



Board Report – Los Angeles Workshop

January 2020

Period Covering: 3 August to 29 November, 2019

ICANN Org Executive Team Reports

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ICANN Org Report to the Board

Office of the CEO

Göran Marby, President & CEO

KEY HIGHLIGHTS & MILESTONES

This reporting period has been an incredibly busy one, with many important projects progressing at the same time. I've spent a significant amount of my time supporting efforts to develop a proposed Unified Access Model (UAM) based on the Technical Study Group's technical model. I've also been engaging with the European Data Protection Board (EDPB), as well as the Data Protection Authorities (DPAs), to obtain more clarity and guidance on whether such a model would be compliant with the framework laid out in the European Union's General Data Protection Regulation (GDPR). Their feedback is critical in ensuring the work being undertaken is on the right track toward full compliance with the law.

OVERVIEW OF ACTIVITY

When I joined ICANN, one of the most important strategic changes we made was the creation of regions. This allowed us to refocus our efforts, which were previously very siloed, to ensure that regardless of what department someone works for, their work is a part of a unified regional strategy. This change in strategy has also increased our ability to better support teams outside of our Los Angeles office.

As a part of this regional strategy, I've been taking time to engage directly with these teams by visiting each of our regional offices. This is an important opportunity for me to better understand the unique needs and challenges of each one of the regions, their pressing issues, and identify new ways to build capacity and increase participation and awareness.

In August, I visited the Singapore office, and shared my thoughts on how we can carry ICANN's mission more efficiently. In December, following the Internet Governance Forum (IGF), I attended the Montevideo all-hands meeting hosted by the Latin America and the Caribbean (LAC) team.

In addition to my trips to Singapore and Montevideo, I lead an Executive Team meeting in early September, which gave us an opportunity to discuss several key topics and prepare for the Board's Los Angeles workshop. In October, I traveled to Yerevan, Armenia, to speak during the opening ceremony of the Numbers and Names (N2) Forum. From 7-8 November, I attended the 19th meeting of the ICANN-Studienkreis in Lisbon, Portugal, where I delivered a keynote on the evolution of ICANN's multistakeholder model.

Following ICANN66 in Montreal, Canada, I, along with several ICANN staff members, attended the IGF in Berlin, Germany. We hosted workshops and forums, including a session on ICANN's role in the security and stability of the Internet. I also participated on an Internet governance and digital cooperation panel, that followed the meeting's opening ceremony. Our time in Berlin was a success. It allowed us to reinforce our commitment to being a trusted actor within the Internet ecosystem.

TOP ISSUES & MITIGATION

We are making significant progress in preparing to implement the FY21-25 Strategic Plan, FY21-25 Operating & Financial Plan, and Governance Plan. As new threats against the DNS continue to emerge, we are engaging with stakeholders around the world to highlight our

commitment to the security, stability, resiliency, and interoperability of the DNS. This engagement is aimed at fostering early and active development in ICANN's policy-development process to ensure that the diversity of stakeholders' thoughts and views are represented in final policies.

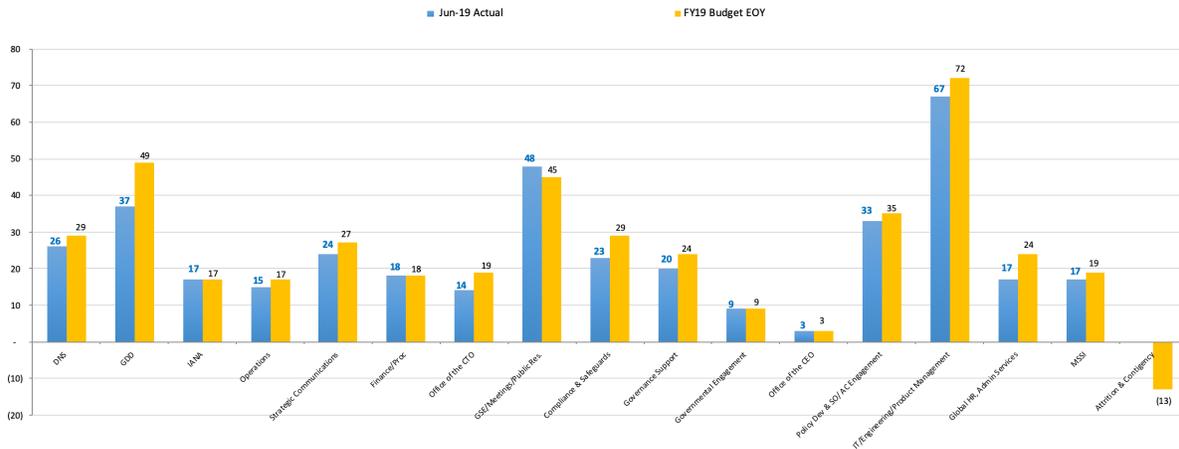
ICANN Org Report to the Board

Organization People

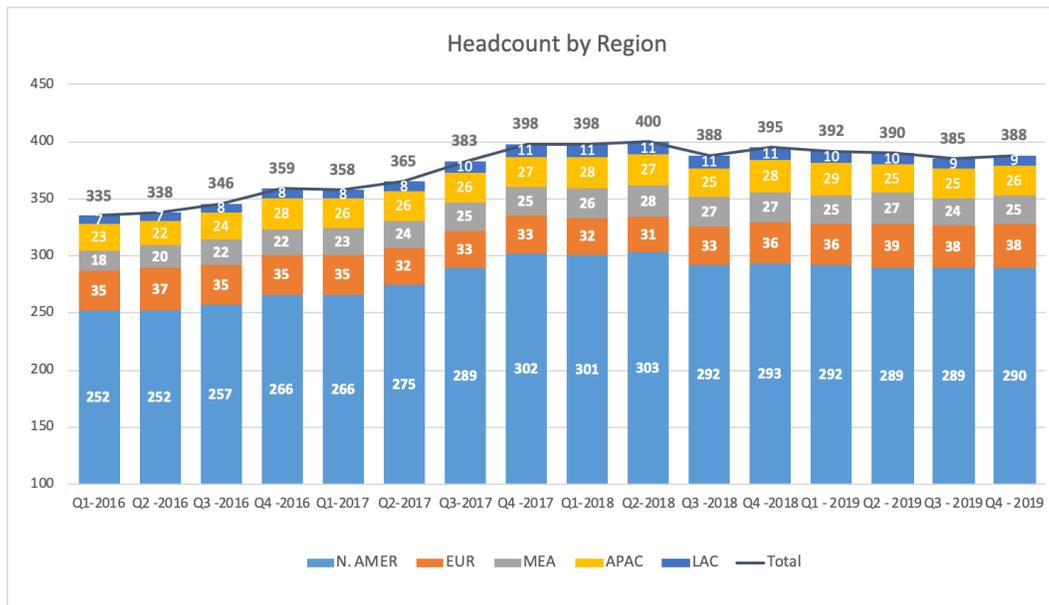
Gina Villavicencio, SVP, Global Human Resources

ORGANIZATION PEOPLE HIGHLIGHTS

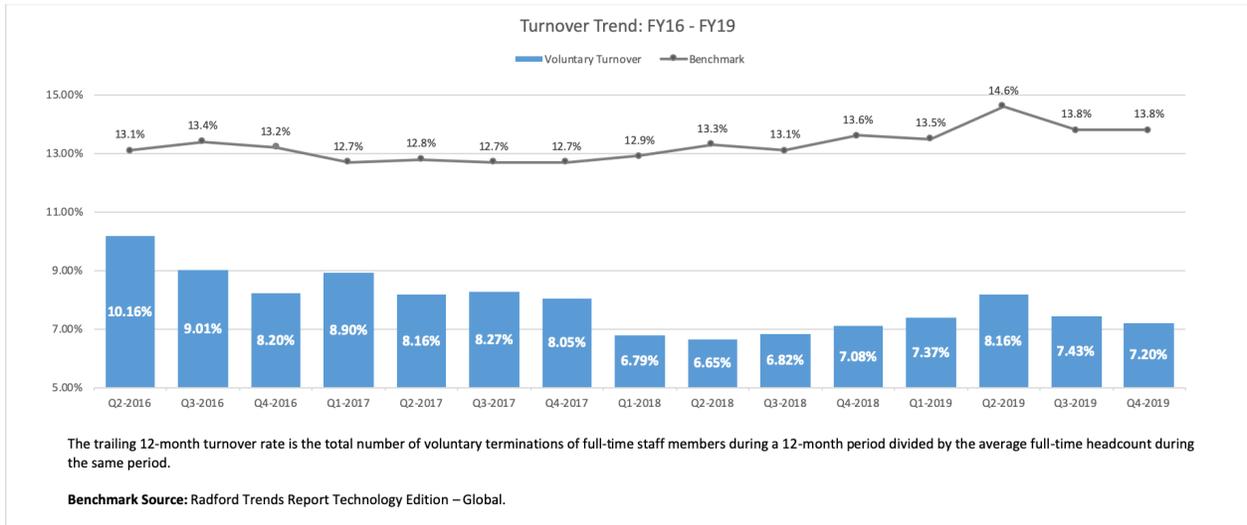
As of 30 June 2019, ICANN org had 388 active staff, 26 active requisitions, and 4 pending hire.



ICANN Org by Regions: As of 30 June 2019, the staff distribution by region was 290 (75%) in North America, 38 (10%) in Europe, 25 (6%) in the Middle East and Africa, 26 (7%) in the Asia Pacific, and 9 (2%) in Latin American and Caribbean, for a total of 388.



Voluntary Turnover as of 30 June 2019 was 7.20% and has decreased from the previous reporting period in 31 March 2019. In comparison, the worldwide voluntary benchmark is 13.8%, 6.6% more than the ICANN org voluntary turnover.



****Note:** Q3-2019 Voluntary Turnover in the previous report was incorrectly reported as 7.20%, that number has been corrected to 7.43%.

Over the last three months 10 staff members joined ICANN org and another 7 departed, resulting in a growth rate of 0%.

Annual growth rates (from June to June):

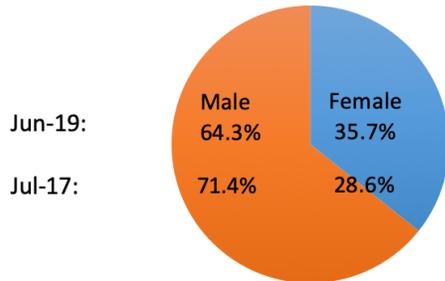
2018 – to Date	0%
2017 – 2018	0%
2016 – 2017	+ 11%
2015 – 2016	+10%
2014 – 2015	+12%
2013 – 2014	+46%

* The headcount as of 30 June 2018 was 395. Growth rate formula is calculated (present headcount past headcount) divided by past headcount.

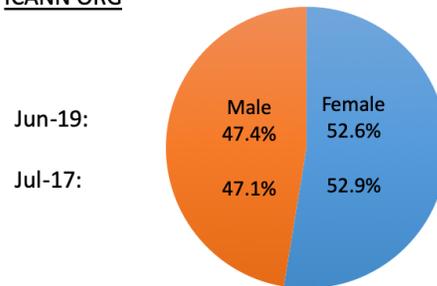
*Growth rates that are 0% and below are represented simply as 0%.

The **gender diversity** of ICANN org is well-balanced with females (52.6%) having a slight majority. The Executive Team gender balance is improving with 35.7% (female) and 64.3% (male). ICANN org has gender balance from a numerical perspective and provides an opportunity when it comes to leadership positions.

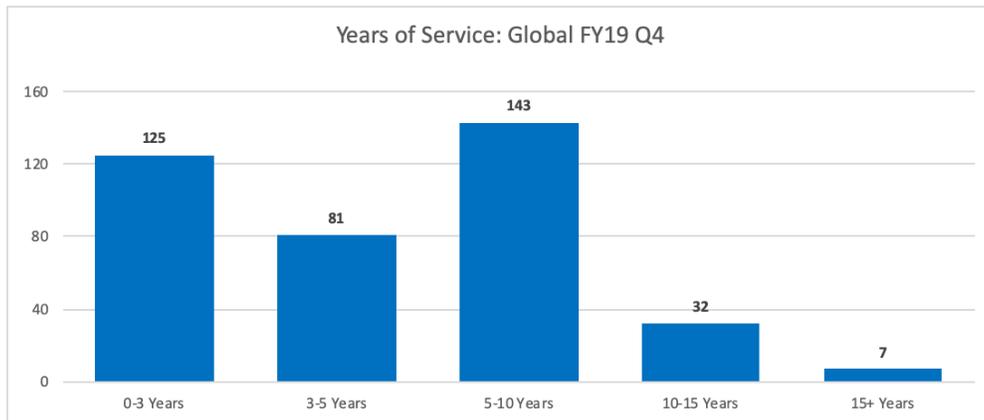
ICANN EXECUTIVES



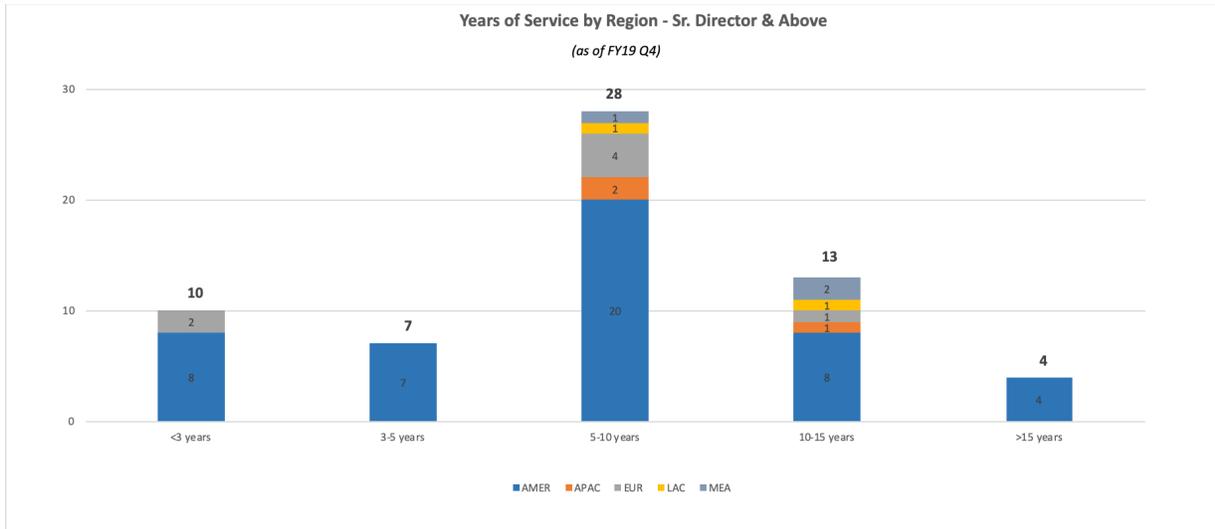
ICANN ORG



Age distribution of the organization has also been stable over the last 3 years, averaging around 43 years of age and represents the typical mid-point of most professional careers. The organization’s average **years of service** as of June 2019 is 4.9 years, reflecting consistent growth and stability in ICANN org positions.



Sr. Director & Above global distribution has remained stable for the last couple of years, with the largest population between 5 to 10 years of service. This reflects ICANN org depth of experience and relatively low turnover within senior leadership.



ICANN Org Report to the Board

Organization Finances

Xavier Calvez, SVP & Chief Financial Officer (CFO)

The FY20 Quarterly Unaudited Financial reporting is located on the Current Financial Information web page: <https://www.icann.org/resources/pages/governance/current-en>

ICANN Org Report to the Board

Legal & Complaints Office

John Jeffrey, General Counsel and Secretary

KEY HIGHLIGHTS & MILESTONES:

- Provided legal assistance to cross-functional team that developed a paper for the European Data Protection Board outlining a proposed Unified Access Model for access to non-public registration data based on the Technical Study Group's technical model.
- Nu Dotco, LLC's and Verisign's requests to participate as *amicus curiae* in the Afiliias IRP (.WEB) has been fully briefed and pending a decision. In the .AFRICA lawsuit, ICANN prevailed and DCA is barred from bringing or maintaining its claims against ICANN in the lawsuit; DCA has filed a notice of appeal.
- Supported the conclusion of two Bylaws amendment processes (for IANA Naming Function Review and on RSSAC/SSAC leadership) through the Empowered Community process.
- Provided legal input and strategic and drafting support to reach Board approval of the recommendations from the Work Stream 2 on Enhancing ICANN Accountability work.

