.

The team continues its journey to strengthen the contractual compliance program and improve transparency and accountability.

For the monthly operational dashboard, please refer to the Contractual Compliance Performance Measurement & Reporting page at <https://features.icann.org/compliance> and for the Quarterly Update please go to <https://www.icann.org/resources/pages/compliance-reports-2016-04-15-en>.

Non-Contracted Party House (NCPH) Intersessional (Reykjavik, Iceland)

Along with Rinalia, George and Markus, Jamie attended the third NCPH intersessional, 13-15 February. Approximately 40 members of the Commercial Stakeholder Group and the Non-Commercial Stakeholder group participated. Jamie was invited to make a presentation and answer questions from the entire NCPH. We also sought input on the possible establishment of a community ad hoc working group on contractual compliance and consumer safeguards matters.

TOP ISSUES & MITIGATION

None.

ICANN Org Report to the Board

Operations: Board Operations, Global Operations, Security Operations, Organization Assessment and Improvement, and Internal Controls Audit

Susanna Bennett, Chief Operating Officer

KEY HIGHLIGHTS & MILESTONES

The key highlights of this period include the **implementation of developed roadmaps, strengthening of teams, and continuous improvements**. The teams are on target with their roadmaps. The Board Operations, Security Operations and Organization Assessment & Improvement teams have increased people strength via internal transfers and internal resource sharing. The main discussions at the Operations team workshop in late February were our strategic focus, goals, processes and team development.

OVERVIEW OF ACTIVITY

Planning for and executing the February Board Workshop was intense yet innovative, and saw the launch of a new workshop agenda structure. One of our key focuses is applying what we learned from the launch of this new agenda to shape the ICANN58 Board workshop. The **Board Operations'** teamwork, which substantially aided the smooth launch, will continue and advance on structure, process and cadence. The ICANN58 Board Workshop is less than five weeks from the February Workshop and, as such, [Melissa King](#) and the team began the preparation work even before the February Workshop started. We are very pleased that [Lisa Saulino](#) joined in mid-January, filling a much needed role within the team.

Security Operations launched ICANN's crisis management initiative, one of the major tracks on their start-up roadmap. Equally important, and essential for the enhancement and optimization of ICANN's meeting security framework, is the team's work on the assessment and readiness for the global events taking place over next several months. Both [Simon Garside](#) (VP, Security Operations) and [Sean Freeark](#) (Manager, Security Operations) have completed their transition and are now able to dedicate their time to fulfilling this function. We are also very pleased that [Darrel Spearman](#) (Senior Manager of Administrative Services) is now dedicating a third of his time to Security Operations. Given his extensive background in facility security, Darrel will be overseeing the implementation of the facility-related tracks of the Security Operations roadmap, such as physical security and emergency response.

The Organization continues to make progress against the globalization and international office strategy, with input from the Board during the last Board Workshop. The **Global Operations'** work in the hubs is being synced with this strategy, especially with regards to local team building and improvement initiatives, as well as organization-wide best practice programs.

The **Organizational Assessment and Improvement** (OA&I) function is adding strength. I am very pleased that [Leo Vegoda](#) has been promoted to director of the department, and [Victoria Yang](#) is being transferred from the Contractual Compliance department in to serve as a senior specialist within this department. Leo is a 10-year ICANN veteran who built the excellence program for the IANA department, and has been focusing on organization-wide excellence programs since 2015. Victoria has advanced swiftly over the last three years at ICANN, excelling in performance metrics

development and reporting. This growth and expanded skill-set is critical to realizing the targets of the OA&I function.

OA&I is leading and partnering on several organization-wide / cross-functional continuous improvement projects, including:

Excel@ICANN: We kicked off the third annual organization-wide continuous improvement internal assessment, for which we continue to use the EFQM Excellence Model. The internal assessment scope has been increasing each year, and the key step-up this year includes an emphasis on (a) structure and process – expanding planning and training, strategic focused context, progress tracking and reporting of the identified improvements, and (b) preparation for the FY19 external assessment, which will be conducted by licensed EFQM assessors. The core team, led by [Leo Vegoda](#), has also added strength, with the addition of [Linda Chin](#) (Director of Global Operations), who has recently become the fifth member of this cross-functional team, along with Leo, [Marilia Hirano](#) (Manager of TPI Continuous Improvement), [Yan Agranonik](#) (Senior Manager of Contractual Compliance Risk & Audit) and me.

Goal-Level KPI Dashboard: The OA&I and IT teams, as well as several goal owners, have been the driving force of the Version-3 development of the organization-wide and public Goal-Level KPI Dashboard. This public Dashboard was constructed based on the published organization-wide strategic goals and KPIs. The Beta version underwent reviews with the Board and Community groups before launching in late 2015. The dashboard has been updated monthly and serves as a regular oversight mechanism for the Board and the Community. We are now in Version-2. Version-3, targeted to launch in July/August 2017, includes metric enhancements and technology development-enabling interactive drill-down and an automated data feed.

Action Request Register (ARR): Sound processes have been established by several functional groups to address correspondence to ICANN. A new ARR cross-functional team has been formed, led by [David Conrad](#) (CTO) and me. The ARR team includes members of GDD Operations, Board Operations, Policy Development Support, and OA&I teams, as well as the CEO's Office. The joint force of the ARR team will build on existing, already-sound processes and develop an organization-wide structure/process to address correspondence to the CEO and the Board. The goal is to ensure that responses will be coordinated, comprehensive, expeditious and efficient.

Projects: ICANN's Strategic Plan, Operating Plan and Budget are structured based on the framework of 5 objectives, 16 goals (3 to 4 goals per each objective), and many projects within each goal. All of ICANN org's work, including non-project based departmental ongoing work and project-based departmental, cross-functional, or organization-wide work has been grouped as projects in the project management tool, Workfront. The review and the resulting actions are intended to improve alignment and structure for more effective accountability and transparency of the organization's work. The OA&I and Finance teams collaborated on a roadmap and have begun implementing with the review of the FY18 submitted projects.

