

Annual Report

1 July 2017- 30 June 2018



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 into your computer or other device – a name or a number. That address must be unique so computers know where to find each other. ICANN helps coordinate and support these unique identifiers across the world. ICANN was formed in 1998 as a not-for-profit public-benefit corporation and a community with participants from all over the world.



Commitments and Core Values

In performing its Mission, ICANN will act in a manner that complies with and reflects ICANN's Commitments and respects ICANN's Core Values, each as described below.

From the Bylaws for the Internet Corporation for Assigned Names and Numbers

As amended 22 July 2017

(a) COMMITMENTS

In performing its Mission, ICANN must operate in a manner consistent with these Bylaws for the benefit of the Internet community as a whole, carrying out its activities in conformity with relevant principles of international law and international conventions and applicable local law, through open and transparent processes that enable competition and open entry in Internet-related markets. Specifically, ICANN commits to do the following (each, a "Commitment," and collectively, the "Commitments").

- (i)** Preserve and enhance the administration of the DNS and the operational stability, reliability, security, global interoperability, resilience, and openness of the DNS and the Internet;
- (ii)** Maintain the capacity and ability to coordinate the DNS at the overall level and work for the maintenance of a single, interoperable Internet;
- (iii)** Respect the creativity, innovation, and flow of information made possible by the Internet by limiting ICANN's activities to matters that are within ICANN's Mission and require or significantly benefit from global coordination;
- (iv)** Employ open, transparent and bottom-up, multistakeholder policy development processes that are led by the private sector (including business stakeholders, civil society, the technical community, academia, and end users), while duly taking into account the public policy advice of governments and public authorities. These processes shall (A) seek input from the public, for whose benefit ICANN in all events shall act, (B) promote well-informed decisions based on expert advice, and (C) ensure that those entities most affected can assist in the policy development process;

- (v) Make decisions by applying documented policies consistently, neutrally, objectively, and fairly, without singling out any particular party for discriminatory treatment (i.e., making an unjustified prejudicial distinction between or among different parties); and
- (vi) Remain accountable to the Internet community through mechanisms defined in these Bylaw that enhance ICANN's effectiveness.

(b) CORE VALUES

In performing its Mission, the following "Core Values" should also guide the decisions and actions of ICANN:

- (i) To the extent feasible and appropriate, delegating coordination functions to or recognizing the policy role of, other responsible entities that reflect the interests of affected parties and the roles of bodies internal to ICANN and relevant external expert bodies;
- (ii) Seeking and supporting broad, informed participation reflecting the functional, geographic, and cultural diversity of the Internet at all levels of policy development and decision-making to ensure that the bottom-up, multistakeholder policy development process is used to ascertain the global public interest and that those processes are accountable and transparent;
- (iii) Where feasible and appropriate, depending on market mechanisms to promote and sustain a competitive environment in the DNS market;
- (iv) Introducing and promoting competition in the registration of domain names where practicable and beneficial to the public interest as identified through the bottom-up, multistakeholder policy development process;
- (v) Operating with efficiency and excellence, in a fiscally responsible and accountable manner and, where practicable and not inconsistent with ICANN's other obligations under these Bylaws, at a speed that is responsive to the needs of the global Internet community;
- (vi) While remaining rooted in the private sector (including business stakeholders, civil society, the technical community, academia, and end users), recognizing that governments and public authorities are responsible for public policy and duly taking into account the public policy advice of governments and public authorities;
- (vii) Striving to achieve a reasonable balance between the interests of different stakeholders, while also avoiding capture; and

(viii) Subject to the limitations set forth in Section 27.2, within the scope of its Mission and other Core Values, respecting internationally recognized human rights as required by applicable law. This Core Value does not create, and shall not be interpreted to create, any obligation on ICANN outside its Mission, or beyond obligations found in applicable law. This Core Value does not obligate ICANN to enforce its human rights obligations, or the human rights obligations of other parties, against other parties.

(c)


The Commitments and Core Values are intended to apply in the broadest possible range of circumstances. The Commitments reflect ICANN's fundamental compact with the global Internet community and are intended to apply consistently and comprehensively to ICANN's activities. The specific way in which Core Values are applied, individually and collectively, to any given situation may depend on many factors that cannot be fully anticipated or enumerated. Situations may arise in which perfect fidelity to all Core Values simultaneously is not possible. Accordingly, in any situation where one Core Value must be balanced with another, potentially competing Core Value, the result of the balancing must serve a policy developed through the bottom-up multistakeholder process or otherwise best serve ICANN's Mission.

 [READ MORE about ICANN Bylaws.](#)



Annual Report

Requirement from ICANN Bylaws



The Board shall publish, at least annually, a report describing its activities, including an audited financial statement, a description of any payments made by ICANN to Directors (including reimbursements of expenses) and a description of ICANN's progress toward the obligations imposed under the Bylaws as revised on 1 October 2016 and the Operating Plan and Strategic Plan. ICANN shall cause the annual report and the annual statement of certain transactions as required by the California Corporations Code (CCC) to be prepared and sent to each member of the Board and to such other persons as the Board may designate, no later than one hundred twenty (120) days after the close of ICANN's fiscal year.

[READ MORE about ICANN Bylaw Section 22.3 concerning the Annual Report.](#)

Letter from the President & CEO



The ICANN organization continues to work in service of its Mission and Bylaws. But the progress we have made this year is not ours alone – it is due to the dedication and hard work of the community we support.

To solve the challenges we face, the ICANN org implements the community's recommendations at the direction of the ICANN Board. This collaborative, problem-solving approach has been the key to finding the best path forward on many issues over ICANN's twenty-year history.

In FY18, I put forward eighteen goals for my performance. All of my goals aim to improve either the accountability, efficiency, or transparency of ICANN's internal and external operations. Some of these goals include:

- **Ensure ICANN costs do not exceed funding in FY18:**
With increased discipline, monitoring, and more accurate forecasting, ICANN management put in place cost containment and reduction measures. This allowed the reduction of ICANN org operational expenses within the expected amount of funding. Through rigorous prioritization and monitoring, we ensured that funding and expenses stayed consistent with these expectations. We also adjusted activities and plans, when necessary and where possible, to ensure a continued position of balanced or excess of funding vs expenses.
- Develop a process by which **new technologies** related to the three unique identifiers that ICANN coordinates are analyzed and produce briefings on the potential benefits and risks of those technologies to the Board Technical Committee: This is an ongoing task and the process has been developed and several briefings have been completed.

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- Advise the Board on the outcome of current discussions taking place regarding the **ICANN Public Meeting strategy**: This effort is ongoing, with potential updates and changes to the current strategy for ICANN Public Meetings being tackled via meetings with community leaders, a Public Comment, and further discussion as part of a wider conversation on budget priorities.
- **Build a plan and begin executing on the next cycle of strategic planning**: Launched strategic outlook and strategic planning processes in a joint effort between the community, the Board, and org to identify and track trends that relate to ICANN and its mission to ensure these opportunities and challenges are accounted for in ICANN's current and future strategy.
- **Continue discussions on efficiencies, roles, and responsibilities, including finalization of the operating standards for Reviews**: This work is ongoing with a second Public Comment period anticipated in December 2018. This follows a Public Comment addressing short-term options for current reviews and the workload of the volunteer community. It also tackled the impact on ICANN resources and long-term options to provide more reasonable scheduling across ICANN reviews (Specific and Organizational). The goal is to meet ICANN's accountability and transparency obligations in a more practical and sustainable manner.
- **Compliance with the European Union's General Data Protection Regulation (GDPR)**:
 - › **Prepare ICANN org to be compliant with GDPR in respect of its own systems**: After significant preparation, org-wide implementation recommendations were identified and launched, including a new data retention policy, a new privacy policy, amendments to vendor agreements, maintaining records of processing, data subject rights handling procedures, and data protection/privacy training.
 - › **Prepare and implement a WHOIS solution that combines ICANN org's compliance with the law with ICANN org's contractual compliance with contracted parties**: This is an ongoing, significant priority. We continue to make progress on how to bring ICANN and its contracted parties into compliance with ICANN's Bylaws-mandated obligations regarding the WHOIS system, as we balance these obligations against new and emerging data privacy and protection legislation. In FY19, we are working with the community to develop a proposal around a unified access model and seek clarity from the European Data Protection Board as to whether a unified access model is permissible and compliant with GDPR. We will also focus on developing and implementing a plan, along with the community and the Board, that helps us better anticipate, evaluate, and interact with governments around legislative proposals that could have an effect on ICANN's ability to set policies.

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

- Establishing an improved internal quarterly financial reporting structure with focus on costs and the start of new initiatives.

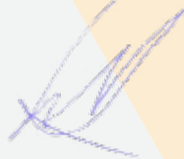
- Finalizing written documents describing the delegation of roles and responsibilities from the CEO to the Executive Team and staff and gaining a deeper understanding of the ICANN management structure/team sizes.
- Improving ICANN messaging around “what ICANN does” in layman’s terms.
- Increasing transparency through efforts like the Open Data Initiative and the Transparency in Abuse Reporting and Compliance.
- Ensuring due diligence in Engineering and Information Technology (E&IT) project prioritization and execution.

For FY19, I have set goals for myself that build on the progress we are making. I remain committed to budget development and strategic planning, as we work to improve our approaches to both. I want the new process for budget development to actually provide more time for discussions and transparency. We are doing some reflecting, looking at the structure of the org, including strengthening our core competencies and improving the effective use of our resources. This will include a look at the human resource and structure plan for ICANN; making sure we have the right people, in the right places, with the right systems, doing the right things to support the community.

We also need to have a discussion together on how the multistakeholder model should evolve to balance the needs for increased inclusivity, transparency, and accountability, with the needs for effectiveness, timely delivery, and efficient use of ICANN resources.

Rapid change and diversity are natural elements of our modern world. Our collaborative work foundation positions us to meet these changes together. And, by fostering an environment where excellence is the norm and through the hard work and dedication of our volunteer-based community, we will remain pioneers of this multistakeholder model.

Sincerely,



Göran Marby
President & CEO

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

Letter from the Board Chair



We have a strong and collaborative community, an ideal model of governance, a responsible and committed Board, and the unwavering support of a first-class CEO and his dedicated organization.

The success of ICANN depends on the community, Board, and ICANN org working together as a team. We are bound together by our common obligation to support ICANN's Mission of ensuring the secure and stable operation of the Internet's unique identifier systems. That is our *raison d'être*.

When I became Chair of the Board, I committed that the Board will serve the community as a reliable and trusted partner. That commitment meant that the Board would endeavor to align its priorities with the communities' priorities; execute its responsibilities in an efficient and consistent manner; engage openly and transparently; ensure that ICANN org serves the community in the best possible way; act at all times in the collective interest of all stakeholders; and provide the appropriate level of leadership while respecting and facilitating our bottom-up multistakeholder model of governance.

I sincerely believe that the Board has made very good progress towards meeting this commitment, even though much work remains to be done.

Over the past twelve months, no issue generated as much discussion within the ICANN community as the impact of the European Union's General Data Protection Regulation (GDPR) on the WHOIS system. The Board worked closely with the community and the ICANN org on this issue to fully understand its implications. In May 2018, the Board voted unanimously in favor of adopting a [Temporary Specification for gTLD Registration Data](#), which was an important step towards bringing ICANN and its contracted parties into compliance with the GDPR. This is by no means the end of our work and discussion, but this is a significant achievement of our consensus model and we remain confident that the community will continue making progress on this issue.

This past year also witnessed a more selective and prudent approach to budgeting, in order to balance fiscal responsibility while ensuring our community of mostly volunteers are able to participate effectively in ICANN. With funding appearing to stabilize for the foreseeable future, whilst our expenses have

increased on average by 16 percent per year over the past 10 years, we needed to make some difficult choices to keep costs low in the FY19 budget. The Board is thankful to everyone who participated and contributed to the development of the final FY19 Operating Plan and Budget, which remains balanced.

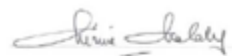
The Board also remains focused on addressing the depletion in the ICANN Reserve Fund. We have been actively engaging with the community on the best strategy going forward to replenish this fund. We have confirmed that the fund should be of minimum size corresponding to 12 months of operating expenses. We have also consulted the community on the strategy for replenishing the reserve fund and hope to implement the approved strategy in FY19.

While the GDPR and ICANN's finances have commanded much of our attention, the Board has remained steadfast in working with the community to develop ICANN's next five-year strategic plan for the period 2021- 2025. This new strategic plan will be underpinned by a new and realistic operating plan for the same time period to ensure we have a clear, achievable path to success.

At the same time, we are working with the ICANN org to identify vulnerabilities in the Domain Name System (DNS), assess how future technology may impact it, and outline ways to minimize potential security threats. We must also work on evolving our governance model in a manner that balances the increasing needs of inclusivity, accountability, and transparency while at the same time ensuring our work gets done and our policies get developed in an effective and timely manner, and with the efficient utilization of ICANN's resources.

We have a strong and collaborative community, an ideal model of governance, a responsible and committed Board, and the unwavering support of a first-class CEO and his dedicated organization. I believe therefore that together, we will rise to the challenges ahead.

Sincerely,



Cherine Chalaby

Chair, Board of Directors

HIGHLIGHTS OF THE YEAR

July 2017-June 2018

Highlights from the ICANN Board of Directors

ICANN Thanks Outgoing Chair and Welcomes New Leadership

BOARD RECOGNIZES OUTGOING CHAIR STEVE CROCKER



Steve Crocker with wife, Beth at ICANN60.

Internet pioneer Stephen Crocker concluded his term as Board Chair during ICANN60. Crocker served various roles within the ICANN community and Board, beginning with his 2003 appointment by the Security and Stability Advisory Committee (SSAC) as a liaison to the Board. He was elected as Vice Chair of the Board in 2010 and was elected to serve as Board Chair in 2011. The community celebrated his contributions to ICANN at ICANN60 and the Board passed a resolution commemorating his extraordinary service to the Internet community.

📖 [READ MORE the Board resolution thanking Stephen Crocker for his service.](#)

ICANN ELECTS NEW CHAIR AND VICE CHAIR

On the last day of ICANN60 in Abu Dhabi, the Board elected its new Chair, Cherine Chalaby and Vice Chair, Chris Disspain.



Cherine Chalaby

Chalaby joined the Board in December 2010. His third and final term on the Board will expire at the Annual General Meeting 2019. He has considerable board experience, having served on seven separate boards of directors.

Chalaby's extensive international career encompasses leadership roles in banking, technology, and the Internet.

Beginning in London in 1977, Chalaby joined one of the world's largest IT services companies, Accenture. During his 28-year tenure at Accenture, he held key senior partner positions, including serving as the Global Managing Partner for the Capital Markets Industry and, ultimately, serving on Accenture's Executive Committee and its Global Leadership Council.

In March 2006, Chalaby joined Rasmala, a Middle East-based regional investment bank, where he held several positions including Chairman of the Supervisory Board, Chairman of the Management Board, and Chairman of the bank's subsidiary in Egypt.

Chalaby attended the French Jesuits School of Cairo, holds a BSc in Electrical Engineering from Cairo University, and an MSc in Computing Sciences from the Imperial College of London. He is fluent in English, French, and Arabic.



Chris Disspain

Disspain is the Executive Chair of WGP Global Ltd, a U.K. based corporate advisory company where he leads on global technology, Internet, governance, and blockchain projects.

Disspain was Chair of ICANN's Country Code Names Supporting Organization (ccNSO) from its foundation in 2004 until he stood down in 2011. He was instrumental in developing the Internationalized Domain Name (IDN) country code top-level domain (ccTLD) Fast Track to enable the delegation of country codes in non-Latin scripts.

From 2006 to 2013, Disspain was a member of the United Nations Secretary-General's Internet Governance Multistakeholder Advisory Group (MAG).

For 14 years, Disspain was a corporate lawyer and has held executive management positions and directorships in private and public companies in the U.K. and Australia. These companies have included those involved in mining, e-commerce, and the Internet.

Disspain served as the CEO of auDA, the independent policy authority and industry self-regulatory body governing the Australian Internet domain name space.

New Board Members and Liaison

As of November 2017, the Board seated four new members and welcomed a new Governmental Advisory Committee (GAC) Liaison to the Board.



The Nominating Committee (NomCom) selected **Sarah Deutsch (left)**, self-employed Attorney at Law Office of Sarah B. Deutsch, and Independent Researcher, **Avri Doria (right)**.



The Generic Names Supporting Organization (GNSO) selected **Matthew Shears**, an independent consultant.



León Sánchez, Managing Partner at Fulton & Fulton, was selected by the At-Large community.



The GAC selected **Manal Ismail** as its new Liaison to the Board. Ismail is the Executive Director for International Technical Coordination at the National Telecom Regulatory Authority (NTRA) of Egypt.

FY18 Board Priorities



The ICANN Board

The Board's activities and priorities in FY18 are divided into five key areas of responsibilities, or "blocks," that the Board uses to organize and think about its work. Within these blocks of responsibilities, the Board's substantive activities are most often community-driven. The Board has also identified operational priorities for itself, with associated deliverables, timelines, and measurements within each.

The main duties of the Board within each block of responsibility are as follows:

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 and being ready to approve these policies when submitted to the Board.
- Providing well-timed Board comments to cross-community initiatives.
- Responding to Supporting Organization/Advisory Committee (SO/AC) advice on a timely basis.

ICANN Org Oversight

- Ensuring that community-recommended and Board-approved policies are implemented in a manner consistent with the adopted policies.
- Overseeing the implementation of significant engineering projects undertaken by the org.
- Providing oversight to the org to ensure it is delivering operational services to the community effectively and efficiently.

Strategic and Forward Thinking

- Monitoring the implementation of the Five-Year Strategic Plan.
- Being aware of external forces and trends and anticipating how these may affect ICANN.
- Thinking ahead about structural or organizational issues and assessing their impact.
- Ensuring that the org's globalization strategy evolves in furtherance of ICANN's Mission.

Governance, Accountability, and Fiduciary Duties

- Proficiently handling ICANN's governance and accountability issues.
- Discharging ICANN's fiduciary (legal and financial) responsibilities.
- Monitoring organizational risks and mitigation actions.
- Progressing the implementation (and understanding) of the Bylaws.
- Improving Board transparency.

Community Engagement and External Relationships

- Reaching out and being present in the community during the ICANN Public Meetings and in between those meetings.
- Supporting the org in meeting four strategic objectives:
 - a. Serving ICANN's stakeholders effectively so that they participate more actively and meaningfully at ICANN.
 - b. Attracting new stakeholders from around the world to meet the needs of a globalized ICANN.
 - c. Developing effective relationships with key actors within the global Internet ecosystem. This effectiveness is developed by and based on an insightful mapping of the roles these key actors play and the type of rapport ICANN wishes to have with each one of them.
 - d. Advocating ICANN's Mission and its multistakeholder model of governance within the Internet governance ecosystem.

Each ICANN Board workshop was designed around these blocks of responsibilities.

[📖 READ MORE about the 2017 Board Meetings.](#)

[📖 READ MORE about the 2018 Board Meetings.](#)

Highlights from the Community

Empowered Community



Empowered Community Considers Budgets and Operating Plans

In June 2018, the Empowered Community had the opportunity to exercise its veto powers on ICANN's FY19 Annual Budget and Operating Plan, as well as FY19 IANA Budget. No rejection petitions were received, and the approved budgets were put into effect.

The Empowered Community remains an effective and important part of ICANN's post-Transition commitments to accountability and transparency.

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





Supporting Organization and Advisory Committee (SO/AC) Highlights

ICANN | ASO

Address Supporting Organization

ADDRESS SUPPORTING ORGANIZATION (ASO)

ASO'S FY18 WORK

Under new leadership, the ASO Address Council (AC) held its annual meeting during ICANN61. This year, the group conducted an organizational review and completed the selection process for ICANN Board Seat 9. It re-elected Ron da Silva for a three-year term beginning at ICANN63.