OVERVIEW OF ACTIVITY

Contract Management: Advised Global Domains Division on ongoing contracting-related issues, including a potential amendment to the registry agreement relating to Registration Data Access Protocol, the potential amendment of the .COM registry agreement, the proposed registry agreement for .AMAZON, several Registry-Registrar Agreement amendments, Specification 13 and Code of Conduct exemption requests, and a variety of amendments, assignments and terminations of registry and registrar agreements.

Complaints Office: Received two new complaints during the reporting period, for a total of fifty-two complaints submitted to date. Approximately 60% of closed complaints have led to ICANN org improvements and 31% have resulted in opportunities to educate complainants about the multistakeholder model, ICANN org's remit, and where they can best input into the model or seek assistance from other avenues.

Legal Support for GDD and Policy Teams: Advised the GDD Team on gTLD issues, including implementation of policy recommendations developed during Phase 1 of the Expedited Policy Development Process on the Temporary Specification for gTLD Registration Data. Provided legal support on policy development work to consider a system for standardized access/disclosure (SSAD) of nonpublic registration data as a consensus policy.

Legal Support for Global Stakeholder Engagement, Strategic Initiatives and Implementation of IANA Stewardship Transition: Continue to participate in the Cross Community Working Group on New gTLD Auction Proceeds and provide inputs to support the community in reaching final versions of the report. Provided legal and

strategic inputs into the Org’s effort to analyze recommendations arising out of Specific Reviews, including supporting Org in meeting update deadlines on the CCT recommendations, preparing the RDS recommendations for Board consideration, providing requested inputs for the ATRT3, and support as needed for the SSR2. Enhanced engagement with the Global Stakeholder Engagement Team through increased participation in the Regional MD Steering Group efforts. Supported the Board’s Global Public Interest definition discussion.

Litigation and Internal Services: Cooperative Engagement Process regarding .HOTEL concluded; claimants plan to initiate an IRP. Initiated arbitration against registry operator of .AIGO for noncompliance; .AIGO is non-responsive. Two Reconsideration Requests in process: one pending final Board decision relating to the renewal of .ORG Registry Agreement; and one pending BAMC action relating to .MERCK auction.

TOP ISSUES & MITIGATION

We provide support and briefing documents in ongoing litigation, in support of Independent Review Process filings concerning new gTLD Program applications. The litigation issues are mitigated by maintaining a litigation readiness plan for relevant legal filings as well as utilization of the Risk Fund for costs. We provide an attorney-client privileged version of a litigation report to the Board under separate cover. 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 (GDD)

Cyrus Namazi, Senior Vice President, Global Domains Division

KEY HIGHLIGHTS & MILESTONES

Naming Services portal (NSp) Version 2.0 for Registrars

- On 28 October, launched version 2.0 of the Naming Services portal, which lays the foundation to transition the contractual compliance ticketing system for both registries and registrars into NSp. This upgrade also enables the retirement of some systems. Additional information is available [here](#).

Generic Top-level Domain (gTLD) Registration Data Policy Implementation

- GDD is leading ICANN org's work with the [volunteer](#) Implementation Review Team (IRT) to review the proposed implementation plan for the gTLD Registration Data Policy based on the Expedited Policy Development Process (EPDP) team's Phase 1 policy recommendations. ICANN org recently produced a complete draft of the consensus policy, which was delivered to the IRT for comments. The next step will be to publish the draft Consensus Policy for Public Comment.
- Delivered cross-functional ICANN org analysis report on considerations around data retention requirements, in fulfillment of Phase 1 recommendations.

GDD Industry Summit

- Finalized the location for the sixth [GDD Industry Summit](#), which will be held 3-6 May in Paris, France, and followed by these industry events:
 - [Registrations Operations Workshop](#) (ROW) Wednesday, 6 May 2020 (afternoon)
 - [ICANN DNS Symposium](#) Thursday, 7 May – Friday, 8 May 2020
 - [DNS OARC](#) Saturday, 9 May – Sunday, 10 May 2020
- Currently working cross-functionally within ICANN org, and with registries and registrars, to develop an agenda for the Summit.

Internationalized Domain Names (IDNs)

- On 7 October, [Recommendations for the Technical Utilization of the Root Zone Label Generation Rules](#) by the Root Zone Label Generation Rules Study Group (RZ-LGR SG) were released. These recommendations were provided to the ICANN Board for further consideration.

Registration Data Access Protocol (RDAP)

- gTLD registries and ICANN-accredited registrars were required to implement a Registration Data Access Protocol (RDAP) service by 26 August. Nearly all of the gTLD registries and ICANN-accredited registrars have submitted evidence of providing an RDAP service. The GDD and Contractual Compliance teams are working together to ensure that 100 percent of registries and registrars provide the required RDAP service.
- Initiated the negotiation process to amend the Base gTLD Registry Agreement and the 2013 Registrar Accreditation Agreement to incorporate more robust contractual requirements for RDAP into the Registration Data Directory Services (RDDS) and to define the plan and provisions to sunset the obligations related to the WHOIS protocol.
- [Published](#) the first in a planned series of “What You Need to Know” blogs regarding the transition from the WHOIS protocol to RDAP.

Registrants

- Published the second edition of the “Issues and Challenges Impacting Domain Name Registrants” [report](#).
- Began developing an educational course for registrants that will be housed on ICANN Learn. The course is expected to rollout in early calendar 2020.
- Continued outreach at ICANN66, various regional events including Social Media Exchange (SMEX) in Beirut, Lebanon, and with community (e.g. an At-Large Capacity building group), and more.
- Refreshed FAQs posted on ICANN.org and published “5 Things Every Domain Name Registrant Should Know About the UDRP/IRS” in the UN’s six official languages.

Subsequent Procedures for gTLDs

- Presented planning assumptions webinar, reviewed and analyzed all inputs received; presented findings to the At-Large Advisory Committee (ALAC), the Business Constituency (BC), and the Board.
- Provided subject matter support and implementation perspective to Subsequent Procedures Policy Development Process (PDP) Working Group.
- Convened steering committee of executives to work with Board caucus group and coordinate ICANN org’s advance planning for future rounds of the New gTLD Program.

Emergency Back-end Registry Operator (EBERO)

- On 26 August 2019, ICANN announced that the China Internet Network Information Center (CNNIC), the Canadian Internet Registration Authority (CIRA), and Nominet were selected as EBERO providers.

OVERVIEW OF ACTIVITY

Technical Compliance Monitoring System

- Began implementation of the new Technical Compliance Monitoring System working with the vendor selected through a public request for proposals. The first half of the year-long development project will be completed this calendar year. The system is intended to enable ICANN org to help generic top-level domain registries and registrars ensure compliance with consensus policies and certain provisions in their contracts with ICANN.

Information Transparency Initiative (ITI): Registry Agreements

- The [Alpha version of Registry Agreements page](#) launched on 4 September 2019. This Alpha version provides users with a new search experience that includes filters by agreement type, registry operator, top-level domain, and more. It also allows users to download search results in CSV format. A soft launch is expected in FY20 Q4 with the full launch expected in FY21 Q1.

Credential Management Lifecycle Resource

- Prepared a presentation for contracted parties on credential management lifecycle best practices with community members at the direction of the Security and Stability Advisory Committee (SSAC). This presentation outlines specific credential guidelines to help enhance the security of domain names and the systems that support them. To further the proliferation of this important information, the content is now being added to the

ICANN Learn online learning platform and incorporated into educational materials for speaking engagements with contracted parties.

GDD Operations

- A total of 880 service requests were completed during the period, including the renewal of 380 Registrar Accreditation Agreements (RAAs). The RAAs of 8 registrars were terminated (all voluntarily) and 7 new registrars were accredited (71 percent in Asia Pacific and 29 percent in Europe.). Sixteen Registry Services Evaluation Policy (RSEP) requests for 83 gTLDs were completed and 7 gTLD Registry Agreements were terminated.

Action Request Register (ARR)

- The ICANN Board received advisories related to ALAC, GAC, RSSAC, and SSAC, which translate to eight pieces of individual advice (advisories often contain more than one piece of advice). Six require action from the ICANN Board, and two are statements and/or informational advisories that don't contain a specific recommendation for the ICANN Board. In addition, the ALAC issued five public statements.
- With regard to Correspondence, ICANN org handled 171 cases related to the work of processing correspondence using the ARR framework. Of those, 15 were letters requiring substantive responses, which were published on the ICANN correspondence [page](#). ICANN also published 11 letters directed to the ICANN community; these letters are used to inform the community or request information on various topics.

2012 New gTLD Program

- As of 29 November 2019, 38 applications remain in the 2012 Round with five applications actively working towards contracting. During this period three applicants withdrew from the Program and agreements for seven TLDs were subsequently terminated and removed from the root zone.

Global Support

- The Global Support team answered 2,269 phone calls and closed 6,039 cases. ICANN's contracted parties represented 17 percent of the inquiries. The remaining 83 percent were from registrants and the general Internet community, of which, 72 percent asked for help with managing domain name registrations (e.g. transfers, renewals), as well as website content.
- Achieved an overall customer satisfaction score of 4.3 on a 5-point scale for the question "How satisfied are you with the service you received from ICANN?"

Public Comment

- Implementation Plan for the GNSO Consensus Policy Relating to the Protection of Certain Red Cross Names (opened 23 October, closes 12 December).

ICANN66

- Held more than 16 formal sessions and more than 30 one-on-one meetings with contracted parties in Montreal. A few examples include the first combined registry/registrar roundtable session, and the first meeting with contracted parties regarding contractual amendments for RDAP. In addition:
 - Facilitated and/or supported various activities related to the Expedited Policy Development Process (EPDP).

- Updated the community on work in the areas of Internationalized Domain Names (IDNs) and Universal Acceptance (UA) in scheduled sessions.
 - The Armenian, Cyrillic, Greek, and Latin panels coordinated their cross-script variant code point sets, while the Chinese, Greek, Latin, and Myanmar teams made progress on their Root Zone Label Generation Rules proposals in consultation with the Integration Panel.

Universal Acceptance Steering Group (UASG)

- Published a [report](#) on the evaluation of Email Address Internationalization (EAI) in the top 1,000 websites. New short and long TLDs had acceptance rates of 97 and 84 percent, respectively. However, test cases showed that there is still significant work to be done for internationalized email addresses.
- Held four formal sessions and hosted an exhibition booth during ICANN66 in Montréal. More than 40 new people signed-up to be part of the UASG, many of whom showed interest in joining a working group. Additional information is available in the [wrap-up blog](#).
- The At-Large Advisory Committee (ALAC) and the Governmental Advisory Committee (GAC) formed working groups on Universal Acceptance, which is an important step forward.

TOP ISSUES & MITIGATION

- GDD in partnership with ICANN Contractual Compliance has engaged the gTLD Registries Stakeholder Group (RySG) in discussion to develop a shared understanding of the scope of obligations for registry operators under the Specification 11, 3(b) of the Base gTLD Registry Agreement. This was one of the findings in the recently completed [Registry Operator Audit for Addressing DNS Security Threats](#).

ICANN Org Report to the Board

Contractual Compliance and Safeguards

Jamie Hedlund, SVP, Contractual Compliance & Consumer Safeguards and Managing Director
– Washington D.C. Office

KEY HIGHLIGHTS & MILESTONES

Contractual Compliance

- Contractual Compliance (CC) continues to participate in the Implementation Project Team for the Expedited Policy Development Process (EPDP) on the Temporary Specification.
- CC continues work on the project to convert Compliance (Kayako) to NSp.

Consumer Safeguards

- From July forward, as momentum increased towards the DNS Abuse plenary session at ICANN66 in Montreal, the Consumer Safeguards department promoted and fostered a neutral stance, internally within the organization, and externally across the community. As different Supporting Organizations and Advisory Committees developed their positions for the plenary session, some sought ICANN org input or support for a particular strategy, but the department responded diplomatically and strategically to ensure the plenary session was completely organized and driven by the community.
- In September, as a follow-up to a canceled United States Government (USG) round-table meeting sponsored by NTIA, the Consumer Safeguards department, along with Contractual Compliance, met with multiple USG agencies in Washington, DC. The Consumer Safeguards department reported on its various community facilitation activities prior to July 2019 that likely generated the community interest in holding a plenary session at ICANN66 to discuss DNS abuse.

OVERVIEW OF ACTIVITY

Contractual Compliance

Contractual Compliance Enforcement – All notices can be found [here](#).

Notice of Breach

One Notice of Breach was issued during this reporting period to a registrar, World Biz Domains, LLC, for failure to provide records to demonstrate compliance with the Transfer Policy. The Notice was escalated to Suspension of the registrar's accreditation agreement.

Notice of Suspension

One Notice of Suspension was issued on 30 September 2019 against the registrar World Biz Domains, LLC, for failure to cure the breach within 21 days.

Audit Program

The Registry Operator (RO) DNS security threat audit report was published [here](#).

Along with OCTO, CC audit is developing its approach for reviewing registrars' obligations related to DNS Abuse Security Threats.

ICANN Procurement and the CC Audit team are in the process of developing documentation for the Request for Proposals (for audit services to Compliance). The current vendor is KPMG. Preliminary selection has been completed, with six (6) qualified firms having expressed their intent to submit proposals. ICANN Finance guidelines require this periodic reassessment of vendors to ensure that ICANN receives the optimal value of services available.

Compliance Matters Related to Registrars

For August - November 2019, CC received 5,913 complaints against registrars. The largest volume of complaints concerned WHOIS Inaccuracy. Over 4,490 complaints were closed without having to engage the registrar because they were determined to be invalid, duplicates, requested evidence or additional information not provided by reporter, etc.

Compliance Matters Related to Registry Operators

For August - November 2019, CC received 574 complaints alleging registry-related contractual violations. The largest volume of complaints received concerned Zone File Access. About 341 complaints were closed without engaging the registry operator because they were determined to be invalid, duplicates, requested evidence or additional information not provided by reporter, etc.

Registration Data Access Protocol (RDAP) Implementation

Contractual Compliance is enforcing RDAP Implementation requirements for both registries and registrars, which became effective 26 August 2019. Contractual Compliance analyzed and processed inquiries based on a list of 39 top-level domain names (TLDs) and 332 registrars referred by ICANN's Technical Services. 20 TLDs have since published their respective RDAP URLs with IANA, and 145 registrars have since implemented a RDAP service or did not have registered domain names under management. The remaining are in process.

Policy and Working Group Efforts

CC is working on a new timeline, per GAC advice: requested realistic timeline for full implementation, likely for 2021.

Compliance Outreach

For 3 August 2019 through 29 November 2019, the CC team attended and participated in multiple activities to engage with the contracted parties and the ICANN community, including the sessions highlighted below:

- Webinar concerning updates on ICANN Compliance activities since ICANN64 (ICANN66 Prep Week)
- The 4th Eastern European DNS Forum held in Yerevan, Armenia, on 11-12 October 2019. The team delivered a session dedicated to the issues and challenges impacting domain name holders. The goal of the session was to raise awareness among domain holders and share the ways to protect domain names. The session was held in Russian language and allowed the participants (including, among others, Registrars, Resellers, Domain Name holders, country code top-level domain (ccTLD) operators, and trademark lawyers) to freely interact, ask questions, and share their comments and best practices in dealing with issues concerning domain names.

TOP ISSUES & MITIGATION

None.