Reporting: ICANN produces a large number of reports for internal, external and public recipients. These reports take a substantial amount of ICANN Org resources to produce. The organization-wide review of report production and the resulting actions aim to ensure the effective use of our

resources and improve structures and processes. The Communications, Strategic Initiatives and OA&I teams cooperated on a roadmap of this effort and began implementation, which will be ramped up with the completion of Victoria's transition to the team.

The new Internal Controls Audit function is under construction. The Audit Committee training at the last Board Workshop brought this need front and center. This new function's establishment and progression will be shaped by the conclusion of the FY18 budget.

TOP ISSUES & MITIGATION

None.

ICANN Org Report to the Board

Global Human Resources, Administrative & Travel Services

Diane Schroeder, Senior Vice President, Global Human Resources

KEY HIGHLIGHTS & MILESTONES

During this one month period, we continue to work on ERP Phase I follow up; all of the LA office moves have taken place; and Travel Services is actively booking supported travelers for ICANN58 in Copenhagen.

OVERVIEW OF ACTIVITY

Global Human Resources: We continue to seek ways to make our use of the new ERP system more efficient and a better experience for the organization. We continue to document processes and prepare training for various processes where the ERP is just one element of a process. HR also facilitated two departmental offsite meetings geared towards helping the teams strategize plans for the upcoming fiscal year. Additionally, in partnership with the Communications team the 2017 People Survey was launched on January 17th. As a continuation of the Flexible work arrangements initiative, the “Work Life integration” workshop was launched in early February.

Travel Services: Travel Services’ focus has been booking travel for ICANN58 in Copenhagen. A program to provide additional assistance to supported travelers who experience visa issues is also being explored.

Administrative Services: Construction on the Los Angeles office space is essentially complete – a few minor follow up items remain. All of the office moves have been completed and a most successful housewarming/reception was held in conjunction with the Board’s recent visit to the Los Angeles Office.

TOP ISSUES & MITIGATION

None.

ICANN Org Report to the Board

Engineering and Information Technology (IT)

Ashwin Rangan, Senior Vice President, Engineering & Chief Information Officer

KEY HIGHLIGHTS & MILESTONES

The proposed solution for document and content management and the replacement of the existing ICANN.Org website was presented to the executives who have provided internal approval for the project. The project has also been renamed Information Transparency Initiative (ITI) which better identifies the goal of this project.

The DNS Engineering department commissioned Black Hills, a highly-reputable security firm, to perform a security audit and penetration test on the L-Root infrastructure. This was done to prove to ourselves and outside parties that we have implemented a worthwhile security regimen. The exercise itself was designed to look for the risks, identify holes and to pinpoint precisely where we might bleed if attacked. The results of this exercise have been released, and our L-Root infrastructure was not compromised by the "tiger team". We earned the grade of "minimal risk", which is considered exceptional in security circles.

OVERVIEW OF ACTIVITY

The Pillars: Focus on Community Collaboration

On the Community front, a mechanism for managing the technical aspects of content translation for the GAC website was delivered. The Salesforce team is in the process of completing significant regression testing and a formal security assessment prior to launching a pre-release version of the software to select registries in a Beta Launch on March 1st.

The Planks

A joint effort between the Cybersecurity and Operations teams saw the implementation of a process whereby access to any IT service requires logging on to the VPN at all times--whether you are in an ICANN office or remote. This is both a security improvement as well as a simplification of process.

The ICANN meeting equipment kit arrived in Los Angeles from Hyderabad to be refurbished, retested, inventoried and repacked. The kit contains all technical resources that ICANN needs to run a standalone network and support staff at ICANN meetings. Port and delivery delays increased the amount of time the equipment took to arrive from India, which left the MTS team only eighteen hours to turn the shipment around for Copenhagen. With assistance from the IT Operations team they were able to meet this stretch-goal.

TOP ISSUES & MITIGATION

Shortly before ICANN57, we were informed that Tracey Hind, a member of the GAC-hired Secretariat, is leaving them. This person was a key subject matter expert for the GAC site, and was serving as the GAC website "launcher." The departure has directly impacted the pace of training and content audit. General Availability has been impacted and is now only expected to be around ICANN59 (June 2017). Our pace is being directed by the GAC's desires and directives.

ICANN Org Report to the Board

Office of the Chief Technology Officer

David Conrad, Chief Technology Officer

KEY HIGHLIGHTS & MILESTONES

- Participated in the Government Advisory Committee Under-served Regions Working Group and Public Safety Working Group Workshop in Nairobi, Kenya.
- New root zone DNSSEC Key Signing Key becomes operationally qualified.
- Initial exploratory phase of ICANN's Open Data Initiative starts.
- Public comment period on Identifier Technologies Health Indicators project completed.
- Office of the CTO Research team holds a workshop with APNIC.
- Office of the CTO collaborated with Global Stakeholder Engagement on performing various outreach efforts.
- Worked with the Information Technology team on brand protections options for ICANN related names.
- Two documents published in response to the first Security, Stability, and Resiliency Review Team recommendations.

