CEO Report to the Board

Period Covering: 8 September 2020 – 18 December 2020

January 2021

ICANN

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Office of the CEO

Göran Marby, President and CEO

KEY HIGHLIGHTS & MILESTONES

ICANN org continues to navigate the complexities of impacts related to the ongoing COVID-19 pandemic. We're partnering with the community and the Board to make progress toward our many priorities and initiatives. We've increased our focus on cross-functional collaboration to better support the most-pressing efforts, such as mitigating threats to the DNS, New gTLD Subsequent Procedures, and the European Union's General Data Protection Regulation (GDPR).

OVERVIEW OF ACTIVITY

ICANN org continues to engage with the European Commission (EC), European Data Protection Authorities, and the European Data Protection Board (EDPB) regarding ICANN's efforts to develop a System for Standardized Access/Disclosure (SSAD) for nonpublic generic top-level domain (gTLD) registration data. Their input is critical to determining whether the solution outlined in the Expedited Policy Development Process (EPDP) Phase 2 team's final report can be implemented in compliance with GDPR.

All business travel remains on hold as a result of the COVID-19 pandemic. However, my team and I were still able to participate in the 2020 Internet Governance Forum (IGF) virtually. ICANN hosted an Open Forum on Technical Internet Governance. Members of both the ICANN org and Board presented and spoke on a number of topics, including Domain Name System (DNS) security threats, Universal Acceptance (UA), and ICANN's role in the Internet Governance ecosystem.

During this period, the org's first *Risk Appetite Statement*, which outlines the level of risk the org is willing to take and retain in the pursuit of its mission, was approved. As I've said before, my top priority as President and CEO is to ensure that ICANN org can deliver on its Bylaws-mandated responsibilities. This *Risk Appetite Statement* is an important part of our efforts to create a "risk-aware" culture throughout the org and community, so that we are better equipped to identify, analyze, and mitigate risk both now and in the future.

TOP ISSUES & MITIGATION

In response to the limitations on ICANN Public Meetings, we've worked closely with the community to engage in a dialogue about how virtual meetings can be enhanced. Public Meetings are a critical part of how our community interacts and conducts its work in support of our mission, so it's vital that these events evolve to meet their needs. ICANN org collaborated with the Supporting Organization and Advisory Committee (SO/AC) leadership to distribute surveys to members, the results of which informed several recommendations that will be implemented during ICANN70, and improve future meetings. I'm incredibly thankful to everyone who contributed and made their voice heard.

Organization People

Gina Villavicencio, SVP, Global Human Resources

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

As of 31 March 2020, ICANN org had 387 active staff, 29 active requisitions, and 3 pending hires.
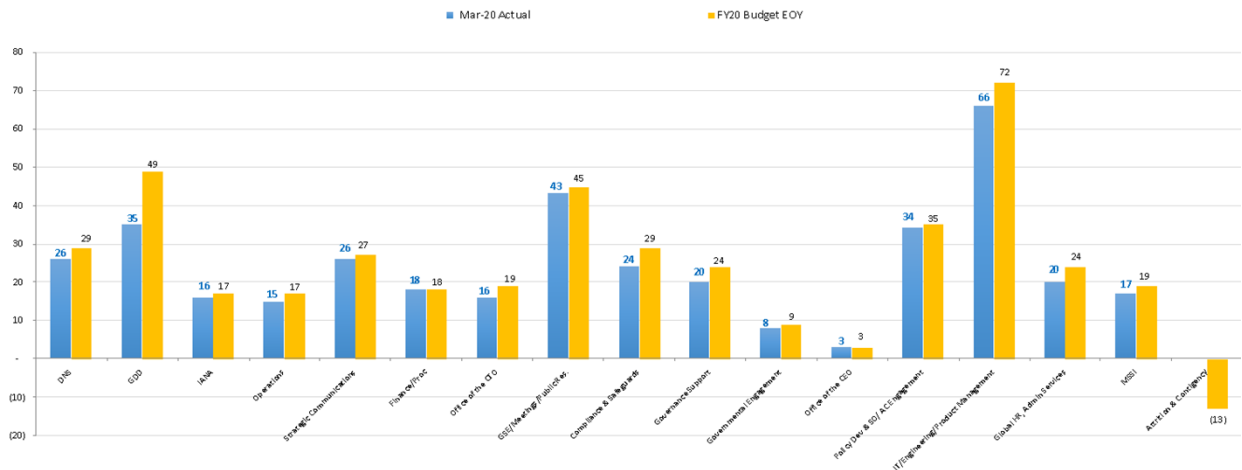
ICANN Org by Regions: As of 31 March 2020, the staff distribution by region was 290 (75%) in North America, 38 (10%) in Europe, 24 (6%) in the Middle East and Africa, 26 (7%) in Asia Pacific, and 9 (2%) in Latin American and Caribbean, for a total of 387.
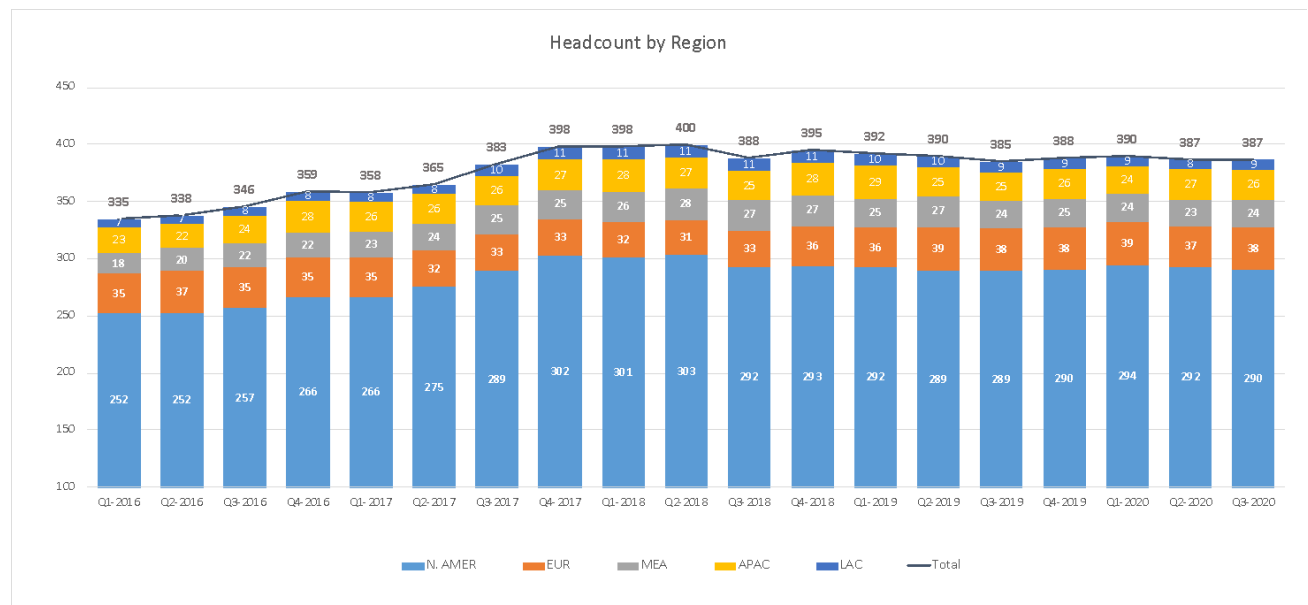
Voluntary Turnover as of 31 March 2020 was 5.93% and has decreased from the previous reporting period in 31 December 2019. In comparison, the worldwide voluntary benchmark is 13.1%, 7.2% more than the ICANN org voluntary turnover.

The trailing 12-month turnover rate is the total number of voluntary terminations of full-time staff members during a 12-month period divided by the average full-time headcount during the same period.

Benchmark Source: Radford Trends Report Technology Edition – Global.

Over the last three months, eight staff members joined ICANN org and another eight departed, resulting in a growth rate of 0%.
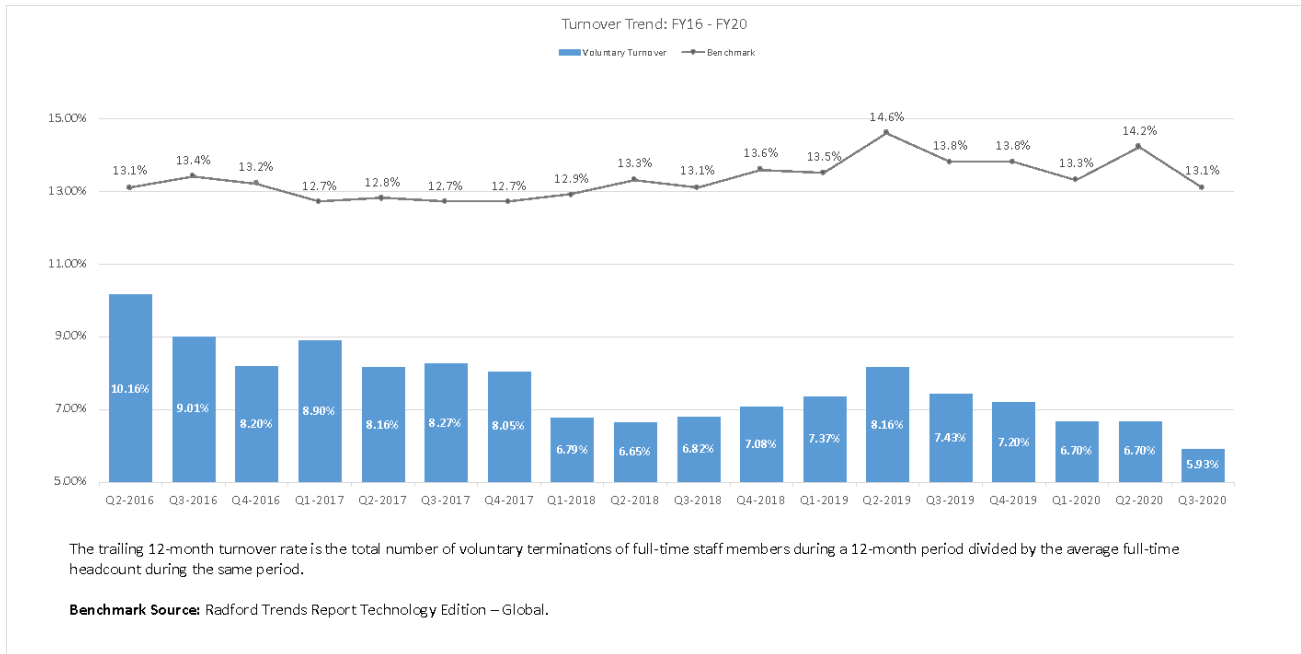
Annual growth rates (from June to June):

2019 – to Date	0%
2018 – 2019	0%
2017 – 2018	0%
2016 – 2017	+ 11%
2015 – 2016	+10%
2014 – 2015	+12%
2013 – 2014	+46%

* Growth rate formula is calculated (present headcount – past headcount) divided by past headcount.
*Growth rates that are 0% and below are represented simply as 0%.

The **gender diversity** of ICANN org is well-balanced with females (51.2%) having a slight majority. The Executive Team gender balance is improving with 46.2% female and 53.8% male. ICANN org has gender balance from a numerical perspective and continues to provide an opportunity when it comes to leadership positions.
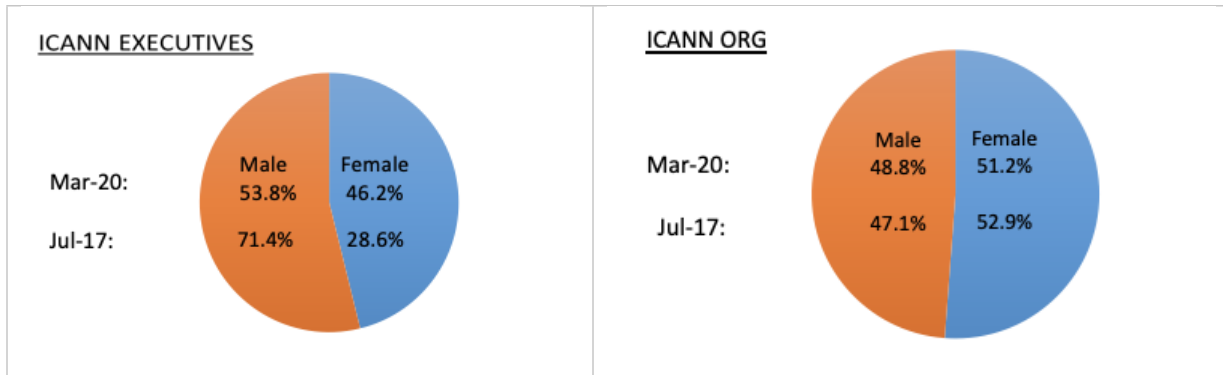
Age distribution of the organization has also been stable over the last three years, averaging around 43 years of age and represents the typical mid-point of most professional careers. The organization's average **years of service** as of March 2020 is 5.5 years, reflecting consistent growth and stability in ICANN org positions.
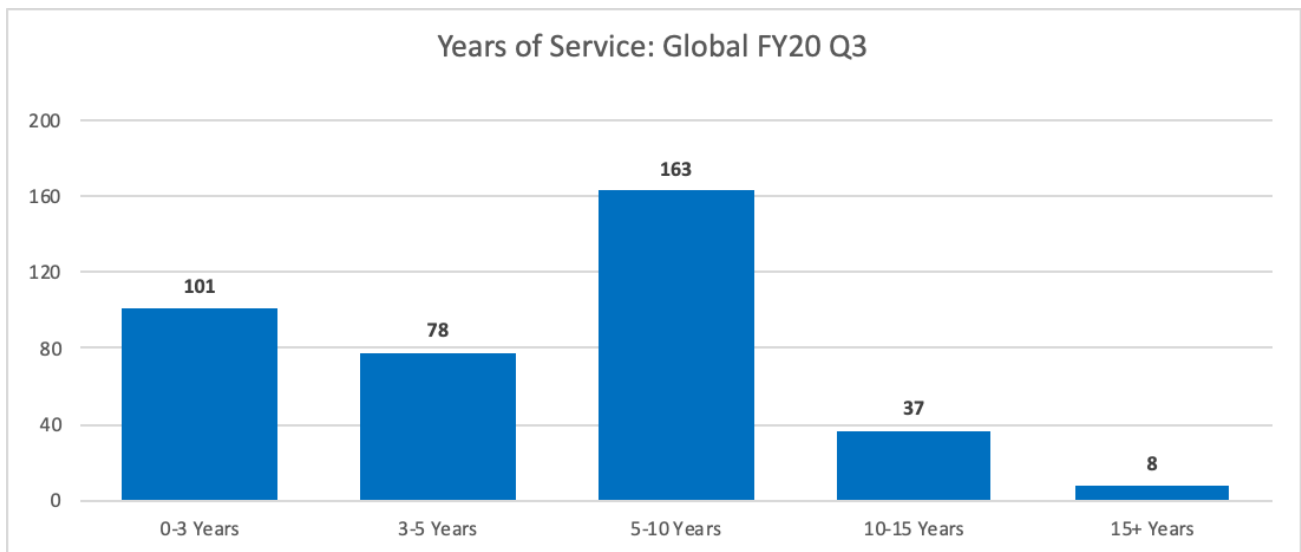
Sr. Director & Above global distribution has remained stable for the last couple of years, with the largest population between 5 to 10 years of service. This reflects ICANN org's depth of experience and relatively low turnover within senior leadership.