ICANN Org Report to the Board

Operations: Board Operations, Risk Management, Security Operations, and Office of the COO
Susanna Bennett, SVP & Chief Operating Officer (COO)

KEY HIGHLIGHTS & MILESTONES

The Operations (Ops) Team has been carrying out the team goals focusing on functional improvements and cross-functional collaboration to optimize value-add, resource/cost management and reducing complexity. The highlights and milestones of such collaborative achievements include:

- Developing draft FY21-25 Operating & Financial Plan (O&FP) and FY21 Operating Plan & Budget (OP&B) for public comment posting in December 2019.
- Progressing Open Data Program toward soft launch at ICANN67.
- Implementing Regional Office Operational improvements, Board Workshops & ICANN66 deliverables, operationalizing Risk Management Framework.
- Refining the Regional Security Management Model.

The Ops Team is proud of the teamwork in advancing the organization.

OVERVIEW OF ACTIVITIES:

Operating Planning & Org-Wide Programs

- FY21-25 O&FP and FY21 OP&B: Analyzed the public comments to the draft FY21-25 Financial Assumptions & Projections and draft FY21-25 Operating Initiatives for the development of the FY21-25 O&FP. During ICANN66, Ops shared plan development updates with the community, continued collaborating org-wide to develop the draft plans, and held a Board Finance Committee and Board webinar on 10 December 2019 to review and discuss the draft plans. The posting of the draft plans for public comments is scheduled for December 2019 through sometime in February 2020. Community webinars are being scheduled in January 2020 to engage with the community on the draft plan review. Ops will plan sessions during ICANN67 to address the draft plans.
- Open Data Program: Ops is teaming with E&IT, OCTO, Legal, and Communications towards a soft launch during ICANN67. The launch will include several datasets. An Executive Steering Committee will evaluate risks and mitigation of data releases on the open data platform to ensure contractual and regulatory compliances, such as GDPR, and the security and stability of the Domain Name System.
- Regional Office Operational Initiative: The team partnered with the managing directors from the regional offices and org shared services teams to improve regional office operational management, such as implementing tools to manage operational issues and actions of the regional offices. Ops will support the development of regional office handbooks by leveraging the APAC office established version.

Board Operations Team: Organized and facilitated the induction of two new Board Members and the offboarding of former Board Chair and a former Board member. The smooth operational aspect of the Board leadership and Board committee membership transition is critical to supporting the efficient use of Board's time and their effectiveness. Hence, the focus of the team on providing guidance to committee leaders and members. Also, Board Operations focused on strengthening processes and policies, such as sourcing courses for eight Board members to attend eleven trainings in this period enhancing the Board's performance and effectiveness, and converting Board onboarding to automated online submission, increasing speed and precision.

During this period, the team supported over 60 meetings of the Board Committees, Working Groups, Caucus Groups, and Board info calls as well as three regular, two special and an Organizational Board Meeting. The team also supported, Board workshops in September and at ICANN66, Board presence at the Internet Governance Forum along with over fourteen other sub-groups and committee meetings. The high volume of Board sessions is due primarily to the new five-year strategic plan, the development of the FY21-25 OP&B, and the workplan to improve the effectiveness of ICANN's multistakeholder model. The operational support includes agenda planning, content and logistics management, and tracking and reporting meeting decisions.

Risk Management: Continued advancing the Risk Management Framework and worked towards its target operating model. The complete ICANN Org Risk Register was presented for the first time to the Board Risk Committee, and the full Board at ICANN66. This reflects the maturing of the Risk Identification Management Process, an important part of the org Risk Management Policy, and the last developmental step prior to proposing a Risk Appetite Statement to the Board in the coming months. Two sessions of the Board Risk Management workshop were conducted, one at ICANN66 and one telephonically, to provide Board Members with a detailed background on the workings of the Risk Management Framework. The Risk Management function supported other stakeholders in developing risk assessments, including the Board Technical Committee, the Security and Stability Advisory Committee (SSAC), and cross-functional collaboration with the Board to achieve its operational priorities of the year.

Security Operations Team: Deepened its support to ICANN's regions, offices and org personnel in line with the Regional Security Manager (RSM) model. At no time previously, have the offices and people been as safe, secure and prepared as they are now. In order to advance the Regional Security Coordinator (RSC) initiative, an RSM/RSC workshop took place and represented the true formalization and implementation of the role. Intelligence-driven decisions were made and actions taken to safeguard the safety and security of the org team and ICANN community in Hong Kong, which included the postponement of the Hong Kong Engagement Forum. A Hong Kong-based scenario was also used for the annual APAC Region Emergency Response Team (ERT) exercise in order to "wargame" this potential risk. Steps were taken to enhance the physical security and safety capability across our offices, including CCTV upgrades in Los Angeles headquarters office and seismic protective film for glazing in the MEA Regional (Istanbul) office. The team broadened its Technical Surveillance Counter Measures (TSCM) capability to support org and ICANN events, and began the rollout of an active shooter walking trail and women's self-defense as part of the ongoing effort to develop org team's skillsets.

TOP ISSUES & MITIGATION

None.

ICANN Org Report to the Board

Global Human Resources, Administrative Services
Gina Villavicencio, SVP, Global Human Resources

KEY HIGHLIGHTS & MILESTONES

During this period, the Global Human Resources and Administrative Services departments completed the communication of results and action planning for the 2019 Employee Engagement Survey, employee reviews for the first period of FY20 (SR1), U.S. annual benefits renewal process, launched the Leadership Education and Development (LEAD) Program, staffed key vacancies, completed renovations for the Brussels office, and finalized the Istanbul office lease renewal.

OVERVIEW OF ACTIVITY

- **Annual Staff Engagement Survey:**
 - The Executive Team prioritized sharing the results and completing follow-up action planning two months faster than the previous year to ensure a more meaningful impact on staff.
 - HR conducted focus groups with staff to gain more detailed feedback on identified priority areas. Over 12% of the global staff volunteered for this effort.
 - In response to a key area of survey's feedback, the Flexible Work Arrangements Policy was reviewed and relaunched to support staff in balancing work and life demands. This is considered an important initiative to enhance productivity and engagement of staff within the organization.

- **Performance Management**
 - In preparation for the FY20 SR1 performance reviews, the HR Business Partners conducted 15 sessions with executives and team leaders across all departments to discuss and align on team performance.
 - A total of 380 of eligible staff successfully completed the FY20 SR1 performance review process.

- **Benefits:**
 - Completed the annual U.S benefits renewal process for the 2020 plan year.
 - Completed Belgium staff pension plan reconciliation process, which included account updates and communication to staff.

- **Compensation:**
 - HR is performing a job description review project. The team reviewed all current job descriptions and applied a new job description template to them in order to increase consistency and align the requirements of job levels across the org.

- **Staff Learning and Development:**
 - Continued to enhance staff knowledge of the organization's functions through "Getting to Know ICANN" sessions.
 - Launched our Leadership Education and Development (LEAD) Program for all people managers which is aimed at fostering a consistent leadership culture that enhances staff engagement and performance.

- **Compliance Training:**
 - A little over 400 individuals concluded the annual Cyber Security compliance training required for all members of ICANN Org, our offshore E&IT contractors, and all ICANN Board members.
- **Talent Acquisition:**
 - Filled 24 vacancies across the majority of ICANN's functions including the following critical roles: Director of Global Support, Senior Financial Analyst, Talent Acquisition Senior Manager, Information Security Engineer, gTLD Services Managers, Regional Technical Engagement Manager-APAC, IANA Services Specialist and multiple Analysts in Contractual Compliance globally.
- **Administrative Services:**
 - Completed renovations for ICANN's Brussels office in September 2019.
 - Finalized ICANN's Istanbul office lease renewal in October 2019.
- **Global Health and Wellness:**
 - Continued the roll-out of our global wellness program "ICANN | BE WELL". This program was created to help our staff be their best by focusing on total health, including physical, mental, social, and financial wellness.

TOP ISSUES & MITIGATION

None.

ICANN Org Report to the Board

Engineering & Information Technology (IT)

Ashwin Rangan, SVP, Engineering & Chief Information Officer (CIO)

KEY HIGHLIGHTS & MILESTONES

In the previous quarter E&IT embarked on a multi-year effort to improve its effectiveness by embracing the Capability Maturity Model (CMM). CMM gives us the ability to objectively assess and develop our processes in order to continuously improve service delivery. Another key decision affecting the org is the acknowledgement of the strategic potential of the org's cross-department Community Relationship Management (CRM) system (Salesforce). The team is in the early days of stitching and harmonizing the existing modules together, but the effort holds promise. Lastly, the team launched Registrar V2 for Contracted Parties (also on Salesforce), which delivered both foundational elements for us to release Compliance later in the year, but also allowed us, through consolidation, to retire a legacy system.

OVERVIEW OF ACTIVITY

The Pillars

Community Collaboration Pillar

- **The Information Transparency Initiative (ITI):** The project continues on a trajectory for a FY19-Q4 soft launch. Most recent accomplishment: Presented Board content to community for feedback.
- **Group Enrollment:** Target launch: Feb-Mar. Configuration is underway to deliver a mechanism for community members to view and apply to ICANN working groups. Most recent accomplishment: Completed penetration testing.
- **LACRALO Email Translation Tool (Transbot):** Target launch: week of 9 Dec 2019. Foundational issues with the current tool have resulted in the need to re-platform. Development has completed and it is open to the community for testing.

Community Engagement Pillar

- **GDPR:** Case management for Data Subject Requests was added to Naming Services portal in October, which allows intake of requests by Global Support and routing of actions to internal task owners. Pop-up cookie notifications have now been added to all applicable external-facing ICANN sites.
- **Meetings:** Successful launch of ICANN account integration with EventsAir for registration in October. A process mapping exercise has been completed as part of the cross functional process improvement working group to realize efficiencies.
- **Fellowship:** Target launch: February 2020. Configuration using new Wizehive platform is in progress with integration to ICANN account (SSO).
- **CRM:** CRM recognized as a strategic platform for enterprise rollout with governance and Steer Co formed to manage CRM projects such as reporting metrics, trackers, and data. International Office Tracker and Legislative Regulatory Tracker added recently.

Contracted Parties Pillar

- **Naming Services portal:** In mid-October, the NSp delivery team launched new data service requests (DSR) management functionality to support GDPR. In late October, Registrar v2 went live and retired the RDM legacy system and shut off RADAR from

external users. This project migrated registrar data from those systems and introduced registrar functionality to NSp. This effort serves as a foundation for moving ICANN's Compliance team to NSp.

Technical Services Pillar

- **2019 SLAM Enhancements: Zabbix Compliance Monitoring:** Zabbix compliance monitoring will generate Alerts for Business, Compliance, Registry consumption for "Registry Agreement Specification 10.2 Service Level Agreement Matrix". We completed the development and it's production ready. Target Launch Date: 1 Feb / 1 Mar 2020 as per business decision.

Staff Operations Pillar

Oracle ERP Finance & HCM:

- **Halogen Optimization:** Implementing three new modules: Learn, Succession Planning and Job Description. Learn Module configuration started and planning to go-live by December, 2019. All three modules would be live by Sept 2020.
- **iSecured User Logins:** ERP Oracle Logins through VPN/OKTA tile for all users including Vendors.
- **Department Level Budgetary Control:** Budget allocations will be done at Department level, this provides flexibility to Budget owner to move funds across projects within Department.
Role based/Area of Responsibility(AOR) Security Access to Reports Folders for Fin/Proc and HR.
- **End User Support – Browser Standardization:** Evaluated and determined Google Chrome is best fit for ICANN Org at this time. Implemented browser control in Chrome on all managed computers to white/blacklist add-ons, privacy configurations and default settings. Identified ICANN Org members who require Firefox to be kept, developed and staged Firefox removal packages. Planned implementation 9 December 2019.
- **Open Data Platform:** Working to deploy several data sets and automated data pipelines, such as, [Identifier Technology Health Indicator \(ITHI\)](#), [Domain Name Marketplace Indicator](#), [Registry Monthly Reporting data](#) (including both the Registry Transaction and Registry Activity data), the soft-launch is scheduled to be presented on ICANN67.

The Planks:

Software Engineering

Continuous Integration & Continuous Delivery: In an effort to increase service reliability and throughput across the engineering team, we have focused on moving services into our CICD model structure using Jenkins, Docker, Spinnaker, and Kubernetes. By doing so, we can decrease deployment preparation time and deployment times themselves. This allows our engineering team to continue to focus on deliverables vs deployment. Breaking down overall progress into four key indicators (Automated Build, Full CI, Automated Deployment, Full CD) allows granular service level status tracking org wide. Automated build has org wide status of 82%. Full CI has org wide status of 66%. Automated Deploy has org wide status of 64%. Full CD has org wide status of 52%. Efforts are still underway to raise these numbers for all services

capable of the CICD model. To streamline efforts, ownership of production deployments is underway to move to technical leads, helping release additional dependency on other portions of E&IT.

Data Center & Cloud Ops, Meetings Tech Services & End User Support (EUS)

Data Center & Cloud Ops - Disaster Recovery Test: The team completed the annual failover test of all public and internal ICANN services running from our US West (LA) data center to our US East (DC) data center successfully. This included services like www.icann.org, www.iana.org, and czds.icann.org moving from LA to DC and back again without service interruption.

Data Center & Cloud Ops – Infrastructure: We completed the hardware upgrade of our storage network controllers in each data center without any impact to our active services. This will allow several years of growth and improved performance.

Data Center & Cloud Ops - Email Address Internationalization (EAI): We are making good progress on the project to upgrade all email systems to support full Unicode email addresses. This includes upgrading our internal email exchangers, upgrading our Microsoft Exchange client mailbox servers, and upgrading our Proofpoint email security and archiving solutions. The Proofpoint email security solution is the most difficult since the vendor has quite a bit of work to make their solution EAI compliant. We would replace Proofpoint but no other vendors in that space currently have EAI support. The internal email exchangers and Microsoft Exchange are scheduled to be upgraded by the end FY20. We expect Proofpoint to take up to an additional year and be completed by the end of FY21.

Data Center & Cloud Ops – Authentication Standardization and Audit: We have started a new project to validate all services conform to our authentication standards and remediate any services that fall short. We will prioritize those services based on data sensitivity.

Security and Network Engineering

DNS Engineering – Generic Signing Infrastructure (GSI): The GSI DNSSEC signs all of our Organisational domain names (such as ICANN.ORG). It's failover test for resiliency was performed successfully by moving the location of active DNSSEC signing from the DC datacenter to the LA Datacenter.

Network Engineering – Colo to Colo network provider change: The connectivity between ICANN's LA datacenter and the DC Datacenter was moved to another provider. The move, which was done seamlessly, shifted the provision of that link from Cogent to Zayo. This is part of a number of upcoming network changes that improves bandwidth availability to ICANN and results in cost savings.

ICANN Org Report to the Board

Office of the Chief Technology Officer (CTO)

David Conrad, SVP & Chief Technology Officer

KEY HIGHLIGHTS & MILESTONES

- Delivered draft of the first phase of Name Collision Analysis Project First Study.
- Supported RSSAC Caucus resolver behavior and root server metrics work parties.
- DNS Abuse Activity Reporting now enables ccTLD data contributions.

OVERVIEW OF ACTIVITY

Name Collision Analysis Project (NCAP) progress: NCAP moved forward with the selection of a contractor to write the report for the first Study, using ICANN's standard procurement process to help ensure a quantitative and unbiased choice. The contractor, Scarfone Cybersecurity, delivered to SSAC's NCAP administrative group a first draft of phase 1 of the project, namely a comprehensive list of research on name collisions.

RSSAC Caucus Work Party Contributions: In the RSSAC Caucus Resolver Measurement Work Party, OCTO staff finished development of a new testbed tool that will be used to answer questions from RSSAC on diverse topics such as how resolvers perform priming and how caches are optimized. In the Metrics Work Party, OCTO staff created an initial implementation of the metrics collector for determining whether each of the root server operators are meeting the agreed-to thresholds for root service, as well as reporting on whether the overall root server system is meeting thresholds defined by the Work Party.