OVERVIEW OF ACTIVITY

Participated in Government Advisory Committee's Under-served Regions and Public Safety Working Groups workshop in Nairobi, Kenya: Members of the Office of the CTO participated in the first workshop of the GAC's Under-served Regions Working Group and a workshop of the Public Safety Working Group (PSWG) in Nairobi Kenya (22-26 January). This was a good opportunity to engage with stakeholders including governments, law enforcement, country code top-level domain administrators, and others from the African Region, to help raise awareness of ICANN and its mission. Our contribution was to take participants through an extended overview of the Domain Name System and the abuse challenges the DNS faces. This kind of engagement at the technical level has proven to be very beneficial in terms of improving the understanding of how and why the various stakeholders can contribute to ICANN's (and affiliated organizations such as the RIRs) policy development processes and how those processes are important for working with the community to address DNS abuse. The sessions have helped build bridges in the region and has set the stage for more in-depth training sessions in the future.

New root zone Key Signing Key becomes "operationally qualified": As part of the project to roll the root zone key-signing key (KSK), a new KSK had been generated during a regularly scheduled key ceremony in October, 2016, at ICANN's key management facility (KMF) on the U.S. East Coast. During the following key ceremony on February 2, the key was successfully imported into the hardware security modules (HSMs), the cryptographic hardware that stores the key, in the KMF on the U.S. West Coast. With the key now available in two locations, it is considered "operationally qualified" and thus, ready for use. The new key will be used for signing for the first time at the next regularly scheduled root key ceremony in May 2017.

Initial exploratory phase of ICANN's Open Data Initiative starts: The first phase of ICANN's Open Data Initiative, namely the cataloguing of potential data sets that may potentially be made available via Application Programming Interfaces (APIs), has begun with a request made by Office of the CTO

staff to the executive team for liaisons in each of ICANN's departments to help identify the data sets used by the ICANN Organization. Once developed, this catalogue, which will include what the data represents, the constraints on making the data public, and an estimate of the level of effort necessary to place the data into the Open Data Initiative, will be used in communication with the community to help prioritize the ordering in which data sets will be made available.

Public comment period on Identifier Technologies Health Indicators (ITHI) project closes: The public comment period that started in November 2016 on the project's definition of Internet health ended on January 23. Fourteen comments were received and most were supportive of the initiative. However, several expressed concerns over the proposed use of Latin-like medical-based terminology to identify Internet health conditions. Since this feedback was so clear, OCTO is dropping that terminology as the project goes forward. We anticipate publishing the staff summary of comments by February 16.

Office of the CTO Research team holds a workshop with the Asia Pacific Network Information Centre (APNIC): In early February, the OCTO Research team hosted representatives from APNIC in the Washington, D.C., Engagement Center, for a joint workshop on the topic of correlating DNS traffic to root servers and name servers run by APNIC as part of their research using Google's advertising network infrastructure. We expect to present the results of the workshop first at the ICANN DNS Symposium in Madrid in May.

Office of the CTO collaborated with Global Stakeholder Engagement on performing various outreach efforts: This collaboration, which is part of the Office of the CTO's Security, Stability, and Resiliency team's regular collaborations with GSE, included providing outreach and DNS abuse training in Colombia for Colombia's Superintendencia de Industria y Comercio, meetings at the Ministry of Information and Communication Technology with the Colombian GAC representative and other members of the public safety community, as well as delivered a presentation before students of the Universidad de los Andes, in Bogota. OCTO's Security, Stability, and Resiliency team also provided outreach and training in Italy to multiple agencies and members of the Italian stakeholder community including Law Enforcement and LUISS University in Rome.

Worked with the Information Technology team on brand protections options for ICANN related names: The SSR team worked closely with IT on brand name monitoring solutions following an incident relating to icann-monitor.org which was registered through eNom on 28 December 2016. This domain was used to distribute fake emails purporting to be from ICANN to domain name holders indicating their domain is "being used for spamming and spreading malware and has been blacklisted." The email instructs the registrant to download a document that will have instructions for how to remove their site from the blacklist. This document, if downloaded, delivers ransomware to the user's computer. ICANN was made aware of the emails through reports from various constituents and worked with eNom to rapidly mitigate the risk. As a result of this incident, ICANN's Senior Vice President of Engineering and CIO has directed that brand name monitoring service be initiated to reduce risks of similar attacks in the future.

Two documents published in response to the first Security, Stability, and Resiliency Review Team (SSR-RT) recommendations: In ongoing work to complete responses to recommendations made by the Affirmation of Commitments-mandated SSR Review Team, members of the OCTO Team

in collaboration with the Multistakeholder Strategy and Strategic Initiatives department published two documents: “Identifier System Attack Mitigation Methodology” (<https://www.icann.org/en/system/files/files/identifier-system-attack-mitigation-methodology-13feb17-en.pdf>) and “SSR Relationships” (<https://www.icann.org/en/system/files/files/ssr-relationships-fy17-23jan17-en.pdf>).

TOP ISSUES & MITIGATION

- In order to develop the data set catalogue, we will need to obtain input on possible data sets across the organization and community. This effort may be significant. As an initial mitigation, we will be asking execs to designate department-level liaisons to help Office of the CTO staff identify data sets and their characteristics.
- As a result of input received during the public comment period, the Office of the CTO team will revise the model for the Identifier Technologies Health Indicators, incorporating community input.
- Demands for time from Security, Stability, and Resiliency-related training and outreach outstrips the SSR team’s resources to provide those services. Our initial efforts at mitigation are to more tightly ration our training and outreach efforts.

ICANN Org Report to the Board

Global Stakeholder Engagement, Development and Public Responsibility, Meetings
Sally Costerton, Senior Vice President, Global Stakeholder Engagement

KEY HIGHLIGHTS & MILESTONES

This report covers Global Stakeholder Engagement (GSE), Meetings and Development and Public Responsibility Department (DPRD) activities from January through early February 2017.

The Meetings team has focused on preparations for ICANN58 in Copenhagen; future ICANN Meetings in Johannesburg, Abu Dhabi, San Juan and Panama; the GDD Summit, the OCTO Technical Forum, and CCT and SSR2 Review Team meetings -- all taking place in Madrid in May; Board Retreats in Geneva in May and LAC in September; and the DNS Forum in Cairo in May.

