

ANNUAL REPORT

1 JULY 2019 - 30 JUNE 2020



ICANN

ONE WORLD, ONE INTERNET

Table of Contents

About ICANN	3
Letter from the President and CEO	4
Letter from the Board Chair	6
Highlights of the Year	8
FY20 Financial Overview	31
Delivering FY20 Strategic Objectives and Goals	37
Strategic Objective 1	38
Evolve and Further Globalize ICANN	
Strategic Objective 2	44
Support a Healthy, Stable, and Resilient Unique Identifier System	
Strategic Objective 3	55
Advance Organizational, Technological, and Operational Excellence	
Strategic Objective 4	61
Promote ICANN’s Role and Multistakeholder Approach	
Strategic Objective 5	66
Develop and Implement a Global Public Interest Framework Bounded by ICANN’s Mission	
Regional Reports	71
Transparency Report	101
Annual Reviews Implementation Report	107
Complaints Office Report	129
Expense Reimbursements and Other Payments Made to Directors	131
Board, Community, and Corporate Leadership	132
Community Recognition	140
Glossary	141



About ICANN

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

ICANN's VISION is that of an independent, global organization trusted worldwide to coordinate the global Internet's systems of unique identifiers to support a single, open, globally interoperable Internet. ICANN builds trust through serving the public interest, and incorporating the transparent and effective cooperation among stakeholders worldwide to facilitate its coordination role.

→ [READ MORE](#) about ICANN's Commitments and Core Values in its Bylaws.

→ [READ MORE](#) about the Annual Report Requirement in ICANN's Bylaws.



Letter from the President and CEO

The ICANN organization continues to ensure that we are able to fulfill ICANN's Mission and Bylaws-mandated responsibilities by focusing resources on the facilitation and support of the community's work, implementing the community's recommendations, and accomplishing accountability through transparency, financial responsibility, operational excellence, and continuous improvement. We accomplish this in an evolving global climate, and always with the public interest as our guidepost.

While the past year has been marked by significant and unforeseen challenges, our heightened focus on risk assessment and contingency planning allowed us to move forward with the performance goals that the ICANN Board set for me at the beginning of fiscal year 2020. These goals, aimed at strengthening the accountability, transparency, or efficiency of ICANN org's operations, included:

- Evaluating the work that ICANN org currently performs, identifying new avenues for efficiency, and working closely with the community to **prioritize our efforts and available resources**. The objective was to ensure that we are able to successfully implement the goals and initiatives outlined in the Strategic Plan for fiscal years 2021 to 2025.
- Ongoing efforts to mitigate risks to the security, stability, and resiliency of the Domain Name System (DNS), including the establishment of a **facilitation center for DNS ecosystem security risks**. This center is tasked with facilitating communication between participants, establishing and promoting best practices, and implementing processes that enable the community to handle existing and emerging threats.
- Supporting the Board in its dialogue with the community about the **prioritization, affordability, and implementation of recommendations** provided by ICANN's Bylaws-mandated reviews.
- Reviewing our internal processes for **engaging with governments and intergovernmental organizations**, including our subject matter work with the Governmental Advisory Committee (GAC) and our legislative and regulatory tracking initiative.
- Supporting the Board as it engages with the community to **restructure the Independent Review Panel (IRP) Implementation Oversight Team (IOT)**, which will enable it to complete its work in a timely manner.

- Moving forward, in collaboration with the Board, with efforts to **evolve the governance of the Root Server System (RSS)**.
- Obtaining further legal guidance from the Data Protection Agencies (DPAs) to determine whether a **unified access model (UAM)** is permissible and compliant with the European Union's General Data Protection Regulation (GDPR).

“It's important that ICANN position itself as a subject matter expert and actively participate in forums that are discussing the future of the Internet and its system of unique identifiers.”

Several of my goals focused on internal efficiencies and management. These included:

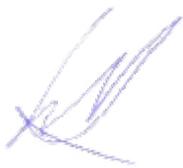
- Establishing a **New generic top-level domain (gTLD) Subsequent Procedures (SubPro) Steering Committee**, responsible for managing the budget and strategic decision-making.
- Aligning existing internal systems and streamlining our array of supported web services by **transitioning to the Information Transparency Platform (ITP)**.
- Ensuring the **Name Collision Analysis Project is adequately resourced and funded**, so that the org can execute its responsibilities for procurement and project management deliverables.
- Setting up a **system of “networks” within the org** for certain defined roles. These networks would be tasked with developing a comprehensive role handbook, identifying the tools necessary for the role’s success, and establishing a framework for the role’s processes.

For FY21, the Board has set goals which ensure that ICANN org continues to be capable of supporting our ongoing activities and quickly adapting to the needs of our rapidly evolving world. Many of the goals and initiatives outlined in the Strategic Plan are an expansion of our current work without an accommodation for additional resources. These increased responsibilities come during a time of global economic uncertainty, so it is critical that we continue to identify new and innovative ways to make the org’s processes more efficient.

It is important that ICANN position itself as a subject matter expert and actively participate in forums that are discussing the future of the Internet and its system of unique identifiers. This includes legislative and regulatory bodies that might form policies or make decisions that would impact ICANN’s ability to fulfill its Mission and Bylaws-mandated responsibilities.

We must continue building on these efforts, and others, in furtherance of our mission of ensuring a single, stable, and interoperable Internet.

Sincerely,



Göran Marby
President and CEO

→ [READ MORE](#) about the Office of the President & CEO.

→ [READ MORE](#) about Göran Marby’s FY21 Goals.



Letter from the Board Chair

If the challenges of the past year have taught us anything, it's that ICANN's strength lies in the spirit of collaboration and cooperation. In the most difficult of times, the ICANN community, organization, and Board are working together to chart the path ahead. Our world has changed rapidly and unexpectedly, and it will continue to do so. As we turn to the Internet to provide a sense of normalcy, ICANN's role in ensuring the security, stability, and resiliency of the Internet's system of unique identifiers has never been more important.

The Board is committed to working alongside the community as a trusted, reliable partner to overcome the challenges that still lie ahead. In order to do so without meeting in person, we are now conducting the work that we normally do over the course of a Board workshop during weekly Board info calls and other sessions, as appropriate.

With fiscal year 2020 now at an end, ICANN is fully focused on the implementation of the Strategic Plan for fiscal years 2021–2025. This plan, which outlines ICANN's core objectives, is complemented by an Operating and Financial Plan. These two plans provide ICANN with a clear path forward, so that we can both uphold our Mission and continuously evolve to meet the changing needs of the global Internet community. At the same time, one of the Board's top priorities is to develop an implementation plan for continuous updates to the Strategic Plan. As the world around us changes, it is critical that we are able to adapt and update our plans accordingly, and that we do so through close collaboration between the Board and community, facilitated by the organization.

We continue to find new ways of enhancing our accountability and transparency, including more timely reporting on the Board's activities and additional opportunities for community feedback and input. We are also working to better understand how the Board, through our actions and decisions, can best serve the global public interest. And we look forward to our continued work with the community, with support from ICANN org, on the evolution of our multistakeholder model so as to ensure that together we can continue to fulfill our Mission into the future.

As part of its strategic focus, the Board continuously monitors the Reserve Fund level. The Reserve Fund is a pillar of ICANN's financial sustainability and critical to ICANN's ability to deliver its Mission in the public interest. To address and remediate the depletion of the Reserve Fund that occurred during the IANA stewardship transition, the ICANN Board adopted a Reserve Fund replenishment strategy in November

“As we turn to the Internet to provide a sense of normalcy, ICANN's role in ensuring the security, stability, and resiliency of the Internet's system of unique identifiers has never been more important.”

2018. Significant progress has been made, and the Reserve Fund is now very close to its minimum target level of 12 months of operating expenses. The faster than planned replenishment is due to an additional

contribution made during FY20. Continuous focus is necessary to ensure this strategy is fully achieved and the Reserve Fund continuously exceeds its minimum level in the future.

The COVID-19 pandemic has changed how the ICANN community works and interacts. ICANN Public Meetings, a staple of the community's policy development processes, will be held virtually for the time being. But the lessons we have learned, and continue to learn, about effective and inclusive remote participation will only strengthen future face-to-face meetings. As the ICANN community grows larger and stretches across many time zones, these improved remote participation tools will help ensure that all stakeholders are able to make their voices heard and contribute to ICANN's policy development processes, whether they attend in-person, or remotely.

While the pandemic has certainly been at the forefront of our collective minds, it was by no means the only challenge we've faced in the past twelve months. Threats posed by abuse and malicious actors, for example, have the potential to erode trust in the Domain Name System. The Board has actively followed community discussions to better understand these threats as part of efforts to monitor the full landscape of risks that could impact ICANN's ability to fulfill its Bylaws-mandated responsibilities. In addition, the ICANN Board spent significant time deliberating consent to a Change of Control Request from Public Interest Registry (PIR) relating to a transaction between the Internet Society (ISOC) and a third party. Identifying and managing risk in order to achieve our Mission is key.

Our community, strengthened by the inclusivity and diversity of the multistakeholder model, has the tools and resources to overcome whatever may lie ahead. Our success is firmly in our hands. By fostering a welcoming, inclusive environment, where stakeholders can contribute on an equal footing, and by continuously improving the way we work together, we will continue to be able to carry out our Mission of supporting a single, global, interoperable Internet with secure and stable unique identifier systems.

Sincerely,



Maarten Botterman
Chair, Board of Directors

→ [READ MORE about the Board.](#)

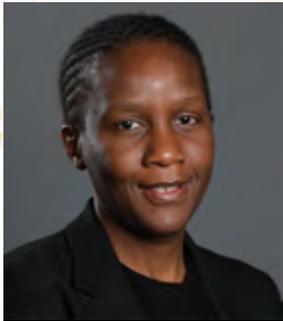
HIGHLIGHTS OF THE YEAR

1 July 2019-30 June 2020



Board Highlights

Welcoming New ICANN Board Members



Mandla Msimang



Ihab Osman

In November 2019, the Board seated two new members: **Mandla Msimang** and **Ihab Osman**, who were both nominated by the Nominating Committee.



Cherine Chalaby



Khaled Koubaa

The ICANN Board offers its sincere thanks and gratitude to the departing members, **Cherine Chalaby** and **Khaled Koubaa**, for their service to the ICANN Board.

FY20 Board Priorities



The ICANN Board

The Board's FY20 activities and operational priorities are divided into five key areas, or "blocks" of responsibility. The Board uses these blocks to organize and consider its work and identify operational priorities, with associated deliverables, timelines, and measurement within each. Within these blocks, the Board's substantive activities are most often driven by the community. The main duties of the Board within each block of responsibility are:

BLOCK 1 – OVERSIGHT OVER POLICY DEVELOPMENT AND CROSS-COMMUNITY INITIATIVES

- Being well-informed of the content, priority, and timing of all policies being developed by the community in order to be prepared to approve these policies when submitted to the Board.
- Responding to Supporting Organization and Advisory Committee (SO/AC) advice on a timely basis.
- Providing timely comments to community activities (e.g., policy development processes, cross-community working groups and reviews).

BLOCK 2 – ICANN ORG OVERSIGHT

- Ensuring that community-approved policies are implemented in a manner consistent with the adopted policies.
- Overseeing the implementation of significant engineering projects undertaken by ICANN org.
- Overseeing that ICANN org is delivering operational services to the community both effectively and efficiently.
- Overseeing the development of the annual operating plan and budget.

BLOCK 3 – STRATEGIC AND FORWARD THINKING

- Leading the development of ICANN’s Five-Year Strategic Plan and monitoring its implementation.
- Being aware of external forces and trends at work and anticipating how they might affect ICANN and the community.
- Thinking ahead about any structural or organizational issues and assessing their impact on ICANN.
- Thinking ahead about ways of improving the effectiveness of ICANN’s multistakeholder model of governance.
- Ensuring that ICANN org’s globalization strategy evolves in furtherance of ICANN’s Mission.

BLOCK 4 – GOVERNANCE AND FIDUCIARY RESPONSIBILITIES

- Proficiently handling ICANN’s governance and accountability issues.
- Discharging its fiduciary (e.g., legal and financial) responsibilities.
- Monitoring ICANN’s risks and mitigation actions.
- Progressing the implementation (and understanding) of changes to the Bylaws.
- Improving Board transparency and effectiveness.
- Working on continuous improvements of both Organizational and Specific Reviews.

BLOCK 5 – COMMUNITY ENGAGEMENT AND EXTERNAL RELATIONSHIPS

- Engaging with the community during the ICANN Public Meetings and in-between.
- Support ICANN org in meeting four strategic objectives:
 1. Serving ICANN’s stakeholders effectively so that they participate more actively and meaningfully at ICANN.
 2. Attracting new stakeholders globally to meet the needs of a globalized ICANN.
 3. Developing effective relationships with key actors in the global Internet ecosystem, based on an insightful mapping of the roles they play, the dynamic between them, and the type of rapport ICANN wishes to have with each one of them.
 4. Advocating ICANN’s Mission and its multistakeholder model of governance within the Internet governance ecosystem.

→ [READ MORE about the 2019 Board Meetings.](#)

→ [READ MORE about the 2020 Board Meetings.](#)

Organization Highlights

Transition to New Strategic Plan



The 2020 fiscal year marks the fifth and final year of ICANN’s FY16–20 Strategic Plan. Guidance for the next five years of ICANN operations will stem from the new FY21–25 Strategic Plan. The new Strategic Plan was adopted by the ICANN Board in June 2019 following an extensive, collaborative, bottom-up, multistakeholder, and multilingual process that lasted 18 months. Strategic planning sets out long-term objectives that reflect ICANN’s Mission and vision. It is a fundamental part of ICANN’s governance, mandated by the organization’s Bylaws.

→ [READ MORE about ICANN Strategic Planning.](#)

Five-Year Operating and Financial Plan

For the first time, ICANN developed a five-year operating and financial plan to serve as an overarching, holistic view of its activities to achieve its FY21–25 Strategic Plan. Development of the Five-Year Operating and Financial Plan took place in the first two quarters of FY20, with drafts of the plan and the FY21 Operating Plan and Budget published for Public Comment in December 2019. The ICANN Board adopted the Five-Year Operating and Financial Plan and the FY21 Operating Plan and Budget on 8 May 2020.

→ [READ MORE about the Five-Year Operating Plan and the FY21 Operating Plan and Budget.](#)

Fighting COVID-19 Fraud Online



As the world grappled with the coronavirus pandemic, cybercriminals exploited people's fear through scams promising phony cures, treatments, and vaccines. Already actively monitoring Domain Name System (DNS) abuse through ongoing initiatives, ICANN had a multifaceted response to these latest threats. Its [Domain Abuse Activity Reporting system](#) identified and reported abusive domains. ICANN org also joined with new groups such as [COVID-19 Cyber Threat Coalition](#) and the [COVID-19 Cyber Threat Intelligence League](#), established groups such as the [Forum of Incident Response and Security Teams](#) (FIRST), [Messaging, Malware, and Mobile Anti-Abuse Working Group](#) (M3AAWG), and the [Anti-Phishing Working Group](#) (APWG), as well as researchers, private companies, and law enforcement agencies to share information and provide expertise. Through its Contractual Compliance and Global Domains and Strategy¹ functions, ICANN org worked with registries and registrars to ensure that contractual obligations related to DNS security threats were met and complaints of abuse were investigated and addressed.

¹ Following a reorganization 1 July 2020, the responsibilities of the Global Domains Division were reassigned to the newly created Global Domains and Strategy (GDS) function.

Shifting to Virtual Meetings



Among COVID-19's many impacts was the global shift from in-person gatherings and international travel to virtual meetings in order to prevent further spread of the new coronavirus. ICANN67 Public Meeting, scheduled for 7–12 March 2020 in Cancún, Mexico, marked the first time in ICANN's history that it held a Public Meeting solely with remote participation. A few months later, as the countries around the world worked to contain the spreading virus, the ICANN Board decided to hold the ICANN68 Policy Forum (slated to be held in Kuala Lumpur, Malaysia) via remote participation only. ICANN's long-standing commitment to remote participation helped facilitate a smooth transition to virtual-only meetings, ensuring virtual participation approximated that of comparable in-person meetings in prior years.

Modifying Key Ceremony in the Face of COVID-19



Under normal circumstances, ICANN brings together experts from around the world called Trusted Community Representatives to perform a “key signing ceremony” — an operational event that is fundamental to DNS security. In light of this year's stay-at-home orders and travel restrictions, the regular quarterly key signing ceremony was adapted to minimize the need for in-person participation. This was accomplished by transferring secure elements used in the ceremony from the Trusted Community Representatives to

different ICANN org staff members in the Los Angeles area, providing online streaming of the ceremony to ensure transparency, and encouraging active remote participation from Trusted Community Representatives. April's key signing ceremony generated nine months of signed material, rather than the normal three. This eliminated the need for another key ceremony for the remainder of 2020 while ensuring continuity of fundamental Internet operations everyone relies upon. Normal operations with quarterly key signing ceremonies will resume as global health circumstances allow.

No Change of Control for .ORG

After completing extensive due diligence, the ICANN Board resolved to withhold its consent to a Change of Control Request from Public Interest Registry (PIR), the operator of the .ORG top-level domain registry and six other top-level domain registries, relating to a transaction between the Internet Society (ISOC) and a third party. The .ORG registry holds more than 10.5 million registered domain names. Its sale by the nonprofit ISOC to a for-profit private company drew many questions about the registry's future service to the public interest.

→ [READ MORE](#) about the [ICANN Board's Decision on .ORG](#).

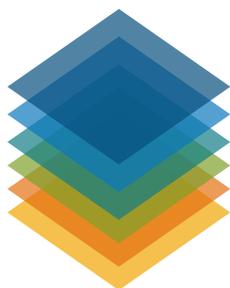
Changes to .COM Registry Agreement

A new amendment to the .COM Registry Agreement and a letter of intent executed in March 2020 created a path forward for ICANN and Verisign, the operator of the .COM top-level domain registry, to work together to prevent domain abuse and enhance DNS security, stability, and resiliency. The .COM registry is the largest, holding more than 145 million domains, and among the oldest of the legacy top-level domains. The binding letter of intent provides that Verisign will contribute \$20 million over five years to support ICANN DNS security initiatives.

→ [READ MORE](#) about the [New Amendment to the .COM Registry Agreement](#).

Information Transparency Initiative and Open Data Program

INFORMATION TRANSPARENCY INITIATIVE (ITI)



ICANN has published information online about its activities and operations since its formation in 1998, part of its commitment to accountability and transparency. Over the decades its web presence has grown to contain thousands of pieces of content spread across 38 different public websites. This content continues to grow each year by an estimated 30%. ITI, an effort to integrate these sites and make information easier to find, began in January 2018. This year, an important milestone was met with the launch of a [preview of the improved icann.org](#) in May.

ITI's goals are critical: to govern, preserve, organize, and secure ICANN's public content through a new document management system; to make the content easier to find via a new content management system; to enable a multilingual user experience that also meets accessibility standards; and to upgrade and establish a content-agnostic technology landscape. It is a large, complex initiative demanding much effort, planning, and testing.

The new preview website offers improved search and features for content types such as Board materials, Public Comment, announcements, blogs, and reviews. As ICANN's stakeholders review and provide feedback through usability sessions and input provided to the ITI feedback website, ITI's work and active development continues. The existing <https://icann.org> will remain the definitive site until its retirement.

→ [READ MORE](#) about the [Information Transparency Initiative](#).

OPEN DATA PROGRAM (ODP)



The new Open Data Platform launched in March, providing access to ICANN’s publicly available data for domain name marketplace indicators, identifier technology health indicators, registry functions activity reports, and per-registrar transactions reports. Part of the larger Open Data Program, this new open data portal allows users to save customized analyses, generate API keys, and track their API quota usage. Both the program and the platform stem from community requests to access and use this data. The aim is to help build trust between ICANN org and the community while working toward enhancing accountability and processes. The collaborative effort continues to gather feedback to aid in future platform development and data availability.

→ [READ MORE](#) about the [Open Data Platform](#).

Evolution of the Multistakeholder Model



A high priority of the ICANN Board and community in FY20 was ongoing work aimed at evolving ICANN’s multistakeholder model of governance to meet current needs without compromising its deeply valued bottom-up decision-making process, as stipulated in the second objective of ICANN’s Strategic Plan. At the end of FY20, public comments were gathered on a paper titled “[Enhancing the Effectiveness of ICANN’s Multistakeholder Model — Next Steps](#),” part of a months-long community dialogue begun with the “Evolving ICANN’s Multistakeholder Model Work Plan” process. Acknowledging time and resource limitations as well as the need to leverage existing and similar work, the latest paper proposes focused effort on three areas ranked highly by the community. These areas are the prioritization of work and efficient use of resources; precision in scoping the work; and consensus, representation, and inclusivity. This important work will continue in FY21.

→ [READ MORE](#) about [Enhancing the Effectiveness of ICANN’s Multistakeholder Model Initiative](#).

Helping Stakeholders and Governments Learn More about ICANN’s Mission and Work

In FY20, ICANN’s Government and Intergovernmental Organizations Engagement Team (GE) and the Office of the Chief Technology Officer (OCTO) increased their knowledge sharing with current and potential stakeholders about ICANN’s Mission, processes, DNS security, and other topics. New online publications, briefings, capacity-building sessions, and expanded access to knowledge about ICANN and related Internet governance issues.

→ [READ MORE](#) about [GE Publications](#).

→ [READ MORE](#) about [OCTO Publications](#).

A Tribute to Tarek Kamel

In memory of Tarek Kamel
8 May 1962 – 10 October 2019



In October 2019, the ICANN community mourned the death of Tarek Kamel, ICANN's Senior Advisor to the President and Senior Vice President of Government and Intergovernmental Organization Engagement. Many within the ICANN community knew him as an Internet pioneer and central figure in the global information technology community. His legacy was acknowledged with ICANN's establishment of the Tarek Kamel Fellowship Recognition. The first recipient was Abdalmonem Galila, the Deputy Manager of the .masr (مصر) country code top-level domain of Egypt.

→ [READ MORE about ICANN's tribute to Tarek Kamel.](#)

→ [READ MORE about the Tarek Kamel Fellowship Recognition.](#)

New Head of Government and IGO Engagement



In December 2019, ICANN's President and CEO Göran Marby appointed **Kathryn "Mandy" Carver** as Senior Vice President of Government and Intergovernmental Organization Engagement. She had previously served as Kamel's deputy for six years.

Changes at ICANN org



Theresa Swinehart



Xavier Calvez



Gina Villavicencio



John Jeffrey



Sally Costerton



Sally Newell Cohen

In June 2020, the ICANN CEO announced several organizational leadership changes in the wake of the FY20 departures of Chief Operating Officer **Susanna Bennett** and Senior Vice President of Global Domains Division **Cyrus Namazi**. **Theresa Swinehart**, Senior Vice President of Multistakeholder Strategy and Strategic Initiatives (MSSI) and deputy to the CEO, was given leadership of the reorganized Global Domains and Strategy function. Starting 1 July 2020, **Xavier Calvez**, Senior Vice President and Chief Financial Officer, added operational responsibilities including planning, risk management, and reviews implementation as part of the newly created Office of the Chief Financial Officer. Security Operations moved into the purview of **Gina Villavicencio**, Senior Vice President of Global Human Resources. General Counsel and Secretary **John Jeffrey** assumed responsibility for Board Operations as part of the shift. The Human Rights strategy and impact assessment implementation moved to Global Stakeholder Engagement, under **Sally Costerton**, Senior Vice President, Global Stakeholder Engagement. Oversight of the Open Data Program shifted to **Sally Newell Cohen**, Senior Vice President, Global Communications.

→ [READ MORE](#) about the executive reorganization.

Akplogan in Internet Hall of Fame



Adiel Akplogan, Vice President of Technical Engagement, was inducted into the Internet Hall of Fame in September 2019 for his contributions to the Internet's growth, reach, and security in Africa. On staff at ICANN since 2015, Akplogan is one of Africa's Internet pioneers, helping to found and then serving as CEO of the African Network Information Centre (AFRINIC) for 12 years.

→ [READ MORE](#) about Akplogan's induction to the Internet Hall of Fame.

FY20 ICANN Public Meetings

ICANN | PUBLIC MEETINGS

ICANN Public Meetings are held three times a year to help support the work of ICANN's multistakeholder model. These meetings allow members of the community to work together with members of the ICANN Board and org. Usually, these meetings are held in different regions of the world to help maximize accessibility for all stakeholders. Two of this fiscal year's three meetings were moved to a virtual format due to the COVID-19 pandemic.

→ [READ MORE](#) about the upcoming meeting calendar dates and locations.

ICANN | 66 MONTRÉAL

2-7 November 2019

Almost 1,900 people attended ICANN66 in Montréal, Canada. Among the 328 sessions offered, the most popular ones included sessions on DNS abuse, Phase 2 of the Expedited Policy Development Process (EPDP), and two Public Forums. A new Board was seated at the conclusion of the meeting, including new Chair Maarten Botterman and Vice Chair León Sánchez.

ICANN|67 VIRTUAL COMMUNITY FORUM

7-12 March 2020

Plans to hold the ICANN67 Community Forum in Cancún, Mexico shifted online as the COVID-19 pandemic limited large in-person gatherings and international travel. For ICANN's first all-virtual Public Meeting, the org worked with the community to streamline the schedule to focus on sessions deemed necessary to continue important policy and technical work. More than 1,700 people participated in the virtual sessions, and the most attended session was the Public Forum dialogue on the proposed change of control of the Public Interest Registry.

ICANN|68 VIRTUAL POLICY FORUM

22-25 June 2020

The ICANN68 Virtual Policy Forum, originally planned for Kuala Lumpur, Malaysia, was another first, with all participants and support staff collaborating remotely to advance policy work and enhanced remote language services. A panel of community representatives chose Olivier Crépin-Leblond as the recipient of the Community Excellence award for his work in support of the multistakeholder model. Abdalmonem Galila was chosen as the first recipient of the Tarek Kamel Fellowship Recognition.

FY20 Meeting Attendance

ICANN|66 MONTRÉAL

TOTAL ATTENDEES	SESSIONS
1,894	328

Montréal, Canada

ICANN|67 VIRTUAL COMMUNITY FORUM

TOTAL ATTENDEES	SESSIONS
1,752	65

ICANN|68 VIRTUAL POLICY FORUM

TOTAL ATTENDEES	SESSIONS
1,585	52

→ [READ MORE](#) about ICANN Public Meetings.

Community Highlights

Empowered Community Considers Budgets and Operating Plans



In May 2020, the Empowered Community (EC) had the opportunity to exercise its ICANN Bylaws power to reject ICANN's FY21 Annual Budget and Operating Plan, following a similar opportunity in March 2020 with respect to the FY21 IANA Budget. The EC also considered the Strategic Plan. No rejection petitions were received, and the approved budgets and plans went into effect on 1 July 2020.

→ [READ MORE](#) about the [Empowered Community](#).

→ [READ](#) the [Board Resolution](#).

Supporting Organizations and Advisory Committees (SO/AC)

ADDRESS SUPPORT ORGANIZATION

ASO By the Numbers

12 The number of meetings the ASO Address Council held in FY20.



2 Tutorials about Regional Internet Registries presented at ICANN66 by ASO members.



15 Members of the ASO Address Council (AC).
3 from each of the five RIR service regions.

NEW ASO AC MEMBERS

Martin Hannigan and **Mike Silber** joined the ASO AC as new members during FY20. They were elected by the American Registry for Internet Numbers and African Network Information Centre communities, respectively.

REVISED ASO MOU

A new Memorandum of Understanding between ICANN and the five RIRs, acting as the ASO, was signed in November. The new MoU replaces the 2004 version and addresses recommendations from the 2017 ASO Organizational Review.

→ [READ MORE](#) about the [New ASO MoU](#).

→ [READ MORE](#) about the [ASO Review Recommendations](#).



Did you know?

All ASO AC teleconferences are now open to observers, in line with one of the review recommendations. Everyone is welcome to listen in to these teleconferences, which normally occur at 12:00 UTC on the first Wednesday of every month.

ccNSO By the Numbers

43 Resolutions adopted at


11 ccNSO Council meetings in FY20.


The ccNSO's work includes:



10 acting working groups

2 policy development processes

1 resolution initiating the fourth ccNSO Policy Development Process (ccPDP4) on the (de)selection of IDN ccTLD strings.

1 cross-community working group

3 ccNSO Council committees.

EMOJI STUDY ADOPTED



The ccNSO Council adopted the final report of the Emoji Study Group. The study group provided a comprehensive overview of the issues associated with the use of emoji as second-level domains by ccTLDs, as requested by the ICANN Board following the Security and Stability Advisory Committee (SSAC) publication in 2017 of SAC 095: Advisory on the Use of Emoji in Domain Names.

→ [READ MORE about the ccNSO Study Group on the Use of Emoji as Second-level Domains.](#)

→ [READ MORE about SAC 095: Advisory on the Use of Emoji in Domain Names.](#)

RETIREMENT OF CCTLDS

An interim paper outlining a proposed process for retiring a ccTLD was published for Public Comment in May, a key milestone in the first part of the ccNSO's third Policy Development Process (ccPDP3). The paper covers the retirement process but not the removal of a ccTLD from the DNS root zone file. The second part of ccPDP3 began in January with the development of a review mechanism for decisions regarding the delegation, transfer, revocation, and retirement of ccTLDs.

→ [READ MORE about ccPDP3.](#)

IDN CCTLD FAST TRACK PROCESS

The Internationalized Domain Name (IDN) ccTLD Fast Track Process remains in place, following the ICANN Board's action in October to formally end the second ccNSO Policy Development Process. Building on previous work, the new ccPDP4 will focus on the development of the IDN ccTLD string selection mechanism, which in time will replace the IDN ccTLD Fast Track Process. The ccPDP4 will also address issues around the (de)selection of IDN ccTLD strings and ccTLD variant management. In addition, the ccNSO requested a change to the ICANN Bylaws to enable IDN ccTLD managers to apply for ccNSO membership.

