



# Annual Report

1 JULY 2020 - 30 JUNE 2021

ONE WORLD, ONE INTERNET

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## 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 nonprofit public benefit corporation with a community of participants from all over the world.

- ▶ [\*READ MORE about ICANN's Mission, Commitments, and Core Values in its Bylaws.\*](#)
- ▶ [\*READ MORE about the Annual Report Requirement in ICANN's Bylaws.\*](#)



## LETTER FROM THE President and CEO

Using the global public interest as our guide, the ICANN organization facilitates and supports the Board and community's work to ensure a stable, secure, and unified global Internet. The past year was a test of some of the systems we have built together, but by tapping into the knowledge, experience, and creativity of our organization and community, we have remained resilient in the face of new challenges.

During my time as ICANN org President and CEO, I've focused on the importance of planning and prioritization. We are now seeing the culmination of several community-led initiatives that have far reaching impacts. The volume, scale, and interdependencies of the resulting recommendations require us to assess each new initiative from the start and evaluate the allocation of resources to support these efforts. Prioritizing our work will help us operate more efficiently in service to the community, while retaining our fundamental commitment to accountability and transparency.

Appropriately resourcing recommendations resulting from these substantial community-led initiatives is crucial, and financially we are in a strong place to start. In partnership with the Board, we have fully replenished our Reserve Fund and developed a dedicated fund to help us implement community recommendations more expeditiously.

The new Operational Design Phase (ODP) that the Board initiated and the org is undertaking will evaluate the resource requirements, timelines, dependencies, and risks associated with recommendations approved by the GNSO Council. The outcome, an Operational Design Assessment, will help inform the Board's deliberations on the recommendations. Our first ODP, launched in April 2021, is assessing the System for Standardized Access/ Disclosure (SSAD) to nonpublic registration data that was outlined by the Phase 2 of the Expedited Policy Development Process on the Temporary Specification for gTLD Registration Data. Our second ODP is evaluating recommendations resulting from the New gTLD Subsequent Procedures Policy Development Process. ODP will be a powerful tool for evaluation and will help support a more effective implementation.

By definition, the multistakeholder model requires collaboration. We have innovated our virtual work environment, enhancing vital tools that not only allowed us to work effectively during the pandemic travel restrictions, but also will upgrade our global community's ability to work together remotely in the future. Substantial changes were made in our technical fabric to create and offer a safe and scalable virtual platform to stand in for our traditional physical meeting spaces. We successfully hosted several virtual meetings, with attendance scaling to the thousands, and improved the usability of our virtual meeting platform with features such as native multilingual support.

ICANN meetings and events are fundamental to the community's collaborative efforts. We engaged with the community to discuss and

**During my time as ICANN org President and CEO, I've focused on the importance of planning and prioritization. We are now seeing the culmination of several community-led initiatives that have far reaching impacts.**

plan how our meetings and events will be structured in the future to ensure representation and fulfill the promise of the multistakeholder model. As part of our dedication to continuous improvement, we will integrate the lessons learned over the last year into our events going forward.

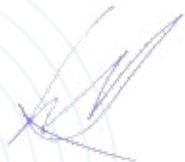
The Information Transparency Initiative reached a major milestone this year with the launch of a new search experience for more than 38,000 pages of content and an ICANN News Subscription feature. The team has begun updating the accessibility and consistency of the Supporting Organization and Advisory Committee site content, a further step toward improving the entire ecosystem of ICANN websites.

Each year, I partner with the Board of Directors to develop goals to help the organization prioritize, address new challenges, and execute on existing projects with a new strategic focus. The goals developed in FY21 included:

- Work with community leaders, the Board, and regional org staff to plan a safe and effective strategy to return to face-to-face regional and global engagement activities.
- Sharpen our focus on raising ICANN's profile and activity in legislative and Internet governance spheres through increased analysis and outreach, enabling us to evaluate and respond to new proposals that impact ICANN's remit more efficiently.
- Construct a framework to evaluate the tools and initiatives ICANN org has undertaken to help the community with its decision-making process, provide input to the Compliance team, or provide stakeholders with relevant information.
- Accelerate the transition to the Information Transparency Platform as part of our overarching goal to simplify our communication channels.
- Develop a dedicated economist function to analyze Domain Name System (DNS) market developments and augment ICANN org's ability to gauge policy impacts on the global Internet community.
- Collaborate and communicate with stakeholders on existing and proposed mechanisms intended to bolster DNS security and stability efforts.
- Build an interface to inform and be informed by the community on regulatory developments with a potential to impact ICANN's ability to fulfill its mission and Bylaws-mandated responsibilities.
- Renew focus on serving ICANN's global community and partner with the Board on regional developments.
- Design and implement a plan to ensure continued financial resilience during turbulence in the world economy.
- Implement the outcome of the Enhancing the Effectiveness of ICANN's Multistakeholder Model initiative, as guided by the Board.

For FY22, the Board has outlined goals that enable us to build on our achievements as well as take on new challenges. I am grateful for the opportunity to lead ICANN org through this remarkable period and look forward to what we – the ICANN community, Board, and organization – will build in the coming year in service of the ICANN mission.

Sincerely,



Göran Marby  
President and CEO

▶ [\*READ MORE about the Office of the President & CEO.\*](#)

▶ [\*READ MORE about Göran Marby's FY21 Goals.\*](#)

▶ [\*READ MORE about Göran Marby's FY22 Goals.\*](#)

## LETTER FROM THE Board Chair

The challenging year that has just concluded has proved how essential the Internet is to people around the world. As usage surged during the pandemic, the Domain Name System performed very well, as intended. That is a testament to our collective efforts supporting ICANN's mission of ensuring a stable, secure, and unified global Internet. Our mission is critically important, now more than ever.

### Building Resilience

The ICANN Board of Directors remains focused on providing stability and continuity, while seeking ways to further improve how we collaborate with the community and the organization to deliver on our mission. The world is changing dramatically, and our industry is evolving quickly as well. The Strategic Plan for fiscal years 2021–25 continues to guide us. In a world – and industry – that is continually evolving, our strategic planning process allows us to adapt our Strategic Plan to new issues that arise and provides us with an agile framework for response.

The ICANN Board, community, and org have a long “to-do” list, and determining the priority, level of resources, and support for each item is high on our joint agenda. The planning work the Board has done with the org has improved our ability to anticipate events, and financial tools like the Special Fund for Implementing Community Recommendations (SFICR) will help us accelerate work on projects we have agreed to do together. In addition, the Reserve Fund has been fully replenished, which adds to our resilience at a time of uncertainty.

### Building Effective Inclusion

The virtual work environment has transformed the way we accomplish our goals. We have missed face-to-face interactions, especially in meetings, workshops, and conferences. The ICANN community is a global, multicultural, and multilingual group, and some of the important social context in our collaboration can be muted when communicating through a screen. The necessary time zone shifts have proved to be an additional challenge. We have found that these new conditions require more time to get the work finished and more flexibility from all participants. The entire community, including members who are used to face-to-face interactions, have a more shared awareness of the burden of participating in late night or early morning calls and the efforts so many put in from points around the globe to make the ICANN multistakeholder model successful.

The virtual work environment has provided many unexpected benefits: a reduced carbon footprint, cost savings, and more intentional interactions. The travel restrictions have intensified the focus on innovating and improving our tools for virtual interaction, and many of these tools will be

**We must maintain focus on our shared goal: protecting the security and stability of the unique identifier system.**

used after the pandemic as a complement to face-to-face meetings. Building on these successful efforts will help us create more effective inclusion for all who would like to participate in the ICANN Public Meetings and policy development efforts.

### Building Our Agenda

Over fiscal year 2021, the Board continued to advance discussions around key issues, including Domain Name System security threats, the response to global policy and regulatory developments that impact the ICANN ecosystem, the next round of generic top-level domains, and the evolution of the multistakeholder model.

Transparency and accountability are at the heart of everything the ICANN Board does. We continue to look for opportunities to further embed these values into our regular processes. This year, the Board initiated the first Operational Design Phase (ODP) to examine the proposal to create a Standardized System for Access/Disclosure (SSAD) to nonpublic registration data. The ODP is an important tool to provide the Board the information it needs to properly assess the detailed recommendations and ensure ICANN moves forward in a responsible way. The ODP will also give the ICANN community greater insight into the Board's deliberative process, a deeper understanding of how we reach our decisions, and help hold us accountable.

I am grateful for the continued commitment of the community, Board, and org. We must maintain focus on our shared goal: ensuring a stable, secure, and unified global Internet. Together, we can ensure that the multistakeholder model successfully addresses new challenges by listening to each other, engaging with each other, and always seeking opportunities to further improve how we reach consensus to do the right thing.

It is a pleasure and an honor to serve you as Chair of the ICANN Board of Directors. Together, we are building the future.

Sincerely,



Maarten Botterman  
Chair, Board of Directors

▶ [READ MORE about the Board.](#)

# FY21 FINANCIAL OVERVIEW

1 JULY 2020-30 JUNE 2021

▶ *REVIEW the Consolidated Financial Statements and Auditors Report.*

*Note: Arithmetical inconsistencies and discrepancies in the figures in the FY21 Annual Report compared to the FY21 Audited Financial Report are the result of roundings.*



# FY21 Financial Highlights

(in millions USD)

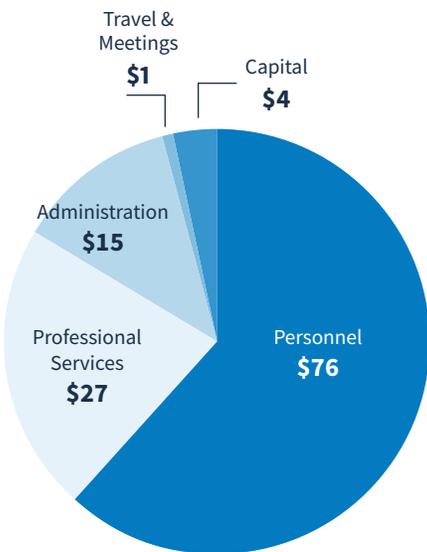
Registry	\$87
Registrar	\$51
Contributions	\$4
Revenues from New gTLD Application Fees	\$0
<b>Total</b>	<b>\$142</b>

## Funding (Support and Revenue)

**\$142M**

Funding for ICANN org operations is \$142 million and consists of funding from registries, registrars, contributions, and New gTLD Program revenue recognized from application fees. ICANN org 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 org. About three 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 on a per application basis as the application progresses through the delegation process. In FY21, ICANN org was required to adopt a new revenue recognition standard (ASC 606). The implementation of this standard had no impact to ICANN org’s funding or to the fees collected contractually from the registries and registrars. The adoption of ASC 606 only impacted the timing of the recognition of the revenues of the application fees associated with the 2012 New gTLD Program. As a result of adopting ASC 606, ICANN org recognized the revenue associated with applications that were completed or withdrawn by 30 June 2021. For FY21, the new gTLD application fee revenue was \$66K.



## Total Cash Expenses (excludes depreciation and bad debt)

**\$123M**

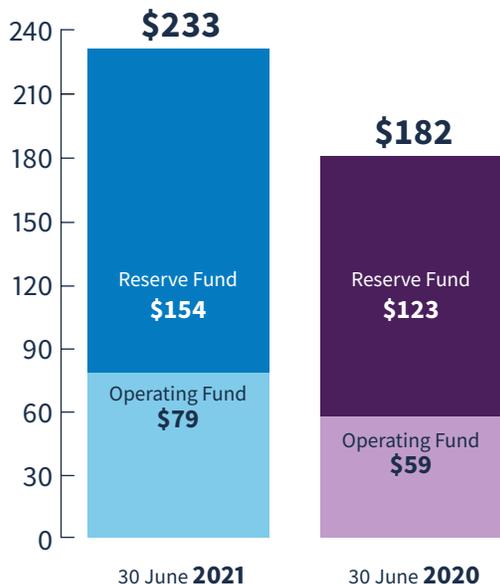
ICANN org’s main expense is personnel costs, corresponding to an average of 392 staff members during the course of FY21 and representing 61 percent of cash expenses. Professional services represent 22 percent of cash expenses and primarily include contractor services, legal services, and language services for transcription, translation, and interpretation. Administration costs represent 12 percent of cash expenses and primarily include rent and other facilities costs for all ICANN org locations, and network and telecommunication costs. Capital costs represent four percent of cash expenses and primarily include IT infrastructure and security improvements. Travel and meeting costs include the costs of travel, lodging and venue rental for various meetings, and represent one percent of cash expenses. Travel expenses were significantly reduced in FY21 due to the global COVID-19 pandemic. ICANN69, ICANN70, and ICANN71 were conducted in a virtual format.

## Funds Under Management

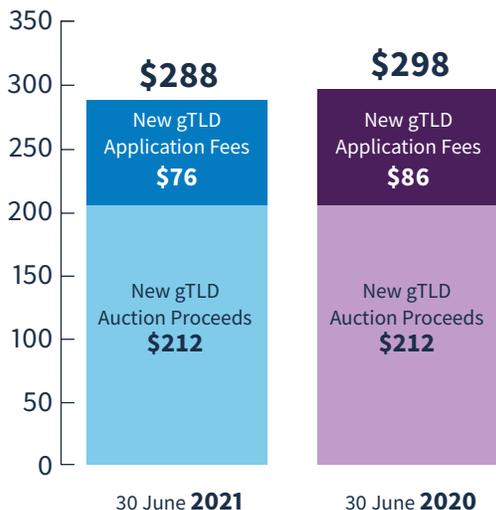
\$521M

(in millions USD)

ICANN Operations  
Cash/Operating Reserve Funds



New gTLD Program Funds  
(Auction Proceeds and Application Fees)



As of June 2021, ICANN org managed a total of \$521 million. The impact of the global COVID-19 pandemic on the world’s financial markets has had a minimal effect on ICANN org’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 primarily used to pay staff members, 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 org’s funding has remained steady and expenses have remained low, notably due to a reduction in travel expenses. As a result, the Operating Fund increased by \$20 million, from \$59 million in FY20 to \$79 million in FY21.

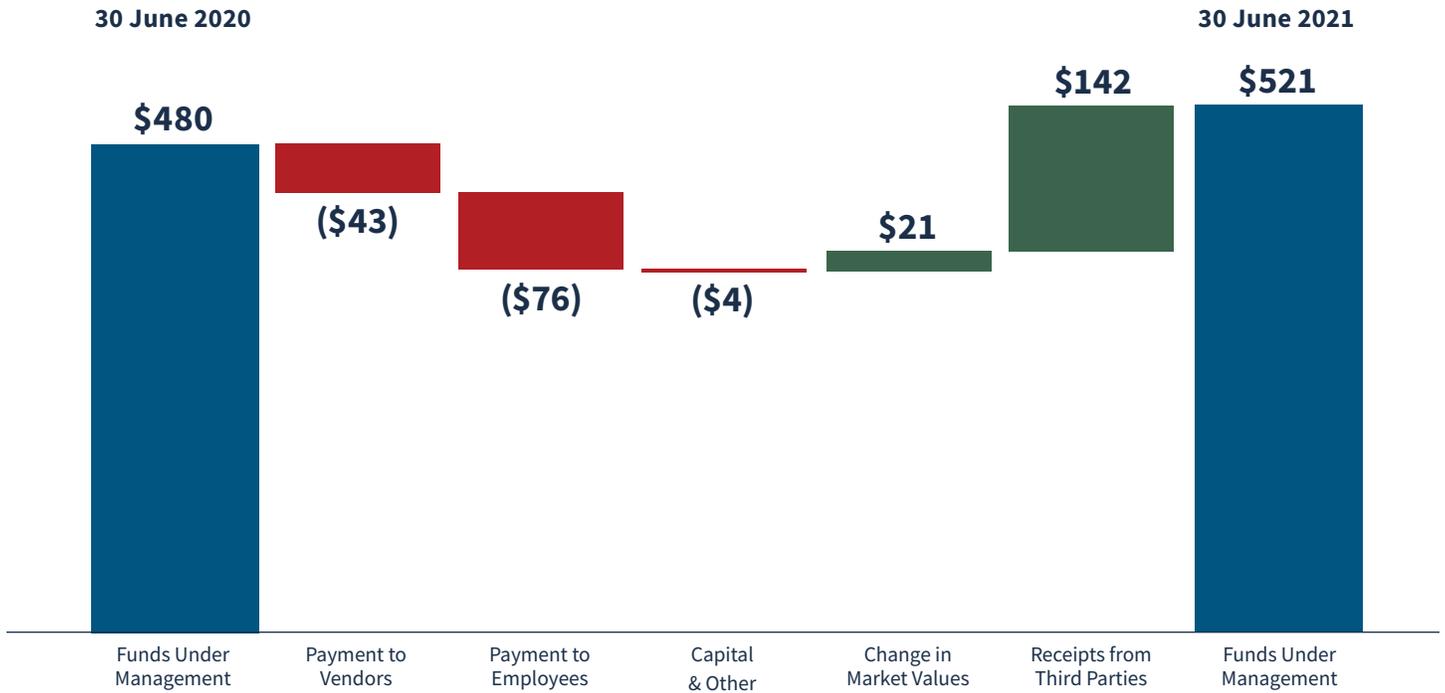
The Reserve Fund is held by ICANN for contingent expenses resulting from any unexpected and unavoidable events. It supports the financial stability and sustainability of the organization. The Reserve Fund is invested as per the ICANN Investment Policy. The returns generated through the investments are fully reinvested within the Reserve Fund. Between June 2020 and June 2021, the Reserve Fund increased by \$31 million. In 2020, 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 FY21, \$10 million in funds were transferred into the Reserve Fund from operational surpluses relating to FY20. Coupled with FY21 investment gains of \$21 million, the Reserve Fund as of 30 June 2021 has a balance of \$154 million, which is in excess of the targeted minimum level.

The New gTLD Program funds include both unspent application fees and auction proceeds. The new gTLD application fees funds are the unspent fees collected from the program applications between January and June 2012, including returns on investment, 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 application fees 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 FY21, \$7 million in funds were transferred from the New gTLD Application Fees Fund to the Operating Fund for reimbursement of expenses incurred on behalf of the New gTLD Program during and prior to FY21. ICANN org held New gTLD Program Net Auction Proceeds of \$212 million as of 30 June 2021, including returns on investment. The proceeds result from the auctions that ICANN org offers as a last-resort mechanism for resolving string contention under the New gTLD Program. The adoption of ASC 606 had no impact on new gTLD funding or cash balances.

The Supplemental Fund for Implementing Community Recommendations (SFICR) was developed and [approved by the Board](#) in May 2021. The SFICR provides a funding source to utilize for large projects and initiatives that span multiple years. Projects that have been approved by the Board or soon to be adopted and do not fit within the annual budget due to cost and duration will be candidates for the SFICR. These projects are included in the annual and five-year Operating Plan. In July 2021, [the Board approved](#) a \$15 million transfer to the SFICR for funding of future projects (there was no balance as of FY21 fiscal year-end).

# Cash Flow Synopsis

(in millions USD)



Cash flow for ICANN org 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 \$43 million include those related to the New gTLD Program for approximately \$7 million.



# Consolidated Statement of Financial Position

(in millions USD) (Extract)

Assets	30 June 2021	30 June 2020
Cash & Cash Equivalents	\$79	\$61
Investments	442	419
Receivables	35	34
Capital & Other Assets	20	19
<b>Total Assets</b>	<b>\$576</b>	<b>\$533</b>
Liabilities	30 June 2021	30 June 2020
Accounts Payable & Accrued Liabilities	\$15	\$14
Deferred Revenue	5	36
<b>Total Liabilities</b>	<b>20</b>	<b>50</b>
Unrestricted Net Assets	556	483
<b>Total Liabilities &amp; Net Assets</b>	<b>\$576</b>	<b>\$533</b>

The increase of total assets reflects an increase in the Operating Fund due to a reduction of expenses in FY21 resulting primarily from pandemic-related travel restrictions.

The decrease in Deferred Revenue from June 2020 to June 2021 is driven by the adoption of ASC 606. Prior to implementing ASC 606, ICANN org was utilizing a percentage-of-completion method to recognize new gTLD application fees as revenues. Upon adopting ASC 606, ICANN org is now recognizing new gTLD application fees as revenues on a per application basis, as the application progresses through the delegation process. This resulted in an adjustment to the deferred revenues associated with the New gTLD Program. The new revenue recognition standard required ICANN org to recognize revenue for all applications that were completed by 30 June 2021, resulting in a cumulative increase to Net Assets of \$33M and a cumulative decrease to Deferred Revenue of \$29M.