OVERVIEW OF ACTIVITY

In January 2017, the GSE team participated in events in 22 countries and territories, in collaboration with and supported by the Government Engagement and Communications teams. This included the first GAC Capacity Building Workshop in Nairobi. 20 African governments were represented in this meeting, along with community representatives from AFRALO, AFRINIC, AFTLD and local participants from regional ccTLDs, civil society and technical community. Over 100 delegates attended the workshop in Nairobi.

Global Stakeholder Engagement also conducted an ICANN 57 readout sessions in Japan with JPNIC and in Dominica with the National Telecommunications Regulatory Commission of Dominica. We participated in a discussion on the Future of Indic Languages in India, conducted an APRALO-APAC Hub capacity building webinar, conducted DNS & DNSSEC training in Pakistan, and conducted a registry policy workshop with MIIT/CAICT in China.

In February, GSE supported the Turkey DNS Forum in Istanbul, APRICOT 2017 in Ho Chi Minh City, NANOG 69 in Washington DC, briefings for the Hungarian Internet community in Budapest, our first outreach meeting to Lesotho, collaboration with Middle East I* partner organizations in Beirut, among other events.

Global Stakeholder Engagement is leading two internal ICANN Organization working groups, one on Demand-led Engagement, and another on our International Office strategy. GSE is also participating in a third working group on Internal Core Knowledge Training. The first two working groups are examining how we engage and interact with the community and deliver ICANN services to meet community demands from our offices.

In assessing community feedback collected during the past several months, the need for additional clarity about DPRD's role and scope was a recurring theme. Further, the use of the label 'development' is often confused with the term that means involvement in political, social and economic development issues. To address this feedback and accurately reflect the nature of the work, beginning 1 July 2017, the Development and Public Responsibility Department will change its name to "Public Responsibility Support."

DPRD is developing a Fellowship Program Alumni Survey to identify the impact of the program and ways to increase alumni engagement in ICANN and community activities. The survey results will be published in commemoration of the 10-year anniversary of the Fellowship Program in June 2017.

To help address growing community demand for capacity building and technical training, DPRD is collaborating with the Product Management Community Services team to identify a solution that enables the ICANN Learn platform to expand its training capacity to include Security, Stability and Resiliency courses.

Meetings provided planning and on-site logistical support for the NCPH Community Leaders Meeting in Reykjavik in May, as well as the DNS Forum in Istanbul in May.

TOP ISSUES & MITIGATION

Global Stakeholder Engagement is working with the Office of the CTO to better respond to demand for capacity building and technical training from the community. Requests for technical training and knowledge of the DNS (either for public safety entities, government representatives or other organizations) is one of the most requested types of support to our regional teams. ICANN has limited staff within the Office of the CTO and Global Stakeholder Engagement to deliver on these requests. ICANN has an existing partnership with the Network Startup Resource Centre to help deliver training and regularly partners with other Internet ecosystem organizations such as Regional Internet Registries, regional TLD organizations and the Internet Society to help satisfy these requests or provide alternative training options.

ICANN Org Report to the Board

Communications, Language Services, U.S. Government Engagement
Duncan Burns, Senior Vice President, Global Communications

KEY HIGHLIGHTS & MILESTONES

Both the Communications and Language Services teams are preparing for ICANN58 in Copenhagen, while also making progress on our core set of activities. The discussion surrounding the Information Transparency Initiative continues to move forward, and we are seeing increased interest in the KSK Rollover. Our regional communications directors continue to outreach directly through local events, with the bulk of those activities for this period taking place in Europe and Africa.

OVERVIEW OF ACTIVITY

ICANN58: With ICANN58 in Copenhagen just around the corner, the Communications team is now focused on increasing local participation and raising media awareness around the event. We are also developing our internal staff preparation materials, including newsletters, signage and a crisis communications mitigation plan.

KSK Rollover/SSR Review/UASG Outreach: The communications team continues to raise awareness of the Key Signing Key (KSK) rollover. We worked closely with a local documentary crew to assist them in producing a film about KSK Ceremony 28. We also continue to assist the MSSI team in their continuing efforts to increase participation in the Security, Stability and Resiliency (SSR) of the DNS Review, including the introduction of a dedicated section in the ICANN global newsletters. We remain active participants in the Universal Acceptance Steering Group (UASG), providing strategic guidance and producing supporting materials.

Regional Events/Outreach We Supported: Despite the length of this reporting period, our regional directors supported a wide variety of events in their respective regions. Events included the Chad DNSSEC Roadshow, CPDP 2017 (Belgium), GAC Africa Workshop (Kenya), Domain Pulse 2017 (Vienna), Turkey DNS Forum, and the Mobile World Congress (Barcelona). These events continue to produce meaningful engagement, and increase local involvement/interest in the ICANN community.

Information Transparency Initiative: The Executive Team's discussion regarding the Information Transparency Initiative (previously "Golden Gate") progressed during the February Board Workshop, and we are preparing for further discussion during ICANN58.

TOP ISSUES & MITIGATION

We continue to monitor the post-IANA Stewardship Transition environment, to determine overall sentiment and answer any questions.