→ [READ MORE](#) about ccPDP4.

DISASTER RECOVERY AND BUSINESS CONTINUITY PLAYBOOK

The ccNSO TLD-OPS Standing Committee presented the first version of the Disaster Recovery and Business Continuity Playbook in December. The playbook serves as a basic business continuity strategy and implementation guide for small ccTLD operators. It has already proven its value: Some ccTLDs used it to deal with the impact of the COVID-19 pandemic on their operations.

→ [READ MORE](#) about the Disaster Recovery and Business Continuity Playbook.

GENERIC NAMES SUPPORTING ORGANIZATION

GNSO By the Numbers

12 The number of times the GNSO council convened in FY20. 

 **Implementation of PDP 3.0** completed and the Final Report was adopted.

19 Resolutions approved by the GNSO Council. 

EXPEDITED POLICY DEVELOPMENT PROCESS (EPDP) ON THE TEMPORARY SPECIFICATION FOR GTLD REGISTRATION DATA, PHASES 1 AND 2

Issues related to how domain name registration data is handled in light of the requirements of the European Union's 2018 General Data Protection Regulation were the focus of the GNSO's Phase 1 Final Report of the Expedited Policy Development Process (EPDP) on the Temporary Specification for gTLD Registration Data. The GNSO Council adopted these recommendations in March 2019. In May 2019, the ICANN Board adopted the report's recommendations for a new Consensus Policy on gTLD Registration Data, excluding Recommendation 12 pertaining to the option to delete data in the organization field. This exclusion triggered a Bylaws-mandated consultation process between the ICANN Board and GNSO Council. The GNSO Council, after consulting with the EPDP Team, adopted a Supplemental Recommendation reaffirming the recommendation and providing additional clarity; the Supplemental Recommendation remains with the ICANN Board.



Did you know?

The Final Report of the second Organizational Review of the ccNSO was published in August. The ccNSO's review working party conducted its initial feasibility assessment and initial implementation plan of the [recommendations](#) in June and the ccNSO Council supported its results.

EPDP's second phase has been operational since May 2019 and is focused on a System for Standardized Access/ Disclosure (SSAD) to nonpublic registration data, as well as several Priority 2 items. An Initial Report included proposed building blocks and policy principles of the SSAD. The EPDP Phase 2 Team delivered its Final Report in July 2020.

NEW GTLD SUBSEQUENT PROCEDURES

Discussions about future rounds of new generic top-level domains continued during FY20. After publishing several reports for Public Comment, the New gTLD Subsequent Procedures Working Group reviewed all of the community input received and focused its attention on refining its draft of final recommendations. The working group has made considerable progress on developing its draft final recommendations and will integrate them in a draft Final Report, which will be published for Public Comment prior to completion and delivery to the GNSO Council.

REVIEW OF ALL GTLD RIGHTS PROTECTION MECHANISMS

The GNSO's review of all rights protection mechanisms in all gTLDs developed by ICANN advanced in FY20. The Phase 1 Initial Report of the Rights Protection Mechanisms in All gTLDs Policy Development Process, published for Public Comment in March 2020, addressed the Trademark Post-Delegation Dispute Resolution Procedure (TM-PDDRP), the Uniform Rapid Suspension (URS) dispute resolution procedure, Sunrise and Trademark Claims services, and the structure and scope of the Trademark Clearinghouse (TMCH). Two sub-teams were formed to analyze the extensive submissions received.

PDP 3.0

Aiming to improve policy development processes at ICANN, the GNSO Council completed its implementation efforts and adopted the Policy Development Process 3.0 (PDP 3.0) Final Report in February 2020. The GNSO Council has already deployed some of the PDP 3.0 improvements to ongoing efforts, including the Consensus Playbook.



Did you know?

The GNSO Council commissioned the [Consensus Playbook](#) to provide the ICANN community with practical tools and best practices for building consensus, bridge differences, and break deadlocks within ICANN processes.

ALAC By the Numbers

28 Policy advice statements submitted by ALAC on topics including ICANN operations and budgets. 

26 to 136 The number of individual members increased by.

8 New At-Large Structures in FY20, for a total of **244**. 



43 At-Large members and



León Sánchez

The At-Large community selected for a second three-year term on Seat 15 of the ICANN Board.

25 At-Large leaders participated in the third At-Large Summit held during ICANN66.

ATLAS III

The third At-Large Summit (ATLAS III) was an opportunity to develop future thought leaders and agents of innovation and change within At-Large in the areas of policy, outreach, and engagement. These At-Large ambassadors will implement what resulted from the At-Large Organizational Review, namely, more effective participation of At-Large members in the policy advice process.

At-Large implemented post-ATLAS III priorities in the areas of policy, outreach and engagement, capacity building, and operations and communications. A policy platform, which highlights the top policy issues as identified by the At-Large leadership and the potential impact on end users, was developed as a result.

RALO OUTREACH

All five Regional At-Large Organizations (RALOs) increased their engagement in policy advice development as well as outreach and engagement. Participants from the five RALOs participated in ATLAS III. Three RALOs worked on regional policy advice statements, including a joint AFRALO-APRALO statement on the FY21–25 Middle East and Adjoining Countries Strategy. Four RALOs produced regular newsletters for their regional membership.

AT-LARGE REVIEW IMPLEMENTATION

At-Large submitted the third and final At-Large Review Implementation Report to the ICANN Board Organizational Effectiveness Committee (OEC). Among the eight issues identified for remediation and improvement in the Organizational Review of the At-Large, Issue 1 focused on the quantity versus quality of ALAC advice, including the need for clear definitions of various inputs and to ensure the At-Large policy webpage and workspace are accurate and understandable. Also, Issue 2 identified improvements to and demonstration of the effectiveness of member participation and engagement.

→ [READ the At-Large Review Implementation Status Report 2 to the Organizational Effectiveness Committee \(OEC\).](#)



Did you know?

The At-Large Capacity Building Working Group split its work between subgroups focused on webinars, onboarding, and ICANN Learn course development. Among their accomplishments:

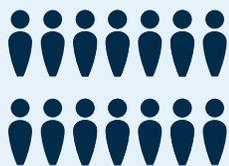
- A series of capacity-building webinars in FY20 which will continue in FY21.
- Sets of slides to use in onboarding At-Large members as well as At-Large leadership.

GOVERNMENTAL ADVISORY COMMITTEE

GAC By the Numbers

178
38

GAC members and
observers



GAC welcomed new vice chairs to its leadership team from the Cook Islands and Burkina Faso.

9

Public Comment proceedings and cross-community efforts were contributed to by the GAC.

33

virtual sessions during ICANN67 & ICANN68

2

capacity- building workshops

3

GAC Communiqués

→ [READ the GAC Communiqués for ICANN66, ICANN67, and ICANN68.](#)

GAC PRIORITIES IN FY20

In FY20, GAC focused on:

- Engagement in ICANN cross-community efforts on WHOIS and registration data issues, including ICANN org implementation of and compliance with the European Union's General Data Protection Regulation (GDPR).
- Active and continuous involvement in the GNSO New gTLD Subsequent Procedures PDP.
- Commitment to measure and mitigate the impacts of DNS abuse, including relevant Competition, Consumer Trust, and Consumer Choice (CCT) Review recommendations and contractual negotiations.
- Dedication to protecting curative rights of intergovernmental organizations (IGOs).
- Renewed commitment to stakeholder outreach and engagement, including continued support for government and community capacity-building activities.

GAC WORKING GROUPS

GAC working groups continued to advance matters between ICANN Public Meetings. Topics included New gTLD Subsequent Procedures (including geographical names), public safety, underserved regions, human rights and international law, Universal Acceptance, Internationalized Domain Names (newly formed in November 2019), and GAC operating principles. Working groups also explored internal matters including GAC relations with the ICANN Nominating Committee, the evolution of travel support guidelines, implementation of accountability recommendations and the development of new and improved processes, and resources to support the work of the GAC and its working groups.



Did you know?

Through the [GAC Working Group on Under-Served Regions](#), the GAC worked with ICANN org to strengthen the resources available for its regional capacity-building workshop program. The aim is to critically assess the program and develop a plan for longer term engagement and capacity building.

ROOT SERVER SYSTEM ADVISORY COMMITTEE

RSSAC By the Numbers

8 New documents published.



2 New RSSAC Caucus work parties started.



4 Updated existing publications.



Submitted a progress report on the implementation of recommendations from its second Organizational Review.

2 RSSAC Caucus work parties completed work.



Conducted a workshop to advance the work of the Root Server System (RSS) Metrics Work Party.

RSSAC Publications

The RSSAC published the following twelve documents. Four were updates to existing documents, and eight were new publications.

RSSAC PUBLICATIONS

RSSAC000v4	Operational Procedures
RSSAC044	Report from the RSSAC October 2019 Workshop
RSSAC045	Statement on Threat Mitigation for the Root Server System
RSSAC046	Statement on IANA's Proposal for Future Root Zone KSK Rollovers
RSSAC026v2	RSSAC Lexicon
RSSAC047	Advisory on Metrics for the DNS Root Servers and the Root Server System
RSSAC048	Input on Second Security, Stability, and Resiliency (SSR2) Review Team Draft Report
RSSAC002v4	Advisory on Measurements of the Root Server System
RSSAC049	Statement on Joining the Empowered Community
RSSAC050	Statement on Identification of Root Server Operators
RSSAC051	Statement on Draft Public Technical Identifiers (PTI) FY21–24 Strategic Plan
RSSAC023v2	History of the Root Server System

RSSAC WORKSHOP

At RSSAC's eighth workshop in October 2019, participants discussed and agreed on the general requirements for a measurement system, which includes a set of metrics for individual root servers and the Root Server System. For each of the metrics, the participants reached preliminary agreements on minimum thresholds.

ROOT SERVER SYSTEM METRICS

The Expectations of the Root Server System and Related Metrics Work Party concluded its work in March with publication of "RSSAC047: RSSAC Advisory on Metrics for the DNS Root Servers and the Root Server System." The advisory builds on "RSSAC037: A Proposed Governance Model for the DNS Root Server System," and is meant to inform the work of the evolution of the Root Server System, carried out by the Root Server System Governance Working Group.



Did you know?

The RSSAC Caucus, a group of DNS experts selected by RSSAC who help research and write publications related to the Root Server System, now has more than 100 members from more than 20 countries. The caucus also has two work parties studying the effects and mitigations of a rogue root server operator and a tool to gather a local perspective of the Root Server System.

SSAC By the Numbers

6

Documents and



15

Correspondence items related to DNS security and stability published by the SSAC in FY20.



A new work party to examine abuse in the DNS was formed.

3

DNSSEC and security workshops hosted by SSAC.



SSAC PUBLICATIONS

The SSAC published the following documents relating to the security and stability of the Domain Name System in FY20:

SAC106	Comments on Evolving the Governance of the Root Server System
SAC107	Comment to NIST on Quantum Cryptography Algorithms
SAC108	Comments on the IANA Proposal for Future Root Zone KSK Rollovers
SAC109	The Implications of DNS over HTTPS and DNS over TLS
SAC110	Comments on the Second Security, Stability, and Resiliency (SSR2) Review Team Draft Report
SAC111	Comment on the Initial Report of the Temporary Specification for gTLD Registration Data Phase 2 Expedited Policy Development Process

Highlights from Other Community Groups

CUSTOMER STANDING COMMITTEE

CSC By the Numbers



Lars-Johan Liman of the Root Server System Advisory Committee (RSSAC) was appointed chair of the CSC.

2 Amendments to service level agreements for the IANA Naming functions agreed.



Brett Carr of the Country Code Names Supporting Organization (ccNSO) was appointed vice chair.

10 CSC meetings held, including
1 in-person meeting during ICANN66.



SLA CHANGES

After jointly agreeing with Public Technical Identifiers (PTI) on the amendment of Service Level Agreements (SLAs) and the conclusion of a Public Comment proceeding, the CSC requested the ccNSO and GNSO Councils to approve changes to the introduction of SLAs on the publication of Internationalized Domain Names and Label Generation Rules (LGR) tables and the ccTLD creation, transfer, validation, and review. Both SLA changes were approved and have been implemented by PTI.

ASSESSING THE PERFORMANCE OF THE IANA NAMING FUNCTION

For FY20, the CSC concluded that PTI's performance of the IANA Naming Function was "excellent" for nine months (meaning no SLA was missed), and satisfactory for three months (missing only one or two SLAs, and the "metric misses" resulted from SLA metrics, which were changed). The CSC informed the community of its findings monthly via the Community Leadership Digest and its website.

LIAISON TO IFR

The CSC appointed a liaison to the IANA Naming Function Review (IFR) team and met with them in May 2020.

RZERC By the Numbers



In FY20, the RZERC received a request for feedback on DNS root zone data protections.

The RZERC reviews proposed architectural changes to the content of the DNS root zone, the systems — both hardware and software components — used in executing changes to the DNS root zone, and the mechanisms used for distribution of the DNS root zone. The RZERC was formed as a result of the IANA stewardship transition.

FY20 FINANCIAL OVERVIEW

1 July 2019-30 June 2020

→ **REVIEW** the [Consolidated Financial Statements and Auditors Report](#).

Note: Arithmetical inconsistencies and discrepancies in the figures in the FY20 Annual Report compared to the FY20 Audited Financial Report are the result of rounding to the next million.

FY20 Financial Highlights

(in millions USD)

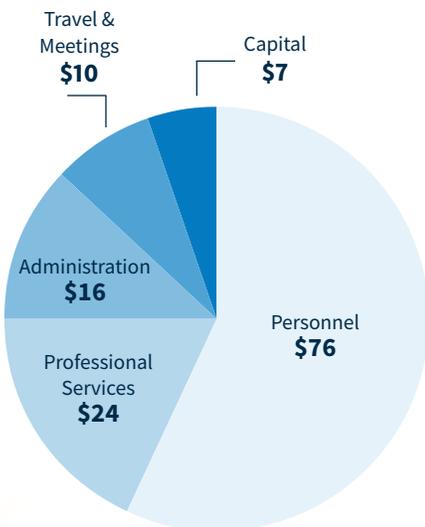
Registry	\$87
Registrar	\$50
Contributions	\$3
Revenues from gTLD Application Fees	-\$8
Total	\$132

Funding (Support and Revenue)

\$132M

Funding for ICANN operations is \$132 million and consists of funding from registries, registrars, contributions, and new gTLD program revenue recognized from application fees. ICANN collects funding for domain registrations collected from registrants through registries and registrars, and annual fixed fees collected from the number of parties under contract with ICANN. About 3 percent of ICANN operations funding consists of contributions and sponsorships.

The New gTLD Program is a \$360-million, multiyear program to create new top-level domains. The program is fully funded through application fees collected in 2012, for which funding is recognized as the application evaluation work progresses and fees become non-refundable. Funding from new gTLD Auction Proceeds is -\$8 million, which includes an adjustment in 2020 to reduce the total program revenue recognized since 2012, resulting from an extension of the projected end of the program to 2024.



Total Cash Expenses (excludes depreciation and bad debt) \$132M

ICANN's main expense is personnel costs, corresponding to an average of 388 employees during the course of FY20 and representing 57 percent of cash expenses. Travel and meeting costs include the costs of travel, lodging and venue rental for various meetings, and represent 6 percent of cash expenses. Travel expenses were significantly reduced in FY20 due to the global COVID19 pandemic. Both ICANN67 and ICANN68 were conducted in a virtual format. Professional services represent 18 percent of cash expenses and primarily include contractor services, legal fees, and language services for transcription, translation, and interpretation. Administration costs represent 12 percent of cash expenses and primarily include rent and other facilities costs for all ICANN locations, and network and telecommunication costs. Capital costs represent 5 percent of cash expenses and primarily include IT infrastructure and security improvements.

Funds Under Management

\$480M

(in millions USD)

As of June 2020, ICANN org managed a total of \$480 million. The impact of the global COVID-19 pandemic on the world's financial markets has had a minimal effect on ICANN's funds under management, due to the conservative investment policies adopted by the Board in previous years.

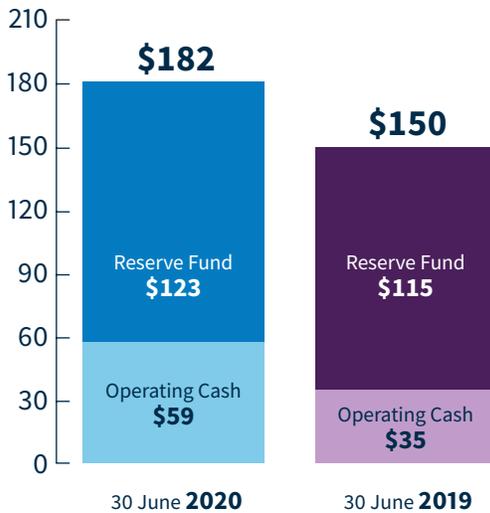
The Operating Fund is the cash on hand used to fund ICANN org's day-to-day operations. The Operating Fund is used to collect funding, which is used to pay employees, suppliers, and other third parties. The Operating Fund is set to contain a minimum of an average of three months of operating expenses. ICANN org periodically reevaluates the adequacy of the Operating and Reserve Funds' levels.

In the context of the COVID-19 pandemic, ICANN's funding has remained steady and expenses have remained low, notably due to a reduction in travel expenses. As a result, the Operating Fund has increased by \$24 million during the fiscal year, including the reimbursement from the new gTLD funds of the prior year's expenses incurred on behalf of the program.

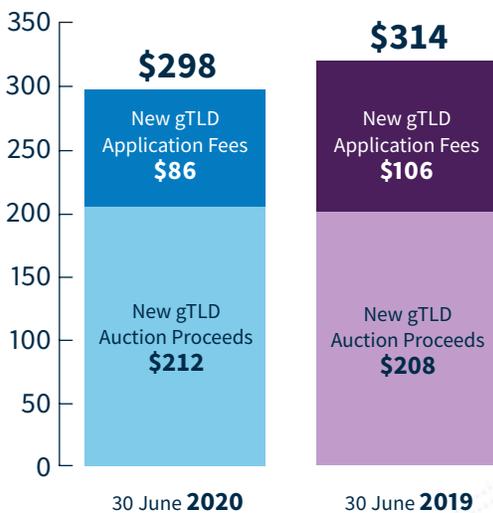
The Reserve Fund is held by ICANN for contingent expenses resulting from any unexpected and unavoidable events. It supports the financial stability and sustainability of the organization. The Reserve Fund is invested as per the ICANN Investment Policy. The returns generated through the investment of the funds are fully reinvested within the Reserve Fund. Between June 2019 and June 2020, the Reserve Fund increased by \$8 million. In 2019, the ICANN Board approved an eight-year plan to replenish the Reserve Fund to an amount that would equal approximately one year of Operating Expenses. In FY20, \$3 million in funds were transferred into the Reserve Fund from operational surpluses relating to FY19.

The New gTLD Program funds are the unspent application fees collected from the program applicants between January and June 2012, and are used exclusively to pay for expenses related to the New gTLD Program. The New gTLD unspent funds are invested as per the New gTLD Investment Policy. The New gTLD Program funds have decreased since June 2012, as a result of the expenses incurred to perform the evaluation of the New gTLD applications and of the refund of fees for applications withdrawn. In FY20, \$20.5 million in funds were transferred to the Operating Fund for reimbursement of expenses incurred on behalf of the New gTLD Program during and prior to FY20. ICANN org held Net Auction Proceeds of \$212 million by 30 June 2020, including returns on investment. The proceeds result from the auctions that ICANN offers as a last-resort mechanism for resolving string contention under the New gTLD Program.

ICANN Operations
Cash/Operating Reserve Funds

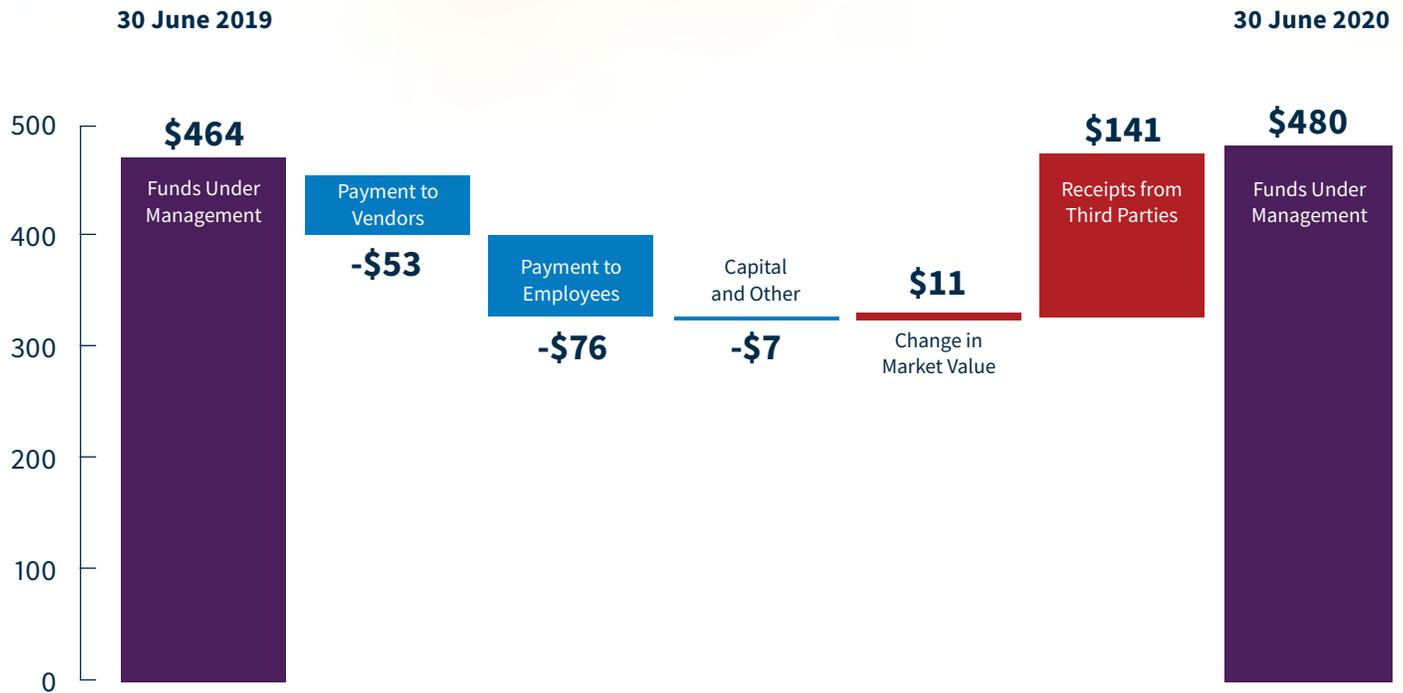


New gTLD program funds (Auction Proceeds and Application Fees)



Cash Flow Synopsis

(in millions USD)



Cash flow for ICANN operations on a recurring basis consists of the collection of fees and contributions from contracted parties and other contributors, payroll payments, and payments to vendors for operating and capital expenses. The disbursements to vendors during this fiscal year of \$53 million include those related to the New gTLD Program for approximately \$7 million and refunds to applicants of \$0.5 million.

Consolidated Statement of Financial Position

(in millions USD) (Extract)

Assets	30 June 2020	30 June 2019
Cash & Cash Equivalents	\$61	\$38
Investments	419	426
Receivables	34	35
Capital & Other Assets	19	15
Total Assets	\$533	\$514
Liabilities	30 June 2020	30 June 2019
Accounts Payable & Accrued Liabilities	\$14	\$16
Deferred Revenue	36	28
Total Liabilities	50	44
Unrestricted Net Assets	483	470
Total Liabilities & Net Assets	\$533	\$514

The increase of total assets reflects an increase in the Operating Cash fund due to a reduction of expenses in FY20 resulting primarily from pandemic-related travel restrictions.

The increase in Deferred Revenue from June 2019 to June 2020 is driven by the new gTLD revenue recognized during the period, and by the fees refunded for applications withdrawn. The current year includes a -\$9 million cumulative adjustment to the new gTLD application fees. In accordance with the revenue recognition policy of the New gTLD Program, ICANN org periodically reviews the total estimated costs of the program. The application fees collected are recognized as revenue as the program evaluation progresses and fees become nonrefundable.

Consolidated Statement of Activities

(in millions USD) (Extract)

Unrestricted Support & Revenue (Funding)	30 June 2020	30 June 2019
Registry	\$87	\$84
Registrar	50	48
Contributions	3	4
Revenues from gTLD Application Fees	-\$8	7
Total Support & Revenue	\$132	\$143
Expenses		
Personnel	\$76	\$72
Travel & Meetings	10	16
Professional Services	24	31
Administration	20	23
Total Expenses	\$130	\$142
Other Income		
Total Other Income	\$11	\$17
Change in Net Assets		
Change in Net Assets	\$13	\$19
Unrestricted Net Assets		
Beginning of Year	\$470	\$451
End of Year	483	470

During FY20, the Total Support and Revenue decreased as compared to the previous year mainly as a result of revenues from new gTLD application fees. The current year includes a -\$9 million cumulative adjustment due to the new gTLD application fees. Excluding the revenue recognized from the New gTLD program, ICANN's operations revenue increased \$4 million over FY19 due to an increase in transaction fees.

In accordance with the revenue recognition policy of the New gTLD Program, ICANN org periodically reviews the total estimated costs of the program. Revenues for the New gTLD Program are recognized as the application evaluation work has progressed and fees become nonrefundable.

The Total Expenses have decreased year-on-year as a result of the organization taking action to reduce costs. In addition, the global COVID-19 pandemic significantly affected Travel and Meetings spending, and both ICANN67 and ICANN68 were held virtually.

Delivering on the FY16-20 Strategic Plan

[→ READ MORE](#)

1 Evolve and Further Globalize ICANN

- 1.1 Further Globalize and Regionalize ICANN Functions
- 1.2 Bring ICANN to the World by Creating a Balanced and Proactive Approach to Regional Engagement with Stakeholders
- 1.3 Evolve Policy Development and Governance Processes, Structures, and Meetings to be More Accountable, Inclusive, Efficient, Effective, and Responsive

2 Support a Healthy, Stable, and Resilient Unique Identifier Ecosystem

- 2.1 Foster and Coordinate a Healthy, Secure, Stable, and Resilient Identifier Ecosystem
- 2.2 Proactively Plan for Changes in the Use of Unique Identifiers, and Develop Technology Roadmaps to Help Guide ICANN Activities
- 2.3 Support the Evolution of the Domain Name Marketplace to be Robust, Stable, and Trusted

3 Advance Organizational, Technological, and Operational Excellence

- 3.1 Ensure ICANN's Long-Term Financial Accountability, Stability, and Sustainability
- 3.2 Ensure Structured Coordination of ICANN's Technical Resources
- 3.3 Develop a Globally Diverse Culture of Knowledge and Expertise Available to ICANN's Board, Organization, and Stakeholders

4 Promote ICANN's Role and Multistakeholder Approach

- 4.1 Encourage Engagement with the Existing Internet Governance Ecosystem at National, Regional, and Global Levels
- 4.2 Clarify the Role of Governments in ICANN and Work with Them to Strengthen Their Commitment to Supporting the Global Internet Ecosystem
- 4.3 Participate in the Evolution of a Global, Trusted, Inclusive Multistakeholder Internet Governance Ecosystem That Addresses Internet Issues
- 4.4 Promote Role Clarity and Establish Mechanisms to Increase Trust Within the Ecosystem Rooted in the Public Interest

5 Develop and Implement a Global Public Interest Framework Bounded by ICANN's Mission

- 5.1 Act as a Steward of the Public Interest
- 5.2 Promote Ethics, Transparency, and Accountability Across the ICANN Community
- 5.3 Empower Current and New Stakeholders to Fully Participate in ICANN Activities



STRATEGIC OBJECTIVE 1

Evolve and Further Globalize ICANN

- 1.1** Further Globalize and Regionalize ICANN Functions
- 1.2** Bring ICANN to the World by Creating a Balanced and Proactive Approach to Regional Engagement with Stakeholders
- 1.3** Evolve Policy Development and Governance Processes, Structures, and Meetings to be More Accountable, Inclusive, Efficient, Effective, and Responsive

1.1

Further Globalize and Regionalize ICANN Functions

Language Services

The ICANN Language Services team provided **support for the development of the Information Transparency Initiative (ITI) framework**, including a new, streamlined ticketing system that integrates with ITI authoring function, and automates processing for the most common translation requests, previously conducted manually by content authors.

As a result of the COVID-19 pandemic, the Language Services team worked to **identify and implement an interpretation solution for the ICANN virtual meetings**, ICANN67 and ICANN68. The full result of this effort was successfully deployed during ICANN68.

During this meeting, **full remote interpretation was made available using the remote simultaneous interpretation (RSI) platform**, which allowed the team to provide interpretation support in all six United Nations languages plus Portuguese. The team included 29 contracted interpreters, five Language Expert-Head Interpreters, plus our specific interpretation technical team of four RSI experts, all working concurrently and entirely remotely from Argentina, Australia, Brazil, China, France, Singapore, Spain, and the United States. The main RSI platform was set up in Australia with a replica in Singapore as a contingency for potential connectivity issues. This redundancy ensured that if the connection in Australia were to fail, the Singapore team would be up and running almost immediately.

1.2

Bring ICANN to the World by Creating a Balanced and Proactive Approach to Regional Engagement with Stakeholders

In the regions, Global Stakeholder Engagement is the focal point for ICANN org and the ICANN community, raising awareness and understanding of ICANN's role and remit; encouraging participation in ICANN policy development and technical activities; and sharing knowledge with ICANN stakeholders.

FY20 GLOBAL DNS FORUMS



With the shift to online meetings following the COVID-19 pandemic, the GSE team supported a variety of webinars, training, and virtual sessions from March to June 2020.