Years of Service by Region - Sr. Director & Above
(as of FY20 Q3)

Years of Service	AMER	APAC	EUR	LAC	MEA	Total
<3 years	5		2			7
3-5 years	3					3
5-10 years	19	2	2	1	1	25
10-15 years	14	1	1		1	17
>15 years	5					5
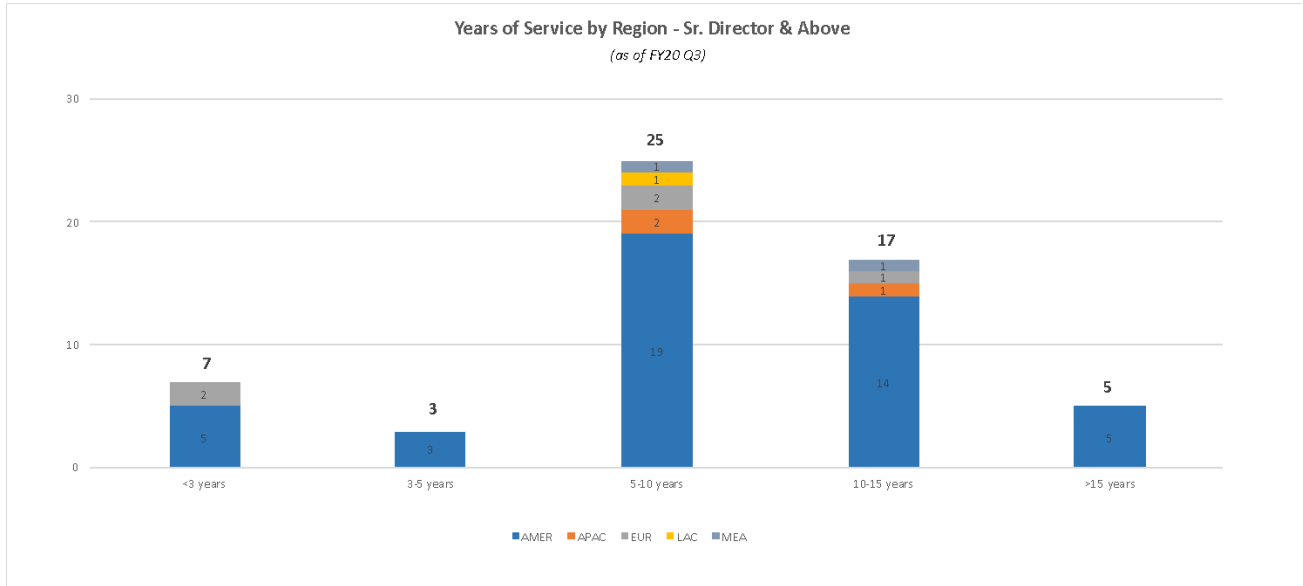
Organization Finances
Xavier Calvez, SVP, Planning & Chief Financial Officer (CFO)

YEAR TO DATE FINANCIALS - NOVEMBER

Financial Overview

The Financial Overview section provides a summary of financial highlights covering F\five months of FY21 unaudited financials ending November 2020. This is the most recent financial information available at the time of publication of this report.

The FY21 Budget includes adjustments due to the global pandemic for less Travel and Meetings for the first three months of the year, as well as a decline in funding. So far, actual funding has continued to grow at a modest rate, as it has in prior years. This is in contrast with the budget, which assumed negative impact resulting from the global pandemic. Travel restrictions have extended longer than assumed in the budget.

Funds Under Management have increased versus the prior year despite market volatility due to the global pandemic. *(For details, see page 14)*

USD in millions Unaudited	FY21 YTD Actual Total ICANN Operations	FY21 YTD Budget Total ICANN Operations	Under / (Over) vs. FY21 Budget ICANN Operations	FY20 YTD Actual Total ICANN Operations	Under/(Over) vs. FY20 Actuals ICANN Operations
Funding	**$58.0**	**$52.6**	**$5.4**	**$57.6**	**$0.3**
Expenses					
Personnel	*31.1*	*30.7*	*-0.4*	*29.8*	*-1.3*
Travel & Meetings	*0.0*	*3.5*	*3.5*	*4.8*	*4.8*
Professional Services	*6.6*	*8.2*	*1.6*	*7.3*	*0.7*
Administration	*5.9*	*7.0*	*1.1*	*7.2*	*1.3*
Capital	*0.3*	*0.5*	*0.2*	*1.0*	*0.7*
Contingency	*2.4*	*2.2*	*-0.3*	*1.6*	*-0.8*
Cost Savings Initiatives	*0.0*	*-1.6*	*-1.6*	*0.0*	*0.0*
Cash Expenses [1]	**$46.3**	**$50.3**	**$4.1**	**$51.7**	**$5.4**
Net Operating Excess/(Deficit)	**$11.7**	**$2.3**	**$9.4**	**$5.9**	**$5.8**
End of Period Headcount	395	394	(1)	391	4
1) Expenses exclude depreciation, investment income, and F/X translation					

Net Operating Excess at the end of November is $11.7M, which is $9.4M higher than budget and $5.8M higher than the prior year.

- November year-to-date net excess is $9.4M higher than budget due to Funding being $5.4M higher than planned, and lower than planned Expenses of $4.1M. Funding for Jul-Sep has been billed, funding for October and November is estimated.
  - Funding is $5.4M higher than budget primarily due to higher than planned transactions fees from Legacy $3.2M and New gTLDs $0.5M and fixed fees $1.1M

due to higher than planned contracted parties. Transaction volumes and the number of contracted parties were projected to decline in the budget resulting from the pandemic, but have experienced little to no impact so far.

- o Cash expenses are $4.1M lower than budget driven primarily by Travel and Meetings $3.5M due to conducting ICANN69 virtually.
- o The budget includes ($1.6M) of Cost Savings Initiatives. Year-to-date savings have been realized due to lower Travel & Meetings, ICANN69 being held virtually, and office and parking expense reductions.

- November year-to-date net excess is $5.8M higher than the prior year due to lower expenses of $5.4M.

  - o Funding is relatively flat to prior year.
  - o Expenses are $5.4M lower from the prior year driven by Travel and Meetings $4.8M due to travel restrictions from the global pandemic and holding ICANN69 virtually.

Funding

Funding Year to Date Five Months Ending 30 Nov 2020 (Unaudited)					
In Millions, US dollars	FY21 Actual	FY21 Budget	Var	FY20 Actual	Inc/ (Dec)
Transactions					
Registry transaction fees - Legacy	$20.6	$18.9	*$1.7*	$20.3	*$0.3*
Registry transaction fees - New gTLD	2.0	1.7	*0.3*	2.4	*(0.4)*
Registrar transaction fees - Legacy	13.3	11.8	*1.6*	12.8	*0.6*
Registrar transaction fees- New gTLD	1.6	1.3	*0.3*	2.0	*(0.4)*
Sub-total	**$37.5**	**$33.7**	***$3.8***	**$37.5**	***$0.0***
Registry Fixed Fees	**$12.5**	**$12.0**	***$0.5***	**$12.6**	***($0.1)***
Registrar Accreditation					
Application fees	$0.3	$0.0	*$0.3*	$0.1	*$0.2*
Accreditation fees - annual	4.2	3.6	*0.6*	4.1	*0.1*
Per-registrar variable fees	1.4	1.4	*(0.0)*	1.4	*(0.0)*
Sub-total	**$6.0**	**$5.1**	***$0.9***	**$5.6**	***$0.3***
Contributions					
RIR	$0.0	$0.0	*-*	$0.0	*-*
ccTLD	1.9	1.6	*0.3*	1.5	*0.4*
Meeting Sponsorships	0.0	0.2	*(0.1)*	0.2	*(0.2)*
Sub-total	**$2.0**	**$1.8**	***$0.2***	**$1.7**	***$0.3***
Other	**0.0**	**0.0**	**-**	**0.0**	**-**
ICANN Ops Total	**$58.0**	**$52.6**	***$5.4***	**$57.5**	***$0.5***

Registry Total	$35.1	$32.7	*$2.4*	$35.4	*($0.3)*
Registrar Total	20.9	18.2	*2.8*	20.4	*0.5*
Other	2.0	1.8	*0.2*	1.7	*0.3*
ICANN Ops Total	**$58.0**	**$52.6**	***$5.4***	**$57.5**	***$0.5***

Versus Budget

Funding through November includes three months of actuals for July through September and represents two months of estimates for October and November.

Through November, transaction fees were $3.8M higher than planned driven by higher than planned Legacy transactions.

Funding for the first five months of the fiscal year is $5.4M higher than budget primarily due to higher than planned:

- Transaction fees $3.8M due to less negative impact from the pandemic versus plan
- Registry Fixed Fees $0.5M due to less negative impact from the pandemic versus plan
    - Actual Q1 billing of 1,188 registry operators versus a budget of 1,161 (+27) and 1,186 estimated registry operators in Q2 versus a budget of 1,147 (+39)
- Accreditation Fees $0.6M due to less negative impact from the pandemic versus plan
- Application Fees $0.3M driven by a drop catching entity applying for 50 new registrars in September (the budget assumed no new applications in FY21)

Versus Prior Year

Funding is $0.5M higher than prior year with favorability in ccTLD contribution timing and new registrar application fees partially offset by Registry Fixed Fees.
- ccTLD Contributions $0.4M due to timing (invoicing earlier than last year)
- Application Fees $0.2M driven by a drop catching entity applying for 50 new registrars in September (the budget assumed no new applications in FY21)
- Registry Fixed Fees ($0.1M) due loss of 12 registry operators versus prior year

Expenses

USD in millions Unaudited	FY21 YTD Actual	FY21 YTD Budget	FY21 Actual vs. Budget		FY20 YTD Actual	FY21 Actual vs. FY20 Actual	
Personnel	$31.1	$30.7	($0.4)	-1%	$29.8	($1.3)	-4%
Travel & Meetings	0.0	3.5	3.5	99%	4.8	4.8	99%
Professional Services	6.6	8.2	1.6	20%	7.3	0.7	10%
Administration[1]	5.9	7.0	1.1	15%	7.2	1.3	19%
Capital	0.3	0.5	0.2	43%	1.0	0.7	74%
Contingency [2]	2.4	2.2	(0.3)	(12%)	1.6	(0.8)	-48%
Cost Savings Initiatvies	0.0	(1.6)	(1.6)	100%	0.0	0.0	0%
Cash Expenses	**$46.3**	**$50.3**	**$4.1**	**8%**	**$51.7**	**$5.4**	**10%**
End of Period Headcount	**395**	**394**	**(1)**	**(0%)**	**391**	**4**	**1%**

(1) Excludes depreciation, bad debt, investment (income)/ expense

(2) Contingency actuals have been extracted from their respective cost categories and aggregated on this line. Contingency budget of $5.2M is spread evenly over twelve months beginning July 2020.

Expenses are $4.1M lower than budget due to:
- Personnel expense is ($0.4M) higher than budget driven by one-time costs (*please see Personnel Variance Analysis for more details).*
- Travel and Meetings expenses are lower than budget $3.5M due to holding ICANN69 virtually and current travel restrictions. Travel restrictions from the global pandemic were included in the FY21 budget for July through September.
- Professional Services are $1.6M lower than budget primarily due to:
    - Meetings Operations $0.7M due to ICANN69 being held virtually
    - Governance Support $0.5M due to unplanned insurance credits and lower than planned general litigation

- o   Global Domains & Strategy $0.1M due to timing on various projects
- Admin is $1.1M under budget driven by:
  - o   Engineering and IT are $0.4M under budget due to less than planned meetings technical costs as a result of travel restrictions
  - o   Regional Offices are $0.2M under budget due to receiving parking credits at the LA Headquarters
- The budget includes ($1.6M) of Cost Savings Initiatives. Year-to-date savings have been realized due to lower Travel & Meetings, ICANN69 held virtually, and office and parking expense reductions.