[READ MORE](#)

ICANN | ccNSO

Country Code Names Supporting Organization

COUNTRY CODE NAMES SUPPORTING ORGANIZATION (CCNSO)

REVIEW PARTICIPATION

At ICANN62, the ccNSO – together with the Registry Stakeholder Group (RySG) – completed the first review of the Customer Standing Committee (CSC) charter as required under the ICANN Bylaws. This resulted in minor changes to the charter. The ccNSO also conducted an internal review of its own meeting strategy. This review concluded without major changes in its approach.

CCNSO RECOGNIZES LATE LIAISON TO GNSO

Following the unexpected passing of Ben Fuller, its liaison to the GNSO, the ccNSO recognized Fuller's work and contributions and noted his dedication to the ccNSO, .na (Namibia), and the broader country code top-level domain (ccTLD) community. This recognition took place at the ccNSO's March 2018 meeting.

[READ MORE](#)

ICANN | GNSO

Generic Names Supporting Organization

GENERIC NAMES SUPPORTING ORGANIZATION (GNSO)

GNSO RESOLUTIONS

During FY18, the GNSO Council's work resulted in the passing of 23 resolutions, including:

- Adoption of Revised GNSO Operating Procedures and Proposed Modifications of the ICANN Bylaw. These support the GNSO's new roles and responsibilities as a Decisional Participant in the Empowered Community.
- Adoption of the charter for the GNSO Standing Committee on Budget and Operations (SCBO).
- Adoption of the revised charter for the GNSO Standing Selection Committee (SSC).
- Adoption of the charter for the ICANN Procedure for Handling WHOIS Conflicts with Privacy Law Implementation Advisory Group (WHOIS Procedure IAG).

- Adoption of the final report of the Cross-Community Working Group Framework for the Use of Country and Territory Names as Top-Level Domains (TLDs) (CCWG-UCTN).
- Approval of the Customer Standing Committee (CSC) Amended Charter.
- Confirmation of GNSO Representative to the Empowered Community Administration.
- Appointment of a GNSO Liaison to the Governmental Advisory Committee (GAC).
- Acknowledgement of the completion of the Final Report of the International Governmental Organization and International Non-Governmental Organization (IGO-INGO) Access to Curative Rights Protection Mechanisms Policy Development Process (PDP).
- Recognition of the significant contribution made by the late Stéphane Van Gelder to the GNSO Council.

[READ MORE](#)

AT-LARGE ADVISORY COMMITTEE (ALAC)

ALAC POLICY ADVICE

During FY18, ALAC submitted statements on 23 Public Comments and consultations related to ICANN policies and issues.

[EXPLORE the ALAC Policy Advice Statements.](#)

AT-LARGE STRUCTURES (ALSES) AND REGIONAL AT-LARGE ORGANIZATIONS (RALOS) DEVELOPMENTS

Eight new groups were certified as ALS(es) and FY18 saw the inclusion of 20 new individuals as members. The Asian, Australasian, and Pacific Islands Regional At-Large Organization (APRALO) held its General Assembly during ICANN60 in Abu Dhabi. All RALOs worked on policy topics for use in outreach and engagement activities in their respective regions.

AT-LARGE REVIEW MOVES TOWARDS IMPLEMENTATION

This year, the Board received the Final Report from the Organizational Review of the At-Large and accepted the ALAC's Final At-Large Review Recommendations Feasibility Assessment and Implementation Plan, as well as the At-Large Review Implementation Overview Proposal. At the Board's direction, ALAC convened an implementation working group to oversee the implementation process.

[READ MORE](#)



ICANN | GAC

Governmental Advisory Committee

GOVERNMENTAL ADVISORY COMMITTEE (GAC)

GAC MEMBERSHIP INCREASES

In FY18, the GAC membership increased to 177 Members and 36 Observers, adding Bangladesh, Bosnia and Herzegovina, Ecuador, and Myanmar as member countries.

New GAC Members in FY18



[READ MORE](#)

ICANN | RSSAC

Root Server System Advisory Committee

ROOT SERVER SYSTEM ADVISORY COMMITTEE (RSSAC)

RSSAC PRINCIPLES AND REVIEWS

The RSSAC proposed a governance model for the DNS Root Server System including 11 principles for its operation and evolution. Concurrently, the RSSAC underwent its second organizational review which concluded in July 2018.

[READ MORE](#)

ICANN | SSAC

Security and Stability Advisory Committee

SECURITY AND STABILITY ADVISORY COMMITTEE (SSAC)

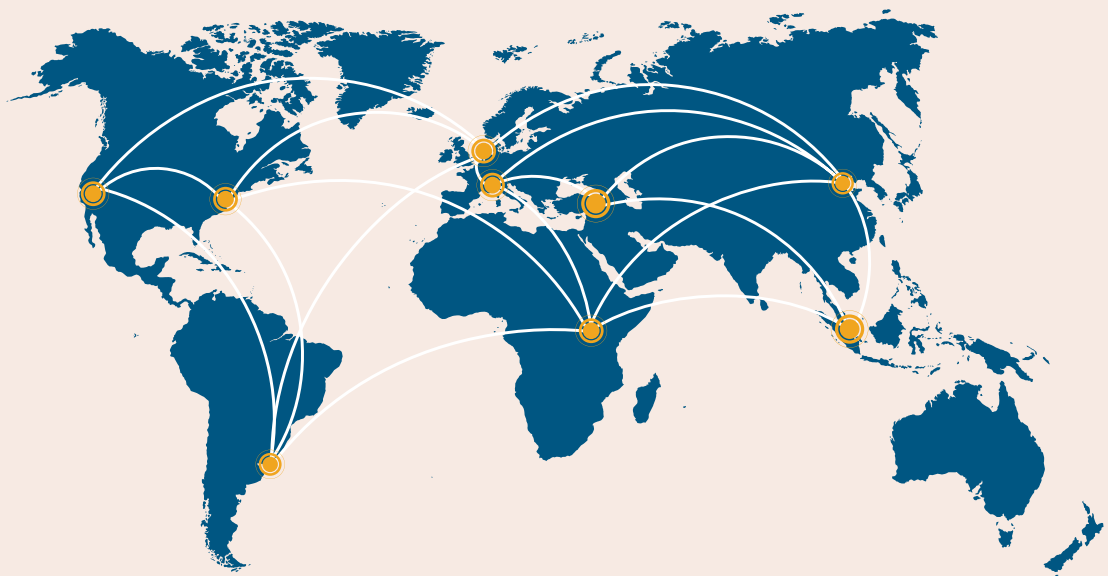
SSAC WORK ON SECURITY AND STABILITY OF THE DNS

The SSAC published several documents related to the security and stability of the DNS, including access to domain name registration data, root scaling, Internationalized Domain Name (IDN) guidelines, and participation in the second Security, Stability, and Resiliency of the DNS Review (SSR2). Concurrently, the SSAC underwent its second organizational review.

[READ MORE](#)

Highlights from the ICANN Org

One Year Later: International Office Strategy



FY18 saw the completion of the first year of the international office strategy. This strategy is designed to better support the needs of ICANN's multistakeholder community around the world. One key change in the org's approach to its regional offices and engagement centers was the introduction of Managing Directors, who are responsible for their respective office's strategic plan and operating costs.

Regional Offices and Managing Directors:

Los Angeles (headquarters) – serving North America, led by Göran Marby

Brussels – serving Europe, led by Jean-Jacques Sahel

Istanbul – serving the Middle East and Africa, led by Nick Tomasso

Montevideo – serving Latin America and the Caribbean, led by Rodrigo de la Parra

Singapore – serving Asia Pacific and Oceania, led by Jia-Rong Low

Engagement Centers:

Beijing – Jian-Chuan Zhang, Office Head

Geneva – Tarek Kamel, Managing Director

Nairobi – Pierre Dandjinou, Office Head

Washington, D.C. – Jamie Hedlund, Managing Director

[READ MORE on the international office strategy.](#)

Key Signing Key Update



In FY18, the Office of the Chief Technology Officer (OCTO) and ICANN's Communications department worked together on an outreach campaign for the first-ever changing of the cryptographic key that helps protect the Domain Name System (DNS): The Root Key Signing Key (KSK) Rollover.

This campaign included both technical and communication efforts including:

- 100 speaking engagements at international, regional, and national conferences.
- An automated testbed for operators to test deployments (with a total of 1,424 subscriptions).
- A survey sent to 16,308 network operators.
- Over 480 news articles published in media outlets around the world.
- A dedicated webpage with content available in nine languages.
- Social media outreach in multiple languages.
- Letters sent to telecommunications regulators, GAC representatives in over 150 countries and Internet Exchange Points (IXP) administrators around the world.

The rollover took place on 11 October 2018 (FY19) and in the following days, ICANN determined that there was not a significant number of Internet end-users who had been persistently and negatively impacted by the changing of the key. In that context, the rollover to the new Key Signing Key was considered a success.

Long-Term Financial Approach

FY18 witnessed an increased focus on improving the org's long-term financial planning. This approach aims at keeping costs in line with stabilized funding and newly proposed savings plans. Around 80–85 percent of ICANN's budget is committed to certain projects mandated by ICANN's Bylaws or covered by existing contracts, operations, and other fixed costs. The org worked closely with the Board and community to examine how best to decrease spending with the remaining 15-20 percent of the budget and determine the best allocation of those resources. As a result of this hard, collaborative work, the FY19 Operating Plan and Budget was adopted and became effective prior to the beginning of the FY19 fiscal year, allowing the org to turn its attention to preparing for the FY20 planning process.

📖 [READ MORE about the FY19 Operating Plan and Budget.](#)

Taking Initiative

In FY18, the org launched two crucial initiatives aimed at improving the transparency of ICANN public information.



Information Transparency Initiative (ITI):

ITI is focused on improving access to and findability of ICANN's public information through the creation of a first-ever multilingual taxonomy and information architecture, implementation of the org's first-ever document management system (DMS), and the rebuilding of the technical infrastructure of ICANN's content platforms. ITI was approved by the **Board in September 2017**. The ITI team began work in January 2018 and by June 2018, has already completed a significant amount of work on the technical foundation and the taxonomy creation.

[📖 READ MORE about ITI.](#)

Open Data Initiative (ODI):

Open Data Initiative's objective is to provide community access to raw data through an open data platform. The org is working to build processes and support for this platform so that ICANN data can be shared effectively, creatively, and responsibly.

The Office of the Chief Technology Officer (OCTO) kicked off this initiative by researching and testing open data concepts. Much work was accomplished in FY18 with some of the deliverables taking place in early FY19. These included:

- Launching a **Request for Proposal (RFP)** to identify an Open Data Portal. ICANN org executed a contract with OpenDataSoft in August 2018.
- Developing an ICANN Data Asset Inventory, which includes datasets that can be incorporated into an ICANN Open Data portfolio and metadata associated with those datasets. The preliminary Data Asset Inventory **was posted for Public Comment and the final report** was published on 31 August 2018.

This project is being transitioned to the ICANN org Operations department to operationalize the Open Data Initiative and is being renamed the Open Data Program.

[📖 READ MORE about ODI.](#)

	ITI	ODI
Goal	Increased transparency, and improved accessibility and availability of information.	Increased transparency, and improved accessibility and availability of information.
Information Type	All content on https://www.icann.org and 14 other web properties.	Raw data that meets the data classification policy for public release.
Method	Rebuild of technical infrastructure of ICANN's information management, and implementation and enforcement of content governance through a new DMS and CMS.	Evaluate, collect, and publish data that ICANN creates or collects that is relevant to ICANN's mission or the unique identifiers that it helps to coordinate.
Platform	New DMS and improved https://www.icann.org .	An ICANN open data platform.

[📖 READ MORE about how these initiatives complement each other.](#)

Accountability Indicators

In August 2017, the Accountability Indicators platform was launched to replace and update the Key Performance Indicator (KPI) Dashboard. This improved platform is another example of the org's commitment to accountability and transparency, as it demonstrates the org's progress on the strategic and operating plans. In May 2018, Version 1 was released, building on the beta version. New charts were added, and a new automated update process was implemented to increase data accuracy and efficiency. Version 2 planning is underway and will be released in FY19. This progress is tied to Objective 3.3 Advance Organizational, Technological, and Operational Excellence.

[EXPLORE the Accountability Indicators.](#)

Changes at IANA Services and Public Technical Identifiers (PTI)



Kim Davies

In December 2017, the org announced that **Kim Davies** was appointed Vice President, IANA Services and President, Public Technical Identifiers (PTI). He replaced Elise Gerich, who stepped down after seven years of service. Davies was ICANN's Director of Technical Services. He joined the org in 2005, serving as Manager of Root Zone Services and Technical Liaison prior to his role as Director of Technical Services. Before joining ICANN, he worked as Technical Policy Advisor at the Council of European National Top-Level Domain Registries and has been involved in various facets of the ICANN community since the mid-1990s.

Saying Goodbye to Employee #3 and Welcoming New Human Resources Senior Vice President



Diane Schroeder



Gina Villavicencio

The end of FY18 also saw the end of an era for the org's third ever employee, **Diane Schroeder**. She joined ICANN in 2000 and held many critical roles over the course of her 18-year tenure. Schroeder, ICANN's Senior Vice President, Global Human Resources, retired in July 2018 and was replaced by **Gina Villavicencio**. Before her move to ICANN, Villavicencio held senior leadership positions in human resources at Fox Entertainment and Guitar Center.



FY18 ICANN Public Meetings

ICANN | PUBLIC MEETINGS

In order to support the work of ICANN's multistakeholder model, ICANN Public Meetings are held three times a year in different regions of the world. These meetings allow members of the community to meet and work together in person, along with members of the Board and org. One meeting serves as the Annual General Meeting (AGM) where new Board members are seated.

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

ICANN|60 ABU DHABI Annual General

28 October – 3 November 2017

ICANN60 took place over 7 days and spread across 407 sessions, almost twice the number of sessions at FY17's AGM. At this meeting, 49 outgoing community leaders were recognized as part of the Community Recognition Program. Outgoing Board Chair Steve Crocker was the recipient of the 2017 Leadership Award in tribute to his contributions to ICANN and the wider Internet ecosystem and Cherine Chalaby was seated as ICANN's new Board Chair.

ICANN|61 SAN JUAN Community Forum

10–15 March 2018

The ICANN61 Community Forum featured 342 sessions (including two Public Forum sessions), as well as a question-and-answer session with the org's Executive Team. A key theme of this meeting was Data Protection and Privacy with a focus on preparing for the introduction of the European Union's General Data Protection Regulation (GDPR).

ICANN|62 PANAMA CITY

ICANN62 PANAMA CITY Policy Forum

25 – 28 June 2018

ICANN62 was ICANN's first Policy Forum in the Latin America and Caribbean (LAC) region. It featured a schedule dedicated to outreach, advancing policy and advice development, and cross-community work on ongoing policy issues. At this meeting, RSSAC released a proposed Governance Model for Domain Name System (DNS) Root Server System (RSS). Also, the New Generic Top-Level Domain (gTLD) Subsequent Procedure Policy Development Process (PDP) Working Group released its initial report. The 2018 Multistakeholder Ethos Award recognized the work of the late Stéphane Van Gelder who sadly passed away earlier in the year.

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

FY18 Public Meeting Attendance

ICANN|60 ABU DHABI

TOTAL
ATTENDEES

1,929

FIRST-TIME
PARTICIPANTS

568

SESSIONS

407

San Juan, Puerto Rico
Panama City, Panama

Abu Dhabi, United Arab Emirates

ICANN|61 SAN JUAN

TOTAL
ATTENDEES

1,565

FIRST-TIME
PARTICIPANTS

473

SESSIONS

342

ICANN|62 PANAMA CITY

TOTAL
ATTENDEES

1,113

FIRST-TIME
PARTICIPANTS

252

SESSIONS

226

BOARD ACHIEVEMENTS

Board Achievements

Data Protection and Privacy



In May 2018, the Board approved the Temporary Specification for gTLD Registration Data. This important resolution brings ICANN and its contracted parties into compliance with the European Union's General Data Protection Regulation (GDPR), which took effect at the end of May. This milestone was an important step on the way to identifying a permanent, long-term solution that complies with GDPR and balances ICANN and contracted parties' existing contractual requirements with the multistakeholder policies related to WHOIS. As a result of the Board approval of the Temporary Specification,

the GSNO Council initiated the Expedited Policy Development Process (EPDP) on the Temporary Specification for gTLD Registration Data.

[READ MORE on the Temporary Specification.](#)

[READ MORE about the EPDP.](#)

Board Member Integrity Screening



Starting in November 2017, the Board encouraged all of ICANN's Supporting Organizations (SOs) and Advisory Committees (ACs) that do not employ a due diligence integrity screening process similar to the Nominating Committee (NomCom) to seriously consider utilizing the same or similar due diligence integrity screening process for Board members, including voting Directors and non-voting Liaisons.

The Board directed the org to create and post a proposed screening process for Public Comment. Pending this Public Comment period, all current and incoming Board members who did not already undergo such screening during selection agreed to do so. The Board reconstituted the Ethics and Conflicts Sub-Committee of the Board Governance Committee (BGC) to review the integrity screening reports of those Board members. The Sub-Committee found no reason to question the integrity or credibility of those screened.

In July 2018, the Board committed to ensuring that the org facilitates the completion of the screening process for any individuals that are selected to serve as a Board member without undergoing the proposed process. While not all SOs and ACs conduct screenings yet, since late 2017, all Board members have undergone the Board Member Integrity Screening Process.

[READ MORE on this process.](#)

COMMUNITY ACHIEVEMENTS

Community Achievements

Supporting Organizations and Advisory Committees (SO/ACs)

ICANN | ASO ADDRESS SUPPORTING ORGANIZATION (ASO)

Address Supporting Organization

ASO REVIEW

The ASO Organizational Review Final Report was issued in August 2017. The scope of this review included all functions that the ASO undertakes in support of ICANN. The review had a dedicated focus on the ASO's role in development of global number policy and in the appointment of individuals to various ICANN bodies, including the Board. The objective of the review was to determine whether the ASO has a continuing purpose in the ICANN multistakeholder model and, if so, whether any change in structure or operations would improve its effectiveness. The review also examined the accountability of the ASO to the Internet number community when carrying out its responsibilities.

[EXPLORE the report.](#)

Throughout FY18, the global Internet number community conducted regional consultations on the recommendations of the Final Report. The Number Resource Organization Executive Council (NRO EC) and the ASO Address Council (ASO AC) published a joint response to the review.

[READ the Joint Response.](#)

ASO LEADERSHIP AND MEMBERSHIP CHANGES

Three new members joined the ASO AC in FY18:

- **Hervé Clément**, appointed by the Réseaux IP Européens Network Coordination Centre (RIPE NCC) Executive Board
- **Henri Kasyfi Soemartono**, appointed by the Asia Pacific Network Information Centre (APNIC) Executive Council
- **Noah Maina**, elected by the African Network Information Center (AFRINIC) community

The ASO Address Council elected a new leadership team:



Aftab Siddiqui from APNIC as Chair



Kevin Blumberg from the American Registry for Internet Numbers (ARIN) as Vice Chair



Ricardo Patara from the Latin American and Caribbean Internet Addresses Registry (LACNIC) as Vice Chair



ICANN | ccNSO COUNTRY CODE NAMES SUPPORTING ORGANIZATION (ccNSO)

Country Code Names Supporting Organization

ADAPTING TO THE 2016 BYLAW CHANGES

The ccNSO Guideline Review Committee (GRC) develops processes and procedures to align ccNSO community practices with the 2016 ICANN Bylaws. In FY18, the GRC's major achievement was the adoption of ccNSO internal guidelines to manage the role of the ccNSO as a Decisional Participant in the Rejection Action Process. The ccNSO also adopted updates to the its Guidelines for Travel Support and ccNSO Council Elections.

CCNSO POLICY DEVELOPMENT

The ccNSO Council initiated the third ccNSO policy development process in March 2017. The ccNSO PDP Working Group continues to work on recommendations for the retirement of country code top-level domains (ccTLDs). The work on the second part of the PDP involves developing a review mechanism for decisions on delegation, transfer, revocation, and retirement. This second phase will commence after the Retirement WG has completed its work.