FY20 Highlights

350 Engagement events with ICANN participation.



250 Engagements events across all regions with ICANN speakers.



>100 Capacity development events around the world.



60 Engagement events sponsored by ICANN.



Delivery of regional DNS Forums and ICANN Readouts.

4

Regional engagement plans updated to align with FY21-25 Five Year Strategic Plan.

For more information about ICANN org's engagement activities around the world, read the org's regional reports:

FY20 REGIONAL REPORTS

[Africa Report](#)

[Asia Pacific Report](#)

[Europe Report](#)

[Eastern Europe and Central Asia Report](#)

[Latin America and the Caribbean Report](#)

[Middle East Report](#)

The 2020 Meeting Evolution

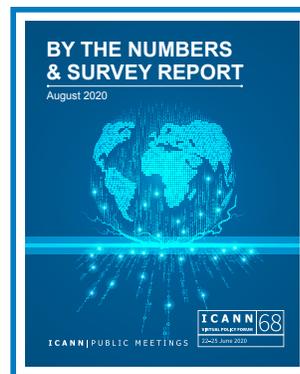
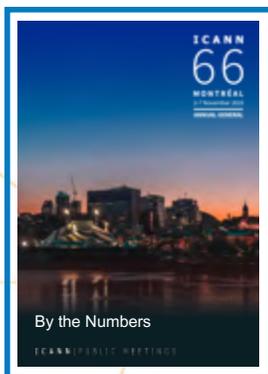
The org's Meetings function plays an essential leadership role in the development and implementation of strategic planning for the structure, purpose, timing, and regional rotation of ICANN Public Meetings. The team ensures that the selected cities, venues, meeting facilities, and services provide an economically responsible environment conducive to an effective meeting.

ICANN Public Meetings must innovate, adapt, and evolve to meet their purpose, the needs of the community, and the ever-changing global landscape. This was especially true in 2020 with the COVID-19 pandemic, as suspension of global travel made in-person meetings impossible.

- One of the biggest challenges that meeting organizers faced during this time was to shift and **conduct the meeting virtually and still maximize attendees' engagement and satisfaction.**
- While challenging, the org worked tirelessly to quickly **transform the ICANN67 Community Forum** that was planned to be held in Cancún, Mexico into a virtual meeting two weeks before the start of the conference.
- Following the first virtual meeting, the org applied community feedback and org experience to planning for the **ICANN68 Policy Forum, the second all-virtual meeting**, originally slated to be in Kuala Lumpur, Malaysia. Attendance for both meetings measured up to in-person participation of similar meetings in prior years.

The org publishes By the Numbers Reports, summarizing the metrics and data of each Public Meeting. This data provides reliable information on what attendees want, what the org is doing well, and where it has opportunities to improve. By leveraging this data, the org can continue to be responsive to the needs of its community with a stable and transparent approach.

→ [READ MORE](#) about the [By the Numbers Reports](#).



1.3

Evolve Policy Development and Governance Processes, Structures, and Meetings to be More Accountable, Inclusive, Efficient, Effective, and Responsive

A fundamental part of ICANN's Mission is to coordinate policy development related to the Internet's system of unique identifiers.

ICANN's Bylaws mandate that policy be developed through a bottom-up, consensus-based multistakeholder process. Community policy work takes place through an open consultative process where policy recommendations are developed and refined by ICANN's Supporting Organizations (SOs) with input from its Advisory Committees (ACs), comprising volunteers from all around the world. The policy development processes take into account expert advice, public input, and operational issues. To facilitate community consensus, ICANN uses open and transparent tools and mechanisms that also facilitate collaboration with the global stakeholders most affected by ICANN policies.

POLICY FORUM

ICANN|68 VIRTUAL POLICY FORUM

ICANN68 was the fifth Policy Forum. The focus is to **facilitate ongoing policy development and advisory work and further cross-community engagement**. The Policy Forum was created as part of the ICANN Meeting Strategy implemented in 2016. The SOs and ACs took the lead in organizing the program, and the Policy Development Support team supported over 50 sessions, including three plenary sessions.

Empowered Community

The Policy Development Support team continues to assist with the work of the Empowered Community (EC), including **supporting the efforts to update and streamline operating procedures** to ensure that its mechanisms are as effective and transparent as possible. The Empowered Community can enforce specific community powers described in the ICANN Bylaws.

→ [READ MORE about the Empowered Community.](#)

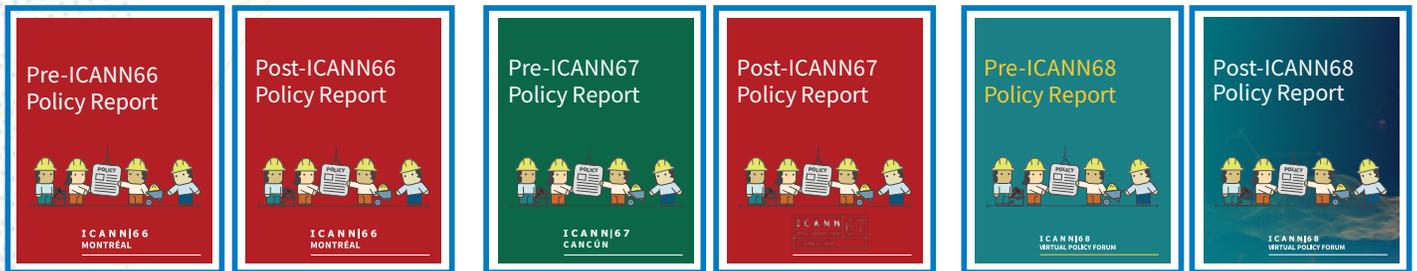
Policy Communications

The Policy Development Support team **creates and disseminates updates and information about policy development work to the community and other stakeholders, to ensure that ICANN work remains open and inclusive.** Among these communications tools are the Pre- and Post-ICANN Public Meeting Policy Reports. These reports offer high-level updates from the SOs and ACs and provide participants with a summary of new developments both before and after ICANN Public Meetings.

In FY20, the Policy Development Support team continued to organize a consolidated approach to Pre-ICANN Public Meeting webinars called Prep Week and to publish the ICANN Community Leadership Digest, capturing updates and requests from ICANN org for ICANN community leaders.

FY20 PUBLIC MEETING POLICY REPORTS

Click on each Policy Report below to view.



STRATEGIC OBJECTIVE 2

Support a Healthy, Stable, and Resilient Unique Identifier Ecosystem

- 2.1** Foster and Coordinate a Healthy, Secure, Stable, and Resilient Identifier Ecosystem
- 2.2** Proactively Plan for Changes in the Use of Unique Identifiers, and Develop Technology Roadmaps to Help Guide ICANN Activities
- 2.3** Support the Evolution of the Domain Name Marketplace to be Robust, Stable, and Trusted

2.1

Foster and Coordinate a Healthy, Secure, Stable, and Resilient Identifier Ecosystem

Continued Delivery of IANA Functions through Public Technical Identifiers (PTI)

PTI | An ICANN Affiliate

Public Technical Identifiers (PTI), an affiliate of ICANN, is responsible for performing the Internet Assigned Numbers Authority (IANA) functions in a reliable and effective manner. PTI works to continually improve the delivery of IANA functions and to ensure a healthy, secure, stable, and resilient unique identifier system.

In FY20, highlights included:

- Developed and adopted the **PTI Strategic Plan FY21–24**, the first comprehensive strategic plan to be developed for PTI. In order to fulfill PTI’s mission and contractual deliverables while supporting the objectives in the ICANN Strategic Plan, a strategic roadmap was developed covering four years that focuses on five key drivers: trust, security, service delivery, operational excellence, and governance. The plan allows PTI to provide greater detail on IANA-related objectives than those covered in the ICANN Strategic Plan.
- Performed the IANA functions with comprehensive adherence to the service level agreements set by community stakeholders. Despite challenges due to the COVID-19 pandemic, which required staff to work remotely from the beginning of March, the **team successfully met 100% of service levels across all function areas** for the final four months of the fiscal year.
- Maintained **high levels of customer satisfaction** throughout the period, and expanded measurement of customer sentiment through its annual customer engagement survey and through the introduction of customer satisfaction surveys at the conclusion of customer requests.
- Conducted **secure and transparent Root Key Signing Key (KSK) ceremonies**, including a successful 41st KSK ceremony in April with new security and remote participation procedures due to the COVID-19 pandemic.
- Supported the **inaugural IANA Naming Function Review** and other community reviews of PTI performance.
- **Successfully completed third-party audits of both PTI’s finances and the key systems** used to deliver the IANA functions without any exceptions.

IANA Naming Functions Review (IFR)

Aiming to ensure that the IANA naming function meets the needs and expectations of its customers and the broader community, the first IFR began its work in December. Guided by newly established rules of engagement, scope of work, and a work plan, the IFR team has been reviewing performance of the IANA naming function through interviews and discussions with subject matter experts drawn from community groups, and reviewing online materials and available reports. Some work has been divided between sub-groups to allow for more in-depth analysis. The IFRT’s webpage documents the review team’s progress and provides opportunities for participation. The IFR is one of the accountability mechanisms created through the IANA stewardship transition.

→ [READ MORE](#) about the IFRT.

Registration Data Directory Services (RDDS)

ICANN org provides information semi-annually regarding the evolution of policy and management of registration data and new information regarding ongoing projects related to Registration Data Directory Services (RDDS) [via this roadmap](#). The information updates include RDDS-related policy development process and review team activities in advance of Board consideration, implementation activities following Board action, and implementation by contracted parties.

FY20 highlights include:

- The Registration Directory Service (RDS-WHOIS2) Review Team delivered its [Final Report](#) on 3 September 2019. The report assessed the extent to which prior Review Team recommendations have been implemented and if implementation resulted in its intended effects.
- The RDS-WHOIS2 Review team also **assessed the effectiveness of the then-current gTLD Registration Directory Service** and whether its implementation met the legitimate needs of law enforcement, promotes consumer trust, and safeguards registrant data.
- The [Board took action](#) on the **RDS-WHOIS2 Final Recommendations** on 25 February 2020.
 - › Fourteen recommendations received Board approval and four recommendations have multiple dependencies in response to the General Data Protection Regulation (GDPR). The recommendations with these dependencies are pending the closure of community activities before there can be a decision on how to best implement them.
 - › The Board will consider recommendations it places into pending status in light of the impact analysis, which is to be completed after Board action on the Expedited Policy Development Process on Temporary Specification for gTLD Registration Data (EPDP) Phase 2 recommendations, as appropriate and applicable.

For more details on the roadmap, reports and related actions, please refer to the Knowledge Center on the dedicated portal at lookup.icann.org.

Global Domains and Strategy Programs

ICANN org supported a variety of research projects to inform policy development, policy implementation, and other community work.

FY20 highlights include:

- [Data Retention: Review of ICANN Org Processes EPDP Recommendation 15.1](#) (1 November 2019) To inform the Phase 2 work of the EPDP team, ICANN org reviewed its active processes and procedures to identify and document the instances in which it would request registration data elements from a registrar beyond the period of the life of the registration.
- [Review of ICANN Process for Handling Registrar Data Retention Waiver Requests](#) (6 December 2019) To inform the Phase 2 work of the EPDP team, ICANN org reviewed its current data retention waiver procedure to analyze efficiency, request response times, and GDPR compliance. The analysis was based on available quantitative data and case experience, and aimed to identify potential areas in which the process could be adjusted.

- [EPDP Phase 1 Recommendation 27: Registration Data Policy Impacts](#) (18 February 2020) This report (Wave 1) provided an analysis of each affected policy and procedure and the impacted areas identified, as well as potential changes to address the impact. Impacts may include outdated provision language, higher-level issues such as the relevance or inconsistency of an existing policy or procedure with the new Registration Data Policy, or implications for existing contractual provisions. The results of ICANN org’s review were delivered to the Generic Names Supporting Organization (GNSO) Council in February 2020.

Global Domains and Strategy Operations

Service Delivery and Support Functions

3,188 Cases closed in FY20. Process improvements were implemented to improve efficiency and quality of results.

708 Registrar Accreditation Agreement (RAA) Renewals

29 RAA terminations

19 Registrar accreditations 

49 gTLDs assigned.

36 gTLDs with material subcontracting arrangement changes.

631 Registry Service Evaluation Policy (RSEP) requests.

>15,000 Registry service interactions in FY20. The team provided 24/5 service to ICANN's contracted parties, registrants, and the general Internet community.

4.4 Out of 5 in overall customer satisfaction.



2.2

Proactively Plan for Changes in the Use of Unique Identifiers, and Develop Technology Roadmaps to Help Guide ICANN Activities

Risk Awareness and Preparedness



In response to opportunistic threats to the public trust of the Domain Name System during the COVID-19 pandemic, ICANN org launched a **project to identify domain names related to the new coronavirus used for phishing and malware distribution** and to report those names to relevant parties for appropriate action.

ICANN’s Office of the Chief Technology Officer (OCTO) researched **increases in DNS traffic to the ICANN-Managed Root Server (IMRS) resulting from the COVID-19 pandemic** and presented the material to the community in various forums.

Measurement and Analysis of Identifier System Behaviors and Performance

OCTO developed a **system for collecting metrics from the root server operators** in support of the publication RSSAC047, “RSSAC Advisory on Metrics for the DNS Root Servers and the Root Server System.”

Coordination Outreach

ICANN org continued its participation in vetted trust-groups, such as the National Cyber Forensics and Training Alliance (NCFTA). Efforts aim at **providing subject matter expertise to the law enforcement and the cybersecurity community, as well as facilitation toward preventing, mitigating, containing, and disrupting activity** that may be a risk or a threat to the security, stability, or resiliency of the unique identifier systems.

ICANN org is working with stakeholders to investigate mechanisms to strengthen collaboration and communication on security and stability issues.

- The **DNS Security Facilitation Initiative (DSFI) Technical Study Group**, supported by OCTO, has been established and will explore ideas around what ICANN can and should be doing to increase the level of collaboration and engagement with DNS ecosystem stakeholders to improve the security profile for the DNS.
- ICANN org entered into a **Memorandum of Understanding with the Global Cyber Alliance** and the global **Forum of Incident Response and Security Teams (FIRST)**.
- Jointly with FIRST, ICANN org **developed and delivered training for incident responders on security and threats related to the DNS**.

Capacity Building

OCTO's activities in FY20 included:

- Engaged in security, stability, and resiliency-related activities, including capacity building and facilitation, to a variety of local, national, and international law enforcement agencies, government ministries, and international organizations.
- Facilitated engagement activities between governments and ICANN community members. This included a meeting in Ottawa, Canada, on security and threats related to the DNS, organized by the Canadian Radio-television and Communications Commission (CRTC), with participation of representatives from the CRTC itself as well as Canada's Privacy Commissioner's Office, Competition Bureau, Royal Canadian Mounted Police, Calgary Police, Sûreté du Québec, and New Zealand's Department of Internal Affairs, among other agencies. The presenters included members of the OCTO team, the American Registry for Internet Numbers (ARIN), the Canadian Internet Registration Authority (CIRA, operator of the .CA ccTLD), Afiliás, and Blacknight.
- Worked collaboratively with partners to develop the ninth Registry Operations Workshop (ROW), which included recruiting Regional Internet Registry participation.
- Organized and held a two-day training for law enforcement on DNS security and threats during ICANN66 in Montréal, Canada.
- Regionalized the OCTO technical engagement function, starting with Latin America and the Caribbean, Asia Pacific, and Africa regions to further support capacity-building efforts taking into consideration regional needs.

Knowledge Sharing

In FY20, OCTO:

- Published an additional **ten** documents in the OCTO series of [technical publications](#).
- Participated as subject matter experts in Microsoft's 2020 Necurs **botnet disruption**.
- Coordinated preparation of the **Name Collision Analysis Project (NCAP) Study 1**, which is a primer on the topic of name collisions based on a survey of all available literature.
- Acted as **subject matter experts** in the Avalanche disruption program.
- Conducted and facilitated more than **40 capacity-building workshops** globally.

→ [READ MORE about the coordinated efforts to disrupt Necurs.](#)

→ [READ MORE about the dismantling of the Avalanche criminal platform.](#)

Identifier Evolution

FY20 highlights include:

- ICANN org **sponsored the Internet Engineering Task Force (IETF) Hackathon** for the three IETF meetings that spanned the fiscal year. The hackathon is a part of regular IETF meetings where developers work to improve and validate protocols.
- OCTO monitored work at the IETF related to the **evolution of the Internet identifier system and the DNS**, engaging with the community on DNS over HTTPS and DNS over TLS. These are two new standards that impact the way the DNS has worked until now by adding encryption between clients (stub) and resolvers.

- OCTO continues its work and organization of its **Emerging Identifier sessions** at ICANN Public Meetings, with the most recent taking place during ICANN66. The session covered the GNU Name System and Handshake, an experimental peer-to-peer root naming system.
- **Studies and analyses of emerging technologies** led to the publication of several OCTO documents such as OCTO-002 “Digital Object Architecture and the Handle System,” OCTO-003 “Local and Internet Policy Implications of Encrypted DNS,” and OCTO-004 “5G Technology.”

→ [READ MORE of OCTO’s publications.](#)

2.3

Support the Evolution of the Domain Name Marketplace to be Robust, Stable, and Trusted

Global Domains and Strategy Technical Services

BULK REGISTRATION DATA ACCESS (BRDA)

- **Released the BRDA validation system.** This system enables ICANN org’s compliance with the European Union’s General Data Protection Regulation (GDPR) related to BRDA deposits from generic top-level domain (gTLD) registries. It also adds validations to the deposits to ensure they are also compliant with other ICANN org contractual requirements.

SERVICE-LEVEL AGREEMENT (SLA) MONITORING

- **Expanded service level requirements monitoring** for the SLA Monitoring system were released, which increased ICANN org’s Contractual Compliance monitoring capabilities.
- In addition, a **big-data solution for information captured by the SLA Monitoring system** was rolled out for gTLDs, enabling ICANN org to identify and analyze long-term trends.

REGISTRATION DATA ACCESS PROTOCOL (RDAP)

- Released **support for the RDAP-based registration data lookup tool.** This tool will perform an RDAP query and, if not available, will then revert to a WHOIS query.

→ [READ MORE about the ICANN Domain Name Registration Lookup.](#)

EMERGENCY BACK-END REGISTRY OPERATORS

- Added the China Internet Network Information Center (CNNIC), the Canadian Internet Registration Authority (CIRA), and Nominet as **Emergency Back-end Registry Operator (EBERO) providers** following an open Request for Proposal process. Ensuring the availability of these functions protects domain name registrants, and provides an additional layer of protection to the DNS.

TECHNICAL COMPLIANCE MONITORING SYSTEM

- Began **implementation of the new Technical Compliance Monitoring System**. This system will 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. This is a multiyear project that is expected to conclude by mid-2021.

MONITORING SYSTEM APPLICATION PROGRAMMING INTERFACE (MOSAPI)

- Released a new version of the Monitoring System Application Programming Interface (MoSAPI), which provides a new data set for gTLD registries: the complete list of RDAP base uniform resource locators (URLs) from ICANN-accredited registrars, as provided by registrars to ICANN. This enables gTLD registries to include RDAP reference URLs in their RDAP responses.

New gTLD Program

Work on the New gTLD Program continued in FY20 and key achievements included:

- Continued **planning for policy implementation and operational readiness** for a subsequent round of new gTLDs.
 - › Included discussions with the Board on a set of operational assumptions, which were also shared with various parts of the community for feedback.
- Presented **planning assumptions** webinar, reviewed and analyzed all inputs received, and shared findings to the ALAC, the Business Constituency (BC), and the Board.
- New gTLD Subsequent Procedures Planning Assumptions were **updated with feedback and published** on a community workspace.
- Provided **subject matter support and implementation perspective** to the GNSO New gTLD Subsequent Procedures Policy Development Process Working Group.
- Convened **steering committee** of executives to work with the Board Caucus group on New gTLD Subsequent Procedures Policy Development to coordinate ICANN org's advance planning for future rounds of the New gTLD Program.

New gLTD Program By the Numbers

35 Applications remain in the 2012 round, including

2 Applications progressing toward contracting. 

642 Applicants withdrew from the program. 

14 TLDs were terminated and removed from the root zone.

1 String contention resolution completed: .KID/.KIDS

231 Contention sets resolved, out of 234 total. 

4 Withdrawals processed.

35 Applications representing 

19 Strings remaining in the 2012 New gTLD Program.

4 Board resolutions adding clarity to application progress for .AMAZON, .MERCK, and 2 IDNs.

New gTLD Program	Completed in FY20	Cumulative Total	Work Performed Through the New gTLD Program
Executed Registry Agreements	5	1,253	These two figures include TLDs that have terminated Registry Agreements prior to or after delegation.
Delegations	6	1,238	
Specification 13	3	494	These two categories may be used to describe brand TLDs.
Code of Conduct Exemptions	0	80	
Remaining Applications	-	35	Remaining applications are those that have not yet delegated, withdrawn, or terminated their Registry Agreement.
Remaining Strings	-	19	Remaining strings are unique applied-for strings either not yet delegated, withdrawn, or terminated Registry Agreements.

Registrar Services

FY20 highlights include:

- **Engagement:** Continued to engage with registrars to strengthen relationships and provide education material including at events and during various regional meetings.
- **Naming Services portal (NSp):** Launched Version 2.0 of the Naming Services portal (NSp) for registrars, with support for future functionality upgrades. This is now the system of record for registrar data, replacing the aging Registrar Application and Data Access Resource (RADAR).
- **Privacy and Proxy/2013 Registrar Accreditation Agreement:** Extended the specification for Privacy and Proxy services in the 2013 Registrar Accreditation Agreement (RAA) until 31 January 2021. The Registrar Stakeholders Group (RrSG) approved this extension in light of extenuating circumstances including the General Data Protection Regulation (GDPR) and work related to the Expedited Policy Development Process (EPDP).

Registry Services

FY20 highlights include:

- **Consensus Policy Monitoring:** Continued engagement with registry operators throughout the year keeping them informed of any consensus policy implementation such as the revised Protection of IGO and INGO Identifiers in All gTLDs Policy published 18 February 2020. In addition, the team regularly provided registry operators with educational information and worked to further develop strong relationships with them during ICANN and at various regional meetings.
- **PICDRP Improvements:** In late 2019, the ICANN org and the gTLD Registries Stakeholder Group (RySG) worked together to make improvements to the Public Interest Commitments Dispute Resolution Procedure (PICDRP) that improved transparency without materially changing the procedure.

The improvements provided clear guidelines about when and what type of information should be shared with the involved parties (panel, registry operator, and reporter) and are based on current practices of information sharing with parties to an alternative dispute resolution process.

→ [READ MORE about the Protection of IGO and INGO Identifiers in All gTLDs Policy.](#)

→ [READ MORE about the Public Interest Commitment Dispute Resolution Procedure.](#)

Domain Name Services

FY20 highlights include:

- **Global Amendment to the Base gTLD Registry Agreement:** ICANN org is working with the GNSO's Registry Stakeholder Group and Registrar Stakeholder Group with the intent of a global amendment to the Base gTLD Registry Agreement. The primary focus of the requested amendment is to incorporate contractual requirements for the Registration Data Access Protocol (RDAP) into the Registration Data Directory Services (RDDS).
- [READ LETTERS to the Registry and Registrar Stakeholder Groups.](#)

- **DNS Abuse Activities:** ICANN continued to work with the contracted parties and community on DNS abuse related activity, including abuse related to COVID-19.
- **Funding Forecast, Marketplace Indicators, and Market Analysis Report:** GDS provided input including market intelligence and analysis for the funding forecast, and various market analysis reports including the Domain Name Marketplace Indicators (DNMI) that are published semi-annually through the ICANN Open Data Platform.

The DNMI allows for improved access to and presentation of metrics and data and the ability to track progress against the goal of supporting the evolution of the domain name marketplace to be robust, stable, and trusted.

→ [READ MORE](#) about ICANN's Open Data Platform.



Internationalized Domain Names (IDNs) and Universal Acceptance (UA)

The IDN and UA Programs were established to enable domain names in different languages and scripts used globally, and to promote the use of expanding top-level domains.

In FY20, IDN and UA Program highlights included:

- Continued to use **Root Zone Label Generation Rules (LGRs)**, developed by community-led panels, as a transparent and secure mechanism to determine valid TLDs and their variant labels. The [third version](#) of rules was released and has 16 scripts integrated. Chinese and Bangla script proposals were finalized for integration in the next version. Technical [recommendations](#) were published and adopted by the ICANN Board.
- Supported the **growth of IDN country code top-level domains (ccTLDs)** through the ccTLD Fast Track Process. The successful [String Evaluation](#) for the Israel ccTLD IDN .IL/לארשי/י was announced, paving the way for its delegation into the root zone.
- **Spread awareness of UA** by facilitating the organization of the Universal Acceptance Steering Group (UASG) into specific working groups, supported community work to publish technical resources (e.g. [UASG025](#), [UASG026](#), [UASG027](#)), and presented at multiple events to promote UA across Africa, Asia, Europe, and Latin America.
- **Engaged with local communities to help implement UA requirements** by forming two new UA local initiatives in the Commonwealth of Independent States and Eastern Europe and in India. In addition, conducted the UA Train-the-Trainer Program for trainers in 17 different countries, who will conduct local UA training.
- Highlighted **ICANN org's commitment to become UA-ready** by publishing an [ICANN UA Case Study](#), updating the community on the org's internal efforts.

→ [READ MORE](#) about Internationalized Domain Names and Universal Acceptance.



STRATEGIC OBJECTIVE 3

Advance Organizational, Technological, and Operational Excellence

- 3.1** Ensure ICANN's Long-Term Financial Accountability, Stability, and Sustainability
- 3.2** Ensure Structured Coordination of ICANN's Technical Resources
- 3.3** Develop a Globally Diverse Culture of Knowledge and Expertise Available to ICANN's Board, Organization, and Stakeholders

3.1

Ensure ICANN's Long-Term Financial Accountability, Stability, And Sustainability

FY21–25 Operating and Financial Plan and FY21 Operating Plan and Budget

The FY21–25 Operating and Financial Plan defines and demonstrates how ICANN org will implement the FY21–25 Strategic Plan adopted by the ICANN Board in June 2019. The Strategic Plan enables ICANN to continue to fulfill its Mission and meet new and continuously evolving challenges and opportunities. The FY21 Budget describes ICANN org's commitment for the FY21 operations.

The Board approved the FY21 Operating Plans and Budgets for both ICANN and the IANA functions. Board approval and other key milestones were completed in a timely manner and reflect the due diligence of ICANN org to reflect updates in response to the COVID-19 pandemic. In addition, community webinars were held to inform and receive feedback on the financial changes resulting from the pandemic.

→ [READ the Adopted FY21–25 Operating and Financial Plan and the FY21 Operating Plan and Budget.](#)

Advancing ICANN's Fiscal Responsibility

To ensure ICANN's expenses remain safely below static funding levels, the org has identified and successfully implemented opportunities for cost control and optimization across the entire organization. The COVID-19 pandemic brought a significant amount of uncertainty about the future economic environment and social, medical, and logistical challenges to ICANN. Facing these challenges, the Board, community, and ICANN org demonstrated strong fiscal responsibility. Proactive measures were taken to ensure continued operations and a new virtual ICANN Public Meeting format was instituted. Despite the challenges, the ICANN ecosystem remains active and most of its work advances toward completion.

ICANN org carefully managed its resources and operated with an average headcount of 387, well below its budgeted headcount of approximately 405. During FY20, the average headcount was relatively the same as FY19. This is the result of natural turnover and strict and careful consideration given to adding or replacing departed employees.

Additionally, there have been several strategies to reduce and optimize cost within ICANN org. These include:

- Effective and competitive procurement processes.
- System consolidations and eliminations.
- Careful control of staff travel.
- Implementation of an effective virtual meeting format for the ICANN Public Meetings.

Funds Under Management

The unusual circumstances of the COVID-19 pandemic led ICANN to review its investment strategy and objectives, as follows:

- Preservation of capital.
- Liquidity of funds.
- Rate of returns that are within the expected range.

The overall impact of the global pandemic on investments was minimal when compared to the financial markets. This is the benefit of the historical conservative policies put in place by the ICANN Board.

Reserve Fund Replenishment Strategy

During FY20, ICANN org continued to advance the adopted replenishment strategy which states that the Reserve Fund should be replenished to its minimum target level within eight years of the date of adoption of the resolution. In November 2019 the ICANN Board approved a transfer of \$3 million from the Operating Fund to the Reserve Fund.

→ [READ MORE about the Reserve Fund Replenishment.](#)

Accountable and Transparent Procurement

During FY20, the Procurement team supported **13 competitive bidding projects**. The competitive bidding projects are [published on ICANN's website](#) once the contract has been awarded.

Strategic Outlook and Strategic Planning

The Operating and Financial Plan for Fiscal Years 2021–2025 defines and demonstrates how ICANN org will implement the Strategic Plan for Fiscal Years 2021–2025 (Strategic Plan) that was adopted by the ICANN Board in June 2019. The Strategic Plan enables ICANN to continue to fulfill its mission and meet new and continuously evolving challenges and opportunities.

The Board approved the FY21 Operating Plans and Budgets for both ICANN and the IANA functions. The final result reflected the due diligence of the Board, community, and ICANN org to respond to impacts from the COVID-19 pandemic. Community webinars were held to inform and receive feedback on the financial changes resulting from the pandemic.

→ [READ the adopted FY21–25 Operating & Financial Plan and the FY21 Operating Plan & Budget.](#)

Trend Identification

Every year, the community, Board, and ICANN org participate in trend identification sessions to discuss emerging trends that could affect ICANN. Results of these sessions help inform ICANN's strategy in an ever-changing environment. They allow the org to make updates to strategic and operating plans to account for changing circumstances. The inputs collected in the community trend sessions and more can be found on ICANN's Strategic Planning webpage.