# Consolidated Statement of Activities

(in millions USD) (Extract)

Unrestricted Support & Revenue (Funding)	30 June 2021	30 June 2020
Registry	\$87	\$87
Registrar	51	50
Contributions	4	3
Revenues from New gTLD Application Fees	\$0	-\$8
<b>Total Support &amp; Revenue</b>	<b>\$142</b>	<b>\$132</b>
Expenses		
Personnel	\$76	\$76
Travel & Meetings	1	10
Professional Services	27	24
Administration	19	20
<b>Total Expenses</b>	<b>\$123</b>	<b>\$130</b>
Net Assets Before Other Income	\$19	\$2
Other Income		
Total Other Income: Investment Gains	\$21	\$11
Change in Net Assets		
Change in Net Assets	\$40	\$13
Unrestricted Net Assets		
Beginning of Year	\$483	\$470
Cumulative-effect Adjustment for the Adoption of ASC 606	33	0
Adjusted Net Assets, Beginning of Year	516	470
End of Year	\$556	\$483

During FY21, the Total Support and Revenue increased as compared to the previous year mainly as a result of revenues from new gTLD application fees. The prior year included a -\$8 million cumulative adjustment for the new gTLD application fees.

In accordance with the adoption of ASC 606 in FY21, revenues for the New gTLD Program were recognized for all of the applications that were completed by 30 June 2021.

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 decreased Travel and Meetings spending as ICANN69, ICANN70 and ICANN71 were held virtually.

# ICANN BOARD ACHIEVEMENTS

1 JULY 2020-30 JUNE 2021



# ICANN Board Achievements

## Welcoming New Board Member, Thanking Departing Member



Patricio Poblete

In October 2020, the Board seated one new member: Patricio Poblete was selected by the Country Code Names Supporting Organization (ccNSO).



Chris Disspain

The ICANN Board offers its sincere thanks and gratitude to departing member, Chris Disspain, for his service to the ICANN Board.

## FY21 Board Priorities



### The ICANN Board

The Board’s FY21 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**

- Reaching out and being present in the community during the ICANN Public Meetings, as well as in-between meetings.
- Supporting 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 2020 Board Meetings.](#)

➤ [READ MORE about the 2021 Board Meetings.](#)

# ICANN COMMUNITY ACHIEVEMENTS

1 JULY 2020-30 JUNE 2021



# ICANN Community Achievements

## Empowered Community Considers Budgets and Operating Plans



In May 2021, the Empowered Community had the opportunity to exercise its power to reject the FY22 Annual Budget and Operating Plan and the FY22–26 Five-Year Operating and Financial Plan. This followed a similar opportunity in February 2021 for the FY22 IANA Budget. There were no rejection petitions, and the approved budgets went into effect on 1 July 2021.

The Empowered Community remains an effective and important part of ICANN’s commitments to accountability and transparency.

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

## Supporting Organizations and Advisory Committees (SO/ACs)

# ICANN | ASO



### Kevin Blumberg

#### Chair

In January 2021, the ASO Address Council elected Kevin Blumberg as its new chair.



### Alan Barrett

#### ICANN Board Seat 9

In June 2021, the ASO Address Council selected Alan Barrett from a field of 10 nominated candidates for ICANN Board Seat 9. Barrett begins his term as an ASO-appointed ICANN Board Member during the FY22 Annual General Meeting.



### Hervé Clément

### Mike Silber

#### Vice Chairs

Hervé Clément and Mike Silber serve as vice chairs.

### ASO Address Council Monthly Teleconferences

ASO Address Council monthly teleconferences are open to observers. For more information, including the teleconference schedule, observer privileges, and remote participation details, read [here](#).

### New ASO Address Council Members

Nicole Chan, James Kennedy, Shubham Saran, and Saul Stein joined the ASO Address Council as new members during FY21. Chan and Saran represent the APNIC service region; Kennedy represents the RIPE NCC service region; and Stein represents the AFRINIC service region.



# ICANN | ccNSO



## Katrina Sataki

### ICANN Board Seat 12

In December 2020, the ccNSO Council nominated Katrina Sataki (.lv) for ICANN Board Seat 12. Sataki begins her term as a ccNSO-appointed ICANN Board member during the FY22 Annual General Meeting.



## Alejandra Reynoso

### Chair

In March 2021, the ccNSO Council appointed Alejandra Reynoso (.gt) as the chair of the ccNSO.



## Jordan Carter Pablo Rodriguez

### Vice Chairs

At the same meeting, the ccNSO Council appointed Jordan Carter (.nz) and Pablo Rodriguez (.pr) as vice chairs.



The Internet Governance Liaison Committee and Members Program Committee completed an internal review resulting in an action plan to strengthen the policy development, cooperation, and engagement functions of the ccNSO.



The ccNSO Strategic and Operating Plan Committee (SOPC) provided feedback on the ICANN Five-Year Operating Plan and annual Operating Plan and Budget. The SOPC has been participating actively in ICANN planning processes since 2009.



The ccNSO Tech Working Group organized virtual Tech Days during each of the three ICANN Public Meetings. These sessions discussed the technical and operational aspects of running a top-level domain.

## Policy Development Process on the Retirement of ccTLDs

In May 2021, the ccNSO Council adopted the proposed policy recommendations on the retirement of ccTLDs, which is the first part of the third ccNSO policy development process (ccPDP3). After approval and implementation, this policy will provide a process which will result in the removal of an Internationalized Domain Name (IDN) ccTLD from the root zone database and the DNS.

## Policy Development Process on the De-selection of IDN ccTLD Strings

The results of the fourth ccNSO policy development process will replace the IDN ccTLD Fast Track Process, which currently guides the selection of IDN ccTLD strings. Since its launch in August 2020, the working group has taken into account the experiences to date of the IDN ccTLD Fast Track Process. Sub-groups have defined the events when the retirement process of an IDN ccTLD string should be initiated and addressed issues related to Root Zone Label Generation Rules and management of variants.

## Changes to Article 10 of the ICANN Bylaws

In November 2020, the ccNSO began an additional review of the suggestions to change Article 10 of the ICANN Bylaws to enable the inclusion of IDN ccTLD managers in the ccNSO. The ccNSO sent the result of the review to ICANN org in February 2021.



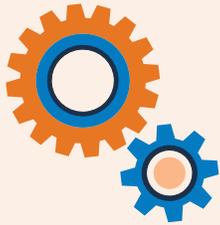
### ccNSO Outreach and Involvement Standing Committee

In March 2021, the ccNSO created its Outreach and Involvement Standing Committee. This committee is tasked to provide a coordinated approach related to outreach and involvement efforts within the ccNSO and ccTLD community. It is also tasked to increase ccTLD awareness of and involvement in the matters of the ccNSO. This committee will also incorporate the roles of various other ccNSO Council committees such as the ccNSO Travel Support Committee.

### ICANN Public Meeting Planning

In FY21, the ccNSO actively participated in planning for ICANN Public Meetings and organized two ccTLD sessions at each.

## ICANN | GNSO



The GNSO Council approved nearly 40 actions, ranging from routine appointments to completing significant policy work.

The GNSO Council refined its suite of program and project management tools, which factored into its ability to manage and execute work effectively.

The GNSO Council Budget and Operations Standing Committee provided input to the draft Public Technical Identifiers (PTI) and IANA FY22 Operating Plan and Budget and the draft ICANN FY22–26 Operating and Financial Plan, and draft FY22 Operating Plan and Budget.



The GNSO Council Standing Selection Committee completed five selection processes.

In addition to its monthly meetings, the GNSO Council also convened for two Extraordinary Meetings and held several webinars to advance its work and prepare for action on policy development efforts.

The GNSO Council successfully held its annual Strategic Planning Session in a virtual format for the first time.



### Policy Development Process on the Review of All Rights Protection Mechanisms (RPMs) in All gTLDs

The GNSO conducted this PDP in two phases. Phase 1 covered all the RPMs applicable to gTLDs launched as part of the 2012 New gTLD Program. The working group delivered the Phase 1 Final Report to the GNSO Council in November 2020, and the GNSO Council approved all 35 recommendations in January 2021. The GNSO Council provided a Recommendations Report to the ICANN Board, and the ICANN Board conducted a Public Comment proceeding on the Final Report and recommendations.

### Policy Development Process on New gTLD Subsequent Procedures

The working group delivered its Final Report to the GNSO Council on 17 January 2021. In February 2021, the GNSO Council approved and recommended that the ICANN Board adopt the Affirmations, Recommendations, and Implementation Guidance (collectively referred to as “Outputs”) that received either Full Consensus or Consensus designations. The GNSO Council provided a Recommendations Report to the ICANN Board, and the ICANN Board conducted a Public Comment proceeding on the Final Report and Outputs.

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



### Phase 2

This phase of the EPDP worked on a System for Standardized Access/Disclosure to Non-Public Registration Data (SSAD) and other topics identified in Phase 2 of the charter and carried over from Phase 1 (Priority 2 items). The EPDP Team delivered its Phase 2 Final Report to the GNSO Council on 31 July 2020. The GNSO Council approved the 18 recommendations that establish the SSAD and the four that address other Priority 2 topics. The GNSO Council provided a Recommendations Report to the ICANN Board, and the ICANN Board conducted a Public Comment proceeding on the Final Report and recommendations. The ICANN Board adopted the Priority 2 topic recommendations (i.e., 19-22) on 21 June 2021. For the SSAD-related recommendations (i.e. 1-18), the ICANN Board initiated an Operational Design Phase on 25 March 2021 to further assess the recommendations and to gather more information to support its deliberations.



### Phase 2a

Phase 2a of the EPDP was established to review two topics. First, to determine if any updates are required to the EPDP Phase 1 recommendation that optionally allows registrars and registry operators to differentiate between registrations of legal and natural persons. Second, the feasibility of unique contacts to have a uniform anonymized email address. The Phase 2a EPDP Team began meeting in December of 2020 and published its Initial Report for Public Comment in June of 2021.

## Intergovernmental Organization Work Track

In February 2021, the IGO Work Track within the Rights Protection Mechanisms PDP began. This work track is based on the GNSO Council referral of Recommendation 5 from the IGO-International Non-Governmental Organization Curative RPMs PDP Final Report. As of 30 June 2021, the work track is making steady progress toward completing its Initial Report.

## Policy Development Process to Review the Transfer Policy

On 18 February 2021, the GNSO Council passed a resolution to initiate a two-phased PDP to review the Transfer Policy. The PDP working group is tasked with determining if changes to the policy are needed to improve the ease, security, and efficacy of inter-registrar and inter-registrant transfers. The Working Group began its Phase 1 deliberations in May 2021.

## Expedited Policy Development Process (EPDP) on Internationalized Domain Names (IDNs) and adoption of the EPDP on IDNs Charter

In May 2021, the GNSO Council initiated an EPDP on IDNs and adopted its charter. The EPDP is tasked with providing the GNSO Council with policy recommendations on the definition of gTLDs and the management of variant labels and how the IDN Implementation Guidelines, with which Contracted Parties are required to comply, should be updated in the future. The EPDP Team has identified its chair, and ICANN community groups have assigned their members.

## Framework for Continuous Improvement Pilot Project

The GNSO Council identified a number of work areas that are focused on process and procedural improvements. As such, the GNSO Council determined that this work would be best handled through a general framework. To determine if the framework is fit for purpose, the GNSO Council initiated a Continuous Improvement Committee as a pilot project in June 2021.



# ICANN | AT-LARGE



In FY21, the ALAC/At-Large community submitted 25 policy advice statements in response to Public Comment proceedings on policy and operational issues, the ICANN multistakeholder model, and regional issues.

The ALAC submitted a policy advice statement to the ICANN Board related to the GNSO New Generic Top-Level Domains (gTLD) Subsequent Procedures Policy Development Process and the Expedited Policy Development Process on the Temporary Specification (EPDP-TempSpec) for gTLD Registration Data.

The At-Large community held 34 sessions during the three virtual ICANN Public Meetings.



Two ICANN Learn courses about the At-Large community were published to introduce the At-Large community and to focus on its advisory role in policy development.



The ccNSO Tech Working Group organized virtual Tech Days during each of the three ICANN Public Meetings. These sessions discussed the technical and operational aspects of running a top-level domain.

## ALAC Policy Advice Statements

The ALAC published 25 policy advice statements during FY21. The At-Large Consolidated Policy Working Group and the At-Large Operations, Finance, and Budget Working Group held regular calls to develop At-Large policy advice statements. Two noteworthy ALAC policy advice statements were developed on important ICANN policy, including the GNSO New gTLD Subsequent Procedures PDP and the EPDP-TempSpec.

## Working Groups

At-Large working groups are organized in three tracks:

### POLICY

- The Consolidated Policy Working Group met weekly to discuss current ICANN policy issues and develop At-Large policy advice statements. They also have adapted to the representative membership model from the GNSO PDP 3.0 effort, with weekly presentations from ALAC/At-Large representatives to members of the various GNSO PDP working groups.

### OUTREACH AND ENGAGEMENT

- The At-Large Capacity Building Working Group produced a series of capacity building webinars in FY21 on policy issues, facilitation skills, and presentation tips.
- The Outreach and Engagement Subcommittee coordinated activities for all five Regional At-Large Organizations (RALOs) and addressed the challenges of continued member engagement during the COVID-19 pandemic.

## OPERATIONS

- The Operations and Budget Finance Committee prepared ALAC statements on the draft FY22–26 Operating and Financial Plan; the draft FY22 Operating Plan and Budget; and the Enhancing the Effectiveness of ICANN’s Multistakeholder Model.
- The Finance and Budget Sub-Committee reviewed and submitted FY22 Additional Budget Requests; the ICANN Board approved six of the submissions.

## RALO Activities

All five RALOs maintained a sustained involvement in policy advice development as well as outreach and engagement activities. RALO activities include the following:

### AFRALO

- Submitted three AFRALO/AfrICANN statements to the ICANN Board.
- Made significant progress on rules for individual members.

### APRALO

- Launched the APRALO Policy Forum to facilitate informed, inclusive regional position development on issues within ICANN’s remit and support APRALO leadership participation as a regional partner to the ALAC Policy Platform.
- Submitted the APRALO Statement on GNSO New gTLD Subsequent Procedures Final Outputs for ICANN Board Consideration.
- Organized the APRALO Mentoring Program to help develop the leadership potential of APRALO members.

### LACRALO

- Held a virtual General Assembly during ICANN71.
- Approved revised Rules of Procedures.
- Submitted a statement on the Latin America and Caribbean (LAC) Regional Strategic Plan for FY21–25.
- Completed the course LAC Universal Acceptance as part of a series of work on Universal Acceptance supported by the LACRALO Universal Acceptance working group, ICANN org, and the Universal Acceptance Steering Group (UASG).

### EURALO

- Organized a series of EURALO Roundtables on key policy issues of interest to the European region.
- Held four sessions during ICANN71, including a Flash Pitch Tour of ICANN and At-Large.
- Held a virtual General Assembly in December 2020.

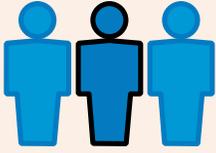
### NARALO

- NARALO stressed engagement with members in FY21, organizing webinars for its members.

Four RALOs produced regular newsletters for their regional memberships.

- The number of At-Large Structures grew by seven for a total of 251, and the number of individual members increased by 13 for a total of 149.

# ICANN | GAC



There are now 179 GAC members and 38 observers. The GAC also welcomed a new vice chair to its leadership team from the government of Niue.

During FY21, the GAC produced three communiqués in total, and conducted 12 virtual sessions during ICANN69, 19 virtual sessions during ICANN70, and 16 virtual sessions during ICANN71.

The GAC developed and agreed on consensus advice in the ICANN70 and ICANN71 communiqués.



In addition to extensive correspondence throughout the year, the GAC contributed to ten Public Comment proceedings.

## Adjustment to Virtual Work

The GAC effectively managed its virtual work throughout the COVID-19 pandemic, evolving a number of its internal processes, including development of the GAC Communiqué, to maintain the effectiveness of its work throughout the year. The GAC also managed full agendas during ICANN69, ICANN70 and ICANN71.

## GAC Working Groups

GAC working groups continued to productively advance matters between ICANN Public Meetings. Topics included subsequent procedures for new generic top-level domains; registration data services and data protection policy, Domain Name System (DNS) abuse mitigation measures; and rights protection mechanisms for intergovernmental organizations. GAC working groups also explored internal matters such as GAC implementation of accountability recommendations from Work Stream 2 of the Cross-Community Working Group on Enhancing ICANN Accountability, and the development of new and improved processes and resources to support the work of the GAC and its working groups.

## Involvement in Cross-Community Activities



Reinforcing its interest in and contributions to various levels of policy development and the general DNS operational considerations of ICANN, GAC participants contributed to other ICANN activities including the ICANN Fellowship Program, the Customer Standing Committee, the Independent Review Process Implementation Oversight Team, and the IANA Naming Function Review. The GAC also confirmed “point-of-contact” connections with the ALAC, ccNSO, and GNSO.

## Participation and Engagement

Recognizing the challenges presented by the ongoing virtual environment, the GAC worked to evolve its engagement and participation efforts to preserve the ability of new GAC participants to become effective in its work as soon as possible. The GAC developed a new monthly Action/Decision “radar” tool to help it more efficiently identify and plan its work priorities, introduced a “welcome” webinar for new GAC participants, and redesigned the GAC website.

# ICANN | RSSAC



In FY21, the RSSAC published four new documents and updated one of its existing publications.



One RSSAC Caucus work party completed its work.

The RSSAC submitted two progress reports on the implementation of the recommendations from its second organizational review.

## RSSAC Publications

The RSSAC published five documents in FY21. One document was updated version of an existing document, and the remaining four documents were new:

<a href="#">RSSAC000v5</a>	<b>RSSAC Operational Procedures</b>
<a href="#">RSSAC052</a>	<b>Statement on Recommendations for an Early Warning System for Root Zone Scaling</b>
<a href="#">RSSAC053</a>	<b>Statement on IANA Naming Function Review Initial Report</b>
<a href="#">RSSAC054</a>	<b>Statement on ICANN’s Root Name Service Strategy and Implementation</b>

## [Proposed Memorandum of Understanding \(MOU\) / Letter of Intent \(LOI\)](#)

## RSSAC Caucus

The primary role of the RSSAC Caucus is to perform research and produce publications on topics relevant to the mission of the RSSAC. The RSSAC Caucus is composed of Domain Name System (DNS) experts who have an interest in the root server system, broadening the base of diverse, technical expertise to take on RSSAC work.

The RSSAC appoints RSSAC Caucus members through the RSSAC Caucus Membership Committee. In addition, all RSSAC members are members of the RSSAC Caucus. Currently, there are over 100 members of the RSSAC Caucus from more than 20 countries. There is also a work party studying the requirements for measurements of a local perspective on the root server system.

# ICANN | SSAC



In FY21, the SSAC published five new reports and 12 correspondence items.

The SSAC started two new work parties. One to examine the security and stability implications of insecurities in the Internet’s routing system and another to explore the possibility of a root service early warning system.

The SSAC hosted three DNS Security Extensions (DNSSEC) and Security workshops about DNSSEC deployments and emerging security-related issues.

## SSAC Publications

In FY21, the SSAC published the following documents relating to the security and stability of the Domain Name System:

<a href="#">SAC112</a>	<b>Minority Statement on the Final Report of the Temporary Specification for gTLD Registration Data Phase 2 Expedited Policy Development Process (EPDP)</b>
<a href="#">SAC113</a>	<b>SSAC Advisory on Private-Use TLDs</b>
<a href="#">SAC114</a>	<b>SSAC Comments on the GNSO New gTLD Subsequent Procedures Draft Final Report</b>
<a href="#">SAC115</a>	<b>SSAC Report on an Interoperable Approach to Addressing Abuse Handling in the DNS</b>
<a href="#">SAC116</a>	<b>SSAC Comments on the Second Security, Stability, and Resiliency (SSR2) Review Team Final Report</b>

## Routing Security

The SSAC chartered a new work party in FY21 to examine the security and stability implications of insecurities in the Internet’s routing system and the best ways network operators can address them. The initial publication will provide a high-level overview of the Internet’s routing system, implications of incorrect route announcements, the role of network operators in securing the Internet’s routing system, and the size and urgency of routing security issues.

## Root Service Early Warning System



The SSAC also chartered a new work party in FY21 to comment on OCTO-15: Recommendations for Early Warning for Root Zone Scaling and explore the possibility of a root service early warning system (EWS). The work party’s tasks include reviewing all past material on the topic; questioning the assumptions inherent in OCTO-15; commenting on the feasibility, desirability, practicality, and usefulness of a root service EWS; and reviewing developments in the DNS and root service that could affect overall stability of the root service.

## DNSSEC and Security Workshops

The SSAC held workshops on DNS Security Extensions (DNSSEC) and other Internet security topics during ICANN69, ICANN70, and ICANN71. The DNSSEC and Security Workshop have been a part of ICANN Public Meetings for several years and have provided a forum for both experienced and new people to meet, present, and discuss DNSSEC deployments, and other Internet security issues.

## Achievements from Other Community Groups

# ICANN | CSC



### Lars-Johan Liman

#### Chair

In FY21, the CSC reappointed Lars-Johan Liman of the RSSAC as chair of the CSC.