ICANN Org Report to the Board

Policy Development Support

David Olive, Sr. Vice President, Policy Development Support & General Manager, Istanbul Hub

KEY HIGHLIGHTS & MILESTONES

Address Supporting Organization (ASO)

- John Curran (ARIN CEO) will serve as the chair of the ASO/NRO through 31 December 2017. Oscar Robles remains on the NRO Executive Council as LACNIC CEO.
- Filiz Yilmaz (RIPE NCC) will serve as chair of the ASO Address Council through 31 December 2017. Louie Lee remains on the ASO Address Council as a representative from ARIN.
- Two new ASO Address Council members began their terms of service on 1 January 2017: Omo Oaiya (AFRINIC) and Brajesh Jain (APNIC).
- The NRO Executive Council (NRO EC), in communication with the ICANN Board Organizational Effectiveness Committee, has selected ITEMS International to conduct an independent review of the ASO. The NRO EC reviewed three other applications during the competitive RFP process.
- The ASO approved the charter of the Cross-Community Working Group on New gTLD Auction Proceeds and will participate in its work.
- The ASO Address Council is preparing for its annual meeting to be held at ICANN58.

Generic Names Supporting Organization (GNSO)

- The GNSO confirmed its nominations for the Second Security, Stability, and Resiliency of the DNS (SSR2) Review Team.
- The GNSO has designated a number of representatives to participate in the Board-initiated discussions facilitated by Bruce Tonkin, which will be aimed at trying to reconcile the differences between GAC advice and GNSO-adopted policy on the topic of Red Cross and IGO protections. The outcomes, if any, of the facilitated discussion will be sent back to the GAC and GNSO for review through each of their internal processes, following which the Board will be expected to take action. Under the Bylaws, the Board is obliged to take certain actions in relation to GAC advice and GNSO policy, including in situations where the Board decides it does not agree with either."
- The GNSO Council has submitted two FY18 community additional budget requests, one for a GNSO Council Strategic Planning pilot project and one for a GNSO PDP WG Chairs Support pilot project.
- The GNSO is expected to confirm that its appointment of the GNSO Chair as interim GNSO representative to the EC Administration is intended to remain in effect until the necessary modifications or additions to the GNSO Operating Procedures and ICANN Bylaws are completed.
- The Council will consider a motion during its meeting on 16 February confirming that the proposed modification to the WHOIS conflicts with local law procedure, as put forward by the Implementation Advisory Group (IAG) is conform the intent of the original GNSO Policy, requesting that ICANN staff review the feasibility of the proposed additional trigger, and a proposal that the next periodic review of the Procedure commence no later than 31 May 2017.
- The GNSO Council is considering a proposed Charter to create a GNSO Standing Selection Committee that will conduct future selections for, for example, review teams, structures related to the empowered community, based on agreed, uniform criteria and a documented process.

Country Code Names Supporting Organization (ccNSO)

- The ccNSO continues to work on updating / new internal guidelines to meet the requirements of the 1 October 2016 ICANN Bylaws and its enhanced accountability. The ccNSO guideline review committee is working on an internal guideline regarding the “empowered community” power to reject certain actions. As part of this work, the ccNSO Council has adopted the ccNSO Guideline Council Practices.
- The ccNSO Council has appointed 6 Councillors as members of the working party that will lead the ccNSO efforts with respect to the upcoming ccNSO organizational review. Post Copenhagen, after informing the community about the review, the Council intends to appoint 5 additional members from the community.
- As part of the launch of the third ccNSO Policy Development Process on the retirement of ccTLDs and a review mechanism for decisions pertaining to the delegation, revocation, transfer and retirement of ccTLDs, the ccNSO appointed charter drafting team will have completed its work and will define and refine the scope of the issues that need to be addressed. The results need to be available at the Copenhagen meeting.
- The ccNSO Council completed the process to provide the Board the requested guidance for the Extended Process Similarity Review Panel (EPSRP) and has proposed an updated Guidelines to the Board, following conversations and additional comments from SSAC and a subsequent review and update of the report by the WG EPSRP.

At-Large/At-Large Advisory Committee (ALAC)

- Board Seat 15 selection – The Board Candidate Selection Committee announced that [Alan Greenberg](#) and [León Sanchez](#) were the two candidates for Board Seat 15. The ALAC and RALO Chairs will begin voting on 21 February.
- The [At-Large Review Draft Report](#) was posted for Public Comment on 31 January 2017 through 24 March 2017. The At-Large Review Working Party is working with the ALAC to produce a statement in response to the report. There will be three meetings on the At-Large Review during ICANN58.
- [Policy Advice Development Activities](#) – The ALAC is preparing four policy advice statements in response to public comments.
- The LACRALO Assembly was held 31 January 2017 through 1 February 2017 to address the challenges in the region. The meeting, including 15 LACRALO leaders from the Caribbean and Latin America, worked collaboratively to address past issues and plan the way forward. Mediators from the Consensus Building Institute have been working with LACRALO Leaders since mid-2016.
- [At-Large Structures](#) – There are currently 219 At-Large Structures in 99 countries and territories.

Governmental Advisory Committee (GAC)

- **Leadership Elections** – At ICANN57, Thomas Schneider was reelected as GAC chair. Elected as GAC Vice-Chairs were Manal Ismail from Egypt, Milagros Castañón Seoane from Peru, Ghislain de Salins from France, Mark Carvell from the United Kingdom and Guo Feng from China. Formally, the change of Vice-Chairs will be effective at the end of ICANN58.
- **Follow-up on GAC Hyderabad Advice** – The GAC and the Board has held a joint call to clarify any questions regarding the most recent GAC Advice issued at ICANN 57. The GAC is awaiting the Board’s reply to this Advice.
- **IGO and Red Cross Protections** – The GAC, through its Chair and Vice-Chairs, is participating in Board-initiated discussions facilitated by Bruce Tonkin with a view to resolve differences with the GNSO regarding these two issues.

- **New Bylaws Implementation** – The interim appointment of the GAC Chair, Thomas Schneider, as GAC representative on the Empowered Community Administration was confirmed at ICANN57 as an ongoing arrangement. The GAC is continuing its discussion/decisions on process requirements for the Empowered Community and some related issues.
- **Review Team Appointments** - The GAC has appointed/endorsed three applicants for the SSR2 Review Team and three for the RDS Review Team.