The OCTO Team Worked With Global Domains Division to enable addition of ccTLD to the DNS Abuse Activity Reporting (DAAR) system upon request from various ccTLD operators. This allows those ccTLD registry operators to compare their own abuse statistics against the averages published in the DAAR Monthly Reports. A mailing list, dns-abuse-measurements@icann.org, has been created for discussion of updates and improvements to DAAR and of DNS threats measurements in general.

The OCTO SSR Team Began Initial Work On The DNS Security Facilitation Function (aka Dragon Fruit) inline with the FY21-FY25 strategic plan, working with the community to investigate mechanisms for strengthening collaboration and communication on security and stability issues.

Technical Engagement/Outreach/Capacity Building Activities: The team has continued over the past semester to support both GSE and GE on engaging with the community on technical matters. In 2019 we have supported and delivered 48 technical workshops and capacity building events (out of 52 requested) globally. Among these events we can highlight two DNSSEC trainings conducted by ICANN in China for the first time. The technical engagement team has also continued to provide guidance and content for narratives, score cards and presentations on technical topics. The trends of technical topics has been around the evolution of the DNS (DOT and DOH) along with the ecosystem security. Progress has also been made with the Online Training Platform (OLP) team to add technical content to the platform which will be a great complement to our face to face training activities.

During the period in review we also organized our 4th Emerging Identifier Session during ICANN66 in Montreal. This session focused on blockchain application to domain names and featured Handshake and GNU Name System (GNS), which has raised interest from the

community and we expect further assessment by ICANN Org of their impact to the ICANN mission.

Other OCTO Team-Specific Engagement

Note: The following excludes all activities performed by OCTO team members in confidence, frequently within closed trust-groups or under the Chatham House Rule.

August

- Attended Underground Economy Security Conference in Strasbourg, France.

September

- Participated and presented at the LACTLD Technical workshop in Guatemala.
- In Buenos Aires, Argentina, delivered four presentations to the Argentinean Security Ministry, the Argentinian prosecution service and for the university of the Federal Police of Argentina. Also, met with Interpol Cyber Americas, and had discussions about their interest in exploring ways in which ICANN can support the creation of a DNS laboratory within the University of the Federal Police.
- In Buenos Aires, Argentina, met with a lead Argentine cyber prosecutor, discussing PSWG involvement and current status of WHOIS/GDPR discussions. Also, discussed whether and how DNS over HTTPS will affect their investigations.
- Delivered DNS abuse and investigations training to the Colombian police cyber unit, in Bogota.
- Participated in meetings with the US Senate Homeland Security & Government Affairs Committee on Investigations.

October

- Delivered presentation on DNS security and threats to the Finnish police in Helsinki.
- Met with the City of London Police discussing the City Police's involvement in ICANN's PSWG.
- Conference call with the Israeli National Police and with the Cyber Unit of the Israeli Prosecution Service discussing their participation in ICANN's PSWG.
- Attended the annual INTERPOL-EuroPOL security conference in Den Haag, NL.

November

- Participated and provided subject matter expertise in the ongoing Avalanche BotNet takedown.
- Supported a session for Canadian law enforcement in Montréal during the ICANN meeting. The session involved participation from regular PSWG attendees as well as from Canadian RCMP, CRTC and Surete du Quebec, as well as remote participation from the Argentinian Prosecution Service and the Israel National Police.
- Held a session on DAAR Improvements at ICANN66 in Montréal.
- In London, met with the Cyber Defence Alliance, discussing issues affecting UK banks and their customers as they are domain name related. Discussed opportunities collaboration. Also discussed different anti-abuse related initiatives of the GCA and the MoU being explored by both orgs.
- In London, met with the UK National Cyber Security Centre, discussing different issues related to malicious activity involving domain names.
- In London, delivered two presentations for the City of London Police, one for the management group and the other one for investigators from different units.

- In Costa Rica, met with the head of the cyber unit of the investigative branch of the Prosecution Service and Interpol Cyber Americas. Discussing capacity building opportunities.

TOP ISSUES & MITIGATION

Adding ccTLDs to DAAR resulted in unexpected costs as inclusion of ccTLDs were not anticipated in the existing contractual language with the vendor providing DAAR as a service to ICANN. As a future mitigation, we are accelerating our efforts to replace the existing code base with a more flexible solution.

ICANN Org Report to the Board

Global Stakeholder Engagement, Meetings, Public Responsibility Support

Sally Costerton, Sr. Advisor to President & SVP, Global Stakeholder Engagement

KEY HIGHLIGHTS & MILESTONES

This report covers Global Stakeholder Engagement (GSE), Meetings and the Public Responsibility Support Department activities from 3 August to 29 November 2019.

During this period, Global Stakeholder Engagement (GSE) delivered the LAC DNS Forum in San Juan, Puerto Rico, the Eastern European DNS Forum in Yerevan, Armenia, among a number of other engagement events across our regions. These are described in the next section.

The Meetings team successfully managed the ICANN66 meeting in Montréal, Canada, a series of review team and Advisory Committee face to face meetings, along with advance preparation for upcoming ICANN meetings in 2020.

At ICANN66 in Montréal, the Global Stakeholder Engagement and Public Responsibility Support teams provided briefings to At-Large, participated in community sessions, regional sessions such as the LAC Space, Africa Regional Engagement Strategy, APAC Space, and technical community sessions including Tech Day and the DNSSEC Workshop.

Public Responsibility Support supported the first iteration of the [Community Childcare Grants Pilot Program](#) during ICANN66 in Montréal. One community member received the grant, which is meant to offset childcare costs while attending the ICANN public meeting. For the ICANN 67 round, two community members have applied and will be eligible to receive the grant.

OVERVIEW OF ACTIVITY

The **Global Stakeholder Engagement (GSE)** supported a variety of events and trainings between August and November 2019. In addition to the two big DNS Forums listed previously, the team also supported DNSSEC and DNS ecosystem security trainings in India, Myanmar, Jordan, Iceland, Finland, Austria, Saudi Arabia, and Benin DNS Forum. The team participated in INNOG-2, the 8th Korea IGF, Italian IGF, North Africa IGF, Portugal IGF, Belarus IGF, the global IGF in Berlin, the Kenya IGF, West Africa IGF, Africa IGF, El Salvador IGF, the Hungarian IGF, Nordic Domain Days, the Lebanon Cybersecurity Forum, Afrinic 31 in Angola, APNIC 48. The team also facilitated a meeting by the CEO with the Info-Comm Media Development Authority in Singapore in August, CEO participation in the ICANN Studienkreis in Lisbon, LACIGF 12 (co-located with a GFCE Triple-Day led by Board Chair Maarten Botterman and the Youth LACIGF), APIGA 2019 in the Republic of Korea, facilitated a Chinese Internet Group meeting on EPDP in August, ICANN Readout sessions after ICANN65 and prior ICANN66 in the regions, supported a GAC Capacity Development Workshop with the Government Engagement team in Brussels; a GAC Capacity Development Workshop in Bahrain; a training of trainers on Internet Governance and the ICANN ecosystem in Burkina Faso; attended the CENTR General Assembly and 20th anniversary; supported the Myanmar Generation Panel Public Consultation; a Universal Acceptance Hackathon with NTRA in Egypt; supported an IMRS Instance launch in Shanghai in September; supported a series of workshops on Universal Acceptance in India during the month of August; the 7th African School on Internet Governance, among other regional events.

GSE facilitated community discussions on Universal Acceptance, Internationalized Domain Names, DNSSEC, root server system evolution and ICANN meeting readouts post-Marrakech and pre and post-Montréal. The GSE team continues to work with OCTO to deliver DNS ecosystem security talks for ICANN org departments and community stakeholders.

GSE has participated in the cross-functional implementation teams currently analyzing the CCT Review Recommendations, RDS/WHOIS-2 Recommendations, ATRT3 draft report, SSR2 draft report, and the Subsequent Procedures for new gTLDs work. Participating in these review implementation teams, and understanding the interdependencies, has involved a number of hours during this period.

Public Responsibility Support (PRS) published the [Age Diversity and Participation Survey Report](#) in September. The findings will help the ICANN community engage in informed discussions on the topic and identify ways to improve age diversity and support broad, inclusive participation. A total of 380 community members participated in the survey, and the report is available in the 6 UN languages and Portuguese. This is a follow-up to the pilot survey on gender diversity in 2017.

Global Meetings Operations supported 13 meetings: the Myanmar LGR Proposal Local Public Consultation face to face meeting in Yangon, Myanmar in August; the LAC DNS Forum in San Juan, Puerto Rico in August; the Executive & Board Workshops in Los Angeles in September; the ICANN67 Cancún pre-meeting site inspection in September; the EPDP - Phase 2 Team F2F meeting in Los Angeles in September; the SSAC Workshop 2019 in Los Angeles in September; the ICANN org Community Engagement and Policy team meeting in Washington, DC in September; the RSSAC meeting in Washington, DC in September; the Eastern Europe DNS Forum in Yerevan, Armenia in October; the ATRT2 face to face meeting in Los Angeles in October; ICANN66 in Montréal in November; the IGF Meeting and Technical Reception in Berlin, Germany in November; and the SSAC Administrative Workshop in Los Angeles in December.

Travel Services:

- Travel Services serviced 70 travelers for the months of September through November, across 8 meetings.
- ICANN66 in Montréal had 362 supported funded travelers and 79 ICANN org travelers (consultants/contractors only).

TOP ISSUES & MITIGATION

During this period, GSE initiated a conversation with other community facing teams including the OCTO team, Government Engagement, GDD, and Communications to understand team priorities in the regions related to the new ICANN Strategic Plan. GSE contributed substantially to the draft Operating Plan and Budget process. This work is still underway and will continue through the public comment process on the Operating Plan & Budget, as we move into implementation of the strategic objectives in the FY21-25 Strategic Plan. GSE is also working with GDD on registrar training, and continues to work with OCTO to expand technical knowledge within ICANN org on DNS ecosystem security issues. A staff training session was conducted in the Brussels office in October, following a training session for LAC regional staff in Montevideo in July.

In response to community demand, PRS has added new skill-building courses on [ICANN Learn](#), ICANN's online capacity-development platform. Courses include Holding Effective Meetings,

Writing for Policy and Public Comment, and Unconscious Bias. Upcoming courses will cover topics such as Active Listening and Conflict Resolution. These courses provide tools to improve effectiveness amongst groups in a volunteer multistakeholder environment.

In commemoration of 50 years of the Internet, PRS and the Communications team partnered to produce a [fireside chat](#) with Internet pioneers Leonard Kleinrock, Vint Cerf, and Steve Crocker. They visited the ICANN office in Los Angeles to share their experiences of the early days of the Internet.

PRS continues to support two ICANN Board operational priorities for calendar year 2020: (1) Developing a Public Interest Framework and (2) Working Group on Anti-Harassment.

ICANN Org Report to the Board

Communications, Language Services

Sally Newell Cohen, SVP, Global Communications

Communications & Language Services

Sally Newell Cohen, SVP, Global Communications

KEY HIGHLIGHTS & MILESTONES

During this period, the Communications and Language Services team provided support for a range of ICANN org initiatives, including the Universal Acceptance Steering Group, the Information Transparency Initiative, and the development of ICANN's FY20-25 Operating and Financial Plan. We also attended several regional events aimed at reinforcing ICANN's messaging goals and engaging with local stakeholders. We continue to make progress in improving the org's overall messaging and narratives.

OVERVIEW OF ACTIVITY

ICANN66: ICANN66 in Montreal, Canada, required substantial support from both our teams. As ICANN66 was also a time of transition for the ICANN Board, the Communications team provided significant writing support and direct counsel. We also oversaw the production of the Opening Ceremony, Public Forums, and the Tribute to Tarek Kamel, some of the highest attended sessions held during the meeting. The team also published daily newsletters for attendees, conducted video interviews, provided social media support for high-profile sessions, engaged with local media in attendance, coordinated the event photographers, and provided direct interpretation and translation support.

Information Transparency Initiative: The Information Transparency Initiative (ITI) will soft launch the improved ICANN.org in April 2020. The ITI team continues to make progress on the authoring and frontend development streams. At ICANN66, the team conducted eight focus groups with community leaders from ICANN's Supporting Organizations and Advisory Committees (SO/ACs) on content types including Board Meeting materials and the primary navigation. The community feedback has been favorable to the improvements and its focus on enhanced searchability of content. Also, at ICANN66, the ITI team was invited to attend At-Large and NCSG sessions to demonstrate ITI's new search features. By 31 January 2020, the ITI team will share the new Public Comment search experience and submission process for community input via ITI's feedback site (feedback.icann.org).

Universal Acceptance: We continue to progress the development of the Universal Acceptance (UA) communications strategy and are providing support and assistance to the UA Steering Group (UASG).

Media Engagement: During this period, ICANN received important media coverage for several outlets, further enhancing our working relationships with members of the press. For example, ICANN's David Conrad contributed to a piece in BBC Future titled, "[The global internet is disintegrating. What comes next?](#)"

Development of Operational & Financial Plans: We continue to work closely with the Operations Team in developing both the FY20 Operating Plan and Budget and the FY20-25 Operating and Financial plan. This included counsel and strategic guidance, which led to the development of an overall strategy, and personnel and internal resources to execute design and lay out the final content.

Regional Events/Outreach: We continue to attend and provide on-the-ground support for meetings and events. During this period, these events included the Asia Pacific Internet Governance Academy (APIGA) in Seoul, Republic of Korea; DNS Week in San Juan, Puerto Rico; LACIGF12 in La Paz, Bolivia; APTLD76 in Johor, Malaysia; AusNOG in Melbourne, Australia; APNIC 48 in Chiang Mai, Thailand; CaribNOG 18 in Antigua and Barbuda; and the ICT Summit in Istanbul, Turkey.

Internet Governance Forum Support: In addition to the regional events listed above, the Communications team provided support to the 2019 Internet Governance Forum (IGF) in Berlin, Germany. Attending in person allowed us to reinforce our key messages.

Internal Events: To commemorate the 50th anniversary of the first message sent over the ARPANET, Leonard Kleinrock, Steve Crocker, and Vint Cerf were invited to the ICANN Los Angeles office for a “fireside” chat produced by the Communications team. The speakers provided staff with unique insight into the early days of the Internet.

TOP ISSUES & MITIGATION

As threats and risks to the Domain Name System continue to increase, a heavy spotlight is shone on ICANN’s role in ensuring its security, stability, and resiliency. The Communications and Language Services team is relied upon to provide organizational messaging and strategic guidance on how to navigate these new challenges. We continue to work to balance the ever-increasing support requests, both external and internal, with the resources available. This balancing act is all the more important when headcount remains stable, or temporarily decreases, while requests continue to increase.

ICANN Org Report to the Board

Policy Development Support

David Olive, SVP, Policy Development Support

KEY HIGHLIGHTS & MILESTONES

Empowered Community and Empowered Community Administration

- The Empowered Community (EC) Administration representatives held an Approval Action Community Forum on 3 November 2019 with the ICANN Board and community to discuss a proposed amendment to one of the Fundamental Bylaws. Approval Action on the proposed Fundamental ICANN Bylaw amendment regarding the composition of the community-based team that will be tasked with performing a review of the IANA Naming Function was completed.

Address Supporting Organization (ASO)

- On Thursday 7 November 2019, ICANN, the Number Resource Organization (NRO), and the five Regional Internet Registries (RIRs) [signed a revised ASO Memorandum of Understanding \(MoU\)](#). The revised MoU addresses multiple recommendations from the [most recent organizational review of the ASO](#). The revised ASO MoU affirms and strengthens the relationship between the names and numbers communities.