Funds Under Management
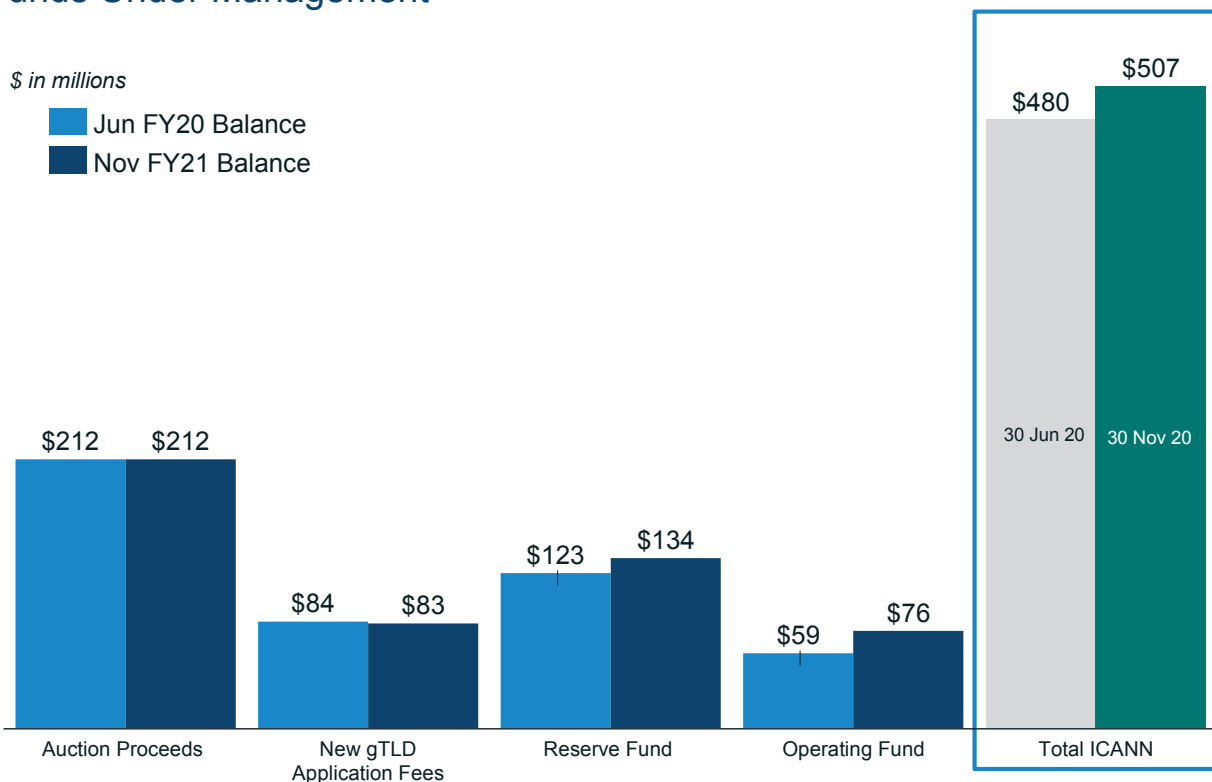
Total ICANN represents sum of month-end balances for all accounts

Funds Under Management as of 30 Nov 2020 increased by $26.6M as compared to 30 Jun 2020 (end of FY20) driven primarily by net excess in the operating fund and market gains from the Reserve Fund.
- Auction Proceeds increased $0.3M due to investment gains.
- New gTLD Application Fees decreased $2.2M due to a transfer for cost reimbursement to ICANN Operations of $2.0M and investment losses.
- The Reserve Fund increased $11.5M due to investment gains.
  - o   The Reserve Fund balance is now in line with one year of expenses *($129M in FY21 Budget)*.
    - o   The Reserve Fund Replenishment Strategy is tracking well ahead of the Board-approved strategy.

The Operating Fund increased $17.0M due to net excess from this fiscal year, reimbursement of New gTLD expenses for $2.0M, and the collection of funding in July and October.

Legal and Complaints Office

John Jeffrey, General Counsel and Secretary

KEY HIGHLIGHTS & MILESTONES

- In the lead-up to ICANN69, Board Ops organized and facilitated the third remote Board workshop in 2020, optimizing the time spent online by facilitating the development of a strategic agenda in close cooperation with the CEO, Executive Staff, and the Board. The same prioritization process has been applied successfully from the beginning of the pandemic, allowing the Board to carry its work through Weekly Board Info calls, and therefore delivering on its responsibilities within deadline.
- Supported the org and the Board in acting on the third Accountability and Transparency Review Team Final Report and many of the pending recommendations from the Competition and Consumer Choice & Trust review.

OVERVIEW OF ACTIVITY

Board Operations:

In this past period, Board Ops focused in particular on the content, coordination, and logistical support of the remote AGM/ICANN69, to produce a sustainable agenda and facilitate the Board's preparation for the various meetings with the Stakeholders (whether with the full Board or subsets of Board members meeting with their constituencies).

Board Ops also organized the Public Board meeting and Public Organizational Meeting of the Board, and, as a result of the decisions taken during the latter, Board Ops ensured the timely update of all the Board online pages and the mailman lists corresponding to the new Committees, Caucuses, and Working Group assignments.

The department also organized and supported the on-boarding of the newly appointed Director and the remote departure event for former Director Chris Disspain.

By the end of September, Board Ops completed its duties with regard to the FY22 draft OP&B and actively participated in several org-wide projects, such as Project Management Network, the DNS Security Facilitation Initiative Steering Committee and Technical Study Group (DSFI-TSG) and the Root Server System Governance Working Group (RSS-GWG). It continues to be actively involved in ITP.

As part of its day-to-day activities, Board Ops supported five Board meetings, 21 Committee Meetings, 19 Caucuses/Task Force meetings, and seven Working Groups meetings. It ensured the smooth running of several key processes, such as the Singapore regulatory filing (ACRA) and the correspondence process.

Complaints Office:

The office did not receive any new complaints during the reporting period. Of the 54 complaints submitted to date, approximately 60% of closed complaints have led to ICANN org improvements, while 31% have resulted in opportunities to educate complainants about the multistakeholder model, ICANN org's remit, or opportunities to provide input into the multistakeholder model.

Dispute-Related Matters and Internal Services:

Litigation and Arbitration. Litigation: (i) three of the claimants in the .HOTEL IRP sued ICANN (as of 18 Dec 2020, ICANN has not been served); (ii) DCA lawsuit (.AFRICA) is on appeal; (iii) lawsuit in Canada against 76 defendants – motions to dismiss are under Court consideration; and (iv) lawsuit in India – ICANN's jurisdictional challenge is under Court consideration. Arbitration: ICANN prevailed and was awarded costs and attorneys' fees in two recent arbitrations against registry operators that were noncompliant with their respective Registry Agreements.

Accountability Mechanisms. Since September 2020, the BAMC summarily dismissed Reconsideration Request 20-3; and ICANN responded to a request under the Documentary Information Disclosure Policy (DIDP). There are three pending IRPs: (i) in the Afilias IRP (.WEB), a seven-day hearing took place in August and we are waiting for the Final Determination; (ii) in the .HOTEL IRP, the Emergency Panelist denied nearly all of Claimants' requests for interim measures (which are the same claims brought in their lawsuit), but contention set remains on hold; and (iii) the Namecheap IRP (.ORG, .INFO, .BIZ) is in the discovery phase.

Subpoenas and Legal Inquiries: Since September 2020, ICANN has responded to seven subpoenas regarding information mostly concerning reserved or Special Use IP addresses that have not been assigned to any particular entity or individual for use; and has received two additional subpoenas requesting document production, which are under further review.

Internal Services and Legal Support to Board: Obtained Board approval for payment of legal fees pursuant to new process; advised finance team on various matters, including review and revision of FY22-26 Operating and Financial Plan and FY22 Operating Plan and Budget in preparation of posting for public comment; enhanced organizational compliance tracking process; worked with Contractual Compliance team to analyze issues re: potential registrar termination; supported the Nominating Committee on various issues, including due diligence of candidates; provided legal support re: PTI and ICANN annual audits; advised HR on various matters; facilitated review of all engagements to ensure compliance with laws; advised 401(k) plan committee on various matters; and provided lead staff support to three Board committees and legal support to all other Board committees and the Board.

Legal Contracting:
Advised ICANN org on a wide variety of ongoing contracting-related issues, with approximately 240 new requests for contract advice during the period. The team handled contract negotiation, drafting and/or advice for all ICANN org Functions, which included such work on the following representative projects:

- *For Global Domains & Strategy*: (1) the change of control of Afilias, Inc to Donuts, Inc., (2) ongoing work related to Registry Agreement/Registrar Accreditation Agreement amendments to add contractual obligation for implementation of Registration Data Access Protocol, (3) ongoing work on the addition of data processing terms to the agreements with certain Contracted Parties, (4) numerous amendments, assignments and terminations of Contracted Party agreements, and (5) agreements for new regional initiatives that address email address internationalization and universal acceptance readiness.
- *For the Office of Chief Technology Officer*: (1) agreements with vendors related to ICANN's Domain Abuse Activity Reporting (DAAR) project and (2) an agreement regarding a study of the root zone management architecture.

- *For Global Stakeholder Engagement:* various sponsorship and trademark licensing engagements with organizations that are linked to ICANN's Mission and Strategic Plan for 2020-2025.
- *For Meetings:* (1) ongoing assessment of contracts (venue, hotels, shipping, etc.) relating to COVID-19 issues, (2) virtual ICANN 69 Public Meeting contracts, and (3) software agreements with vendors that help manage the mobile application, schedule, and participant registration systems used for ICANN Public Meetings.
- *For Other Functions:* (1) ongoing work related to the Information Transparency Initiative, (2) numerous software and hardware related contracts for the E&IT Function and (3) for the Finance Function, renewal engagements with entities handling tax and audit matters.

Legal Support for GDD and Policy Teams:
The Governance Function continues to provide legal and other strategic support on projects across the Organization including:
- Consensus Policy implementation activities (accreditation of privacy and proxy service providers and the phase 1 recommendations of the Expedited Policy Development Process on the Temporary Specification for gTLD Registration Data (EPDP)).
- ICANN org projects related to the GDPR and other global privacy legislation.

Legal Support for Global Stakeholder Engagement, Strategic Initiatives and Implementation of IANA Stewardship Transition:
Provided legal advice supporting key engagements for the organization, including the new ICANN Root Server cluster in Singapore and the Memorandum of Understanding with the Georgian National Communications Commission. Advised and supported the org's new Implementation function in coordinating implementation on the Work Stream 2 recommendations on Enhancing ICANN Accountability. Provided strategic and legal advice to the team coordinating a successful ICANN69 in a virtual format.

TOP ISSUES & MITIGATION
We provide support and briefing documents in ongoing litigation, in support of Independent Review Process filings concerning new gTLD Program applications. The litigation issues are mitigated by maintaining a litigation readiness plan for relevant legal filings as well as utilization of the Risk Fund for costs. We provide an attorney-client privileged version of a litigation report to the Board under separate cover. Ongoing litigation activities are published on the litigation page on the ICANN website: https://www.icann.org/resources/pages/governance/litigation-en.

Global Domains and Strategy
Theresa Swinehart, SVP, Global Domains & Strategy

KEY HIGHLIGHTS & MILESTONES

Data Protection and Privacy
- The Expedited Policy Development Process Phase 2 team submitted its Final Report to the Generic Names Supporting Organization (GNSO) Council in July 2020, which accepted the report in September 2020 and sent it to the ICANN Board for consideration in October 2020.
  - The EPDP Phase 2 Final Report outlines 22 recommendations, 18 of which are regarding a System for Standardized Access/Disclosure (SSAD) for nonpublic generic top-level domain (gTLD) registration data. In his response to the GNSO Council on the completed report's submission to the ICANN Board, the ICANN Board Chair Maarten Botterman indicated the Board intends to initiate an Operational Design Phase (ODP) to assess the operational impact of these 18 SSAD recommendations, to be launched in early 2021. The remaining four recommendations in the EPDP Phase 2 Final Report are related to issues that the EPDP wasn't able to reach a conclusion on during Phase 1, such as the data retention period for registration data and the display of privacy/proxy information. These four "Priority 2" recommendations have been posted for Public Comment until 22 January 2021.
- Provided strategic cross-functional coordination on all issues related to ICANN org's effort to bring Registration Data Directory Service (RDDS) into compliance with the European Union's General Data Protection Regulation (GDPR), including oversight of ICANN org team focused on seeking input from the European Data Protection Board (EDPB).
- ICANN org submitted comments on the European Commission's (EC) Digital Services Act public consultation on the EDPB's guidelines on Concepts of Controller and Processor, the EC's draft updated Standard Contractual Clauses (SCCs) for transferring personal data to non-EU countries, a related announcement, and an ICANN President and CEO letter to three EC DG's to discuss questions raised in past discussions and the EC's commitment to work with Belgian DPA.
- Published six new pieces of correspondence related to data protection and privacy, which can be viewed here and four related announcements and/or blogs which can be viewed here.