📖 [READ MORE on the Retirement PDP.](#)

After the closure of the Cross-Community Working Group on Use of Country and Territory Names as TLDs (CCWG-UCTN), the ccNSO is actively participating in the GNSO's New gTLD Subsequent Procedures (SubPro) Policy Development Process (PDP) Working Group (WG) Work Track 5, focused on geographic names at the top-level.

📖 [READ the CCWG-UCTN's Final Paper.](#)

The ccNSO – together with the Registry Stakeholder Group – was tasked to review the Charter of the Customer Standing Committee (CSC). It is one of the committees that was established as a result of the IANA Stewardship Transition. This review was successfully closed in June 2018 after the adoption of the amended Charter of the CSC by both the GNSO and ccNSO Councils.

📖 [LEARN MORE about the work of the CSC.](#)

CCNSO OUTREACH AND ENGAGEMENT

During FY18, the ccNSO continued its involvement in organizing meeting days and workshops to share information and best practices on managerial, technical, and operational aspects of running a TLD. These efforts included ccNSO meeting days during ICANN Public Meetings, the ICANN Public Meeting Tech Day, and a new annual workshop for individuals responsible for the operational security and stability of ccTLDs.



CCNSO FY18 SNAPSHOT

MEMBERSHIP GREW TO

166

ccTLD MANAGERS.

195

ccTLDs (INCLUDING
IDN ccTLDs)
SUBSCRIBED TO THE
INCIDENT RESPONSE
MAILING LIST.

THE ccNSO
COUNCIL PASSED

64

RESOLUTIONS.

THE ccNSO RECEIVED

55

REQUESTS TO PROVIDE
INPUT OR REQUESTS TO
PARTICIPATE IN WORK.

PARTICIPATED IN

3

CROSS-COMMUNITY
WORKING GROUPS
AS A CHARTERING
ORGANIZATION.

ICANN | GNSO GENERIC NAMES SUPPORTING ORGANIZATION (GNSO)

Generic Names Supporting Organization

GNSO PDP PROGRESS

In FY18, the GNSO continued making progress on five PDPs, including:

- International Governmental Organizations and International Non-Governmental Organizations (IGO-INGO) Access to Curative Rights Protection Mechanisms.
- New gTLDs Subsequent Procedures (SubPro).
- Protections for Certain Red Cross Names in All Generic Top-Level Domains (reconvened PDP Working Group).
- Next generation registration directory services (RDS) to replace WHOIS (currently on hold).
- Review of All Rights Protection Mechanisms in All gTLDs.

On 19 June 2018, the GNSO Council initiated the Expedited Policy Development Process (EPDP) on the Temporary Specification for gTLD Registration Data. The EPDP must be completed within 12 months of the implementation effective date (25 May 2018) of the Temporary Specification, which was an interim measure to bring existing WHOIS obligations in line with requirements of the European Union's GDPR.

📖 [READ MORE about the EPDP on the Temporary Specification for gTLD Registration Data.](#)

The IGO-INGO Access to Curative Rights Protection Mechanisms PDP has submitted its Final Report to the GNSO Council. Other PDPs marked important milestones in their working group phase. Specifically, the reconvened PDP Working Group concerning the protection of Red Cross-National Society names published its Initial Report in June 2018. The SubPro PDP Working Group published its Initial Report shortly after ICANN62 (July 2018).

GNSO MEETINGS AND SESSION

During ICANN Public Meetings in FY18, the GNSO met in 149 combined sessions. In addition to many working group meetings, the GNSO led several cross-community sessions on key policy topics to expand the opportunities for interaction and understanding. These key topics included geographic names and GDPR implications to Registration Directory Service (RDS), formerly WHOIS.

The GNSO Council also held a first-of-its-kind, three-day, face-to-face strategic planning meeting at Los Angeles in January 2018. The goal of the meeting was to better understand the GNSO's role under the new ICANN Bylaws and worked to develop plans for carrying out its obligations as the manager of PDPs more efficiently, effectively, and collaboratively.

GNSO STARTS EXPEDITED POLICY DEVELOPMENT PROCESS (EPDP) ON GDPR

On 17 May 2018, the Board adopted the proposed Temporary Specification for gTLD Registration Data. This triggered an obligation for the GNSO Council to undertake a policy development process to consider confirmation of the Temporary Specification as a Consensus Policy within 12 months of the implementation effective date (25 May 2018). The GNSO Council identified the EPDP as the best process to meet this deadline. A Drafting Team, consisting of Council leadership and interested Council members, met during several sessions at ICANN62 to work on an Initiation Request and an EPDP Team Charter.

WORKING TOWARDS NEXT STEPS FOR THE NEW GTLD AUCTION PROCEEDS

The GNSO is a chartering organization for a cross-community working group on auction proceeds (CCWG-AP) resulting from ICANN-authorized service provider auctions held as a method of last resort in the New gTLD Program. The group continued its work in FY18 and released its Initial Report in October 2018 on the potential mechanisms for the allocation of the auction proceeds.

GNSO FY18 SNAPSHOT

18 different efforts, including working groups, implementation review teams, and cross-community projects. The GNSO chartered 14 of these efforts and co-chartered the remaining four.

THE GNSO COMMUNITY MET IN A COMBINED

149 SESSIONS

THE GNSO COUNCIL MET

14 TIMES

THE GNSO COUNCIL PASSED

23 RESOLUTIONS



AT-LARGE ADVISORY COMMITTEE (ALAC)

The At-Large Advisory Committee and broader At-Large community, consisting of Regional At-Large Organizations (RALOs), At-Large Structures (ALSes), and individual members, focused on the development of policy advice, the At-Large organizational review, and Regional At-Large Organization activities during FY18.

POLICY ADVICE DEVELOPMENT

As part of its participation in policy advice activity, the ALAC submitted 23 policy advice statements in response to ICANN Public Comment proceedings centered mainly on three main areas:

GDPR AND WHOIS

- **Revised ICANN Procedure for Handling WHOIS Conflicts with Privacy Law: Process and Next Steps**
- **Data Protection/Privacy Issues: ICANN-proposed Interim Model**

REVIEWS AND IMPROVEMENTS

- **At-Large Review Recommendations Feasibility Assessment and Implementation Plan**
- **At-Large Review Implementation Overview Proposal**
- **Competition, Consumer Trust, and Consumer Choice Review Team – New Sections to Draft Report of Recommendations**
- **ICANN Fellowship Program Community Consultation**
- **Draft Final Report of the NomCom2 Review**
- **Draft Final Report of the RSSAC2 Review**

ACCOUNTABILITY AND TRANSPARENCY

- **Proposed Dates for ICANN Public Meetings 2021–2023**
- **Enhancing Accountability - Recommendations for Diversity**
- **Recommendations to Improve ICANN’s Office of Ombudsman (IOO)**
- **Recommendations on ICANN Jurisdiction**
- **Recommendations to Improve ICANN Staff Accountability**
- **ICANN Draft FY19 Operating Plan and Budget and Five-Year Operating Plan Update**
- **Plan to Restart the Root Key Signing Key (KSK) Rollover Process**

AT-LARGE REVIEW

The organizational review of the At-Large focused on the role of the RALOs and ALSes within the At-Large community. The review involved an iterative process of reports and comments between the independent examiner, the At-Large Review Working Party, and the Board Organizational Effectiveness Committee (OEC). In September 2017, the At-Large Review Working Group (WG) submitted the [Final At-Large Review Recommendations Feasibility Assessment and Implementation Plan](#) to the OEC.

Following a [Mapping Exercise prepared by the org after a request by the OEC](#), the ALAC submitted an [At-Large Review Implementation Overview Proposal](#) in April 2018.

In June 2018, the Board approved a resolution to receive the At-Large Review Final Report from the independent examiner and accept the feasibility assessment and implementation proposal. The Board directed the ALAC to convene an implementation working group to oversee the implementation process.

📖 [READ MORE on the Board Resolution and the At-Large Review.](#)

RALO ACTIVITIES

The five RALOs worked on several key issues of importance for each of their regions:

- Hot Policy Topics - RALOs identified and developed key ICANN-related policy issues or [“RALO Hot Policy Topics.”](#) These topics are reviewed frequently to highlight current regional policy priorities of each RALO and are used for outreach and engagement activities, including capacity building sessions.
- Individual Membership incorporated in all RALOs – In FY18, AFRALO, APRALO, and LACRALO incorporated individual membership in their internal regulations. AFRALO and APRALO are already receiving and processing applications.
- The APRALO General Assembly - APRALO members held their fifth [General Assembly](#) in Abu Dhabi. The issues discussed included internal organizational priorities, capacity building initiatives, external partnerships and projects, structural and governance aspects, and the group’s strategic views and priorities.
- The LACRALO 2nd Mediation Meeting - LACRALO members met in San Juan, Puerto Rico during ICANN61 with an independent facilitator to continue the second stage in the group’s [Mediation Process](#). LACRALO leaders discussed and agreed upon concrete governance proposals that are built on the outputs of the Governance Working Group. These proposals have established a clear set of actions to strengthen LACRALO, including updating its operating principles, performance metrics, and voting procedures.

AT-LARGE FY18 SNAPSHOT

THE ALAC SUBMITTED

23

PUBLIC COMMENTS AND CONSULTATIONS RELATED TO ICANN POLICIES AND ISSUES.

8

NEW GROUPS WERE CERTIFIED AS AT-LARGE STRUCTURES.

20

INDIVIDUAL MEMBERS WERE FORMALLY WELCOMED INTO THE AT-LARGE COMMUNITY.

THE ALAC HELD

11

TELECONFERENCES AND THE ALAC LEADERSHIP TEAM HELD

8

TELECONFERENCES.

DURING THE THREE ICANN PUBLIC MEETINGS, AT-LARGE MET IN

64

DIFFERENT SESSIONS.

The Board accepted the ALAC's Final At-Large Review Recommendations Feasibility Assessment and Implementation Plan and an At-Large Review Implementation Overview Proposal and directed the ALAC to convene an At-Large review implementation working group.



MAUREEN HILYARD WAS ELECTED AS THE INCOMING CHAIR OF THE ALAC. SHE WILL REPLACE ALAN GREENBERG AT THE END OF ICANN63.

ICANN | GAC GOVERNMENTAL ADVISORY COMMITTEE (GAC)

Governmental Advisory Committee

FY18 GAC AGENDA

The GAC's agenda items in FY18 included:

- Adaptation to the committee's role in the Empowered Community and improving internal processes to reflect those new responsibilities.
- Continued work of the Cross-Community Working Group on Enhancing Accountability (CCWG - Accountability).
- Substantial engagement on ICANN implementation and compliance with GDPR.
- Efforts to combat domain abuse.

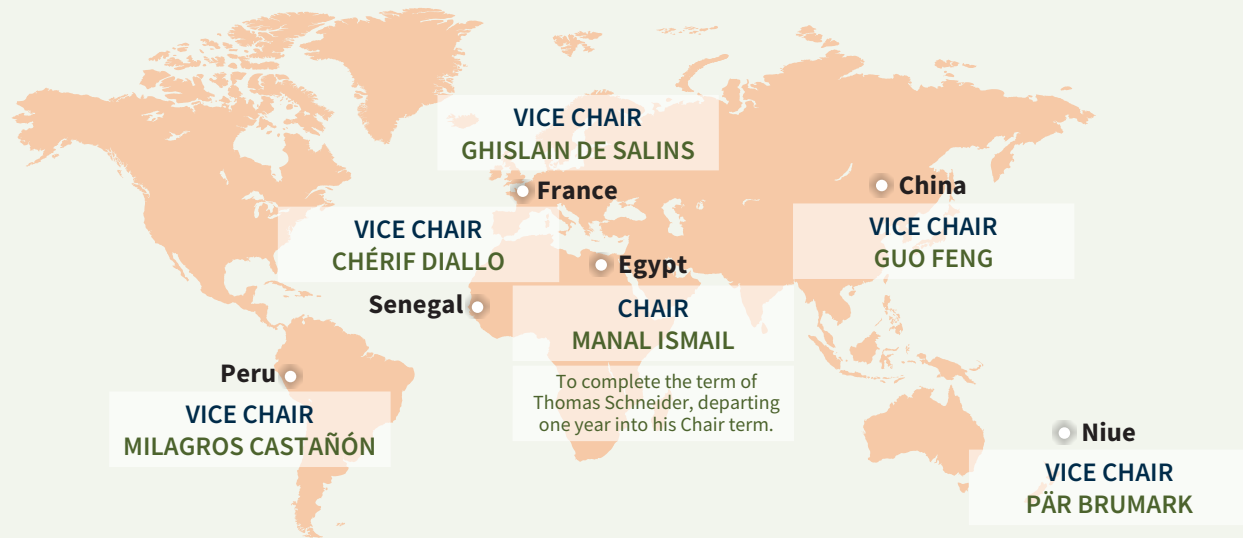
FY18 GAC COMMUNIQUÉS

Through its three ICANN Public Meeting communiqués, GAC advice to the Board addressed issues related to ICANN policy and operational issues, including:

- ICANN compliance with GDPR and WHOIS.
- Protection of IGO identifiers.
- The new gTLD applications for .amazon and related strings.
- Use of two-letter codes and country names at the second level.
- Enabling inclusive, informed, and meaningful participation in ICANN.

GAC FY18 ACCOMPLISHMENTS

At the AGM in Abu Dhabi, the GAC elected a new leadership team:



This team began its term after the ICANN61 meeting in San Juan. In April 2018, Thiago Jardim of Brazil replaced Milagros Castañón as Vice Chair.

GAC WORKING GROUPS

Working groups continued to advance matters between ICANN Public Meetings. Topic areas included geographical names, public safety, underserved regions, human rights, and international law. These groups also explored internal matters, including relations with the Nominating Committee and revisions of the GAC operating principles.

Requests from the Underserved Regions Working Group to strengthen the engagement between developing countries and ICANN led to the launch of regional capacity building workshops in cooperation with the org's Government Engagement team. Five workshops were organized this year in Nepal, Panama, Puerto Rico, Senegal, and United Arab Emirates. At the end of FY18, the GAC was in the process of producing an assessment report of the entire workshop program.

HIGH-LEVEL GOVERNMENT MEETING (HLGM) PREPARATIONS

The Spanish government collaborated closely with GAC members to establish a comprehensive meeting agenda for the fourth HLGM in Barcelona at ICANN63. Preparatory meetings allowed high-level officials timely opportunities to discuss current ICANN and GAC developments, as well as general Internet governance issues.

ICANN | RSSAC ROOT SERVER SYSTEM ADVISORY COMMITTEE (RSSAC)

Root Server System Advisory Committee

The role of the RSSAC is to advise the community and the Board on matters relating to the operation, administration, security, and integrity of the Internet's Root Server System. Most publications contribute to the body of work on the evolution of the Root Server System and focus on topics such as accountability and continuity of root name service.

FY18 RSSAC ACCOMPLISHMENTS

In FY18, the RSSAC completed 12 publications:

<u>RSSAC000v3</u>	RSSAC Operational Procedures
<u>RSSAC028</u>	Technical Analysis of the Naming Scheme Used for Individual Root Servers
<u>RSSAC029</u>	Report from the RSSAC October 2017 Workshop
<u>RSSAC030</u>	RSSAC Statement on Entries in DNS Root Sources
<u>RSSAC031</u>	Response to the GNSO PDP Working Group on the new gTLDs Subsequent Procedures
<u>RSSAC032</u>	Feedback on the Independent Review of RSSAC Assessment Report for Public Consultation
<u>RSSAC033</u>	RSSAC Statement on the Distinction Between RSSAC and Root-Ops
<u>RSSAC034</u>	Report from the RSSAC May 2018 Workshop
<u>RSSAC035</u>	RSSAC Statement on the Draft Final Report of the Second Organizational Review of the Nominating Committee
<u>RSSAC036</u>	RSSAC Statement on the Draft Final Report of the Second Organizational Review of the RSSAC
<u>RSSAC037</u>	A Proposed Governance Model for the DNS Root Server System
<u>RSSAC038</u>	RSSAC Advisory on a Proposed Governance Model for the DNS Root Server System

CAUCUS OF DNS AND ROOT SERVER SYSTEM EXPERTS

FY18 marked the fourth year of the Caucus of DNS and Root Server System experts, responsible for the essential work of the RSSAC. The Caucus continued work on the harmonization of anonymization procedures for data collecting.

The RSSAC Caucus Membership Committee conducted the first membership survey of the group to better understand its demographics and engagement efforts. Survey results revealed that membership levels in FY18 reached 88 individuals. Forty-nine percent of members work in areas outside root server operations, broadening the base of technical expertise contributing to RSSAC work.

ICANN | SSAC SECURITY AND STABILITY ADVISORY COMMITTEE (SSAC)

Security and Stability Advisory Committee

The SSAC advises the community and Board on matters relating to the security and integrity of the Internet's naming and address allocation systems.

The SSAC produces reports, advisories, and comments on a range of topics. The SSAC considers matters pertaining to the correct and reliable operation of the root name system, to address allocation and Internet number assignment, and to registry and registrar services such as WHOIS. The SSAC also tracks and assesses threats and risks to Internet naming and address allocation services.

FY18 SSAC ACCOMPLISHMENTS

The SSAC published the following documents relating to the security and stability of the DNS:

<u>SAC101</u>	SSAC Advisory Regarding Access to Domain Name Registration Data
<u>SAC100</u>	SSAC Response to the New gTLD Subsequent Procedures Policy Development Process Working Group Request Regarding Root Scaling
<u>SAC099</u>	SSAC Response to the ICANN Internationalized Domain Name (IDN) Guidelines Working Group
<u>SAC098</u>	The Security, Stability, and Resiliency of the DNS Review (SSR2)

In addition, the SSAC held workshops, in coordination with the [Internet Society Deploy360 Program](#), on DNS Security Extensions (DNSSEC) at ICANN60, ICANN61, and ICANN62. The DNSSEC Workshop has been a part of ICANN Public Meetings for several years and has provided a forum for both experienced and new people to meet, present, and discuss current and future DNSSEC deployments.



CUSTOMER STANDING COMMITTEE (CSC)

The Customer Standing Committee (CSC) was established as a result of the revised ICANN Bylaws. The mission of this new committee is to ensure continued satisfactory performance of the IANA naming function for the direct customers of the naming services. The CSC achieves its mission by monitoring PTI's performance of the IANA naming function against the service level expectations in the IANA Naming Function Contract. The CSC analyzes performance reports provided by PTI and publishes its findings every month.

[📖 READ the monthly reports.](#)

The committee comprises four members – two appointed by the ccNSO and two by the registry stakeholder group (RySG). It also has liaisons appointed by other groups with a direct interest in the performance of the IANA naming function. Byron Holland from the Canadian Internet Registration Authority serves as the Chair.

During FY18, the Charter of the Committee was reviewed and updated.

[📖 EXPLORE MORE information about the work of the CSC.](#)

ROOT ZONE EVOLUTION REVIEW COMMITTEE (RZERC)

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

In April 2018, the RZERC received its first request for feedback and will be working to respond to the request and provide input on the proposed Root Zone Management Evolution Study.

[📖 READ the RZERC's correspondence.](#)

MULTISTAKEHOLDER ETHOS AWARD 2018



Stéphane Van Gelder's wife, Julie Talfournier Van Gelder, and Cherine Chalaby at the award ceremony.



Stéphane Van Gelder

This year, the community selection panel posthumously recognized a long-time member of the ICANN community: **Stéphane Van Gelder**. The annual award was created in 2014 to recognize ICANN participants who have demonstrated deep commitment to consensus-based solutions and ICANN's multistakeholder model of Internet governance. The award was presented at ICANN62 in Panama City to Stéphane's wife Julie Talfournier Van Gelder.