Root Server System Advisory Committee (RSSAC)

- On 25 January 2017, Internet Systems Consortium (F-root operator) appointed Fred Baker as their new primary representative. Warren Kumari continues to serve as their alternate representative.
- RSSAC/RSSAC Caucus are currently working on 2 reports. A report on root server naming schemes and a report on best practices for the distribution of root server anycast instances.

Security and Stability Advisory Committee (SSAC)

- 20 January SSAC published SAC091, Comment on Identifier Technology Health Indicators. The SSAC's feedback is: 1) suggest the Latin and Greek nomenclatures used to describe identifier technology health be dropped; 2) the definition of domain name abuse needs to be more precise; and 3) more thoughts about Internet Protocol address issues may be needed.
- Three SSAC work parties are in various stages of development: Centralized Zone Data Service/Whois Rate limiting, IDN Harmonization, and DNSSEC Workshop Planning.
- Two technical experts have been invited to join the SSAC: Jay Daley, Chief Executive, NZRS (operator of the .nz registry) and Cristian Hesselman, manager SIDN Labs (operator of the .nl registry).

ICANN Org Report to the Board

Governmental and IGO Engagement

Tarek Kamel, Senior Vice President, Government and IGOs Engagement

KEY HIGHLIGHTS & MILESTONES

During this reporting period the GE team has participated in a number of important governmental and IGO global and regional engagement events. In January the team had meetings with government and intergovernmental representatives and participated to the first capacity building workshops organized with GAC working groups in Africa.

During January and February the focus, in addition to the Capacity Building work mentioned above, has been on IGO engagement where ICANN has commitments as part of the overall Internet Governance Ecosystem. These have included engagement with the UN Commission on Science and Technology for Development (CSTD) by participating at the Working Group on Enhanced Cooperation (WGEC), and attending the ITU Council Working Groups meetings on WSIS (CWG-WSIS), on Internet Public Policy issues (CWG-Internet), as well as the Expert Group on International Telecommunication Regulations (ITRs). ICANN has also been engaged with the OECD, taking part as a member of the Technical Community in the German Presidency G20 ICT multi-stakeholder Conference in Berlin.

During the report period GE in cooperation with GSE staff also continued its regional government engagement activities with the related officials in different countries and regions as highlighted in the monthly report to the Government Advisory Committee (GAC.)

OVERVIEW OF ACTIVITY

1. Liaising with the Government Advisory Committee (GAC)

The CEO and President, the GAC chair and GE team members attended, in collaboration with the GSE Africa regional staff, Office of the CTO and SSR team, the GAC Working Groups (WG) on Underserved Regions (URWG) and on Public Safety (PSWG) who collaborated with the Government of Kenya (as sponsor and participant) in organizing the first capacity building workshops for African regional GAC members and Law Enforcement Agencies. The four day workshops, January 23-26, were designed to start a process of increasing effective participation in GAC and in ICANN, and explain the role of the GAC and the current policy topics being discussed at ICANN. Among the 100 participants, 20 African governments were represented in this first meeting (including 2 ministers from Kenya and Nigeria) and were also joined by representatives for the various ICANN constituencies and African I* organizations. The second workshop focusing on public safety saw the participation of countries and organizations, including Ghana, Kenya, Madagascar, Mauritius, Morocco, Nigeria, Rwanda, South Africa, Somalia, Canada, USA, AfriNIC, Facebook, FBI, ICANN, Internet Society, Interpol, amongst others, and online participants. The workshops were enthusiastically embraced and there will be follow up meetings in Copenhagen on the possible scheduling of future workshops working with other regional communities and the GAC URWG and PSWG.

In response to requests by missions in both Geneva and New York, the GE team is now also resuming its visits and outreach events to explain ICANN's mission, and how it works after the IANA Stewardship Transition. GE continues to stress the need for governments to stay engaged. The bimonthly GAC

report, which is now being shared with the GAC, the Board and executives, has details of the bilateral meetings and events that have taken place during this time.

2. Government and IGOs Engagement

The Government and IGO Engagement team continues its work with governments, global and regional intergovernmental organizations as well as the country missions and permanent representatives to the various IGOs in Geneva and New York.

On January 30th, the Permanent Mission of Bulgaria to the UN hosted a reception for diplomats in New York from UN General Assembly First, Second and Third Committees, which deal with Internet-related issues, to discuss the UNGA 2017 agenda. The reception was co-hosted by ICANN, ISOC and IEEE, where all three organizations provided the speakers and attended the event to meet with the diplomats. It was a successful event with 72 diplomats attending, and follow-up meetings arranged. GE continues its dialogue with ISOC and IEEE on future events at the UN in New York, and is regularly briefing the business and civil society communities.

The CSTD working group on Enhanced Cooperation (WGEC) held its second working meeting in Geneva January 26-27. Discussion focused on the 44 contributions made on the characteristics of enhanced cooperation and what the Recommendations of the Group to the UN in 2018 should highlight. While this was a positive meeting it did surface the long held views of some countries that there should be a UN mechanism for decision making on IG issues; including public policy issues within ICANN.

In addition, GE has continued to work with colleagues in the GDD and with representatives of the Council of Europe, GNSO and the GAC in organizing a HIT session and series of conversations about Data Privacy to be held in the ICANN 58 Copenhagen meeting

3. Participation in Internet Governance Discussions

There were several strands of IG discussions in various venues in January and February. In addition to the CSTD WG on Enhanced Cooperation referenced above, there was also a CSTD intercessional meeting in Geneva, and GE staff made contributions to the UNCTAD meeting in Geneva, and UNODC and OSCE meetings in Vienna. In addition, a preparatory meeting for the G20 ICT Presidency was held in Berlin Germany in January where ICANN, along with ISOC represented the Technical Community and took part in the discussions, including a potential role for ICANN in the Conference prior to the ICT Ministerial in April.