Generic Names Supporting Organization (GNSO)

- [Approved](#) the proposed modifications to the GNSO Operating Procedures relating to the election of ICANN Board Seat 14.
- [Approved](#) the 2019 slate of members and liaisons on the Customer Standing Committee.
- [Supported](#) the Approval Action pertaining to the Fundamental ICANN Bylaws amendment regarding the IANA Naming Function Review Team composition.
- [Approved](#) the new IANA Naming Function SLA for the publication of LGRs.
- [Approved](#) a set of guidelines and motion templates developed to support the GNSO as a Decisional Participant in the Empowered Community.
- Continued the Board Consultation on the EPDP on the Temporary Specification for gTLD Registration Data Phase 1 non-adopted parts of two recommendations, with the expectation that a Supplemental recommendation with implementation guidance will satisfy Board concerns.
- Re-elected Keith Drazek to serve as the GNSO Chair for 2019-2020 and both Pam Little and Rafik Dammak to continue to serve as Vice Chairs for their respective houses for the same time period.
- Initiated a Transfer Policy Scoping Team

Country Code Names Supporting Organization (ccNSO)

- The ccNSO launched a call for the nomination of a member of the ICANN Board to replace Chris Disspain at the Annual General Meeting in 2021.
- The ccNSO Council adopted the Internationalized Domain Name (IDN) Preliminary Review Team (PRT) Report in August 2019. The ccNSO will now launch a new PDP to develop a policy to replace the Fast Track Process. It will build and take into account the results from the Evolved Fast Track Process and other IDN TLD-related developments.
- The ccNSO Emoji Study Group (ESG), with participation from individual members of the Security and Stability Advisory Committee (SSAC), has completed its work and its report was adopted at the 22 August 2019 ccNSO Council meeting.
- The independent examiner published its findings, recommendations and suggestions pertaining to the second ccNSO Organizational Review.

- The ccNSO Retirement Policy Development Process Working Group has concluded its development of a process and is now checking whether policy needs to be amended to deal with “corner cases”. An interim report is expected by ICANN67.

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

- The ALAC submitted or adopted seven [policy advice statements](#).
- New ALAC and At-Large Leadership members began their terms of service at the end of ICANN66. The [At-Large 2020 Leadership team](#) includes the ALAC Leadership Team, Regional At-Large Organization chairs, working group chairs, and liaisons.
- At-Large successfully completed its third At-Large Summit (ATLAS III) during ICANN66. ATLAS III was an assembly of future At-Large Ambassadors, focused on developing and nurturing potential thought leaders and change agents who will implement what has resulted from the At-Large Review Process.
- Post-ATLAS III activities have started. This includes feedback and implementation of policy, capacity building, outreach, and engagement and communication activities.
- León Sánchez has been again nominated by the At-Large community to the ICANN Board Seat 15. Leon will begin his second three-year term at the end of ICANN69.
- Four new ALSes were accredited, increasing the total number to 239. Six new individuals and one new observer joined, for totals of 124 members and 20 observers.

Governmental Advisory Committee (GAC)

- The GAC provided Public Comment submissions in a number of community forums including IGO-INGO Access to Curative Rights Protection Mechanisms Policy Recommendations for ICANN Board Consideration; Evolving ICANN’s Multistakeholder Model of Governance; and the Competition, Consumer Trust, and Consumer Choice (CCT) Review Team Accepted Recommendations.
- The GAC formed a new working group to focus on Universal Acceptance and Internationalized Domain Name issues of importance to governments.
- The GAC published its [ICANN66 Communiqué](#) that included advice to the ICANN Board regarding the CCT Review, subsequent rounds of new gTLDs and Domain Name Registration Directory Service, and data protection.
- The GAC elected a new leadership team that will be formally installed after ICANN67. Based on the votes cast, the elected 2020 GAC Vice Chairs who will join GAC Chair Manal Ismail (Egypt) will be
 - Olga Cavalli (Argentina) (second consecutive term)
 - Luisa Paez (Canada) (second consecutive term)
 - Pua Hunter (Cook Islands) (first term)
 - Guiguemde Jacques Rodrigue Ragnimpinda (Burkina Faso) (first term)
 - Jorge Cancio (Switzerland) (first term)

Root Server System Advisory Committee (RSSAC)

- From 1-3 October 2019, the RSSAC convened its eighth workshop focused on metrics for the Root Server System and individual root server operators.
- 23 October 2019, the RSSAC published *RSSAC000v4: RSSAC Operational Procedures, version 4*. This fourth version updates the RSSAC leadership structure from two co-chairs to one chair and one vice chair.

Security and Stability Advisory Committee (SSAC)

- On 8 August 2019, the SSAC published SAC106, SSAC Comments on Evolving the Governance of the Root Server System. SAC106 represents the full SSAC input to the Evolving the Governance of the Root Server System Public Comment proceeding. Overall, the SSAC has confidence in the proposed framework.

Customer Standing Committee (CSC)

- At the conclusion of the annual selection of membership, the new leadership team of the CSC includes Lars-Johan Liman (chair) and Brett Carr (vice chair) until March 2020 when the regular chair and vice chair elections are scheduled.
- The CSC requested that the Country Code Names Supporting Organization and the Generic Names Supporting Organization Councils approve the introduction of Service Level Agreements for Public Technical Identifiers processing time with respect to inclusion of Internationalized Domain Name tables in the relevant repository. Both Councils approved.

TOP ISSUES & MITIGATION

Empowered Community and Empowered Community Administration

- The Empowered Community as well as the remaining Supporting Organizations (SOs) and Advisory Committees (ACs) continue to work on reconvening the Implementation Oversight Team responsible under the ICANN Bylaws for developing rules of procedure for Independent Review Processes (IRPs). More work will be needed on establishing a process for appointing a Standing Panel for any future IRPs.

Address Supporting Organization (ASO)

- The implementation of recommendations resulting from the second ASO organizational review is underway. The Number Resource Organization Executive Council, ICANN Board, and ICANN org are coordinating to ensure those efforts that affect the ICANN Bylaws are addressed appropriately.

Generic Names Supporting Organization (GNSO)

Expedited Policy Development Process (EPDP) on the Temporary Specification for gTLD Registration Data Phase 2

- In September 2019, the EPDP Team met for its second meeting at ICANN org headquarters in Los Angeles, where it began discussing the building blocks and policy principles. The EPDP Team reached out to ICANN org and the ICANN Board to better understand the scope of operational responsibility and level of liability that ICANN org is willing to accept with respect to a System for SSAD. Janis Karklins, Phase 2 Chair, also asked about the financial considerations of the proposed models being considered.
- The EPDP Team is awaiting input from the European Data Protection Board (EDPB), but it is unclear what level of guidance will be provided and in turn, how it will impact deliberations.
- The EPDP Team anticipates publishing its Initial Report in February 2020.

New gTLD Subsequent Procedures

- The working group, now transitioned to develop final recommendations, recognizes that it must thoroughly take into account a number of inputs (e.g., Competition, Consumer Trust, and Consumer Choice Review recommendations, Advisory Committee advice, Public Comment, ICANN Board input, etc.) as it performs this next step. If there will be an additional Public Comment proceeding, it adds a substantial amount of time to the completion of this PDP.
- The working group's Work Track 5 dedicated to geographic names at the top-level has completed its recommendations and Final Report. While this action concludes Work Track 5, its Final Report and recommendations remain subject to working group review and approval.

Review of All Rights Protection Mechanisms (RPMs) in All gTLDs

- The working group is taking longer than anticipated to finalize the identification of recommendations for inclusion in the Phase 1 Initial Report for Uniform Rapid Suspension, Sunrise, Trademark Claims, and Trademark Clearinghouse.

- However, the working group believes that by spending more time it will be able to produce a more concise report.
- The working group believes it will meet its deadline to submit the Phase 1 Final Report by the second quarter of 2020.

IGO-INGO Access to Curative Rights Protection Mechanisms

- With the GNSO Council having adopted recommendations 1-4 and referred recommendation 5 to the Review of All Rights Protection Mechanisms (RPMs) Policy Development Process, Recommendations 1-4 remain with the ICANN Board and recommendation 5 remains in the process of being integrated into the RPMs PDP charter as an addendum. There are differences in opinion at the GNSO Council level, as well as with the GAC, regarding the details in the addendum, but all are working in a constructive manner.

PDP 3.0

- The GNSO Council PDP 3.0 small team has nearly completed the implementation for the 14 improvements that it adopted in October 2018. These improvements will be integrated into the GNSO Council Strategic Planning Session in January of 2020 to help ensure that the practical application is better understood.

Country Code Names Supporting Organization (ccNSO)

- The ccNSO Council will launch a new PDP to address the limited set of issues in the selection process of Internationalized Domain Name country code top-level domain strings (IDN ccTLDs). In addition, the ccNSO will request a change to Article 10 of the Bylaws to enable existing IDN ccTLDs to become members of the ccNSO.
- The ccNSO Retirement Policy Development Process Working Group is nearing its completion. The launch of the second part of the ccNSO PDP to develop review mechanisms of decisions pertaining to the delegation, transfer, revocation and retirement of ccTLDs will start work by ICANN67.

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

- The At-Large Consolidated Policy Working Group continues to be the main group leading ALAC policy advice development, including a [Policy Platform](#). Key policy areas include DNS abuse and cybersecurity, Universal Acceptance, Internationalized Domain Names, new gTLDs, and ICANN transparency and accountability.
- Post-ATLAS III activities have started, including feedback through a survey by participants, reports by participants, and an analysis of participant interviews.
- A proposal for the sustainable management of ALSes and individuals within the five Regional At-Large Organizations (RALOs) has been developed with ICANN's regional offices. The plan will begin to be implemented in early 2020.

Governmental Advisory Committee (GAC)

Universal Acceptance and IDNs

- The GAC has formed a new working group to focus on matters of government interest regarding Universal Acceptance and Internationalized Domain Names.

DNS Abuse Mitigation

- Mitigation of DNS abuse remains a substantial GAC priority and GAC members continue to examine ongoing or possible initiatives to address DNS abuse more effectively, including through:
 - Implementation of relevant recommendations of the Competition, Consumer Trust, and Consumer Choice Review (CCT Review)
 - Revision of ICANN contracts with registries and registrars
 - Enforcement of existing requirements
 - Publication of more detailed DNS abuse activity data

International Governmental Organization (IGO) Protections

- Access of IGOs to curative dispute resolution mechanisms remains an important GAC matter. The GAC continues to seek opportunities to work with the Generic Names Supporting Organization (GNSO) on policy recommendations to address IGO concerns raised over IGO access.

New gTLD Subsequent Procedures

- The GAC is continuing its capacity building efforts to better prepare new GAC members to discuss new gTLD issues and to help members review and potentially update GAC advice regarding applicant support; closed generics; Public Interest Commitments (PICs) and global public interest; and GAC advice and GAC early warnings. GAC members continue to engage with the GNSO New gTLD Subsequent Procedures Working Group.

Root Server System Advisory Committee (RSSAC)

- The RSSAC continues to implement approved recommendations from its second organizational review and on next steps in response to “RSSCA037 and “RSSAC038 (RSSAC Advisory on a Proposed Governance Model of the DNS Root Server System.)
- The RSSAC is nearing completion of its work to define measurements and metrics to ensure Root Server Operators (RSOs) are meeting a minimum level of performance, as well as system-wide, externally verifiable metrics which demonstrate that the Root Server System as a whole is online and serving correct and timely responses.

Security and Stability Advisory Committee (SSAC)

- The SSAC has a work party on DNS over HTTPs/DNS over TLS. The work party is studying the long-term technical, stability, and economic implications for the DNS industry and consequently the policy implications for the ICANN community due to a confluence of technologies that are changing DNS resolution in a fundamental manner. This advisory will help the ICANN community sort through these implications by explaining the technical changes and by exploring in depth the security and stability effects of those changes on different actors and on DNS as a whole.

Customer Standing Committee (CSC)

- The CSC will remain involved in the Service Level Agreement (SLA) change procedure, specifically in the process to change the SLAs pertaining to the creation and transfer of country code top-level domains. The CSC will interact with the IANA Function Review Team at the frequency and times considered appropriate by both.

ICANN Org Report to the Board

Governmental and IGO Engagement

Mandy Carver, SVP, Government and IGO Engagement

KEY HIGHLIGHTS & MILESTONES

The range of events from August 2019 through the end of November 2019 included:

- Outreach and engagement events in Brussels and Washington DC;
- Monitoring ongoing discussions in:
 - The UN General Assembly
 - The ITU Council Working Group on ITRs
 - WSIS and international Internet-related public policy issues (CWG-Internet)
- Participation in the following events:
 - Global Forum on Cyber Expertise
 - Global Forum on Cyber Security in Addis Ababa
 - Regional African UN Group of Governmental Experts (GGE) in cyber outreach
 - Global Commission on Stability in Cyberspace (GCSC) launch of their final report at the Paris peace Forum
 - OECD Digital Economy Committee and Working Parties on Privacy and Security
 - ENISA and Europol Cybersecurity conference in Athens
 - Octopus conference in Strasbourg which covered issues of concern to the ICANN mission.
 - ICANN66 Montréal
 - 14th Annual Meeting of the Internet Governance Forum (IGF) in Berlin. The overarching theme of the 2019 IGF was One World, One Net, One Vision and was organized around three priority topics: Data Governance; Digital Inclusion; and Security, Safety, Stability & Resilience.

In addition, there were several Intergovernmental meetings, where ICANN participated as part of the overall Internet Governance Ecosystem, and bilateral meetings held in parallel to the conferences listed above. These included support and guidance for :

- GE team meetings with government and intergovernmental representatives in New York, USA, and Geneva, Switzerland
- Bilateral meetings and technical outreach with ICANN's CEO, Senior Executives, and Board members during trips to Brussels, Belgium which included engaging with the European Commission functions (DGs Connect, Home and Just)' members of the European Parliament in Brussels.
- Several bilaterals at ICANN66 Montreal and the IGF. IGF 2019 bilateral meetings were held with Members of European Parliament, members different regions parliaments (LAC, Africa, Asia), the UN Under-Secretary-General for DESA, the Director General of ITU-D, officials of the Ministry of Internal Affairs of Germany and the Hessian Data Protection Authority, as well as with Ministers from Poland, France, Bulgaria and Italy.
- Courtesy meetings with the ITU Secretary General, and ministers from Switzerland and Japan.
- Engagement with European GAC members during a capacity building workshop in Paris, with Middle East government representatives at a capacity building event in Bahrain and with the GAC during ICANN66 in Montreal.

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 periodic reports to the Government Advisory Committee (GAC).

OVERVIEW OF ACTIVITY

1. Liaising with the Government Advisory Committee (GAC)

Work with the GAC during this time period focused on a demand driven capacity building event in Europe and the ongoing discussions of issues about 2-character registration at the second level. At ICANN66 in Montreal, the GAC membership provided feedback and assessment on the search tool built for them.

The GE team continued to support the GAC capacity building program in accordance with Underserved Regions Working Group (USRWG) work plan, although the session for the Pacific Islands initially anticipated for 2019, was rescheduled for several months and will now be held in April 2020 in the Solomon Islands. GE participated in two GAC capacity Building workshops, one for the European GAC members that was held in Brussels in October and a GAC Capacity Building workshop for the Middle East region organized with GSE support in Bahrain in September. In addition to this GAC capacity building workshop, GE took part to the ITU regional capacity workshop organized in Bahrain in October.

The topics covered by the GAC capacity building workshop reflected the requests of the participants and focused on the role of ICANN, the role of the GAC with a focus on GAC involvement in PDPs.

For ICANN66, GE worked with the GAC Support staff to increase the extensive briefing materials for the GAC building on the process developed at ICANN65 in Marrakech. Materials especially detailed five “hot topics” requested by the GAC membership: GDPR, DNS Abuse, .Amazon, IGOs protection and 2-character code.

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.

Since August, GE staff participated in several events and briefings with various IGOs. This included monitoring the ITU Council Working Groups on the ITRs, WSIS and international Internet-related public policy issues; the OECD Digital Economy Committee and Working Parties on Security and Privacy, the Commonwealth CTO ICT Roundtable event, the regional African UN GGE consultations, and the start of the regional preparatory meetings for the ITU WTSA which will be held in 2020 as well as following the discussions of various standing committees, Study Groups and ITU Council meetings. We also participated in the CDSMi Committee at the Council of Europe (in relation to their IG programme) and the WTO Public Forum.