The CSC met 10 times virtually and provided 12 Findings Reports on the IANA Naming Functions.



### Brett Carr

#### Vice Chair

In FY21, Brett Carr of the ccNSO was reappointed as vice chair.



The CSC met once with the ICANN Board Technical Committee to exchange views on the performance of the IANA Naming Functions and clarify their roles with respect to the IANA Naming Function.

The CSC organized and participated in one public session during ICANN71 share information about its work.

In FY21, the CSC monitored the performance of the IANA Naming Function. The CSC did not initiate any Service Level change process.

Members of the CSC participated in the IANA Naming Function Customer Survey and provided feedback on the results.

The CSC also expressed their support for the findings and recommendations of the IANA Naming Function Review.

# ICANN | RZERC

In FY21, the RZERC published two advisories.



### Tim April

#### Chair

In April 2021, the RZERC selected Tim April as chair.



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.

In FY21, the RZERC published two documents:

**[RZERC002](#)**: Recommendations Regarding Signing Root Zone Name Server Data

**[RZERC003](#)**: Adding Zone Data Protections to the Root Zone

# ICANN ORGANIZATION ACHIEVEMENTS

1 JULY 2020-30 JUNE 2021



# ICANN Organization Achievements

This is ICANN's first Annual Report that outlines progress against the objectives in the [FY21-25 Strategic Plan](#). As outlined in [Section 22.3 of the ICANN Bylaws](#), the ICANN Board produces this Annual Report to describe its activities, and that of ICANN org's progress towards achieving the objectives in the Strategic Plan, and operating and financial plans.

This ICANN Organization Achievements section provides highlights of some of the org's progress. For a more detailed account of the org's activities, the ICANN President and CEO produces regular reports to the Board.

The majority of the progress outlined in this section took place during FY21. However, given that this report is published in October 2021, there are selected achievements listed in this section that fall under FY22, which began in July 2021.



▶ [For more details about the org's progress, EXPLORE ICANN CEO REPORTS TO THE BOARD.](#)

## Planning for the Future

One of the objectives outlined in ICANN's FY21-25 Strategic Plan is ensuring ICANN's long-term financial sustainability. This involves several goals that will help ICANN achieve great efficiency and accuracy in its multi-year and yearly financial and operational planning.

### New Strategic Plan



The current [FY21-25 Strategic Plan](#) went into effect in July 2020. This plan contains the vision and a set of objectives and goals that will guide ICANN in its mission. It is a fundamental part of ICANN's governance, mandated by the org's Bylaws.

The FY21-25 Strategic Plan articulates a new vision for ICANN: to be a champion of the single, open, and globally interoperable Internet by being the independent, trusted, multistakeholder steward of the Internet's unique identifiers, and by providing an open and collaborative environment where diverse stakeholders work together in the public interest.

The plan further outlines five strategic objectives to enable ICANN to continue to fulfill its mission and achieve its new vision:

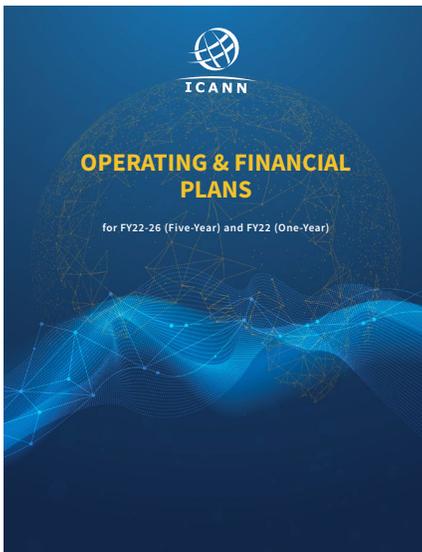
- Strengthen the security of the Domain Name System and the DNS Root Server System.
- Improve the effectiveness of ICANN's multistakeholder model of governance.
- Evolve the unique identifier systems in coordination and collaboration with relevant parties to continue to serve the needs of the global Internet user base.
- Address geopolitical issues impacting ICANN's mission to ensure a single and globally interoperable Internet.
- Ensure ICANN's long-term financial sustainability.

Each strategic objective has a set of strategic goals that identifies the intended results. For each strategic goal, a related set of targeted outcomes illustrate what achieving a strategic goal looks like.

In developing the plan, the community, Board, and org identified trends that are likely to impact ICANN. Because shifts and trends can arise unexpectedly, the Board's new Strategic Planning Committee oversees the plan's annual review and adaptation to account for current events. Following an analysis of impacts from the global health pandemic and other current trends, the Board **affirmed** in December 2020 that the FY21–25 Strategic Plan should remain in force and unchanged, with no restatement needed.

➤ [READ the FY21-25 Strategic Plan.](#)

## Five-Year Operating and Financial Plan, Annual Budget



The Five-Year Operating and Financial Plan maps out how ICANN will apply its resources to achieve the Strategic Plan's objectives and goals. ICANN's Bylaws require the preparation and adoption of a Five-Year Operating Plan at the beginning of each fiscal year, along with a one-year plan. The five-year plan presents a comprehensive view of projected ICANN org operations over the longer period, while the one-year plan describes day-to-day management of the organization and details specific activities and events to be undertaken to implement strategies. Taken together, the operating and financial plans offer assurance of ICANN's progress toward achieving its mission.

The FY22-26 Operating and Financial Plan outlines the feasibility and timing of services, activities, and milestones identified to achieve the objectives and goals outlined in the **FY21-25 Strategic Plan**. The FY22 Operating Plan and Budget provides greater detail on the planned activities and resources for the upcoming fiscal year starting 1 July 2021 and ending 30 June 2022. The operating and budget documents include:

- Highlights of the FY22-26 Operating and Financial Plan and FY22 Operating Plan and Budget.
- ICANN FY22-26 Operating Plan and FY22 Operating Plan.
- ICANN FY22 Budget.

In May 2021, **the Board announced** that it had adopted ICANN's FY22-26 Operating and Financial Plan and FY22 Operating Plan and Budget.

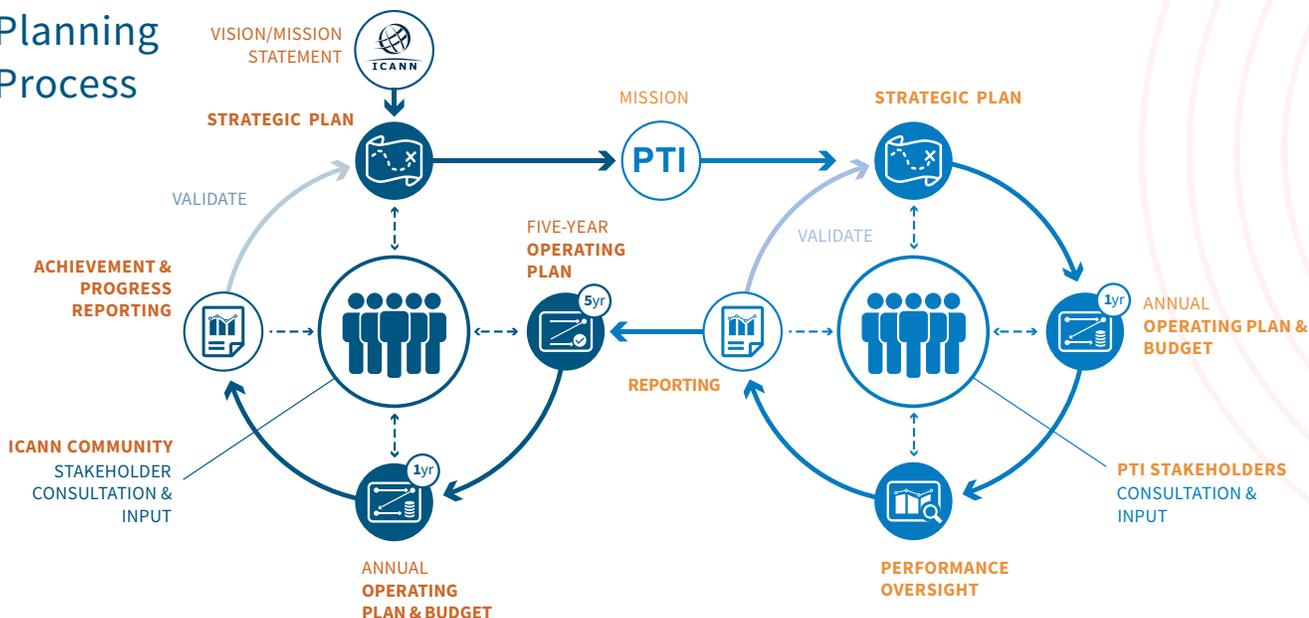
➤ [READ the FY22–26 Operating Plan and FY21 Operating Plan.](#)

➤ [READ the FY22 Budget.](#)

## How ICANN Planning Works

The ICANN Five-Year Strategic Plan is a core element of ICANN’s threefold planning process cycle, along with a five-year operating and financial plan, and the annual operating plan and budget. See the graphic below that visualizes the ICANN planning process.

### Planning Process



## New Planning Department

In August 2020, the ICANN President and CEO provided [more details](#) about a reorganization that consolidated the org’s planning activities under the leadership of Senior Vice President of Planning and CFO Xavier Calvez. Aiming to improve efficiencies, strengthen collaboration and maximize resources, the shift brings strategic and operational planning activities under the same umbrella as financial planning. The new Planning team will also lead the evolution of the org’s planning to be more integrated, collaborative, and effective. This will allow prioritization and organization of ICANN’s activities through close collaboration among the community, Board, and org.

## New Operational Design Phase Process

The Operational Design Phase (ODP) is a new tool launched this year to help the org assess the resource requirements, timelines, dependencies, and risks associated with Generic Names Supporting Organization Council policy recommendations or other community provided recommendations.

In October 2020, President and CEO Göran Marby [discussed the ODP](#) and how it would become a part of the policy and implementation lifecycle and is intended to transparently help the Board prepare for its consideration of GNSO Council-approved consensus policy recommendations.

The ICANN Board will use the resulting Operational Design Assessment in its deliberations on whether to approve recommendations. The ODP’s aim is to support the Board’s ability to make decisions about policy recommendations that consider ICANN’s Bylaws, risks, and the costs associated with implementation and operation. There are two active ODPs described below.

➔ [READ MORE on the ODP webpage.](#)

## System for Standardized Access/Disclosure

The first ODP, [launched in April 2021](#), began assessing the resources needed to implement the System for Standardized Access/Disclosure (SSAD), a mechanism proposed to centrally handle requests for nonpublic registration data that was outlined in [GNSO policy recommendations](#) as part of the Expedited Policy Development Process (EPDP) Phase 2 work in July 2020. The original six-month timeline has been extended to conduct additional research, data collection, and community input.

➤ [READ MORE on the SSAD ODP webpage.](#)

## New gTLD Subsequent Procedures

A ten-month [ODP launched in September 2021](#) to address the Board's questions about the outputs contained in the Final Report on the new gTLD Subsequent Procedures (SubPro) Policy Development Process. As these outputs concern complex operational requirements, the Board directed the President and CEO to launch an ODP to evaluate the impact of implementation. The ODP will address the questions outlined in the [New gTLD Subsequent Procedures Operational Design Phase Scoping Document](#).

➤ [READ MORE on the SubPro ODP webpage.](#)

## Domain Name System (DNS) Security

Strengthening the security of the DNS and the DNS Root Server System is one of the objectives outlined in ICANN's FY21-25 Strategic Plan. This is done in partnership with the DNS root server operators, authoritative and resolution server operators, and other DNS stakeholders. ICANN helps improve the awareness of these threats and foster greater diversity of thought to best anticipate and respond to these challenges. During FY21, ICANN continued to make significant progress on this objective through its DNS security-related initiatives and outreach.

### A DNSSEC Milestone

As of December 2020, all 1,195 generic top-level domains deployed Domain Name System Security Extensions (DNSSEC). DNSSEC allows registrants to digitally sign information they put into the Domain Name System (DNS). This protects consumers by ensuring that DNS data that has been corrupted, either accidentally or maliciously, doesn't reach them. ICANN continues to encourage country-code top-level domains to do so as well.

➤ [READ MORE about this DNSSEC milestone.](#)

### DAAR Takes Aim at Security Threat Analysis

In FY21, ICANN strengthened its [Domain Abuse Activity Reporting \(DAAR\)](#) system for studying and reporting on domain name registration and security threats across TLD registries. Among the changes: [enabling country code top-level domain \(ccTLD\) participation](#), developing [new reporting for those ccTLDs](#) who choose to participate, and [enhancing the reporting for generic top-level domains \(gTLDs\)](#).

In October 2021, ICANN org [reported](#) that following discussions with the leadership of the contracted parties, [the org reached an agreement in principle](#) where the org can gain consistent and dependable access to the identifier of the registrar (registrar ID) for each domain name registration with a change to the Base Generic Top-Level Domain (gTLD) Registry Agreement. The required change would enable the org to use an existing data set provided by registries for research purposes such as DAAR and ICANN can extend the level of reporting data to the registrar level. DAAR's aim is to develop a robust, reliable, and reproducible methodology for analyzing security threat activity, which the ICANN community may use to make informed policy decisions.

➤ [READ MORE in "A Step Toward More Comprehensive DNS Security Threat Analysis."](#)

## Fighting COVID-19 Fraud Online



ICANN org continued to identify recent domain registrations that the org believes to be using the COVID-19 pandemic for phishing or malware campaigns to exploit people’s anxiety about COVID-19 through online scams. ICANN org’s Office of the Chief Technology Officer (OCTO) developed the Domain Name Security Threat Information Collection and Reporting (DNSTICR) project to report COVID-19-related Domain Name System (DNS) security threats. DNSTICR studies COVID-19-related domain registrations and identifies the most clear-cut cases where domains appear to be used for phishing or malware distribution. In June 2021, ICANN announced efforts in partnership with its Governmental Advisory Committee (GAC) to help increase its coverage of languages and character sets beyond English and ASCII to help mitigate DNS security threats.

➤ [READ MORE about DNSTICR multilingual expansion.](#)

➤ [READ MORE about the process ICANN uses to identify and report malicious domains.](#)

## New Study Group Wants to Strengthen Collaboration on DNS Security

The new Domain Name System Security Facilitation Initiative Technical Study Group (DSFI-TSG) formed in July 2020 brings together experts in DNS standards and operations, cybercrime, registry and registrar operations, and critical infrastructure operations with an aim of strengthening collaboration and communication. Coordinated by ICANN Board Member Merike Käo, the group made progress and **presented** its work at the ICANN DNS Symposium in May 2021. In October 2021, the DSFI-TSG delivered its **Final Report** to the ICANN President and CEO for his consideration.

➤ [READ MORE on the DSFI-TSG website.](#)

## Verisign Funds Support Acceleration and Expansion of SSR Activities

Ensuring the security, stability, and resiliency (SSR) of the Internet’s system of unique identifiers is at the core of ICANN’s responsibilities. In March 2020, ICANN **announced** a binding Letter of Intent (LOI) with Verisign to support these efforts. Specifically, Verisign will make a payment of \$4 million USD in each of five years starting in 2021 to ICANN org for costs to be incurred by ICANN in conducting, facilitating, or supporting activities that preserve and enhance the SSR of the Domain Name System (DNS). The first installment of \$4 million USD was made in January 2021.

These funds are used to accelerate and expand ICANN org’s current and ongoing SSR-related projects, including but not limited to development and implementation of best practices related to combating security threats, adding root server instances of the ICANN Managed Root Server (IMRS), and promoting DNS safety and security through the deployment of DNSSEC.

## Commitment to the Multistakeholder Model



One of ICANN's FY21-25 Strategic Plan objectives is to improve the effectiveness of ICANN's multistakeholder model of governance. This involves strengthening ICANN's bottom-up multistakeholder decision-making process and ensuring that work gets done and policies are developed in an effective and timely manner. It also involves supporting and growing active, informed, and effective stakeholder participation. ICANN Public Meetings play an important role in delivering on those goals.

### Virtual Meetings, Pause on Travel Continued in FY21



ICANN Public Meetings and other ICANN in-person meetings and events continued to be held virtually as a result of ongoing concerns with COVID-19 and its variants. In addition, the pause on travel remained in effect throughout FY21. During FY21, the ICANN org continued to conduct risk assessments and develop the travel processes and procedures necessary to ensure the health and safety of the community and staff. ICANN org is working in close collaboration with the community and Board to prepare for safely resuming travel and face-to-face meetings.

### Improving ICANN Public Meeting Planning

In October 2020, after nearly a year of virtual Public Meetings, the community, Board, and org were provided with an opportunity to take stock of how Public Meetings were working, what could be improved, and how ICANN should use this experience to advance in-person meetings when they return.

The ICANN Board engaged with the community to assess: the effectiveness of virtual Public Meetings, the improvements that the org should make to its support for the community's work at meetings, and any other aspects that should be integrated into ICANN's in-person meeting strategy going forward. To support this initiative and create guidelines, a survey was sent to SO and AC chairs and the community to spark a discussion within each group. And, the Board hosted [a session at ICANN69](#) to continue the conversation with the community about the meeting strategy.

Between January and April 2021, the ICANN org Global Meetings Operations and Policy Development Support teams worked with the SO and AC chairs to develop and finalize guidelines. The guidelines were based on feedback from the SO and AC chairs and the survey results. The final [ICANN Public Meeting Guidelines](#) were completed in April 2021. The guidelines include how to propose plenary session topics and request meeting sessions, which helps improve resource planning. As community needs and priorities change, the Board and org will work with the SO and AC chairs to ensure that the guidelines evolve to meet those changing needs and priorities.

## FY21 ICANN Public Meetings

ICANN Public Meetings provide the opportunity for an internationally diverse group of individuals and organizations to come together to discuss and develop policies for the Internet's naming systems. ICANN's international meetings have been a staple of ICANN's multistakeholder, bottom-up, consensus-building model since its formation in 1998. Remote participation is an integral part of any ICANN Public Meeting, but it was expanded following the global outbreak of COVID-19. All three meetings scheduled during FY21 were held virtually.

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

# ICANN|69

## VIRTUAL ANNUAL GENERAL

13–15 and 19–22 October 2020

ICANN69 had 1,792 participants, representing 157 countries and territories. Among the 95 sessions held, the highest attended sessions were the Welcome Ceremony and ICANN After 20 Years of Involvement: A Conversation with Departing Board Member Chris Disspain. To facilitate participation during the virtual Public Meeting, ICANN launched the [Pandemic Internet Access Program Pilot for ICANN69](#). The pilot program offered select community members with limited Internet capacity financial assistance to increase their Internet bandwidth during ICANN69.

# ICANN|70

## VIRTUAL COMMUNITY FORUM

22–25 March 2021

Nearly 1,600 attendees participated in ICANN's Virtual Community Forum from 157 countries and territories. ICANN org [enhanced participation tools](#) to improve the virtual meeting experience. Among the improvements were the ability to schedule individual meetings with other participants on the event website and an expansion of YouTube live streaming as an alternative for participants with limited bandwidth. Participants were also able to use Zoom's interpretation feature offering remote simultaneous interpretation during some sessions and automated real-time transcriptions. The Pandemic Internet Access Program continued.