In conjunction with this work, the Board has directed ICANN org to develop a process to systematically and periodically review and as necessary adapt its strategic plan to account for significant shifts in existing trends or new trends impacting the plan.

→ [READ MORE](#) about [ICANN Strategic Planning](#).



Did you know?

During the fiscal year 2020, 398 participants (80% staff, 20% community) participated in 21 trend identification sessions collecting 1,853 data elements.

Risk Management Framework

ICANN org's Risk Management Framework continues to advance and mature. Active identification and articulation of material risks to the organization provides for informed decision-making so that risks are prioritized and managed proactively.

- The **Risk Identification process was enhanced** in FY20 to ensure that risks identified in the ICANN Strategic Plan as well as other existential risks to ICANN inform strategic planning.
- Also in FY20, a draft **Risk Appetite Statement was developed** and presented to the Board, which will be formalized after incorporating additional feedback. This statement articulates the level of risk which ICANN org is willing to take and retain on a broad level to deliver its Mission. A summary of the Risk Appetite Statement will be published later in FY21.

Responding To a Global Pandemic

Security Operations has helped to shape and drive ICANN's crisis response to the COVID-19 pandemic, leveraging its pre-built crisis management tools.

- A dedicated **Adaptive Crisis Management Team (A-CMT)** was activated, a cross-functional team consisting of critical functions such as Human Resources, Legal, and Communications.
- Security Operations has become **the org's COVID-19 subject matter expert**, informing the A-CMT's assessment and decision-making processes.
- As COVID-19 gained a foothold around the globe, **Regional Crisis Management Teams (R-CMTs)** were established under the guidance and direction of Security Operations, with each Regional Security Manager acting as each team's coordinator.
- More recently, a key focus of A-CMT planning has been with regard to **return to normal operations (RTNO)**. Security Operations has again leveraged the crisis management system and its R-CMTs to help implement an office-by-office RTNO strategy.

3.2

Ensure Structured Coordination of ICANN's Technical Resources

IT Infrastructure, Cybersecurity Hardening, and Control Work

Ongoing efforts in vulnerability scanning of ICANN org systems and services has been maintained, resulting in **zero security incidents affecting ICANN-operated services in FY20**.

Work to establish the **NIST Cybersecurity Framework (CSF)** as ICANN's driving posture for Information Security is complete, targeting FY21 for a self-assessment with an external assessment slated for FY22.

Root System Operations

As the root server operator of the ICANN-Managed Root Server (IMRS), also known as L.ROOT-SERVERS.NET, ICANN org continued to deploy IMRS instances into the networks of approved organizations.

- In FY20, **seven additional single IMRS instances and one additional large IMRS cluster in Singapore** were added, bringing the total number across the globe to 166. Work continues to deploy more IMRS instances as opportunities arise.
- Members of the Security and Network Engineering (SaNE) department remain **actively engaged in the RSSAC and RSSAC Caucus** and contribute when appropriate.
- ICANN org has **strong and productive relationships with the Root Server Operators and more broadly the DNS community** through the IETF and the DNS Operations, Analysis, and Research Center (DNS-OARC).
- SaNE has **augmented its transparency** by improving the publication of IMRS statistics for speed and usability.

THE IMRS INSTANCES LISTED BELOW WERE ADDED BETWEEN 1 JULY 2019 AND 30 JUNE 2020:



3.3

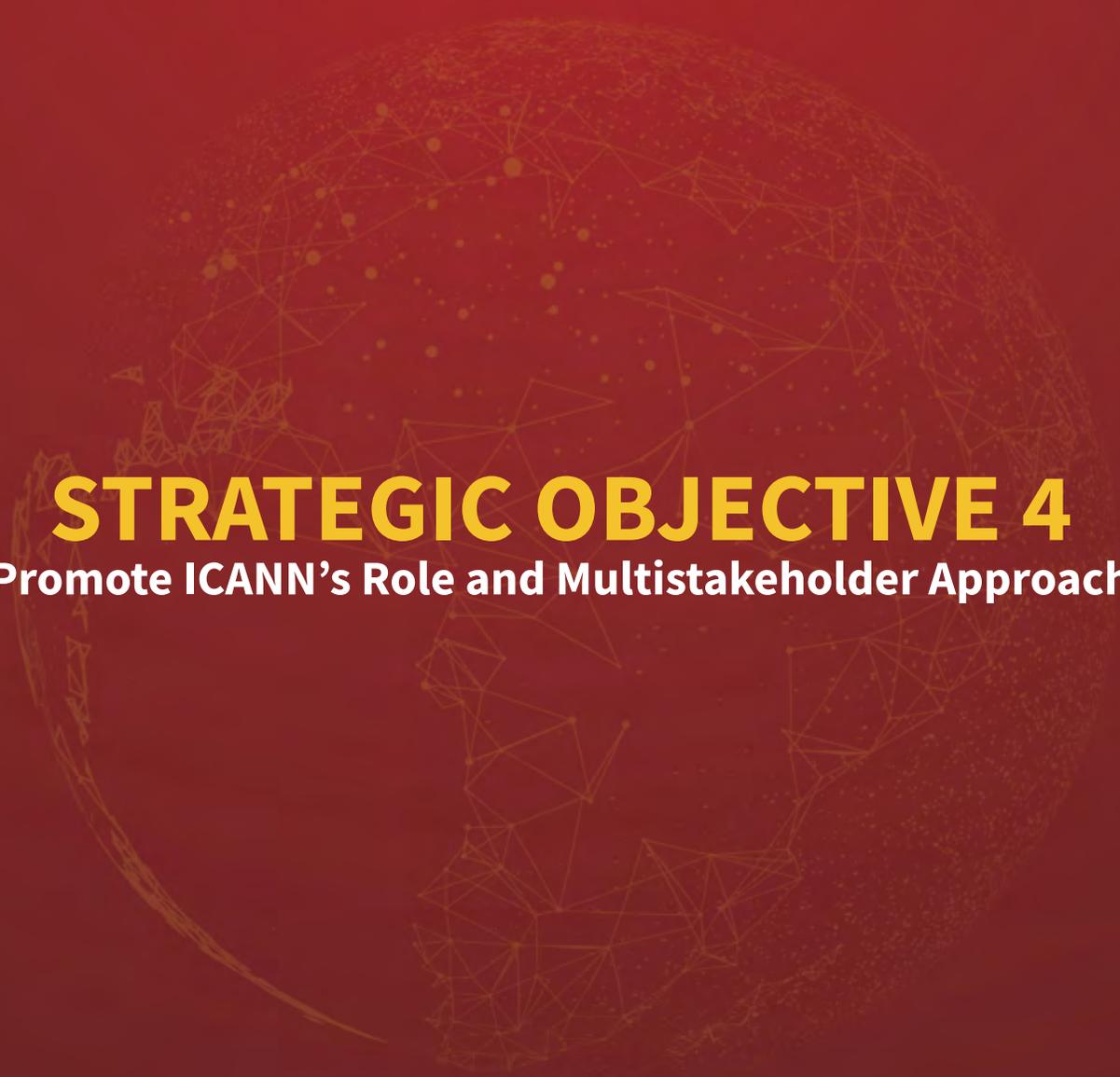
Develop a Globally Diverse Culture of Knowledge and Expertise Available to ICANN's Board, Organization, and Stakeholders



The priorities of the Global Human Resources and Administrative Services teams are to support an integrated and global approach across the org. This work is done by attracting and developing globally diverse talent and building an engaging culture in support of ICANN's Mission.

FY20 highlights include:

- Successfully **transitioned all global staff to remote working** as a result of the COVID-19 pandemic.
- Strong year-on-year **progress made against areas of focus identified in the 2019 Staff Engagement Survey** as measured in the 2020 survey. This includes an upward trend in overall participation at 97%.
- **Staffed multiple key vacancies** (46 roles filled in the year) and maintained a continued flat attrition trend year-on-year (9.5%).
- Focused on **providing improved career opportunities** by filling 20% of all roles internally.
- Continued to **enhance the management and administration of global benefits** and provided detailed communication with global staff on available benefits during the COVID-19 pandemic.
- In support of building ICANN's culture of continuous learning, **launched a centralized performance management, learning and development platform** for all staff.
- Addressing mental health awareness as part of an **enhanced focus on staff well-being** that aimed to break down the stigma associated with mental health issues.



STRATEGIC OBJECTIVE 4

Promote ICANN's Role and Multistakeholder Approach

- 4.1 Encourage Engagement with the Existing Internet Governance Ecosystem at National, Regional, and Global Levels**
- 4.2 Clarify the Role of Governments in ICANN and Work with Them to Strengthen Their Commitment to Supporting the Global Internet Ecosystem**
- 4.3 Participate in the Evolution of a Global, Trusted, Inclusive Multistakeholder Internet Governance Ecosystem That Addresses Internet Issues**
- 4.4 Promote Role Clarity and Establish Mechanisms to Increase Trust Within the Ecosystem Rooted in the Public Interest**

4.1

Encourage Engagement With the Existing Internet Governance Ecosystem at National, Regional, and Global Levels

Coordination of ICANN Participation in Internet Governance



ICANN's Government and IGO Engagement function monitored and participated in discussions and developments within many entities in the Internet governance ecosystem in FY20, including:

- **ICANN followed the developments at the United Nations General Assembly First, Second, and Third committees.** As part of this work, GE informed the Board and community about the establishment and the activities of the newly established Open-Ended Working Group on cybersecurity (OEWG), Group of Governmental Experts (GGE) in cybersecurity, and the Open-Ended Committee of Experts on drafting a new UN Cybercrime convention.
- **Dialogue continued with the International Telecommunication Union (ITU).** GE identified potential avenues for collaboration on capacity-building activities for governments as part of a working plan with the ITU's Development Sector (ITU-D) and consistent with ICANN's Mission.
- ICANN started a **discussion with the United Nations Educational, Scientific and Cultural Organization (UNESCO) on Universal Acceptance promotion.** The GE team also monitored the discussions of World Intellectual Property Organization (WIPO) Standing Committee on the Law of Trademarks, Industrial Designs and Geographic Indications; the United Nations Conference on Trade and Development (UNCTAD) and United Nations Commission on Science and Technology for Development (CSTD), and the discussions in the Organization for Economic Cooperation and Development (OECD) through participation in its Internet Technical Advisory Committee (ITAC) and monitoring its working group on security.
- ICANN continued **monitoring developments of relevance to ICANN's Mission within the European Union,** such as discussions around the proposed ePrivacy Regulation, the Digital Services Act initiative, and the General Data Protection Regulation (GDPR) review. Accordingly, ICANN continued engaging with European institutions and agencies, such as the Working Party on Telecommunications and the Information Society of the Council of the EU, the European Data Protection Authorities, European Union Agency for Cybersecurity and others.
- **Within the African Union, ICANN participated in a cyber meeting in Ethiopia,** consisting of presentations by the chairs of the UN's Group of Governmental Experts (GGE) and Open-Ended Working Group (OEWG), as well as the annual meeting of the Global Forum on Cyber Expertise.
- ICANN **followed the developments within the Council of Europe** around the Second Additional Protocol to the Budapest Convention.
- ICANN **participated at the remote meetings of the OECD's Committee on Digital Economy Policy (CDEP) and its working parties.**

4.2

Clarify the Role of Governments in ICANN and Work with Them to Strengthen Their Commitment to Supporting the Global Internet Ecosystem

ICANN organized **two seminars for diplomats focused on ICANN's role in preserving the stability, security, and resiliency of the DNS**. Co-hosted with the Estonian and Bulgarian Permanent Missions to the United Nations, the first was a face-to-face gathering in January and the second a virtual one in April. The sessions were attended by 181 diplomats from New York and Geneva, who work with the United Nations General Assembly committees dealing with cyber and Internet governance.

The COVID-19 pandemic disrupted the planned GAC capacity-building sessions that were to have been held in Asia and in the Pacific in association with regional organizations' events. As a result, the FY20 work focused on the **organization of a global GAC capacity-building virtual workshop during ICANN67 to keep GAC members up to speed on policy development work related to the next round of new gTLDs**. In addition, a revised work plan was developed with the GAC Under-Served Regions Working Group for additional informational webinars in lieu of face-to-face meetings during the extended travel bans.

Also, at the request of the French-speaking network for telecommunications regulation known as FRATEL, GE also **organized an informational webinar for francophone regulators on 5G** which allowed access to a different portion of governments than ICANN has interacted with in the past.

4.3

Participate in the Evolution of a Global, Trusted, Inclusive Multistakeholder Internet Governance Ecosystem that Addresses Internet Issues

ICANN continued its active support of the global Internet Governance Forum (IGF) through participation in the IGF Multistakeholder Advisory Group.

- ICANN President and CEO headed an **ICANN delegation at the IGF 2019 in Berlin**. ICANN's participation at the event included speaking slots in the high-level Opening Plenary on Data Governance; organization of a workshop on the evolving ecosystem; and a session on ICANN's role in the Security and Stability of the Internet.
- In addition, ICANN held an [Open Forum on DNS Threats and Opportunities](#) and participated in the workshop on [Online Identity in the Multilingual Domain Name Space](#), among others.
- A number of **government bilateral meetings** took place, including with the UN Under-Secretary-General Liu Zhenmin, the Director of ITU-D Doreen Bogdan, members of the European Parliament, as well as with representatives of France, Bulgaria, and Poland.

ICANN is one of the World Summit on the Information Society (WSIS) Forum 2020 sponsors. Due to COVID-19, the forum was postponed and the face-to-face meeting in March was converted to a series of webinars and a high-level session taking place from July to September 2020. ICANN will organize a webinar on capacity-building activities for governments.

4.4 Promote Role Clarity and Establish Mechanisms to Increase Trust Within the Ecosystem Rooted in the Public Interest

Contractual Compliance Complaints

The Contractual Compliance team addressed 20,460 complaints in FY20. The complaint volume decreased by approximately 35% from 2019 mostly due to the suspension of WHOIS Accuracy Reporting System (WHOIS ARS) complaints. Compliance metrics and reports are located [here](#).

Compliance Approach And Process Summary

The table below presents the number of complaints in FY20 related to registrars and registries addressed through the informal and formal resolution process.

FY20 COMPLAINTS PER COMPLIANCE APPROACH & PROCESS SUMMARY

	Received	Closed before 1st Inquiry/ Notice	1st Inquiry/ Notice	2nd Inquiry/ Notice	3rd Inquiry/ Notice	Breach	Suspension	Termination	Closed
Registrar	18,701	15,268	2,516	563	138	2	1	1	17,862
Registry	1,759	911	877	211	69	-	-	-	2,047
FY20 TOTAL	20,460	16,179	3,393	774	207	2	1	1	19,909

Addressing Domain Name System Security Threats

- Following the June 2019 completion of the registry operator audit focused on DNS security threats, ICANN Compliance and OCTO **developed an approach for a DNS security threat obligation audit of registrars**. The audit will launch in the near future after completion of the information gathering phase.

→ [READ the Contractual Compliance Report on Registry Operator Audit for Addressing DNS Security Threats.](#)

- Contractual Compliance, through ICANN Procurement, issued a [Request for Information](#) (RFI) for compliance audit services and is now reviewing responses. A vendor will be selected following careful consideration of costs and benefits of each response.

Contracting Support

- At the request of the Global Domains and Strategy function, **Compliance performed 10,087 registrar-related compliance checks in support of Registrar Accreditation Agreement applications, assignments, or renewals.** The team also conducted 203 registry-related checks of prospective registry operators usually as part of assignments.

Other FY20 Accomplishments

- Provided input concerning policy language and enforcement concerning Expedited Policy Development Process (EPDP) on the Temporary Specification for gTLD Registration Data Policy Phase 1 recommendations.
- Participated in review of initial report and draft final report for EPDP Phase 2, and in sub-team meetings for conflict assessment between the Registrar Accreditation Agreement and Registry Agreement and EPDP Phase 1 recommendations.
- Implemented GAC advice to add instructions to the Compliance webpage for the submission of complaints involving access to nonpublic registration data requests and include metrics on the monthly dashboard regarding complaints received alleging violations of the Temporary Specification.
- Supported the Registration Directory Service (RDS-WHOIS2), Second Security, Stability, and Resiliency (SSR2), and Competition, Consumer Trust, and Consumer Choice (CCT) Review Teams activities by providing input and data as requested.
- Participated in the Implementation Project Team meetings for Red Cross and Red Crescent Reserved Names List Update.
- Conducted proactive monitoring reviews concerning the completeness of the registrars' data escrow deposits with Iron Mountain (IM), which services the majority of the registrar population. IM performed in-depth escrow file contents reviews of 29 registrars. About 20% of these had issues that were remediated and retested.
- Hosted webinars during ICANN66 and ICANN67 Prep Weeks with updates on the activities undertaken to ensure compliance by registrars and registries with their contractual obligations. Webinars included metrics on complaint processing and sections to address questions from the community.
- Participated in outreach and training activities with contracted parties in Armenia, United Arab Emirates, Sweden, Turkey, and Ukraine. The sessions aimed at increasing awareness of common challenges impacting registrants and explaining contractual obligations. Participants also discussed topics of interest and exchanged ideas in local languages.

STRATEGIC OBJECTIVE 5

Develop and Implement a Global Public Interest Framework Bounded by ICANN's Mission

- 5.1 Act as a Steward of the Public Interest
- 5.2 Promote Ethics, Transparency, and Accountability Across the ICANN Community
- 5.3 Empower Current and New Stakeholders to Fully Participate in ICANN Activities

5.1

Act as a Steward of the Public Interest

Legal Support and Advice

During FY20, ICANN org's Legal function provided legal support for all ICANN org functions through close coordination across the organization, including support in serving as a steward of and upholding the public interest. This legal support includes advice to ICANN's Board of Directors, ICANN org's internal operations, as well as to functions supporting community work.

ICANN org's lawyers serve as liaisons to community efforts such as the Expedited Policy Development Process (EPDP) on the Temporary Specification for gTLD Registration Data Policy recommendations and the Cross-Community Working Group on Auction Proceeds (CCWG-AP), as well as internal work such as reviewing all contracts in the organization, advising on privacy and human resources issues, and supporting all projects and initiatives across ICANN org as needed.

Support for ICANN Board

During FY20, ICANN org provided direct support to the boards of ICANN and ICANN's wholly-owned affiliate, Public Technical Identifiers (PTI). This includes both administrative and logistical support for Board activities, but is also where ICANN demonstrates how its decisions are taken in the public interest.

For all substantive Board decisions taken in FY20, the ICANN Board continued its practice of providing a statement detailing how the decision serves the public interest. ICANN org supported the Board in delivering on one of its FY20 priorities, the completion of a proposed framework and toolkit for the community to consider the global public interest, while using the existing ICANN bottom-up multistakeholder processes, to demonstrate how specific recommendations, advice, and public comments are in the global public interest.

→ [READ about the FY20 Board work.](#)

5.2

Promote Ethics, Transparency, and Accountability Across the ICANN Community

Cross-Community Working Group on Enhancing ICANN Accountability Workstream 2

In November 2019, the ICANN Board passed a [resolution](#) adopting all the consensus recommendations from the Cross-Community Working Group on Enhancing ICANN Accountability (WS2) contained in the WS2 [Final Report](#). ICANN org has prepared a WS2 [Implementation Assessment Report](#) which was considered by the Board and shared with the WS2 Implementation Team.

Implementing the 100-plus WS2 recommendations will take several years, have a considerable resource and budgetary impact, and require prioritization of work. The Board has directed ICANN org to start the implementation of WS2 recommendations that do not require additional resources. ICANN org has begun implementation work.

→ [READ MORE about Implementation of WS2 Recommendations.](#)

Advancing Specific and Organizational Reviews

The Board, community, and org are working toward streamlining Organizational Reviews. In this context, the third Accountability and Transparency Review Team included in its Final Report one high-priority recommendation on amending both Specific and Organizational Reviews.

→ [READ MORE in the ATRT3 Final Report.](#)

Section 4.5 of the ICANN Bylaws requires ICANN org publish an Annual Reviews Implementation Report that provides an overview of the implementation status of Specific Review processes and the status of ICANN's implementation of recommendations from Specific Reviews.

→ [READ MORE in the Annual Reviews Implementation Report.](#)

Organizational Reviews Progress

Organizational Reviews highlights included:

- At-Large completed the implementation of recommendations and submitted its final implementation report in June 2020.
- The ICANN Board [accepted](#) the [NomCom Review Detailed Implementation Plan](#). The NomCom Review Implementation Working Group provided an update to the community via a [webinar](#) on 17 June 2020 and submitted its first implementation progress report in June 2020.
- The independent examiner submitted the [ccNSO Review Final Report](#) in August 2019. The ccNSO is in the process of drafting its feasibility assessment and initial implementation plan.
- The ICANN Board [accepted](#) the [RSSAC2 Review Detailed Implementation Plan](#) and RSSAC is implementing the recommendations and has provided its first progress report in June 2020.
- The ICANN Board [accepted](#) the SSAC [Detailed Implementation Plan](#) and SSAC is implementing the recommendations and has provided its first progress report in June 2020.

Accountability and Transparency Mechanisms

ICANN org continues to support ICANN's accountability mechanisms, in particular the Independent Review and Reconsideration Processes. This includes supporting the Board Accountability Mechanisms Committee (BAMC), developed to oversee accountability mechanisms. ICANN org continues prompt posting of all materials to its website so that the broader community has access to information on the usage of these mechanisms.

→ [READ MORE on the Accountability Mechanisms.](#)

Transparency Reporting

→ [READ the Transparency Report contained in this Annual Report.](#)

5.3

Empower Current and New Stakeholders to Fully Participate in ICANN Activities

Supporting Public Interest Initiatives

ICANN | PRS

Public Responsibility Support

Public Responsibility Support (PRS) continues to support the ICANN Board in developing a **Global Public Interest (GPI) Framework**. Over the next year, the Board will pilot the framework and toolkit to apply to upcoming Board decisions, and PRS will support the Board in documenting their experience, including recording the relevant use cases identified in this pilot year.

→ [READ MORE](#) about the Framework on the GPI Wiki.

Supporting Stakeholder Participation

ICANN | FELLOWS

This financial year, ICANN org awarded fellowships to 33 people for the ICANN66 face-to-face meeting in Montréal, including five mentors appointed by various stakeholder groups. Twenty-eight fellows (excluding mentors) hailed from Asia Pacific (29%), Latin America and Caribbean (29%), Europe (10%), Africa (24%), and North America (8%). The self-declared gender of fellowship recipients was 40% male and 60% female. Due to the virtual nature of the ICANN67 and ICANN68 meetings, the 40 ICANN67 fellows were deferred to ICANN69 and the 22 ICANN68 fellows were deferred to ICANN70.

→ [LEARN MORE](#) about ICANN Fellows.

ICANN | NEXT GEN

Fifteen students from across North America participated in the ICANN66 NextGen@ICANN Program, which aims to encourage the next generation to engage with ICANN and Internet policymaking. In addition, 15 participants from ICANN67 were deferred to ICANN70, and 15 participants from ICANN68 will participate in the next Asia Pacific Public Meeting. The NextGen@ICANN Program has been undergoing an [extensive community review](#) in FY20. All program improvements will be implemented by the end of 2020.

→ [LEARN MORE](#) about NextGen@ICANN.

Supporting Education

ICANN | LEARN

In FY20, more than 3,000 new learners signed up for ICANN Learn, ICANN's online capacity development platform. The platform hosted more than 30 self-paced online courses, including two new foundation courses: *DNS Fundamentals* and *Policy Development Fundamentals*. Other new offerings include *Registrant Basics: Essentials for Domain Name Holders*, *Holding Effective Meetings*, *Unconscious Bias*, and an improved *Get to Know the GNSO* course. More courses focusing on technical content, ICANN ecosystem knowledge-building, and personal effectiveness skill-building are scheduled for development in FY21.

→ [EXPLORE](#) courses on ICANN Learn.

ICANN HISTORY PROJECT



The ICANN History Project released a [video about the birth of ICANN](#) and a new track with [video interviews exploring ICANN's global expansion](#). In addition, the organization continues to support a comprehensive research paper on the history of the Internet's unique identifiers from 1967 to 2017.

→ [EXPLORE](#) the ICANN History Project.

REGIONAL REPORTS



Africa Regional Report



Year at a Glance — Timeline

2019

22-24 July

The [7th Africa Domain Name System Forum](#), hosted by the Botswana Communications Regulatory Authority (BOCRA), was held in Gaborone, Botswana.

4-9 September

ICANN org participated in both the annual [Africa School on Internet Governance](#) (AFRISIG2019) as well as the [Africa IGF 2019](#) edition in N'Djamena, Chad.

27 September

ICANN org's Adiel Akplogan, recognized as an Internet pioneer in Africa, was [inducted](#) into the 2019 Internet Hall of Fame.

2-6 December

ICANN org participated in the AFRINIC31 Meeting in Luanda, Angola.

2020

20 January

The Africa Strategy Working Group (ASWG2020) began work to develop the FY21–25 Africa Regional Plan.

12-14 February

ICANN org teams led an academic outreach mission and delivered a public lecture series at universities in Kenya and Cape Verde.

25 February

ICANN org led a DNS Abuse and Mitigation Workshop with Law Enforcement Agencies in Bujumbura, Burundi.

15 April

The FY21–25 ICANN Africa Regional Plan was [published](#) for Public Comment.

30 April

The ICANN org team in Africa conducted a [webinar](#) on “Universal Acceptance and Local Initiatives in Africa” for the regional community.

14 May

A regional webinar for the Middle East and Africa was held on ICANN's Open Data Program featuring presentations by ICANN org members.

Regional Highlights

A CLOSER FOCUS ON YOUTH AND ACADEMIA ENGAGEMENT IN AFRICA



According to the African Union, 65% of the population in Africa is below age 35. This makes it more important than ever to involve the younger generation of Africans in the ICANN community. Working together with universities, the regional team deployed more resources and efforts in outreach targeting youth engagement with the ICANN community this year. Key highlights included:

- A public lecture at the Strathmore University in Nairobi, Kenya, on 18 September 2019 where students were introduced to the ICANN ecosystem and the multistakeholder model.
- A presentation on ICANN and DNS during the Woman DNS Academy event in Cotonou, Benin, on 17 September 2019.
- A YouthCom workshop on 10 October 2019 at Bugema University in Uganda where students were introduced to the DNS and ICANN.
- A public lecture at the University of Nairobi School of Law was held on 24 October 2019, where students were introduced to the ICANN ecosystem and the multistakeholder model.
- An outreach activity was conducted at the University of Ghana in collaboration with the Internet Society of Ghana on 25 October 2019. More than 50 students were introduced to the Internet ecosystem and ICANN.
- A remote presentation on Universal Acceptance was delivered at the UbuntuNet 2019 conference on 1 November 2019.
- A YouthCom workshop on 14 November 2019 at Technical University of Kenya in Nairobi.
- A public lecture series was conducted from 12–14 February 2020 in Maseno, Nairobi, Multimedia and Masinde Muliro Universities in Kenya, as well as Cabo Verde and Jean-Piaget University in Cape Verde.

A NEW ICANN AFRICA REGIONAL PLAN FOR FY21-25

Development of ICANN’s FY21–25 Strategic Plan created a need to review and realign ICANN org’s engagement plan for Africa. The new plan emphasizes capacity development to empower African governments and Internet stakeholders — especially the business sector — to address these challenges by leveraging ICANN’s technical expertise and resources, with the African community’s support.

The African community began reworking the ICANN Africa Regional Implementation Plan during FY20, with facilitation from the ICANN org regional team. An Africa Strategy Working Group (ASWG2020), made up of 25 diverse representatives selected through a public call, was formed in January to develop this plan.

The ASWG2020 worked diligently within very tight timelines and produced the first draft of the new plan. This was presented to the community during the Africa Strategy session at ICANN67 for further input and comments. The preliminary comments were incorporated into a final draft published for Public Comment. Additional community input from that Public Comment period has also been incorporated into the final plan, published in July 2020. The team expresses its sincere gratitude to the ASWG2020 and the ICANN community for all their efforts in making this process a success despite the difficulties caused by the pandemic.

Capacity-Development Activities in Africa

Note: The FY20 training calendar was impacted by the COVID-19 pandemic.

TRAINING FOR TECHNICAL COMMUNITY

ICANN org held technical workshops and webinars on DNS Network Security, DNSSEC, and Universal Acceptance across the region.

Total number of workshops in FY20:

1

Total number of workshops in FY19:

4

TRAINING FOR LAW ENFORCEMENT AGENCIES

ICANN org provides training for law enforcement agencies so that they can better handle abuse and misuse related to Internet identifiers.

Total number of workshops in FY20:

1

Total number of workshops in FY19:

4

TRAINING FOR NONTECHNICAL COMMUNITY

The org also regularly helps to build capacity for the community such as accredited registrars and registry operators. In addition, ICANN org engaged with government and civil society for training that is relevant to these sectors.

Total number of workshops in FY20:

0

Total number of workshops in FY19:

6

Africa Community Leaders

COMMUNITY GROUPS

Dr. Eberhard W Lisse — ccNSO PDP Retirement Working Group, Vice Chair

UNIVERSAL ACCEPTANCE AMBASSADORS

Abdalmonem Galila — Egypt

You can find the complete list of community leaders from all regions [here](#).

Asia Pacific Regional Report



Year at a Glance — Timeline

2019

31 July-7 August

The 34th South Asia Network Operators Group (SANOG34) was held in Kolkata, India.

10 August

The Myanmar script Generation Panel held a public consultation event on their Root Zone Label Generation Rules (RZ-LGR) proposal. The proposal is being finalized in consultation with the Integration Panel.

23 August

ICANN org participated in the Beijing Cyber Security Conference to discuss the Root Server System. Besides explaining how ICANN coordinates the Internet's system of unique identifiers, ICANN org also clarified the differences between "root server instances" and "root mirrors."