Registrant Program
- Hosted an interactive Registrant Program Update ICANN69 Prep Week Webinar for the community featuring speakers from ICANN Global Support Center (GSC), Global Stakeholder Engagement (GSE), Public Responsibility Support (PRS), and Office of the CTO (OCTO) Technical Engagement teams.
- Published the fourth edition of its ongoing reporting series on Issues and Challenges Impacting Domain Name Registrants, containing updated data (March-August 2020) from GSC and Contractual Compliance. The report also provides observations of registrant issues and challenges from GSC and Contractual Compliance based on their interactions with registrants.
- Published a blog highlighting new resources available to registrants that included the above report, an infographic in the six United Nations languages that illustrates how registrants can keep their domains secure, plus a reminders to take the *"Registrant Basics: Essentials for Domain Name Holders"* course on ICANN Learn.

- Initiated a strategic internal recurring meeting series for cross-functional group of ICANN org departments to develop and improve delivery of registrant-related services.
- Published a blog outlining resources for registrants and those affected by the insolvency proceedings against registrar Net 4 India and experiencing issues with their domain name registrations.

Internationalized Domain Names (IDNs) and Universal Acceptance (UA)
- An independent DNS Stability Evaluation Panel rejected the request from Indonesia for an Internationalized Domain Name (IDN) country code top-level domain (ccTLD) in the Javanese script due to technical reasons. This decision was made in accordance with the process called out in the Final Implementation Plan for IDN ccTLD Fast Track Process (FIP) to evaluate a string, which includes a required technical string evaluation by an independent panel.
- Published 17 Second-Level Reference Label Generation Rules (LGRs) including: Bangla, Devanagari, Ethiopic, Georgian, Gujarati, Gurmukhi, Kannada, Khmer, Lao, Malayalam, Oriya, Tamil and Telugu script-based LGRs and Arabic, Chinese, Hindi and Thai language-based LGRs.
- Published the fourth version of Label Generation Rules for the Root Zone (RZ-LGR-4). RZ-LGR-4 integrates 18 scripts, adding Chinese and Bangla scripts in this version, in addition to Arabic, Devanagari, Ethiopic, Georgian, Gujarati, Gurmukhi, Hebrew, Kannada, Khmer, Lao, Malayalam, Oriya, Sinhala, Tamil, Telugu, and Thai.
- Held one ICANN69 Prep Week session that provided a general update on the IDN Program, as well as updates from the community on the status of RZ-LGRs.
- Conducted UA training globally, including sessions for the African Association of Universities (AAU), Governmental Advisory Committee (GAC) African members, and African Telecom Regulators Association, as well as webinars with the Arab ICT Organization, and Czech and Slovak Network Operators Group (CSNOG). The training sessions covered technical aspects of UA and EAI, as well as regional challenges and issues.
- The UA Program continued to support the activities of the UASG:
  - Published the first annual UA Readiness Report FY20 that provides a summary of scope of Universal Acceptance, documents the current gaps in technology related to UA-readiness to-date, and summarizes the activities undertaken by the UASG in FY20 (July 2019 – June 2020).
  - Established two new UA Local Initiatives in China and Thailand, in addition to existing ones in CIS-EE (Armenia, Belarus, Georgia, Latvia, Russian Federation, Serbia, and Ukraine) and India.
  - Hosted UA sessions at the 2020 Global Internet Governance Forum (IGF) and Taiwan IGF (TWIGF) in November 2020.
  - Held three sessions focused on UA at ICANN69:
    - Community Update on UA Readiness – Session attended by 75 participants, and introduced the concept of UA, gave an overview of UASG leadership, and outlined progress made toward achieving global UA readiness. It also summarized key FY20 activities.
    - Outreach for Addressing UA – Session attended by 61 participants, and highlighted progress being made around the globe by UA Local Initiatives and UA Ambassadors.
    - Remediating UA Issues – A working session attended by 85 participants, and featured insights from the UASG's Measurement, Technology, and Email Address Internationalization (EAI) working groups. The chairs of each

working group outlined the current gaps in UA technology and conducted a workshop to identify remediation efforts to address these challenges.

- o Published weekly social media content to promote UASG resources, blogs and industry news. Created and published the "What Does UA Mean to You?" [video](), highlighting what UA means to UASG members.
- o Published educational material including:
  - Documentation
    - Considerations for Naming Internationalized Email Mailboxes (UASG028): https://uasg.tech/wp-content/uploads/documents/UASG028-en-digital.pdf
    - Universal Acceptance Readiness Report FY20: https://uasg.tech/wp-content/uploads/2020/09/UASG-FY20-Readiness-Report-20200917.pdf
    - UA Compliance of Some Programming Language Libraries and Frameworks (UASG018A): https://uasg.tech/wp-content/uploads/documents/UASG018A-en-digital.pdf
    - Evaluation of EAI Support in Email Software and Services Report (UASG030): https://uasg.tech/wp-content/uploads/documents/UASG030-en-digital.pdf
  - Blogs
    - ICANN69 recap: https://uasg.tech/2020/11/icann69-highlights-universal-acceptance-initiatives-and-global-momentum/
    - Recent EAI tech news: https://uasg.tech/2020/11/support-for-email-addresses-in-local-languages-grows-with-major-tech-companies/
    - UA Local Initiatives overview: https://uasg.tech/2020/10/making-global-progress-towards-an-internet4all-universal-acceptance-local-initiatives/

Naming Services portal (NSp)
- Implemented a change to the case notification process, which streamlined this activity by eliminating duplicative notices related to complaints. This improvement was a result of input received from ICANN contracted parties.

Contractual Activity
- Following the completion of ICANN's due diligence, and a briefing to the ICANN Board, ICANN approved the change of control request from Afilias in mid-December 2020. The change of control request was associated with the 19 November 2020 announcement that Donuts Inc. has entered into an agreement to purchase Afilias Inc. for an undisclosed sum. The transaction will not include Afilias' mobile software and registrar businesses.
- ICANN and Employ Media, the registry operator for the .JOBS sponsored TLD agreed upon an amendment to the .JOBS registry agreement that will allow Employee Media to change the sponsoring organization of the .JOBS TLD, from the Society of Human Resource Management to itself.
- On 5 October 2020 ICANN [terminated]() the .WED registry agreement with Atgron for non-payment of registry-level fees. Next ICANN org will conduct an assessment and make a determination whether to transition operation of the .WED gTLD to a successor registry operator or retire the gTLD. For now, .WED will remain operating under the care of Nominet acting as the Emergency Backend Registry Operator (EBERO) for ICANN as it has since 8 December 2017.

Funding Forecast

- As part of ICANN's annual operating and financial planning cycle, the GDS and Finance teams produced a forecast of ICANN's projected funding for FY22, and FY22-26. In addition, the team produced a detailed report documenting the assumptions underlying the funding forecast. The Draft FY22-26 funding forecast provides forward-looking information that represents ICANN's attempt at conservatively estimating its future funding. Additional information related to the approach and assumptions related to the financial projections are included in the report.

OVERVIEW OF ACTIVITY

ICANN69 Virtual Meeting

- The GDS team held a total of four Prep Week sessions leading into the ICANN69 Annual General Meeting. The sessions included updates on the Registrant and IDN Programs, ICANN Reviews, and the Second Security, Stability, and Resiliency Review (SSR2).
- At ICANN69, the GDS team supported three sessions on Universal Acceptance (UA) held by the Universal Acceptance Steering Group (UASG). The sessions focused on the current state of UA readiness, outreach being done by UA Ambassadors and Local Initiatives, and remediating UA technical issues.

New gTLD Program - Subsequent Procedures

- Completed cross-functional review and analysis of Draft Final Report to develop input from ICANN org on implementation points.
- Supported Board review and discussion of policy recommendations to develop Board input on Draft Final Report.
- Established cadence of Board Caucus meetings for updates on the New gTLD Subsequent Procedures Policy Development Process and planning for proposed Operational Design Phase (ODP).
- Advanced organization and planning of project work tracks to approach ODP, including resource planning to complete analysis.
- Held coordination calls with PDP co-chairs, Board liaisons, and GNSO Council leadership.

Operations, Service Delivery & Support
Responsible for GDS Operations, contracted party service delivery, vendor management, and worldwide support for community members and registrants. Activities included:

Global Support

- The Global Support team answered 1,809 phone calls and closed 6,874 cases. ICANN's contracted parties represented 11 percent of the inquiries. The remaining 89 percent were from registrants and the community. The team also sent 35 notifications to contacted parties during this period. The team achieved an overall customer satisfaction score of 4.0 on a 5-point scale related to "How satisfied are you with the service you received from ICANN?"

Contracted Party Service Delivery

- A total of 647 service requests were completed during the period, including the renewal of 362 Registrar Accreditation Agreements (RAAs). The RAAs of 3 registrars were terminated (all voluntarily) and 17 new registrars were accredited. Four Registry Services Evaluation

Policy (RSEP) requests for 8 gTLDs were completed and 8 gTLD Registry Agreements were terminated (7 voluntarily and 1 involuntarily).

Board Advice
- The ICANN Board received 20 advisories related to ALAC, RSSAC, and SSAC advice, which equates to 40 pieces of individual advice (advisories often contain more than one piece of advice). Sixteen require action from the ICANN Board, and 24 are statements and/or informational advisories that do not contain a specific recommendation for the ICANN Board. In addition, the ALAC issued 23 public statements. GAC advice is not included in these metrics.

Correspondence
- ICANN org handled 478 cases related to the work of processing Correspondence. Of those, 67 were letters resulting in substantive responses and were published on the ICANN Correspondence page. ICANN also published 44 letters directed to the ICANN community to inform the community or request information on various topics.

New gTLD Program
- As of 18 December 2020, 35 applications remain in the 2012 round with two applications actively working toward contracting. During this period, no applicants withdrew from the Program and agreements for five TLDs were subsequently terminated and removed from the root zone.

Public Comment Activity
- Proposed Amendment 1 to the .JOBS Registry Agreement (opened 30 Sep., closed 16 Nov.)
- Reference Label Generation Rulesets (LGRs) for the Second Level (opened 24 Aug., closed 15 Oct.)

Reviews (Support/Accountability)
Theresa Swinehart, SVP, Global Domains & Strategy

This section and the following Reviews Implementation section that follows include comprehensive reporting on reviews and Work Stream 2.

KEY HIGHLIGHTS & MILESTONES

Specific Reviews

Third Accountability and Transparency Review (ATRT3)
- The third Accountability and Transparency Review Team (ATRT3) delivered its Final Report to the ICANN Board for consideration on 1 June 2020. This report posted for Public Comment on 16 June 2020 to help inform the Board's action on the final recommendations. On 30 November 2020, the Board resolved to approve the five recommendations in the ATRT3 Final Report, comprised of 15 component parts, as enumerated in the scorecard, which call for:
- The approved recommendations to be subject to prioritization efforts, with the exception of Recommendation 5, which itself calls for a prioritization process.
- Implementation of some of the recommendations, such as the changes to Specific and Organizational reviews, which require changes to ICANN's Bylaws. These changes will be subject to the established Bylaws change process, which includes an opportunity for the ICANN community to review.

Second Security, Stability, and Resiliency Review (SSR2)
- Over the past several months the SSR2 Review Team has considered public comments received on its draft report and has amended its draft report as it deems appropriate and in the public interest. There are 65 recommendations across 24 categories. The team is now in the process of finalizing this work, targeting to submit its final report to the Board in January 2020.
- The final report will be published for Public Comment in advance of the Board's consideration.

Organizational Reviews

At-Large2 Review (ALAC)
- ICANN Board accepted the final implementation report of the second At-Large Review Recommendations (Final Report) on 10 September, signifying the conclusion of the second review of the At-Large.
- The Board requested the At-Large Advisory Committee to provide the OEC with a written or oral progress update on the two outstanding implementation steps for the two recommendations by 31 December 2020; and in the event that implementation is not completed by 31 December 2020, the ALAC shall continue to provide such updates to the OEC on a six-monthly basis until such time that the implementation efforts conclude.

Country Code Names Supporting Organization (ccNSO2) Review
- On 11 August 2020, an independent examiner presented to the Organizational Effectiveness Committee (OEC) their findings and recommendations listed in the final report, and ccNSO Review Working Party presented their Feasibility Assessment. Of the 15

recommendations listed in the final report, 13 issues and six recommendations were supported by the ccNSO Review Working Party, and two recommendations were considered already implemented.
- OEC followed-up with the ccNSO on 9 December 2020 to inform of their evaluation of the Feasibility Assessment and advise the ICANN Board on the recommendations and next steps, including the basis on which the Final Report and Assessment and Implementation Plan can be accepted, and a team convened to proceed with implementation.

Generic Names Supporting Organization (GNSO) Review
- In the letter of 12 October 2020 to the GSNO Council and Leaders, the ICANN Board invited their views on the scheduling of the next GNSO review.
- The Commercial Stakeholder Group submitted a response in its letter of 25 November 2020, proposing that initial discussions around the particular aspects of the scope of the ATRT3 holistic review relevant to the GNSO3 Review be the focus of a meeting of the CSG and OEC in December. OEC will reach out informally to the Commercial Stakeholder Group (CSG) on next steps.
- RySG (letter of 7 December 2020), GNSO Council letter of 15 December 2020, and the Registrar Stakeholder Group (RrSG) letter of 16 December 2020 supported the ICANN Board suggestion on deferring the start of GNSO3 review.
- Possible responses are also expected from other SG/Cs.