FINANCIAL OVERVIEW

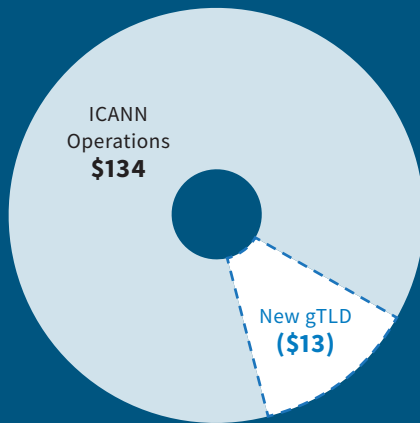
1 July 2017-30 June 2018

REVIEW the ICANN Consolidated Audited Financial Report.

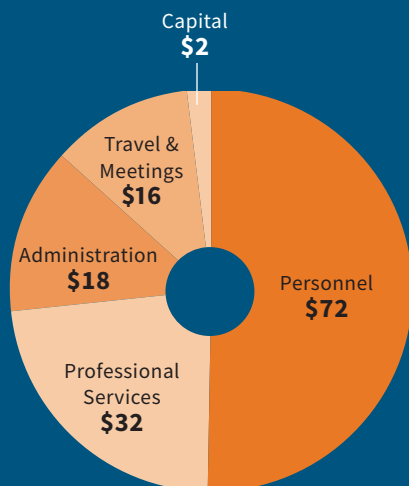
Note: Arithmetical inconsistencies and discrepancies in the figures in the FY18 Annual Report compared to the FY18 Audited Financial Report are the result of rounding to the next million.

FY18 Consolidated Financial Highlights (in millions USD) (Unaudited)

Funding (Support and Revenue) \$121



ICANN operations funding is \$134 million and consists of funding from the number of domain registrations collected from registrants through registries and registrars, and annual fixed fees collected from the number of parties under contract with ICANN. About 2 percent of ICANN operations funding consists of contributions and sponsorships. The New gTLD Program is a \$360-million, multiyear program to create new top-level domains. The program is fully funded through application fees collected in 2012, for which funding is recognized as the application evaluation work progresses and fees become non-refundable. Funding from new gTLD Auction Proceeds is (\$13) million due to a cumulative adjustment to the new gTLD application fees recognized in revenue as of 30 June 2018. In accordance with the revenue recognition policy of the New gTLD Program, ICANN org periodically reviews the total estimated costs of the program. During the year end 30 June 2018, ICANN org estimated that the New gTLD Program would extend until 2020. The change in accounting estimate was recorded prospectively and impacts the rate of recognition of the application fees.



Total Cash Expenses (excludes depreciation and bad debt) \$140

ICANN’s main expense is personnel costs, corresponding to an average of 397 employees during the course of FY18 and representing 52 percent of cash expenses. Travel and meeting costs include the costs of travel, lodging and venue rental for various meetings, and represent 11 percent of cash expenses. Professional services represent 23 percent of cash expenses and primarily include contractor services, legal fees, and language services for transcription, translation, and interpretation. Administration costs represent 13 percent of cash expenses and primarily include rent and other facilities costs for all ICANN locations, and network and telecommunication costs.

Capital costs represent 1 percent of cash expenses and primarily include IT infrastructure and security improvements. Total expenses include approximately \$1.3 million in costs for the IANA stewardship transition initiative. This initiative supports NTIA’s request for ICANN to convene an inclusive, global discussion to determine a process for transitioning the stewardship of the IANA functions to the multistakeholder community.

Consolidated Funds under Management (in millions USD) (Unaudited)

\$454

As of June 2018, ICANN managed a total of \$454 million in funds. The Operating Fund is the cash on hand used to fund ICANN’s day-to-day operations. The Operating Fund is used to collect revenues and to fund the payment of employees, suppliers, and other third parties. The Operating Fund contains enough funds to cover ICANN’s expected expenditures for three months. Periodically, any funds in excess of three months are transferred to the Reserve Fund. The Operating Fund decreased between June 2017 and June 2018 primarily due to a transfer of \$5M to the Reserve Fund.

The Reserve Fund is held by ICANN for contingent expenses resulting from any unexpected events or economic uncertainties. It supports the financial stability of the organization.

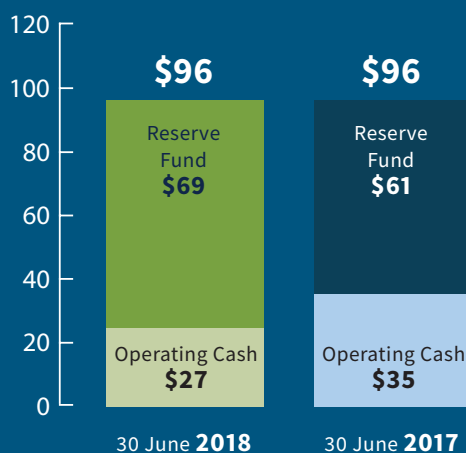
The Reserve Fund is invested as per the ICANN Investment Policy, and is under the custody and management of State Street Global Advisors. The returns generated through the investment of the funds are fully reinvested within the Reserve Fund. The Reserve Fund increased between

June 2017 and June 2018 primarily due to the \$5M transfer from the Operating fund (noted above) and appreciation in the market value of investments.

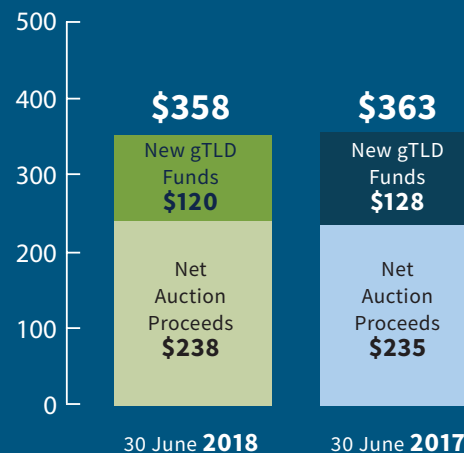
The New gTLD Program funds result from the unspent funds collected from the program applicants. These funds were collected mainly between January and June 2012 and are used exclusively to pay for expenses related to the New gTLD Program. The new gTLD unspent funds are invested as per the New gTLD Investment Policy, and are under the shared custody and management of Northern Trust, US Bank, and Deutsche Bank. The New gTLD Program funds have decreased since June 2015 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.

ICANN collected Net Auction Proceeds of \$238M by 30 June 2018. The proceeds result from the auctions that ICANN offers as a last-resort mechanism for resolving string contention under the New gTLD Program.

**ICANN Operations
Cash/Operating Reserve Funds**



**New Auction Proceeds
New gTLD Funds**



Cash Flow Synopsis (in millions USD) (Unaudited)

Cash flow for ICANN operations on a recurring basis consist of the collection of fees and contributions from contracted parties and other contributors, payroll payments and payments to vendors for operating and capital expenses. During its fiscal year 2018, ICANN Operations cash flows also included approximately \$1.3 million in costs for the IANA stewardship transition initiative. During its fiscal year 2018, ICANN continued with the Initial and Extended Evaluation, Predelegation testing, and contracting phases

of the New gTLD Program. The disbursements to vendors during this fiscal year of \$66 million include those related to the New gTLD Program for approximately \$8 million and refunds to applicants of \$2 million. The proceeds result from the auctions that ICANN offers as a last-resort mechanism for resolving string contention under the New gTLD Program.



Consolidated Statement of Financial Position (in millions USD) (Extract) (Unaudited)

Assets	30 June 2018	30 June 2017
Cash & Cash Equivalents	\$ 32	\$107
Investments	422	352
Receivables	34	40
Capital & Other Assets	18	21
Total Assets	\$ 506	\$ 520

Liabilities	30 June 2018	30 June 2017
Accrued Payable & Accrued Liabilities	\$ 18	\$19
Deferred Revenue	37	26
Total Liabilities	55	45
Unrestricted Net Assets	451	475
Total Liabilities & Net Assets	\$ 506	\$ 520

The decrease of total assets reflects proceeds received during the fiscal year, partially offset by cash spent to support the overall growth of the organization and the progress of the New gTLD Program. In addition, there was a charge for bad debt incurred due to the dissolution of a registrar.

The increase in Deferred Revenue from June 2017 to June 2018 is driven by the New gTLD revenue recognized during the period, and by the fees refunded for applications withdrawn. The application fees collected are recognized as revenue as the program evaluation progresses and fees become non-refundable.

Consolidated Statement of Activities (in millions USD) (Extract) (Unaudited)

Unrestricted Support & Revenue (Funding)	30 June 2018	30 June 2017
Registry	\$ 83	\$84
Registrar	47	47
Contributions	4	3
Auction Proceeds	-	135
Revenues from gTLD Application Fees	-	21
New gTLD Application Fees Cumulative Adjustment	(13)	-
Total Support & Revenue	\$ 121	\$ 290

Expenses

Personnel	\$ 72	\$66
Travel & Meetings	16	19
Professional Services	32	42
Administration	26	28
Total Expenses	\$ 146	\$ 155

Other Income

Total Other Income	\$ 1	\$6
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Change in Net Assets

Change in Net Assets	\$ (24)	\$141
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Unrestricted Net Assets

Beginning of Year	\$ 475	\$334
End of Year	451	475

During the fiscal year 2018, the Total Support and Revenue decreased as compared to the previous year mainly as a result of the Auction Proceeds for the New gTLD Program for \$135 million as well as the portion of the new gTLD application fees recognized in revenue, for \$21 million. Revenues for the New gTLD Program are recognized as the application evaluation work has progressed and fees become non-refundable. The Total Expenses have decreased year-on-year as a result of the organization taking action to reduce costs.

Delivering FY18 Strategic Objectives and Goals

[READ MORE](#)


1 Evolve and Further Globalize ICANN

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

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

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

3 Advance Organizational, Technological, and Operational Excellence

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

4 Promote ICANN's Role and Multistakeholder Approach

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

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

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

STRATEGIC OBJECTIVE 1

Evolve and Further Globalize ICANN

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

1.1 Further Globalize and Regionalize ICANN Functions

Raising Stakeholder Awareness of ICANN Across the World

The org's Global Stakeholder Engagement (GSE) team leads engagement and outreach with stakeholders in support of ICANN's Mission. In FY18, GSE continued to deliver on ICANN's Commitments and Core Values to ensure broad, informed participation reflecting the functional, geographic, and cultural diversity of the Internet.

During FY18, GSE formalized its Engagement Measurement and Planning function that is responsible for capturing data on engagement activities. This function allows the org to improve engagement planning based on measurements that determine how efforts can better support community stakeholders in actively participating in ICANN's technical and policy work.

GSE initiated a training program with the org's Office of the Chief Technical Officer (OCTO) to deepen technical knowledge within the org. This training enables the org to support community requests for technical briefings, education, and awareness activities on topics within ICANN's remit.

📖 [READ MORE about ICANN's stakeholder engagement efforts.](#)

Global Language Services



In FY18, the org's Language Services team focused on developing its knowledge base to improve translation and publishing processes and to support the org's content management and publishing infrastructure projects. As a result of this ongoing work, the team enabled translation support for additional web publishing formats to reduce manual processing and layout work.

Following a Request for Proposals for Real-Time-Transcription (RTT) services – also known as scribing – the org worked with new vendors to add additional RTT capacity, improve service delivery, and create cost savings. This change allows the org to continue to provide this important service, while meeting budget expectations.

The org continues to work on extending support for languages other than the six United Nation official languages through the "ICANN in Your Language" initiative. This joint effort with the community is guided through Memorandums of Understanding (MoUs) that result in the localization and translation of ICANN materials into languages not currently supported by the org.



In addition to its core functions, Language Services:

- Translated process flows, descriptions, and webpages for the Process Documentation Initiative.
- Supported the GAC website project with underlying multilingual support and translation of key content.
- Provided support for ITI, including the translation of the multilingual ICANN **Acronyms and Terms feature**.
- Updated engagement materials for both org and community regional meetings.
- Participated in the selection of a new ICANN Learn platform and translated upcoming courses.

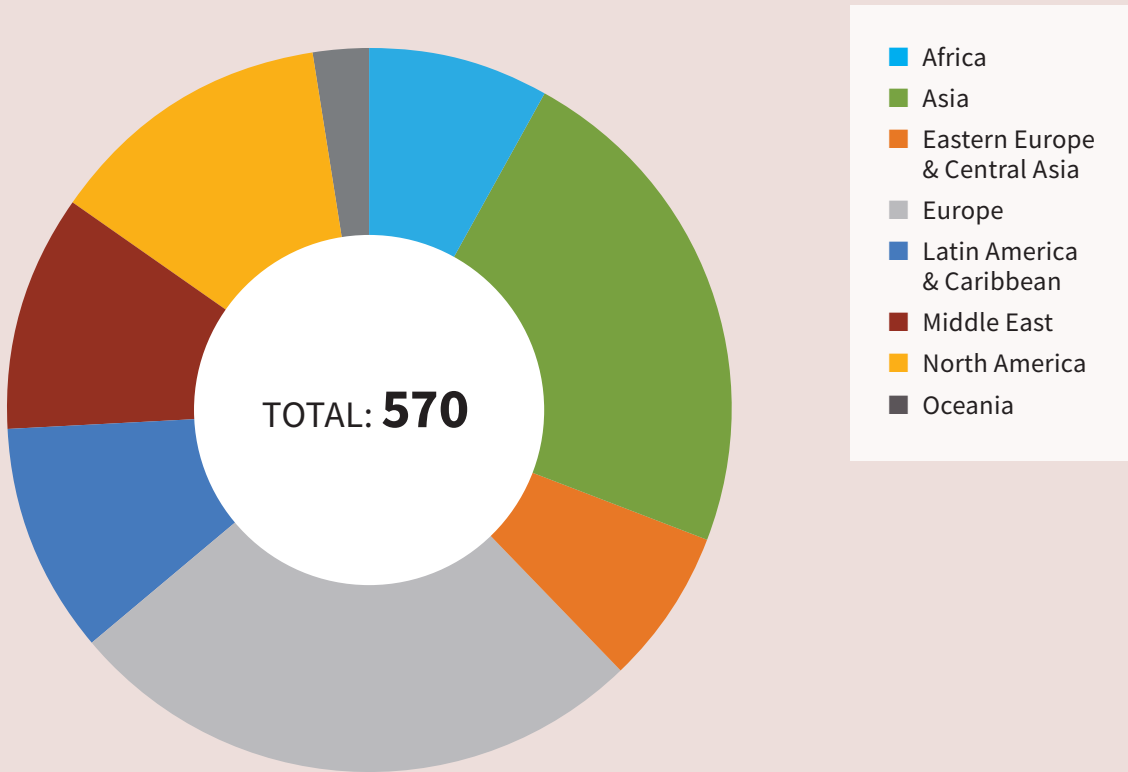




1.2 Bring ICANN to the World by Creating a Balanced and Proactive Approach to Regional Engagement with Stakeholders

GSE consists of nine regional and functional areas, covering Africa, Asia, Eastern Europe and Central Asia, Europe, Latin America and Caribbean, Middle East, North America, Oceania, and GSE Executive. In FY18, the team was comprised of 32 staff members across all ICANN regions.

FY18 Speaking Engagements by Region





Africa



FIVE YEARS OF ENGAGEMENT THROUGH THE AFRICA STRATEGY

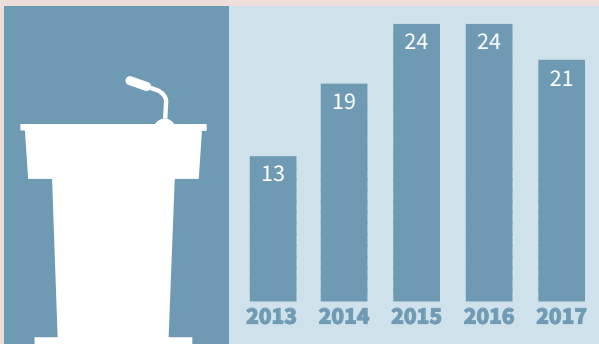
Org engagement on the African continent is guided by the community-driven ICANN Africa Strategy. The strategy focuses on increasing ICANN participation and on supporting the growth of the region’s domain name industry through stakeholder capacity building efforts. 2018 marked the fifth year of the ICANN Africa Strategy. To recognize this milestone, the org released a blog to chart outreach efforts and activities over the past five years.

[READ the blog: Implementing ICANN’s Africa Strategy since 2013: An Overview in Numbers.](#)

KEY FY18 ENGAGEMENT EFFORTS

The org’s Africa engagement team connected with stakeholders to raise awareness around the recent changes prompted by the IANA stewardship transition, including the new ICANN Bylaws and the Empowered Community.

REGIONAL EVENTS





The org supported, sponsored, or participated in key events, including:

- **Africa Internet Summit (AIS)** (April, May 2018), Dakar, Senegal
 - › **ICANN Day:** ICANN Day has become a signature day at AIS, dedicated to introducing the community and newcomers to current work at ICANN.
 - › **ICANN Governmental Advisory Committee (GAC) Capacity Building Workshop:** This edition – co-organized with the L'Organisation Internationale de la Francophonie (OIF) – focused on awareness raising and capacity building amongst the African GAC representatives so that they can more effectively participate and contribute to ICANN policymaking.
- **5th Africa DNS Forum (July 2017), Dar es Salam, Tanzania** – The forum identifies key national and cross-border issues that continue to challenge the growth of the domain name industry.

REGIONAL MEDIA COVERAGE

Learn more about the work of the org's Africa Team with these media highlights:

- **ICANN Empowers Youths to Expand their Commitment**, The North Africa Post (2018)
- **“We are working to make the Internet one, interoperable and secure,” Pierre Dandjinou, ICANN Vice President for Africa**, Le Faso (2017) [French]
- **Getting Africa Online, Interview with Pierre Dandjinou**, Chinafrica (2017)
- **Dakar: ICANN and OIF want to help Africa not miss the “Digital Revolution.”** PressAfrik (2018) [French]
- **5th Africa DNS Forum**, Hood TV-Habari (2017)



Asia Pacific



FOUR YEARS OF THE ICANN APAC REGIONAL OFFICE

In August 2017, the APAC regional office celebrated four years of supporting the region and published a report, available in [English](#), [Chinese](#), and [Japanese](#).



FY18 ENGAGEMENT HIGHLIGHTS

The org’s Asia Pacific (APAC) team focused on facilitating enhanced participation from the community. While regional community presence in ICANN has grown, with half of the world’s Internet users coming from this region, more representation and participation is needed.



Six APAC Space sessions were attended by 252 people. These are platforms for APAC community members to discuss and coordinate activities relating to regional participation in ICANN's work. APAC Space is held in person at ICANN Public Meetings or via web conference.

The regional office conducted 20 training and capacity development workshops in 17 markets, involving more than 700 participants.

In furtherance of ICANN's Mission, the region saw the deployment of two ICANN-Managed Root Server instances in Sri Lanka and Fiji. Bhutan (.BT) deployed DNSSEC and Hong Kong officially launched DNSSEC for .HK.