20-22 October

ICANN org participated in the annual 2019 World Internet Conference, also known as the Wuzhen Summit, in several engagement events to promote Universal Acceptance (UA) and Internationalized Domain Names (IDNs) in China.

16-19 July

One of the key regional initiatives on Internet governance, the 10th Asia Pacific Regional Internet Governance Forum (APRIGF) convened in Vladivostok, Russian Federation. ICANN org participated actively in the multistakeholder platform, including organizing a session titled "Universality of the Domain Name System," urging for Internet systems and applications to be Universal Acceptance-ready.

12-16 August

ICANN and the Korea Internet and Security Agency (KISA) co-organized the 4th Asia Pacific Internet Governance Academy (APIGA), a five-day capacity-building workshop targeting young people.

14-16 October

ICANN org participated in the annual CyFy conference in New Delhi, India, in a Speed Talk keynote as well as a panel session. The Speed Talk session focused on potential adverse impacts new technologies could have on the unified Internet.

13-17 November

The inaugural India Internet Week was organized by India Internet Foundation. ICANN org participated in several programs during the week, including the Youth Internet Governance Forum and the Global Forum on Cyber Expertise Internet Infrastructure Initiative.

2020

18-21 February

One of the region's largest international Internet conferences, Asia Pacific Regional Internet Conference on Operational Technologies (APRICOT) took place in Melbourne, Australia. The event was held alongside the 49th Asia Pacific Network Information Centre (APNIC) meeting and the 77th Asia Pacific Top-Level Domain (APTLTD) meeting. ICANN Board and org actively participated in all meetings.

28 March

The India UA Local Initiative agreement was signed and UA awareness and training events kicked off subsequently.

9 January

The China UA Local Initiative is officially launched by the Internet Society of China (ISC).

24 March

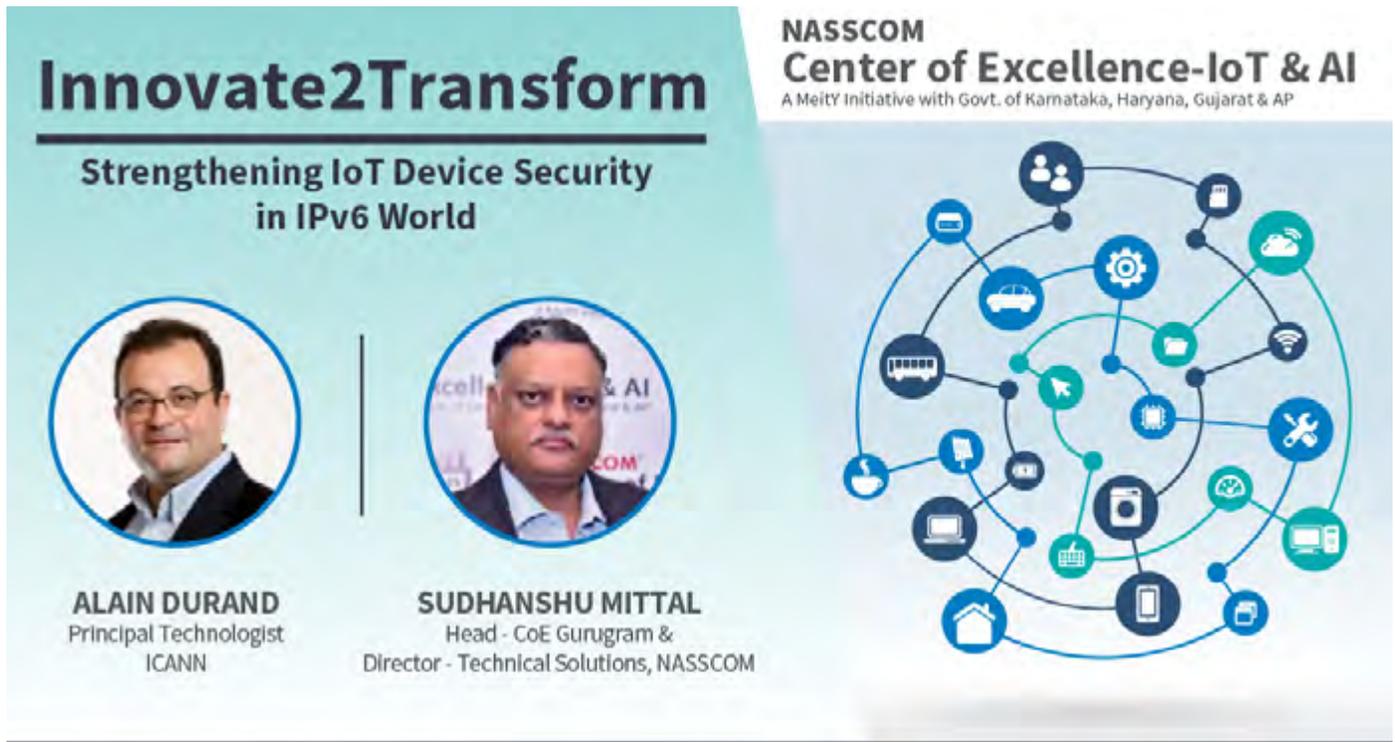
A first-ever ICANN Readout was held for APAC Space where prominent APAC community leaders shared their key perspectives and takeaways from ICANN67.

29 June

Work is underway to install the first ICANN-Managed Root Server (IMRS) instance in the Republic of Palau. There are now 22 IMRS instances located in 12 economies in Oceania.

Regional Highlights

CONTRIBUTING TO ICANN'S TECHNICAL REMIT IN THE REGION



Innovate2Transform
Strengthening IoT Device Security
in IPv6 World

ALAIN DURAND
Principal Technologist
ICANN

SUDHANSHU MITTAL
Head - CoE Gurugram &
Director - Technical Solutions, NASSCOM

NASSCOM
Center of Excellence-IoT & AI
A MeitY Initiative with Govt. of Karnataka, Haryana, Gujarat & AP

In 2019, ICANN and NASSCOM's Center of Excellence for Internet of Things (IoT) embarked on a research project on the Domain Name System (DNS) and Internet Protocol version 6 (IPv6) in the IoT context.

The research team tested the use of the DNS to update IoT firmware, studying how the proposed technology could scale outside a lab environment. The team published its findings in early 2020, which generated keen interest amongst the ICANN community in India.

This project is the result of a Memorandum of Understanding (MoU) signed in June 2018. The MoU aims to enhance collaboration and engagement activities that will foster innovation in Internet identifier technologies. Both parties are now working on defining the next project.

SUPPORTING A MULTILINGUAL INTERNET IN ASIA PACIFIC

The Neo-Brahmi Generation Panel (NBGP) was first seated in May 2015 with 65 members from Bangladesh, India, Nepal, Singapore, and Sri Lanka. The Panel tasked itself to work on the Label Generation Rules (LGR) of nine scripts: Bengali (Bangla), Devanagari, Gurmukhi, Gujarati, Kannada, Malayalam, Odiya, Tamil, and Telugu. These nine scripts are used to write scores of languages spoken in the Indian subcontinent.

In April last year, the LGR of eight NBGP scripts were integrated into the root zone. On 29 June 2020, the last script from NBGP, Bengali (Bangla), was included in the fourth version of Root Zone Label Generation Rules, together with Chinese and Malayalam scripts.

The LGRs enable a transparent mechanism for communities to determine valid top-level labels for these complex scripts, supporting secure use of IDNs in these scripts. In the case of the NBGP, this transparent mechanism helped in building trust in ICANN's processes.

Capacity-Development Activities in Asia Pacific

Note: The FY20 training calendar was impacted by the COVID-19 pandemic.

TRAINING FOR TECHNICAL COMMUNITY

As part of ICANN's Mission to ensure the stable and secure operation of the Internet's unique identifier systems, ICANN org provides capacity-building training for the Domain Name System (DNS), DNS Security Extensions (DNSSEC), and DNS/Network Security to APAC community.

Total number of workshops
in FY20:

23

Total number of workshops
in FY19:

13

TRAINING FOR LAW ENFORCEMENT AGENCIES

ICANN org provides training for law enforcement agencies (LEA) so that they can better handle abuse and misuse related to Internet identifiers.

Total number of workshops
in FY20:

4

Total number of workshops
in FY19:

2

TRAINING FOR NONTECHNICAL COMMUNITY

ICANN org also regularly helps to build capacity for nontechnical community members such as accredited registrars and registry operators. These trainings are aimed towards helping these stakeholders to better understand ICANN policies and processes.

Total number of workshops
in FY20:

1

Total number of workshops
in FY19:

5

Asia Pacific Community Leaders

COMMUNITY GROUPS

Cheryl Langdon-Orr — New gTLD Subsequent Procedures PDP, Co-Chair

Ching Chiao — Cross-Community Working Group on New gTLD Auction Proceeds (CCWG-AP), Co-Chair

Pua Hunter — GAC Underserved Regions Working Group, Co-Chair

UNIVERSAL ACCEPTANCE STEERING GROUP LEADERS

Ajay Data — UASG Chair

Satish Babu — **UA Technology Working Group Chair**

Rahul Gosain — **UA Communications Working Group Chair**

T. Santhosh — **UA EAI Working Group Vice Chair**

UNIVERSAL ACCEPTANCE AMBASSADORS

Harish Chowdhary — Delhi, India

Sushanta Sinha — **Kolkata, India**

Aman Masjide — **Mumbai, India**

Walter Wu — Beijing, China

Zhijiang Liu — **Beijing, China**

Marvin Wu — **Guangzhou, China**

GENERATION PANEL (GP) LEADERS

Ajay Data — Neo-Brahmi GP Co-Chair

Hirofumi Hotta — Japanese GP Chair

Kenny Huang — Chinese GP Co-Chair

Mahesh Kulkarni — Neo-Brahmi GP Co-Chair

Kim Kyongsok — Korean GP Chair

Thin Zar — Myanmar GP Co-Chair

Udaya Singh — Neo-Brahmi GP Co-Chair

Wang Wei — Chinese GP Co-Chair

Yin May Oo — Myanmar GP Co-Chair

Names in bold = Newly Appointed in FY20

You can find the complete list of community leaders from all regions [here](#).

Europe Regional Report



Year at a Glance — Timeline

2019

7-8 October

The 19th meeting of the ICANN-Studienkreis took place in Lisbon, Portugal, with the participation of ICANN President and CEO Göran Marby and members of the ICANN Board.

25-29 November

Members of the ICANN Board, community, and organization **participated** in the 14th Internet Governance Forum (IGF) in Berlin, Germany.

2020

13 January

Chris Mondini was **appointed** Vice President, Global Stakeholder Engagement, Europe and Managing Director for the Brussels, Belgium office.

20 February

ICANN Board Chair Maarten Botterman shared his ideas for a better Internet at the Domain Pulse 2020 event in Innsbruck, Austria.

13 March

ICANN org **announced** The Hague, Netherlands, as the location for the ICANN74 Policy Forum, to be held from 13-16 June 2022.

3 April

As part of a new series of Government Engagement publications, ICANN org issued its **European Union (EU) Policy Update** providing an analysis of EU policy, initiatives, and proposed legislation of potential relevance to the ICANN community.

9 April

The first European Stakeholder Assembly, “The Domain Name System in the Time of COVID-19: A Technical Perspective” **took place** with over 200 participants.

19 May

ICANN org **announced** the successful completion of String Evaluation of the proposed Internationalized Domain Name (IDN) country code top-level domain (ccTLD) string for Israel.

4 June

The second European Stakeholder Assembly, “ICANN and Intergovernmental Organizations: Topics in Internet Governance at IGOs” **took place**, featuring presentations by Government Engagement team members.

Regional Highlights

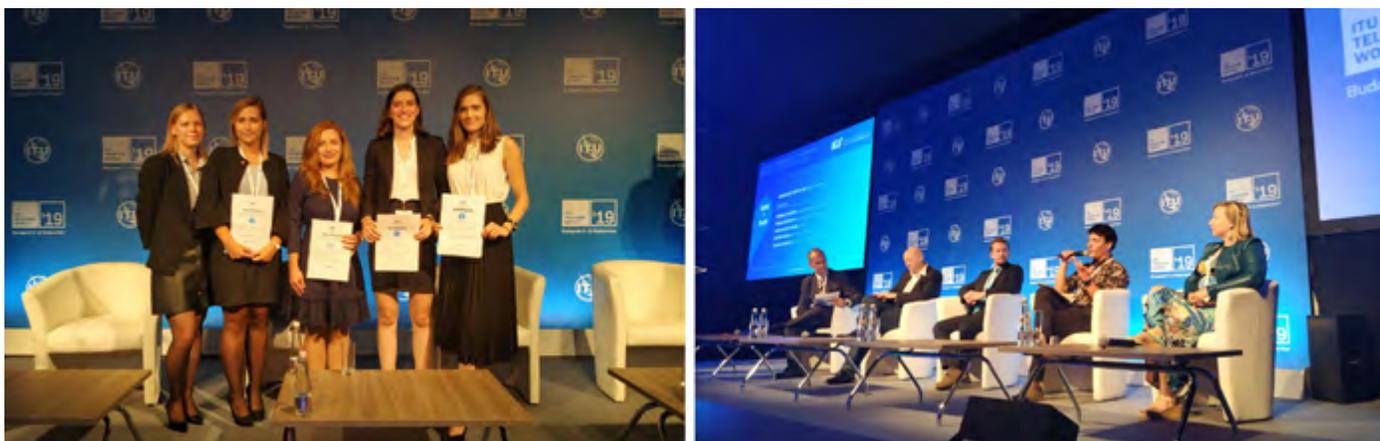
CONTINUATION OF COMMUNITY ENGAGEMENT PROGRAMS

ICANN org continues to strengthen relationships with European stakeholders active in the ICANN community, such as members of the Governmental Advisory Committee (GAC), country code top-level domain (ccTLD) operators, contracted parties, and Supporting Organization and Advisory Committee (SO/AC) groups. At the same time, ICANN seeks to raise awareness of its Mission and open policy development model, while working hard to avoid overwhelming newcomers with the amount of information and acronyms.

The best way to meet these engagement goals and to reach the objectives outlined in the FY21–25 Strategic Plan is through regular interaction, ranging from bilateral meetings to training to webinars.

A number of technical and nontechnical trainings, plus a newly inaugurated series of online Stakeholder Assemblies made up the majority of these events, with ICANN participation in various Internet Governance Forums and domain name-related gatherings making up the rest. In all cases, ICANN org sought a balanced approach to reach business, civil society, government representatives, Internet users, and technical experts.

ICANN SUPPORTS FIRST INTERNET GOVERNANCE FORUM IN HUNGARY



On 12 September 2019, Hungary hosted its first regional Internet Governance Forum (IGF). The Hungarian Scientific Association for Infocommunications (HTE), the ICT Association of Hungary (IVSZ), and the Ministry of Innovation and Technology organized the event.

This inaugural event started from ICANN org’s suggestion to bring the multistakeholder experience to the Hungarian Internet community. ICANN org’s commitment to provide support helped to push this idea into realization, with the objective to bring the full experience of multistakeholder engagement to the local Internet communities, and facilitate discussions on the latest Internet governance issues.

ICANN org is pleased that the Hungarian hosts took up the suggestion enthusiastically. An interesting program was put together, including topics such as the future of the Internet in Central and Eastern Europe, artificial intelligence, and the security and protection of youth online. The organizing team declared the event a clear success, especially for the first event of its kind.

Capacity-Development Activities in Europe

Note: The FY20 training calendar was impacted by the COVID-19 pandemic.

TRAINING FOR TECHNICAL COMMUNITY

ICANN org provided DNS Network Security and DNSSEC training to the European community.

TRAINING FOR LAW ENFORCEMENT AGENCIES

ICANN org collaborated with European law enforcement on DNS security training.

TRAINING FOR NONTECHNICAL COMMUNITY

The org also regularly helps to build capacity for the community such as accredited registrars and registry operators. In addition, ICANN org engaged with government and civil society for training that is relevant to these sectors.

Total number of workshops in FY20:

8

Total number of workshops in FY19:

7

Total number of workshops in FY20:

7

Total number of workshops in FY19:

4

Total number of workshops in FY20:

3

Total number of workshops in FY19:

5

Europe Community Leaders

COMMUNITY GROUPS

Janis Karklins — EPDP Phase 2, Chair

Erika Mann — CCWG New gTLD Auction Proceeds Cross-Community Working Group, Co-Chair

Petter Rindforth — PDP Curative Rights Protections for IGO/INGOs, Chair

Thomas Rickert — Protection of International Organization Names in All gTLDs, Chair

Cathrin Bauer-Bulst — GAC Public Safety Working Group, Co-Chair

UNIVERSAL ACCEPTANCE STEERING GROUP LEADERS

Dusan Stojicevic — UASG, Vice Chair

You can find the complete list of community leaders from all regions [here](#).

Eastern Europe and Central Asia Regional Report



Year at a Glance — Timeline

2019

19-20 September

A workshop held in partnership with the .GE registry tailored for local registrars, the first of its kind in Tbilisi, Georgia.

11-12 October

The 4th Eastern European Domain Name System Forum (EEDNSF), co-organized with the .am/.հայ registry, ISOC. AM, took place in Yerevan, Armenia.

2020

16 March

Mikhail Anisimov [joined](#) ICANN org as the Head of Global Stakeholder Engagement (GSE) for Eastern Europe and Central Asia.

10 May

The Universal Acceptance Steering Group (UASG) and GSE conducted a Train-the-Trainer program for participants who are involved in local UA initiatives in the region.

Regional Highlights

ENGAGEMENTS IN THE TIME OF COVID-19

ICANN org continued to build on the objective of maintaining stronger collaboration with Internet organizations in the region. ICANN org continued to participate and support a number of national, sub-regional, and regional Internet Governance Forums (IGFs). These forums still play a significant role in public discussion on Internet governance, and are an opportunity to exchange ideas and best practices. Besides the national IGFs that are organized in their respective countries every year, Russian Federation hosted the Asia Pacific regional IGF in July 2019, where ICANN org participated in a number of sessions.

Since March 2020, COVID-19 has necessitated postponing or cancelling many scheduled events, training, and face-to-face meetings. Regional ICANN org has adjusted its focus to work on awareness raising and collaborating with the broader community to deliver ICANN's messages and its Mission.

Regional media reached out for information about how ICANN org is contributing to the efforts to fight DNS abuse related to COVID-19.

VIEW the News Coverage:

- [RSpectr.com media focusing on cyber security](#)
- [“Teplitsa” media focusing on activities of civil society](#)
- [Video of live stream with blogger Mikhail Klimarev](#)

EASTERN EUROPEAN DOMAIN NAME SYSTEM FORUM (EEDNSF) CONTINUES TO GROW



This key flagship event continues to grow in importance throughout the region. The fourth EEDNSF was held in Yerevan, Armenia, in October and hosted by the Internet Society and .AM ccTLD registry. The EEDNSF was part of a series of Internet-related events called the N2 Forum that brings together local and international organizations and experts in the Internet ecosystem to share expertise and best practices.

The event gathered participants from seven countries in the region as well as ICANN Board members and technical experts. With a two-day agenda, the event focused on ccTLD operations, cyber security issues, and discussions around the multistakeholder model in the policy development process.

Capacity-Development Activities in Eastern Europe and Central Asia

Note: The FY20 training calendar was impacted by the COVID-19 pandemic.

TRAINING FOR TECHNICAL COMMUNITY

ICANN org held technical workshops and webinars on DNS Network Security, and DNSSEC across the region.

Total number of workshops
in FY20:

2

Total number of workshops
in FY19:

2

TRAINING FOR LAW ENFORCEMENT AGENCIES

ICANN org provides training for law enforcement agencies so that they can better handle abuse and misuse related to Internet identifiers.

Total number of workshops
in FY20:

1

Total number of workshops
in FY19:

1

TRAINING FOR NONTECHNICAL COMMUNITY

The org also regularly helps to build capacity for the community such as accredited registrars and registry operators. In addition, ICANN org engaged with government and civil society for training that is relevant to these sectors.

Total number of workshops
in FY20:

2

Total number of workshops
in FY19:

1

Latin America and the Caribbean Regional Report



Year at a Glance — Timeline

2019

20-23 August

Read more about LAC DNS Week + LAC DNS Forum events in Puerto Rico in the [regional highlights](#) section.

4 November

Nearly 40 participants from Latin America and the Caribbean attended LAC Space during ICANN66, where regional opportunities to participate in ICANN's FY21–25 Strategic Plan were discussed.

January to February

ICANN's regional Vice President Rodrigo de la Parra, together with the Mexican Multistakeholder Local Host Committee, traveled throughout Mexico for the ICANN67 Engagement Roadshow, which included several press conferences and speech opportunities.

7-12 March

ICANN67, slated for Cancún, Mexico, shifted to an online-only meeting due to COVID-19 concerns. The LAC community was very active and held three successful virtual sessions.

24 March

Launch of the first ICANN LAC Talks. Read more about this initiative in the [regional highlights](#) section.

30 April-25 June

Academic collaboration with the Mexican University Association ([ANUIES](#)) on Development of the Internet for the Higher Education Institutions. Project website: <https://codiies.anuiies.mx/>

4-18 June

Launch of the Technical Capacity Building workshop series for the Brazilian ISP Association ([ABRINT](#)), with a session on implementing DNSSEC in recursive servers.

16 July

More than 40 people from across Latin America and the Caribbean joined the ICANN65 Readout session both remotely and on-site at the Casa de Internet in Montevideo, Uruguay.

30 September

Members from law enforcement agencies across the Caribbean met in Jamaica to discuss important Internet trends. ICANN org collaborated with American Registry for Internet Numbers (ARIN) to conduct workshops for the 350 attendees on Domain Name System Security Extensions (DNSSEC), DNS over TLS (DoT), and DNS over HTTPS (DoH).

2020

January

The survey "IDN registration in the LAC region" was conducted by the [Latin American and Caribbean Islands Regional At-Large Organization \(LACRALO\) Working Group on Multilingualism and Internationalized Domain Names](#) (IDNs).

28 February

The Country Code Names Supporting Organization (ccNSO) Council nominated Patricio Poblete (Director, NIC Chile) as Director, to ICANN Board Seat 11, with a term to start in October 2020.

16 March

Nicolas Antoniello, Technical Engagement Manager, joins ICANN's Office of the Chief Technology Officer (OCTO) working in close collaboration with the Latin America and the Caribbean regional team to enhance ICANN's technical knowledge-sharing efforts in the region.

29 April-June 10

Launch of the Technical Capacity Building series for the Paraguayan Internet Service Providers Association ([ASISPY](#)) with 26 participants.

1 June

Review of the LAC Strategic Plan. More information [here](#).

24 June

Technical Capacity Building workshop for the Bolivian Internet Exchange Point Association ([PIT BOLIVIA](#))

Regional Highlights

LAC DNS FORUM 2019



Participants of the LAC DNS Week and the LAC DNS Forum, August 2019, Puerto Rico.

The 2019 edition of the Latin America and the Caribbean (LAC) Domain Names System (DNS) Forum took place on 22 August 2019 in Puerto Rico, during the DNS week organized by the Latin American and Caribbean ccTLD Association (LACTLD) and .PR registry. The annual LAC DNS Forum brings together industry, Internet policy, and technical professionals interested in DNS-related issues.

The sixth edition of the forum explored the importance of the adoption of Domain Name System Security Extensions (DNSSEC) and discussed the impact of new protocols like DNS-over-HTTPS (DoH) and DNS-over-TLS (DoT), and market trends presented by active contracted parties in ICANN processes.

During the DNS Week, Guadalupe's new membership in LACTLD was announced. The week featured innovative events like an interactive session to promote participation in ICANN processes and an update from ccTLD operators on IANA services.

The annual LAC DNS Forum was first held in 2013 and each event is jointly organized by LACTLD, the Latin American and Caribbean Address Registry (LACNIC), the Internet Society (ISOC), the Public Interest Registry (PIR), and ICANN. This effort is aimed at supporting the evolution of the domain name marketplace to be robust, stable, and trusted while empowering current and new stakeholders from this region to fully participate in ICANN activities.

ICANN LAC TALKS



ICANN LAC Talks is an initiative born in response to COVID-19 pandemic travel restrictions. The objective of this initiative is to keep ICANN LAC visible among its regional stakeholders and provide relevant information on ICANN topics during the health crisis.

The first edition took place on 24 March 2020 and featured the topic “DNS Security and Threats During the COVID-19 Health Crisis.” The second edition took place on 15 May 2020, featuring the topic “5G Technology.” Both sessions gathered more than 200 participants, very good numbers for online webinars in this region. This showed the commitment of our community to keep participating, learning, and connecting with each other during the health crisis and our efforts to evolve and further globalize ICANN by fostering a proactive regional engagement with Latin American and Caribbean stakeholders.

The regional Global Stakeholder Engagement team will continue to facilitate these webinars throughout the fiscal year 2021. The webinars will always provide interpretation services (English, Spanish, Portuguese) in order to boost a meaningful participation of the Latin American and Caribbean community.

DEVELOPING LAC STRATEGIC PLAN FY21–25

To align ICANN’s FY21–25 Strategic Plan with regional needs and demands, the LAC Strategic Council with support of the Global Stakeholder Engagement team for Latin America and the Caribbean (LAC GSE) developed a new regional strategic plan for engagement.

Members of the LAC Strategic Council identified trends, risks, and suggested actions for each area of focus of ICANN’s new FY21–25 Strategic Plan. This process helped ensure that key areas of interest of the regional strategic plan were aligned with ICANN’s new strategic plan.

The LAC Strategy Council also identified a subset of objectives for each key area of interest, adapting them to fit the needs and demands of the region, and established targeted actions for each of those objectives.

The final draft was published for Public Comment on 1 June 2020.

→ [READ MORE about the LAC Regional Plan.](#)

Capacity-Development Activities in Latin America and the Caribbean

Note: The FY20 training calendar was impacted by the COVID-19 pandemic.

TRAINING FOR TECHNICAL COMMUNITY

With the incorporation of Nicolás Antonello (Office of the CTO) working closely with the regional team and based in the regional Montevideo office, the organization was able to strengthen and deepen its work with the Latin American and Caribbean community through various technical training efforts.

Total number of workshops in FY20:

10

Total number of workshops in FY19:

4

TRAINING FOR LAW ENFORCEMENT AGENCIES

ICANN org's Security, Stability, and Resiliency Engagement team visited Argentina, Colombia, and Costa Rica to raise awareness about DNS abuse and other critical threats, providing training to police, state agencies, and academia.

Total number of workshops in FY20:

8

Total number of workshops in FY19:

4

TRAINING FOR NONTECHNICAL COMMUNITY

Due to the pandemic, many of the LAC-i-Roadshow events planned for FY20 were cancelled. These events are a feature of the LAC Strategy, which provides outreach on key topics related to the critical infrastructure of the Domain Name System (DNS). In their place, the regional team held outreach webinars and the new ICANN LAC Talks, which gathered near 500 participants.

Total number of workshops in FY20:

17

Total number of workshops in FY19:

15

Latin America and the Caribbean Leaders

COMMUNITY GROUPS

Sylvia Herlein Leite (Brazil), leader of the Latin American and Caribbean Islands Regional At-Large Organization (LACRALO) Working Group on Multilingualism and Internationalized Domain Names (IDNs)

UNIVERSAL ACCEPTANCE AMBASSADORS

Mark William Datysgeld — Brazil

Names in bold = Newly Appointed in FY20

You can find the complete list of community leaders from all regions [here](#).

Middle East Regional Report



Year at a Glance — Timeline

2019

17 July

FY19 Middle East Engagement satisfaction [survey results](#) showed 70% were satisfied with ICANN's engagement efforts in the region.

15 October

The new Middle East and Adjoining Countries Strategy Working Group ([MEAC-SWG](#)) began efforts to develop a new regional strategic plan.

8-12 July

The 6th edition of the Middle East and Adjoining Countries School on Internet Governance ([MEAC-SIG 2019](#)) was held in Rabat, Morocco.

22-27 September

ICANN's Office of the Chief Technology Officer (OCTO) and Global Stakeholder Engagement (GSE) team members held technical engagement activities in Egypt, Jordan, and Turkey.

20-21 November

ICANN's Istanbul regional office hosted a Tech Talk delivered by ICANN's Chief Technology Officer (CTO) David Conrad to a group of technical stakeholders.

ICANN's CTO delivered a keynote speech on the security and stability of the unique identifiers at the ICT Summit 2019, in Istanbul, Turkey.

2020

18 February

The Middle East Regional Plan FY21–25 was released for Public Comments.

27 April

A [regional webinar](#) was held on Understanding DNS over TLS (DoT) and DNS over HTTPS (DoH).

8 June

The Middle East Space held another remote session to discuss and finalize its statement on Universal Acceptance of Arabic script-based domain names and email addresses.

22-23 January

ICANN org participated in a panel discussion on Internet and multilingualism, speaking about Internationalized Domain Names (IDNs) and Universal Acceptance at the Arab Internet Governance Forum (IGF) 2020 in Cairo, Egypt.

15 April

The Middle East Space held a remote session on the Universal Acceptance of Arabic script-based domain names and email addresses.

14 May

The first joint Middle East and Africa regional webinar was conducted for ICANN's Open Data Program.

The final version of the FY21–25 [Middle East Regional Plan](#) published, and work started on the FY21 Action Plan.

30 June

The final version of the [FY21 Action Plan](#) was published, and the 2016–2020 MEAC Strategy concluded.

Regional Highlights

FY21–25 MIDDLE EAST REGIONAL PLAN

In mid-October, a group of community members came together to begin working on a new regional plan (previously known as a “Regional Strategy”). Some of the initial agreements of the MEAC Strategy Working Group ([MEAC-SWG](#)) included developing a five-year regional plan that aligns with ICANN’s Five-Year Strategic Plan, and implementing the regional plan via annual action plans.