GE continues to monitor the high-level discussions in the UN General Assembly and the discussions of resolutions that could potentially impact ICANN’s remit. Cybersecurity and norms in Cyberspace topics continue to dominate discussions in various fora with increasing numbers

or groups active in the space. A new ad hoc group to discuss the draft of new UN Cybercrime Convention was voted by the UNGA Third Committee (final vote at the UNGA is expected in December). GE participated in the Global Forum on Cyber Expertise and the regional GGE outreach meeting in Addis Ababa and supported the Chairman of the Board in his participation. GE continued to monitor the UN discussions within the cybersecurity-related Open-Ended Working Group (OEWG); and the discussions in the Global Group of Experts (GGE) while sharing information with GAC leadership, the Board members and OCTO on these initiatives. We are also monitoring the next steps, taken by the UN as follow up from the publication of the report of the UN High-Level Panel on Digital Cooperation, and the lead up to the UN 75th Anniversary.

In addition, GE and GSE staff supported several bilateral meetings for ICANN's CEO with senior government officials from several countries attending the IGF in Berlin and other meetings.

The GE team continued its work with colleagues on discussions in the ICANN community and the larger Internet Governance ecosystem on data protection and the GDPR as part of the trend analysis work with MSSSI and the broader outreach and engagement work with governments and IGOs. This included outreach and engagement sessions in Geneva, Brussels and New York on the operation of the DNS, the potential impact of GDPR and ICANN's role in the Internet Ecosystem.

3. Participation in Internet Governance Discussions

GE continued its active support of the global IGF through representation on the IGF MAG in the final preparations for IGF 2019 which was held in Berlin Germany 25-29 November 2019. At Berlin IGF GE organized the ICANN delegation of Board members, Senior executives and staff that participated in multiple sessions. Specifically, these included participation on a high level panel on digital governance; an ICANN Day Zero workshop on the Evolving Ecosystem and ICANN's Role in the Security and Stability of the Internet; the ICANN Open Forum on ICANN – DNS, Threats and Opportunities; a High Level Session on Internet Governance and Digital Cooperation and ICANN workshop on Universal Acceptance, among many others. ICANN also participated in sessions on the Future Internet Governance Strategy for the European Union hosted by the European Commission, as well as meetings with parliamentarians who were attending a special program held in coordination with the IGF. ICANN used the opportunities of the IGF to promote understanding of the DNS and ICANN's role as well as raise awareness about the impact of the GDPR, the issues related to WHOIS and ongoing dialog with DPAs.

In the first implementation of collaboration with ITU-D (since assuming sector membership) ICANN participated in a capacity building workshop in the MENA region. GE continues to develop a proposed scope of capacity building activity to be offered in collaboration with ITU-D and regional centers of excellence.

TOP ISSUES & MITIGATION

During ICANN66 in Montréal, GE activity finalized discussions regarding 2- and 3-character codes and a dialog with various governments to address and define their concerns and feedback about features and functions of the on-line tool was gathered. Use of the tool and requests for additional credentials for additional members interested in its use continues to increase.

Two other ongoing areas of activity remain legislative and regulatory activity and discussions regarding contested strings. Specifically, this time period saw the completion of the public comment period on the PICS for .amazon and the resolution of other strings. GE in collaboration with the GSE continues to monitor the development of the e-privacy initiatives and various cybersecurity topics as they are raised in various fora. The GDPR, its impact on ICANN Org processes and procedures and the development of mechanisms to more effectively monitor developing legislative and regulatory initiatives globally remains a primary focus. The work in this area is to identify any potential impact on ICANN within its remit and to provide factual information to decision makers whenever possible to help avoid unintended negative consequences. On-going discussion on privacy, data protection, jurisdiction and commerce are being monitored in various event and governance processes. Outreach and engagement with DPAs continue. A paper on the impact of the GDPR on WHOIS and a possible UA model was submitted to the European Data Protection Board

The GE team also participated in and provided input at the Octopus Conference of the Council of Europe, which is considering the inclusion of whois related provisions to the Second Additional Protocol to the Budapest Convention that is currently under negotiation.

Discussions at the UN General Assembly First Committee Working Groups (OEWG, GGE) on cybersecurity and Third Committee on cybercrime continued in this period, and GE team is monitoring closely what is going on there, and what the potential to ICANN's remit might be.

ICANN Org Report to the Board

Multistakeholder Strategy and Strategic Initiatives (MSSI)

Theresa Swinehart, SVP, Multistakeholder Strategy and Strategic Initiatives

Multistakeholder Strategy and Strategic Initiatives (MSSI)

Theresa Swinehart, SVP, Multistakeholder Strategy and Strategic Initiatives

KEY HIGHLIGHTS & MILESTONES

- The [Board](#) adopted the CCWG-Accountability Work Stream 2 ([WS2](#)) [Final Report](#) at ICANN66 and directed ICANN org to implement the recommendations using the considerations noted in the [WS2 Implementation Assessment Report](#). This includes moving forward with those recommendations that do not need a budget cycle to implement as well as providing support as available to the ICANN community for those parts of the WS2 recommendations that are community driven in implementation.
- On 19 August 2019, the Third Accountability and Transparency (ATRT3) Review Team published a survey for community input. The aim of this survey was to collect opinions from the ICANN community on ICANN's accountability and transparency, and to help the ATRT3 Review Team identify areas that require improvement and could benefit from a recommendation. The Review Team held a three-day [face-to-face meeting in October 2019](#) in Singapore to further finalize their assessment of the implementation and effectiveness of the recommendations from the previous Accountability and Transparency Review (ATRT2), and complete the analysis of the ATRT3 community survey responses.
- The Registration Directory Service (RDS-WHOIS2) Review Team submitted their [Final Report](#) to the Board on [03 September 2019](#). Per the [ICANN Bylaws](#), the Final Report was published for [Public Comment](#) on 08 October 2019, in advance of the Board's consideration, and is expected to close on 09 December 2019.
- Per the [Board Resolution](#) 2019.03.01.03, ICANN org submitted the [Plan for Implementation](#) of the Competition, Consumer Trust, and Consumer Choice (CCT) Accepted Recommendations for [Public Comment](#) on 11 September 2019. ICANN org is analyzing the comments received from various community groups to determine impact on the Plan for Implementation, as relevant.
- ICANN org submitted a paper, "[Exploring a Unified Access Model for gTLD Registration Data](#)," to the European Data Protection Board (EDPB), seeking input on a possible unified access model based on the Technical Study Group's (TSG) [technical model](#).
- A new cycle of the Strategic Outlook program kicked-off in November 2019. Trends identification sessions will be facilitated with the Board, the community, and ICANN org through the beginning of 2020.

OVERVIEW OF ACTIVITY

Specific and Organizational Reviews: In addition to supporting four specific reviews and five organizational reviews, the team is supporting ongoing work to improve ICANN's Bylaws-mandated reviews. This includes the work by the ICANN Board, ICANN org and community on streamlining of reviews. The streamlining process has now been divided into two strands: enhancing review recommendations; and the wider streamlining process. Addressing the first strand, the Board published a [draft paper](#) 'Resourcing and Prioritization of Community Recommendations: Draft Proposal for Community Discussions' as part of the [Chairman's blog](#), which also outlines the entire streamlining process. The second strand combines streamlining for both organizational and specific reviews while being conscious of the ongoing review-related

work of ATRT3. During ICANN66, the Board led a [public session](#) on streamlining reviews discussing the draft paper as well as the issue of timing and cadence of reviews. Over the coming months, the streamlining process will continue in close cooperation with the ATRT3. A progress update can be expected for ICANN67.

Data Protection/Privacy Issues: MSSl continues to coordinate a cross-functional team focused on developing a unified access model based on the TSG's technical model. MSSl also now supports the EPDP Phase 2 as one of ICANN org's two liaisons to the policy development group.

Strategic Outlook and Strategic Planning: The results of the 2019 Strategic Outlook assessment have been underway. The draft results will serve as a starting point for the 2020 trends identification sessions, which are planned with the org, the Board and the community between November 2019 and March 2020.

MSSl also worked to develop, as directed by the Board, a rolling planning process proposal to systematically and periodically review and, as necessary, revise ICANN's five-year strategic plan to account for significant shifts in existing trends or new trends impacting the plan. (Cf. [FY20 Board Priority 3.2](#)). The proposal will be discussed with the Board and the community over the next few months.

Evolving ICANN's Multistakeholder Model (MSM): As outlined in the proposed Strategic Objective on ICANN's Governance in the [ICANN Strategic Plan for Fiscal Years 2021-2025](#), the function has supported facilitator Brian Cute's work on the Evolving ICANN's MSM process. A public consultation on the "[Next Steps to Improve the Effectiveness of ICANN's Multistakeholder Model](#)" was held from August to October to inform a work plan to address the issues identified by the community in a previous series of public consultations as hampering the efficiency of ICANN's multistakeholder model of governance. That consultation was followed by a [cross-community plenary session at ICANN66](#) to elicit further community input in advance of publishing a draft work plan for public comment as part of the Five-Year Operating and Finance Plan.

TOP ISSUES & MITIGATION

The Bylaws have introduced new requirements applicable to specific reviews. Yet, the community has not had time to develop mechanisms and processes to support these new requirements. For example, there is no clear method for review teams to develop recommendations while taking into account budgeting and resourcing of the implementation process. The aforementioned [Draft Paper](#) addresses this issue and proposes possible solutions. In addition, the Board continued to engage with community, including review implementation shepherds, leaders of specific reviews currently underway and members of the ATRT3, in a collaborative effort to improve the outcomes from reviews. The ongoing process of streamlining reviews aims to improve the effectiveness of future reviews to ensure ICANN's reviews remain an effective accountability measure.

Resourcing and prioritization of community recommendations also applies to planning for implementation of the WS2 recommendations – those that are not already underway, will need to be facilitated through the budgeting and planning processes. This is where all resource needs will be balanced against available budget estimates to determine actual WS2 implementation timing.

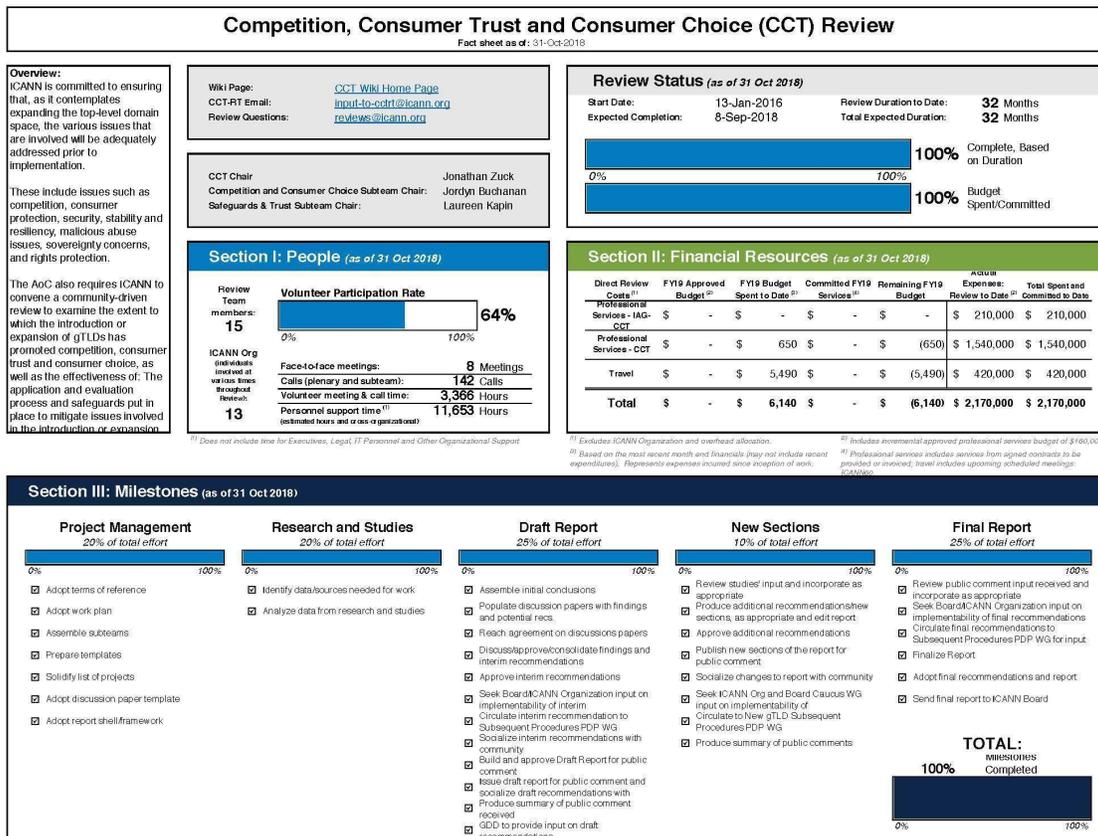
In addition, the General Data Protection Regulation (GDPR) remains a top issue for ICANN org. A cross-functional team concluded its work on the development of a possible unified access model based on the TSG's technical model with the submission of a proposed model to the European Data Protection Board (EDPB) for consideration. The function, which played a key role in the development of the model, now also serves as one of two ICANN org representatives to the EPDP Phase 2 team, which will consider any input received from European authorities as part of its policy process.

FACT SHEETS

Competition, Consumer Trust and Consumer Choice Review (CCT) (Final Fact Sheet October 2018)

Key Data Points:

- Completion, based on duration: 100%
- Budget spent and committed: 100%
- Participation rate: 64%
- Milestones completed: 100%



Registration Directory Service Review (RDS) (final version included in the Review Team's Final Report - August 2019)

Key Data Points:

- Completion, based on duration: 100%
- Budget spent and committed: 42%
- Participation rate: 71%
- Milestones completed: 100%

Registration Directory Service (RDS-WHOIS2) Review Fact Sheet as of: 3-Aug-2019

NOTE: Information in this fact sheet was presented in the Final Report and reflects financial data through the end of June 2019. Additional expenses may appear in future financial reports and will be posted on the wiki here: <https://community.icann.net/display/WHOIS/FactSheet>.

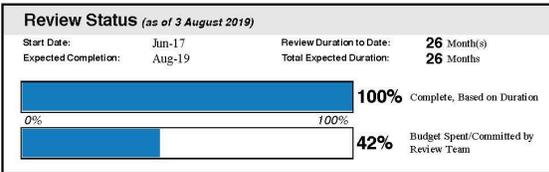
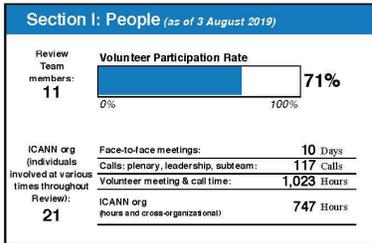
Overview:
The Board shall cause a periodic review to assess the effectiveness of the then current gTLD registry directory service and whether its implementation meets the legitimate needs of law enforcement, promoting consumer trust and safeguarding registrant data ("Directory Service Review").

The Review Team will consider the Organisation for Economic Co-operation and Development ("OECD") Guidelines on the Protection of Privacy and Transborder Flows of Personal Data as defined by the OECD in 1980 and amended in 2013 and as may be amended from time to time.

The Review Team shall assess the extent to which prior Directory Service Review recommendations have been implemented and the extent to which implementation has resulted in the intended effect.