Some of the key achievements in FY18 included:

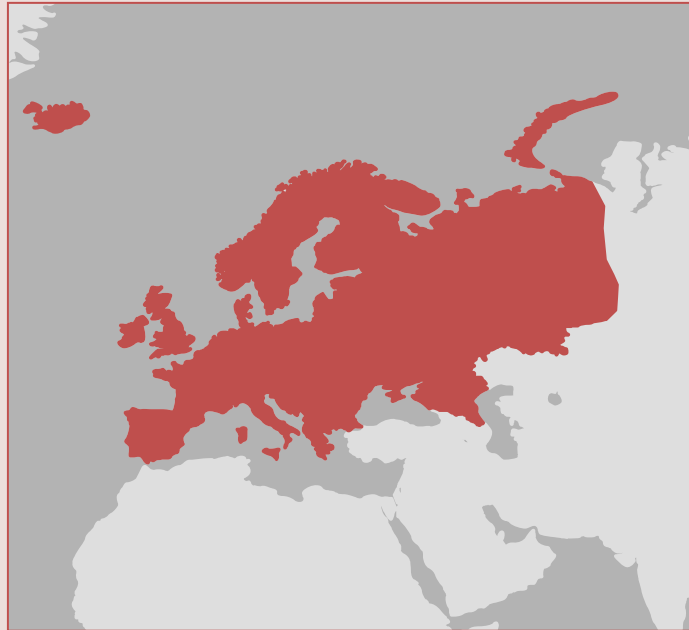
- Participating in eight post-ICANN Public Meeting readouts in China, India, and Japan attended by 282 participants. Readouts are organized by local community members for people who were unable to attend ICANN Public Meetings.
- Organizing youth engagement programs such as the Asia Pacific Internet Governance Academy (APIGA). This five-day Internet governance capacity building program attracted 42 young people. Four of them proceeded to participate in ICANN, while others advanced to participate in the Internet Engineering Task Force (IETF) and Asia Pacific Internet Governance Forum (APrIGF).
- Continuously engaging with governments through regular outreach. In FY18, Bangladesh and Myanmar became GAC members. In February 2018, 20 GAC representatives attended a GAC Underserved Regions Working Group Workshop in Nepal.
- Participating in regional Internet Governance Forums (IGFs), including APrIGF and Pacific IGF, and regional Internet events like Asia Pacific Top Level Domain Associate (APTLD), Asia Pacific Regional Internet Conference on Operational Technologies (APRICOT), and the Network Operators' Group (NOG).
- Engaging with contracted parties in eight locations throughout the region via regular outreach, participation in industry events, and conducting capacity development workshops with the org's Contractual Compliance team.

REGIONAL MEDIA COVERAGE

Media outreach was conducted in five markets, garnering over 120 media mentions or news articles. Notable media coverage included:

- **Chinese Internet companies need to play bigger role in Internet rules**, China Daily (2018)
- **Is our domain name system more secure?** Guangming Daily [光明日报] [Chinese] (2018)
- **Media briefing with Champika Wiyajatunga and Sarmad Hussein**, Sri Lanka Mirror [Sinhala] (2017)
- **ICANN will replace Internet Domain Name System (DNS) encryption key for the first time**, Xinhua News [新华网] [Chinese] (2017)

Europe



MILESTONES, TRAININGS, AND EVENTS IN EUROPE

The org's European engagement efforts continued with a sustained stream of awareness raising activities in countries throughout the region. The European Union's GDPR was a central focus of engagement activities.

Representatives from the org attended a series of successful Internet Governance Forums (IGFs). The **IGF** is a forum for multistakeholder dialogue on public policy issues related Internet governance issues. The United Nations Secretary-General formally announced the establishment of the IGF in July 2006 and the first meeting was convened in October/November 2006. In FY18, org participation at IGFs included the well-established regional IGF called the European Dialogue on Internet Governance (EuroDIG) and the rapidly strengthening South Eastern Europe Dialogue on Internet Governance (SEEDIG). The IGFs drew hundreds of people from across the region and discussions explored Internet governance issues and developments at ICANN.

Part of the org's European efforts focused on capacity building amongst the ICANN community and newcomers to support effective participation in policy discussions and technical collaboration. The org established capacity development efforts in a new format of in-depth training days, including:

- **Training Seminar for Registrars** on the sideline of a major industry conference in Munich in February 2018.
- Training Seminar for private sector stakeholders, co-organized by the org with the French Ministry of Foreign Affairs.

A milestone was reached with the signing of a Memorandum of Understanding (MoU) between ICANN and GSMA during the Mobile World Congress. The MoU enhances collaboration and raises awareness about Internet governance issues that are of common interest to both organizations and their respective communities.

REGIONAL MEDIA COVERAGE

Media highlights for the region included:

- **GSMA and ICANN Sign Memorandum of Understanding at GSMA Mobile World Congress**, elEconomista.es, 2018 [Spanish]
- **“The ability to easily attack small businesses - a scandal”**, PC.co.il (2017) [Hebrew]
- **EU data laws risk aiding cyber criminals, internet body warns**, The Telegraph (2018)
- **“EuroDig 2018” was officially opened in Tbilisi**, Imedinews (2018) [Georgian]

Eastern Europe and Central Asia



CREATING DEEPER ENGAGEMENT IN EECA

The org's Eastern Europe and Central Asia (EECA) team focused on issues of key interest to the EECA community, including DNS security, stability, and integrity of the root server system as well as building and maintaining trust in ICANN, its core technical mission, and resources.

The team concentrated engagement efforts on regional priorities including work to establish constructive relations with governments in the region and increasing community participation in the global ICANN community.

Regional activities and participation in events aimed at creating deeper engagement opportunities and will form the basis of the regional agenda for the coming years. These included:

- › The second **Eastern European DNS Forum in Minsk** in October 2017.
- › In December 2017, ICANN and Ministry of Transport, Communication, and Information Technologies of the Republic of Armenia signed an MoU during the Global IGF. This memorandum establishes the basis for long-term engagement with the Armenian government and is the result of years of successful cooperation with the registries (.am, IDN ["hye"] - both run by ISOC Armenia) and the broader Armenian Internet community.
- › In May 2018, ICANN conducted a high-level delegation visit to Russia. This was the org's first high-level visit to Russia in over five years and was Göran Marby's first visit to the EECA region as ICANN President & CEO. The delegation learned first-hand about the community's priorities and discussed how to foster local participation in ICANN.

This year, there was an increased demand for training in Security, Stability, and Resiliency (SSR) and the org focused on delivering training sessions to meet stakeholder needs. In FY18, well-received training was held in Belarus, Georgia, and Ukraine.

REGIONAL MEDIA COVERAGE

Media coverage for the region included:

- **Interview with Alexandra Kulikova at Georgia IGF**, Imedia TV (2017) [Georgian]
- **Alexandra Kulikova, ICANN: the multistakeholder model will have to prove its effectiveness by its work**, (2017) [Russian]
- **Interview with Alexandra Kulikova on KSK Postponement and participation at ICANN, Deutsche Welle - Russia, (2017) [Russian]**
- **Interview with Alexandra Kulikova, ICANN: Kazakhstan's voice is poorly heard in the ICANN community** (2017) [Russian]
- **"The law will have an impact on 50 million domain names" ICANN Head Göran Marby - on how the new EU Regulation will protect personal data**, Kommersant (2018) [Russian]

Latin America and Caribbean Islands (LAC)



LAC PARTICIPATION CONTINUES TO GROW

Participation from the LAC region in ICANN's processes steadily increased. At the end of the fiscal year, a total of 66 community members from the LAC region participated in various Advisory Committees (ACs) and another 94 participated in the Supporting Organizations (SOs). More than 650 LAC community members received training and participated in the region's activities during FY18. These activities included online seminars and informative sessions, LAC Space during ICANN Public Meetings, and four LAC-i-Roadshows in Chile, Guyana, Panama, and Peru.

ICANN'S BOARD HOSTS ITS WORKSHOP IN MONTEVIDEO AND PARTICIPATES IN LACNIC'S 15TH ANNIVERSARY CELEBRATION

In September 2017, the Board and Executive Team held a Board workshop at ICANN's regional office in Montevideo, Uruguay. They also participated in the celebration of LACNIC's 15th anniversary.

📖 [READ Göran Marby and Steve Crocker's blog on these celebrations.](#)

THE VIRTUAL DNS ENTREPRENEURSHIP CENTER OF THE CARIBBEAN: AN INITIATIVE THAT ENCOURAGES CARIBBEAN ENTREPRENEURS' PARTICIPATION IN THE DIGITAL SPACE

With the org's support as one of its partners, the new Virtual DNS Entrepreneurship Center of the Caribbean (VDECC) launched on 19 February 2018 in Trinidad and Tobago. VDECC is a capacity-building center for Caribbean Entrepreneurs. It serves as a knowledge and networking resource for digital business opportunities tailored to the Caribbean region.

REGIONAL MEDIA COVERAGE

Media coverage about the org's regional activities and ICANN policy developments was particularly strong in the LAC region during this year. The region has a media repository both in **Spanish** and **Portuguese** and has reached a total of 4,500 views. There were more than 80 stories on different developments at ICANN. ICANN62 in Panama was a central focus of media coverage and news about the ICANN Public Meeting featured in key Panamanian television, radio, and newspaper outlets.

- **Panamá reúne a líderes en dominios de la Internet**, La Estrella de Panamá (2018) [Spanish]
- **Panamá Digital: Expertos abordarán políticas de internet en la capital panameña**, Eco News TV (2018)



📖 [READ about the region's achievements and other regional highlights on the 2017 LAC Year in Review Report.](#)



Photo of the org's LAC team in Panama. ICANN62 was the first Policy Forum to be held in the LAC region.

Middle East



SURVEYING THE REGION

The Middle East stakeholder engagement team continued its efforts to support ICANN's goal of maintaining a secure, stable, and resilient DNS infrastructure in the Middle East and Adjoining Countries (MEAC) region. Based on ICANN's Middle East Strategy, efforts focused on assessing the needs of the community in order to better serve its participants.

Five surveys to assess the region's needs were held in FY18:

- GAC members in the Middle East.
- Regional ccTLDs and IDN ccTLD Registries.
- Engagement in the work of the GNSO by regional stakeholders.
- The Middle East DNS Forum.
- Assessment of regional engagement satisfaction levels.

The org also commissioned a study entitled **“Accelerating the Digital Economy in the MENAT Region”** to identify the dynamics of the current digital economy and recommend points of development in the Middle East, North Africa, and Turkey (MENAT).

ENGAGEMENT EVENTS

Engagement and Outreach



FY18 events in the region included:

- ICANN60 in Abu Dhabi was the first time an ICANN Public Meeting took place in the Gulf Region.
- The **5th Middle East DNS Forum** took place in Ankara, Turkey.
- Several workshops and trainings, mainly for academia, were held across the region.

[READ MORE about these activities on the MEAC Strategy Work Group page.](#)

REGIONAL MEDIA COVERAGE

In FY18, org engagement efforts resulted in coverage in a number of publications, including:

- Internet penetration in Middle East tripled in 8 years, Gulf News (2017)
- **Everything will depend on mobiles in the future**, Anadolu Agency (2017) [Turkish]
- **When will the key change of the Internet take place? (Baher Esmat interview, Turkey)** NTV (2018) [Turkish]
- **“No one body has absolute control over the Internet,”** Anadolu Agency (2018) [Turkish]

[LEARN MORE about the work in the Middle East in the FY18 Review.](#)

North America



STRENGTHENING NORTH AMERICAN ENGAGEMENT AND PARTICIPATION

The past year has been notable due to an expansion and strengthening of the volunteer network in this region. This is a direct result of strong regional collaboration between the org and the community.

FY18 marked the launch of the **North America Engagement Strategy**. This is the first time an engagement plan for the region has been developed in a bottom-up manner by the community. The process involved community webinars and a strategy session at ICANN61. Representatives of nearly every Supporting Organization and Advisory Committee were in attendance.

ENGAGEMENT HIGHLIGHTS

The North America stakeholder engagement team sponsored, facilitated, or attended events and workshops across the region, including;

- Hundreds gathered in Washington, D.C., in July 2017, for the Internet Governance Forum-U.S.A. Former ICANN Board Chair, Vint Cerf, delivered the keynote address. It included panel discussions on topics ranging from Internet fragmentation to the Internet of Things. This marks the fifth year that the org has supported IGF-USA.
- The first-ever North America School of Internet Governance was launched in Puerto Rico just prior to ICANN61. In the course of two days, 35 students heard 16 presentations from 19 faculty members and speakers while engaging in robust discussions and knowledge sharing.
- ICANN had a strong presence at RightsCon, the annual digital rights conference. The Non-Commercial Users Constituency (NCUC), Non-Commercial Stakeholders Group (NCSG), and At-Large communities were featured at the Toronto meeting. This included community-led panel discussions and a conference booth.
- The org continued to team with the North America community on ICANN Public Meeting readouts. These sessions gathered stakeholders from local communities, such as New York, Ottawa, and the San Francisco Bay Area. Co-hosted with At-Large Structures and ISOC Chapters, these sessions provided an opportunity to discuss ICANN policy issues in an informal setting.

REGIONAL MEDIA COVERAGE

Outreach to major North American and global news media, as well as smaller and local outlets, led to a broad range of reporting on the GDPR/WHOIS issue. This coverage includes:

- **As EU privacy law looms, debate swirls on cybersecurity impact**, Agence France-Presse (AFP) (2018).
- **Weighing Privacy vs. Security for the Internet’s Address Book**, Wired (2018).
- **U.S., Tech Firms Warn Against Internet Monitor’s Privacy Tightening**, Wall Street Journal (2018).
- **GDPR, ICANN, and Registrar WHOIS**, CircleID (2018).

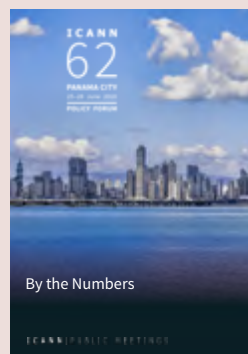
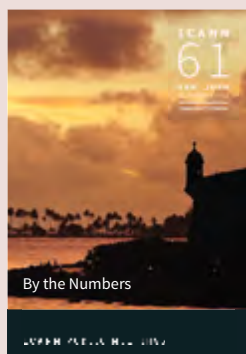
Meeting Services

DATA DRIVEN MEETING EVOLUTION

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

ICANN Public Meetings must innovate, adapt, and evolve to meet their purpose, the needs of the community, and the ever-changing global landscape. One of the challenges that conference organizers face is to improve the conference, meeting after meeting, and maximize attendees’ engagement and satisfaction. Meeting data is essential for this process. The org publishes By the Numbers Reports, summarizing the metrics and data of each Public Meeting. This data provides reliable information on what attendees want, what the org is doing well, and where it has opportunities to improve. By leveraging this data, the org can continue to be responsive to the needs of its community with a stable and transparent approach.

📖 **EXPLORE the By the Numbers Reports.**



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

Advancing Policy and Advice Development

OPEN AND TRANSPARENT POLICY MAKING SUPPORT

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

ICANN employs open and transparent policy development mechanisms that promote well-informed, community-led decisions. They take into account expert advice and operational issues. The mechanisms also facilitate collaboration with the global entities most affected by policy development.

Policy recommendations are developed and refined by the community through its three Supporting Organizations (SOs) and guided by advice from the four Advisory Committees (ACs). All are composed of volunteers from across the world in a bottom-up, open, and transparent process.

POLICY FORUM



ICANN62 marked ICANN's third Policy Forum. The focus of the Policy Forum is to advance ongoing policy development and advisory work and further cross-community engagement. The Policy Forum was created as part of the ICANN Meeting Strategy implemented in 2016. ICANN's SOs and ACs took the lead in organizing the program. The Policy Development Support team supported more than 200 sessions.

EMPOWERED COMMUNITY

The org's Policy Development Support team assisted the community to facilitate the work of the new Empowered Community while working to ensure that its mechanisms are as effective and transparent as possible. The Empowered Community comprises the ASO, ccNSO, GNSO, ALAC, and GAC, which can enforce specific community powers described in the Bylaws.

[📖 READ MORE about Empowered Community.](#)

COMMUNICATIONS

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



[📖 EXPLORE the reports.](#)

STRATEGIC OBJECTIVE 2

Support a Healthy, Stable, and Resilient Unique Identifier Ecosystem

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

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

Delivering IANA Services through Public Technical Identifiers (PTI)

PTI | An ICANN Affiliate

Through its affiliate Public Technical Identifiers (PTI), the org continued to deliver the IANA services while achieving high levels of customer satisfaction to its user communities. After over 18 months of operations following the IANA stewardship transition, the new oversight bodies and processes have performed well in tracking and providing feedback on service delivery. Key achievements have included:

- Consistent recognition of satisfactory performance by the Customer Standing Committee (CSC).
- A successful first annual review of performance of the IANA numbering service by the IANA Review Committee.
- 100 percent adherence to Internet Engineering Task Force (IETF) defined Service Level Agreements (SLAs).
- High ratings in the annual customer survey.

In addition to community evaluation, PTI commissioned two comprehensive third-party Service Organization Control (SOC) audits. These confirmed appropriate controls were in place for the key systems that deliver the IANA services.

📖 [READ the SOC Project Overview.](#)

Enhancing PTI

ICANN org and PTI have invested in enhancing PTI's systems to support its future growth and to further improve its service delivery. During FY18, PTI established its first in-house development team for IANA services to allow for a focus on building a next-generation technical platform to support PTI's product road map.

One of the two key areas of its development efforts included building the infrastructure to create a comprehensive management system for the protocol parameter registries that PTI maintains in service of the IETF community. The initial phase of this multiyear effort focused on comprehensive analysis of the registries, which span thousands of unique protocol applications. The first phase will also include prototyping service revisions for discussion with affected communities.

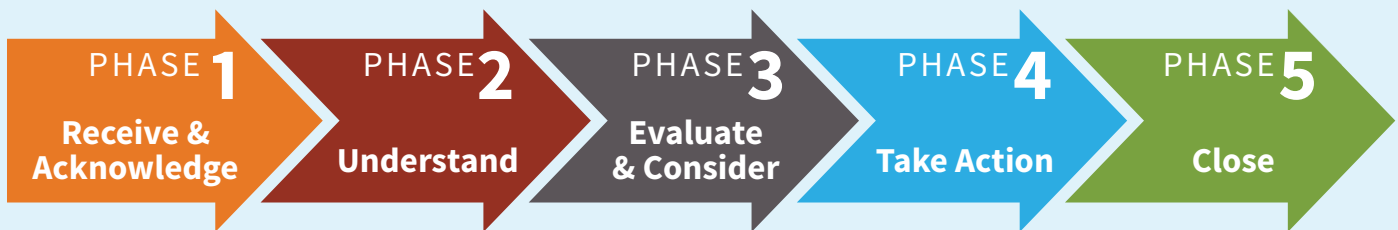
The second key area is the continued refinement of the root zone management functions, with a comprehensive refresh of the underlying technology to support future community needs. This work includes providing improved management interfaces to support operators with large portfolios of TLDs, as well as designing a new authorization model that provides TLD operators with greater flexibility in how to configure and manage their TLDs.

Developing the Action Request Register (ARR)

The org developed the Action Request Register (ARR) process framework to manage community requests to the Board and org in a consistent, efficient, and transparent manner. Centralized processes were implemented for the ARR to accommodate advice to the Board from ICANN's Advisory Committees. During FY18, the Action Request Register was expanded to include advice from the GAC, as well as **correspondence** to the Board and org.

In FY18, the Board received 19 advisories related to ALAC, GAC, RSSAC, and SSAC advice. This translates to over 63 pieces of individual advice. Of these, 43 required action from the Board and 20 were statements or informational advisories that do not contain a specific recommendation for the Board.

Each individual advice item requiring action follows the five-phase framework:



During FY18, the org also processed nearly 150 items of correspondence directed to the Board or org using the ARR process framework.

The org publishes monthly statistics with detailed reports on the status of ALAC, RSSAC, and SSAC advice. It continues to develop better coordination tools to track advice, recommendations, and correspondence. In FY19, the org will explore ways that the ARR can support additional ICANN community requests such as Review Team and Working Group recommendations to the Board.

📖 [EXPLORE the ARR monthly statistics.](#)

Global Domains Division (GDD) Operations

In the first quarter of FY18, the Naming Services portal was released for registries. Version 1.0 provided streamlined workflows for registry operators with integrated web forms for data entry. The implementation of service-specific processes into the Naming Services portal provides better transparency of contracted party requests, as well as a simplified and streamlined user experience.

THROUGHOUT THE YEAR, A TOTAL OF

7

REGISTRY AGREEMENT TERMINATIONS WERE PROCESSED,

43

REGISTRY EVALUATION SERVICE POLICY (RSEP) REQUESTS WERE APPROVED, AND

303

REGISTRY AGREEMENT ASSIGNMENTS WERE COMPLETED.

9

TLDS WERE REMOVED FROM THE ROOT IN FY18 AS A RESULT OF REGISTRY AGREEMENT TERMINATIONS,

LEAVING A TOTAL OF

1,233

GTLDs IN THE ROOT.