Of the five focus areas found in the ICANN FY21–25 Strategic Plan, the MEAC-SWG were of the view that four were relevant to the region: security, ICANN’s governance, unique identifier systems, and geopolitics.

The [final version](#) of the FY21–25 Middle East Regional Plan was published on 14 May 2020, and work started on the FY21 Action Plan thereafter. The final [FY21 Action Plan](#) was published on 30 June 2020.

UNIVERSAL ACCEPTANCE IN THE MIDDLE EAST

Work around Universal Acceptance has been intensifying in the Middle East from increasing content on the Universal Acceptance Steering Group (UASG) website, to organizing discussions under the Middle East Space, speaking opportunities, workshops, and training programs. Much of this work has been undertaken by the UASG through its ambassador Abdalmonem Galila from Egypt.

Egypt has been notably active in raising UA awareness. Five different training workshops in different cities attracted more than 180 participants. A three-day UA Hackathon was also organized between 25–27 August by the National Telecom Regulatory Authority (NTRA) of Egypt, including an UA ambassador and an UASG vice chair. Abdalmonem Galila is also working with some computer science students at Ain Shams University on UA graduation projects.

In Pakistan, the Internationalized Domain Name (IDN) country code top-level domain (ccTLD) registry and a group of academics came together to develop an Email Address Internationalization (EAI) testbed. Their objective was to create awareness on EAI locally and develop training materials for its deployment. The work on the testbed concluded in December. The next steps revolve around raising awareness.

In Turkey, a group of academics have built the initial foundation for some UA work in the country. In June, Cengiz Acarturk was approved as a new UA ambassador. He is the second UA ambassador from the Middle East.

A workshop on EAI was supposed to take place in Bahrain on 17 March during the Middle East Network Operators Group 2020 (MENOG20) week, but the event was postponed due to COVID-19.

Work on Universal Acceptance falls under focus area two of the FY16–20 ICANN Middle East Strategy which aims to promote a healthy and competitive domain name marketplace in the region. More specifically, this comes under the objective to have broader and better advanced professional skills and expertise to further develop and grow the domain name marketplace.

COLLABORATION WITH REGIONAL ORGANIZATIONS



During FY20, ICANN org collaborated with the International Telecommunication Union (ITU), the Internet Society (ISOC), and the RIPE NCC on several fronts. Collaboration with regional organizations falls under focus area three of the FY16–20 ICANN Middle East Strategy which prioritizes engagement with the regional community and sets an objective for stronger collaboration with Internet organizations in the region.

The following events were organized:

- Rabat, Morocco, hosted the 2019 edition of the Middle East and Adjoining Countries School on Internet Governance ([MEAC-SIG](#)) during 8–12 July. This is a joint project that involves ICANN, Internet Society, RIPE NCC, and others.
- ICANN made presentations on DNS security at a series of three seminars organized by the Internet Society (ISOC) across the Middle East in Jordan on 26 August, in Lebanon on 29 August, and Bahrain on 29 September.
- The ITU organized a three-day workshop entitled “Strengthening Capacities in Internet Governance in Arab Region” in Manama, Bahrain, on 1–3 October. The ITU worked closely with ICANN and other partners in developing the agenda and executing the event. This was the first collaboration of its kind between ICANN and the ITU in the region.

Capacity-Development Activities in Middle East

Note: The FY20 training calendar was impacted by the COVID-19 pandemic.

TRAINING FOR TECHNICAL COMMUNITY

ICANN org held technical workshops and webinars on DNS Network Security, DNSSEC, and Universal Acceptance across the region.

Total number of workshops in FY20:

5

Total number of workshops in FY19:

6

TRAINING FOR LAW ENFORCEMENT AGENCIES

ICANN org provides training for law enforcement agencies so that they can better handle abuse and misuse related to Internet identifiers.

Total number of workshops in FY20:

3

Total number of workshops in FY19:

4

TRAINING FOR NONTECHNICAL COMMUNITY

ICANN org also regularly helps to build capacity for the nontechnical community such as accredited registrars and registry operators, and reaches out to the larger community to help stakeholders better understand ICANN policies and processes.

Total number of workshops in FY20:

2

Total number of workshops in FY19:

13

Middle East Community Leaders

COMMUNITY GROUPS

Rafik Dammak — MEAC Strategy Working Group Chair and Vice Chair of the EPDP

UNIVERSAL ACCEPTANCE AMBASSADORS

Abdalmonem Galilla — Egypt

Names in bold = Newly Appointed in FY20

You can find the complete list of community leaders from all regions [here](#).

TRANSPARENCY REPORT



Transparency Report

Transparency is a fundamental aspect to the success of the multistakeholder decision-making model. Transparency of processes, interests, and access to information is essential for stakeholders to collaborate and achieve consensus effectively in policy-making activities.

Principles of transparency are embedded throughout the ICANN ecosystem. The ICANN Board, community, and org work continuously to improve transparency and accountability efforts. As part of this focus, the second Accountability and Transparency Review Team (ATRT2) issued [Recommendation 9.4](#) on the development of transparency metrics and reporting in the Annual Report.

The activities in support of this recommendation are covered below.

Transparency Metrics

ICANN org regularly updates its transparency metrics in Section 5.2 of the Accountability Indicators. The charts below describe and track the key areas of transparency work in ICANN's operations.

Please note: The Accountability Indicators tool is no longer updated as of 30 July 2020. To find data about progress against our goals, please read the quarterly CEO Report to the ICANN Board found [here](#) or review ICANN's [Annual Report](#).

As outlined in ATRT2 Recommendation 9.4, metrics include:

REQUESTS OF THE DOCUMENTARY INFORMATION DISCLOSURE POLICY (DIDP) PROCESS AND THE DISPOSITION OF REQUESTS

ICANN's [Documentary Information Disclosure Policy \(DIDP\)](#) is intended to ensure that information contained in documents concerning ICANN's operational activities that are within ICANN's possession, custody, or control is made available to the public, unless there is a compelling reason for confidentiality. This measurement provides information on the volume of DIDP requests that ICANN org received per quarter and the disposition of those requests.

Requests submitted under the DIDP and ICANN responses are available [here](#).

	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4
# of Requests Received/ Completed	1	2	3	2
# Met Response Time Requirement	1	2	2	2

PUBLICATION OF BOARD MEETING AGENDAS, RESOLUTIONS, PRELIMINARY REPORTS, AND MINUTES

The ICANN Bylaws require the publication of Board meeting notices and agendas, resolutions adopted by the Board, preliminary reports, and minutes.

The Bylaws require the publication of a notice of a Board meeting and the agenda (to the extent known) at least seven days in advance of each Board meeting (or if not practicable, as far in advance as is practicable).

The Bylaws also require resolutions adopted by the Board to be posted two business days after Board meetings, and preliminary reports seven business days after Board meetings. The minutes of a Board meeting are required to be published one business day after they are approved by the Board.

A portion of these documents may be redacted following ICANN’s publication practices. To improve transparency, ICANN publishes the categories for grounds for redaction and nondisclosure.

→ [READ MORE about ICANN’s Board Materials Publication Practices.](#)

	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4
# of Meetings	2	5	4	7
Resolution Posted on Time	Yes	Yes	Yes	Yes
Preliminary Report Posted on Time	Yes	Yes	Yes	Yes
Minutes Posted on Time	Yes	Yes	Yes	Yes
Board Briefing Materials Posted on Time	Yes	Yes	Yes	Yes

PERCENTAGE OF REDACTED-TO-UNREDACTED BOARD BRIEFING MATERIALS RELEASED TO THE GENERAL PUBLIC

In June 2010, ICANN org began publicly posting Board Briefing Materials. These are Board decision-making materials that the Board reviews and considers in preparation for each Board meeting. The Board Briefing Materials consist of Board papers and Board reference materials, or “Annexes” as referenced in earlier Board meetings. They are posted at the same time as the Bylaws-mandated meeting minutes. ICANN org maintains the [Guidelines for the Posting of Board Briefing Materials](#) (“Guidelines”), which describe ICANN org practices in making these documents available. The Guidelines discuss ICANN’s redaction principles, the guiding principles that ICANN org follows when reviewing Board Briefing Materials for publication, as well as the areas ([aligned with the DIDP](#)) where ICANN org redacts information from the Board Briefing Materials. When redacting information from Board Briefing Materials, ICANN org uses a standard set of Board Redaction Codes, to provide transparency regarding the basis for the redaction. The Guidelines document includes a chart identifying each of the codes, a description of the purpose of the code, and whether the information that was redacted is subject to review for future disclosure.

The “Board Decision-Making Materials Published and Redacted” chart below outlines the percentage of documents redacted compared to documents published. The reporting includes grounds for redactions and nondisclosure, the percentage of redacted or not disclosed pages, and an evaluation of continuing need for redactions or nondisclosure.

# Pages Published	1959.8
% Pages Published	98.3%
# Pages Redacted	32.6
% Pages Redacted	1.6%

NUMBER AND NATURE OF ISSUES THAT THE BOARD DETERMINED SHOULD BE TREATED CONFIDENTIALLY

In FY20, the ICANN Board approved the redaction of information from resolutions or minutes on 11 occasions.

The grounds for determining that something should be withheld as confidential are set forth in [Section 3.5\(b\)](#) of the ICANN Bylaws.

OTHER ICANN USAGE OF REDACTION AND OTHER METHODS TO NOT DISCLOSE INFORMATION TO THE COMMUNITY AND STATISTICS ON REASONS GIVEN FOR USAGE OF SUCH METHODS

Four members of the IANA Naming Functions Review Team executed the Non-Disclosure Agreement and gained access to three documents during FY20. These documents included the 2018 and 2019 Service Organizational Control 2 (SOC 2) PTI Audits and the PTI Contingency and Continuity of Operations Plan.

EMPLOYEE “ANONYMOUS HOTLINE” AND/OR OTHER WHISTLEBLOWING ACTIVITY, INCLUDING: I) REPORTS SUBMITTED; II) REPORTS VERIFIED AS CONTAINING ISSUES REQUIRING ACTION; AND III) REPORTS THAT RESULTED IN CHANGE TO ICANN PRACTICES

Every year, all ICANN org staff members receive a copy of the Anonymous Hotline Policy and Procedures and acknowledge their understanding of how to use this resource.

No reports were received through the Anonymous Employee Hotline during FY20.

ICANN org updated the Anonymous Hotline Policy and Procedures to address the remaining recommendations received after an independent review of ICANN’s Policy. The relaunch of the Policy, including training, during FY21 will fulfill the implementation of the review’s recommendations. This is in line with the recommendations arising out of Work Stream 2 of the Cross-Community Working Group on Enhancing ICANN Accountability.

ICANN org continues to evaluate the utility of metrics on an ongoing basis. Metrics include:

- The number of Board decision-making materials published and redacted, and the number of Board decision-making materials posted by the deadline. See above for FY20 data.
- The number of completed Specific Reviews recommendations.

Review	ATRT1	ATRT2	ATRT3	CCT1	RDS- WHOIS1	RDS-WHOIS2	SSR1
# of Recommendations Issued by Review Team	27	12	5	35	16	22	28
# of Implemented Recommendations	27	12	0	0	16	0	28

RECOMMENDATIONS FOR NEW METRICS

In March 2020, ICANN org launched the [Open Data Platform](#) (ODP). The new platform aims to increase the transparency and accessibility of data managed by the org. Three datasets were made available on ODP including:

- Identifier Technology Health Indicators.
- Registry Functions Activity Reports.
- Per-Registrar Transaction Reports.

In June 2020, Domain Name Marketplace Indicators were added to ODP. The indicators reflect industry metrics related to generic top-level domains (gTLDs) and country code top-level domains (ccTLDs), with the goal of fostering greater transparency for reputable information on the evolution of the domain name marketplace.

DEFAULT STANDARDS OF TRANSPARENCY ACROSS ORG AND COMMUNITY

Recognizing that transparency is a broad and evolving subject, it features as a continued topic of discussion and work amongst the ICANN Board, org, and the community.

The Cross-Community Working Group on Enhancing ICANN Accountability (CCWG-Accountability) Work Stream 2 (WS2) addressed this topic in a number of areas, including recommending best practices for SO/AC accountability, DIDP modifications, transparency enhancements for Board deliberations, and for reporting on ICANN org’s interactions with governments. The recommendations are expected to result in continued improvements to ICANN’s transparency practices. Following the conclusion of the work of WS2, the ICANN Board passed a resolution in November 2019 to adopt the consensus recommendations contained in the WS2 Final Report. The Board has directed to start the implementation of WS2 recommendations that can begin without waiting for a budget cycle or additional resources. ICANN org has begun implementation work, highlighted in this [blog post](#).

The third Accountability and Transparency review (ATRT3) concluded its work, issuing the [Final Report](#) in June 2020. Having assessed 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, the ATRT3 issued five recommendations. The Board will consider the Final Report within six months of receipt of the final report, e.g., by 1 December 2020, as required by ICANN Bylaws ([Section 4.6\(a\)\(vii\)\(C\)](#)).

ICANN org publishes extensive information to inform the community including:

- Open and transparent details on the work of review teams and review working parties.
- Fact sheets to share the progress of Specific Reviews.
- An Annual Review Implementation Report as part of this Annual Report.
- Archives of review team mailing lists, plenary and leadership call recordings and transcripts on the Wiki.
- Quarterly Executive Team reports to summarize each function’s highlights, milestones, and recent activities.

INFORMATION TRANSPARENCY INITIATIVE (ITI)

Over ICANN’s 22-year history, the Board, community, and the org have produced and accumulated thousands of pieces of unstructured content spread across 38 different public sites. This content continues to grow by up to 30% each year. The org currently surfaces this content through multiple unconnected platforms with differing foundational technologies that are non-scalable, may be vulnerable, and are no longer fit for purpose.

The objective of the Information Transparency Initiative (ITI) is to address these issues through the following goals:

- Create an integrated, ongoing, and operational process to govern, preserve, organize, and secure ICANN’s public content.
- Implement this governance through a new document management system (DMS), the content foundation for ICANN ecosystem-wide governance.
- Surface this content through a new content management system (CMS), which will serve as the backbone for ICANN’s external web properties.
- Enable a multilingual user experience (in the six United Nations languages) and aim to adhere to [W3C AA accessibility standards](#).
- Upgrade and establish a future-proof and content agnostic technology landscape.

Much of the work listed above is “under the hood,” meaning that the org is building and integrating new technical infrastructures from the ground up. The effort involved in integrating two new platforms (a new document management system and a new content management system) via a data publishing pipeline for English and translated content, designing an information architecture, transforming unstructured content into structured content, and making this new foundation extendable for our ecosystem of sites, is complicated. It takes a lot of effort, planning, and trial and error.

In May 2020, the org launched a [preview of the new ICANN website](#). The preview site allows the community to see and experiment with some of the content types the ITI team has been working on and allows the community to become familiar with the new search experience. More content will be published to this site when it becomes available. This is only a preview of the new site. Some content, search features, filters, and functionality will be unavailable on this preview site, as this site is in active development. The current <https://www.icann.org> remains the authoritative source for all ICANN content.

ANNUAL REVIEWS IMPLEMENTATION REPORT



Annual Reviews Implementation Report

Executive Summary

Required by the ICANN Bylaws, this Annual Review Implementation Report aims to document the accountability and transparency of all ICANN review processes for Bylaws-mandated Specific Reviews. It also provides the status of ICANN's implementation of recommendations set forth in final reports issued by review teams to the ICANN Board.

Highlights for the four Specific Reviews are summarized below. More detail on each can be found in the following pages of this report.

THIRD ACCOUNTABILITY AND TRANSPARENCY REVIEW ([ATRT3](#))

- The ATRT3 submitted its [Final Report](#) to the ICANN Board on 1 June 2020. It was released for [Public Comment](#) on 16 June 2020 to inform Board action on final recommendations.
- The report contains five recommendations with multiple components to enhance ICANN accountability and transparency. Four recommendations were submitted with full consensus.
- The ICANN Board is expected to take action on the recommendations by December 2020.

→ [READ MORE here.](#)

COMPETITION, CONSUMER TRUST, AND CONSUMER CHOICE REVIEW ([CCT](#))

- The CCT submitted its [Final Report](#) to the ICANN Board on 8 September 2018 and it was released for [Public Comment](#) on 8 October 2018.
- The report contains 35 recommendations, covering requests for more and better data collection, policy issues to be addressed by the community, and suggested reforms to transparency.
- The Board took action on the Final Report and recommendations on 1 March 2019. The CCT Final Resolutions Board Scorecard can be found [here](#). The recommendations are in various stages, as noted below under the Implementation Status section.

→ [READ MORE here.](#)

REGISTRATION DIRECTORY SERVICE-WHOIS2 REVIEW ([RDS-WHOIS2](#))

- The RDS submitted its [Final Report](#) on 3 September 2019 and it was released for [Public Comment](#) on 8 October 2019.
- The report contains 22 recommendations submitted with full consensus.
- *A Statement of the Non-Commercial Stakeholder Group Member of the RDS Review Team* was attached to the report (see page 125 of the [Final Report](#)).
- On 25 February 2020, the Board took [action](#) on each of the 22 recommendations issued within the RDS-WHOIS2-RT Final Report, as documented in an associated [Scorecard](#). The recommendations are in various stages, as noted below in the Implementation Status section.

→ [READ MORE here.](#)

SECURITY, STABILITY AND RESILIENCY SECOND REVIEW (SSR2)

- The SSR2 published its [draft report](#) for [Public Comment](#) in January 2020.
- The report contains 31 draft recommendations with multiple components, resulting in more than 100 recommendations.
- The review team plans to submit the final report by the end of 2020.

→ [READ MORE here.](#)

Specific Reviews at ICANN

Specific Reviews originated under the [Affirmation of Commitments](#) (AoC) in 2009 and are now mandated in Section 4.6 of the ICANN Bylaws. They are conducted by community-led review teams (RT).

Specific Reviews form an important part of ICANN’s accountability measures, continuous improvements, and maintenance of a healthy multistakeholder model. Over the past year, discussions have focused on improving different aspects of the reviews, including effectiveness, timing, prioritization, and resourcing of review processes. These discussions are summarized below under Streamlining of Review Efforts.

Annual Review Implementation Report

[Section 4.5](#) of the ICANN Bylaws states that:

“ICANN will produce an annual report on the state of the accountability and transparency reviews, which will discuss the status of the implementation of all review processes required by [Section 4.6](#) and the status of ICANN’s implementation of the recommendations set forth in the final reports issued by the review teams to the Board following the conclusion of such review (‘Annual Review Implementation Report’).”

Consistent with this Bylaws requirement, this Annual Review Implementation Report charts the progress of Specific Reviews and the progress of implementing the resulting recommendations.

The four Specific Reviews are:

- Accountability and Transparency (ATRT)
- Competition, Consumer Trust, and Consumer Choice (CCT)
- Registration Directory Service (RDS)
- Security, Stability, and Resiliency (SSR)

Specific Reviews follow a documented process. The [flowchart](#) and [handbook](#) for Specific Reviews are available on the [ICANN](#) website and are updated periodically. A set of Operating Standards guides the work of review teams.

Discussions are underway in consultation with the ICANN community to develop a sustainable schedule, streamline future reviews, and address budgeting and prioritization of recommendations.

ICANN Board Oversight of Specific Reviews

The ICANN Board is responsible for the review and oversight of all Specific Reviews or any replacement or revisions to the relevant section of the Bylaws. The ICANN Board performs this work through its Organizational Effectiveness Committee (OEC).

The OEC's responsibilities include the "review and oversight of policies, processes, and procedures relating to... Specific Reviews."² The OEC oversees the implementation of review recommendations resulting from the Specific Reviews and regularly reports to the full Board on the progress of Specific Reviews and the implementation status of the recommendations.

Additionally, the Board uses caucus groups to provide input to Specific Review teams on the scope of work, feasibility of recommendations, and other key matters. Caucus groups are small groups of Board members with expertise and interest in the particular review-related topics. The goal is to create an interactive environment where the Board can engage with the review teams to offer input and observations for review teams' consideration on a timely basis.

Operating Standards

Operating Standards were developed with community consultation and provide guidance on conducting Specific Reviews. The standards also address required items detailed in [Section 4.6\(a\)\(i\) of the Bylaws](#) related to candidate nomination, review team selection, review team size, conflict of interest policies, decision-making procedures, solicitation of independent experts, and review team access to confidential documentation subject to the Confidential Disclosure Framework.

The Operating Standards also incorporate best practices from recent and ongoing Specific Reviews that were launched and/or conducted since October 2016, when Specific Reviews were incorporated into the ICANN Bylaws. In addition to setting out best practices, these standards describe process improvements and [public comments](#) on [Long-Term Options to Adjust the Timeline for Specific Reviews](#).

Accountability and Transparency (ATRT) Review

BACKGROUND

The purpose, scope, and requirements for the Accountability and Transparency Review are outlined in the [ICANN Bylaws Section 4.6\(b\)](#). The third Accountability and Transparency Review (ATRT3) began in January 2017. Its full timeline and milestone can be found on the [ATRT3 Review Wiki Page](#).

KEY ATRT LINKS

ATRT Review [Home Page](#).

ATRT3 Review [Wiki Page](#).

ATRT3 Review [Fact Sheet](#).

² See the Organizational Effectiveness Committee Charter as approved by the ICANN Board of Directors on 14 March 2019: <https://www.icann.org/resources/pages/charter-oec-2019-04-05-en>.

STATUS OF ATRT3 REVIEW

The ATRT3 Final Report was submitted to the ICANN Board on 1 June 2020, and subsequently released for [Public Comment](#) on 16 June 2020 to inform Board action on the Final Recommendations. The [ATR3 Final Report](#) contains five recommendations with multiple components in the following areas:

- Prioritization of review and Cross-Community Working Group (CCWG) on Enhancing ICANN Accountability, Work Stream 2 (WS2) recommendations.
- Amending Specific and Organizational Reviews.
- Accountability and transparency relating to Strategic and Operational Plans including accountability indicators.
- Public input.
- Assessment of the implementation of ATRT2 recommendations.

The ICANN Board received community feedback through the Public Comment proceeding on the Final Report. It also sought feedback on the suggestion made by the ATRT3 in its 1 June 2020 [letter](#) to the ICANN Board:

“Given the recommendation in Section 8 of its report, ATRT3 is proposing significant changes to Organizational Reviews and Specific Reviews. ATRT3 strongly suggests that the ICANN Board implement a moratorium on launching any new Organizational and Specific Reviews until it has made a decision on this recommendation.”

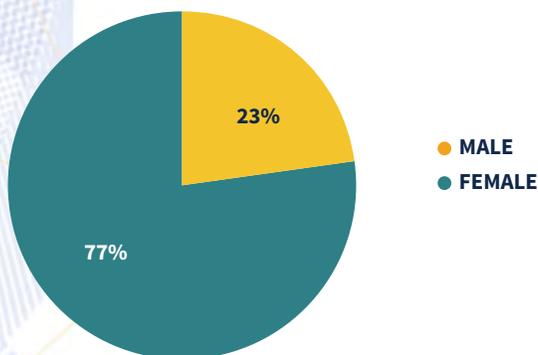
Per the ICANN Bylaws (Section 4.6(a)(vii)(C)), the Board shall consider the [final report](#) within six months of receipt of the final report. By 1 December 2020, the Board will consider a feasibility analysis and impact assessment of the implementation of recommendations. This analysis and assessment will take into account initial cost and resource estimates, dependencies with other ongoing efforts within the community, and the report of the Public Comment submissions received. As appropriate, the Board will take action on all the recommendations and will provide rationale for its actions.

ATR3 FACTSHEET

The graphs below offer a quick look at the makeup of ATRT3 Review Team applicants and members, as well as Key Performance Indicators (KPIs).

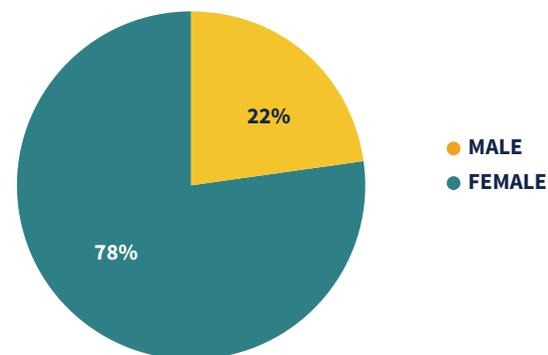
ATR3 Review

GENDER OF APPLICANTS

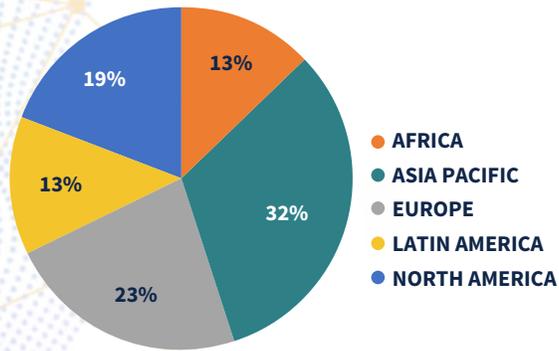


ATR3 Review

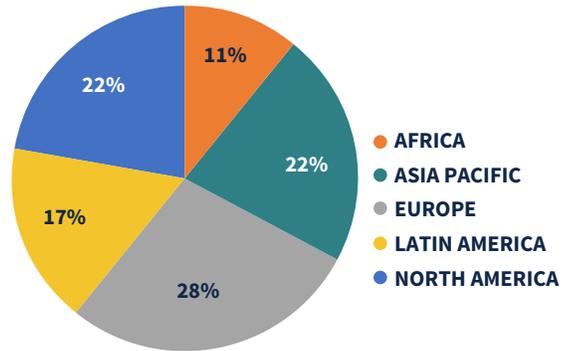
GENDER OF REVIEW TEAM



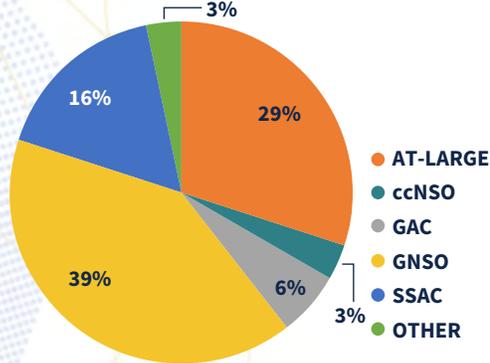
ATRT3 Review APPLICANTS BY REGION



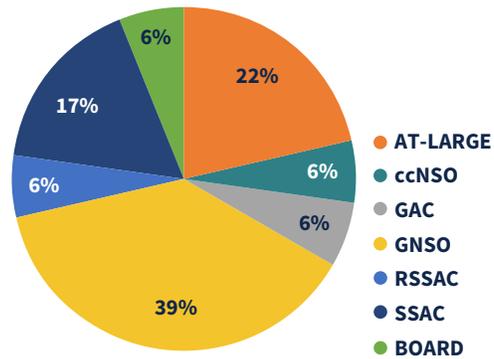
ATRT3 Review REVIEW TEAM BY REGION



ATRT3 Review SO/AC REPRESENTATION OF APPLICANTS



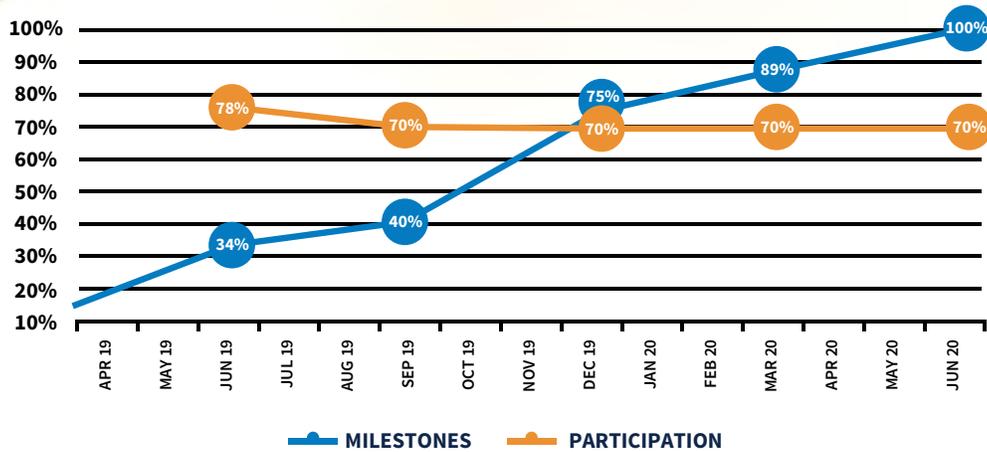
ATRT3 Review SO/AC REPRESENTATION OF REVIEW TEAM



Participation by the review team members in team meetings ranged from 78% at the start of the review to 70% upon conclusion of the review in June 2020. The review team spent approximately \$330,000 through June 2020. This was 60% of its allocated budget of \$550,000.

ATRT3 Review Fact Sheet KPIs

APRIL 2019 - JUNE 2020



Review team members spent more than 2,500 hours in plenary, leadership, and subgroup calls through June 2020. Project managers and subject matter experts within ICANN org spent more than 900 hours on these calls.

Competition, Consumer Trust and Consumer Choice (CCT) Review

BACKGROUND

The ICANN [Bylaws Section 4.6\(d\)](#) outlines the scope of the CCT Review.

The scope of this first CCT Review required that the review examine how the expansion of gTLDs promoted competition, consumer trust, and consumer choice. The review also assessed the effectiveness of the New gTLD Program’s application and evaluation process, as well as the safeguards put in place to mitigate issues that arose.³

KEY CCT LINKS

CCT Review [Home Page](#).

CCT Review [Wiki Page](#).

CCT Review [Fact Sheet](#).