Nominating Committee (NomCom) Review
- The NomCom Review Implementation Working Party (NomComRIWG) continues its work on drafting suggested Bylaws amendments as signaled in the detailed implementation plan for five recommendations (Recs. #7, #9, #10, #24, #27), and will be submitted to the OEC once finalized. The five recommendations pertain to:
  o Extending the term of NomCom members,
  o Converting all NomCom members to voting members,
  o Rebalancing the NomCom,
  o Creating a 'NomCom Standing Committee', and
  o Creating a definition of and desire for specific Board seats for "unaffiliated directors".

Second Root Server System Advisory Committee (RSSAC2) Review
- The RSSAC2 Review Implementation Work Party submitted their second implementation progress report to the OEC, reporting, that out of the six recommendations, two have been implemented, two are in progress, and two have not yet started as they are dependent on the progress of Route Server System Governance Working Group.

Second Security and Stability Advisory Committee (SSAC2) Review
- The SSAC2 Review Implementation Work Party submitted its second detailed implementation report to the OEC and recommended that implementation be recorded as complete by the ICANN Board, considering all recommendations approved by the Board have now been either completed, or integrated into ongoing SSAC processes, as documented in the SSAC Operational Procedures.

OVERVIEW OF ACTIVITY
- Supported the work of two Specific Reviews – ATRT3 and SSR2; one Organizational Review in preparation for Board consideration – ccNSO; and four Organizational Reviews during their implementation work (At-Large, NomCom, RSSAC and SSAC).

- Supported ongoing work to improve ICANN's Bylaws-mandated reviews. This includes the work by the ICANN Board, ICANN organization, and community on streamlining of reviews, in close alignment with the findings and recommendations from the ATRT3.
- Has, and continues to support, the transition of ATRT3 recommendations from the Review Support and Accountability Team to the Implementation Operations Team.

TOP ISSUES & MITIGATION

Board approval of Review-related ATRT3 recommendation and its resulting implementation will result in significant reforms and changes to ICANN Reviews and ultimately changes to ICANN Bylaws. In order to accomplish this, community support for these Bylaws changes will be necessary. Given the complexity of its recommendations, ATRT3 implementation shepherds have recognized that an iterative process may be needed to achieve the intended outcome and the Board's action is supportive of this approach. This approach applied to the Holistic Review Pilot and the Continuous Improvement Program Pilot will facilitate engaging with the community to make near-term progress and test possible solutions in partnership with the community.

Another top issue is that there are over 300 Board-approved community recommendations that need to be implemented. Recognizing the challenges with implementation of so many recommendations, including impact on community bandwidth and ICANN resources, ATRT3 issued a recommendation to put into place a prioritization process. This process will need to be developed in partnership with the community. The recently created Planning Team within the Finance Department will focus on the implementation of this recommendation in alignment with the broader need to prioritize all of ICANN's work.

FACT SHEETS

Accountability and Transparency Review (ATRT3)
(final fact sheet June 2020)

Key Data Points:
- Completion, based on duration: 100%
- Budget spent and committed: 60%
- Participation rate: 70%
- Milestones completed: 100%

Accountability and Transparency (ATRT3) Review
Fact Sheet as of: 30-Jun-2020

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

Wiki Page: https://community.icann.org/display/atrt/ATRT3
Contact the ATRT3 Review Team: input-to-atrt3@icann.org
Review Questions: reviews@icann.org

ATRT3 Co-Chairs: Cheryl Langdon-Orr
Pat Kane

Review Status (as of 30 June 2020)

Start Date:	Apr-19	Review Duration:	14 Month(s)
Completion:	May-20	Total Expected Duration:	14 Months

100% Complete, Based on Duration

60% Budget Spent/Committed by Review Team (thru 30 June 2020)

Section I: People (as of 30 June 2020)

Review Team members: 16

Volunteer Participation Rate 70%

ICANN org (individuals involved at various times throughout Review):
Face-to-face meetings: 11 Days
Calls: plenary, leadership, subteam: 119 Calls
Volunteer meeting & call time: 2,530 Hours

ICANN org (hours and cross-organizational): 12 — 903 Hours

Section II: Financial Resources (as of 30 June 2020)

Direct Review Costs	Approved Budget	Spent to Date	Committed Services	Total Spent and Committed to Date	Remaining Budget
Professional Services	$200,000	$140,000	$0	$140,000	$60,000
Travel	$250,000	$190,000	$0	$190,000	$60,000
ICANN Org Support	$100,000	$0	$0	$0	$100,000
Total	$550,000	$330,000	$0	$330,000	$220,000

Section III: Milestones (as of 30 June 2020)

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

Review Planning and Research — 20% of total effort — 100% Complete
- ☑ Determine leadership & role of observers
- ☑ Identify need for subgroups and deliver a proposal on division of work
- ☑ Adopt and publish ToR and Work Plan
- ☑ Adopt and publish outreach plan
- ☑ Assemble background materials and identify briefings / data sources needed
- ☑ Determine requirements for independent expert(s)

Conduct Review — 40% of total effort — 100% complete
- ☑ Community survey
- ☑ Executive summary
- ☑ Issue 1: Board
- ☑ Issue 2: GAC
- ☑ Issue 3: Public Input
- ☑ Issue 4: Acceptance of ICANN decisions
- ☑ Issue 5: PDP
- ☑ Issue 6: IRP
- ☑ Issue 7: Assessment of relevant ATRT2 recommendations
- ☑ Issue 8: Assessment of periodic reviews
- ☑ Issue 9: Accountability indicators
- ☑ Issue 10: Prioritization and rationalization of activities, policies, recommendations
- ☑ Prioritization and interdependence of recommendations

Draft Report Public Comment — 20% of total effort — 100% Complete
- ☑ Socialize recommendations
- ☑ Administrative duties, formatting
- ☑ Publish draft report
- ☑ Analysis of public comment input

Final Report — 20% of total effort — 100% Complete
- ☑ Assemble final recommendations and update draft report
- ☑ Cross-check final recommendations with scope and Bylaws
- ☑ Send final report to ICANN Board, publish final report
- ☑ Determine implementation shepherd(s)

TOTAL: 100% Milestones Completed — 100% Complete

Competition, Consumer Trust and Consumer Choice Review (CCT)
(final fact sheet October 2018)

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

Competition, Consumer Trust and Consumer Choice (CCT) Review
Fact sheet as of: 31-Oct-2018

Overview:
ICANN is committed to ensuring that, as it contemplates expanding the top-level domain space, the various issues that are involved will be adequately addressed prior to implementation.

These include issues such as competition, consumer protection, security, stability and resiliency, malicious abuse issues, sovereignty concerns, and rights protection.

The AoC also requires ICANN to convene a community-driven review to examine the extent to which the introduction or expansion of gTLDs has promoted competition, consumer trust and consumer choice, as well as the effectiveness of: The application and evaluation process and safeguards put in place to mitigate issues involved in the introduction or expansion

Wiki Page:	CCT Wiki Home Page
CCT-RT Email:	input-to-cctrt@icann.org
Review Questions:	reviews@icann.org

CCT Chair	Jonathan Zuck
Competition and Consumer Choice Subteam Chair:	Jordyn Buchanan
Safeguards & Trust Subteam Chair:	Laureen Kapin

Review Status (as of 31 Oct 2018)

Start Date:	13-Jan-2016	Review Duration to Date:	32 Months
Expected Completion:	8-Sep-2018	Total Expected Duration:	32 Months

100% Complete, Based on Duration

100% Budget Spent/Committed

Section I: People (as of 31 Oct 2018)

Review Team members: **15**

Volunteer Participation Rate: 64%

ICANN Org (individuals involved at various times throughout Review): **13**

Face-to-face meetings:	8 Meetings
Calls (plenary and subteam):	142 Calls
Volunteer meeting & call time:	3,366 Hours
Personnel support time [1] (estimated hours and cross organizational)	11,653 Hours

[1] Does not include time for Executives, Legal, IT Personnel and Other Organizational Support

Section II: Financial Resources (as of 31 Oct 2018)

Direct Review Costs [1]	FY19 Approved Budget [2]	FY19 Budget Spent to Date [3]	Committed FY19 Services [4]	Remaining FY19 Budget	Actual Expenses: Review to Date [2]	Total Spent and Committed to Date
Professional Services - IAG-CCT	$ -	$ -	$ -	$ -	$ 210,000	$ 210,000
Professional Services - CCT	$ -	$ 650	$ -	$ (650)	$ 1,540,000	$ 1,540,000
Travel	$ -	$ 5,490	$ -	$ (5,490)	$ 420,000	$ 420,000
Total	$ -	$ 6,140	$ -	$ (6,140)	$ 2,170,000	$ 2,170,000

[1] Excludes ICANN Organization and overhead allocation.
[3] Based on the most recent month end financials (may not include recent expenditures). Represents expenses incurred since inception of work.
[2] Includes incremental approved professional services budget of $160,000.
[4] Professional services includes services from signed contracts to be provided or invoiced; travel includes upcoming scheduled meetings. ICANN60.

Section III: Milestones (as of 31 Oct 2018)

Project Management
20% of total effort
- Adopt terms of reference
- Adopt work plan
- Assemble subteams
- Prepare templates
- Solidify list of projects
- Adopt discussion paper template
- Adopt report shell/framework

Research and Studies
20% of total effort
- Identify data/sources needed for work
- Analyze data from research and studies

Draft Report
25% of total effort
- Assemble initial conclusions
- Populate discussion papers with findings and potential recs.
- Reach agreement on discussions papers
- Discuss/approve/consolidate findings and interim recommendations
- Approve interim recommendations
- Seek Board/ICANN Organization input on implementability of interim
- Circulate interim recommendation to Subsequent Procedures PDP WG
- Socialize interim recommendations with community
- Build and approve Draft Report for public comment
- Issue draft report for public comment and socialize draft recommendations with
- Produce summary of public comment received
- GDD to provide input on draft recommendations

New Sections
10% of total effort
- Review studies' input and incorporate as appropriate
- Produce additional recommendations/new sections, as appropriate and edit report
- Approve additional recommendations
- Publish new sections of the report for public comment
- Socialize changes to report with community
- Seek ICANN Org and Board Caucus WG input on implementability of
- Circulate to New gTLD Subsequent Procedures PDP WG
- Produce summary of public comments

Final Report
25% of total effort
- Review public comment input received and incorporate as appropriate
- Seek Board/ICANN Organization input on implementability of final recommendations
- Circulate final recommendations to Subsequent Procedures PDP WG for input
- Finalize Report
- Adopt final recommendations and report
- Send final report to ICANN Board

TOTAL: 100% Milestones Completed

Registration Directory Service Review (RDS)
(final fact sheet August 2019)

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

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

NOTE: Information in this fact sheet was presented in the Final Report and reflects financial data through the end of June 2019. Additional expenses may appear in future financial reports and will be posted on the wiki here: https://community.icann.org/display/WHO/Fact+Sheet

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

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

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

Wiki Page:	RDS-WHOIS2 Wiki Home Page
Contact the RDS-WHOIS2-RT:	Input-to-rds-whois2-rt@icann.org
Review Questions:	reviews@icann.org

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

Review Status (as of 3 August 2019)

| Start Date: | Jun-17 | Review Duration to Date: | **26** Month(s) |
| Expected Completion: | Aug-19 | Total Expected Duration: | **26** Months |

100% Complete, Based on Duration

42% Budget Spent/Committed by Review Team

Section I: People (as of 3 August 2019)

Review Team members: **11**

Volunteer Participation Rate **71%**

ICANN org (individuals involved at various times throughout Review): **21**

Face-to-face meetings:	10 Days
Calls: plenary, leadership, subteam:	117 Calls
Volunteer meeting & call time:	1,023 Hours
ICANN org (hours and cross-organizational)	747 Hours