Wiki Page: [RDS-WHOIS2 Wiki Home Page](#)
Contact the RDS-WHOIS2-RT: input-td-ds-whois2-rt@icann.org
Review Questions: [review@icann.org](#)

Interim RDS-WHOIS2 Co-Chairs: Cathrin Bauer-Bulst
Alan Greenberg
Susan Kawaguchi



Section II: Financial Resources (as of 3 August 2019)

Direct Review Costs ⁽¹⁾	Approved Budget	Spent to Date ⁽²⁾	Committed Services ⁽³⁾	Total Spent and Committed to Date	Remaining Budget
Professional Services	\$200,000	\$10,000	\$0	\$10,000	\$190,000
Travel ⁽⁴⁾	\$200,000	\$150,000	\$0	\$150,000	\$50,000
ICANN Org Support	\$150,000	\$70,000	\$0	\$70,000	\$80,000
Total	\$550,000	\$230,000	\$0	\$230,000	\$320,000

⁽¹⁾ Excludes ICANN organization and overhead allocation.
⁽²⁾ Based on the most recent receipts and financials (may not include recent payments owed). ⁽³⁾ Represents services incurred since inception of work.
⁽⁴⁾ Professional services includes services from signed contracts to be provided or incurred; travel includes expected expenses for all travel transactions.
⁽⁴⁾ As noted in FY19 Operating Plan, a new "standards" assumption of 10 supported travelless was implemented for each review. This resulted in a revised baseline travel budget of \$195,000.



Second Security, Stability and Resiliency Review (SSR2) (most recent quarterly version posted September 2019)

Key Data Points:

- Completion, based on duration: 59%
- Budget spent and committed: 102%
- Participation rate: 66%
- Milestones completed: 57%

Second Security, Stability and Resiliency (SSR2) Review Fact Sheet as of: 30 September 2019

Overview:
The Board shall cause a periodic review of ICANN's execution of its commitment to enhance the operational stability, reliability, resiliency, security, and global interoperability of the systems and processes, both internal and external, that directly affect and/or are affected by the Internet's system of unique identifiers that ICANN coordinates ("SSR Review").

Wiki Page: [SSR2 Wiki Home Page](#)
Contact the SSR2-RT: input-to-ssr2rt@icann.org
Review Questions: reviews@icann.org

SSR2 Chair: Russ Housley
SSR2 Vice-Chairs: Laurin Weissinger, Denise Michel, Eric Osterweil

Review Status (as of 30 September 2019)

Start Date: Mar-17 Actual Review Duration: **24** Months
 Expected Completion: Jun-20 Months Since Review Kickoff: **31** Months
 *Expected completion extended due to 7 mo. pause Total Expected Duration: **41** Months

59% Complete Based on Duration
 *7 month pause not included

102% Budget Spent/Committed by Review Team

Section I: People (as of 30 September 2019)

Review Team members: **16**
 Assigned ICANN Org Members: **A**
 TOTAL ICANN Org Participants⁽¹⁾: **29**

Volunteer Participation Rate
66%

Face-to-face meetings (plenary/subteam): **25** Days
 Calls (plenary/subteam): **75** Calls
 Volunteer meeting & call time: **2,100** Hours
 Personnel support time⁽²⁾ (estimated hours and cross-organization): **4,965** Hours

(1) Does not include time for Executives, Legal, IT Personnel and Other Organizational Support. Does not include 7 months of SSR2 pause.
 (2) All ICANN Org individuals participating in calls/meetings at various times throughout the review.

Section II: Financial Resources (as of 30 September 2019) - Additional funding needed to complete the Review Team's work will be considered and allocated as appropriate.

Direct Review Costs ⁽¹⁾	Approved Budget	Spent to Date ⁽²⁾	Committed Services ⁽³⁾	Total Spent and Committed to Date	Remaining Budget
Professional Services	\$200,000	\$60,000	\$80,000	\$140,000	\$60,000
Travel ⁽⁴⁾	\$300,000	\$370,000	\$0	\$370,000	(\$70,000)
ICANN Org Support	\$50,000	\$50,000	\$0	\$50,000	\$0
Total	\$550,000	\$480,000	\$80,000	\$560,000	(\$10,000)

(1) Excludes ICANN organization and overhead allocation.
 (2) Based on the most recent month end financials (may not include recent expenditures). Represents expenses incurred since inception of work.
 (3) Professional services includes services from signed contracts to be provided or invoiced.
 (4) As noted in FY19 Operating Plan, a new "standard" assumption of 10 supported travelers was implemented for each review. This resulted in a revised baseline travel budget of \$195,000.

Section III: Milestones (as of 30 September 2019)

Milestones reflect Review Team work plan.* Incomplete milestones reflect approximate percent completion rate.

Review Planning 15% of total effort	Research/Conduct Review 40% of total effort	Draft Report 25% of total effort	Final Report 20% of total effort	TOTAL: 57% Completed
<input checked="" type="checkbox"/> Determine leadership <input checked="" type="checkbox"/> Adopt and publish Terms of Reference <input checked="" type="checkbox"/> Adopt and publish Workplan <input checked="" type="checkbox"/> Send adopted Terms of Reference to ICANN Board <input checked="" type="checkbox"/> Develop and adopt outreach plan <input checked="" type="checkbox"/> Develop and adopt template for findings and recommendations	<input checked="" type="checkbox"/> Complete repository of background materials <input checked="" type="checkbox"/> Identify briefings/data sources needed Receive answers from ICANN staff, and generate any follow-up queries <input checked="" type="checkbox"/> Workstream 1 - SSR1 Evaluation of implementation <input type="checkbox"/> Workstream 2 - ICANN SSR <input type="checkbox"/> Workstream 3 - DNS SSR <input type="checkbox"/> Workstream 4 - Future Challenges <input type="checkbox"/> Workstream 5 - IANA Transition	<input checked="" type="checkbox"/> Administrative duties, formatting <input type="checkbox"/> Internal review of workstream output and draft recommendations <input type="checkbox"/> Outreach on draft recommendations <input type="checkbox"/> Assemble draft report <input type="checkbox"/> Approve draft findings and recommendations <input type="checkbox"/> Publish draft report <input type="checkbox"/> Public comment period and outreach on draft report	<input type="checkbox"/> Update Draft Report <input type="checkbox"/> Approval Process <input type="checkbox"/> Send Final Report	

Accountability and Transparency Review (ATRT3) (most recent quarterly version posted September 2019)

Key Data Points:

- Completion, based on duration: 50%
- Budget spent and committed: 24%
- Participation rate: 70%
- Milestones completed: 40%

Accountability and Transparency (ATRT3) Review

Fact Sheet as of: 30-Sep-2019

Overview:
The Accountability and Transparency Review is mandated by ICANN Bylaws Section 4.6(b) to examine ICANN's execution of its commitment to maintain and improve robust mechanisms for public input, accountability, and transparency so as to ensure that the outcomes of its decision-making reflect the public interest and are accountable to the Internet community.

Wiki Page: <https://community.icann.org/display/ATRT3>
Contact the ATRT3 Review Team: atr3@icann.org
Review Questions: reviews@icann.org

ATRT3 Co-Chairs:
Cheryl Langdon-Orr
Pat Kane

Review Status (as of 30 September 2019)

Start Date: Apr-19 Review Duration to Date: 6 Month(s)
 Expected Completion: Mar-20 Total Expected Duration: 12 Months

50% Complete, Based on Duration

24% Budget Spent/Committed by Review Team

Section I: People (as of 30 September 2019)

Volunteer Participation Rate
 Review Team members: 18
 70%

ICANN org Face-to-face meetings: 4 Days
 (individuals) Calls: plenary, leadership, subteam: 66 Calls
 involved at various times throughout Volunteer meeting & call time: 1,211 Hours
 Review: ICANN org (hours and cross-organizational) 352 Hours

Section II: Financial Resources (as of 30 September 2019)

Direct Review Costs ⁽¹⁾	Approved Budget	Spent to Date ⁽²⁾	Committed Services ⁽³⁾	Total Spent and Committed to Date	Remaining Budget
Professional Services	\$200,000	\$30,000	\$40,000	\$70,000	\$130,000
Travel ⁽⁴⁾	\$200,000	\$60,000	\$0	\$60,000	\$140,000
ICANN Org Support	\$150,000	\$0	\$0	\$0	\$150,000
Total	\$550,000	\$90,000	\$40,000	\$130,000	\$420,000

⁽¹⁾ Excludes ICANN organization and overhead allocation. ⁽²⁾ Based on the most recent month and financials (may not include recent commitments). ⁽³⁾ Professional services includes services from signed contracts to the provided of support, travel, per diem, per diem expenses, for individual expenses. ⁽⁴⁾ As noted in FY19 Operating Plan, a new "standard" assumption of 10 supported travelers was implemented for each review. This resulted in a revised baseline travel budget of \$195,000.

Section III: Milestones (as of 30 September 2019)

Milestones reflect Review Team work plan. Incomplete milestones reflect approximate percent completion rate.*

Review Planning and Research <small>20% of total effort</small>	Conduct Review <small>40% of total effort</small>	Draft Report Public Comment <small>20% of total effort</small>	Final Report <small>20% of total effort</small>	TOTAL: 40% Completed
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 50%;"></div> <div>100% Complete</div> </div> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Determine leadership & role of observers <input checked="" type="checkbox"/> Identify need for subgroups and deliver a proposal on division of work <input checked="" type="checkbox"/> Adopt and publish ToR, and Work Plan <input checked="" type="checkbox"/> Adopt and publish outreach plan <input checked="" type="checkbox"/> Assemble background materials and identify briefings/data sources needed <input checked="" type="checkbox"/> Determine requirements for independent expert(s) 	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 50%;"></div> <div>50% Complete</div> </div> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Community survey <input type="checkbox"/> Executive summary <input type="checkbox"/> Issue 1: Board <input type="checkbox"/> Issue 2: GAC <input type="checkbox"/> Issue 3: Public Input <input type="checkbox"/> Issue 4: Acceptance of ICANN decisions <input type="checkbox"/> Issue 5: PDP <input checked="" type="checkbox"/> Issue 6: IRP <input type="checkbox"/> Issue 7: Assessment of relevant ATRT2 recommendations <input type="checkbox"/> Issue 8: Assessment of periodic reviews <input type="checkbox"/> Issue 9: Accountability indicators <input type="checkbox"/> Issue 10: Prioritization and rationalization of activities, policies, recommendations <input type="checkbox"/> Prioritization and interdependence of recommendations 	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 50%;"></div> <div>0% Complete</div> </div> <ul style="list-style-type: none"> <input type="checkbox"/> Socialize recommendations <input type="checkbox"/> Administrative duties, formatting <input type="checkbox"/> Publish draft report <input type="checkbox"/> Public comment period and outreach on draft report 	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 50%;"></div> <div>0% Complete</div> </div> <ul style="list-style-type: none"> <input type="checkbox"/> Assemble final recommendations and update draft report <input type="checkbox"/> Cross-check final recommendations with scope and Bylaws <input type="checkbox"/> Send final report to ICANN Board, publish final report <input type="checkbox"/> Determine implementation shepherd(s) 	

ICANN Org Report to the Board

Internet Assigned Numbers Authority (IANA)

Kim Davies, VP, IANA Services and President, PTI

SERVICE PERFORMANCE

- The IANA services met or exceeded all of the service level agreements for the period.
- Effective December 2019, new metrics will be implemented for Label Generation Rules through mutual agreement between ICANN and the Customer Standing Committee. The change process to implement new metrics utilized the SLA change mechanism implemented earlier in the year.

Performance in brief

This represents a summary view of comprehensive reporting available on the IANA website at <http://iana.org/performance>

	August	September	October	November	Overall
DNS Root Zone					
SLAs Met	98.4%	100%	98.4%	100%	—
Metrics Met	60/61	61/61	60/61	61/61	—
CSC assessed satisfactory or higher	✓	✓	✓	*	3/3
Request Volume	1017	198	148	228	1591
TLDs in Root Zone	1526	1527	1527	1516	—
DNS Root KSK					
Metrics Met**	5/5	—	—	5/5	
.INT Top-Level Domain					
New .INT registered	0	0	0	0	0
.INT modifications	2	2	3	11	18
Request Volume	14	9	16	18	57
Protocol Parameters					
SLAs Met	100%	100%	100%	100%	—
Met MOU requirement (90%)	✓	✓	✓	✓	4/4
Met internal target (95%)	✓	✓	✓	✓	4/4
Request Volume	339	262	281	246	1128
Number Resources					
SLAs Met	100%	100%	100%	100%	100%
Metrics Met	4/4	4/4	4/4	4/4	—
Met SLA requirement	✓	✓	✓	✓	4/4
Request Volume	0	0	0	1	1
Label Generation Rulesets					
New LGRs posted	0	0	0	8	8
LGRs modified	0	0	0	0	0
Request Volume	0	0	0	1	1
General Enquiries					
Request Volume	129	128	153	138	548

* CSC has not met yet to review the November performance report. As such there is no rating available yet.

** Only applicable to months where ceremonies are held

CUSTOMER SATISFACTION

- Annual Customer Survey focused on engagement was conducted in September and October, with results published in December. Participation rate was 3% and the overall satisfaction rate was 3.6 on a scale of 1 to 5.
- Overall customer satisfaction, measured after requests had been completed, rated at 83.7 percent while the participation rate was 34.4%.

Satisfaction in brief

	August	September	October	November
Response Rate	36.3%	34.6%	26.7%	38.9%
Satisfaction	78.4%	87%	90.6%	84.1%

OTHER UPDATES AND INITIATIVES

- The **Draft PTI and IANA FY21 Operating Plan and Budgets** were put for public comment, and the staff report is being prepared. No significant changes are anticipated as a result of this comment, and it will go to the PTI Board for approval in early 2020.
- PTI is developing a **strategic plan** in-line with its bylaw requirements. Initial engagement has been performed in the community, and the staff and board of PTI will be developing a comprehensive draft around the PTI Board Workshop scheduled for January.
- A proposal for a predictable approach to future **Root Zone Key Signing Key (KSK) rollovers** is currently put for public comment. We are advocating a 3-year cycle along with other operational adjustments, but the approach will be largely familiar as it is modeled heavily on the successful 2018 rollover.
- The third-party **security audit** field work completed during the period. This year incorporates additional controls to meet the criteria established in the COSO 2013 framework.

Regional Office Report

APAC (Singapore)

Jia-Rong Low

OVERVIEW OF SIGNIFICANT ACTIVITIES

This reporting period saw several regional activities, allowing us to engage a large number of stakeholders from different groups.

REGIONAL EVENTS

Date	Event Name	Location	Remarks
12-16 Aug	Asia Pacific Internet Governance Academy (APIGA)	Seoul, South Korea	<ul style="list-style-type: none">• Co-hosted with the Korea Internet & Security Agency (KISA), 53 youth leaders participated.• In its 4th year, 1 in 4 APIGA alumni continue to be involved in the Internet Governance space.• We published an announcement on icann.org. Over 10 articles covered the event in Korea.
3 Sep	IMRS Shanghai instance launch ceremony	Shanghai, China	<ul style="list-style-type: none">• This was the first IMRS instance installed in Shanghai.• China Internet Network Information Center (CNNIC) and Shanghai Telecom collaborated to host the instance.• We distributed a press release to Chinese media, sharing key messages targeted at addressing certain misunderstandings about the root server system.
5-7 Sep	Asia Pacific Top Level Domain Association (APTLD) 76	Johor, Malaysia	<ul style="list-style-type: none">• We conducted DNSSEC training for 12 participants (ccTLD operators).• Over 100 participants attended the conference. We spoke on DNSSEC and DAAR.
5-12 Sep	APNIC48	Chiang Mai, Thailand	<ul style="list-style-type: none">• We conducted DNSSEC training and participated in the AP* Retreat during the workshop week. AP* comprises Internet organisations in the region.

			<ul style="list-style-type: none"> • During the conference, we spoke on RPKI deployment and DNS abuse. • Over 400 participants attended the conference.
1-3 Oct	APT-Pacific Regulatory and Policy Forum (PRFP) 12	Nuku'alofa, Tonga	<ul style="list-style-type: none"> • We spoke on DNS security threats and DNSSEC in a Cybersecurity and Data Privacy session. • 50 participants attended the PRFP.
8-10 Oct	APT Cybersecurity Symposium	Bangkok, Thailand	<ul style="list-style-type: none"> • We spoke on DNS abuse (DAAR), DNSSEC and emojis registered as domain names. • 150 participants including APT members and International Organisations attended.
17 Oct	APAC Space	Web Conference	<ul style="list-style-type: none"> • We introduced ATRT3.
20-22 Oct	World Internet Conference (Wuzhen Summit)	Wuzhen, China	<ul style="list-style-type: none"> • Our focus was to promote IDNs and drive UA adoption. • About 1,500 participants attended the Summit.
6 Nov	APAC Space @ ICANN66	Montreal, Canada	<ul style="list-style-type: none"> • We updated on ICANN's 5-year Strategic Plan for FY21-25 and discussed how this could be implemented in the APAC region. • 41 participants (including remote), attended the meeting.