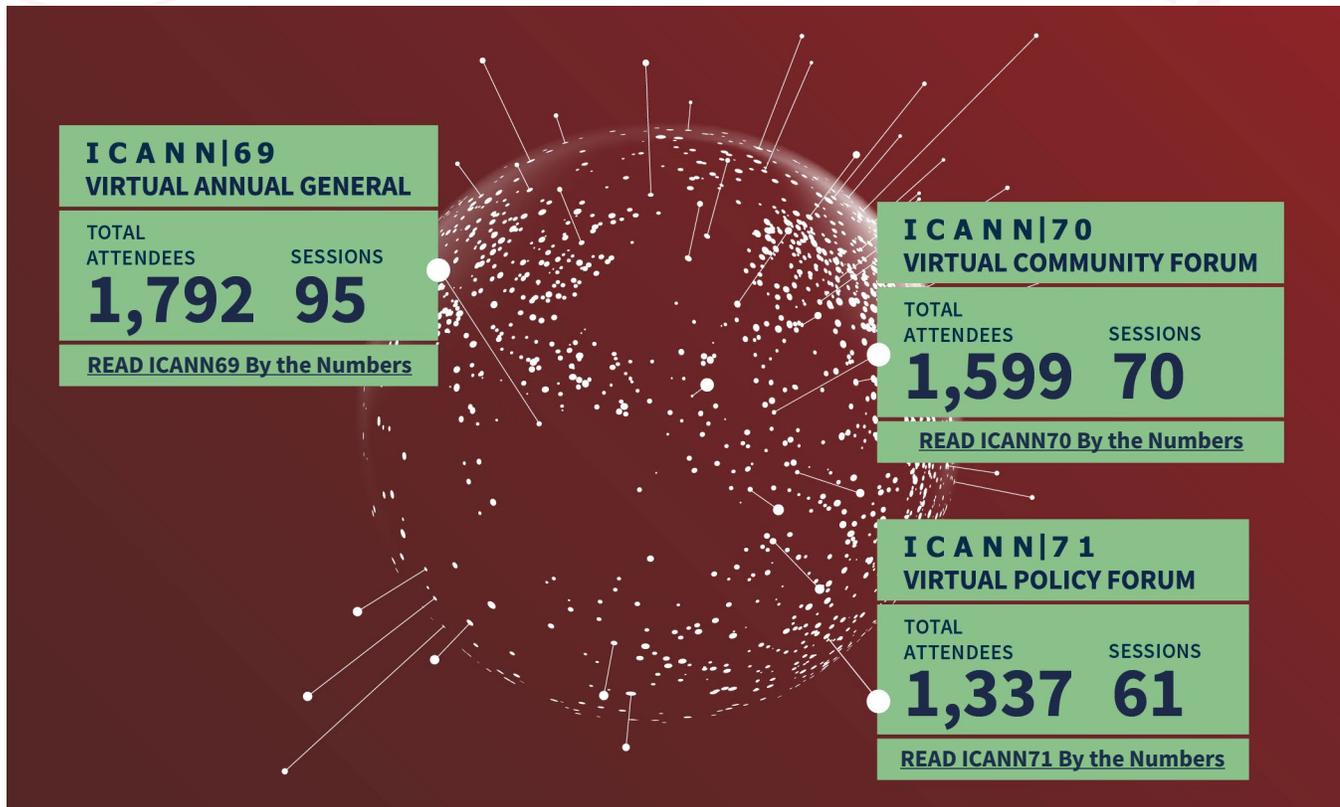
# ICANN|71

## VIRTUAL POLICY FORUM

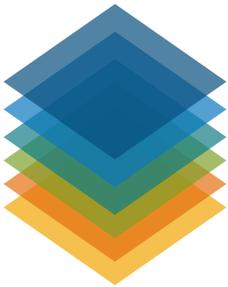
14–17 June 2021

As uncertainties about the COVID-19 pandemic continued, ICANN71 drew 1,337 participants from 147 countries and territories to attend its Virtual Policy Forum. The multi-day event included a robust community discussion about the future of ICANN Public Meetings. [Improvements made at previous meetings](#), including the Pandemic Internet Access Program, continued during ICANN71.

## FY21 Meeting Attendance



### Information Transparency Initiative (ITI)



ICANN’s ongoing and comprehensive effort to make information easier to find on <https://icann.org> met a **key milestone in March 2021** with the release of a new ITI search experience for more than 38,000 pages and files. The new search experience and other improvements aim to improve findability of hundreds of thousands of pages and files published on ICANN’s websites since its founding in 1998. A significant improvement to Public Comment was **launched in August 2021** with a new search experience and improved submission process.

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.

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

## Open and Transparent Policy Development Support



A fundamental part of the ICANN mission is to coordinate policy development related to the Internet’s system of unique identifiers. The ICANN Bylaws mandate that policy be developed through a bottom-up, consensus-based multistakeholder process. ICANN community policy work takes place through open, consultative processes where policies are developed by Supporting Organizations (SOs) with input from Advisory Committees (ACs). Policy development takes into account expert advice, public input, and operational issues. To facilitate consensus, ICANN uses

open and transparent tools and mechanisms that enable collaboration with global stakeholders most affected by ICANN policies.

➔ [READ MORE about how domain name system policy is developed.](#)

## Empowered Community

The ICANN org Policy Development Support team continues to assist with the Empowered Community’s work, including supporting its efforts to update and streamline its operating procedures to ensure that its mechanisms are as effective and transparent as possible. The Empowered Community comprises the Address Supporting Organization, Country Code Names Supporting Organization, Generic Names Supporting Organization, At-Large Advisory Committee, and Governmental Advisory Committee, which can enforce specific powers described in the ICANN Bylaws.

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

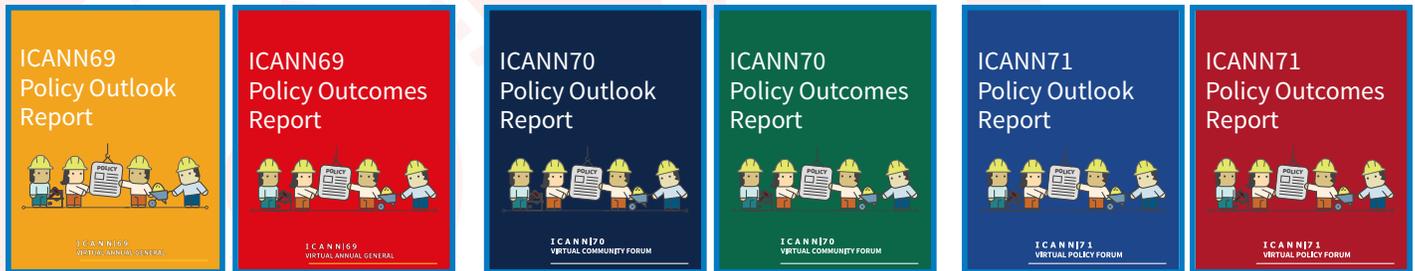
## Policy Communications



The ICANN org Policy Development Support team creates and disseminates updates and information about policy development work to ensure that ICANN work remains open and inclusive. Among these communications tools are the ICANN Public Meeting Policy Outlook and Outcome 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.

## FY21 Public Meeting Policy Reports

Click on each Policy Report below to view.



In FY21, 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.

## Data Protection and Privacy

### Registration Data Policy - EPDP Phase 2

- On 21 June 2021, the Board [adopted the EPDP Phase 2 Priority 2 Policy Recommendations 19-22](#) for the new Consensus Policy on gTLD Registration Data as set forth in Section 3.6 of the Final Report, and directed ICANN org to develop and execute an implementation plan and to continue communication with the community on such work.
- Implementation for the four recommendations has been added to the work scope for the Registration Data Policy implementation team with the support of that Implementation Review Team. The team is completing analysis of these recommendations to determine the implementation requirements and tasks including its deliberations to resolve conflicting interpretations of some of the recommendations.
- ICANN org and the contracted parties are continuing discussions to define appropriate data protection arrangements in support of Recommendation 19 of the EPDP Phase 1 recommendations.

### System for Standardized Access/Disclosure (SSAD) - EPDP Phase 2

On 19 April 2021, the staff [Summary Report of Public Comment Proceeding was published for the Public Comment proceeding](#) to obtain community input prior to Board action on a subset of final policy recommendations of the Generic Names Supporting Organization Expedited Policy Development Process on the Temporary Specification for gTLD Registration Data (EPDP) – Phase 2. Specifically, this Public Comment proceeding sought input on a set of final recommendations that relate to a proposed System for Standardized Access/Disclosure (SSAD) to nonpublic registration information.

➤ [READ about the ODP for SSAD.](#)

### EPDP Phase 2A

On 3 June 2021, the [Initial Report of the Expedited Policy Development Process \(EPDP\) on the Temporary Specification for gTLD Registration Data Team – Phase 2A](#) opened for Public Comment, ending on 19 July. The EPDP Team published its [Final Report](#) in September 2021.

➤ [EXPLORE the GNSO section in this report for more details on its work on EPDP.](#)

## New Resources for Domain Name Holders (Registrants)

During FY21, ICANN org continued to provide important resources for domain name holders. In November 2020, ICANN org’s [Registrant Program](#) published [Volume 4](#) of the ongoing ‘[Issues and Challenges Impacting Domain Name Registrants](#)’ report series, which contains updated data collected by the ICANN org’s Global Support Center (GSC) and Contractual Compliance teams from March through August 2020. The report also included observations of registrant issues and challenges from GSC and Contractual Compliance based on their interactions with domain name holders.

➤ [READ MORE about resources for domain name holders.](#)



ICANN org also shared a [new infographic for domain name holders \(registrants\)](#) with some important tips on how to help keep domain names secure. The infographic provides some examples of common scams and frauds that target domain name holders and highlights important information to help registrants carry out ongoing important domain name management tasks.

## Unique Identifier Systems

ICANN's Strategic Plan objectives also include evolving the unique identifier systems in coordination and collaboration with relevant parties to continue to serve the needs of the global Internet user base. ICANN plays a crucial role in ensuring a single, stable, interoperable infrastructure, including delivering the IANA functions. Promoting and improving Universal Acceptance and the implementation of Internationalized Domain Names (IDNs) are necessary to reach a more diverse Internet user base.

### IANA Functions

ICANN successfully delivered the IANA functions throughout FY21 in accordance with the contracts and commitments to the various communities it serves. Significant adaptations were made to how operations are conducted due to the COVID-19 pandemic. These adjustments allowed the IANA functions to continue to be delivered without any impact to customers.

With the modified operating environment, the IANA functions comprehensively met the various service level agreements (SLAs) and received high marks from the Customer Standing Committee, the annual [IANA Numbering Services Review](#), and against the Internet Engineering Task Force (IETF) [MOU deliverables](#). The COVID-19-related changes were most acute for the key signing ceremonies, which moved to a predominantly online format given the restrictions on international travel. Many key signing ceremony security controls were redesigned to ensure security experts maintained their confidence in the system.

In recognition of these successful adaptations, the IANA functions again achieved an exception-free [SOC3 audit](#) for how the Root Zone KSK is managed. This is the eleventh consecutive year that the IANA functions have earned an exception-free audit. The systems used to perform the IANA functions also received an exception-free audit, with the SOC2 audit reviewing appropriate controls were in place to ensure the security, availability, and integrity of processing IANA requests.

Customer satisfaction in the IANA functions is also reflected in high scores in customer satisfaction surveys, high rankings in our annual engagement survey with key community stakeholders, and positive results from the first-ever [IANA Naming Functions Review \(IFR\)](#).

The 2020 IANA Functions Customer Engagement Survey asked respondents to rate the IANA functions' performance on a scale of one (low) to five (high) according to 22 key statements relating to engagement, communication, attentiveness, fairness, responsiveness, and reporting. The overall score amongst all customer segments was 4.1, an increase from 3.9 in 2019. The survey received a five percent response rate, up from three percent in 2019.

➤ [READ MORE about the customer engagement survey.](#)

➤ [READ MORE about the SOC audits.](#)

➤ [LEARN MORE about the IANA functions.](#)

### Root Server System Operations

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

The first Asia Pacific [ICANN Managed Root Server \(IMRS\) cluster](#) was activated in Singapore, contributing to increasing the root server capacity in the region and bolstering the resiliency of the entire Root Server System. It is the fourth cluster, in addition to two in North America and one in Europe.

## THE IMRS INSTANCES LISTED BELOW WERE ADDED BETWEEN 1 JULY 2020 AND 30 JUNE 2021:



### Internationalized Domain Names (IDN)



It is important to remember that the majority of the world's population does not speak English as its first language. By allowing users to access the Internet in their local language, civil society, and the public and private sectors, have the ability to better serve their communities and take advantage of significant business opportunities. The IDN Program was established to enable domain names in different languages and scripts in a secure and stable manner, and to promote the use of expanding top-level domains.

In June 2021, the org [published a report](#) to provide better insight into: the status and progress of incorporating IDNs into the secure, stable, and unified architecture of the global Internet; and the current challenges of using IDNs.

Additional IDN Program achievements include:

- Published 17 additional [Second-Level Reference Label Generation Rules](#) (LGRs) including: Bangla, Devanagari, Ethiopic, Georgian, Gujarati, Gurmukhi, Kannada, Khmer, Lao, Malayalam, Oriya, Tamil and Telugu script-based LGRs and Arabic, Chinese, Hindi and Thai language-based LGRs.
- Published the [fourth version of Label Generation Rules for the Root Zone \(RZ-LGR-4\)](#). RZ-LGR-4 integrates 18 scripts, adding Chinese and Bangla scripts in this version, in addition to Arabic, Devanagari, Ethiopic, Georgian, Gujarati, Gurmukhi, Hebrew, Kannada, Khmer, Lao, Malayalam, Oriya, Sinhala, Tamil, Telugu, and Thai.
- In July 2021, released the [fifth version](#) of the Maximal Starting Repertoire ([MSR-5](#)) to conform with Unicode 11.0. MSR is used as a basis to develop the RZ-LGR.
- Released a [pilot version](#) of the IDN Table Review Tool, which gives gTLD registry operators and registry service providers the ability to check IDN tables they have designed before submitting them for review by ICANN org, to bring more consistency and transparency in the review process as requested by the gTLD Registries Stakeholder Group.
- In July 2021, [announced](#) the signing of a Memorandum of Understanding (MoU) with the Arab Information and Communication Technologies Organization (AICTO). The MoU outlines how the organizations will work together to support the use of IDNs and to promote Universal Acceptance in the region.

## Universal Acceptance (UA) Program



The UA Program was created to conduct outreach and support community work to address universal acceptance of domain names and email addresses. The program has continued to support the multiple working groups and activities of the UA Steering Group (UASG) and progress was made in FY21 towards achieving the UA of all domain names and email addresses in any length, language, or script. Some highlights include:

- Published the [UA Readiness Report FY21](#), which provides a summary of the scope of UA, documents the current gaps in technology related to UA-readiness to-date, and summarizes the UA related training and outreach activities undertaken in FY21.
- Organized [Regional Universal Acceptance Training Programs](#) in Asia Pacific (APAC) and Latin America and Caribbean (LAC) regions.
- Conducted multiple additional outreach events directly, and through UA local initiatives and UA Ambassadors, with details in [UA Readiness Report FY21](#).
- In July 2021, worked with Asia Pacific Top Level Domain Name Association (APTLD) to publish a [white paper](#) on the role of ccTLDs in achieving UA readiness.
- Worked with UASG to evaluate technology for UA readiness, including:
  - [UA Readiness of Programming Languages and Frameworks](#)
  - [Universal Acceptance \(UA\) of Content Management Systems \(CMS\) Phase 1 - WordPress](#)
  - [UA-Readiness of Open Source Code Pilot](#)
  - [EAI Support of Major Email Software and Services](#)
- Hosted sessions during ICANN meetings to update and engage the community, including the ICANN71 Prep Week Session, “[Universal Acceptance \(UA\) Community Update](#),” which featured renowned panelists from across the Internet and domain name ecosystem, including various ICANN SO/AC leaders.

In addition, an IDN and UA Steering Committee was constituted in 2020 within ICANN org. The Steering Committee has been working to plan, support, and coordinate the cross-functional work on these topics being conducted by ICANN org.

## Government and Intergovernmental Organization Engagement



Another important objective contained in ICANN's Strategic Plan is to address geopolitical issues impacting ICANN's mission to ensure a single, globally interoperable Internet. This is achieved by identifying and addressing global challenges and opportunities within its remit by further developing early warning systems. It is also achieved by continuing to build alliances in the Internet ecosystem and beyond to raise awareness of and engage with global stakeholders about ICANN's technical mission and multistakeholder policymaking regarding the management of the Domain Name System.

The aim is to work with governments, so they understand the technical operation of the Internet and avoid unintended consequences of governmental actions on the Internet.

### Government Engagement Publications

The ICANN org Government and Intergovernmental Organization Engagement (GE) team is responsible for the development and implementation of a global strategy to engage with governments and intergovernmental organizations (IGOs). The GE team, which includes issue-based subject-matter experts, monitors and analyzes government and IGO activities to ensure that ICANN has the necessary information and tools to address geopolitical issues impacting ICANN's mission.

In FY21, the GE team added five new publications to its [Government Engagement Publications page](#). These publications explore the different political structures and processes in place with the potential to impact ICANN's technical role, covering relevant topics from the ongoing cyber deliberations taking place at the United Nations (UN) and other IGO spaces, to country focused reports.

➔ [EXPLORE the Government Engagement Publications page.](#)

### Government And IGO Engagement Highlights

Selected FY21 Government and IGO Engagement highlights include:

- In September 2020, ICANN org [responded](#) to the European Commission's public consultation on the Digital Services Act (DSA).
- In November 2020, members of the ICANN community, Board, and org participated in the Fifteenth Annual Meeting of the Internet Governance Forum (IGF), hosted online by the United Nations under the overarching theme Internet for human resilience and solidarity. More information on ICANN's participation can be found [here](#).
- In December 2020, the GE team [provided important information](#) to ICANN stakeholders about the European Commission's Digital Services Act package, which comprised the Digital Services Act (DSA) and the Digital Markets Act (DMA).
- In December 2020, ICANN org [commented](#) on the European Data Protection Board (EDPB) Recommendations 01/2020 on Measures That Supplement Transfer Tools to Ensure Compliance with the EU Level of Protection of Personal Data.
- Also in December 2020, ICANN org [responded](#) to the European Commission's Public Consultation on Standard Contractual Clauses for Transferring Personal Data to Non-EU Countries.

- In March 2021, ICANN org [submitted](#) feedback on the proposed Digital Services Act ([DSA](#)) regulation.
- Also in March 2021, ICANN org [submitted](#) feedback to the public consultation on the proposal to revise the existing European Union Directive on Security of Network and Information Systems (NIS Directive).
- In May 2021, ICANN org co-hosted a briefing for diplomats from the Permanent Missions to the United Nations to discuss Technical Internet Governance.

In addition, the GE team provides regular reports on government engagement activities to the GAC.

➔ [EXPLORE GE team Reports to the GAC.](#)

For a more detailed account of FY21 GE activities and all other org achievements, please visit the ICANN President and CEO reports to the Board. ICANN org’s regional achievements are outlined in the [Regional Achievements section](#).



➔ [EXPLORE ICANN CEO Reports to the Board.](#)

# REGIONAL REPORTS

1 JULY 2020-30 JUNE 2021



# AFRICA REGIONAL REPORT

# Year at a Glance — Timeline

## 2020

### 27-28 July

ICANN organized the eighth edition of the Africa Domain Name System Forum in partnership with the Africa Top-Level Domains Organization (AFTLD) and AfRegistrars.

### 30 July

ICANN organized a joint Office of the CTO (OCTO) - Global Stakeholder Engagement (GSE) webinar with Africa Governmental Advisory Committee (GAC) members.

### 24-28 August

ICANN contributed to the Africa School of Internet Governance for French-speaking African countries.

### 10 November

ICANN organized a webinar on Universal Acceptance (UA) and Internationalized Domain Names (IDNs) for African GAC members.

### 16 November

ICANN organized a webinar on UA for Information and Communications Technology (ICT) directors from the Association of African University (AAU) membership.

### 1-4 December

ICANN organized a master class during the annual Africa Lawtech Festival covering domain name rights, trademarks, and dispute resolution issues.

## 2021

### 4 February

ICANN hosted a joint GSE-OCTO webinar to introduce the Africa country code Top-Level Domain (ccTLD) managers to the Domain Abuse Activity Reporting (DAAR) system and the Identifier Technology Health Indicators (ITHI) project.

### 19-20 May

ICANN launched the **first Africa Regional Engagement Forum** for the African community.

# Regional Highlights

## Making Africa's Higher Education Email System Universal Acceptance (UA) Ready

ICANN org joined forces with the Association of African Universities (AAU) to help ensure universal acceptance of domain names and email addresses within university email systems. The objective is to have AAU's 400-plus members make their email system UA compliant by the end of fiscal year 2025. After two webinars, the AAU took appropriate steps to support the organization of email system and universal acceptance compliance workshops in a few universities. Additionally, ICANN org is working on a formal program with AAU to roll-out Email Address Internationalization amongst their membership.

## Launching Africa Regional Engagement Forum



**Africa Engagement Forum**

19-20 May 2021

Virtual Event

More than 210 people attended the virtual two-day Africa Engagement Forum in May, a new regional pilot event dedicated to bringing the African community together and supporting their work within ICANN. The event aimed to collect, update, and synchronize the work done by ICANN in Africa, as well as provided a platform to share direct updates and feedback from the ICANN org staff.

## Capacity-Development Activities in Africa

### TRAINING FOR TECHNICAL COMMUNITY

ICANN org held technical workshops and webinars on DNS Network Security, Domain Name System Security Extensions (DNSSEC) and Universal Acceptance across the region.

Total number of workshops in FY21:

**28**

Total number of workshops in FY20:

**1**

### 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 FY21:

**2**

Total number of workshops in FY20:

**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 FY21:

**57**

Total number of workshops in FY20:

**0**

## Africa Community Leaders

For the list of Supporting Organization and Advisory Committees leaders, please refer to the [ICANN Community Leaders Section](#).