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

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

[1] Excludes ICANN organization and overhead allocation.
[2] Based on the most recent month end financials (may not include recent expenditures). Represents expenses incurred since inception of work.
[3] Professional services includes services from signed contracts to be provided or invoiced; travel includes projected expenses for planned meetings.
[4] As noted in FY19 Operating Plan, a new "standard" assumption of 10 supported travelers was implemented for each review. This resulted in a revised baseline travel budget of $195,000.
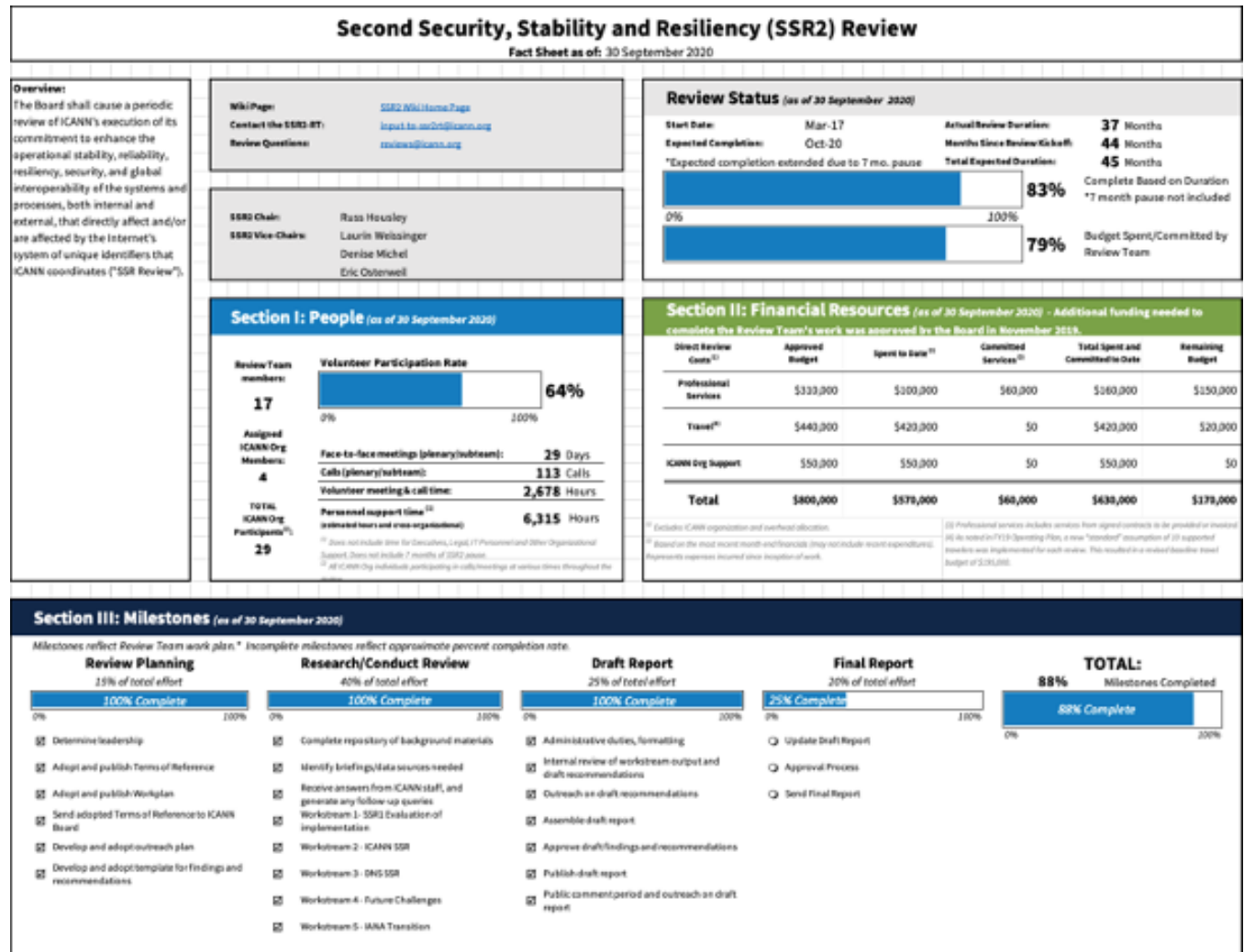
Section III: Milestones (as of 3 August 2019)

Review Planning
20% of total effort

- ☑ Determine role of observers
- ☑ Determine leadership
- ☑ Finalize legal docs (Conflict of Interest policy, NDA, Statement of Interest)
- ☑ Adopt methodology and framework that identifies prioritized focus of RT work (Scope)
- ☑ Adopt and publish Terms of Reference/communication with Board
- ☑ Adopt and publish Work Plan
- ☑ Define Review Team project management roles and responsibilities, including budget
- ☑ Identify need for and deliver proposal on division of work
- ☑ Develop and adopt outreach plan
- ☑ Send adopted Terms of Reference and Workplan to Board

Research & Studies
20% of total effort (to be reviewed by RT)

- ☑ Assemble repository of background materials
- ☑ Identify briefings/data sources needed
- ☑ Determine need for independent expert(s) and develop Statement of Work

Draft Report
35% of total effort

- ☑ Subteams to present initial findings to Review Team
- ☑ Develop/adopt template for findings, recommendations and report
- ☑ Assemble findings and potential recommendations
- ☑ Cross-check interim recommendations with scope/Bylaws, obtain feasibility assessment
- ☑ Socialize draft recommendations with community
- ☑ Publish Draft Report for Public Comment
- ☑ Adopt public comment summary for publication

Final Report
25% of total effort

- ☑ Review public comment received and incorporate as appropriate
- ☑ Cross-check final draft recommendations with scope/Bylaws and obtain feasibility assessment
- ☑ Approve final findings, recommendations and report for Board consideration
- ☑ Submit Final Report to ICANN Board
- ☑ Identify one or two Review Team Members to remain available for clarification as may be needed during the planning phase of implementation of Review Team Recommendations

TOTAL: **100%** Milestones Completed

Second Security, Stability and Resiliency Review (SSR2)
(most recent quarterly version published September 2020)

Key Data Points:
- Completion, based on duration: 83%
- Budget spent and committed: 79%
- Participation rate: 64%
- Milestones completed: 88%

Second Security, Stability and Resiliency (SSR2) Review
Fact Sheet as of: 30 September 2020

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

WikiPage:	SSR2 Wiki Home Page
Contact the SSR2-RT:	Input to ssr2rt@icann.org
Review Questions:	reviews@icann.org

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

Review Status (as of 30 September 2020)

Start Date:	Mar-17	Actual Review Duration:	37 Months
Expected Completion:	Oct-20	Months Since Review Kickoff:	44 Months
*Expected completion extended due to 7 mo. pause		Total Expected Duration:	45 Months

83% — Complete Based on Duration. *7 month pause not included

79% — Budget Spent/Committed by Review Team

Section I: People (as of 30 September 2020)

Review Team members: **17**
Assigned ICANN Org Members: **4**
TOTAL ICANN Org Participants: **29**

Volunteer Participation Rate: **64%**

Face-to-face meetings (plenary/subteam):	29 Days
Calls (plenary/subteam):	113 Calls
Volunteer meeting & call time:	2,678 Hours
Personnel support time:	6,315 Hours

Section II: Financial Resources (as of 30 September 2020) - Additional funding needed to complete the Review Team's work was approved by the Board in November 2019.

Direct Review Costs	Approved Budget	Spent to Date	Committed Services	Total Spent and Committed to Date	Remaining Budget
Professional Services	$330,000	$100,000	$60,000	$160,000	$150,000
Travel	$440,000	$420,000	$0	$420,000	$20,000
ICANN Org Support	$50,000	$50,000	$0	$50,000	$0
Total	$800,000	$570,000	$60,000	$630,000	$170,000

Section III: Milestones (as of 30 September 2020)

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

Review Planning — 15% of total effort — **100% Complete**
- ☑ Determine leadership
- ☑ Adopt and publish Terms of Reference
- ☑ Adopt and publish Workplan
- ☑ Send adopted Terms of Reference to ICANN Board
- ☑ Develop and adopt outreach plan
- ☑ Develop and adopt template for findings and recommendations

Research/Conduct Review — 40% of total effort — **100% Complete**
- ☑ Complete repository of background materials
- ☑ Identify briefings/data sources needed
- ☑ Receive answers from ICANN staff, and generate any follow-up queries
- ☑ Workstream 1- SSR1 Evaluation of implementation
- ☑ Workstream 2 - ICANN SSR
- ☑ Workstream 3 - DNS SSR
- ☑ Workstream 4 - Future Challenges
- ☑ Workstream 5 - IANA Transition

Draft Report — 25% of total effort — **100% Complete**
- ☑ Administrative duties, formatting
- ☑ Internal review of workstream output and draft recommendations
- ☑ Outreach on draft recommendations
- ☑ Assemble draft report
- ☑ Approve draft findings and recommendations
- ☑ Publish draft report
- ☑ Public comment period and outreach on draft report

Final Report — 20% of total effort — **25% Complete**
- ◌ Update Draft Report
- ◌ Approval Process
- ◌ Send Final Report

TOTAL: 88% Milestones Completed — **88% Complete**

Reviews (Implementation)

Xavier Calvez, SVP, Planning & Chief Financial Officer (CFO)

KEY HIGHLIGHTS & MILESTONES

- On 22 October 2020, during the Annual General Meeting (ICANN69), the Board took action on a subset of 'Pending' recommendations from the Competition, Consumer Trust, and Consumer Choice (CCT) Review and approved 11 recommendations. For the remaining six recommendations that are still in 'Pending' status, ICANN org continues to work diligently to address the additional information the Board requested in the Scorecard associated with the Board resolution. Additionally, ICANN org will continue to track recommendations that have been passed through to other parts of the community to the extent information becomes available.

- The Implementation Operations team is focused on leading the implementation planning and subsequent implementation of Board-approved CCWG-WS2 recommendations. As part of implementation planning, ICANN org has further documented the WS2 implementation plan to incorporate time, resource, and budget requirements to allow for effective planning for the implementation work ahead. In addition, ICANN org is looking into work underway within the ICANN ecosystem that may address elements of recommendations, and determining additional implementation steps needed. Implementation of WS2 has been incorporated into the FY22 Operating Plan and budget and will continue to remain a focal point for ICANN org throughout FY21.

- Following the Public Comment period, which closed in August 2020, the Board incorporated the community's input into the "Enhancing the Effectiveness of ICANN's Multistakeholder Model – Next Steps" paper. With the paper having been finalized, the Evolution of the Multistakeholder Model (MSM) project moved into the 'implementation planning' phase. The Implementation Operations team is developing a detailed project charter and an implementation plan, which will be converted into a set of proposed actions with resource allocation and will be scheduled for implementation according to the agreed-upon level of priority. Implementation of this project is not a stand-alone initiative, but instead is one piece of an overall holistic approach to evolving the multistakeholder model by encompassing existing work efforts with the needs for future improvement.

OVERVIEW OF ACTIVITY

With the large number of approved recommendations[1] resulting from Specific Reviews (CCT & RDS, ATRT3), cross-community working groups (WS2), and special projects such as the Evolution of the Multistakeholder Model (MSM), ICANN org is carrying out the implementation of recommendations where no significant incremental costs and resources are needed. In collaboration with the Planning Team, any recommendations that require significant resources and budget, will be subject to the prioritization process, in collaboration with the community, to allow for appropriate resource and budgeting allocation.

As noted in section 4.5 of the ICANN Bylaws, and per the Board and ICANN org's commitment to diligently track and report on progress of work, the Annual Review Implementation Report, which provides an overview of implementation status of all review processes, covering the fiscal year ending in June 2020, was published in October 2020. Additionally, to better keep the ICANN community apprised of the implementation work underway, the Implementation

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[1] There are approximately 180 community recommendations from: Cross-Community Working Group on Enhancing ICANN Accountability Work Stream 2 (CCWG-WS2), ATRT3, CCT, RDS-WHOIS2, and more to come from SSR2.

Operations team is developing a reporting platform and mechanisms to capture progress of work, milestones to be achieved, target completion date of milestones, as well as other relevant information, which will be published periodically.

TOP ISSUES & MITIGATION

Given the large number of recommendations for which there are dependencies on community action, determining work underway within the community and ICANN org that address elements of recommendations and identifying additional implementation steps needed constitute a priority. Continued collaboration and engagement with the Board and community is highly needed.

Implementation requires appropriate planning in order to leverage resources and preserve community bandwidth; this includes making sure dependencies are addressed in an efficient fashion. Ensuring the community has the bandwidth to absorb the workload is a priority and requires community alignment. Implementation Operations function will help provide an appropriate framework, including tools, to ensure the recommendations are addressed in an appropriate fashion. This includes community prioritization for the current operational period, and future planning and budgeting cycles.

Contractual Compliance and Consumer Safeguards

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

OVERVIEW OF ACTIVITY

NSp Compliance

Since the launch of the Naming Services portal for Compliance ("NSp Compliance"), Phase 1 on 29 August 2020, the Compliance team has continued working on both the legacy system and NSp.

On 21 September 2020, the Compliance team, E&IT, and GDS attended a call with the Registrar Stakeholder Group to gather feedback on their use of NSp Compliance. They requested removal of an automated notification sent by the system upon case creation. This was implemented on 18 December 2020.

From September through December, the Compliance team continued working on mastering and leveraging the new system's capabilities for complaint processing and enhanced reporting. The Compliance team also worked with E&IT on Phase 2 requirements. Phase 2 will include internally created compliance cases resulting from monitoring systems.

Notices of Breach, Suspension, Termination and Non-Renewal

On 10 December, ICANN sent a Notice of Breach to the registrar Net 4 India Limited (India). The breach is the result of the failure of the registrar to (1) provide an interactive webpage and a port 43 WHOIS service; (2) make registration data and records available upon request by ICANN – specifically records related to requests involving 185 domain names; (3) escrow gTLD registration data; and (4) pay past accreditation due fees. ICANN org published a blog regarding support available for Net 4 registrants. The deadline to cure was 31 December 2020. According to the latest deposit the registrar made with its data escrow agent on 17 December 2020, it has 84,382 domain names under management.

On 24 December, ICANN sent another Notice of Breach to the registrar Net 4 India Limited (India). The breach is a result of the failure of the registrar to make registration data and records available upon request by ICANN - specifically records related to requests involving 4 domain names. The deadline to cure is 14 January 2021.

No new suspensions in September through December; however, during this reporting period the Compliance team continued participating in the cross-functional efforts related to the insolvency proceedings instituted against Net 4 India Limited and for which there is an ongoing Notice of Suspension which was issued last year.

All Contractual Compliance Enforcement notices can be found on ICANN.org.

Audit Program

ICANN Compliance intends to launch an audit of registrar compliance with DNS security threat obligations in January 2021. Together with OCTO, Compliance has developed the approach and is gathering information to launch the audit. The approach and audit questionnaire (RFI) have been discussed with the Registrar Stakeholder Group (RrSG). The RrSG has no objection to the finalized RFI and supports the launch of the audit in January.