In March 2018, the Naming Services portal was extended to registrars. Registrar Naming Services portal version 1.0 provides registrar primary contacts and family group administrator access to the Naming Services portal, along with limited read-only access to ICANN Contractual Compliance ticket information.

OVER THE COURSE OF THE YEAR,

46

REGISTRARS WERE ACCREDITED,

531

REGISTRARS WERE TERMINATED,

765

PRIMARY CONTACT UPDATES WERE COMPLETED, AND

77

ASSIGNMENTS, MERGERS AND ACQUISITIONS WERE PROCESSED.

THE AVERAGE REGISTRAR ACCREDITATION APPLICATION PROCESSING TIME WAS REDUCED FROM

117 DAYS

IN FY17 TO

93 DAYS

IN FY18.

THERE WERE

2,467

REGISTRARS ACCREDITED AS OF THE END OF FY18.

In December 2017, ICANN designated an emergency interim registry operator for a gTLD through the Emergency Back-End Registry Operator (EBERO) program. EBERO is designed to be activated should a registry operator require assistance to sustain critical registry functions for a period of time. The primary concern of the EBERO program is to protect registrants by ensuring that the five critical registry functions are available. ICANN's goal is to have the emergency event resolved as soon as possible.

In May 2018, ICANN designated DENIC eG as a new data escrow agent in Europe. This addition increases the scale of the org's data escrow program. The purpose of the data escrow program is to ensure that domain name registrations by registrants can be reconstituted in the event of a registry operator or registrar failure or termination.



Global Customer Support

The Global Support Center (GSC) completed an exercise to gather and analyze data that assisted in defining new and improved Service Level Targets that will be implemented in first half of FY19. The GSC team supported the implementation of the Naming Services portal, including a contact data cleanup effort and support for the credentialing process for portal users post launch.

During the fiscal year, the GSC team fielded and resolved over 16,800 cases for registrants, contracted parties, New gTLD Program applicants, and Internet end users. The GSC team enhanced its internal Quality Assurance process and new hire training program. These enhancements resulted in overall improvements in the quality of service delivery.

Quality scores for phone inquiries and case management were respectively 97 and 98 out of a possible 100, surpassing target goals of 90.

In addition, service level targets for responsiveness and case resolution time were met or exceeded. GSC maintained a 3.9 rating on a 5-point scale for overall customer satisfaction for all inquiries, including those from registrants. It also earned a 4.7 rating from contracted parties.

Product Management

The org's Product Management team focused on process improvements in the product life cycle, including a focus on enhancing product requirements gathering, documentation, and reporting.

The team designed the Naming Services portal as a Salesforce-based application to streamline the way contracted parties conduct business with the org. The goal of this platform was to create a more transparent and safer experience, which included increased data security. The resulting portal has community-requested features such as multi-user company access, structured workflows, and case-tracking functionality. The portal's flexible and scalable architecture will allow the org to implement improvements frequently and more efficiently.

ICANN's public facing web properties continue to evolve to support the expanding community. Key developments in FY18 included:

- A substantial backend system upgrade of the GAC website.
 - › Improvements in user experience, search functionality, and translation support.
 - › Generation of Portable Document Formats (PDFs).
- Improved features on <https://icann.org>.
 - › Removing spam on user profiles.
 - › Dynamic drilldowns on the Accountability Indicators.
 - › Building an enhanced HR Careers page.
 - › Work to improve Public Comment functionality.
 - › Foundational development to address data protection and privacy.
- An At-Large Structure application.
 - › This application allows for administration tracking in a single database with a view to improving data stability, efficiency, and transparency.

Registration Directory Services (WHOIS)

Over the course of FY18, a number of important developments took place in relation to the Registration Directory Services (RDS):

- The Board adopted the **Temporary Specification for gTLD Registration Data** to address the GDPR and triggered a Policy Development Process (PDP).
- The org continued to support the work of the RDS Review Team (RDS-WHOIS2), providing briefings and information to inform its work.
- The ongoing **Registry Data Access Protocol (RDAP) pilot** had 12 participants working to define profile(s), Service Level Agreements (SLAs), and reporting requirements.
- Implementation work for the Translation and Transliteration of Contact Information Policy continued. A draft policy document was developed; however, the implementation work cannot be completed until RDAP is implemented as the existing WHOIS protocol does not support IDNs.
- Implementation work for the **Privacy/Proxy Services Accreditation Policy** continued. A draft Accreditation Program and Applicant Guide is being finalized for Public Comment.
- **WHOIS Accuracy Reporting System (ARS) Phase 2 Cycle 4, 5, and 6 reports** were published.
- Board deferred compliance enforcement of the transition from Thin to Thick WHOIS Policy for .COM and .NET to allow additional time for registrars and the registry operator for .COM and .NET, Verisign, to reach agreement on amendments needed to applicable Registry-Registrar Agreements to implement the policy.
- Updates were made to the **whois.icann.org** portal, which provides a WHOIS lookup function as well as information for users about WHOIS.
- Preparation work took place for a review of the Transfer Policy that governs how domain names are transferred between registrars and registrants.

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

Identifier Evolution



The org remains involved in key protocol development bodies such as the Internet Engineering Task Force (IETF) and operations bodies such as the DNS Operations, Analysis, and Research Center (DNS-OARC). The org held its second DNS Symposium in July 2018, in Montreal, Canada, alongside the IETF meeting. The theme of this year's symposium was "Attention, Domain Name System: Your 30-year scheduled maintenance is overdue." The meeting featured a keynote from Paul Mockapetris and notable talks from industry professionals. The speakers reflected on the development of the DNS and discussed charting its future evolution.

In FY18, the org continued work on the **Identifier Technology Health Indicators (ITHI)** project. This project aims to identify and track the health of the Internet via key indicators such as identifier abuse and other mechanisms, which could impact the security, stability, and resiliency of the Internet. The first round of collected data will be presented in FY19.

Technical Reputation

The org remains committed to strengthening its technical reputation in the Internet community. Staff published more than 25 technical articles and blogs, delivered over 100 presentations, and provided more than 40 trainings to communities such as ccTLD registry operators, the public safety and law enforcement community. These trainings included DNSSEC for ccTLDs and other entities. Org staff are active in protocol development bodies, as well as other outreach entities including the United States Telecommunications Training Institute (USTTI), in which the org has a member on the USTTI Board of Directors.

Security, Stability, and Resiliency of Internet Identifiers

The org is committed to fulfilling its role in maintaining the security, stability, and resiliency of Internet identifiers it manages. To support its role, the org has continued to create and maintain key relationships with other Internet ecosystem entities such as ccTLDs, regional Internet registries, as well as other bodies within the core Internet ecosystem. The org has built trusted relationships with members of the public safety community and acts as a subject matter expert or relationship facilitator for activities that involve law enforcement and other governmental agencies.

In FY18, the ICANN Office of the Chief Technology Officer Security, Stability, and Resiliency (OCTO-SSR) team continued refining the **Domain Abuse Activity Reporting (DAAR) project**. DAAR studies and reports on domain name registration and security threat behavior across TLD registries and registrars. DAAR provides statistics to the community in order to facilitate informed policy decisions related to four specific security threats:



PHISHING



MALWARE DISTRIBUTION



BOTNET COMMAND AND CONTROL



SPAM

While this effort has been primarily focused on gTLDs, the org is working to provide a way to open this initiative to ccTLDs interested in participating in the project.

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

New gTLD Program

Work on the New gTLD Program continued in FY18 and key achievements included:

- The completion of eight string contention resolutions – CHARITY, CORP, HOME, INC, LLC, LLP, MAIL, SPORT / SPORTS. As of 30 June 2018, this brings the total of contention sets resolved to 226 out of 234.
- The Board adoption of a resolution to address the remaining 20 applications for HOME, CORP, and MAIL strings.
- The Board adoption of a resolution to provide a refund of \$5,000 to contracted registries or registry operators that paid the one-time Rights Protection Mechanism (RPM) access fee as defined in Section 6.4 of the Registry Agreement (RA). This includes those that have terminated their contracts or whose TLD delegation has been revoked.

FY18 NEW GTLD PROGRAM STATUS

New gTLD Program	Completed in FY18	Cumulative Total	These figures are intended to highlight the work performed through the New gTLD Program
Executed Registry Agreements	5	1246	These two figures include TLDs that have terminated registry agreements prior to or after delegation.
Delegations	5	1231	
Specification 13	2	490	These two categories may be used to describe “brand” TLDs.
Code of Conduct Exemptions	1	79	
Remaining Applications	–	67	Remaining applications are those that have not yet delegated, withdrawn, or terminated their registry agreement.
Remaining Strings	–	30	Remaining strings are unique applied-for strings either not yet delegated, withdrawn, or the terminated registry agreement.

Subsequent Procedures for New gTLDs

The org continued to support the GNSO New gTLD Subsequent Procedures (SubPro) Policy Development Process (PDP) for the introduction of future gTLDs and provided information and data at the working group's request to inform policy discussions. The org followed PDP discussions and carried out preparatory work to identify tasks for the implementation phase of the PDP. Expected changes will include updates to the Registry Agreement and Applicant Guidebook, implementation of systems and tools, as well as the development of processes needed to support the program.

Internationalized Domain Names



In FY18, the org worked to support the introduction, adoption, and universal acceptance of Internationalized Domain Names (IDNs) through three main areas:

- Root Zone Label Generation Rules
 - › In August 2017, the second version of Root Zone Label Generation Rules (RZ-LGR-2) integrated six scripts – Arabic, Ethiopic, Georgian, Khmer, Lao, and Thai.
 - › In January 2018, the Proposal for Korean RZ-LGR was published for Public Comment and the Sinhala Generation Panel (Sinhala GP) was seated.
 - › Maximum Starting Repertoire version 3 (MSR-3) was released in March 2018.
 - › In April 2018, the Proposal for Cyrillic RZ-LGR was finalized.
 - › Myanmar Script Generation Panel was seated in June 2018.
- IDN ccTLD Fast Track
 - › The IDN ccTLD for Mauritania passed string evaluation in October 2017. This brings the total of successfully evaluated IDN ccTLDs to 58, representing 40 countries or territories worldwide.
- Second-Level Implementation
 - › IDN Implementation Guidelines version 4.0 was finalized by the IDN Guidelines Working Group and published in May 2018.

Universal Acceptance



Universal Acceptance (UA) ensures that all domain names and email addresses can be used by all Internet-enabled applications, devices, and systems. It is essential for the continued expansion of the Internet and provides a gateway to the next billion Internet users.

During the fiscal year, the Universal Acceptance Steering Group (UASG) focused on developing resources for organizations seeking to become Universal Acceptance-ready. These included:

- Processes to measure UA compliance.
- Educational information and a blueprint for Chief Information Officers.
- Programming language library evaluation criteria.
- Quick guides to email address internationalization and linkification.

[READ MORE about UA and the work of UASG.](#)

Outreach and Relationship Management with Existing and New Registry and Registrar Community Members

FOURTH ANNUAL GDD INDUSTRY SUMMIT



In May 2018, the org held its fourth annual GDD Industry Summit in Richmond, British Columbia, Canada. The event drew more than 400 participants and dozens of others participated remotely. Attendees included 137 who identified themselves as Registry and Registry Service providers, 136 as Registrars, and 17 who said they represented combined Registries and Registrars. There were 42 pre-scheduled meetings with the org. This event introduced a multi-track format with one track dedicated solely

to technical issues. Several large sessions offered a forum for industry participants to actively work through technical issues and new developments whereas smaller group sessions provided an opportunity for increased interaction between attendees and org staff.



ADDRESSING CONTRACTED PARTY SATISFACTION

In FY18, the org implemented an **Action Plan** to address the findings of the 2017 Contracted Parties Satisfaction Survey. It conducted a second round of the Contracted Parties Satisfaction Survey in March 2018 and **published results** in May 2018. The survey categorizes results into five themes which are aggregated into an overall “trust score”. The trust score for 2018 was nearly identical to the 2017 score. Contracted Parties gave the org’s GDD strong marks in commitment, competence, and satisfaction, while integrity and dependability received a score in the favorable range.

REGISTRY AND REGISTRAR EVENTS AND ENGAGEMENT

In partnership with regional Internet communities and the org’s Global Stakeholder Engagement team, the org’s Global Domains Division (GDD) team supported and attended several regional events in Latin America, Europe, the Middle East, Africa, and Asia Pacific. These events introduced new stakeholders to ICANN and provided training on ICANN contractual provisions.

Engagement efforts involved:

- Conducting individual site visits.
- Facilitating data privacy discussions.
- Providing training on security and DNS abuse issues.
- Supporting local Internet community activities.

Registry events included:

- August 2017 - Brazilian registry event
- November 2017 - Nordic Internet Days in Stockholm, Sweden.
- February 2018 - Relationship-building with registry operators in India.
- April 2018 – Event commemorating 25 years of the Internet and the Middle East DNS Forum in Turkey.
- May 2018 - Outreach with the Chinese Ministry of Industry and Information Technology (MIIT) and local registries and registrars on privacy and the ICANN Temporary Specification.

Registrar events included:

- October 2017 - The Registrar Services team in China attended the first Chinese Domain Name Innovate Application Forum. The forum, held in Beijing, attracted over 200 attendees from registries and registrars. It also included Chinese government authorities and a variety of industry experts. The forum produced the Chinese Domain Name Industry Development Alliance. The Alliance will help promote Universal Acceptance by encouraging software application providers and manufacturers to adopt Chinese IDNs.
- February 2018 - Get Engaged in ICANN: Seminar for Registrars, which was a day-long event in Munich, Germany. This well-attended meeting provided an opportunity for both existing as well as new registrars, to meet and network with key Registrar Stakeholder Group members and org employees.



Registry Services

In FY18, the org engaged with registry operators to better understand their needs for training material. Staff developed new educational and training resources for registry operators to assist them in adhering to their gTLD Registry Agreement and ICANN consensus policies. A key accomplishment was the publication of a Registry Operator Handbook that features four new how-to-guides, which can be used as introductory reference materials for new registry personnel. The org also collaborated with TLD operators and the gTLD Registries Stakeholder Group (RySG) to develop a procedure for ICANN's use in evaluating proposals to modify community TLD registration policies.

The org's GDD team continued to work with the GSE team to increase collaboration and support for ICANN contracted parties around the globe. Twenty-seven new gTLDs initiated their TLD launches in FY18, including:

- › generic TLDs: .app and .realestate
- › Geographic TLDs: .abudhabi, .boston, and .zuerich
- › Community TLDs: .radio, .rugby, and .sport.
- › IDN TLDs: xn--9dbq2a (Hebrew for .com); xn--otu796d (Chinese for recruitment); xn--g2xx48c (Chinese for shopping); xn--imr513n (Chinese for restaurant); xn--mgbca7dzdo (Arabic for Abu Dhabi).

Registrar Services

In FY18, the org's Registrar Services team carried out a number of activities in support of registrars, including:

- Conducting regional visits to further educate and train registrars about payments to registries, customer service, and the role they can play in training their resellers about new policies and best practices.
- Engaging with a community Implementation Review Team (IRT) to implement a new accreditation program for privacy and proxy service providers.
- Developing and updating training and educational material for registrars and prospective registrars to assist in their adherence to the Registrar Accreditation Agreement and consensus policies.
- Conducting one-to-one meetings and interactions with registrars during ICANN and GDD Industry Summit meetings and specially planned events to better understand registrar needs for training, information, and ICANN engagement.



Domain Name Registrant Services

During FY18, the org continued to work on educating registrants about their rights and responsibilities, the domain name ecosystem and how to navigate it, and the ICANN policies that impact them.

The org's registrant program continued to provide educational resources to registrants about:

- Registrant rights and responsibilities.
- How they can best navigate the domain name ecosystem.
- ICANN policies and procedures that have an impact on registrants.

The registrant program took steps towards identifying and raising awareness of issues and challenges that this stakeholder faces. Program updates were provided to the community during dedicated sessions at ICANN60 and ICANN61. In these sessions, the org shared data and information about the pain points registrants experience in managing domain names. Additional information is published on a [dedicated web page](#) for registrants.

In November 2017, ICANN designated Hurricane Maria and other similar natural disasters as extenuating circumstances under [RAA section 3.7.5.1](#), which gave registrars the flexibility to extend the registration renewal period for individuals in affected areas.

The devastating impact of Hurricane Maria also highlighted the need for a broader policy to protect registrants when they are unable to renew their domains as a result of natural disasters or other extraordinary circumstances.

STRATEGIC OBJECTIVE 3

Advance Organizational, Technological, and Operational Excellence

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

3.1 Ensure ICANN's Long-term Financial Accountability, Stability, and Sustainability

Five-Year Operating Plan

The Five-Year Operating Plan FY16–FY20 was developed with community input and is updated annually to include: a five-year planning calendar, strategic goals with corresponding key performance indicators, dependencies, five-year phasing, a list of portfolios, and a five-year financial model. The FY19 update to the **Five-Year Operating Plan for FY16–FY20** was **approved by the Board in May 2018**.

Annual Operating Plan and Budget

The Board approved the FY19 Operating Plan and Budget for both ICANN and the IANA Functions. As a result of the collaborative work by the community, org, and Board, the Plan and Budget document supports the goals and objectives set forth in the ICANN Strategic Operating Plan.



Finance, Procurement, and Risk Management

The org's Finance function manages all financial planning, financial and statutory reporting, accounting, treasury, investment, audit, tax, billing, payroll, insurance, and payables functions of the org across all locations.

The Finance team worked notably on the accounting, audit, and tax filings for the recently created Public Technical Identifiers (PTI) legal entity. Finance also provided support to the Project Cost Support Team process, which supports the work of the Workstream 2 on Enhancing ICANN Accountability, as part of the IANA stewardship transition process.

The Procurement team helped support the org's accountability and transparency to the public in using public funds by overseeing the sourcing and procurement practices of the org, including the selection of suppliers and service providers in an ethical, fair, objective, and cost-effective manner. During FY18, the Procurement team supported the publication of nine **Request for Proposals (RFP)**.

The Risk Management team has focused on planning, assessing risk, evaluating mitigation, monitoring, and progress reporting to minimize the effects of risks to the organization. This work is periodically presented to and discussed by the Board.

Security Operations



The Security Operations team (from left): Simon Garside, Olly Kay, Sean Freeark, and Andrew White.

In mid-FY17, the org's Executive Team charged Security Operations with building the org's first-ever, robust, and purpose-built organizational security function and team. This team is responsible for protecting ICANN's people, assets, information, and reputation. To fulfill this role, Security Operations launched seven core programs: Event Security, Travel Security, Response Planning, Security Intelligence, Physical Security, Threat Management, and Knowledge Management. The team also developed a thorough roadmap to guide and track its intensive and multi-threaded efforts to design, develop, and implement each program.

Throughout FY18, Security Operations focused on driving the operationalization and maturation of its programs. Each program has been furnished with a comprehensive framework document outlining its risk-driven methodology and the key stakeholders, resources, workflows, processes, and operational standards that are required for effective implementation.

Team members have completed a variety of rigorous security and medical training courses to enhance skills and bolster internal capabilities. Training has significantly reduced costs to the org by minimizing reliance on external service providers, particularly for ICANN Public Meetings and other events. As each program reaches full implementation, Security Operations continues to identify and incorporate program and process optimizations for continuous improvement.

3.2 Ensure Structured Coordination of ICANN's Technical Resources

Cybersecurity Hardening and Control

The org's IT Cybersecurity team works to keep pace with the constantly changing threat landscape. As a result of the team's work, the org measures a score of 7 or better out of 10 in a majority of the factors in the Center for Internet Security 20 (CIS-20) framework. In FY18, the team highlights included:

- Removal of administrator rights from ICANN-provided laptops and workstations.
- Standardization on Macs as the personal computer of choice for the org staff.
- Inventory and control of software assets.
- Implementation of software black lists.
- New two-factor authentication.

IT Infrastructure and Service Scaling

The org's IT team continues to maintain a level of 99.99 percent for all Tier 1 services in line with the Five Year Strategic Plan. Services up-time and availability continue to meet or improve on benchmarks set four years ago. In support of the IT team's goals and to speed deployment and reduce human error-based failures, the org has implemented Continuous Integration/Continuous Delivery (CI/CD) technology to further automate the release of new or enhanced services. The org also continues to progress to conformity with IPv6, DNSSEC, and Universal Acceptance standards.