### COMMUNITY GROUPS AND POLICY DEVELOPMENT PROCESSES

Abdulkarim Ayopo Oloyede — RSSAC Caucus Work Party on Local Perspectives of the Root Server System

### UNIVERSAL ACCEPTANCE AMBASSADORS

Abdulkarim Ayopo Oloyede — Nigeria  
 Malick Alassane — Benin  
 Mark Elkins — South Africa

### UNIVERSAL ACCEPTANCE STEERING GROUP LEADER

Abdalmonem Galila (Egypt) — Vice Chair

# ASIA PACIFIC REGIONAL REPORT

# Year at a Glance — Timeline

## 2020

### 24 July

At the inaugural virtual China Internet Governance Forum (IGF), ICANN Board Chair Maarten Botterman highlighted the importance of the multistakeholder model, and recognized the Chinese community’s commitments to Internationalized Domain Names (IDNs) and Email Address Internationalization (EAI), as well as their participation in ICANN and the global IGF.

### October

The first Asia Pacific (APAC) [ICANN Managed Root Server \(IMRS\) cluster](#) was activated in Singapore, contributing to increasing the root server capacity in the region and bolstering the resiliency of the entire Root Server System.

### 2 July

The first [ICANN Managed Root Server \(IMRS\) instance](#) was installed in the Republic of Palau.

### 27-30 September

At the 2020 Asia Pacific Regional Internet Governance Forum (APrIGF2020), ICANN conducted a workshop discussing possible impacts of new technologies on the single and global Internet.

## 2021

### February-March

Country code Top-Level Domains (ccTLDs) .fj and .fm successfully deployed Domain Name System Security Extensions (DNSSEC). In total, 58% of ccTLDs in APAC have signed DNSSEC, slightly higher than the global rate of 56%.

### 15-16 April

ICANN co-hosted the 2nd ICANN APAC-TWNIC Engagement Forum, raising awareness on its role in the Internet ecosystem in relation to the forum’s theme of cybersecurity.

### 5 June

The National Internet Exchange of India (.in) participated in ICANN’s Domain Abuse Activity Reporting (DAAR) project, a system for studying and reporting on domain name registration and security threats.

### January

Broadband India Forum (BIF) featured ICANN in its [semi-annual report](#), highlighting ICANN’s role and efforts in mitigating Domain Name System (DNS) security threats against rising cybersecurity risks amidst remote work scenarios.

### 1-5 March

At the 2021 Asia Pacific Regional Internet Conference on Operational Technologies (APRICOT2021), ICANN President and Chief Executive Officer Göran Marby delivered a keynote speech on “[Navigating the Post-Pandemic World as an Internet Community.](#)”

### 3 June

ICANN launched the [DNS Project Competition](#) in collaboration with India’s National Association of Software and Service Companies Center of Excellence (NASSCOM-CoE) – Internet of Things (IoT) & Artificial Intelligence (AI). The competition encourages students to solve challenges using the DNS.

# Regional Highlights

## Contributing Toward ICANN's Policy Making Processes



Over the past fiscal year, the APAC community has demonstrated strong presence in ICANN policy-making process, as demonstrated below:

- In the ccNSO's fourth policy development process on the de-selection of Internationalized Domain Name ccTLD strings working group, the Chair and Vice Chair, as well as 50% of the members are from the APAC region.
- APAC community members also took on leadership positions for the Expedited PDP (EPDP) on the Temporary Specification for gTLD Registration Data (Phase 2) as well as the New gTLD Subsequent Procedures PDP.
- The APAC community's contribution to public comments is also notable. For example, 58% of total submissions for the Reference Label Generation Rulesets (LGRs) for the second level were from the APAC region.
- Other involvement include participation in the ccPDP3-ccTLD Retirement Policy, subsequent Phase 2A EPDP, Review of All Rights Protection Mechanisms in All gTLDs PDP, and the PDP to Review the Transfer Policy.

Local Communities Take Steps to Build a Multilingual Internet

# Hello, World!

電子郵件測試@普遍適用測試.台灣

ยูเอททดสอบ.ไทย

تجربة-القبول-الشامل.موريتانيا

καθολική-αποδοχή-δοκιμή.ευ

সর্বজনীন-স্বীকৃতির-পরীক্ষা.ভারত

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Universal Acceptance Local Initiatives (UALI) have been formed in China, India, and Thailand. The UALIs have conducted several outreach and support activities in their respective economies.

- In China, 13 out of 15 tested desktop/mobile browsers now support resolution of Chinese IDNs, based on a [UA browser test](#) led by the Internet Society of China (ISC). More broadly, the Chinese community’s involvement in making the Internet more accessible with IDNs and UA was commended by ICANN President and CEO Göran Marby at the [Fourth Forum for Creative Application of Chinese Domain Names](#).
- In India, the Federation of Indian Chambers of Commerce & Industry-Indian Language Internet Alliance (FICCI-ILIA) hosted four technical workshops on UA and Email Address Internationalization (EAI) topics.
- For Thailand, the Thai Network Information Centre (THNIC) developed an eight-part EAI [training video](#) and other [online resources](#). They also conducted a [system administrators’ workshop](#) and showcased Thai LI at four global Internet governance fora.

## Capacity-Development Activities in Asia Pacific

### 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 DNS, DNSSEC, DNS/Network Security, UA, and EAI to the APAC community.*

**Total number of workshops in FY21:**

**18**

**Total number of workshops in FY20:**

**23**

### 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 FY21:**

**3**

**Total number of workshops in FY20:**

**4**

### TRAINING FOR NONTECHNICAL COMMUNITY

*Due to the challenges posed by the COVID-19 pandemic, ICANN org was unable to organize any specific training for nontechnical community members during this fiscal year.*

**Total number of workshops in FY21:**

**0**

**Total number of workshops in FY20:**

**1**

## Asia Pacific Community Leaders

For the list of Supporting Organization and Advisory Committees leaders, please refer to the [ICANN Community Leaders Section](#).

*(Newly Appointed in FY21)*

### COMMUNITY GROUPS AND POLICY DEVELOPMENT PROCESSES

**Jordan Carter** — ccNSO Council Vice Chair

**Satish Babu** — APRALO Chair

**Pär Brumark** — GAC Vice Chair

**Rafik Dammak** — Expedited PDP (EPDP) on the Temporary Specification for Generic Top-Level Domain (gTLD) Registration Data (Phase 2) Chair

**Kenny Huang** — ccPDP4 Chair

**Anil Jain** — ccPDP4 Vice Chair

### UNIVERSAL ACCEPTANCE STEERING GROUP LEADERS

**Dr. Ajay Data** — UASG Chair, Local Initiatives Working Group Chair

**Dr. U.B. Pavanaja** — UASG Vice Chair

**Nitin Walia** — EAI Working Group Vice Chair

**Satish Babu** — Technology Working Group Chair

**Abhishek Mishra** — Technology Working Group Vice Chair

**Rajiv Kumar** — Technology Working Group Vice Chair

### UNIVERSAL ACCEPTANCE LOCAL INITIATIVES

**Photchanan Ratanajaipan** (Thailand) — Chair

# EUROPE REGIONAL REPORT

# Year at a Glance — Timeline

## 2020

**28 October**  
Christopher Mondini, Vice President, Stakeholder Engagement-Europe and Managing Director, Brussels, was a panelist during the Europe Network Readiness and Digital Transformation Spotlight webinar.

**7 October**

[IGF Italia](#), supported by ICANN, broke all records for national Internet Governance Forum (IGF) attendance with over 5,000 registered participants on Zoom.

**17 November**

Adam Peake, Civil Society Engagement Senior Manager, of Amsterdam, Netherlands, was appointed to the IGF Multistakeholder Advisory Group.

## 2021

**27 January**  
ICANN held the '[Stakeholder Assembly: ICANN Perspectives on EU Digital Initiatives](#)' to provide an overview of areas where EU legislative and regulatory initiatives make mention of, or potentially affect, the Domain Name System.

**22 February**

Mondini was elected to the European Internet Forum (EIF) Board.

**26 February**  
ICANN held the '[Stakeholder Assembly: Briefing by the European Commission on the Recent EU Initiatives on Digital Services and Cybersecurity](#)' focusing on the areas of relevance to the DNS and the broader ICANN community.

**3 March**

ICANN in cooperation with DK Hostmaster and the Transport and Communications Agency (Traficom) organized the Nordic Region Technical Workshop: ICANN Technical Functions.

**25 March**  
ICANN President and CEO Göran Marby [addressed](#) the European Internet Foundation (EIF), as part of that organization's 'Meet the CEO' series.

**9 April**

The European Regional At-Large Organization (EURALO) launched their ICANN public meetings' Readout Series in multiple languages and held ICANN70 'read-outs' in French, Spanish and Russian.

**13 April**  
The Budapest University of Technology and Economics (BME) invited ICANN to give a [series of lectures](#) throughout the month.

**27 May**

ICANN and the eco-Association of Internet Industry in Germany hosted a workshop on DNS Ecosystem Security.

# Regional Highlights

## School of Internet Governance, Digital Policies, and Innovation



ICANN co-organized with the National University of Political Studies and Public Administration ([SNSPA](#)) in Bucharest, Romania and the South Eastern European Dialogue on Internet Governance ([SEEDIG](#)), the 2nd edition of [SIDI](#) (School on Internet Governance, Digital Policies and Innovation). The event took place from 31 May to 11 June 2021 in a virtual format.

The school gathered 30 graduate students and professionals from 15 countries for a two-week, intensive course tackling all the layers of the Internet stack, applications, regulations, and policies. SIDI's faculty was a mix of academics, high-ranking representatives of international and intergovernmental organizations, members of parliament, and experts from think-tanks, civil society and industry. One highlight was a lecture by ICANN President and CEO Göran Marby on the future of Internet development.

## Workshop on ICANN's Technical Mission for the Nordic Region



On 3 March 2021, ICANN held an online workshop on its technical mission for the five Nordic countries Denmark, Finland, Iceland, Norway, and Sweden. This was the first time ICANN produced an event targeted for this region specifically, though invitations were extended to anyone who wished to participate, regardless of regional location.

The workshop explained ICANN's core role in an approachable and informative way to stakeholders who may already have been familiar with ICANN, but still didn't fully understand how ICANN's technical work affects their presence and experience online.

Besides learning about ICANN's role in the technical functions of the Internet, participants learned about ICANN projects to strengthen the Domain Name System, and why the participation of stakeholders is key to ICANN's work.

The workshop attracted about 150 people. Feedback delivered through an online survey following the event showed that a vast majority of the respondents (81%) were happy with the workshop, whilst 93% indicated that they would be interested in participating in a similar workshop in the future.

## Capacity-Development Activities in Europe

### TRAINING FOR TECHNICAL COMMUNITY

*Due to the challenges posed by the COVID-19 pandemic, ICANN org was unable to organize any specific training for the technical community members during this fiscal year.*

**Total number of workshops in FY21:**

**0**

**Total number of workshops in FY20:**

**8**

### 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 FY21:**

**2**

**Total number of workshops in FY20:**

**7**

### 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 FY21:**

**6**

**Total number of workshops in FY20:**

**3**

## Europe Community Leaders

For the list of Supporting Organization and Advisory Committees leaders, please refer to the [ICANN Community Leaders Section](#).

### COMMUNITY GROUPS AND POLICY DEVELOPMENT PROCESSES

**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 AMBASSADORS

**Dusan Stojicevic** — UASG, Vice Chair

The background features a series of concentric circles and squares, some solid and some dashed, in shades of blue. A prominent yellow semi-circle is on the left side. The title text is centered in white.

# EASTERN EUROPE AND CENTRAL ASIA REGIONAL REPORT

# Year at a Glance — Timeline

2020

**18-19 November**

ICANN in partnership with Caucasus Online organized the fifth Eastern European Domain Name System Forum ([EEDNSF](#)) virtually.

2021

**12 February**

ICANN and *Réseaux IP Européens Network Coordination Centre* (RIPE NCC) co-organized Internet Measurement Day Armenia supported by the Armenian Internet Exchange (Arm IXP) as well as the Armenian Operators Union.

**11 March**

ICANN organized a DNSSEC training for the ccTLD registry from Uzbekistan (.uz).

**19 March**

ICANN org presented a lecture at St. Petersburg University's faculty of International Relations, on the role of ICANN in the Internet governance ecosystem.

**20 March**

ICANN70 regional readout in Russian (virtual event).

**3 June**

ICANN organized an online training workshop for Ukrainian registrars on contractual obligations, and the processes involved, with a focus on DNS Security Threats framework and personal data protection from a contractual compliance angle.

# Regional Highlights

## Eastern European DNS Forum Marked Five Years



The fifth Eastern European DNS Forum was held virtually, with the support of Caucasus Online, local regulatory body Georgian National Communications Commission and Ministry of Economy. ICANN Board Chair Maarten Botterman made welcome remarks emphasizing the importance of the Internet in the COVID-19 period and ICANN's role in keeping the internet infrastructure secure, stable and interoperable.

The two-day agenda included policy and tech days that gathered DNS experts from across the region, and globally. During the session participants discussed DNS security and threat mitigation, infrastructure development and Universal Acceptance. The forum attracted over 150 participants from 12 countries.

## ICANN Signs Memorandum of Understanding with the Georgian National Communications Commission

In December, Göran Marby, ICANN President and CEO and Merhab Katamadze, Commissioner of the Georgian National Communications Commission (GNCC) signed the Memorandum of Understanding (MoU) to leverage both parties' vision of a secure and resilient Internet infrastructure to support and protect the unique communities which make up one single, global community. The MoU was signed during the opening ceremony of Georgian Internet Governance Forum, that ICANN supported as a sponsor. Some of the joint activities that will be explored under the MoU will be Universal Acceptance, DNS security threats, studies and research projects, training, and exchange of expertise. This is the second MoU ICANN has signed with a governmental organization in the region. The first one was with the Ministry of Transport, Communication and Information Technologies (MTCIT) of Armenia in December 2017.

## Capacity-Development Activities in Eastern Europe and Central Asia

### TRAINING FOR TECHNICAL COMMUNITY

ICANN org held technical workshops and webinars on DNS Network Security, Domain Name Security Extensions (DNSSEC) and Universal Acceptance across the region.

**Total number of workshops in FY21:**

**2**

**Total number of workshops in FY20:**

**2**

### TRAINING FOR LAW ENFORCEMENT AGENCIES

Due to the challenges posed by the COVID-19 pandemic, ICANN org was unable to organize any specific training for law enforcement agencies during this fiscal year.

**Total number of workshops in FY21:**

**0**

**Total number of workshops in FY20:**

**1**

### TRAINING FOR NONTECHNICAL COMMUNITY

ICANN 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 FY21:**

**4**

**Total number of workshops in FY20:**

**2**

## Eastern Europe and Central Asia Community Leaders

For the list of Supporting Organization and Advisory Committees leaders, please refer to the [ICANN Community Leaders Section](#).

# LATIN AMERICA AND THE CARIBBEAN REGIONAL REPORT

# Year at a Glance — Timeline

## 2020

- 28 July**

Public comment period closed on the LAC Strategic Plan FY21–25, developed by the LAC Strategy Council to align with ICANN’s Strategic Plan for the same period..
- 9 July**

An ICANN LAC Talks session was held on Universal Acceptance.
- 30 July**

ICANN LAC Talks on stakeholder journey and newcomers during COVID-19.
- 26 August**

David Conrad, ICANN’s senior vice president and Chief Technology Officer (CTO), presented on the evolution of the Internet identifiers system at an ICANN LAC Talks.
- 26 August**

More than 575 people attended a live online session about Domain Name System Security Extensions (DNSSEC) and Hyperlocal during the capacity-building week promoted by NIC.br. Over the fiscal year, the [on-demand recording](#) of the event received over 4,500 views.
- 24 September**

ICANN LAC Talks on COVID-19 impact on LAC Internet organizations.
- 5 October**

ICANN Board member Rafael “Lito” Ibarra received the 2020 Latin American and Caribbean Address Registry (LACNIC) Lifetime Achievement Award.
- 5 October**

More than 180 participants attended a DNSSEC tutorial hosted by ICANN and the Latin American and Caribbean Address Registry (LACNIC) during LACNIC34-LACNOG2020.
- 6 October**

ICANN President and CEO Göran Marby and Latin American and Caribbean Vice President Rodrigo de la Parra presented during the South School on Internet Governance. The event drew more than 500 participants from all over the world.
- 22 October**

Pablo Rodriguez, NIC.PR’s executive vice president, presented the qualitative exploratory case study-use of DNSSEC at LAC Space at ICANN69.
- 20 November**

ICANN LAC Talks on new gTLDs in LAC.
- 23-27 November**

ICANN worked with the Latin American and Caribbean ccTLDs Organization (LACTLD), the Latin American and Caribbean Address Registry (LACNIC), the Internet Society (ISOC), and the Public Interest Registry (PIR) to sponsor LAC Domain Names Week with the theme “Understanding the Ecosystem and Learning New Opportunities.”

# Year at a Glance — Timeline (continued)

## 2021

### 28 January

ICANN LAC Talks on LACRALO plans.

### 28-29 January

ICANN LAC participated and supported the virtual Trinidad and Tobago Internet Governance Forum (TTIGF).

### February

Leading up to ICANN70, the regional team met with the Local Multistakeholder Host Committee and collaborated with the Mexican Association of Universities and Higher Education Institutions (ANUIES) and the u-GOB portal based in Mexico with 50k active members from governments from the entire region.

### 8-9 February

ICANN LAC engaged with Caribbean Internet Service Providers (ISPs) and connectivity providers regarding Universal Acceptance during the CANTO 37 Annual General Meeting.

### 3 March

Forty participants from 17 countries and intergovernmental organizations participated in the Governmental Advisory Committee (GAC) LAC webinar, the highest attendance in the history of regional GAC preparatory sessions.

### 23 March

At the LAC Space at ICANN70, representatives from LACTLD presented on the collaboration between ccTLDs and regional authorities. Representatives from LACNIC presented on the joint study with the Regional Internet Registry administering IP addresses for the Asia Pacific (APNIC) about technical success factors.

### 30-31 March

The regional team delivered two presentations during CaribNOG 2021 including a hands-on lab on deploying DNSSEC.

### April

ICANN and LACRALO hosted a Universal Acceptance (UA) training series for the LAC community.

### 6 May

The LAC team launched a targeted social media campaign to educate users on DNS security issues in local languages.

### 20 May

ICANN LAC presented on “Securing the Root” at the American Registry for Internet Numbers (ARIN) Caribbean Technical Forum.

### 25 May

ICANN Regional Vice President Rodrigo de la Parra spoke to a group of new stakeholders from the Bahamas, Belize, St. Kitts & Nevis, and Suriname at the Caribbean LAC-i-Roadshow.

### 27 May

ICANN LAC Talks on the ICANN History Project.

# Regional Highlights

## DNS Training Continues Through Partnership with Mexican NGO



Now in its second year, ICANN LAC’s collaboration with the Mexican Association of Universities and Higher Education Institutions (ANUIES) delivered nine trainings to more than 540 students. This fruitful collaboration started in April 2020 with a series of capacity-building webinars covering talks on Internet governance ecosystem, Domain Name System (DNS) industry, and modern DNS standards. In FY21, topics included the history of Internet development, expert Internet governance panels, and advanced DNS security presentations.

## LACRALO Leads the Promotion of Universal Acceptance in the LAC Region

# LACRALO Leads the Promotion of Universal Acceptance in the LAC Region



ICANN and LACRALO launched a UA training series for the LAC community in April. A total of four sessions were delivered from 4 to 25 May 2021, covering key topics such as Email Address Internationalization (EAI), UA for Java developers, and how to engage in UA activities. Over 150 participants from 14 LAC countries took part in the training. Teachers from Australia, Pakistan, United States, and Brazil shared their knowledge and experiences. Interpretation and translated materials were provided to facilitate better understanding. Seventy-five software developers from Argentina, Bolivia, Brazil, Colombia, Costa Rica, Dominican Republic, Ecuador, Mexico, Nicaragua, Panama, Paraguay, Peru, Uruguay, Venezuela, Tanzania, and the United States attended the live training sessions and demonstrated dedication during the exams and the discussions.

➔ [READ MORE here.](#)

## Capacity-Development Activities in Latin America and the Caribbean

### 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 DNS, DNSSEC, DNS/Network Security, UA, and EAI to the LAC community.

Total number of workshops in FY21:

**23**

Total number of workshops in FY20:

**10**

### 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 FY21:

**10**

Total number of workshops in FY20:

**8**

### TRAINING FOR NONTECHNICAL COMMUNITY

As COVID-19 pandemic challenges continued during this fiscal year, the regional team held various outreach webinars, roadshows, and ICANN LAC Talks, which gathered nearly 610 participants.

Total number of workshops in FY21:

**46**

Total number of workshops in FY20:

**17**

## Latin America and the Caribbean Leaders

For the list of Supporting Organization and Advisory Committees leaders, please refer to the [ICANN Community Leaders Section](#).