Separately, Compliance received responses to a Request for Proposals (RFPs) to provide audit vendor services. The best proposals were received from KPMG (current vendor) and Deloitte (Brussels office). The final selection will be made after the next audit is completed.

Compliance Matters Related to Registrars and Registry Operators
During this reporting period, Contractual Compliance received a total of 5,549 new complaints (4,899 in registrar complaint types, and 650 in registry operator complaint types) and sent 1452 inquiries and notices (collectively referred to as "compliance notifications") to contracted parties. This number (1452) refers to 1st, 2nd and 3rd compliance notifications and does not account for notifications sent to request clarification or additional evidence following a contracted party's response.

The majority of notifications sent to registrars addressed obligations related to Transfers, Domain Renewal/Redemption, and Registration Data Inaccuracy. The majority of notifications sent to registry operators addressed obligations related to Service Level Agreement Alerts. From September to December, Contractual Compliance closed 2,769 complaints without contacting the contracted party due to the complaint being out of scope of ICANN's policies and agreements. Examples of complaints closed without contacting the contracted party include those in which the complainant: did not respond to ICANN Contractual Compliance's request for evidence; complained about a domain registered in a country-code top level domain; or submitted a duplicate complaint before resolution of original complaint or about an issue already resolved at the time the complaint was reviewed (e.g., domain subject to WHOIS inaccuracy complaint already). In all cases, the Compliance team educated complainants on ICANN's scope and provided alternative means for pursuing their complaints.

The 2020 Monthly Dashboards for September to December are published on ICANN.org. The December 2020 Monthly Dashboard will be available by 30 January 2021.

Registration Data Access Protocol (RDAP) Implementation
The Contractual Compliance team continued processing Registration Data Access Protocol (RDAP) service-related compliance notifications. From October 2019 to December 2020, the Compliance team has continued to process notifications with respect to the implementation of RDAP service and registration of base Uniform Resource Locators (URLs). Current information indicates that 3 TLDs and 59 registrars remain that should upload their URL to the Naming Services portal (NSp), register their URL with IANA, and upload their URL to the Naming Services portal (NSp), respectively. The Compliance team continues to collaborate with these contracted parties that have not yet implemented RDAP, and those that have presented remediation measures to become compliant. These contracted parties are requested to provide regular updates to their open compliance tickets regarding their progress toward remediation. To date, Compliance has received no third-party complaints concerning RDAP. There has been no indication that any registrars or registry operators has ceased to operate WHOIS services.

The Contractual Compliance team continued participating in regular cross-functional meetings on the current status of RDAP enforcement, development of RDAP implementation into contractual amendments, and timeline of transition from RDAP to sunset of WHOIS.

Policy and Working Group Efforts
The Compliance team worked with the MSSI team on multiple reviews assessing the recommendations produced by review teams. The following activities took place during this reporting period:

- Provided input regarding metrics used for the Domain Name Marketplace Indicators initiative.
- Continued providing contractual compliance input for implementation of the Expedited Policy Development Process (EPDP) on Temporary Specification for gTLD Registration Data Phase 1 recommendations.
- Participated in the review of draft final report for EPDP Phase 2, including assessment of implementation challenges.
- Attended Board Caucus calls concerning GDPR and EPDP Phase 2 recommendations;
- Participated in sub-team meetings for conflict assessment between the RAA/RAs and EPDP Phase 1 recommendations.
- Provided metrics related to complaints received related to alleged violations of the Temporary Specification and compliance notices/inquiries sent and closed during the month.
- Participated in cross-functional meetings, provided input and data to the Policy team related to the Preliminary Issue Report on a Policy Development Process to Review the Transfer Policy.

Compliance Outreach
No formal outreach sessions were conducted in September, November or December.

On 7 October 2020, Compliance participated in the ICANN 69 Prep Week by hosting a webinar and presenting a general update regarding its activities since ICANN67. The Compliance team presented updates concerning the launch of NSp Compliance, the enforcement of the Temporary Specification obligations, the next Audit which will be focused on registrars' abuse report handling obligations, as well as enforcement actions with respect to several other contractual obligations. After the presentation, Compliance answered different questions from the participants.

On 16 October 2020, Compliance participated with OCTO in a call with the GAC Public Safety Working Group and provided an update on the enforcement of the Temporary Specification obligations.

On 8 December 2020, Compliance conducted a call with one single reporter who had submitted 20% of the abuse complaints received from 1 September 2020 to 7 December 2020. A large number of these complaints were invalid. The purpose of the call was to explain contractual requirements to this reporter and assist them in understanding how to submit a valid complaint.

Registrar and Registry Compliance Checks
A total of 2512 registrars, 44 TLDs, and 51 gTLDs went through compliance reviews from September to December 2020 by the request from the Global Domains Division (GDD) to ensure that a contracted party is in good standing.

Enforcement of the Temporary Specification for gTLD Registration Data via the Interim Registration Data Policy
Contractual Compliance continued to process Temporary Specification-related compliance inquiries during this reporting period.

In September, Contractual Compliance initiated one new inquiry concerning the provision of non-public Registration Data in the RDDS to UDRP providers upon notification of UDRP complaint (Sections 1.1, Appendix E) and one new inquiry concerning third-party access to non-public Registration Data in the RDDS (Section 4.1, Appendix A).

In October, Contractual Compliance initiated two new inquiries concerning the display of Registration Data in RDDS (Sections 2.2-2.6 Appendix A); one new inquiry concerning the provision of non-public Registration Data in the RDDS to UDRP providers upon notification of UDRP complaint (Sections 1.1, Appendix E) and two new inquiries concerning third-party access to non-public Registration Data in the RDDS (Section 4.1, Appendix A)

In November, Contractual Compliance initiated one new inquiry concerning the display of Registration Data in RDDS (Sections 2.2-2.6 Appendix A).

In December, Contractual Compliance initiated one new inquiry concerning the display of Registration Data in RDDS (Sections 2.2-2.6 Appendix A); and one new inquiry concerning Consent to display Registration Data in the RDDS (Section 7.2).

During this reporting period, the Compliance team continued to:
- Provide Contractual Compliance input for implementation of EPDP Phase 1 recommendations, specifically concerning policy language and enforcement.
- Participate in review of draft final report for EPDP Phase 2, including assessment of implementation challenges.
- Attend Board Caucus calls concerning GDPR and EPDP Phase 2 recommendations.
- Participate in sub-team meetings for conflict assessment between the RAA/RAs and EPDP Phase 1 recommendations.
- Provide metrics related to complaints received related to alleged violations of the Temporary Specification and compliance notices/inquiries sent and closed during the month.

In addition, Compliance:
- Commenced publishing updated reporting features/tables on the Compliance monthly dashboard to report on reporter complaints and contracted party inquiries/notices with additional granularity available following the transition to the Naming Services portal (NSp). The more granular data for November and December will be published shortly.
- Presented updates to the community concerning compliance activity related to enforcement of the Temporary Specification during the pre-ICANN69 compliance webinar.
- Updated the complaint submission webpage to incorporate additional instructions on how to submit complaints concerning requests for access to non-public registration data. These instructions are available in the six official languages of the United Nations.
- Continued addressing previously submitted cases currently under remediation or pending further response and collaboration from contracted parties.
- Continued educating complainants on Temporary Specification requirements for out of scope/invalid complaints (e.g., where complainants believe Registration Data redacted per the Temporary Specification is "missing" from public WHOIS, privacy/proxy service data are redactions, or that all non-European data should be displayed, etc.).

Annual Compliance Certification Review Efforts
During this reporting period, Contractual Compliance continued its review of both registrar and registry operator annual compliance certifications. These certifications are required of contracted parties on an annual basis and are due by 20 January each year. The certifications are confirmation by the contracted parties that they have conducted internal reviews and were in compliance with their contractual obligations for the prior year. Currently, three registrars have not provided ICANN with the annual certifications for 2019 and Compliance is following up accordingly.

TOP ISSUES & MITIGATION
None during this reporting period.

Risk Management

Xavier Calvez, SVP, Planning & Chief Financial Officer (CFO)

KEY HIGHLIGHTS & MILESTONES

The org's first draft Risk Appetite Statement was approved by the Board.

OVERVIEW OF ACTIVITY

During this period, the Board Risk Committee (BRC) held its annual Board Risk Workshop, an opportunity for Board members and org executives, and especially new Board members, to learn about risk management at ICANN org, including the background and development of the Risk Management Framework, the org Risk Identification Process, and an update on CyberSecurity at the org. The BRC made its semi-annual BRC Report to the Board, which highlights activities of the BRC and provides an update to the org Risk Register. This semester's report also included a report on Existential Threat Monitoring, fulfilling the BRC's operational priorities responsibility, including an explanation on how the org's risk identification process was enhanced to cover this responsibility going forward. The ICANN org Risk Appetite Statement was approved by a Board resolution. Approval of the statement is the culmination of the implementation of the refreshed Risk Management Framework and sets the tone for risk management throughout the Org with the endorsement of the Board.

Planning

Xavier Calvez, SVP, Planning & Chief Financial Officer (CFO)

KEY HIGHLIGHTS & MILESTONES

ICANN Planning:
On 06 October 2020, members of the ICANN Board and ICANN organization invited the community to a webinar to present an overview of ICANN Planning and Processes, the new Planning Department, the "Planning at ICANN" Operating Initiative, the FY22 Planning Processes, and financial updates.

DRAFT PTI and IANA FY22 Operating Plan and Budgets were posted for Public Comments from 08 October 2020 to 30 November 2020. ICANN Organization's Report of Public Comment Proceeding was posted on 18 December 2020. The IANA plans are a component of the ICANN plans.

The ICANN Board established a new Board Strategic Planning Committee (SPC) on 22 October 2020. The committee is responsible for supporting the Board in identifying the strategic priorities facing the Board, ICANN org and community and making sure the Board is addressing those priorities; and for initiating and leading the strategic planning process for ICANN on behalf of the Board, including development and implementation of a review process for adjusting the current strategic plan should the need arise. The SPC's Charter was approved by the Board on 22 October 2020.

On 17 December, the ICANN Board affirmed that the ICANN Strategic Plan for Fiscal Years 2021 to 2025 shall remain in force and unchanged, with no restatement of the Strategic Plan needed at this time.

The Draft FY22-26 Operating & Financial Plan and Draft FY22 Operating Plan & Budget were published for Public Comments on 17 December 2020. The Public Comment period will end on 15 February 2021. Two community webinars will be held in January 2021 to provide an overview of the draft plans.

OVERVIEW OF ACTIVITY

The Planning Team's primary goal is to facilitate the organization's planning process. The planning activities include all the identification and evaluation of external trends, threats and opportunities, definition of the strategy, definition of the operational delivery of the strategy developed, as well as the measurement and reporting of performance against the adopted plans.

The Planning Team leads engagement efforts and interacts with a broad range of stakeholders including the public, the ICANN community of stakeholders, the ICANN Board of Directors, the executive management of the organization, and all functional levels of the organization.

Strategic Outlook and Strategic Planning
ICANN org collected the community and ICANN organization inputs received between November 2019 and March 2020 on key trends anticipated to impact ICANN in the coming years. Then, the Strategic Planning Board Working Group concluded between September and October 2020 its analysis of the trend session data inputs received, including assessing the trends, risks, opportunities, and potential impacts on ICANN. The details of this analysis and

associated recommendations have been documented in the 2020 Strategic Outlook Trends Report document.

Members of the ICANN Board and ICANN organization held a webinar with the community on 06 October 2020 to present the Strategic Outlook process and methods used to conduct the analysis.

On 17 December, the Board affirmed that the ICANN Strategic Plan for Fiscal Years 2021 to 2025 shall remain in force and unchanged, with no restatement of the Strategic Plan needed at this time.

Operating Plans and Budget
The Draft FY22-26 Operating & Financial Plan and Draft FY22 Operating Plan & Budget were developed from September through November 2020. The plans were then presented to the ICANN Board Finance Committee on 09 December 2020. Following this meeting, the draft plans were published for Public Comments on 17 December 2020. The public comment period will end on 15 February 2021. Two community webinars will be held in January 2021 to provide an overview of the draft plans.

Reporting of Progress toward the FY21-25 Strategic Plan is important to ICANN's accountability and transparency. The team has been assessing improvements over the current reporting mechanisms while incorporating community feedback to develop an enhanced reporting of the progress toward the new five-year plan.

TOP ISSUES & MITIGATION
With the ICANN Meetings as virtual meeting sessions and the amount of work that the community, Board and org have to do, there is a risk that community members may not fully engage in Public Comment proceedings. ICANN's Planning Team will need to provide information and engagement opportunities for the community to fully engage in the planning process.

To mitigate this risk the Planning Team is holding two community webinars in January 2021 to provide an overview of the draft plans. In addition, community members seeking clarification on any details in the Draft FY22-26 Operating and Financial Plan and /or Draft FY22 Operating Plan and Budget may submit requests for additional information by 19 January 2021. ICANN org will provide responses to clarifying questions by 26 January 2021, approximately three weeks before this Public Comment period ends.