📖 [VIEW the Accountability Indicators for the latest statistics and progress in these areas.](#)

Root System Operations

STRENGTHENING ICANN MANAGED ROOT SERVER (IMRS) SYSTEM RESILIENCY

In FY18, the org continued to expand the IMRS footprint in eight locations across seven countries by coordinating with organizations, both private and governmental, through the org's GSE team.

The org continues to develop the DNS Statistics software to gain better visibility into the DNS and has adopted the Compacted DNS format (C-DNS) protocol to optimize the DNS monitoring process across all IMRS Instances.



The IMRS instances listed below were added between 1 July 2017 and 30 June 2018.



LATIN AMERICA AND THE CARIBBEAN

Salvador, Brazil

EUROPE

Helsinki, Finland

ASIA PACIFIC

Nadi, Fiji

Muscat, Oman

Ramallah, Palestine (two instances)

Colombo, Sri Lanka

Taoyuan County, Chinese Taipei

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

Talent Management

In FY18, the Global Human Resources (HR) team partnered with teams across the org to:

- Recruit and retain the best talent.
- Strengthen leadership and professional skills.
- Create an environment that fosters engagement and motivates staff members to perform their roles in service of ICANN's Mission.

Key achievements for FY18 include:



Talent Acquisition

- Supported the global and strategic growth of the org by filling 25 budgeted open positions. As of 30 June 2018, the org has 395 staff based in 35 countries.
- Implemented a process to enable critical evaluation of all open positions. This process applies to both new and backfill roles and helps the org to determine the best way forward in either hiring or handling the needs within internal teams.
- Supported the executive search for the following positions:
 - › Vice President, IANA, and President, PTI filled by Kim Davies.
 - › Senior Vice President, Global HR filled by Gina Villavicencio.
- Expanded the staff presence in the APAC region and added an IDN Program Manager.
- Extended the ICANN Internship Framework that was previously piloted in Singapore, Los Angeles, and Istanbul with a GSE pilot internship in the Brussels office.



Employee Engagement

- Identified key action areas from the 2017 People Engagement survey. These areas are: enhancing internal communications, performance management, and work-life integration. Based on these areas of focus, HR implemented a total of 48 action items across 16 teams in FY18.
- Designed and launched a new approach for the 2018 People Engagement Survey. This resulted in a record high response rate of 87 percent. Action item planning will take place in FY19 to address the results of the survey.



Learning and Skill Development

- Introduced enhanced compliance training courses on “Workplace Harassment Prevention” and “Global Anti-Bribery and Corruption” required for all members of the org, as well as all Board members.
- Continued to enhance internal knowledge of the org's functions by offering 11 unique “Getting to Know ICANN” sessions.
- Offered 17 learning courses for leadership and professional development that included Emotional Intelligence and Project Management.



Organizational and Team Effectiveness

- Provided input into the org’s preparations for compliance with GDPR and reviewed impacts into people data compliance elements.
- Provided input into the internal **Human Rights Impact Assessment (HRIA)** to help illustrate the impact of human rights on the org’s daily business activities. This input will also enable the org to examine and improve its global operations. [Read the full announcement here.](#)
- Continued support for Managing Directors and the international office strategy.
- Rolled out a series of foundational change management educational workshops and provided support on various projects to strengthen the org’s change management capabilities.
- Facilitated the org’s biannual goal setting and performance management process, and the annual compensation and merit review process.
- Planned and facilitated strategy meetings for the Middle East and Africa, Europe, and the Latin American and Caribbean regions. Similar support was provided for Operations, Multistakeholder Strategy and Strategic Initiatives (MSSI), the Office of the Chief Technology Officer (OCTO), Public Responsibility Support (PRS), Engineering and Information Technology (IT), and HR teams.



Health and Wellness

- Held the first, globally coordinated year-end donation initiative across the Singapore, Istanbul, Washington D.C., and Los Angeles offices, as a part of the wellness goal of “Giving Back” to local communities.
- Leveraged the Oracle Enterprise Resource Planning (ERP) System to conduct the U.S. Benefits Open Enrollment for the first time since its December 2016 implementation.

Board Trainings and Board Performance Efforts

Based on the FY18 Board Goals and Priorities, the Board focused on ensuring that it has the skillsets needed to serve ICANN. The Board undertook a “gap analysis” and began a process to develop a three-year plan to guide Board member training and inform Board nominating bodies.

The org continues to improve processes that measure individual Board members’ performance and the performance of the Board overall. In April and May 2018, the Board also conducted a self-evaluation of its performance to better understand areas for improvement.

The org conducts Board skills and competencies training so that the Board can effectively meet the demands of the ICANN ecosystem, in line with ICANN stakeholders’ expectations. Several trainings were provided to the full Board, the Board Committees, or individual Board members. The trainings are reported in the Accountability Indicators and improvement and development efforts will continue in FY19.

[READ MORE about the work of the Board.](#)

STRATEGIC OBJECTIVE 4

Promote ICANN's Role and Multistakeholder Approach

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



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

In FY18, the org's Government Engagement (GE) and Intergovernmental Organization (IGO) Engagement function focused efforts on gaining strategic support for the multistakeholder model and ICANN's role in the Internet governance ecosystem. The team engaged with national governments, regional and international intergovernmental groups, and IGOs.

As discussed in Objective 1.2, the org worked on encouraging engagement more broadly within the existing Internet governance ecosystem, particularly at Internet governance events and Internet Governance Forums (IGFs). ICANN was well-represented at the 2017 Global IGF in Geneva, Switzerland by a Board delegation, active community representatives, and org staff members. ICANN organized a pre-conference "Day Zero" panel on the technical identifiers and the DNS. The IGF provided the org with bilateral opportunities to meet with members of governments to explain ICANN's remit and the functioning of the DNS.

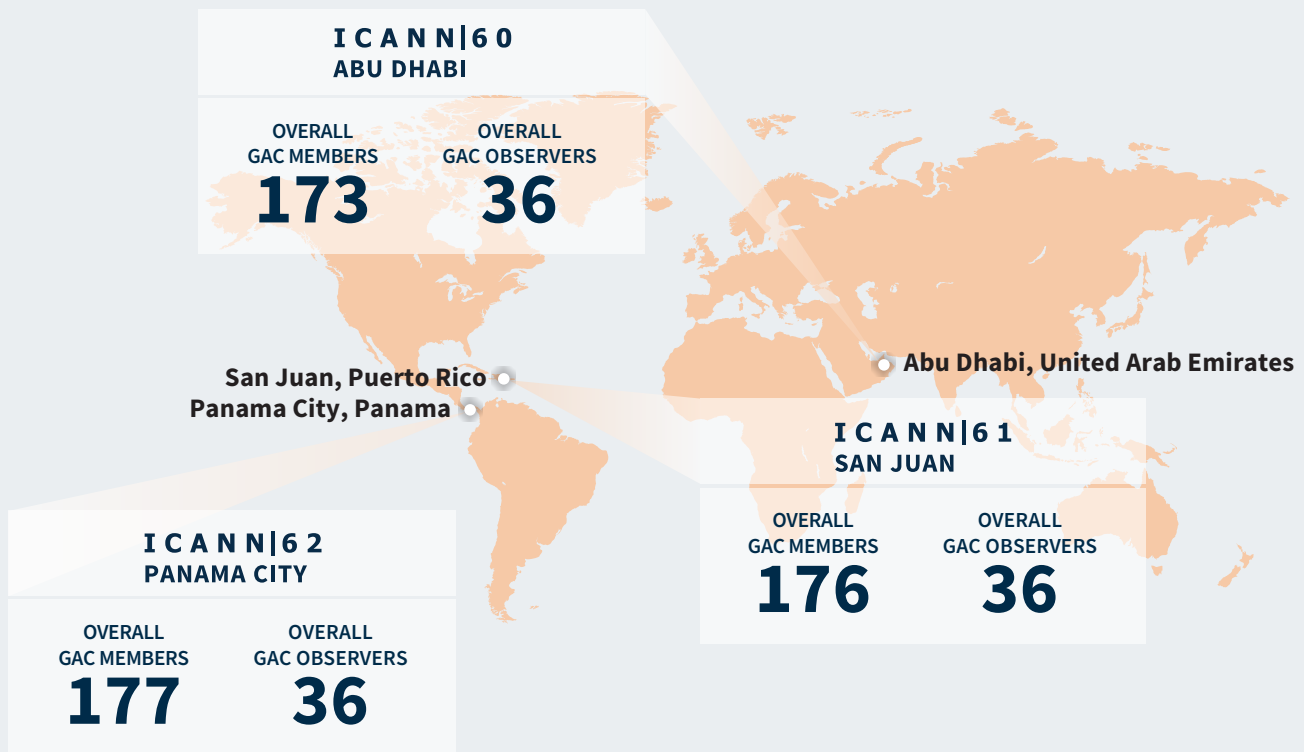
The org participated in National and Regional Internet Government Forums (NRIs) including the Asia Pacific regional IGF, several African regional IGFs, and the U.S. IGF. Other attended events included the EuroDIG, the Africa Internet Summit, the Meissen Studentkries, Southern School of Internet Governance (SSIG), and the European Summer School on Internet Governance (EuroSSIG). ICANN supported the IGF and NRIs as a member the IGF Multistakeholder Advisory Group (MAG) and as a member of the Executive Committee of the Internet Governance Forum Supporting Association (IGFSA).

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

Supporting GAC Engagement

GAC membership grew to 177 with the addition of four new members in FY18: Bangladesh, Bosnia and Herzegovina, Ecuador, and Myanmar. Participation at ICANN Public Meetings is consistent.

GAC Attendance at Public Meetings



GAC Capacity Building Workshops

Initiated in 2017, the capacity building workshop program is a collaborative, demand-driven engagement effort between staff and members of the GAC leadership. Eight workshops took place in FY18 across all five ICANN regions. Five workshops took place as pre-meeting workshops at ICANN60, ICANN61, and ICANN62, and two targeted regional thematic workshops in Nepal and Senegal. Post-participation surveys showed that these workshops were well-received by participants. An evaluation of the entire program is underway to identify best practices and lessons learned.



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

Throughout FY18, the org engaged with and supported existing and evolving initiatives in the Internet governance ecosystem. This included engagement on specific subjects within ICANN's remit and emerging issues in the societal and economic layer of digital governance such as data protection and privacy.

Engagement effort highlights:

- Working with data protection and privacy commissions.
- Meeting with the UN Secretary General and the Under-Secretary-General of Economic and Social Affairs to discuss ongoing collaboration.
- Meeting with the Science and Technology for Innovation (STI) Forum on the importance of a single, stable, interoperable Internet to achieve the Sustainable Development Goals (SDGs).
- Attending the International Telecommunication Union (ITU) Council Working Groups meetings on World Summit Information Society (WSIS).
- Presenting information at the ITU WSIS Forum.
- Participating in the ITU/ITR World Conference on International Telecommunications (WCIT) Experts Group on International Telecommunication Regulations (ITRs).
- Connecting with the Commission on Science Technology and Development (CSTD) Plenary.
- Participating in the concluding work of the CSTD WG on Enhanced Cooperation.
- Attending the United Nations Conference on Trade and Development (UNCTAD) E-commerce week, where an org team member was a featured speaker.
- Engaging with the Organization for Economic Cooperation and Development (OECD) as member of the technical community through the Internet Technical Advisory Committee (ITAC) and submitting material for papers on Internet policy issues.
- Participating in the Global Internet and Jurisdiction Conference 2018 to advance the dialogue on cross border jurisdiction issues related to the DNS.



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

Contractual Compliance Complaints

The org's Contractual Compliance team received a total of 42,515 complaints for the period of July 2017 to June 2018. Including cases submitted in FY17, the team closed a total of 43,642 complaints in FY18, with an average turnaround time of 16.99 days. Turnaround time is defined as the period between the time a complaint is received and when it is closed.

Global Contractual Compliance Team Development and Training

Team development in FY18 consisted of contractual compliance function training for all Contractual Compliance team members, in-house soft skill training, and extensive external training that led to certifications and continuing education credits. The team also met in May 2018 to assess the Temporary Specification's impact on the current contractual compliance process, complaint handling procedures, and communication templates.

Audits

ICANN completed one round of the 2013 Registrar Accreditation Agreement (RAA) Audit program. The second round was **postponed** at the request of the Registrar Stakeholder Group in light of efforts required to comply with the Temporary Specification.

[READ the first RAA audit report.](#)

ICANN completed one round of the New Registry Agreement Audit program and is focused on completing the second round.

[READ the New gTLD Registry Audit Report.](#)

In light of community concerns regarding DNS infrastructure abuse, the Contractual Compliance team updated audit plans with expanded questions and testing to address DNS abuse. The team includes DNS infrastructure abuse concerns when determining which contracted parties to audit. Contractual Compliance works closely with the Office of the Chief Technology Officer (OCTO) on DNS infrastructure abuse issues.

[READ MORE about Contractual Compliance Audit Program.](#)

Outreach Efforts

The Contractual Compliance team conducted outreach activities in China, Germany, Korea, Senegal, and Turkey in collaboration with the GDD and GSE teams. Activities focused on education surrounding contractual obligations and best practices for proactive compliance. The team also conducted individual meetings with contracted parties to address specific compliance questions.

[READ MORE about Contractual Compliance events and outreach.](#)



Domain Name Registrant Knowledge and Awareness

Contractual Compliance team members joined a newly formed org cross-functional team that regularly interacts with registrants to discuss opportunities for increasing registrant knowledge and awareness. The Contractual Compliance team reviewed and contributed content to news and updates published on <https://icann.org> to better educate end users on domain name management.

📖 [EXPLORE the publications.](#)

Contractual Compliance Improvements and Initiatives

ENHANCED TRANSPARENCY

In October 2017, the Contractual Compliance team began publishing an improved monthly dashboard report to provide more detailed information on complaints. This is consistent with the draft recommendations and requests from the Competition, Consumer Choice, and Consumer Trust Review Team (CCT-RT), the GAC, and other stakeholders. In addition, the team deployed new quarterly and annual reports.

📖 [READ MORE in the Contractual Compliance 2017 Annual Report and blogs.](#)

PARTICIPATION IN ICANN POLICY DEVELOPMENT PROCESS

The Contractual Compliance team continued to participate in Policy Development Process (PDP) Working Groups and reviews. Most efforts focused on:

- › Participating in implementation review team meetings and implementation support activities for the Privacy and Proxy Services Accreditation Issues PDP, Translation and Transliteration of Contact Information, Policy and Protection of IGO, and INGO Identifiers in all gTLD policy.
- › Providing data and metrics for the CCT-RT and New gTLD Subsequent Procedures PDP.
- › Reviewing meeting, subgroup topics, and sessions for the Review of all Rights Protection Mechanisms in all gTLD PDPs.
- › Participating in discussions and observation of policy and program progress in preparation for contractual compliance readiness for the implementation of the Thick WHOIS Transition Policy, gTLD Registration Data Services, and the Registration Directory Access Protocol pilot program.
- › Providing information about Contractual Compliance's approach.
- › Attendance at ICANN Public Meeting sessions for the New gTLD Registry Agreement Specification 11(3)(b) Security Framework and Advisory.
- › Contributing to the org's responses to recommendations in multiple SSAC Advisories, and supporting requests from the Second Security, Stability, Resiliency of the DNS Review (SSR2).

CONSUMER SAFEGUARDS

FY18 was the inaugural fiscal year for the org's Consumer Safeguards function. Just before the start of FY18, the first Consumer Safeguards Director onboarded with the org and met with the multistakeholder community in Johannesburg. The team worked to facilitate community-wide discussions on safeguards and DNS abuse through some of the following activities:

- › Reviewed resources and published a summary of existing safeguards within ICANN's Articles of Incorporation, Bylaws, and contracts with registries and registrars.
- › Held an open, community-wide webinar to discuss the safeguards within ICANN's remit and to seek community feedback on those safeguards, as well as areas of focus for the Consumer Safeguards function.
- › Met with and facilitated community discussions at ICANN Public Meetings and represented the org in externally held events, such as the [Internet & Jurisdiction Policy Network](#) work on examining ways to address DNS abuse.

STRATEGIC OBJECTIVE 5

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

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

5.1 Act As a Steward of the Public Interest

Public Interest Decision-Making

During FY18, ICANN began a new practice for decisions reached by the Board. For each decision the Board reaches, it provides a statement detailing how the decision serves the public interest. This practice is reported as part of the Accountability Indicators.

[READ about the FY18 Board actions.](#)

Guarding Against Conflicts of Interest

The Board and org worked to maintain high ethical practices, including identification of conflicts of interest within the Board and org. All members of the Board and org complete mandatory ethics training and submit required conflicts of interest disclosure statements.

[READ ICANN's Conflicts of Interest Policy.](#)

Supporting the Accountability Mechanisms

The org continues to support ICANN's accountability mechanisms, in particular the Independent Review and Reconsideration Processes. This includes supporting the Board's shift to a new Board Committee, the Board Accountability Mechanisms Committee, developed to oversee accountability mechanisms. The org continues prompt posting of all materials to ICANN.org so that the broader community can have access to information on the usage of these mechanisms.

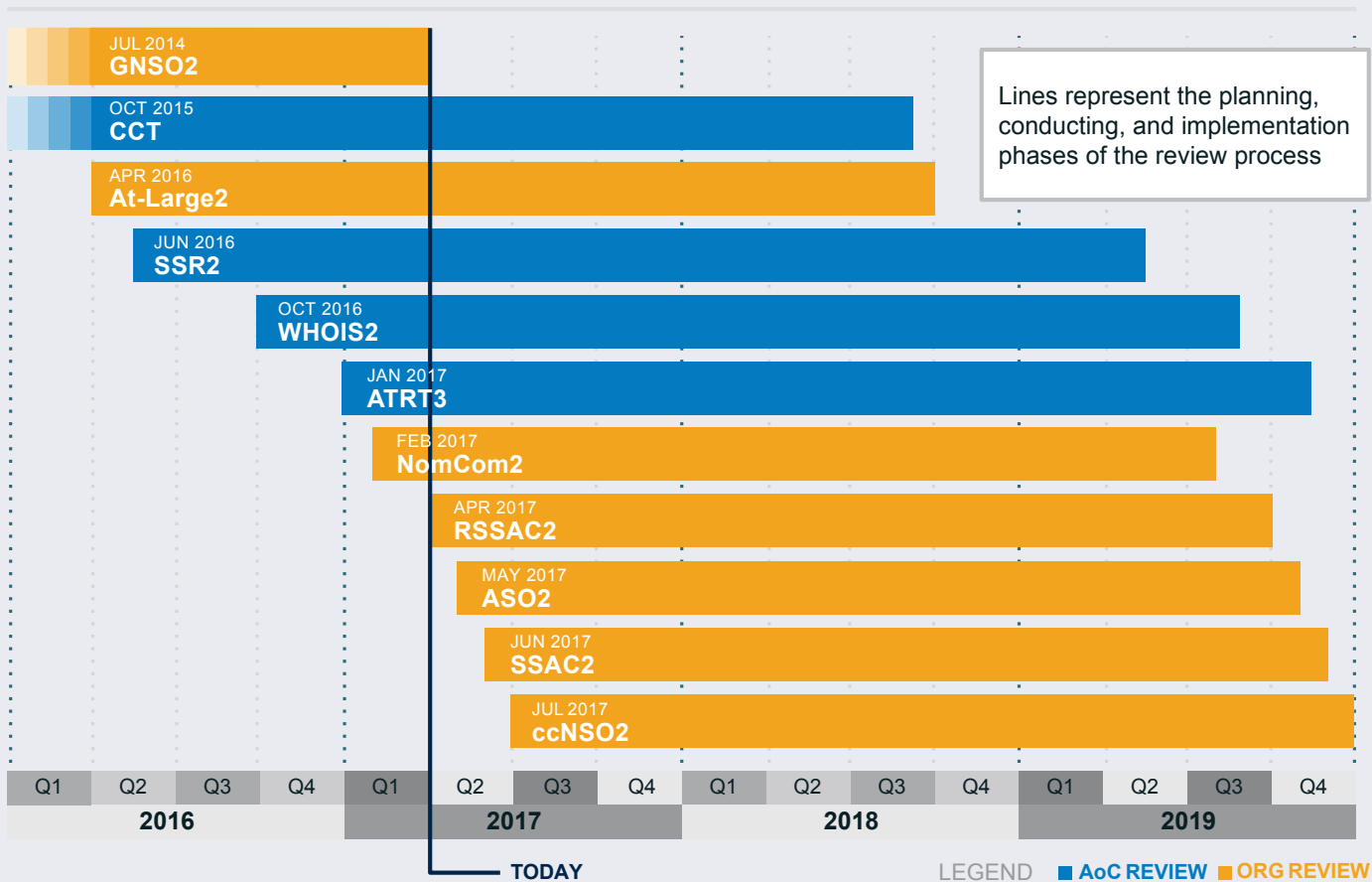
[READ MORE about the Accountability Mechanisms.](#)

5.2 Promote Ethics, Transparency, and Accountability Across the ICANN Community

Specific and Organizational Reviews

Specific and Organizational Reviews provide an external assessment of the effectiveness of community structures and performance. These are conducted in the context of the ICANN organization’s commitment to continuous improvement in sections [4.4](#) and [4.6](#) of the ICANN Bylaws.