### COMMUNITY GROUPS AND POLICY DEVELOPMENT PROCESSES

**Sylvia Herlein Leite (Brazil)** – LACRALO Working Group on Multilingualism and IDNs, Chair

**Olga Cavalli (Argentina)** – GNSO Council, appointed by Nominating Committee

**Claire Craig (Trinidad and Tobago)** – LACRALO Assistant Secretary

*(Names in bold = Newly Appointed)*

# MIDDLE EAST REGIONAL REPORT

# Year at a Glance — Timeline

## 2020

### 1 July

The [FY21 Middle East Regional Action Plan](#) was finalized and put into effect.

### 7 October

The [review and assessment of the 2017-2020 MEAC Regional Strategy](#) was released to the public.

### 7 October

The FY20 Stakeholder Engagement Satisfaction Survey [report](#) was released.

## 2021

### 18-19 January

ICANN organized the first virtual Domain Name System (DNS) Operations hands-on workshop in the Middle East utilizing its cloud-based lab for the .ye ccTLD.

### 30 January

A new Middle East Space leadership was inaugurated with three new members joining the organizing team.

### 9 March

ICANN organized its first event with the Afghani Ministry of Communications and IT in the form of a webinar on DNS Operations, DNS Abuse, and DNSSEC.

### 29 March-1 April

ICANN organized the first virtual DNSSEC hands-on workshop in the Middle East utilizing its cloud-based lab for the .ma ccTLD.

### 2 April

ICANN organized the first virtual DNS Abuse and Misuse workshop in the Middle East with the Moroccan telecom regulator, National Telecommunications Regulatory Agency (ANRT).

### 5-7 April

The 7th Middle East DNS Forum attracted a record of 203 unique attendees across all three days of the virtual event.

### 8 April

ICANN organized the first ever DNSSEC webinar with the Organization of Islamic Cooperation (OIC) CERT members.

### 20 April

The Middle East Space held a virtual discussion on New gTLD Subsequent Procedures and provided a submission into the Public Comment Proceeding on the GNSO final outputs reports to the Board.

### 24 May

ICANN signed an Memorandum of Understanding ([MoU](#)) with the Arab Information and Communication Technology Organization (AICTO) to cooperate on Internationalized Domain Names (IDNs), Universal Acceptance (UA), and DNS Security.

### 15 June

Legal Hackers Ankara was approved as an ICANN At-Large Structure (ALS). It is the first ever ALS from Turkey.

### 15 June

ICANN held the first ever DNSSEC webinar for the Mauritanian technical community with the .mr ccTLD registry.

# Regional Highlights

## ICANN Partners with Middle Eastern IGO and Others on IDNs and UA



Despite the pandemic, ICANN org continued to reach out to new organizations and groups. Examples include the Ankara Legal Hackers, a civil society in Turkey which is now an At-Large Structure; the Egyptian Information, Telecommunications, Electronics, and Software Alliance (EITESAL), a leading business association in Egypt; and the Arab Information and Communication Technologies Organization (AICTO), a regional intergovernmental organization.

A [Memorandum of Understanding](#) with AICTO marked an important collaboration for ICANN org in the region. The two organizations aim to raise awareness of IDN use, advance the Universal Acceptance of all domain names (particularly domains using the Arabic script), and promote DNS security practices across the region.

## Middle East DNS Forum Went Virtual



The seventh edition of the Middle East DNS Forum was the first virtual event for ICANN in the Middle East. As a new experience for ICANN in the region, the forum turned out to be a success, with 203 unique participants making it the most attended since its inception in 2014. The forum received high marks from respondents for its format, content, set-up and topics covered.

## Capacity-Development Activities in Middle East

### 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 FY21:

**11**

Total number of workshops in FY20:

**5**

### 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:

**3**

### 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 FY21:

**8**

Total number of workshops in FY20:

**2**

## Middle East Community Leaders

For the list of Supporting Organization and Advisory Committees leaders, please refer to the [ICANN Community Leaders Section](#).

### COMMUNITY GROUPS AND POLICY DEVELOPMENT PROCESSES

Middle East and Adjoining Countries Strategy Working Group (MEAC-SWG)

Rafik Dammak – Chair

Hadia El Miniawi – Vice Chair

### UNIVERSAL ACCEPTANCE AMBASSADORS

Abdelmonim Galilla – Egypt

# NORTH AMERICA REGIONAL REPORT

# Year at a Glance — Timeline

2020

**17 September**

Naela Sarras [appointed](#) ICANN Vice President of Stakeholder Engagement in North America.

2021

**January to March**

North America Engagement team held one-on-one meetings with community members to get input and ideas for engagement areas.

**March**

Nearly 25 engineering students at the University of Colorado at Boulder participated in a virtual lecture by the NA team on IPv6 with the American Registry for Internet Numbers (ARIN).

**April**

The NA Engagement Team launched a new webinar series on key ICANN topics. The first two took place in April, with one focused on the root zone and the other on the North America Regional Engagement Plan.

**19 May**

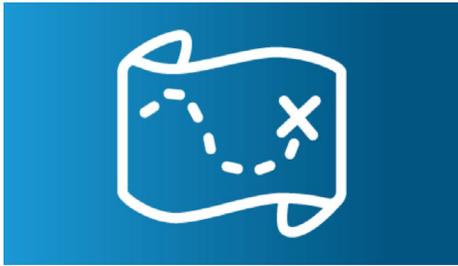
The NA Engagement Team opened a [Public Comment](#) proceeding from 19 May to 2 July on its draft North America Engagement Plan for FY21–25.

**June**

The team created a new North American community [mailing list](#) to share news and events but also experiences and perspectives on different issues.

# Regional Highlights

## New Regional Engagement Plan Aims to Strengthen Engagement



The NA team worked with the community to develop a regional engagement plan to strengthen engagement and participation. The engagement goals are aligned with the goals and objectives defined in the ICANN FY21–25 Strategic Plan. The plan will be revisited yearly to ensure that it continues to be aligned with ICANN’s overall strategic goals. Members of the public were invited to comment on the plan from May to 2 July and their feedback is being incorporated into the plan. The document is available [here](#).

## New Webinar Series Launched



A new webinar series created by the North America regional team aims to strengthen engagement by bringing timely topics to the community for discussion. Nearly 100 community members participated in the first webinar of the series “The Root Zone from A to Z” which featured ICANN’s foremost experts on the topic. In addition, a webinar on creating the North America Regional Engagement Plan in alignment with the FY21–25 Strategic Plan was also held during this period.

## Capacity-Development Activities in North America

### TRAINING FOR TECHNICAL COMMUNITY

Due to the challenges posed by the COVID-19 pandemic, ICANN org was unable to organize any specific training for the technical community members during this fiscal year.

Total number of workshops in FY21:

0

### 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 FY21:

5

### TRAINING FOR NONTECHNICAL COMMUNITY

The org also regularly helps to engage with the community on timely topics.

Total number of workshops in FY21:

5

## North America Community Leaders

For the list of Supporting Organization and Advisory Committees leaders, please refer to the [ICANN Community Leaders Section](#).

### COMMUNITY GROUPS OR POLICY DEVELOPMENT PROCESSES

**Tim April** – SSAC Work Party on Routing Security

**Donna Austin** – GNSO EPDP Working Group on Internationalized Domain Names, Co-Chair

**Jeff Bedser** – SSAC Work Party on Domain Name Abuse

**Roger Carney** – GNSO Policy Development Process Working Group on a Review of the Transfer Policy, Chair

**Philip Corwin** – GNSO Policy Development Process Working Group on All Rights Protection Mechanisms in All Generic Top-Level Domains

**Stephen Deerhake** – ccNSO Policy Development Process Working Group on the Retirement of Country Code Top-Level Domains and a Review Mechanism

**Keith Drazek** – GNSO Expedited Policy Development Process Working Group on the Temporary Specification for Generic Top-Level Domain Registration Data Phase 2A, Co-Chair

**James Galvin** – SSAC Work Party on the Name Collisions Analysis Project

**Laureen Kapin** – GAC Public Safety Working Group, Co-Chair

**Kathy Kleiman** – GNSO Policy Development Process Working Group on All Rights Protection Mechanisms in All Generic Top-Level Domains

**Russ Mundy** – SSAC Work Party on Routing Security

**Jeffrey Neuman** – GNSO PDP Working Group on New Generic Top-Level Domain Subsequent Procedures, Co-Chair

**Rod Rasmussen** – SSAC Work Party on Root Service Early Warning System

**Ken Renard** – RSSAC Caucus Work Party on the Effects of a Rogue Root Server Operator, Leader

**Matthew Thomas** – SSAC Work Party on the Name Collisions Analysis Project

**Jonathan Zuck** – At-Large Consolidated Policy Working Group, Co-Chair

# TRANSPARENCY REPORT

1 JULY 2020-30 JUNE 2021



# Transparency Report

Transparency is fundamental 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 organization 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

### 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](#).

	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4
<b># of Requests Received/ Completed</b>	0	1	1	1
<b># Met Response Time Requirement</b>	0	1	1	1

### 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.](#)

FY21 Publication of Board Materials	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4
# of Meetings	4	4	4	2
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. In December 2019, ICANN org began publishing a Redaction Register to increase transparency in reporting on the purpose of redactions from the Board materials and whether the redaction will be subject to review for future disclosure.

The chart below outlines the percentage of Board Briefing Material documents redacted compared to documents published in FY21.

Board Decision-Making Materials Published and Redacted	
# Pages Published	1092
% Pages Published	86%
# Pages Redacted	152.25
% Pages Redacted	14%

## Number and Nature of Issues that the Board Determined Should Be Treated Confidentially

In FY21, there were four confidential Executive Sessions to discuss employment-related matters, but there was a public reporting of resolutions from the sessions. The Board also approved withholding certain information from resolutions per Bylaws [Section 3.5\(b\)](#) for five items.

The grounds for determining confidentiality are set forth in Section 3.5(b) of the ICANN Bylaws.

## 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 FY21.

ICANN org updated the Anonymous Hotline Policy and Procedures to address the recommendations received after an independent review of ICANN’s policy. The relaunch of the policy during FY21 fulfilled 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. The Anonymous Hotline Policy has been revised to provide clearer guidelines for using the hotline.

## Improving ICANN Transparency

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 ICANN org 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 and latest updates on progress have been provided in this [blog post](#).

The third Accountability and Transparency Review (ATRT3) concluded its work, issuing the [Final Report](#) in June 2020. The Board [took action](#) on the ATRT3 recommendations on 30 November 2020 and approved five recommendations contained in the final report.

With Board action completed, ICANN org started conducting a preliminary evaluation of the Board-approved recommendations in preparation for implementation planning. In its [assessment](#) of the effectiveness of ICANN’s implementation of ATRT2 Recommendation 9.4, the ATRT3 noted that this recommendation met their implementation requirements and they considered it to be implemented.

## Publication of Review-Related Information

ICANN org publishes extensive review-related 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](#) which documents 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.
- Archives of review team mailing lists, plenary and leadership call recordings, and transcripts on the Wiki.

## Information Transparency Initiative (ITI)

Over ICANN’s history, the Board, community, and 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 FY21 ICANN org has progressed several key ITI areas.

- A new ITI search experience for over 38,000 pages and files on <https://icann.org>. This is a significant milestone for ICANN and sets the path for the remaining <https://icann.org> content, in addition to the Supporting Organization and Advisory Committee (SO/AC) site content.
- Announcements, Blogs, Registry Agreements, and Acronyms and Terms now include easier access to translations via a new multilingual site navigation.
- A new ITI content subscription feature has been launched to improve the findability and transparency of ICANN-related content.

Throughout this process, the ITI team has been actively engaging with ICANN stakeholders in usability sessions to gather community input. The ITI team will continue to provide opportunities for the community to provide feedback when new content is available.

# ANNUAL REVIEWS IMPLEMENTATION REPORT

1 JULY 2020-30 JUNE 2021



# 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 full report.

### Third Accountability and Transparency Review (ATRT3)

- The ATRT3 submitted its [Final Report](#) to the ICANN Board on 1 June 2020 and it was published for [Public Comment](#) on 16 June 2020.
- The report contains five recommendations, consisting of 15 component parts.
- The ICANN Board took action on the [ATRT3 Final Report](#) on 30 November 2020.
- The Board approved the five recommendations, consisting of 15 component parts as issued in the report and specified in the [Scorecard - see Board resolution](#).
- The Board approved all recommendations and their related components, subject to prioritization, with the exception of the recommendation to develop a prioritization process. The implementation of ATRT3 recommendations subject to prioritization has not yet begun, and will follow the prioritization process currently underway.

➤ [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 published for [Public Comment](#) on 8 October 2019.
- The report contains 35 [recommendations](#).
- The Board took [action](#) on the Final Report and recommendations on 1 March 2019.
- The CCT Final Resolutions are documented on the associated Board action [Scorecard](#).
- 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 containing 22 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 of implementation, as noted below in the Implementation Status [section](#).

➤ [READ MORE here.](#)

## Security, Stability and Resiliency Second Review (SSR2)

- The SSR submitted its [Final Report](#) to the ICANN Board on 25 January 2021, and it was published for [Public Comment](#) on 28 January 2021.
- The report contains 63 recommendations.
- On 22 July 2021, the Board [took action](#) on each of the recommendations included in the SSR2 Final Report, and provided detailed [rationale](#) for Board Action. See also this [blog](#) from the Board Chair.
- The SSR2 Final Resolutions are documented on the associated Board action [Scorecard](#).

▶ [READ MORE here.](#)

## Introduction

The Annual Review Implementation Report documents the accountability and transparency of all ICANN review processes for Bylaws-mandated Specific Reviews. [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.

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.

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](#) documenting the Specific Reviews process are available on the [ICANN](#) website and are updated periodically. A set of Operating Standards guides the work of review teams.

Discussions continue in consultation with the ICANN community to find opportunities for 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.

## 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."<sup>1</sup> The OEC oversees ICANN organization's (ICANN Org) efforts in 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 develop 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. The OEC serves as a sponsoring committee for several caucus groups ([ATRT](#), SSR, RDS and CCT), and the OEC members serving on these various caucus groups provide regular updates to the OEC.

## Operating Standards

[Operating Standards](#) were developed with community consultation and provide standards for conducting Specific Reviews. The Operating Standards include 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.

## 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 Team (ATRT3) began its work in January 2017 and issued its [final report](#) in May 2020.

### Key ATRT Links

ATRT Review [Home Page](#)

ATRT3 Review [Wiki Page](#)

ATRT3 Review [Fact Sheet](#)

### Status of ATRT3 Review and Implementation

The Board approved five recommendations on 30 November 2020, meeting the six-month deadline for action as set out in ICANN Bylaws. Learn more in the [Scorecard](#) and [this blog](#) by the Board Chair.

The five ATRT3 recommendations call for:

- Updates to the requirements of ICANN's Public Comment proceedings.
- ICANN org to review the implementation of the second Accountability and Transparency Review Team (ATRT2) recommendations in light of the ATRT3's assessment, and to complete the implementation of ATRT2 recommendations subject to prioritization.

<sup>1</sup> 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>.

- Changes to Specific and Organizational Reviews, including creation of a new Holistic Review of ICANN, and evolution of Organizational Reviews into Continuous Improvement Programs.
- Improvements to the accountability and transparency of ICANN’s Strategic and Operating Plans.
- 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 appropriate community-related budgetary elements identified by the Board or ICANN org.

As part of its consideration of the ATRT3 Final Report, the Board reviewed public comments on the ATRT3 Final Report and ICANN org’s feasibility assessment and impact of implementation of recommendations. The Board also took into account initial cost and resource estimates and dependencies with other ongoing efforts within the community. The Board also liaised with the ATRT3 Implementation Shepherds to inform the Board’s consideration of the final recommendations.

With Board action completed, ICANN org started conducting a preliminary evaluation of the Board-approved recommendations in preparation for implementation planning. Implementation planning will begin once these recommendations are prioritized (see ‘PRIORITIZATION OF IMPLEMENTATION EFFORTS’ section below for more details on the prioritization process). The Board approved four recommendations subject to prioritization, and noted that the implementation of the ATRT3 recommendation that calls for the prioritization of community recommendations should proceed. The Board acknowledged that the implementation of this recommendation is dependent upon the need to prioritize all of ICANN’s work through the annual planning cycle, and the need for the development of a framework in collaboration with the community and ICANN org. During FY21, ICANN org launched the Planning Prioritization Framework project with the intent to run a pilot focusing on the prioritization of recommendations resulting from Specific Reviews. While the Planning Prioritization Framework is comprehensive and includes all activities and large projects of ICANN, a subset of this framework will contribute to the design implementation phase of the Board-approved recommendation 5 of ATRT3 on prioritization of community recommendations.

## Approved ATRT3 Recommendations

The Board approved five recommendations consisting of fifteen component parts as issued within the [ATRT3 Final Report](#) and specified in the Scorecard titled “[ATRT3 Final Recommendations Board Action 30 November 2020](#).” Further, the Board directed ICANN’s President and CEO, or his designee(s), to take all actions directed to the ICANN org within that Scorecard, subject to the prioritization process.

Rec #	Status	Description	Implementation Update as of 30 June 2021
R1.1	Not started	<p>To maximize the input from each Public Comment proceeding, ICANN org shall update the requirements per the following:</p> <ul style="list-style-type: none"> <li>- Clearly identify who the intended audience is.</li> <li>- Provide a clear list of precise key questions in plain language that the public consultation is seeking answers to from its intended audience.</li> <li>- Where appropriate and feasible, include translations of the summary, key questions, and responses.</li> <li>- Include results of these questions in the staff report.</li> </ul>	N/A
R1.2	Not started	<p>With regards to other types of public input ICANN org shall:</p> <ul style="list-style-type: none"> <li>- Develop and publish guidelines to assist in determining when a Public Comment process is required vs. alternate mechanisms for gathering input.</li> <li>- Develop and publish guidelines for how alternative mechanisms for gathering input should operate, including producing final reports.</li> <li>- Develop a system similar to and integrated with the Public Comment tracking system for all uses alternate mechanisms to gather input.</li> <li>- Publish the complete “Public Comment Guidelines for the ICANN Organization.”</li> <li>- Resolve the issue of blog posts collecting feedback information when the “Public Comment Guidelines for the ICANN Organization” state that they “will not be used as mechanisms for collecting feedback.”</li> </ul>	N/A
R2	Not started	<p>ICANN org shall review the implementation of ATRT2 Recommendations in light of ATRT3’s assessment and complete their implementation subject to prioritization (see recommendation on the creation of a prioritization process).</p>	N/A
R3.1	Not started	<p>RDS Reviews:</p> <ul style="list-style-type: none"> <li>- Given the final results of the EPDP process will certainly have an impact on any future RDS Reviews (and could even remove the need for any further Specific Reviews on this topic) and considering that ATRT3’s final report will be published prior to the EPDP delivering its final report, ATRT3 recommends suspending any further RDS Reviews until the next ATRT Review can consider the future of RDS Reviews in light of the final EPDP report recommendations, the results of the Board’s consideration of these, as well as any other developments which affect Directory Services.</li> </ul>	N/A
R3.2	Not started	<p>CCT Reviews:</p> <ul style="list-style-type: none"> <li>- There should be one additional and clearly scoped CCT Review.</li> <li>- It shall start within the two years after the first introduction of the (possible) next round of new gTLDs to the root.</li> <li>- It should be limited to a duration of one year.</li> <li>- Additionally, a framework of data collection must be in place prior to the next round of gTLDs and the availability of all data sets should be confirmed prior to the selection of the review members and must be provided within 30 days of the review being launched.</li> </ul>	N/A

(continued)

Rec #	Status	Description	Implementation Update as of 30 June 2021
R3.3	Not started	<p>SSR Reviews:</p> <ul style="list-style-type: none"> <li>- Given SSR2 will not be finalized prior to ATRT3 completing its work, ATRT3 recommends that SSR Reviews shall be suspended until the next ATRT Review (or any type of review that include current ATRT duties) which shall decide if these should be terminated, amended, or kept as is.</li> <li>- This review could be re-activated at any time by the ICANN Board should there be a need for this.</li> </ul>	N/A
R3.4	Not started	<p>ATRT Reviews:</p> <p>ATRT Reviews should continue essentially as they are currently constituted but with the following enhancements:</p> <ul style="list-style-type: none"> <li>- Shall start no later than two years after the approval by the Board of the first recommendation of the Holistic Review.</li> <li>- Shall maintain responsibility to recommend to the Board the termination or amendment of other periodic reviews and the creation of additional periodic reviews (including reassessing reviews terminated by previous ATRTs).</li> <li>- All pre-identified documentation that is required for the review, such as the previous ATRT's implementation report, shall be available at the first meeting of the review team.</li> <li>- Terms of reference shall be established at the first meeting.</li> <li>- Note: The Operating Standards for Specific Reviews shall be amended to allow review teams to obtain professional services, which are not covered by subject matter experts, should they require such services.</li> </ul>	N/A
R3.5	Not started	<p>A new Holistic Review of ICANN shall be set up:</p> <p>Timing considerations:</p> <ul style="list-style-type: none"> <li>- The first one shall start no later than one year after approval by the Board of the first recommendation by ATRT3.</li> <li>- The next Holistic Review shall start no later than every two-and a-half years after approval by the Board of the first recommendation of the latest ATRT Review[...].</li> <li>- The launching of any other review activities should be suspended while a Holistic Review is active.</li> <li>- Should operate based on Operating Standards for Specific Reviews and should be time limited to a maximum of 18 months.</li> </ul> <p>Objectives:</p> <ul style="list-style-type: none"> <li>- Review continuous improvement efforts of SO/AC/NC based on good practices.</li> <li>- Review the effectiveness of the various inter-SO/AC/NC collaboration mechanisms.</li> <li>- Review the accountability of SO/ACs [...].</li> <li>- Review SO/AC/NC as a whole to determine if they continue to have a purpose [...], or if any changes in structures and operations are desirable [...].</li> </ul>	N/A