STATUS OF CCT REVIEW

The CCT Final Report was submitted 8 September 2018. The Board took action in March 2019, accepted six recommendations, placed 17 recommendations into “pending” status for further analysis, and passed through some recommendations to other parts of the community as stated in the CCT Final Report. More information is in the [CCT Implementation](#) section.

³ The CCT Review referenced in this report began under the Affirmation of Commitments as a review of the first round of the New gTLD Program. As the Final Report was released after the Specific Reviews were incorporated in the Bylaws, the ICANN Board and org followed the Bylaws’ obligations in consideration of and reporting on the recommendations made by the CCT Review Team.

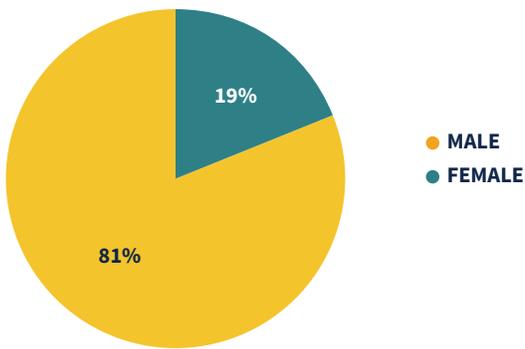
CCT FACTSHEET

The CCT Review Team was announced in December 2015 and was composed of 17 community representatives and volunteer subject matter experts as stipulated in the Affirmation of Commitments (AoC) Section 9.3.

The graphs below offer a quick look at the makeup of CCT Review Team applicants and members, as well as Key Performance Indicators (KPIs).

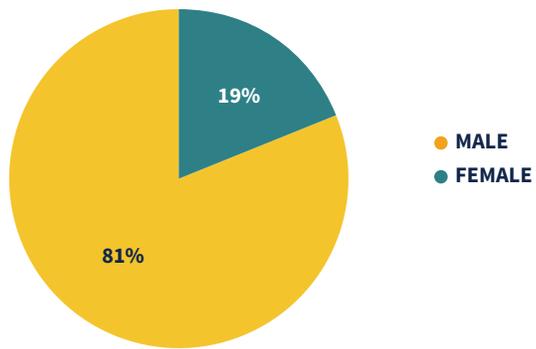
CCT Review

GENDER OF APPLICANTS



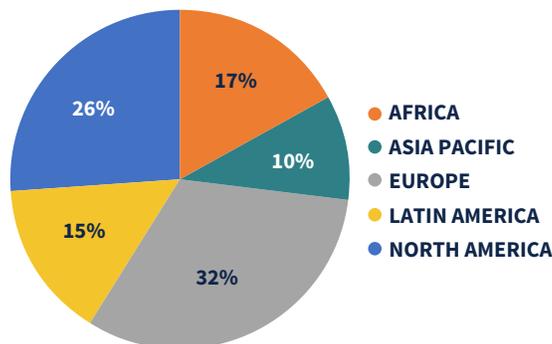
CCT Review

GENDER OF REVIEW TEAM



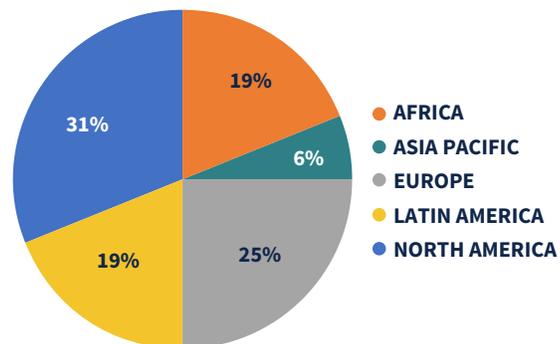
CCT Review

APPLICANTS BY REGION



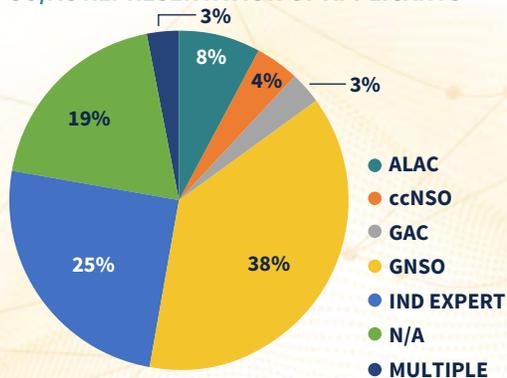
CCT Review

REVIEW TEAM BY REGION



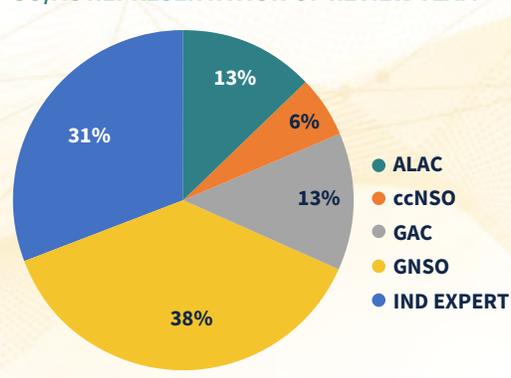
CCT Review

SO/AC REPRESENTATION OF APPLICANTS



CCT Review

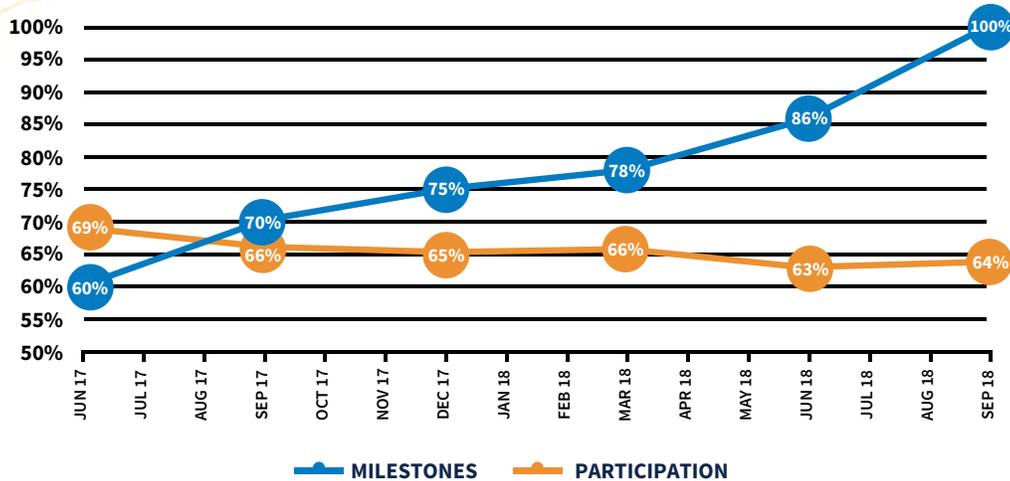
SO/AC REPRESENTATION OF REVIEW TEAM



Upon conclusion of the review, overall participation by the Review Team members was 64%.

CCT Review Fact Sheet KPIs

JULY 2017 - SEPTEMBER 2018



Review Team members spent more than 3,400 hours in plenary, leadership, and subgroups calls through June 2019. Project managers and subject matter experts within ICANN org spent approximately 1,800 hours on these calls.

The Board took action on the [Final Report](#) and recommendations on 1 March 2019. The CCT Final Resolutions Board Scorecard can be found [here](#). The recommendations are in various stages, as noted below in the Implementation Status section.

Registration Directory Service (RDS) Review

BACKGROUND

The purpose, scope, and goals of the Registration Directory Service (RDS) Review are detailed in [Bylaws Section 4.6\(e\)](#).

KEY RDS LINKS

RDS Review [Home Page](#).

RDS Review [Wiki Page](#).

RDS Review [Fact Sheet](#).

STATUS OF RDS-WHOIS2 REVIEW

The RDS-WHOIS2-RT produced 22 final recommendations for Board consideration and released its [Final Report](#) on 3 September 2019. The Board approved 15, rejected two, and placed four recommendations in pending status due to dependencies on ongoing community work.

As required by [Section 4.6](#) of ICANN Bylaws, the Final Report was published for [Public Comment](#) to inform Board action on the final recommendations. On 25 February 2020, the Board took [action](#) on each of the 22 Recommendations issued within the RDS-WHOIS2-RT Final Report, as documented in an associated [Scorecard](#). The recommendations are in various stages, as noted below in the Implementation Status section.

More information is in the [RDS Implementation Status](#) section in this report.

RDS-WHOIS2 FACTSHEET

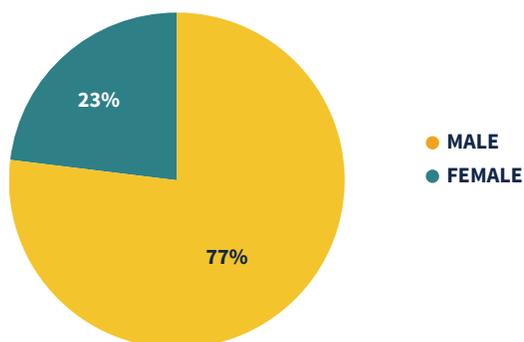
The RDS-WHOIS2 Review was initiated with a [call for volunteers](#) in October 2016.⁴

After the call for volunteers was extended three times, the review received 38 [applications](#). The SO/AC Chairs made the final [selection](#) of the review team in June 2017.

The graphs below offer a quick look at the makeup of the RDS Review Team applicants and members, as well as Key Performance Indicators (KPIs).

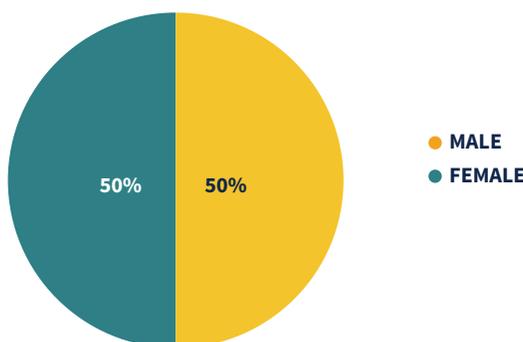
RDS Review

GENDER OF APPLICANTS



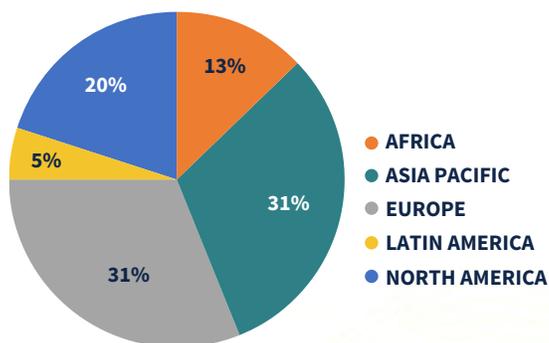
RDS Review

GENDER OF REVIEW TEAM



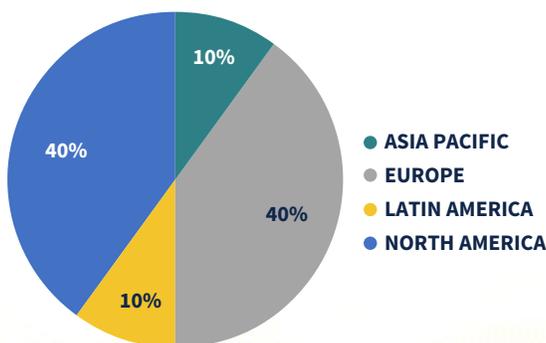
RDS Review

APPLICANTS BY REGION



RDS Review

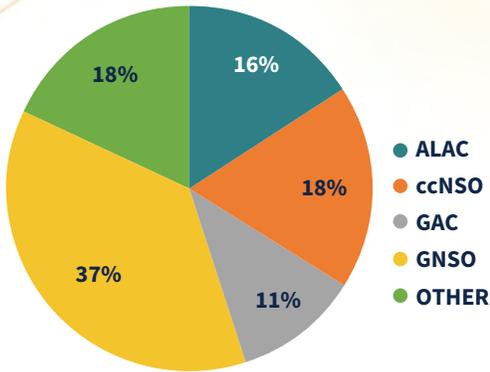
REVIEW TEAM BY REGION



⁴ The first review effort concluded in 2012 through the WHOIS Policy Review Team.

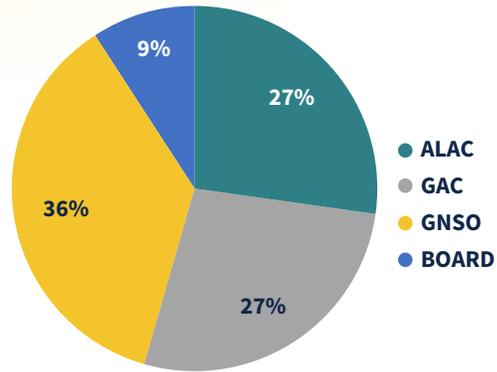
RDS Review

SO/AC REPRESENTATION OF APPLICANTS



RDS Review

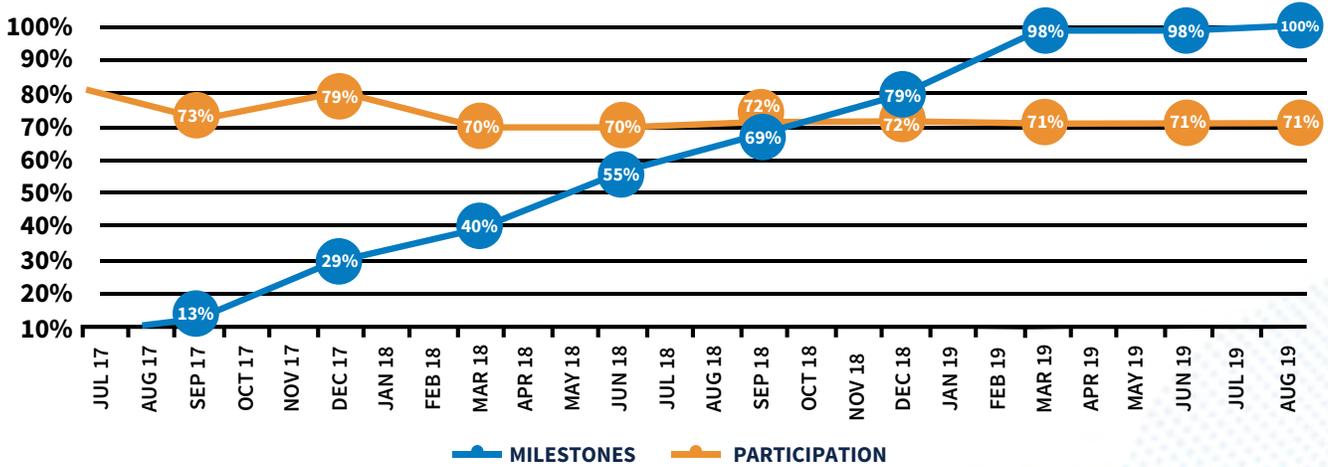
SO/AC REPRESENTATION OF REVIEW TEAM



The review team completed all of its milestones when it submitted its Final Report to the Board in September 2019. Participation by the review team members in team meetings ranged from 82% at the start of the review to 71% by August 2019. The review team spent approximately \$230,000, which was 42% of its allocated budget of \$550,000.

RDS Review Fact Sheet KPIs

JULY 2017 - JUNE 2019



Review team members spent approximately 1,150 hours in plenary, leadership, and subgroup calls through September 2019. Project managers and subject matter experts within ICANN org spent approximately 785 hours on these calls.

Security, Stability and Resiliency of the DNS (SSR) Review

BACKGROUND

Section 4.6(c) of the [Bylaws](#) sets out the scope and parameters of the SSR Review.

The second SSR Review (SSR2) was initiated in June 2016.⁵

KEY SSR LINKS

SSR Review [Home Page](#).

SSR2 Review [Wiki Page](#).

SSR2 Review [Fact Sheet](#).

STATUS OF SSR2 REVIEW

The SSR2 published its [Draft Report](#) for [Public Comment](#) in January 2020. It contained 31 draft recommendations, many of which have components, resulting in more than 100 recommendations in total in the following areas:

- Implementation and impact of recommendations from the [first SSR review](#).
- Key stability issues within ICANN.
- Security, stability, and resilience of the Domain Name System (DNS).
- Future challenges.

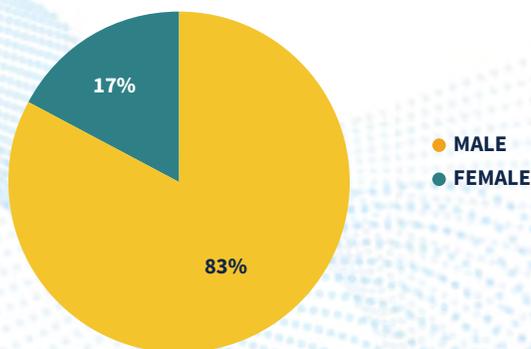
The SSR2 is working on amending the report, with consideration given to public comments received and the global public interest. It is anticipated that the SSR2-RT will issue a final report in October 2020.

SSR2 - FACTSHEET

The graphs below offer a quick look at the makeup of SSR2 Review Team applicants and members, as well as Key Performance Indicators (KPIs).

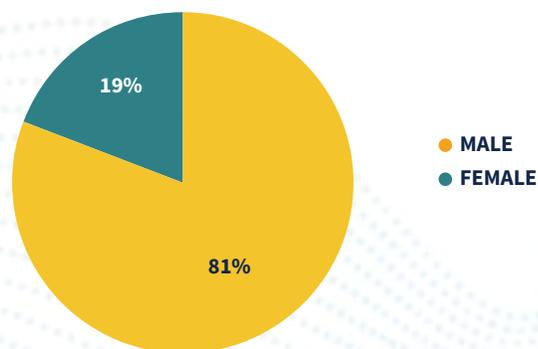
SSR2 Review

GENDER OF APPLICANTS



SSR2 Review

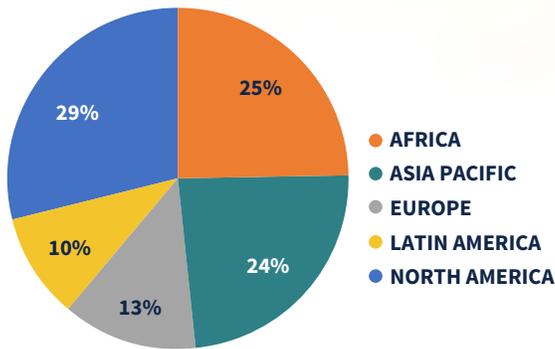
GENDER OF REVIEW TEAM



⁴ The first iteration – SSR1 - concluded in June 2012.

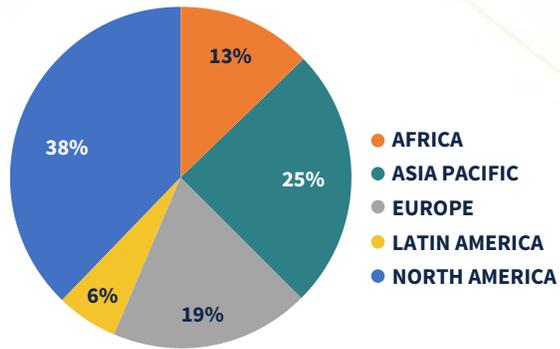
SSR2 Review

APPLICANTS BY REGION



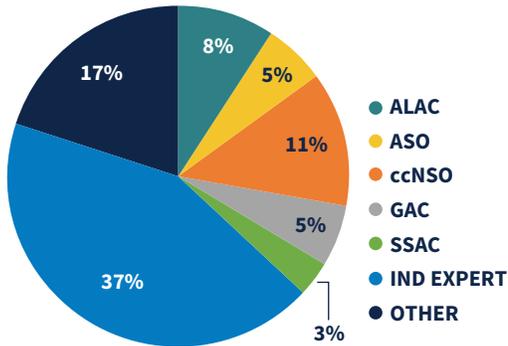
SSR2 Review

REVIEW TEAM BY REGION



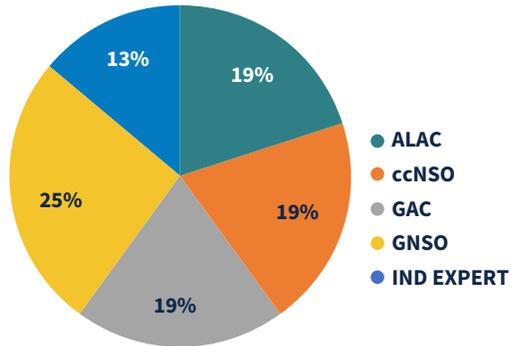
SSR2 Review

SO/AC REPRESENTATION OF APPLICANTS



SSR2 Review

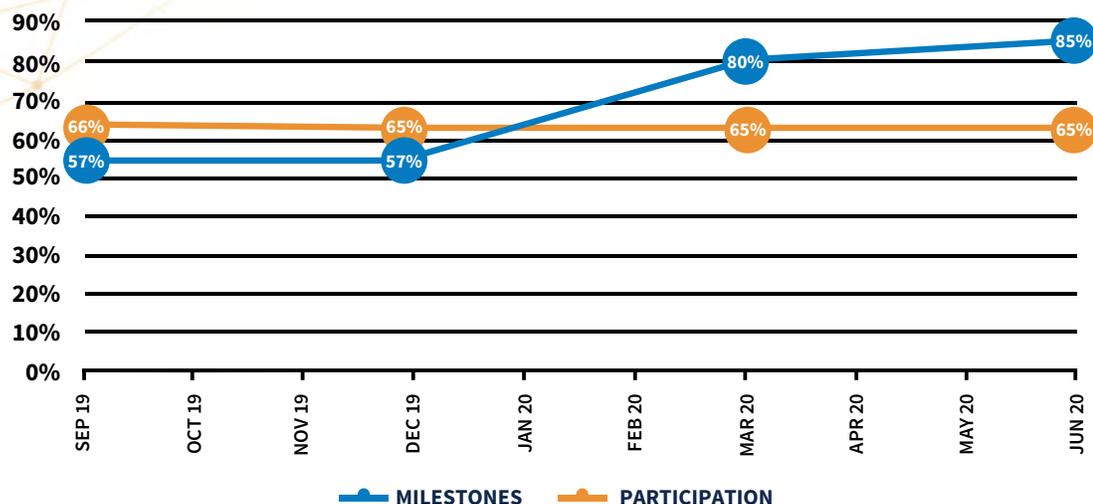
SO/AC REPRESENTATION OF REVIEW TEAM



The review team completed 85% of its milestones as of June 2020. Overall, participation by the review team members in team meetings ranged from 76% at the start of the review to 65% by June 2020. The Board [approved](#) additional funding in November 2019 as requested by the review team. Over the course of the review, the review team has spent approximately \$630,000, 79% of its revised allocated budget of \$800,000 as of June 2020.

SSR2 Review Fact Sheet KPIs

JULY 2019 - JUNE 2020



Review team members spent more than 2,800 hours (617 hours in FY20) in plenary, leadership, and subgroup calls through June 2020. Project managers and subject matter experts within ICANN org spent approximately 1,450 hours (approximately 275 hours in FY20) on these calls.

Streamlining of Review Efforts

The Bylaws-anchored timing and cadence of Organizational and Specific Reviews leaves very little room for implementation of recommendations, testing out effects of implementation, or planning for the next cycle. Moreover, the schedule has resulted in multiple reviews occurring concurrently, creating a strain on the volunteer community’s bandwidth and ICANN resources.

The Board is engaging in a discussion to determine appropriate steps for streamlining reviews, and related resourcing and prioritization. This is coupled with the prioritization-related dialogue occurring within the community. For additional information on this, please also see ICANN Board Chairman’s October 2019 [blog post](#).

The ATRT3 Final Report includes proposed amendments to the Specific and Organizational Reviews process that have an impact on scheduling and resources. The Final Report was published for Public Comment on 16 June 2020, along with the review team’s recommendation to the ICANN Board:

“Given the recommendation in Section 8 of its report, ATRT3 is proposing significant changes to Organizational Reviews and Specific Reviews. ATRT3 strongly suggests that the ICANN Board implement a moratorium on launching any new Organizational and Specific Reviews until it has made a decision on this recommendation.”

The ICANN Board is expected to take action on the recommendations by December 2020, with consideration given to public comments received as well as a feasibility analysis and impact assessment.

Prioritization of Implementation Efforts

ICANN org supports the community-based activities that lead to reviews recommendations, cross-community working group recommendations, policy drafts, and advice recommendations. After the Board adopts these recommendations and policies, the implementation work of design, planning, scheduling, and delivery starts.

RESOURCE ALLOCATION

Implementation efforts are primarily supported by ICANN org resources as needed. Additional specific resources may be required on a case-by-case basis. During the annual planning cycle, the implementation activities expected during the year are incorporated into the annual operating plan.

The Board believes that implementation work, where no significant incremental costs and resources are needed, should begin as soon as possible. This sentiment is reflected in Board actions on the [Plan](#) for Implementation of CCT-RT Accepted Recommendations and the [RDS-WHOIS2 Final Recommendations](#). Any recommendations that require significant resources and budget should be included in operational planning and budgeting processes, allowing for appropriate community consideration and prioritization of planned work.

CURRENT RECOMMENDATION WORKLOAD

Approximately 180 community recommendations resulted from the following review teams: Cross-Community Working Group on Enhancing ICANN Accountability Work Stream 2 (CCWG-WS2), ATRT3, CCT, and RDS-WHOIS2. More are expected from SSR2.

	Status	# of total issued rec.	# of Board-adopted recommendations	Reference	Notes
CCWG-WS2	Board adopted each consensus recommendation	116	116	<ul style="list-style-type: none"> • Final Report • Board Resolution 	
Specific Reviews					
ATRT3	Final Report issued; Board receipt of report	5	TBD	<ul style="list-style-type: none"> • Final Report • Board Receipt 	Final Report submitted 29 May; Board receipt 1 June 2020; Public Comment proceeding ongoing and Board action forthcoming.
CCT	Board took action on the recommendations: six accepted; 17 pending (in whole or in part); 14 passed through to other parts of the community (in whole or in part)	35	6	<ul style="list-style-type: none"> • Board Resolution • Scorecard • Public Comment Proceeding on Accepted Recommendations • Board action on implementation of six accepted recommendations 	Work is underway on pending recommendations; Board took action on plan for implementation of six recommendations in January 2020.
RDS-WHOIS2	Board took action on the recommendations: 15 approved, four in pending, two passed through to the GNSO, two rejected	22	15	<ul style="list-style-type: none"> • Final Report • Public Comment Proceeding • Board Resolution 	Production of the implementation plan is underway. Four recommendations in pending status will be considered in due course

WHY PRIORITIZE?

Community-issued recommendations are numerous, complex, and require significant time and resources to implement effectively. In some instances, there are dependencies on other community work and events occur. Neither the ICANN Bylaws nor the Operating Standards for Specific Reviews provide a clear and consistent methodology or basis for evaluating resource requirements associated with community recommendations, prioritizing recommendations across the universe of review teams and cross-community working groups, or for budgeting for prioritized recommendations.

Implementing all recommendations at once while continuing core ICANN work is not practicable. However, an opportunity exists to identify interdependencies and connections to related projects and to prioritize resources to achieve the intended impact from community recommendations. In assessing how to implement recommendations, factors such as resourcing, prioritization, timing, and interdependencies need to be identified and considered as part of the overall planning in a collaborative way.

PRIORITIZATION DISCUSSIONS AND EFFORTS TO DATE

In June 2019, the Board began a conversation with the leadership of all Specific Review teams to share thoughts on the need to enhance the effectiveness of review recommendations and their implementation, with a focus on resourcing and prioritization of community recommendations. This conversation led to a draft proposal titled [Resourcing and Prioritization of Community Recommendations](#), which was socialized with the community in October 2019. In this draft proposal, the Board suggested an effectiveness framework that includes ideas to facilitate resourcing and prioritization of recommendations in the future.

At the November 2019 [public session](#) during ICANN66, the Board and community discussed the challenges that implementing the large number of community recommendations will pose to both the org and community, and stressed the need for prioritization within the context of broader ICANN work.

During the work processes of the ATRT3 and SSR2 review teams, the Board emphasized the importance of producing effective prioritized recommendations. The Board noted that system-wide prioritization cannot take place in isolation and must fit into existing budget and planning mechanisms. (See Board comments on draft reports of [ATRT3](#) and [SSR2](#)).

In its [Final Report](#) submitted to the Board on 1 June 2020, the ATRT3 team included recommendations on both streamlining of reviews as well as the prioritization and resourcing of recommendations. The ATRT3 notably recommended “guidance for ICANN org in the creation of a community-led entity tasked with operating a prioritization process for recommendations made by review teams, cross-community groups, or any other community-related budgetary elements the Board or ICANN org feels appropriate.”

The paper titled “[Enhancing the Effectiveness of ICANN’s Multistakeholder Model – Next Steps](#),” posted for Public Comment on 4 June 2020, identifies “Prioritization of Work and Efficient Use of Resources” as among the community’s top three priorities. The document includes a proposed Work Plan anticipated to stretch over the course of FY21–25. This timing aligns with that of both ICANN’s Strategic Plan and Five-Year Operating & Financial Plan.

With the FY21 budget [approved](#) by the Board in May 2020, ICANN org began planning for its FY22 budget. The FY22 budget will include prioritization and implementation of recommendations in the context of broader ICANN work and other activities requiring resources and funding. A subset of Board-approved and community-issued recommendations that require minimal incremental resources and funding has already been prioritized for and moved into implementation.

ICANN org continued the prioritization conversation with SO/AC leadership in January and June 2020. Clear agreement emerged from the dialogue about next steps. In summary, participants agreed upon an urgent need to prioritize community and org’s work. They also acknowledged the importance of avoiding voluminous, complex, and overlapping review outcomes in the future. Community leaders were asked to discuss the following four suggested paths forward with their members:

- Assembling a small group of nominated representatives from each community structure, with relevant expertise and experience, to work with ICANN org on categorizing recommendations and identifying limitations.
- Creating a tracking register that documents status, dependencies, and limitations.
- Soliciting review team/WS2 leads’ input on top three or five recommendations.
- Designing an agreed set of parameters that can be applied by ICANN org to the recommendations.