The timing of Specific and Organizational Reviews mandated by the Bylaws resulted in multiple reviews taking place concurrently. At the end of FY18, 11 reviews were in progress. The community discussed review timing at ICANN61 and recognized the strain the schedule places on its volunteer pool and organization’s resources. Based on this feedback, the ICANN organization analyzed options for changing the timeline of reviews and opened Public Comments on short-term and long-term options. Community input has informed proposed next steps for reviews.





Specific Reviews (community-led)

The third Accountability and Transparency Review (ATRT3) was launched on schedule with the [call for volunteers](#) published in January 2017, yielding 26 [applications](#). During fiscal year 2018, the SO/ACs continued their consideration of review team candidates, while the broader ICANN community considered options for timing of this review. As of 30 June 2018, the GNSO, At-Large, ccNSO, GAC, and RSSAC have made their nominations. Pending community confirmation of the proposed next steps, the ATRT3 is expected to start its work in January 2019.

The Competition, Consumer Trust, and Consumer Choice (CCT) Review Team brought their work to near completion during FY18. The Review Team considered public comments on their Draft Report, published new sections for community input, considered Board input - leading to the finalization of their work and publication of their final report in September 2018.

[REVIEW the CCT fact sheet.](#)

The Registration Directory Service (RDS) Review (formerly WHOIS) began at the start of FY18. The Review Team of 11 members made substantial progress, adopting their Terms of Reference, finalizing their findings and developing draft recommendations during the year. Based on its work plan, the RDS Review Team published draft report for public input in September 2018.

[EXPLORE the RDS-WHOIS2 fact sheet.](#)

The Second Security, Stability and Resiliency (SSR2) Review began its work in March 2017. The review was paused in November 2017, following concerns raised by the community and ICANN Board. On 7 June 2018, ICANN organization [announced](#) the formal restart of the SSR2. The formal restart was marked by the addition of new review team members and the engagement of a facilitator to assist the review team with the transition process. Shortly after the end of FY18, the Review Team accomplished several milestones - confirmed leadership, updated their Terms of Reference and resumed substantive work.

[READ the SSR2 fact sheet.](#)

The development of Operating Standards for specific reviews continued throughout the year. The community provided input on the Draft Operating Standards in February 2018. ICANN organization incorporated community inputs and included best practices and lessons learned. After socializing the proposed updates to the Draft Operating Standards with the community, ICANN organization plans to publish an updated draft for Public Comment in November 2018, with the anticipated Board adoption in the second half of fiscal year 2019.

There is an Annual Review Implementation Report that provides an overview of the implementation status of specific review processes and the status of ICANN's implementation of recommendations from specific review, as required by Section 4.5 of the Bylaws. Please refer to that report for detailed information on the progress of specific reviews, expected to be published January 2019.



Organizational Reviews (conducted by third-party independent examiners)

Organizational Review highlights included:

- The Board **took action** on the second At-Large Review in June 2018, accepting the feasibility assessment of the At-Large Review Working Party. At-Large has begun implementation planning.
- Recommendations from the second review of the GNSO have been implemented and the **Final Implementation Report** was published in July 2018.
- The Nominating Committee **Final Report** and the **Root Server System Advisory Committee Final Report** were published.
- The independent examiner for the Security and Stability Advisory Committee Review published its **Assessment Report** with the goal of reaching agreement with the community on what works well and areas for improvement. Recommendations for improvement will be included in the final report to be delivered in fiscal year 2019.

5.3 Empower Current and New Stakeholders to Fully Participate in ICANN Activities

Public Interest Initiatives

The org engaged an independent third party to undertake an internal Human Rights Impact Assessment (HRIA) of its daily global business operations. The assessment will enhance internal processes and transparency. The report will be published in FY19.

In FY18, the Gender Diversity and Participation Survey was carried out to help inform community discussions on the topic of diversity. A total of 583 individuals responded to the survey.

[READ MORE about the report.](#)

Supporting Stakeholder Participation

ICANN | FELLOWS

This financial year, 149 individuals from various regions and stakeholder groups participated in the Fellowship Program, with a total of 167 fellowships awarded. The Fellowship Program is undergoing a community review and changes to the program will be implemented in FY19.

[FOLLOW the review.](#)

ICANN | NEXTGEN

Sixty individuals from across different regions participated in the NextGen@ICANN Program, which aims to encourage the “next generation” to engage in ICANN and Internet policymaking.

[LEARN MORE about the program.](#)

As part of the Community Onboarding Pilot, 44 individuals from eight community groups helped develop onboarding materials and processes for their respective groups.

[EXPLORE the content from this pilot on ICANN Learn.](#)

Supporting Education

ICANN | LEARN

ICANN Learn launched a new platform in December 2017, designed to maximize learning opportunities and user experience for the broader community. By June 2018, there were 6,510 users registered on ICANN Learn with more than 1,000 online courses completed since its launch.

[EXPLORE courses on ICANN Learn.](#)

The ICANN Leadership Program that was held at ICANN61 brought together 27 community leaders to foster dialogue and understanding among the different groups and develop facilitation skills.

TRANSPARENCY REPORTING





Annual Transparency Reporting

Transparency Report – Implementation of the Second Accountability and Transparency Review (ATR2) – Recommendation 9.4

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

Principles of transparency are embedded throughout the ICANN ecosystem and the Board, community, and org work continuously to improve transparency and accountability efforts. As part of this focus, the second Accountability and Transparency Review (ATR2) Team developed a specific recommendation ([Recommendation 9.4](#)) on the development of transparency metrics and reporting in the Annual Report.

The activities in support of Recommendation 9.4 are covered below:

Transparency Metrics

The org provides updated transparency metrics in [Section 5.2](#) of the Accountability Indicators Dashboard. These describe and track the key areas of transparency work in ICANN's operations.

As outlined in Recommendation 9.4, metrics include:

Requests of the Documentary Information Disclosure Policy (DIDP) process and the disposition of requests.

- The org regularly updates its Accountability Indicators Dashboard Section 5.2 to report on this information in a chart titled “Document Information Disclosure Policy.”
- This chart shows the number of requests received, completed, and the number completed within the required response time.
- All DIDP Requests and Responses are [listed and updated online](#).

Percentage of redacted-to-unredacted Board briefing materials released to the general public.

- The org regularly updates its Accountability Indicators Dashboard [Section 5.2](#) chart titled “Board Decision-Making Materials Published/Redacted” outlining the percentage of the documents redacted compared to documents published.

- Prior to the development of the dashboard, information was previously recorded and released through a report of Grounds for Redaction or Nondisclosures as it relates to Board materials. The reporting includes grounds for redactions and non-disclosure, the percentage of redacted or not disclosed pages, and an evaluation of continuing need for redactions or non-disclosure.

Number and nature of issues that the Board determined should be treated confidentially.

- In FY18, the Board approved the redaction of information from resolutions or minutes on 10 occasions.
- The grounds for determining that something should be withheld as confidential are set forth in [Section 3.5\(b\)](#) of the ICANN Bylaws.

Other ICANN usage of redaction and other methods to not disclose information to the community and statistics on reasons given for usage of such methods.

- There are no additional items to report aside from those covered above.

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.

- No reports of whistleblowing activity have been made through the Anonymous Employee Hotline to date.
- NAVEX Global conducted a review of the org’s Anonymous Hotline Policy and Procedures, identified gaps, and provided [recommendations](#) for possible improvements to enhance the Anonymous Hotline to a best practice reporting mechanism. These were considered by the CCWG-Accountability WS2 and consensus recommendations will be considered for implementation in FY19.
- The ICANN org has made various modifications to the Anonymous Hotline Policy and Procedures, as applicable and appropriate, to meet the recommendations and modifications proposed by the reviewer. The ICANN org is currently in its final stages of further updating and modifying the Anonymous Hotline Policy and Procedures to address the remaining recommendations.

Continued relevance and usefulness of existing transparency metrics, including considerations on whether activities are being geared toward the metrics (i.e. “teaching to the test”) without contributing toward the goal of genuine transparency.

- The Accountability Indicators Dashboard serves as the platform where transparency metrics can be easily accessed and followed. In May 2018, the org released Version 1, building and improving on the former beta version.



- The org continues to evaluate the utility of metrics on an ongoing basis. New Accountability Indicators metrics integrated include:
 - › The number of completed Specific Reviews recommendations.
 - › The number of Board decision-making materials published and redacted, and the number of Board decision-making materials posted by the deadline.
 - › Data describing number of days it takes to publish the Annual Audited Financial Statement within the deadline as required by ICANN Bylaws. The data includes fiscal years FY13-FY18.
 - › Number of comments received and responded to during the Annual Operating Plan and Budget process.
 - › Number of “In-Scope” and “Out-of-Scope” Complaints received by the Complaints Office.

Recommendations for new metrics

- No additional new metrics are recommended at this time beyond those referenced above.

For a full description and visualization of data for each of these new metrics, please visit Section 5.2 of the [Accountability Indicators Dashboard](#).

Default Standards of Transparency Across Org and Community

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

- The topic is addressed in a number of work streams, and is as a specific focus in the work of the Cross Community Working Group on Enhancing ICANN Accountability (CCWG-Accountability) sub-group on Transparency. The Board will be considering recommendations from this work in FY19.
- The org publishes extensive information to inform the community including: open and transparent details on the work of review teams and review working parties; Fact Sheets to share the progress of Specific Reviews ([CCT](#), [RDS-WHOIS2](#), and [SSR2](#)); publication of email communications and recorded meetings proceedings; and the publication of periodic Executive Team [reports](#) to summarize each function’s highlights, milestones, and recent activities.

- The ICANN Board, community, and org create and publish a large volume of information on a yearly basis. In FY18, the org focused on enhancing the transparency of our information by making it easier for stakeholders to find content. In September 2017, the **Board approved** the **Information Transparency Initiative (ITI)**, which aims to improve access to and the findability of ICANN’s public information. The org also embarked on the **Open Data Initiative (ODI)** to provide access to raw data through an open data platform.
- ICANN maintains the **Documentary Information Disclosure Policy (DIDP)** through which requests can be made for access to operational documentation that is not already publicly available. **CCWG-Accountability has proposed revisions** to the DIDP that aim at addressing the community’s evolving needs. The org provides a summary of the standards and the basis for which materials may be redacted or withheld from publication via its **Publication Practices**.
- In addition to the modifications of the DIDP, the CCWG-Accountability has **proposed recommendations** on additional areas to enhance transparency of information from Board deliberations and the org’s interactions with governments. After consideration by the Chartering Organizations, these recommendations are expected to reach the ICANN Board in FY19 and, if approved, will be staged for implementation. The recommendations are expected to result in continued improvements to ICANN’s transparency practices.

EXPENSE REIMBURSEMENTS AND OTHER PAYMENTS TO DIRECTORS

Expense Reimbursements and Other Payments to Directors

REVIEW the Report of the Expense Reimbursement and Other Payments to ICANN Directors – Fiscal Period ending 30 June 2018.



ICANN BOARD, COMMUNITY, AND CORPORATE LEADERSHIP

1 July 2017-30 June 2018

ICANN Board of Directors

AS OF 30 JUNE 2018



CHERINE CHALABY
Chair, ICANN Board of Directors



SARAH DEUTSCH
Attorney, Self-Employed, Law Office of Sarah B. Deutsch



CHRIS DISSPAIN
Vice Chair, ICANN Board of Directors
Board Chairman, WGP Global
Director of, and advisor to,
several technology companies



AVRI DORIA
Independent Researcher



MAARTEN BOTTERMAN
Independent strategic advisor,
Internet governance



RAFAEL "LITO" IBARRA
Founding President and Executive
Director, SVNet



BECKY BURR
Deputy General Counsel and
Chief Privacy Officer, Neustar



MANAL ISMAIL
GAC Liaison, non-voting
Executive Director, International
Technical Coordination, National Telecom
Regulatory Authority (NTRA), Egypt



RON DA SILVA
CEO and Founder, Network
Technologies Global



KHALED KOUBAA
Founder and President, Arab
World Internet Institute

ICANN Board of Directors

AS OF 30 JUNE 2018



AKINORI MAEMURA
General Manager, Internet
Development Department, Japan
Network Information Center



LEÓN SÁNCHEZ
Managing Partner at Fulton & Fulton SC



GÖRAN MARBY
Ex officio Member of the Board
President & CEO, ICANN



MATTHEW SHEARS
Independent Consultant



RAM MOHAN
SSAC Liaison, non-voting
Executive Vice President and Chief
Technology Officer, Afilias Ltd.



MIKE SILBER
General Counsel, Liquid Telecom
South Africa



KAVEH RANJBAR
RSSAC Liaison, non-voting
Chief Information Officer, RIPE NCC



JONNE SOININEN
IETF Liaison, non-voting
Head of Open Source Initiatives, Nokia



GEORGE SADOWSKY
Independent consultant



LOUSEWIES VAN DER LANN
Chief Executive Officer, LW International

Community Leaders

AS OF 30 JUNE 2018

SUPPORTING ORGANIZATIONS



PAUL WILSON
Chair
Address Supporting Organization (ASO)



AFTAB SIDDIQUI
Chair
Address Supporting Organization (ASO)
Address Council



KATRINA SATAKI
Chair
Country Code Names Supporting
Organization (ccNSO) Council



HEATHER FORREST
Chair
Generic Names Supporting Organization
(GNSO) Council



ALAN GREENBERG
Chair
At-Large Advisory Committee (ALAC)



MANAL ISMAIL
Chair
Governmental Advisory Committee (GAC)



TRIPTI SINHA
Co-Chair
Root Server System Advisory
Committee (RSSAC)



BRAD VERD
Co-Chair
Root Server System Advisory
Committee (RSSAC)



ROD RASMUSSEN
Chair
Security and Stability Advisory
Committee (SSAC)

Community Leaders

AS OF 30 JUNE 2018

STAKEHOLDER GROUPS



FARZANEH BADI
Chair
Non-Commercial Stakeholder
Group (NCSG)



GRAEME BUNTON
Chair
Registrar Stakeholder Group (RrSG)



PAUL DIAZ
Chair
Registries Stakeholder Group (RySG)

CONSTITUENCIES



CLAUDIA SELLI
Chair
Commercial Business Users
Constituency (BC)



BRIAN WINTERFELDT
President
Intellectual Property Constituency (IPC)



WOLF-ULRICH KNOBEN
Chair
ISP and Connectivity Providers
Constituency (ISPCP)



JOAN KERR
Chair
Not-for-Profit Operational Concerns
Constituency (NPOC)



RENATA AQUINO RIBEIRO
Chair
Non-Commercial Users
Constituency (NCUC)

Community Leaders

AS OF 30 JUNE 2018

REGIONAL AT-LARGE ORGANIZATIONS



MOHAMED EL-BASHIR

Chair

African Regional At-Large Organization (AFRALO)



SATISH BABU

Chair

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



OLIVIER CRÉPIN-LEBLOND

Chair

European At-Large Regional Organization (EURALO)



HUMBERTO CARRASCO

Chair

Latin American and Caribbean Islands Regional At-Large Organization (LACRALO)



EDUARDO DIAZ

Chair

North American Regional At-Large Organization (NARALO)



ALAN GREENBERG

ALAC

Decisional Participant Representative



STEPHEN DEERHAKE

ccNSO

Decisional Participant Representative



MANAL ISMAIL

GAC

Decisional Participant Representative



HEATHER FORREST

GNSO

Decisional Participant Representative



ALAN BARRETT

ASO

Decisional Participant Representative

Community Leaders

AS OF 30 JUNE 2018

OTHER COMMUNITY GROUPS



BYRON HOLLAND

Chair

Customer Standing Committee (CSC)



ZAHID JAMIL

Chair

Nominating Committee



DUANE WESSELS

Chair

Root Zone Evolution Review
Committee (RZERC)



ICANN Corporate Officers

AS OF 30 JUNE 2018



GÖRAN MARBY
President & Chief Executive Officer

Joined in May 2016

Former Director General of the independent regulatory body Swedish Post and Telecom Authority, with two decades of experience as a senior executive in the Internet and technology sectors.



SUSANNA BENNETT
Chief Operating Officer

Joined in July 2013

Prior experience as Chief Financial Officer, Vice President of Human Resources and Board Director for Jazz Technologies, a public semiconductor company, where she led a merger integration.



AKRAM ATALLAH
President, Global Domains Division

Joined in September 2010

Previously served as Chief Operating Officer at CoreObjects Software, an engineering services startup, where he was responsible for the company's successful restructuring.



XAVIER CALVEZ
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.

ICANN Corporate Officers

AS OF 30 JUNE 2018



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.



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 Wal-Mart and Conexant Systems.



DAVID OLIVE
Senior Vice President, Policy Development Support

Joined in February 2010

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

Community Recognition

ICANN extends its thanks to the following community members for their hard work over the years.

ADDRESS SUPPORTING ORGANIZATION ADDRESS COUNCIL

Tomohiro Fujisaki
Wilfried Wöber

AT-LARGE ADVISORY COMMITTEE

Bastiaan Goslings
Alan Greenberg
Maureen Hilyard
Andrei Kolesnikov
Bartlett Morgan
Seun Ojedeji
Alberto Soto

BUSINESS CONSTITUENCY

Andrew Mack

COUNTRY CODE NAMES SUPPORTING ORGANIZATION COUNCIL

Ben Fuller
Nigel Roberts
Christelle Vaval
Jian (Jane) Zhang

CUSTOMER STANDING COMMITTEE

Jay Daley
Kal Feher
Elise Lindeberg

GENERIC NAMES SUPPORTING ORGANIZATION COUNCIL

Donna Austin
Phil Corwin
Heather Forrest
Susan Kawaguchi
Stephanie Perrin

GOVERNMENTAL ADVISORY COMMITTEE

Milagros Castañón

INTELLECTUAL PROPERTY CONSTITUENCY

Lori Schulman
Greg Shatan

LATIN AMERICAN AND CARIBBEAN ISLANDS REGIONAL AT-LARGE ORGANIZATION

Maritza Aguero
Humberto Carrasco

NOMINATING COMMITTEE

Theo Geurts
Sandra Hoferichter
Zahid Jamil
Danny McPherson
Cheryl Miller
Jose Ovidio Salguiero
Hans Petter Holen
Jay Sudowski

NON-COMMERCIAL STAKEHOLDER GROUP

Farzaneh Badii

NON-COMMERCIAL USERS CONSTITUENCY

Renata Aquino Ribeiro

REGISTRIES STAKEHOLDER GROUP

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ICANN Glossary

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



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