(continued)

Rec #	Status	Description	Implementation Update as of 30 June 2021
R3.6	Not started	<p>Organizational Reviews:</p> <p>Board and ICANN org shall evolve the content of Organizational Reviews into continuous improvement programs in each SO/AC/NC:</p> <p>Continuous Improvement Program:</p> <ul style="list-style-type: none"> <li>- ICANN org shall work with each SO/AC/NC to establish a continuous improvement program. [...]</li> </ul> <p>These continuous improvement programs will include:</p> <p>Annual satisfaction survey of members/participants [...]</p> <p>Regular assessment of continuous improvement programs: [...]</p> <ul style="list-style-type: none"> <li>- The Board should publish at least every three years a summary of its continuous improvements over that period. [...]</li> <li>- This continuous improvement program is not meant to be a cost reduction activity vs current overall costs of Organizational Reviews over a 5-year period. [...]</li> <li>- Regardless of the processes selected by the specific SO/AC/NC, this shall fit in the financial constraints available for such activities.</li> </ul>	N/A
R4.1	Not started	<p>ICANN org in strategic plans and operational plans shall provide a clear and concise rationale in plain language explaining how each goal, outcome, and operating initiative is critical to achieving the results of the one it is supporting (e.g., For each strategic goal there must be a rationale as to how it is critical for its strategic objective).</p>	N/A
R4.2	Not started	<p>ICANN org in its strategic plans and operational plans shall have a clearly articulated, in plain language, specific criteria defining success which shall be S.M.A.R.T (unless appropriately justified) for all goals (strategic or not), outcomes (targeted or not), operating initiatives, etc.</p>	N/A
R4.3	Not started	<p>For the FY2021- 2025 Strategic Plan and FY2021 Operating Plan, ICANN org shall, within six months of approving this recommendation, produce a supplementary document using the criteria defining success in reporting on the progress of any relevant goal, outcome, operating initiative, etc. to create a listing of required rationales and specific criteria defining success (as defined by ATRT3 in this recommendation) for each goal (strategic or not), outcome (targeted or not), operating initiatives, etc. that are found in both of these documents and post it for public consultation prior to finalization. Once finalized ICANN org will append these to the FY2021-2025 Strategic Plan and FY2021 Operating Plan and use the criteria defining success in all reporting on the progress of any relevant goal, outcome, operating initiative, etc.</p>	N/A
R4.4	Not started	<p>ICANN org shall publish an annual status report on all Strategic Plan and Operating Plan goals, outcomes and operating initiatives. This should clearly assess each of the elements presented in the Strategic and Operating Plans (goals, outcomes etc.) clearly indicating what progress was made vs the target in concise and plain language. Prior to being finalized the report will be submitted for Public Comment.</p>	N/A

(continued)

Rec #	Status	Description	Implementation Update as of 30 June 2021
R4.5	Not started	<p>ICANN org shall publish an overarching report at the conclusion of a strategic plan starting with the 2016-2020 Strategic Plan. This should clearly assess each of the elements presented in the strategic plan; its text (objectives, goals, outcomes) clearly indicate if it was attained or not and justify that assessment in concise and plain language. The report shall conclude with a section distilling the results of the assessments and how this could be applied to following strategic plans or their revisions. Prior to being finalized the report will be submitted for Public Comment.</p>	N/A
R5	In progress	<p>ATRT3 recommends the following 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:</p> <p>ATRT3 recommends that all SO/ACs should have the option of participating in this annual process. [...]The Board shall also take into account the following high-level guidance for the prioritization process:</p> <ul style="list-style-type: none"> <li>- Shall operate by consensus [...].</li> <li>- Is meant to have a continuous dialogue [...].</li> <li>- Shall consider WS2 recommendations [...].</li> <li>- Must be conducted in an open, accountable, and transparent fashion [...].</li> <li>- Shall integrate into the standard Operating and Financial Plan processes.</li> <li>- Can prioritize multi-year implementations, but these will be subject to annual re-evaluation to ensure they still meet their implementation objectives and the needs of the community.</li> <li>- Shall consider the following elements when prioritizing recommendations: <ul style="list-style-type: none"> <li>- Relevance to ICANN’s mission, commitments, core values, and strategic objectives.</li> <li>- Value and impact of implementation.</li> <li>- Cost of implementation and budget availability.</li> <li>- Complexity and time to implement.</li> <li>- Prerequisites and dependencies with other recommendations.</li> <li>- Relevant information from Implementation Shepherds (or equivalents).</li> </ul> </li> </ul>	<p>The Board acknowledged that the implementation of this recommendation is dependent upon the need to prioritize all of ICANN’s work through the annual planning cycle, and the need for the development of a framework in collaboration with the community and ICANN org. During FY21, ICANN org launched the Planning Prioritization Framework project with the intent to run a pilot focusing on the prioritization of recommendations resulting from specific reviews. While the Planning Prioritization Framework is comprehensive and includes all works/projects of ICANN, a subset of this framework will contribute to the design implementation phase of the Board-approved recommendation 5 of ATRT3 on prioritization of community recommendations.</p>

## Competition, Consumer Trust and Consumer Choice (CCT) Review

### Background

The ICANN [Bylaws Section 4.6\(d\)](#) outlines the scope of the CCT Review. The CCT Review Team began its work in January 2016 and issued its [Final Report](#), including 35 consensus recommendations in September 2018.

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.<sup>2</sup>

### Key CCT Links

CCT Review [Home Page](#)

CCT Review [Wiki Page](#)

CCT Review [Fact Sheet](#)

### Status of CCT Review and Implementation

Informed by [Public Comment](#), the Board took action on the CCT [Final Report](#) on 1 March 2019. In a subsequent blog, the Board Chair [explained](#) how the Board considered the CCT [Final Recommendations](#) and provided context for the Board's decision to conduct 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 [March 2019 Scorecard](#) associated with the Board [resolution](#):

- Six recommendations were approved, subject to costing and implementation considerations.
- 17 recommendations 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 [March 2019 Scorecard](#).
- 14 recommendations were passed through (in whole or in part) to community groups the CCT-RT identified for their consideration

Informed by a detailed assessment titled "[Informing Board action on Competition, Consumer Trust, and Consumer Choice Review \(CCT\) Pending Recommendations](#)," the Board subsequently took action on 22 October 2020 to:

- Call for prompt completion of the outstanding items needed to prepare the remaining pending recommendations for Board action; and
- Approve 11 recommendations it had initially placed in pending status, as documented in the associated [October 2020 Scorecard](#).

A total of six recommendations (2-5, 14-15) remain in pending status.

<sup>2</sup> 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.

## Approved CCT Recommendations

In September 2019, ICANN org posted a [Plan for Implementation](#) of approved recommendations (1, 17, 21, 22, 30, 31) 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 approved CCT recommendations, as proposed in the Plan for Implementation. The Board also called for implementation work to begin as soon as possible, where no significant incremental costs and resources are required and subject to availability of resources within the context of broader ICANN work. Any Recommendations requiring significant resources and budget will be included in the operational planning and budgeting processes, allowing for appropriate community consideration and prioritization, as applicable, of planned work.

Implementation planning is ongoing for 11 recommendations (6, 7, 8, 11, 13, 16, 18, 20, 23, 24, 26) the Board approved on 22 October 2020.

Rec #	Status	Description	Implementation Update as of 30 June 2021
R1	In Progress	Formalize and promote ongoing data collection.	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.
R6	In Progress	Work with mechanisms and entities involved with the collection of TLD data. As feasible, collect TLD registration number data per TLD and registrar at a country-by-country level in order to perform analysis based on the same methods used in the Latin American and Caribbean DNS Marketplace (LAC) Study.	ICANN org is conducting implementation planning.
R7	In Progress	Collect domain usage data to better understand the implications of parked domains.	ICANN org is conducting implementation planning. Implementation activities will include investigating existing definitions of parking, including the CCT-RT’s definition and its data collection methodologies, and initiating discussions with the ICANN community.
R8	In Progress	Conduct periodic surveys of registrants that gather both objective and subjective information with a goal of creating more concrete and actionable information.	ICANN org is conducting implementation planning.
R11	In Progress	Conduct periodic end-user consumer surveys. Future review teams should work with survey experts to conceive more behavioral measures of consumer trust that gather both objective and subjective data with a goal toward generating more concrete and actionable information.	ICANN org is conducting implementation planning.

(continued)

Rec #	Status	Description	Implementation Update as of 30 June 2021
R13	In Progress	<p>ICANN should collect data in conjunction with its related data collection activities on the impact of restrictions on who can buy domains within certain new gTLDs (registration restrictions) to help regularly determine and report:</p> <ol style="list-style-type: none"> <li>Whether consumers and registrants are aware that certain new gTLDs have registration restrictions;</li> <li>Compare consumer trust levels between new gTLDs with varying degrees of registration restrictions; [...]</li> </ol>	<p>ICANN org is conducting implementation planning on this recommendation.</p> <p>Implementation of parts 1, 2, and 4 is planned as part of the registrant part of the registrant and end-user surveys in recommendations 8 and 11.</p> <p>Part 3 entails extending part of the “Statistical Analysis of DNS Abuse in gTLDs” study. This will also entail initiating a procurement process, i.e., enter into agreement with a vendor to conduct the study.</p> <p>Implementation of Part 5 is planned through a voluntary pilot survey using ICANN resources, for which a questionnaire will be developed as the initial step.</p>
R16	Completed	<p>Further study the relationship between specific registry operators, registrars, and DNS security abuse by commissioning ongoing data collection, including but not limited to, ICANN Domain Abuse Activity Reporting (DAAR) initiatives.</p>	<p>ICANN org will continue to collect data and generate monthly reports on an ongoing basis. DAAR itself is not and cannot be a compliance/enforcement tool. Rather, it is a tool that monitors third party reputation lists to indicate possible concentration of DNS security threats.</p> <p>Discussions with the community on ways in which DAAR system can be improved are ongoing.</p>
R17	Completed	<p>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.</p> <p>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>
R18	Completed	<p>In order for the upcoming WHOIS Review Team to determine whether additional steps are needed to improve WHOIS accuracy, and whether to proceed with the identity phase of the Accuracy Reporting System (ARS) project, ICANN should gather data to assess whether a [...]</p>	<p>No further action is required at this time. If future RDS reviews request that data, ICANN org will provide the information to help inform their work.</p>

(continued)

Rec #	Status	Description	Implementation Update as of 30 June 2021
R20	In Progress	<p>Assess whether mechanisms to report and handle complaints have led to more focused efforts to combat abuse by determining:</p> <ul style="list-style-type: none"> <li>(1) the volume of reports of illegal conduct in connection with the use of the TLD that registries receive from governmental and quasi-governmental agencies;</li> <li>(2) the volume of inquires that registries receive from the public related to malicious conduct in the TLD;</li> <li>(3) whether more efforts are needed to publicize contact points to report complaints [...]</li> </ul>	<p>This recommendation was approved in part and passed through to the community in part for consideration. The portion of the recommendation that has been approved will be addressed through a voluntary pilot survey using ICANN resources, for which a questionnaire will be developed as the initial step.</p>
R21	Partially Completed	<p>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. 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>

(continued)

Rec #	Status	Description	Implementation Update as of 30 June 2021
R22	In Progress	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.	ICANN org is conducting implementation planning on this recommendation.
R23	Partially Completed	ICANN should gather data on new gTLDs operating in highly-regulated sectors to include the following elements: - A survey to determine: 1) the steps registry operators are taking to establish working relationships with relevant government or industry bodies; and 2) the volume of complaints received by registrants from government and regulatory bodies and their standard practices to respond to complaints. [...]	ICANN Contractual Compliance currently reports on volume and nature of complaints received regarding gTLDs operating in highly regulated sectors.  For the data that is to be obtained through a voluntary pilot survey, ICANN org will develop a questionnaire and review a sample of domain websites.  With respect to audit on registration practices, ICANN org will continue to monitor complaint trends in this area, and to plan for an audit if any risk is identified.
R24	Partially Completed	a. Determine whether ICANN Contractual Compliance should report on a quarterly basis whether it has received complaints for a registry operator’s failure to comply with either the safeguard related to gTLDs with inherent governmental functions or the safeguard related to cyberbullying.  b. Survey registries to determine: 1) whether they receive complaints related to cyberbullying and misrepresenting [...]	ICANN Contractual Compliance currently reports on this data on a monthly basis.  For the data to be obtained through voluntary pilot survey, ICANN org will develop a relevant questionnaire.
R26	In Progress	A study to ascertain the impact of the New gTLD Program on the costs required to protect trademarks in the expanded DNS space should be repeated at regular intervals to see the evolution over time of those costs. The CCT Review Team recommends that the next study be completed within 18 months after issuance of the CCT Final Report, and that subsequent studies be repeated every 18 to 24 months. The CCT Review Team acknowledges [...]	ICANN org is conducting implementation planning on this recommendation.

(continued)

Rec #	Status	Description	Implementation Update as of 30 June 2021
R30	In Progress	Expand and improve outreach into the Global South.	<p>The New gTLD Subsequent Procedures PDP WG work is complete, and the policy recommendations are before the Board. 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 CCT 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>
R31	In Progress	The ICANN organization to coordinate the pro bono assistance program.	<p>The New gTLD Subsequent Procedures PDP Working Group Final Report (Recommendation 17.1) provides guidance that the Applicant Support Program's pro bono assistance program should continue in subsequent procedures along with other elements of the program.</p> <p>Should the Board accept this policy recommendation, 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 continues work to address the additional information the Board requested in the March 2019 [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.

On 22 October 2020, the Board [resolved](#) to approve 11 of the 17 recommendations it had initially placed in pending status, as documented in the [October 2020 Scorecard](#). The Board's decision was informed by a [detailed assessment](#) produced by ICANN org. The [detailed assessment](#) included a status update on the remaining six pending recommendations (two through five and 14-15). The Board directed ICANN org to promptly complete outstanding items needed for Board action on these remaining pending recommendations. ICANN org regularly consults with the CCT Board Caucus Group in order to finalize its analysis and prepare for Board action.

## CCT Recommendations Passed through to Other Parts of ICANN Community

Per its [resolution](#) of 01 March 2019, regarding the Competition, Consumer Trust and Consumer Choice (CCT) [Final Report](#) and Recommendations, the Board noted 14 recommendations (9, 10, 12, 16, 19, 20, 25, 27, 28, 29, 32, 33, 34, 35) that were neither accepted nor rejected, but communicated, in whole or in part, to the community groups identified in the [CCT Final Report](#) for their consideration. Below is an overview to summarize the developments in these recommendations.

In its action on these recommendations, the Board neither accepted, nor rejected the recommendations, as such recommendations related to matters that can only be addressed through community action, notably as the Board does not direct policy work. In practice, this means that the Board, through its decision, stated that consideration of these recommendations is to be made by the community and any potential action initiated by community organizations. Therefore, once the Board has taken action of offering the recommendations for community consideration, no further action is to be taken on these recommendations which are considered closed.

The Board noted in its rationale accompanying its action on the CCT Final Report:

*“Passing recommendations through to community groups is not a directive that the groups identified should formally address any of the issues within those recommendations. It is within the purview of each group to identify whether work will be taken on and the topics that the group will address. For transparency, however, it would be helpful to have records or reporting made available to the ICANN community on how the community group considered the items coming out of the CCT-RT. The Board encourages any level of reporting that the groups are able to provide as the ICANN org and Board track action on the CCT-RT's recommendations.”*

In September 2019, the Board received a correspondence from the [GNSO Council](#) in response to the five recommendations which were passed through to the GNSO. The Board continues to welcome any official updates from designated community groups to which CCT recommendations were addressed.

## 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\(e\)](#). The RDS Review Team began its work in June 2017 and issued its [final report](#) in September 2019, containing 22 recommendations.

### Key RDS Links

RDS Review [Home Page](#)

RDS Review [Wiki Page](#)

RDS Review [Fact Sheet](#)

### Status of RDS-WHOIS2 Review and Implementation

Informed by [Public Comment](#), on 25 February 2020 the Board, took [action](#) on each of the 22 recommendations in the final report. As noted in its [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 with a note that 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.
- Reject two recommendations (R11.1, BY1).
- Place four recommendations (R4.1, R4.2, R5.1, R10.1) into pending status given dependencies on outcomes of ongoing community work. 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).
- Pass through two recommendations to the GNSO, in whole (CC.4) or in part (CC.1).

### Approved RDS-WHOIS2 Recommendations

Rec #	Status	Description	Implementation Update as of 30 June 2021
R1.1	Completed	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	Completed	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	In Progress	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.	The work of the previously chartered Board Working Group on Registration Directory Services has been integrated into the work of the Board Caucus on General Data Protection Regulation (GDPR) / Expedited Policy Development Process (ePDP). Work is underway to determine which measures are needed to ensure that appropriate information on Caucus group activities is provided to the community.

(continued)

Rec #	Status	Description	Implementation Update as of 30 June 2021
R3.1	Partially Completed	The ICANN Board should direct 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. [...]	ICANN has updated the content and navigation of the registration data look up tool (i.e., the WHOIS Portal referred to in the RDS-WHOIS2 Review Team Final Report). The information formerly contained on that page has been reorganized and now appears on the Domain Name Registration Data Policies and Related Requirements page, which contains information regarding existing policies and requirements and ongoing policy development work.
R3.2	In Progress	With community input, the ICANN Board should instruct 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. [...]	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.
R10.2	On Hold	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 the Privacy and Proxy Services Accreditation Issues (PPSAI) policy is implemented.	The Board approved the ATRT3 recommendation to suspend any further RDS Reviews pending the outcome of the next ATRT, subject to prioritization and community agreement to the related Bylaw changes.
R11.2	Partially Completed	The ICANN Board should direct 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.	Registration Data Access Protocol (RDAP) was designed with the ability to be updated to address any future policy or contractual changes. Regarding the common interface displays, ICANN org continues to review to determine resources required to make the recommended updates, including whether resources are required to program and/or build any necessary software.
R12.1	Partially Completed	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.	The Board approved the ATRT3 recommendation to suspend any further RDS Reviews pending the outcome of the next ATRT, subject to prioritization and community agreement to the related Bylaw changes.

(continued)

Rec #	Status	Description	Implementation Update as of 30 June 2021
<b>RG.1</b>	Partially Completed	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.	ICANN org's newly created Implementation Operations function is deploying a foundational structure that allows for the work of implementation to be carried out thoroughly, effectively, and in a sustainable manner. In addition to the use of an improved project management system, ICANN org's Implementation Operations function has also designed enhanced tools for its implementation planning related work and is working on developing a more frequent and detailed reporting mechanism.
<b>LE.1</b>	In Progress	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).	Implementation of this recommendation could not be completed in time to aid EPDP Phase 2, for which a final report was issued in August 2020. However, ICANN org, in consultation with the GNSO, will identify an appropriate timeline for any surveys and studies to inform future assessments of the effectiveness of RDS in meeting needs of law enforcement.
<b>LE.2</b>	In Progress	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.	Implementation of this recommendation could not be completed in time to aid EPDP Phase 2, for which a final report was issued in August 2020. However, ICANN org, in consultation with the GNSO, will identify an appropriate timeline for any surveys and studies of users working with law enforcement on a regular basis. Additionally, ICANN org continues to review whether 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.
<b>SG.1</b>	In Progress	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. [...]	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.

(continued)

Rec #	Status	Description	Implementation Update as of 30 June 2021
CC.1	In Progress	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 unsuspending without correcting the data.	This recommendation was approved in part and is to be included in the next round of contractual negotiations with the contracted parties. The Board <b>passed through</b> this recommendation to the Generic Names Supporting Organization (GNSO) Council to consider as a future policy development process. In its 3 July 2020 response, GNSO Council indicated that: <i>“it will ensure Recommendation CC.1 is included for consideration in due course, if this item has not been addressed in the next round of contractual negotiations between ICANN org and the Contracted Parties (as directed by the Board)”</i> .
CC.2	In Progress	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 Registrar Accreditation Agreement (RAA) (or any subsequent version thereof) or applicable policies.	This recommendation is part of EPDP Phase 1 implementation.
CC.3	Completed	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.	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.