In February the ITU held an Open consultation session on Developmental Aspects of the Internet. This was the regular session of the CWG-Internet. Of importance to ICANN were the mention of the jurisdiction issue and the issue that the IANA transition had not solved the challenge of an international body (ICANN) still being subject to US jurisdiction and the challenges that raised in light of the potential increasingly problematic US law. The Open consultation was followed by a meeting of the ITU CWG-Internet. In the discussion of future WG topics the members split over whether the focus should be on gender diversity (access and participation issues) or a discussion of OTT. There was also a proposal to discuss Internet of Things. ICANN also attended the WSIS WG that discussed the contribution of ICTs to meeting the SDGs and the ITU role at the forthcoming UN High Level Policy Forum.

The ITR Expert Working Group also met in February. Discussion amongst the 120 countries focused on whether there should be a revision of the 2012 ITRs or just a review of the current problems (if any) of having two sets of ITRs (1998 and 2012). No consensus was reached. ICANN attended as part of the ISOC delegation and will continue to monitor the discussion for any effect on ICANN's role.

In preparation for the forthcoming World Telecommunications Development Conference (WTDC) in October GE is working with the Regional GSE teams to understand the proposals being submitted which are likely to include draft Resolutions on geographical domain names and IPv6. In January we attended the European (COM-ITU) preparatory meeting in Copenhagen.

TOP ISSUES & MITIGATION

The primary focus of government engagement activity in January and February is to explain the next steps in the IANA stewardship transition implementation, and make sure ICANN reaps the dividend from having 170 members at the GAC who are willing to engage in ICANN. This focus will involve regular engagement about the new structure and the role of the empowered community, during bilateral meetings and other outreach events, not least during the capacity building workshops being organized in regions in cooperation with other ICANN teams.

GE continues stress the importance of continued engagement from governments and participation in the ICANN policy processes including the role of the empowered community and especially the need for active and diverse participation in the "Work Stream 2" (WS2) process and working groups. This will be ongoing work as the Accountability WS2 questions and debate about jurisdiction and the possible triggering of the new bylaws come into play. Some governments and other players will most likely further raise the question of jurisdiction due to the recent events of international travel limitations which could affect the attendance of ICANN's community and staff in attending ICANN meetings and workgroups. The GE team will continue to work in coordination with GSE regional teams regarding impact on community members and MSSI ICANN staff and community on the WS2 topics and the discussions on jurisdiction, diversity, accountability and transparency and human rights. GE continues to respond to community requests and monitor the activity in several ongoing IG processes in the various international organizations.

ICANN Org Report to the Board

Multistakeholder Strategy and Strategic Initiatives (MSSI)

Theresa Swinehart, Senior Vice President, Multistakeholder Strategy and Strategic Initiatives

KEY HIGHLIGHTS & MILESTONES

Several milestones were achieved in connection with the department's areas of responsibility, including overseeing and managing CCWG Work Stream 2, Organizational Review, the Specific Reviews (formerly referred to as the AoC Reviews), and the Strategic Outlook process.

In relation to Work Stream 2, the team supported both the work of the CCWG chairs in their preparations and planning calls, as well as internal coordination and support for Work Stream 2 and the respective subject areas. Several groups have now progressed on their efforts to the point of developing documented recommendations for public comment.

On Specific Reviews, the Competition, Consumer Choice and Trust Review Team (CCT-RT) is in its drafting phase, as it has developed several key findings and recommendations for inclusion in its Draft Report. The CCT-RT delayed the publication of its Draft Report, initially expected in December, in order to analyze several research inputs that were recently received, including a report on a survey of new gTLD applicants, and public comments received on the Analysis Group's Phase II Assessment of the Competitive Effects Associated with the New gTLD Program. The Draft Report is slated for publication in February. The selection for the second review of the Security, Stability and Resiliency of the DNS (SSR2) is underway, with the SO/AC leadership empowered to select up to 21 members under the new Bylaws. It is anticipated that the SO/AC Leadership will conclude their deliberations and announce the SSR2 Review Team members in February. The 2nd Review of Registration Directory Services (RDS) Review Team (formerly known as the 2nd WHOIS Review Team) commenced with the Call for Volunteers in October, which closed in January 2017, with this Review Team to be announced after ICANN 58. The third Accountability and Transparency Review (ATRT3) was launched on schedule, initiated with the Call for Volunteers on 31 January 2017.

Regarding organizational reviews, the Board approved the GNSO review Implementation Plan in February. ITEMS, the independent examiner conducting the At-Large review, has prepared a Draft Report, which was posted for Public Comment open through 24 March. The NomCom has formed a Review Working Party, and a request for proposal was launched in January, to identify an independent examiner. The second review of the ASO was initiated by the NRO, in accordance with the Memorandum of Understanding. To strengthen transparency and accountability around the independent review of the ASO, an ad-hoc transitional process was put in place based on an agreement between the NRO and the OEC. In January, the OEC provided its view that the process followed by the NRO to select an independent examiner fulfilled established requirements. NRO selected ITEMS International to review the ASO.

Regarding the organization's Strategic Outlook work, we have identified participants to further work on the 5 key trends for the organization to do a deep dive on, and efforts to assess existing data sources related to these trends is underway. In addition, the Organization has now conducted 19 departmental workshops to identify strategic outlook trends for the upcoming FY19-20 timeframe, and the remaining 2 departmental workshops are scheduled to be completed by April.