OTHER ACTIVITIES

- The ATRT3 meeting took place in Singapore from 20-22 October 2019. ICANN APAC Regional Office provided support with sourcing the meeting facilities, and timed our APAC Space web conference to update the regional community on ATRT3.

EUROPE (Brussels)

Sally Costerton

OVERVIEW OF SIGNIFICANT ACTIVITIES

The Brussels Office recently completed an expansion of its main conference room and entrance, creating an inviting space to host community discussions, cross-functional sessions for ICANN org teams, and future Board workshops.

In late September, our VP for Europe & Managing Director of the Brussels Office, Jean-Jacques Sahel, left ICANN for a new position outside of ICANN based in Singapore. We wish him well in his new role. Jean-Jacques made a tremendous contribution to ICANN during his years with the team. In the interim, Sally Costerton took over management of the Brussels Office, supported by Patrick Jones for oversight of the GSE Europe team. An internal process is underway with prospective candidates for the role of the VP for Europe and Managing Director of the Brussels Office, and we anticipate filling this position in the near term.

There are currently thirty-two staff affiliated with the Brussels Office in Europe, with two new hires joining the OCTO team soon and one relocation from the US to Brussels in process. OCTO also has a separate opening for a technical engagement lead for the Brussels Office and is reviewing candidates for that position.

OVERVIEW OF SIGNIFICANT ACTIVITIES

Date	Event Name	Location	Remarks
8 Oct	DNS ecosystem security training for Global Stakeholder Engagement team	Brussels, Europe	The Office hosted a staff training for Global Stakeholder Engagement staff from the Europe and Africa regions, bringing the team up to speed on new developments related to DNS security, GDD & Universal Acceptance issues.
9 Oct	GAC Capacity Development Workshop (co-located with CENTR GA & CENTR 20 th Anniversary).	Brussels Office, Europe	Capacity Development Workshop for European GAC members and other European government representatives. ICANN also participated in the CENTR General Assembly and 20 th Anniversary CENTR Awards.
<i>This is just a sample of the various outreach activities organized every year in Brussels and across Europe by ICANN Org.</i>			

OTHER ACTIVITIES

The Brussels Office is anticipating activity to continue to grow with the installation of the new European Commission in early December and the new European legislative agenda. Education and awareness-raising for stakeholders in Brussels will continue to be a key assignment for the Brussels Office.

Discussion of data protection laws and its impact on WHOIS, with many, ongoing interactions with governmental and associated stakeholders will continue. There is also an increase in interest related to DNS abuse and DNS over applications (DoH/DoT) from stakeholders in Brussels and throughout Europe. ICANN org staff from across the European region are collaborating to deliver GAC Capacity Workshops and registry-registrar training.

MIDDLE EAST, AFRICA (Istanbul)

Nick Tomasso

OVERVIEW OF SIGNIFICANT ACTIVITIES

ICANN's Chief Technology Officer, David Conrad, was in Istanbul on 20-21 November for a series of events. He gave a keynote on "Maintaining the Security and Stability of the Internet's System of Unique Identifiers" at the ICT Summit Data Talks on 21 November. This was the second main event of 2019 in Turkey with ICANN org's support and participation. David Conrad's visit was a good opportunity to raise local awareness around technical topics.

Two educational sessions at the BT Vizyon ICT Summits in Izmir and Denizli, Turkey were conducted by GSE Middle East and the Istanbul Global Support teams; the topics covered were ICANN's main functions, as well as New gTLDs, Universal Acceptance, Fellowship and NextGen Programs. They also hosted an ICANN booth at the ICT Summit in November, namely "Data Talks" in Istanbul.

Doing outreach and closer engagement with governments and intergovernmental bodies remains a key focus for GSE Africa; some key highlights were:

- 26-30 August: 4th Africa Telecommunications Union Prep Meeting for the upcoming World Radio Communication 2019 (APM19-4) in South Africa
- 7-11 October: 2nd Africa Telecommunications Union Prep Meeting in Kampala, Uganda for the World Telecom Standardization Assembly in Hyderabad on 17-20 Nov.
- 4-8 November: Southern Africa Development Community Capacity Building Workshop for ISPs and IXPs in Harare, Zimbabwe

The media sentiment about ICANN across the Middle East and Africa was 90 percent neutral and 10 percent positive, which is an improvement compared to previous periods when over 95 percent was neutral. The pieces with positive sentiment were on Internationalized Domain Name initiatives in the Arabic script, and workshops organized by ICANN in the region.

REGIONAL EVENTS

Date	Event Name	Location	Remarks
26-30 Aug	Formation des Formateurs de la Gouvernance de l'Internet	Ouagadougou	Contributed to the training of the trainers on Internet Governance for French-speaking countries in Africa
4-9 Sept	Africa School of Internet Governance	Ndjamena	First edition of the summer school of Internet Governance in Chad
10-12 Sept	Africa IGF	Ndjamena	Contributed to two sessions on ICANN's mission, IDN and UA
18 Sept	Lebanon Cyber-security Forum 2019	Beirut	Spoke about ICANN's SSR work
22-23 Sept	Arab Security Conference 2019	Cairo	Spoke about ICANN's SSR work within the DNS Ecosystem
20 Sept	FGI (IGF) Madagascar	Madagascar	Did a remote presentation on UA

22-26 Sept	OCTO Roadshow in the Middle East	Cairo, Amman, Ankara	Covered SSR work, IDN homoglyphs, DNS attacks, and ICANN's PDP work in this regard
26 Sept	Academic Engagement at the Middle East Technical University	Ankara	Covered DNS, DNS Security, DoH/DoS
30 Sept	GAC Capacity Development Workshop	Manama	1-day workshop for GAC members and government officials from the Middle East on ICANN and our ecosystem and work
1-3 Oct	Strengthening Capacities in Internet Governance in Arab Region	Manama	3-day workshop organized by the ITU on IG. First partnership between ITU Arab Regional office and GSE Middle East in the region
14-16 Oct	East Africa School of Internet Governance	Arusha	
17-19 Oct	East African IGF	Arusha	
18 Oct	Academic Workshop at Bahcesehir University	Istanbul	Spoke about ICANN, our work, the DNS, and legal aspects of the ecosystem (UDRP, URS, TMCH, ...)
11 Nov	Handling Internet Identifiers Abuse & Miuse Workshop	Doha	
12-14 Nov	DNSSEC Workshop	Doha	
14 Nov	Academic Workshop at College of the North Atlantic	Doha	Spoke about ICANN, domain names, New gTLDs and IDNs, universal acceptance, fellowship/NextGen and ICANN Learn, and engagement with ICANN

OTHER ACTIVITIES

During this period, GSE Africa focused on youth and academia engagement. Approximately, 65% of the population in Africa is below 35 years of age. This makes them a critical component of ICANN's community and, by working together with African universities, they could become part of the ICANN community. Key highlights included:

- A public lecture at the Strathmore University – Nairobi, Kenya on 18 September.
- A YouthCom (Youth Community) Workshop on 10 October at Bugema University in Uganda.
- A public lecture at the University of Nairobi School of Law on 24 October.
- Outreach activity at the University of Ghana in collaboration with ISOC Ghana on 25 October.
- A remote presentation delivered at the UbuntuNet 2019 conference on November 2019
- A YouthCom workshop on 14 November at Technical University of Kenya in Nairobi.

The GSE team in the Middle East is working on:

- A new 5-year strategy (effective 1 July 2020) closely with the regional community. The new strategy will go in line with ICANN's 2021-2025 Strategic Plan. The work of this group is being listed online at <https://community.icann.org/display/MES/2021-2025+MEAC+Strategy>.
- The 2020 edition of the Middle East DNS Forum which is slated to take place in Riyadh, Saudi Arabia on 24-25 March, 2020. Work is in full swing with the program committee tasked to work on the agenda.

LAC (Montevideo)

Rodrigo de la Parra

OVERVIEW OF SIGNIFICANT ACTIVITIES

In August, our GSE team held the sixth LAC DNS Forum in San Juan, Puerto Rico. This year the LAC DNS Forum was special because, for the first time, it was framed under the new concept of the LAC DNS Week. The sixth edition of the Forum was organized by ICANN, in partnership with LACNIC, Internet Society, Public Interest Registry, .PR Top Level Domain, and LACTLD. During the event, stakeholders from industry, the technical community, and the Internet policy field, debated the policy, security, and business-related aspects of the Domain Name System. The week of events concluded with an online meeting for Latin American and Caribbean Top-Level Domain Registries facilitated by ICANN in partnership with gTLD registries and ICANN accredited registrars.

REGIONAL EVENTS

Date	Event Name	Location	Remarks
5 Aug	Global Forum on Cyber Expertise (GFCE) Workshop	La Paz, Bolivia	Board Directors Marteen Botterman and Lito Ibarra participated in this event which was coordinated and supported jointly by LACTLD, LACIGF Program Committee, LACNIC, LAC-AAWG, NIC.br, ICANN, Internet Society Bolivia Chapter, and the Dutch Ministry of Economic Affairs and Climate Policy.
6-9 Aug	LACIGF	La Paz, Bolivia	LACIGF continues to be a good platform for discussion on IG issues. There is a review currently with the program committee to assess its effectiveness.
12 -17 Aug	Internet Governance program (DiGI)	Porto Alegre, Brazil	The third edition of this postgraduate degree from Universidad de San Andres in Argentina experimented its first event outside of home, this time in Brazil. Great academic rigor.
20-23 Aug	LAC DNS Week	San Juan, Puerto Rico	As described in the opening paragraph.
11 Sept	National IGF El Salvador	San Salvador, El Salvador	The National IGF in El Salvador is progressing. Good participation from key stakeholders in El Salvador. Producing with dialogue.
25-27 Sept	CARIBNOG 18	Antigua and Barbuda	CARIBNOG is an excellent venue to improve our engagement with key Caribbean stakeholders. Mostly technical issues.
1-5 Oct	CITEL CCP I	Asunción, Paraguay	CITEL meetings are a good opportunity to share ICANN main activities with governments from the region.
7- 11 Oct	LACNIC32 – LACNOG 2019	Panama City, Panama	We continue to use our interactive booth new approach. Good results.

23-14 Oct	Online Content Workshop	Bogotá, Colombia	The two-day event brought together judges, prosecutors and law enforcement agents from South America with stakeholders from the regional Internet community with the aim of exchanging information, trends and best practices addressing online content.
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OTHER ACTIVITIES

Prior to the LACIGF in Bolivia, a capacity building workshop organized by the GFCE (Global Forum on Cyber Expertise) and Triple I (Internet Infrastructure Initiative) took place on Monday, August 5, bringing together regional actors. The event was coordinated and supported by LACTLD, LACIGF Program Committee, LACNIC, LAC-AAWG, NIC.br, ICANN, Internet Society Bolivia Chapter, and the Dutch Ministry of Economic Affairs and Climate Policy.

The first edition of the LAC Workshop brought together regional and global experts, government, the private sector, the technical community, and various stakeholder groups in order to seek solutions for strengthening the security of the Internet and its infrastructure. One of the main goals was to foster capacity building and inspire joint actions that would raise confidence in the use of the Internet in the region.

Workshop participants had the opportunity to share information and knowledge on open Internet standards such as DNSSEC, TLS, DANE, RPKI, ROA, DMARC, DKIM, SPF and IPv6. They were also able to learn a series of best practices that helped improve reliability of the Internet and collaborative security. Among them were anti-abuse initiatives; CERTs collaboration; and the secure deployment of IoT.

NA (Washington, D.C.)

Jamie Hedlund

OVERVIEW OF SIGNIFICANT ACTIVITIES

During this reporting period, the Washington, D.C. office attended and hosted a number of events aimed at engaging with the wider North America ICANN community. We are currently evaluating the effectiveness of the ICANN meeting preview and readout sessions, to determine their structure and format for future iterations.

REGIONAL EVENTS

Date	Event Name	Location	Remarks
17 Sept	ICT Policy Committee Meeting at UCIB	New York City, New York	<ul style="list-style-type: none">Veni Markovski provided an overview of what the Group on Governmental Expert (GGE) and the Open-Ended Working Group (OEWG) are
14 Oct	ICANN66 Preview	Montreal, Canada	<ul style="list-style-type: none">Panel of ICANN stakeholders held at McGill University Law School for an audience of around thirty five attendees – mostly law students and civil society representativesDiscussion was centered around the expansion of gTLDs, ICANN's governance model, and how ICANN's contracts enforce behavior in the DNS industry
13 Nov	Southern Methodist University Lecture	Dallas, Texas	<ul style="list-style-type: none">Lecture with around twenty engineering studentsIntroduction to ICANN, the Internet governance ecosystem, and Key Signing Key CeremoniesOutlined ways students can get involved in ICANN, including Fellowship Program, NextGen, ICANN Learn, and more
18 Nov	Arizona State University Lecture	Phoenix, Arizona	<ul style="list-style-type: none">Lecture with seventy-five law studentsIntroduction to ICANN, the Internet governance ecosystem, how ICANN is handling the European Union's General Data Protection Regulation (GDPR), and government engagementOutlined ways students can get involved in ICANN, including Fellowship Program, NextGen, ICANN Learn, and more

GENEVA

Mandy Carver

ENGAGEMENT HIGHLIGHTS

Since August, the Geneva office based Government and IGO engagement team members participated in several events and briefings with various IGOs. This included monitoring the ITU Council Working Groups on the ITRs, WSIS and international Internet-related public policy issues; the OECD Digital Economy Committee and Working Parties on Security and Privacy, the Commonwealth CTO ICT Roundtable event, the regional African UN GGE consultations, and coordination work around the start of the regional preparatory meetings for the ITU WTSA which will be held in 2020. In addition, the team is following the discussions of various standing committees, Study Groups and ITU Council meetings. We also participated in the CDSMi Committee at the Council of Europe (in relation to their IG programme) and the WTO Public Forum. In addition, the Geneva based GE team had meetings with government and intergovernmental representatives in Paris, France; Geneva Switzerland; London, UK as well as briefings for various missions in Geneva.

Geneva based GE team members continued to follow the dialog and activity regarding cyber initiatives and cybersecurity including dialog with representatives of WIPO, the WTO and the World Bank. GE continued its work on GDPR in collaboration other departments at ICANN. This included briefings and outreach sessions in Geneva, and Brussels.

Another area of key activity is working with the Government Advisory Committee (GAC). The Geneva based team continues to work with the GAC leadership in support of the USRWG GAC Underserved regions working group on several issues. The Geneva team participated in the GAC capacity building workshops in Paris for European GAC members and in Bahrain for the MENA region. GE are supporting the planning for an event in the Solomon Islands next April as well as discussions regarding next steps in the capacity building program including planning for a possible session before ICANN67 Cancun and ICANN 68 Kuala Lumpur.

In addition, the first conversations were held with GAC leadership about the possibilities for the next High Level Government Meeting proposed to be held in conjunction with the ICANN 69 Hamburg October 2020 or ICANN 70 Cancun 2021 meetings.

REGIONAL EVENTS

2 September 2019: CTO ICT Roundtable; London, United Kingdom; <http://www.cto.int/>

4-6 September 2019: Com-ITU - CEPT Meeting; Vilnius, Lithuania

17-18 September 2019: ITU Council WG – Internet; Geneva, Switzerland

21-22 November 2019: Committee on Digital Economy Policy (CDEP) OECD, Paris France

25-29 November 2019: Global IGF 2019 Berlin, Berlin Germany