## Pending RDS-WHOIS2 Recommendations

Four recommendations (R4.1, R4.2, R5.1, R10.1) are in pending status given dependencies on outcomes of ongoing community work. 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).

## RDS-WHOIS2 Recommendations Passed through to Other Parts of ICANN Community

On 25 February 2020 the ICANN Board resolved to pass through, in whole or in part, recommendations CC.1 and CC.4 from the RDS-WHOIS2 Review Team to the GNSO Council.

In its action on these recommendations, the Board neither accepted, nor rejected the recommendations. Rather, it stated that consideration of these recommendations needs to be made by the community as documented in the accompanying rationale:

*The Board is careful to respect the remit and roles of the different parts of the ICANN community and is not directing Board or ICANN org action that would usurp another group's remit. The recommendation calls for work or outcomes that are outside of the Board's remit to direct, and is contingent on community work. The Board is not in a position to direct that the community group come to any particular outcome, nor is the Board initiating any policy development work.*

The GNSO provided a [response](#) to the Board on 3 July 2020 that addresses the recommendations CC.1 and CC.4.

## 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 Security Stability and Resiliency Review Team (SSR2) began its work in March 2017 and issued its [final report](#) in January 2021, containing 63 recommendations.

### Key SSR Links

SSR Review [Home Page](#)

SSR Review [Wiki Page](#)

SSR Review [Fact Sheet](#)

### Status of SSR2 Review

The SSR2 recommendations cover the following areas:

- The extent to which prior SSR Review recommendations have been implemented and whether implementation has resulted in the intended effect.
- SSR within ICANN.
- Contracts, compliance, and transparency around Domain Name System (DNS) abuse.
- Additional SSR-related concerns regarding the global DNS.

Since receiving the SSR2 Final Report, a great deal of work has been underway to review materials, including [public comments](#) and briefings from ICANN org, to better understand the complexities of the SSR2 recommendations and their potential impacts.

The Board also engaged with the community and listened carefully to related discussions during ICANN70 and ICANN71.

The Bylaws required the Board to take action on the [SSR2 Review Team Final Report](#) within six months of receipt, by 25 July 2021.

The Board took the following action which will be covered more fully in the FY22 Report, as it falls outside of the period covered by this report (1 July 2020 - 30 June 2021):

- On 22 July 2021, the Board [took action](#) on the 63 recommendations included in the SSR2 Final Report.
- On 26 July 2021, the ICANN Board Chair Maarten Botterman posted a [blog](#) regarding the Board action and next steps.

## Streamlining of Review Efforts

The Bylaws-anchored timing and cadence of Organizational and Specific Reviews leaves very little time for implementation of recommendations, testing the effects of implementation, or planning for the next cycle. Moreover, the schedule has resulted in multiple concurrent reviews, straining the volunteer community's bandwidth and ICANN resources.

The Board has continued its oversight of the evolving efforts to streamline reviews, taking into consideration the related Board-approved recommendations by the ATRT3. These ATRT3 recommendations, approved subject to prioritization, will result in changes to the timing and nature of future reviews. Consequently, in June 2021 the Board [deferred](#) the next Organizational Review of the GNSO until ATRT3 Recommendation impacts are more fully understood.

There are two additional initiatives that relate to the streamlining of review efforts. They include "Enhancing ICANN Accountability" as part of Work Stream 2 Implementation<sup>3</sup> and the efforts to Improve the Effectiveness of the Multistakeholder Model<sup>4</sup> as part of ICANN's Strategic Plan for Fiscal Years 2021–2025.

<sup>3</sup> At the conclusion of the IANA Stewardship Transition in 2016, the Cross-Community Working Group on Enhancing ICANN Accountability (CCWG-ACCT) proceeded to launch a second work stream (WS2) focused on addressing accountability topics for which a timeline for developing solutions and full implementation could extend beyond the IANA Stewardship Transition. The Board [resolved](#) to adopt all recommendations contained in the [WS2 Final Report](#) in November 2019. While this is not a periodic process improvement or review effort, this project resulted in over 100 consensus-based accountability and transparency related recommendations directed at ICANN org, the community and the Board, which, similarly to reviews, serve to ensure ICANN remains accountable to the multistakeholder community. For instance, the WS2 Final Report contains, but is not limited to, recommendations that seek to improve org transparency, notably ICANN's Documentary Information Disclosure Policy (DIDP), transparency of Board deliberations, accountability of staff etc.

<sup>4</sup> One of the five objectives of ICANN's Strategic Plan for Fiscal Years 2021–2025 is to improve the effectiveness of our multistakeholder model of governance. This project is not a stand-alone initiative, but instead it is one piece of an overall holistic approach to evolving the multistakeholder model by encompassing existing work efforts with the needs for future improvement. The Enhancing the Effectiveness of ICANN's Multistakeholder Model was initiated in early 2019 and community discussions were facilitated by a neutral facilitator. The facilitation resulted in six priority topics which the community identified as hampering the more effective and efficient functioning of ICANN's multistakeholder model. Those topics and the community feedback were used to construct a draft "Evolving ICANN's Multistakeholder Model Work Plan" (the Draft Work Plan), which was included as an annex to ICANN's FY21–25 Operating & Financial Plan and published for public comment in December 2019. Public comments received showed that the community agrees the multistakeholder model needs to evolve and that there is a substantial amount of work, already underway, which targets this program's goal; to improve the effectiveness of our multistakeholder model of governance. Examples of existing work efforts that map to this project include but are not limited to: Streamlining of Reviews, the Third Accountability and Transparency Review (ATRT3), Enhancing ICANN Accountability, Working Stream 2 (WS2) implementation, among many others.

## Current Recommendation Workload

Approximately 125<sup>5</sup> community recommendations resulted from the following community-led reviews: ATRT3, CCT, RDS-WHOIS2, and SSR2.

	Status	# of Total Issued RECs	# of Board-adopted RECs	Reference	Notes
<b>SPECIFIC REVIEWS</b>					
<b>ATRT3</b>	Board approved all recommendations, four of which are approved subject to prioritization.	5	5	<a href="#">Final Report</a> <a href="#">Public Comment Proceeding on Final Report</a> <a href="#">Board Resolution</a> <a href="#">Scorecard</a>	Five recommendations consist of 15 component parts
<b>CCT</b>	Board took action on the recommendations: six approved subject to costing and implementation considerations; 11 approved, six pending; 14 passed through to other parts of the community (in whole or in part)	35	17	<a href="#">Final Report</a> <a href="#">Public Comment Proceeding</a> <a href="#">March 2019 Board Resolution</a> <a href="#">March 2019 Scoreboard</a> <a href="#">Plan for Implementation on Six Accepted Recommendations</a> <a href="#">Public Comment Proceeding</a> <a href="#">January 2020 Board Action</a> <a href="#">Informing Board action on [...] Pending Recommendations (the "Detailed Assessment")</a> <a href="#">October 2020 Board Resolution</a> <a href="#">October 2020 Scorecard</a>	Work is underway to address six remaining pending recommendations.
<b>RDS-WHOIS2</b>	Board took action on the recommendations: 15 approved, four pending, two passed through to the GNSO, two rejected	22	15	<a href="#">Final Report</a> <a href="#">Public Comment Proceeding on Final Report</a> <a href="#">Board Resolution</a>	Production of the implementation plan is underway. Four recommendations in pending status will be considered in due course.
<b>SSR2</b>		63	see note	<a href="#">Final Report</a> <a href="#">Public Comment Proceeding</a> <a href="#">Board Resolution Rationale</a> <a href="#">Scorecard</a>	24 June the SSR2 Board Caucus Group session took place in preparation for Board review and action in July 2021 and will be reported in detail in the future report.

<sup>5</sup> The Cross-Community Working Group on Enhancing ICANN Accountability - Work Stream 2 (CCWG-WS2) generated an additional 116 recommendations, which have been adopted by the Board and are in implementation planning (see [Final Report](#) and [Board Resolution](#)).

## Resource Allocation

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

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.

## Prioritization of Implementation Efforts

### Why Prioritize?

Community-issued review recommendations are numerous, complex, and require significant time and resources to implement effectively. In some instances, 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 review recommendations, prioritizing review recommendations across the universe of review teams, or for budgeting for prioritized review recommendations.

Implementing all recommendations while continuing core ICANN work is not practicable due to the volume and nature of the work involved. In addition, recommendations from reviews naturally connect or relate to other work carried out by the ICANN community and org. It is therefore necessary to take into account such connections in designing the work of implementation, which suggests that choices are necessary to determine the implementation work that should be carried out and the sequence in which it should be carried out. Therefore, an opportunity exists to identify interdependencies and connections to related projects and to prioritize resources to achieve the intended impact from community review recommendations.

In assessing how to implement review 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 of Review Recommendations 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 throughout FY21–25. This timing aligns with that of both ICANN’s Strategic Plan and Five-Year Operating & Financial Plan.

One of the planning assumptions in the Operating Plan and Budget is that ICANN plans for the prioritization and implementation of recommendations in the context of broader ICANN work and other activities requiring resources and funding. The FY22 Operating Plan and Budget, [approved](#) by the Board in May 2021, includes the implementation of Board-approved recommendations of the Cross-Community Working Group (CCWG) on ICANN Accountability Work Stream 2 (WS2) as a priority, as well as facilitation and implementation of the Enhancing the Multistakeholder Model work plan, which is critical to ensuring that the multistakeholder model can evolve and meet the ever-changing needs of ICANN’s global community.

During FY21, ICANN org continued the prioritization conversation with SO/AC leadership who acknowledge the importance of avoiding voluminous, complex, and overlapping review outcomes in the future. In addition, during FY21, ICANN org launched the Planning Prioritization Framework project to improve collaboration at the planning stage within the org and across the community, and to contribute to prioritizing activities in the mid- and long-term. Prioritization of ICANN’s work is a key targeted outcome of the “Planning at ICANN” operating initiative in both FY21-25 and FY22-26 Operating and Financial Plans. This project is to develop a planning prioritization framework that is intended to plan for all the work carried out by ICANN, as part of the annual Operating and Budget process. The planning prioritization framework and prioritization techniques will be implemented in future annual Operating and Financial Planning cycles to inform decision-making for the annual and five-year planning process, with a subset of this framework expected to contribute to the design implementation phase of the Board-approved ATRT3 recommendation on prioritization of community recommendations.

# EXPENSE REIMBURSEMENTS AND OTHER PAYMENTS TO DIRECTORS

1 JULY 2020-30 JUNE 2021

▶ [\*REVIEW\* the Report of the Expense Reimbursement and Other Payments to ICANN Directors – Fiscal Period ending 30 June 2021.](#)



# ICANN BOARD, COMMUNITY, AND CORPORATE LEADERSHIP

1 JULY 2020-30 JUNE 2021



# ICANN Board of Directors

As of 30 June 2021



**Maarten Botterman**

Chair, ICANN Board of Directors  
Director, GNKS Consult BV



**Sarah Deutsch**

Attorney, Law Office of Sarah B. Deutsch



**León Sánchez**

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



**Avri Doria**

Research Consultant



**Harald Alvestrand**

IETF Liason to the ICANN Board  
Engineer, Google



**Lito Ibarra**

Founding President and Executive  
Director, SVNet



**Becky Burr**

Partner, Harris, Wiltshire & Grannis, LLP



**Manal Ismail**

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



**Ron da Silva**

Vice President, Operations, Quantum  
Loophole



**Danko Jevtović**

Partner, Jugodata Ltd. Serbia

# ICANN Board of Directors

As of 30 June 2021



## Merike Käo

SSAC Liaison to the ICANN Board  
CISO, Uniphore



## Patricio Poblete

Director, NIC Chile  
Full Professor of Computer Science  
University of Chile



## Akinori Maemura

General Manager, Internet Development  
Department, Japan Network information  
Center (JPNIC)



## Kaveh Ranjbar

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



## Göran Marby

Ex officio Member of the Board  
President and CEO, ICANN



## Nigel Roberts

CEO and Founder, Island Networks



## Mandla Msimang

CEO, Nozala Women Investments



## Matthew Shears

Independent Consultant



## Ihab Osman

Chair & President, US-Sudan Business  
Council



## 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 2021

## SUPPORTING ORGANIZATIONS



**Hans Petter Holen**  
*Address Supporting Organization (ASO)*  
**Chair**  
*Europe*



**Kevin Blumberg**  
*Address Supporting Organization*  
*Address Council (ASO AC)*  
**Chair**  
*North America*



**Alejandra Reynoso**  
*Country Code Names Supporting*  
*Organization (ccNSO) Council*  
**Chair**  
*Latin America and the Caribbean*



**Philippe Fouquart**  
*Generic Names Supporting*  
*Organization (GNSO)*  
**Chair**  
*Europe*

## ADVISORY COMMITTEES



**Maureen Hilyard**  
*At-Large Advisory Committee (ALAC)*  
**Chair**  
*Asia, Australia, and the Pacific*



**Manal Ismail**  
*Governmental Advisory Committee*  
*(GAC)*  
**Chair**  
*Africa*



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



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

# ICANN Community Leaders

As of 30 June 2021

## GNSO STAKEHOLDER GROUPS



**Bruna Martins dos Santos**

*Noncommercial Stakeholder Group (NCSG)*

**Chair**

*Latin America and the Caribbean*



**Ashley Heineman**

*Registrar Stakeholder Group (RrSG)*

**Chair**

*North America*



**Samantha Demetriou**

*Registries Stakeholder Group (RySG)*

**Chair**

*North America*

## GNSO CONSTITUENCIES



**Mason Cole**

*Commercial Business Users Constituency (BC)*

**Chair**

*North America*



**Heather Forrest**

*Intellectual Property Constituency (IPC)*

**President**

*Asia, Australia, and the Pacific*



**Wolf-Ulrich Knoblen**

*Internet Service Providers and Connectivity Service Providers Constituency (ISPCP)*

**Chair**

*Europe*



**Raphaël Beauregard-Lacroix**

*Noncommercial Users Constituency (NCUC)*

**Chair**

*Europe*



**Raoul Plommer**

*Not-for-Profit Operational Concerns Constituency (NPOC)*

**Chair**

*Europe*

# ICANN Community Leaders

As of 30 June 2021

## REGIONAL AT-LARGE ORGANIZATIONS



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



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



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



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

## EMPOWERED COMMUNITY ADMINISTRATION

**Philippe Fouquart, GNSO**

**Maureen Hilyard, ALAC**

**Manal Ismail, GAC**

**Alejandra Reynoso, ccNSO**

**Oscar Robles, ASO**

## OTHER COMMUNITY GROUPS



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



**Tim April**  
*Root Zone Evolution Review Committee (RZERC)*  
Chair  
North America



**Ole Jacobsen**  
*Nominating Committee*  
Chair  
Europe

# ICANN Corporate Officers

As of 30 June 2021



## 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 a member of the Swedish Broadband Commission, with two decades of experience as a senior executive in the Internet and technology sectors.



## 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.



## 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.



## 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.



## 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 postgraduate degree in International Studies from the University of Vienna.



## 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.

# Community Recognition

## 2021 ICANN Community Excellence Award



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. The 2021 ICANN Community Excellence Award honored two community members: [Marilyn Cade and Rafik Dammak](#). Marilyn Cade was one of the pioneers of the ICANN multistakeholder model since its inception. She served in and led many ICANN community groups including the Generic Names Supporting Organization (GNSO) Council, Executive Committee of the Commercial Stakeholder Group, Business Constituency, and ICANN Nominating Committee, in addition to participating in many cross-community working groups. Rafik Dammak has devoted countless hours to GNSO and cross-community working groups for over a decade. Dammak served in and led many ICANN community groups including the GNSO Council, Noncommercial Stakeholder Group, the Expedited Policy Development Process on the Temporary Specification for gTLD Registration Data, and the ICANN Nominating Committee.



## 2020 Tarek Kamel Award for Capacity Building



The Tarek Kamel Award for Capacity Building recognizes members of the ICANN community who have contributed significantly to national, regional, or global capacity development programs related to ICANN's mission. The inaugural 2020 award honored [Ramanou Biauou](#). The ICANN Board recognized Biauou's commitment to local and regional capacity development programs in his home country of Benin as well as across Africa. Biauou has worked to improve the technical skills of women in Africa and encouraged their participation in endeavors related to the Internet and Domain Name System (DNS). Through these efforts, the diversity and number of new ICANN community members increased.

# Community Recognition

## Community Recognition Program

During ICANN69, ICANN recognized 45 community leaders who concluded a term of service between ICANN66 and ICANN69. In addition to receiving online certificates during ICANN66, the ICANN Board passed a [resolution](#) recognizing them.

### ADDRESS SUPPORTING ORGANIZATION

**Omo Oaiya,**  
*Address Supporting Organization Address Councilor*

**Jason Schiller,**  
*Address Supporting Organization Address Councilor*

### COUNTRY CODE NAMES SUPPORTING ORGANIZATION

**Ajay Data,**  
*Country Code Names Supporting Organization Councilor*

**Hiro Hotta,**  
*Country Code Names Supporting Organization Councilor*

### GENERIC NAMES SUPPORTING ORGANIZATION

**Donna Austin,**  
*Registries Stakeholder Group Chair*

**Graeme Bunton,**  
*Registrar Stakeholder Group Chair*

**Rafik Dammak,**  
*Generic Names Supporting Organization Council Vice Chair*

**Samantha Demetriou,**  
*Registries Stakeholder Group Vice Chair*

**Keith Drazek,**  
*Generic Names Supporting Organization Chair*

**James Gannon,**  
*Generic Names Supporting Organization Councilor*

**Johan Helsingius,**  
*Generic Names Supporting Organization Liaison to the Governmental Advisory Committee*

**Joan Kerr,**  
*Not-for-Profit Operational Concerns Constituency Chair*

**Erika Mann,**  
*Generic Names Supporting Organization Councilor*

**Scott McCormick,**  
*Generic Names Supporting Organization Councilor*

**Michele Neylon,**  
*Generic Names Supporting Organization Councilor*

**Kristian Ørmen,**  
*Registrar Stakeholder Group Secretary*

**Stephanie Perrin,**  
*Noncommercial Stakeholder Group Chair*

**Elsa Saade,**  
*Generic Names Supporting Organization Councilor*

**Bruna Martins dos Santos,**  
*Noncommercial Users Constituency Chair*

**Tobias Sattler,**  
*Registrar Stakeholder Group Vice Chair*

**Martin Silva Valent,**  
*Generic Names Supporting Organization Councilor*

**Darcy Southwell,**  
*Generic Names Supporting Organization Councilor*

### AT-LARGE COMMUNITY

**Ali AlMeshal,**  
*Asian, Australasian, and the Pacific Islands Regional At-Large Organization Vice Chair*

**Tijani Ben Jemaa,**  
*At-Large Advisory Committee Member*

**Humberto Carrasco,**  
*At-Large Advisory Committee Member*

**Bastiaan Goslings,**  
*At-Large Advisory Committee Member*

**Sarah Kiden,**  
*African Regional At-Large Organization Secretary*

**Javier Rúa Jovet,**  
*At-Large Advisory Committee Member*

### GOVERNMENTAL ADVISORY COMMITTEE

**Pär Brumark,**  
*Governmental Advisory Committee Vice Chair*

**Nigel Cassimire,**  
*Governmental Advisory Committee Liaison to the Customer Standing Committee*

**Chérif Diallo,**  
*Governmental Advisory Committee Vice Chair*

### ROOT SERVER SYSTEM ADVISORY COMMITTEE

**Keith Bluestein,**  
*Root Server System Advisory Committee Primary Representative*

**Brad Verd,**  
*Root Server System Advisory Committee Liaison to the Root Zone Evolution Review Committee*

**Matt Weinberg,**  
*Root Server System Advisory Committee Alternate Representative*

# Community Recognition

## SECURITY AND STABILITY ADVISORY COMMITTEE

**Andrew de la Haije,**  
*Security and Stability Advisory Committee Member*

**Bobby Flaim,**  
*Security and Stability Advisory Committee Member*

## PUBLIC TECHNICAL IDENTIFIERS BOARD OF DIRECTORS

**Wei Wang,**  
*Public Technical Identifiers Board of Directors Member*

## NOMINATING COMMITTEE

**Damon Ashcraft,**  
*Nominating Committee Associate Chair*

**Kristine Dorrain,**  
*Nominating Committee Member*

**Caroline Greer,**  
*Nominating Committee Member*

**Annebeth Lange,**  
*Nominating Committee Member*

**Paul Mitchell,**  
*Nominating Committee Member*

**Lawrence Olawale-Roberts,**  
*Nominating Committee Member*

**Chris Roosenraad,**  
*Nominating Committee Member*

**Erich Schweighofer,**  
*Nominating Committee Member*

# ICANN Acronyms and Terms

To learn about more ICANN terminology, explore our Acronyms and Terms feature at:

<https://www.icann.org/en/icann-acronyms-and-terms>.

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

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