OVERVIEW OF ACTIVITY

The MSSI team is actively supporting four Specific Reviews (CCT, SSR2, RDS and ATRT3) under the new Bylaws that replaced the reviews under the Affirmation of Commitments. The 2nd Security, Stability, and Resiliency of the Domain Name System (SSR) Review Call for Volunteers has closed, and the team will be announced in February, 2017. The 2nd RDS Review (WHOIS-2) commenced in October, with a Call for Volunteers that closed in January. Proposals to conduct the RDS Review under a limited scope did not receive consensus among the SO/AC chairs. The 3rd Accountability and Transparency Review (ATRT-3) Review may also be conducted under a limited scope, based on the CCWG-Accountability WS2 letter to the SO/ACs asking for agreement that the scope of the ATRT3 be limited to assessing the implementation results of the previous review team's recommendations to avoid overlap with the work underway in WS2. The proposal is currently under consideration, with several SO/ACs expressing their support.

The MSSI team is also supporting the work of the CCWG-ACCT Work Stream 2 and its subgroups along with a WS1 subgroup, including support for a CCWG-Acct WS2 face-to-face plenary meeting in Copenhagen before ICANN 58. A dashboard that reflects the status of each group's activities and progress according to the agreed timeline is being shared monthly with the community for group transparency and accountability purposes.

In collaboration with the community and the Board, we are developing Operating Standards, a system by which to conduct reviews efficiently and effectively, in alignment with ICANN Bylaws, with community engagement and consultations that took place at ICANN57. The team's focus has been on developing an outline of topics to be addressed in the Operating Standards and to catalogue existing processes and best practices. A webinar will take place on 21 February, to present the work in progress and invite community feedback. As the community develops new processes in line with the new Bylaws, these will be included in the Operating Standards, for example, the process of selecting Review Team members for Specific Reviews.

The independent assessment of the ICANN Office of the Ombudsman has been launched, with a request for proposal in January 2017. This independent assessment will inform the work of Work Stream 2 Ombudsman subgroup and is in line with the recommendation issued by the Second Accountability and Transparency Review Team (ATRT2).

To better understand and mitigate potential risk points associated with ICANN's key processes, we are working with a cross departmental team to develop flowcharts and manuals on ICANN's policy, review, and advice processes, including ones depicting key aspects of the review process (Specific and Organizational). Preliminary workflows were presented informally to the community at ICANN 58 Copenhagen and further development of these workflows continues.

In collaboration with Finance, we are implementing a review life cycle method of planning resources and budgeting for Reviews, with the expected benefit being a comprehensive end to end view of budget and resources required to support a review from inception to completion rather than by fiscal year. This approach is also reflected in the Review Fact Sheets designed to provide transparency into timing, resources, budget and milestones completion for each review. See Fact Sheet for CCT-RT.

TOP ISSUES & MITIGATION

The Transition introduced new requirements applicable to Specific Reviews, causing uncertainty with regard to their applicability to those reviews in progress on Oct 1st. The new Bylaws shifted responsibility to the SO/AC leadership to select the members of the recently launched 2nd RDS Review and the 2nd SSR Review, and increased the number of members participating in these review teams. Although the Bylaws state that Operational Standards are to be developed with the community for conducting Specific Reviews, these have not been developed yet for the newly introduced processes, such as the selection of Review Teams. As a result, there are no established processes for how SO/AC leaders are to reach agreement on these types of issues, or what level of consensus is needed to move forward. We are supporting the leaders as they tackle these new responsibilities.

Volunteer bandwidth and a busy review schedule continue to pose a challenge – reviews depend on active community collaboration by members with the requisite expertise. They also consume significant time and resources. With four Specific Reviews (CCT, SSR2, RDS and ATRT3) active over the next few months, there is a continued need to ensure sufficient community participation in reviews, and sufficient financial resources made available to conduct them. In the case of the RDS Review, the Board Working Group on RDS collaborated with the SO/AC leadership to determine whether there is a way to conduct the review more effectively, to minimize the impact to the Community. Unfortunately, a proposal to limit the scope of the RDS Review developed through this collaboration did not receive the support of the SO/AC leadership, which means that the RDS Review Team will be empowered to establish a wider scope of the review, thereby requiring a greater effort on behalf of the Community to track and participate. To mitigate this, the SO/AC leaders are preparing guidance to the Review Team to consider as it sets its scope, to keep in mind the impact to the Community in light of the many WHOIS related activities underway. A similar proposal to limit the scope of ATRT3 is also being considered.

In the case of the CCT Review Team, the delay in publishing its Draft Report will likely result in delays for the delivery of its Final Report into FY18, thereby requiring additional financial resources to bring this work to completion. As reflected in the CCT Fact Sheet, although 74% of the financial resources budgeted have been expended, only 40% of the expected milestones have been reached. With several members of the CCT Review Team simultaneously volunteering on multiple ICANN-related projects, it may not be feasible for them to conclude their work in FY17. Looking ahead, we will be seeking significant resources to be included in the FY 18 Budget to reflect the increased level of activity required to support each of the four Specific Reviews that will be active.

With regards to implementation of recommendations generated by Reviews, there are several important considerations – ability to implement recommendations to achieve desired impact, with many recommendations broad and difficult to measure; bandwidth to complete the implementation work given other concurrent community priorities; and the financial resources that may be required. For example, the GNSO is working on the implementation of 34 recommendations and has adopted a phased approach, with the work scheduled to take two years. By any measure, this is a significant undertaking which is likely to compete for resources with other high-priority activities.

With regards to Work Stream 2, key issue is to work towards advancing the work efficiently and effectively, ensuring it remains within its scope and resourcing, well-coordinated with relevant internal departments and the Board, and that the framework for work is focused on new solutions

where needed, and utilizes existing mechanisms where possible. However, there remains a significant risk that the CCWG-Accountability will be unable to complete all its work by June 2017 and is asking for its Charter to be extended until the work can be concluded.