ICANN org’s recently announced organizational changes to incorporate review recommendations work into the overarching planning process will help streamline the planning process, improve collaboration at the planning stage within the org and across the community, and contribute to prioritizing activities in the mid- and long-term.

Implementation Status

CCT IMPLEMENTATION

In March 2019, the Board took action on the CCT [Final Report](#). In a subsequent blog, then-Board Chair Cherine Chalaby explained how the Board considered the CCT [Final Recommendations](#) and provided context for the Board’s decision to conduct phased implementation.

Recognizing that the Board has the obligation and responsibility to plan and manage the work of ICANN org in order to preserve the ability for ICANN org to serve its Mission and the public interest, the Board established three categories of action, as documented in the [Scorecard](#) associated with the Board [resolution](#):

- Six recommendations were **accepted** (resolution 2019.03.01.03), subject to costing and implementation considerations.
- Seventeen recommendations (resolution 2019.03.01.04) were placed in **pending** status (in whole or in part). The Board committed to take further action on these recommendations subsequent to the completion of intermediate steps, as identified in the Scorecard.
- Fourteen recommendations were **passed through** (in whole or in part) to community groups the CCT-RT identified for their consideration.

ACCEPTED CCT RECOMMENDATIONS

In September 2019, ICANN org posted a [Plan for Implementation](#) of accepted recommendations for [Public Comment](#) in accordance with the Board’s March 2019 resolution. In January 2020, the Board directed ICANN org to commence implementation of the accepted CCT-RT recommendations, as proposed in the Plan for Implementation. They also called for implementation work to begin as soon as possible, where no significant incremental costs and resources are needed and subject to availability of resources within the context of broader ICANN work. Any accepted CCT recommendations that require significant resources and budget should be included into operational planning and budgeting processes, allowing for appropriate community consideration and prioritization, as applicable, of planned work.

Recommendation	Status Update as of 30 June 2020
<p>Recommendation 1 - Formalize and promote ongoing data collection.</p>	<p>ICANN org is preparing to begin the “Model Definition” phase. Implementation will take place in phases, with existing resources used for the initial definition and planning stages. Ongoing and operational activities may have incremental costs related to staffing, procurement, software, and other tools.</p>
<p>Recommendation 17 - ICANN should collect data about and publicize the chain of parties responsible for gTLD domain name registrations.</p>	<p>Implementation is complete, consistent with current policy requirements. ICANN org will review and report on any implementation work needed as a result of ongoing or future policy work conducted by the ICANN community.</p>
<p>Recommendation 21 - Include more detailed information on the subject matter of complaints in ICANN publicly available compliance reports. Specifically, more precise data on the subject matter of complaints, particularly: (1) the class/type of abuse; (2) the gTLD that is target of the abuse; (3) the safeguard that is at risk; (4) an indication of whether complaints relate to the protection of sensitive health or financial information; (5) what type of contractual breach is being complained of; and (6) resolution status of the complaints, including action details. These details would assist future review teams in their assessment of these safeguards.</p>	<p>Contractual Compliance had already included four of these factors (class/type of abuse, safeguard at risk, documented risk to sensitive health or financial information, and type of contractual breach) in its reporting, as noted by the Board in its 1 March 2019 Board resolution on the CCT Final Report. A fifth data point offering “resolution status of the complaints, including action details” was added in August 2019.</p> <p>With respect to the recommendation that the reporting should include the gTLD being abused, the Board directed ICANN org to “investigate the potential negative impacts of implementing this item on enforcement of compliance, track this effort and propose a mitigation plan in case of any negative effects.” Although ICANN Contractual Compliance has the data, discussion and alignment within the org and/or community is required on how to approach publishing such information. Completion of this step is contingent on ongoing community discussions pertaining to reaching a common understanding of what DNS abuse is, and related terms, as well as best practices that the DNS industry could adopt, expand or improve upon.</p>
<p>Recommendation 22 - Initiate engagement with relevant stakeholders to determine what best practices are being implemented to offer reasonable and appropriate security measures commensurate with the offering of services that involve the gathering of sensitive health and financial information. Such a discussion could include identifying what falls within the categories of “sensitive health and financial information” and what metrics could be used to measure compliance with this safeguard.</p>	<p>ICANN org is preparing to begin development and execution of the Engagement Plan.</p> <p>ICANN org has identified that this recommendation can be implemented using existing resources.</p>
<p>Recommendation 30 - Expand and improve outreach into the Global South.</p>	<p>Implementation of this recommendation depends on completion of the New gTLD Subsequent Procedures PDP WG work. The delivery of a report on engagement with underserved or underrepresented stakeholders is connected to the overall communications strategy associated with another gTLD round and is related to Recommendation 29 (passed through to the GNSO). Ongoing engagement to diverse stakeholders and regions as well as cross-functional work continues ahead of the planning for another gTLD round.</p>
<p>Recommendation 31 - The ICANN org organization to coordinate the pro bono assistance program.</p>	<p>This recommendation is contingent upon whether or not the New gTLD Subsequent Procedures PDP Working Group recommends that the pro bono assistance program should continue. ICANN org would develop a detailed implementation plan for the pro bono assistance program as part of the overall implementation plan for the next round of new gTLDs.</p>

PENDING CCT RECOMMENDATIONS

ICANN org is working diligently to address the additional information the Board requested in the [Scorecard](#) associated with the Board resolution. The Scorecard detailed expected actions ranging from ICANN org analyzing and identifying gaps in a particular area of work, to engaging a third party to analyze the data types needed, and reporting on work done to date. The Board committed to resolve the pending status and take appropriate action on these recommendations once it receives the additional information and ICANN org addresses the Board's questions.

ICANN org regularly consults with the Board caucus group on the CCT-RT in order to finalize its analyses and prepare for Board action. Based on the work completed to date, the Board expects to make a decision on some of these recommendations in the first quarter of FY21.

PASS-THROUGH CCT RECOMMENDATIONS

The Board received [GNSO Council's initial response](#) in September 2019 and continues to welcome any updates from designated community groups to which CCT-RT recommendations are addressed.

RDS-WHOIS2 Implementation

As noted in its 25 February 2020 [resolution](#) and the associated [Scorecard](#), the Board resolved to approve 15 recommendations, in whole or in part, and directed ICANN org to produce an implementation plan. In line with the approach for CCT-RT recommendations, the Board believes that implementation work should begin as soon as possible, where no significant incremental costs and resources are needed and subject to availability of resources within the context of broader ICANN work. Any recommendations that require significant resources and budget should be included into operational planning and budgeting processes, allowing for appropriate community consideration and prioritization, as applicable, of planned work.

Furthermore, the Board rejected two recommendations and placed four recommendations into pending status. For the pending recommendations, the Board called for an impact assessment of the outcomes of ongoing community work, for which dependencies were identified. The Board will consider pending recommendations in due course, in light of an impact analysis to be completed after Board action on the Expedited Policy Development Process on Temporary Specification for gTLD Registration Data (EPDP) Phase 2 recommendations (as appropriate and applicable). Two recommendations were passed through to the GNSO.

Recommendation	Status Update
R1.1 To ensure that RDS (WHOIS) is treated as a strategic priority, the ICANN Board should put into place a forward-looking mechanism to monitor possible impacts on the RDS (WHOIS) from legislative and policy developments around the world.	The corresponding activities are already part of ICANN's plans.
R1.2 To support this mechanism, the ICANN Board should instruct the ICANN org to assign responsibility for monitoring legislative and policy developments around the world and to provide regular updates to the ICANN Board.	ICANN org has already assigned responsibility for monitoring legislative and policy developments around the world and for providing regular updates to the ICANN Board.
R1.3 The ICANN Board, in drafting the Charter of a Board working group on RDS, should ensure the necessary transparency of the group's work, such as providing records of meetings and meeting minutes, to enable future review of its activities.	Work is underway to determine which measures must be implemented to ensure the work of the Board working group is transparent and to provide relevant information on its activities.

(continued)

Recommendation	Status Update
<p>R3.1 The ICANN Board should direct the ICANN org to update all of the information related to RDS (WHOIS) and by implication other information related to the registration of second-level gTLDs. The content should be revised to make the information readily accessible and understandable, and it should provide details of when and how to interact with ICANN org or contracted parties. Although not the sole focus of this recommendation, interactions with ICANN organization Contractual Compliance, such as when filing WHOIS Inaccuracy Reports, should be a particular focus. The revision of this web documentation and instructional material should not be undertaken as a purely internal operation but should include users and potentially focus groups to ensure that the final result fully meets the requirements. The resultant outward facing documentation of registrant and RDS (WHOIS) issues should be kept up to date as changes are made to associated policy or processes.</p>	<p>ICANN org has begun to redraft the content and navigation of the WHOIS portal.</p>
<p>R3.2 With community input, the ICANN Board should instruct the ICANN org to identify groups outside of those that routinely engage with ICANN org, and these should be targeted through RDS (WHOIS) outreach. An RDS (WHOIS) outreach plan should then be developed, executed, and documented. There should be an ongoing commitment to ensure that as RDS (WHOIS) policy and processes change, the wider community is made aware of such changes. WHOIS inaccuracy reporting was identified as an issue requiring additional education and outreach and may require a particular focus. RDS (WHOIS) outreach should be included when considering communications in underserved regions. The need for and details of the outreach may vary depending on the ultimate General Data Protection Regulation (GDPR) implementation and cannot be detailed at this point.</p>	<p>As the GNSO's Expedited Policy Development Process on Temporary Specification for gTLD Registration Data (EPDP) and the Registration Data Access Protocol (RDAP) phased implementation could impact the information or the messaging to be delivered by ICANN to new target groups, work will begin as soon as the dependency on outcomes of the EPDP has been resolved.</p>
<p>R10.2 Reviewing the effectiveness of the implementation of WHOIS1 Recommendation 10 should be deferred. The ICANN Board should recommend that review be carried out by the next RDS (WHOIS) Review Team after PPSAI policy is implemented.</p>	<p>The ATRT3 recommendation to suspend any further RDS and SSR Reviews until the next ATRT may impact implementation, depending on Board action taken on the ATRT3 Final Report.</p>
<p>R11.2 The ICANN Board should direct the ICANN org to ensure that the common interface displays all applicable output for each gTLD domain name registration as available from contracted parties, including multiple versions when the outputs from registry and registrar differ. The common interface should be updated to address any policy or contractual changes to maintain full functionality.</p>	<p>While programming is needed to address the first portion of the recommendation, ICANN org is already compliant with the second portion of the recommendation. RDAP was designed with the future need to update or address any future policy or contractual changes.</p>
<p>R12.1 Reviewing the effectiveness of the implementation of Recs #12-14 should be deferred. The ICANN Board should recommend that review to be carried out by the next RDS Review Team after RDAP is implemented, and the translation and transliteration of the registration data launches.</p>	<p>The ATRT3 recommendation to suspend any further RDS and SSR Reviews until the next ATRT may impact implementation, depending on Board action taken on the ATRT3 Final Report.</p>

(continued)

Recommendation	Status Update
<p>R15.1 The ICANN Board should ensure that implementation of RDS-WHOIS2 Review Team recommendations is based on best practice project management methodology, ensuring that plans and implementation reports clearly address progress, and applicable metrics and tracking tools are used for effectiveness and impact evaluation.</p>	<p>ICANN org’s recently announced organizational changes to incorporate reviews recommendations work into the overarching planning process will help improve current practices and tools used to implement recommendations effectively and report on implementation activities.</p>
<p>LE.1 The ICANN Board should resolve that ICANN org conduct regular data gathering through surveys and studies to inform a future assessment of the effectiveness of RDS (WHOIS) in meeting the needs of law enforcement. This will also aid future policy development (including the current Temporary Specification for gTLD Registration Data Expedited Policy Development Process and related efforts).</p>	<p>As implementation of the recommendation cannot be completed in time for the EPDP Phase 2, ICANN org, in consultation with GNSO, will identify an appropriate timeline to help inform future work.</p>
<p>LE.2 The ICANN Board should consider conducting comparable surveys and/or studies (as described in LE.1) with other RDS (WHOIS) users working with law enforcement on a regular basis.</p>	<p>As implementation of the recommendation cannot be completed in time for the EPDP Phase 2, ICANN org in consultation with GNSO will identify an appropriate timeline to help inform future work. Moreover, this recommendation could be paired with the use of other survey and feedback mechanisms across ICANN org to ensure there is a coordinated process for surveying the community and stakeholders.</p>
<p>SG.1 The ICANN Board should require that the ICANN org, in consultation with data security and privacy expert(s), ensure that all contracts with contracted parties (to include Privacy/ Proxy services when such contracts exist) include uniform and strong requirements for the protection of registrant data and for ICANN to be notified in the event of any data breach. The data security expert(s) should also consider and advise on what level or magnitude of breach warrants such notification. In carrying out this review, the data security and privacy expert(s) should consider to what extent GDPR regulations, which many but not all ICANN contracted parties are subject to, could or should be used as a basis for ICANN requirements. The ICANN Board should initiate action intended to effect such changes. The ICANN Board should consider whether and to what extent notifications of breaches that it receives should be publicly disclosed.</p>	<p>This will be included in the next round of contractual negotiations with the contracted parties, insofar as it relates to ICANN receiving notification of data breaches in circumstances that threaten to undermine the stability, security, and resiliency of the Internet’s DNS.</p>

(continued)

Recommendation	Status Update
<p>CC.1 The ICANN Board should initiate action intended to ensure that gTLD domain names suspended due to RDS (WHOIS) contact data which the registrar knows to be incorrect, and that remains incorrect until the registration is due for deletion, should be treated as follows: (1) The RDS (WHOIS) record should include a notation that the domain name is suspended due to incorrect data; and (2) Domain names with this notation should not be unsuspended without correcting the data.</p>	<p>This recommendation was approved in part and is to be included in the next round of contractual negotiations with the contracted parties. The Board passed through this recommendation to the GNSO Council to consider as a future policy development process.</p>
<p>CC.2 The ICANN Board should initiate action intended to ensure that all gTLD domain name registration directory entries contain at least one full set of either registrant or admin contact details comparable to those required for new registrations under the 2013 RAA (or any subsequent version thereof) or applicable policies.</p>	<p>This recommendation is part of EPDP Phase 1 implementation.</p>
<p>CC.3 The ICANN Board should take steps to ensure that ICANN Contractual Compliance is adequately resourced factoring in any increase in work due to additional work required due to compliance with GDPR or other legislation/regulation.</p>	<p>This recommendation is already included in the existing budgeting and planning process. Compliance will continue to request required resources as part of the existing planning process.</p>

COMPLAINTS REPORT



Complaints Report

The ICANN org Complaints Office is an impartial, operational mechanism to receive, research, analyze, and resolve complaints regarding ICANN org in an open and transparent manner. ICANN org established this mechanism for stakeholders to escalate operational issues that are not being resolved, are taking too long to resolve, have not been properly resolved, or that occur repeatedly.



There was a significant drop in the number of complaints submitted in FY20, compared to previous years. Two of the three complaints received in FY20 were submitted early in the fiscal year and the third complaint was received in May 2020. While the COVID-19 pandemic did not arise until halfway through the fiscal year, it appears that its impact on the world has ICANN stakeholders focused on coping with and maintaining their daily lives rather than submitting complaints regarding the ICANN org. Additionally, the reduction in complaints submitted in FY20 may also be due to ICANN stakeholders not experiencing meaningful or unresolvable issues with the work the ICANN org delivers.

The role of the Complaints Office provides unique visibility into the ICANN org and community. The reduction in the number of complaints submitted in FY20 enabled the Complaints Officer to leverage her expertise and consult on projects aimed at improving the effectiveness of the ICANN org and contributing to its transparency. An example of a project where the Complaints Officer consulted in FY20 is below.

Evolving the Effectiveness of the Multistakeholder Model

The Enhancing the Effectiveness of ICANN's Multistakeholder Model project is an ICANN Board priority project initiated in early 2019. One of the five objectives of ICANN's FY21–25 Strategic Plan is to improve the effectiveness of its multistakeholder model of governance — a model that grew to fit its needs. As ICANN continues to evolve, and as the environment becomes more complex, governance must also evolve without compromising ICANN's deeply valued bottom-up decision-making process. The Complaints Officer contributed to this project by helping to analyze the data collected in 2019 so potential recommendations and improvements could be identified and presented to the ICANN community for Public Comment.

Looking Ahead

In FY21 the Complaints Office will:

- Continue to serve as an impartial operational accountability mechanism to receive, research, analyze, and resolve complaints regarding the ICANN org in an open and transparent manner.
- Focus on growing internal and external engagement efforts including: consulting with ICANN org employees to review different areas of responsibility; obtaining input on barriers that might exist for community participants in using the Complaints Office; and generating ideas on awareness raising on the role of the Complaints.
- Expanding Complaints Office knowledge and skills including: Reviewing best practices in complaints handling; networking with other Complaints Officers whose expertise can be leveraged; and continuing education.
- Examine existing ICANN org processes to proactively identify possible future improvements.

EXPENSE REIMBURSEMENTS AND OTHER PAYMENTS TO DIRECTORS

→ **REVIEW** the Report of the Expense Reimbursement and Other Payments to ICANN Directors – Fiscal Period ending 30 June 2020.



ICANN BOARD, COMMUNITY, AND CORPORATE LEADERSHIP

1 July 2019-30 June 2020



ICANN Board of Directors

As of 30 June 2020



Maarten Botterman
Chair, ICANN Board of Directors



Sarah Deutsch
Attorney, Law Office of Sarah B. Deutsch



León Sánchez
Vice Chair, ICANN Board of Directors
Managing Partner,
Fulton & Fulton SC



Chris Disspain
Chief Executive Officer, DNS Capital
Chair, The Brooke Consultancy



Harald Alvestrand
IETF Liaison to the ICANN Board
Engineer, Google



Avri Doria
Research Consultant



Becky Burr
Partner, Harris, Wiltshire & Grannis, LLP



Lito Ibarra
Founding President and
Executive Director, SVNet



Ron da Silva
Vice President, Operations,
Quantum Loophole



Manal Ismail
GAC Liaison to the ICANN Board
Chief Expert, Internet Policies,
National Telecom Regulatory
Authority (NTRA), Egypt

ICANN Board of Directors

As of 30 June 2020



Danko Jevtović
Partner, Jugodata Ltd. Serbia



Ihab Osman
Chair & President, US-Sudan
Business Council



Merike Käo
SSAC Liaison to the
ICANN Board
Founder and CEO, Double
Shot Security



Kaveh Ranjbar
RSSAC Liaison to the
ICANN Board
Chief Information Officer,
RIPE NCC



Akinori Maemura
General Manager, Internet
Development Department,
Japan Network Information
Center



Nigel Roberts
CEO and Founder, Island Networks



Göran Marby
Ex officio Member of the
Board
President and CEO, ICANN



Matthew Shears
Independent Consultant



Mandla Msimang
CEO, Nozala Investments



Tripti Sinha
Assistant Vice President and Chief
Technology Officer, Division of
Information Technology, Executive
Director of the Mid-Atlantic
Crossroads (MAX)
University of Maryland

ICANN Community Leaders

As of 30 June 2020

Supporting Organizations



Oscar Robles
Chair
Latin America and the Caribbean
Address Supporting Organization (ASO)



Aftab Siddiqui
Chair
Asia Pacific
Address Supporting Organization Address Council (ASO AC)



Katrina Sataki
Chair
Europe
Country Code Names Supporting Organization (ccNSO) Council



Keith Drazek
Chair
North America
Generic Names Supporting Organization (GNSO)

Advisory Committees



Maureen Hilyard
Chair
Asia Pacific
At-Large Advisory Committee (ALAC)



Manal Ismail
Chair
Africa
Governmental Advisory Committee (GAC)



Fred Baker
Chair
North America
Root Server System Advisory Committee (RSSAC)



Rod Rasmussen
Chair
North America
Security and Stability Advisory Committee (SSAC)

ICANN Community Leaders

As of 30 June 2020

Stakeholder Groups



Stephanie Perrin
Chair
North America
Noncommercial Stakeholder Group (NCSG)



Graeme Bunton
Chair
North America
Registrar Stakeholder Group (RrSG)



Donna Austin
Chair
North America
Registries Stakeholder Group (RySG)

Constituencies



Claudia Selli
Chair
Europe
Commercial Business Users Constituency (BC)



Heather Forrest
President
Asia Pacific
Intellectual Property Constituency (IPC)



Wolf-Ulrich Knoblen
Chair
Europe
Internet Service Providers and Connectivity Service Providers Constituency (ISPCP)



Bruna Martins dos Santos
Chair
Latin America and the Caribbean
Noncommercial Users Constituency (NCUC)



Joan Kerr
Chair
North America
Not-for-Profit Operational Concerns Constituency (NPOC)

ICANN Community Leaders

As of 30 June 2020

Regional At-Large Organizations Empowered Community Administration



Seun Ojedeji
Chair
African Regional At-Large Organization (AFRALO)

John Curran, ASO
Stephen Deerhake, ccNSO
Keith Drazek, GNSO
Maureen Hilyard, ALAC
Manal Ismail, GAC



Satish Babu
Chair
Asian, Australasian, and Pacific Islands Regional At-Large Organization (APRALO)

Other Community Groups



Lars-Johan Liman
Chair
Europe
Customer Standing Committee (CSC)



Sébastien Bachollet
Chair
European Regional At-Large Organization (EURALO)



Duane Wessels
Chair
North America
Root Zone Evolution Review Committee (RZERC)



Sergio Salinas Porto
Chair
Latin American and Caribbean Islands Regional At-Large Organization (LACRALO)



Jay Sudowski
Chair
North America
Nominating Committee



Eduardo Diaz
Chair
North American Regional At-Large Organization (NARALO)

ICANN Corporate Officers

As of 30 June 2020



Göran Marby

President and Chief Executive Officer

Joined in May 2016

Former Director-General of the Swedish Post and Telecom Authority, Chair of the Body of European Regulators for Electronic Communications (BEREC), Chair of the European Regulators Group for Postal Services (ERGP), and member of the Swedish Broadband Commission, with two decades of experience as a senior executive in the Internet and technology sectors.



Theresa Swinehart

Senior Vice President, Global Domains and Strategy

Rejoined in 2013

Swinehart rejoined ICANN after leading Internet Policy for Verizon Communications. Previous to Verizon, she spent nearly ten years at ICANN overseeing Global and Strategic Partnerships. Swinehart holds a law degree from American University Washington College of Law and a post graduate degree in International Studies from the University of Vienna.



John Jeffrey

General Counsel and Secretary

Joined in September 2003

Over 30 years of business, legal, strategic, and general management experience at Live365, Discovery Communications, TCI, and Fox Television, as well as private litigation practice. Experience includes over two decades as General Counsel, including the last 15 years as ICANN's General Counsel and Secretary.

ICANN Corporate Officers

As of 30 June 2020



Xavier Calvez

Senior Vice President and Chief Financial Officer

Joined in August 2011

Spent the 10 years before joining ICANN in progressive leadership positions in finance at Technicolor, ultimately serving as Chief Financial Officer for Technicolor Creative Services.



Ashwin Rangan

Senior Vice President, Engineering and Chief Information Officer

Joined in March 2014

Previously served as Chief Information Officer for Edwards Lifesciences Corporation, a medical equipment company, and also held Chief Information Officer positions with Walmart and Conexant Systems.



David Olive

Senior Vice President, Policy Development Support

Joined in February 2010

Previously completed a 20-year career at Fujitsu Limited, a leading provider of ICT-based business solutions, where he most recently served as General Manager and Chief Corporate Representative.

NOTE:

Susanna Bennett served as an ICANN Corporate Officer for FY20 prior to her departure 1 July 2020.

Community Recognition

ICANN Community Excellence Award 2020



The ICANN Community Excellence Award recognizes ICANN community members who have deeply invested in consensus-based solutions and contributed in a substantive way to policymaking within the ICANN ecosystem. Every year, a panel of community members representing each Supporting Organization and Advisory Committee selects the recipient(s) based on specific criteria. **Olivier Crépin-Leblond** was named as the recipient of the 2020 ICANN Community Excellence Award. Dr. Crépin-Leblond is a former At-Large Advisory Committee chair and vice chair and former European Regional At-Large Organization (EURALO) chair. He has participated in a number of ICANN policy development processes and working groups and was a member of the 2010 Nominating Committee.

Community Recognition Program

During ICANN66, ICANN recognized 58 community leaders who concluded a term of service between ICANN63 and ICANN66. In addition to receiving certificates during the annual Community Recognition Program, the ICANN Board passed a resolution recognizing the 58 community leaders.

Address Supporting Organization Address Council

Fiona Asonga
Hartmut Glaser
Henri Kasyfi Soemartono

African Regional At-Large Organization

Mohamed El Bashir
Fatimata Seye Sylla

At-Large Advisory Committee

Sébastien Bachollet
Hadia El Miniawi
Ricardo Holmquist
Kaili Kan
John Laprise
Bartlett Morgan
Seun Ojedeji

Country Code Names Supporting Organization Council

Debbie Monahan
Abibu Ntahigiye
Peter Vergote
Jian Zhang

Customer Standing Committee

Jeff Bedser
Byron Holland
Elaine Pruis

European Regional At-Large Organization

Olawale Bakare
Olivier Crépin-Leblond

Generic Names Supporting Organization Council

Ayden Férdeline
Carlos Raúl Gutiérrez
Tony Harris
Tony Holmes
Rubens Kuhl
Kiran Malancharuvil
John McElwaine
Paul McGrady
Syed Ismail Shah
Arsène Tungali
Brian Winterfeldt

Governmental Advisory Committee

Ghislain de Salins
Guo Feng
Thiago Jardim

Nominating Committee

Alejandro Acosta
Nadira Alaraj
Alain Bidron
Jonathan Cohen
Anriette Esterhuysen
Robert Guerra
Aziz Hilali
Brajesh Jain
Zahid Jamil
Cheryl Miller
Jon Nevet
Pablo Rodriguez
Leah Symekher

North American Regional At-Large Organization

Glenn McKnight

Root Server System Advisory Committee

Brad Verd

Security and Stability Advisory Committee

Don Blumenthal (in memoriam)
Jay Daley
Xiaodong Lee
Carlos Martinez-Cagnazzo

ICANN Glossary

AFRALO	African Regional At-Large Organization
AFRINIC	African Network Information Centre
AFTLD	Africa Top Level Domains Organization
ALAC	At-Large Advisory Committee
APNIC	Asia Pacific Network Information Centre
APRALO	Asian, Australasian, and Pacific Islands Regional At-Large Organization
APTLD	Asia Pacific Top Level Domain Association
ARIN	American Registry for Internet Numbers
ASO	Address Supporting Organization
ccNSO	Country Code Names Supporting Organization
ccTLD	country code top-level domain
CENTR	Council of European National Top-Level Domain Registries
DNS	Domain Name System
DNSSEC	Domain Name System Security Extensions
EPDP	Expedited Policy Development Process
EURALO	European Regional At-Large Organization
GAC	Governmental Advisory Committee
GDPR	General Data Protection Regulation
GNSO	Generic Names Supporting Organization
gTLD	generic top-level domain
IAB	Internet Architecture Board
IANA	Internet Assigned Numbers Authority
IDN	Internationalized Domain Name
IETF	Internet Engineering Task Force
ISOC	Internet Society
KSK	Key Signing Key
LACNIC	Latin American and Caribbean Internet Addresses Registry
LACRALO	Latin American and Caribbean Islands Regional At-Large Organization
LACTLD	Latin American and Caribbean Country Code Top-Level Domain Association
NARALO	North American Regional At-Large Organization
NRO	Number Resource Organization
PDP	policy development process
PTI	Public Technical Identifiers
RIPE NCC	Réseaux IP Européens Network Coordination Centre
RIR	Regional Internet Registry
RSSAC	Root Server System Advisory Committee
SSAC	Security and Stability Advisory Committee
TLD	top-level domain
W3C	World Wide Web Consortium
WSIS	World Summit on the Information Society (U.N.)

→ [EXPLORE MORE Acronyms and Terms.](#)

ICANN Locations

Headquarters

12025 Waterfront Drive
Suite 300
Los Angeles, CA 90094-2536
USA
Phone: +1 310 301 5800
Fax: +1 310 823 8649

Regional Offices

Brussels, Belgium

6 Rond-Point Schuman
B-1040 Brussels, Belgium
Phone: +32 2 894 7414

Istanbul, Turkey

Hakki Yeten Cad. Selenium
Plaza No:10/C K:10
34349 Istanbul, Turkey
Phone: +90 212 999 6222

Montevideo, Uruguay

La Casa de Internet de
Latinoamérica y el Caribe
Rambla República de México 6125
11400 Montevideo, Uruguay
Phone: +598 2604 2222 ext 5701
Fax: +598 2604 2222 ext 4112

Singapore

South Beach Tower
38 Beach Road, Unit 04-11
Singapore 189767
Phone: +65 6816 1288

Engagement Centers

Beijing, China

5th floor, No. 1 Building,
Software Park
Chinese Academy of Sciences
4 South 4th Street
Zhongguancun, Haidian
District, Beijing, China
queries.beijingec@icann.org

Geneva, Switzerland

Regus Center
Rue du Rhône 14
1204 Geneva, Switzerland
Phone: +41 22 819 1844
Fax: +41 22 819 1900

Nairobi, Kenya

Regus Center
17th Floor
JKUAT Towers, Kenyatta Avenue
PO BOX 15168-00400
Nairobi, Kenya
Phone: +254 (0)20 5157029
Fax: +254 (0)20 5157001

Washington, D.C., USA

801 17th Street, NW, Suite 400
Washington, DC 20006
USA
Phone: +1 202 570 7240
Fax: +1 202 789 0104