Global Human Resources, Administrative Services, Security Operations

Gina Villavicencio, SVP, Global Human Resources

KEY HIGHLIGHTS & MILESTONES

All three functional teams continued their efforts to provide support to staff to mitigate the impacts of COVID-19. Human Resources and Administrative Services provided additional tools, resources, and assistance to management and staff to support the ongoing work-from-home requirements and to support staff welfare. Security Operations continued to play a critical role in coordinating, planning, and facilitating the org's crisis response and planning for a return to normal operations. FY21 SR1 performance reviews were completed on schedule using the revamped the Performance Management process, and the annual ACMR review and corresponding adjustments for FY20 were implemented. Staff Learning and Development focused on diversity and inclusion through training and focus groups to raise awareness and enhance our work culture.

OVERVIEW OF ACTIVITY

Global Human Resources:

- **Organizational & Staff Changes:** During this reporting period, nine vacancies were filled, including eight external new hires, and there was no attrition. Currently, working to staff 11 open positions.
- **Annual Staff Engagement Survey:** Facilitated feedback and action-planning meetings with each function across the organization and continued to expedite these activities to enable more time to focus on priority areas before the next survey.
- **Performance Management:** Successfully completed our FY21 SR1 performance reviews using the newly revamped Performance Management process. Changes include revisions to goal setting for better prioritization, simplified and redefined expected behaviors to provide greater clarity and relevance, and revisions to the scoring and rating structure for improved consistency. All staff were trained in advance, and feedback was very positive.
- **Staff Learning and Development:** Launched a multi-faceted initiative for Diversity & Inclusion in response to recent global events, including workshops on Valuing Differences, Unconscious Bias, and Creating an Inclusive Environment and focus group sessions where staff could share their perspectives. Continued to develop our people managers through our Leadership Development & Education (LEAD) program and new learning opportunities to staff for improving communications skills. Launched and ensured completion of compliance training for annual Anti-Bribery & Corruption and Workplace Harassment Prevention and awareness training for ICANN's new approach to project management for all staff. Annual Cyber Security Training was also successfully completed by all staff.
- **Benefits & Compensation:** Completed the FY20 ACMR process for all eligible staff. These changes had been previously postponed as a financial precaution due to COVID-19. Also completed in this period were the FY21 SR1 At-Risk calculations for all eligible staff and the annual U.S. benefits renewal process for the 2021 plan year for U.S. staff.

Administrative Services:

- Organized Safety/OSHA COVID training for all Administrative Services staff and maintained ICANN offices in preparation for staff's eventual return. Continued to provide at-home/office support and ergonomic guidelines to all ICANN staff working remotely.

- Initiated and managed global and regional giving back to local community programs and revamped our Global Health and Wellness program to adapt to a virtual format for remote staff, providing morale boosters including special events and tools for managing whole health and mental wellness.

Security Operations:
- Continued to guide and support ICANN's COVID-19 crisis response with ongoing global crisis management teams, critical decision-making and in-depth planning for return to ICANN offices and travel and face-to-face (F2F) meetings. This included assisting with the decision to transition from a global phased approach to a regional phased approach for staff's return to offices and to extend the current ban on travel and F2F meetings through 31 March 2021, as well as providing support to the Travel Safety Committee (TSC) with requests for exceptions to the travel and F2F policy.
- Provided timely analyses and assessments to the Executive Team on global incidents with potential impact to ICANN's people and/or operations, including the conflict in Nagorno-Karabakh and the tensions in the Eastern Mediterranean in response to Turkey's energy exploration, and leveraged emergency response protocols and procedures in response to recurring wildfires in Los Angeles.

TOP ISSUES & MITIGATION
Top issues included diversity and inclusion awareness and continued focus on staff's safety, mental health and wellbeing while balancing home/work priorities.

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

KEY HIGHLIGHTS & MILESTONES

Important progress has been made to move applications to ICANN Account, our Community-facing single sign on (SSO) solution. Community members can now set up a single authenticated password (respectful of GDPR rules, of course) to access Meetings, Learn, CZDS, Fellowship, Information Transparency Initiative (ITI), and Open Data. This is a 5-year, long-term transition of all Community services to a single sign-on experience, throttled by the openness of these services to Security Access Markup Language (SAML). On the backend of ICANN Account, ICANN Org will have the ability to study which systems are used by Community members, for what purpose, for how long, to what effect, etc.

We successfully transitioned ICANN69 to a fully virtual meeting. Zoom was used as the main platform for participation, with Remote Simultaneous Interpretation (RSI) in all six UN languages and real-time transcription (RTT) services supported for many sessions. YouTube streaming was introduced for high-interest topic sessions, which was well received even though usage was relatively low. We are actively planning ICANN70, which will include exciting improvements based on prioritized community requests.

A cross-functional team has looked at improving efficiencies and the onboarding experience for Funded Travelers, and has identified potential process and system improvements. Solutions are being evaluated along with process improvements. This could lead to a majorly re-engineered system redo in FY22.

We have completed two of the three main milestones for Email Address Internationalization (EAI), a track nested under Universal Acceptance, to address our internal email systems. The remaining milestone is for Proofpoint Email Protection to complete its updates to support EAI. They are on track for an updated release by FY22 SR1.

There has been no (zero) Information Security breaches of ICANN Org systems in the last 12 months.

Lastly, the Singapore cluster instance was put into production on schedule and is now augmenting the IMRS global footprint. It is handling more of the APAC regional query load, as reflected in a dashboard that was recently circulated to the Board. (dns.icann.org/imrs/stats)

OVERVIEW OF ACTIVITY
Follows the Pillar-Plank rubric for reporting

The Pillars

(Global Domains & Strategy) Universal Acceptance (UA): Work has begun to establish 30+ second-level domains (SLDs) in various languages and the associated EAI email addresses. These will be made available to the UASG community, providing a tool for UA-readiness testing. Our goal is to be UA-ready with EAI for email by year-end 2021.

(Eng and IT) Platform Reduction: The E&IT platform reductions continue and remain on track. During 2020, the team has been able to retire or move a total of six legacy ICANN org services.

Services count is now just north of 110, a steep decline from a peak of ~160. Reductions will continue in 2021. Our goal is sub-100 by 2024.

Community Collaboration Pillar
(Comms) The Information Transparency Initiative (ITI): Delivered the Correspondence content type and improved Acronyms and Terms to preview.icann.org. Development continues for a v1 launch that will deliver 87% of content by Q3 FY2021.

(Global Stakeholder Engagement) ICANN Join: Completed alpha testing (UAT). Beta testing in progress before opening up to a small subset of community stakeholders for continued testing.

(Comms) ICANN Lookup: Delivered a translated experience for users of the service in all UN languages.

(Comms) ccNSO Website: Completed and rolled out upgraded infrastructure (still legacy), but now delivering the site on a more secure and resilient platform.

Community Engagement Pillar
(Global Stakeholder Engagement) NextGen and Fellowship: NextGen has completed implementation in the new consolidated platform, Wizehive. This service was successfully launched in December. Wizehive will be used during the next Fellowship application round, planned for March.

(Global Stakeholder Engagement) Community Relationship Management (CRM): ICANN Org's CRM is a rich, wide, and deep "umbrella" program. Many projects are planned under this overarching program. The goal is to aggregate interactions between the Org and the Community under this umbrella so that both parties have a 360-degree view of interactions with one another. Phase 2 for data clean up and normalizing regional processes and data with the goal to improve internal efficiencies and governance for connecting the org.

(Global Stakeholder Engagement) Meetings: Improvements were made to strengthen the security and integration between Meeting Registration (EventsAir) and the Schedule/Mobile App (Pathable). Additional pivots are prioritized to improve the login authentication experience via ICANN Join integration with Pathable and fixing delays in the API integration between the two applications.

Contracted Parties Pillar
(Compliance) Naming Services Portal: The NSp-Compliance service launch has seen improved efficiencies for ICANN's Contractual Compliance team. The next phase, integrating with Technical Services systems to retire the legacy Kayako platform, is on track for a February/March release and was previewed in front of cross-functional internal stakeholders.

Technical Services Pillar
(Global Domains & Strategy) Separation of RDAP and Registrar RDDS monitoring:
Production deployment was on 07 Sept 2020. The project achieved two main goals:
1. The SLA monitoring (SLAM) system for Registries was updated to allow monitoring Registration Data Access Protocol (RDAP) as a separate and independent service.
2. Additional infrastructure resources were added to the SLAM monitoring system to support monitoring WHOIS and RDAP services of the Registrars.

(Global Domains & Strategy). SLAM - Monitoring as a Service (MaaS): Production deployment was on 15 Sept 2020. Monitoring as a Service (MaaS) was implemented to monitor the critical SLA Monitoring (SLAM) system. New service will provide more timely alerts for core components and the 40+ probe nodes we have already implemented across the world.

<u>**Staff Operations Pillar**</u>
(HR) Benefits Dashboard: Benefits dashboard developed and implemented for HR Team to review benefit enrollments.

(Financial Planning) Automated Budget Owner and Executive report: Monthly consolidated and individual department budget reports generation and email distribution were automated, based on department owners and Executives.

The Planks
<u>**Software Engineering**</u>
(Eng & IT). Testim Tool Implementation: Testim is a new-generation software testing tool. It is currently used across six web applications and has successfully lowered our manual QA efforts by more than 85%. Test time creation in the tool has shown to be upwards of 5 times faster than building the same test in a coded environment. Testim is a great success for the team and will continue to be integrated.

(Eng & IT). Process Improvements: Software Engineering has introduced new metric templates that allow us to accurately track service performance and reliability. Software Engineering is also tracking failures in deployments or critical incidents to give a better view on issues falling through the cracks.

<u>**Data Center & Cloud Ops (DCCO), Meetings Tech Services (MTS) & End User Support (EUS)**</u>
End User Support -Laptop Support and Management: 125 out of 142 laptops have been upgraded to the latest available technology from Apple Inc. The fleet of laptops at ICANN is in an excellent state right now, with all users on recent hardware.

End User Support- Technical Support Requests: 2,014 support requests from Sept 8-Dec 10 2020. 2,233 support requests from Sept 8-Dec 10 2019. This 9% reduction in support requests is in line with EUS' goal of providing easier to use tools, managing devices centrally and increasing stability to limit end user "downtime" while using ICANN technology.

<u>**Security and Network Engineering**</u>
Information Security - Overall Information Security posture: The vulnerability discovery and reward program through HackerOne, that focuses on ICANN's external services, was activated in July and has been paused. The aperture resulted in the reporting and disposition of two critical, two high, nine medium and 12 low severity vulnerabilities. The program will be restarted in January 2021.

We addressed the ICANN Board Risk Committee, detailing ICANN Org's broad and comprehensive approach to information security and described the long road ahead to become National Institute for Standards and Framework (NIST) Cyber Security Framework (CSF) compliant, a likely 2-3 year journey. As flagged to the Board Risk Committee, ICANN Org's

Information Security posture and status are in good shape. The NIST CSF pivot from the prior adherence to CIS20 Framework further bolsters ICANN Org's position.

Identifier Research, Operations, and Security (IROS)
David Conrad, SVP & Chief Technology Officer

Office of the Chief Technology Officer (OCTO)

KEY HIGHLIGHTS & MILESTONES
- Several documents in our document series were published and a number of technical presentations to the community were given.
- A contractor was selected to perform study on the root zone management process mandated by the IANA Functions transition proposal.
- Preparations for Name Collision Analysis Project (NCAP) Study 2 have begun.
- Community dialog continues for DAAR improvements.
- A contractor was selected to help develop underlying elements of the Knowledge-sharing and Instantiating Norms for Domain Name Security (KINDNS) initiative.
- ICANN Technical Engagement continues to strengthen regionally.
- The IANA Functions Review is nearing completion.

OVERVIEW OF ACTIVITY
OCTO Documents and Presentations

The Office of the CTO (OCTO) team published seven documents in the OCTO document series:
1. OCTO-015: Recommendations for Early Warning for Root Zone Scaling
2. OCTO-016: ICANN's Root Name Service Strategy and Implementation
3. OCTO-017: New IP
4. OCTO-018: IMRS Instance Placement Study
5. OCTO-019: The DNS Core Census
6. OCTO-020: Patterns in Queries Sent to Root Servers
7. OCTO-021: DNS Root Server Operations

OCTO personnel also made several technical presentations to community members at various events.

Root Zone Management Study Contractor Chosen

After running the standard ICANN org RFP process, a contractor has been selected to research and write a study on possible changes to the root zone management process to address single points of failure. This study was called for by the IANA functions transition proposal released by IANA Stewardship Transition Coordination Group (ICG) in March 2016. The study is expected to take approximately one year to complete.

Name Collision Analysis Project (NCAP) Study 2 Preparations

The NCAP Discussion Group (NCAP DG) has finished a revised proposal for the next major work product, Study 2. This study will now analyze name collisions and their causes, with particular attention focused on .corp, .home and .mail. Unlike Study 1, which was performed by a contractor managed by OCTO, the Study 2 design calls for NCAP DG community members to

perform a significant portion of the research and analysis. ICANN org will supply secretariat and project management services, as well as contract a technical writer. The study is planned to begin in January 2021 and is expected to take 18 months. The proposal is scheduled to be reviewed by the Board Technical Committee (BTC) at its January meeting.

Domain Abuse Activity Reporting (DAAR) Tool Enhancement Discussions

OCTO staff continue dialog with members of the community related to DAAR improvements. A new format of the report which incorporates many of the suggestions of the Registry Stakeholder Group (RySG) DAAR working group has been in development and a draft is scheduled to be revealed in early 2021.

Currently ten CcTLDs have signed up to participate in DAAR and OCTO staff distributed a new draft report to those participants showing them data from their CcTLD in relation to the regular DAAR monthly reports. Staff are currently gathering feedback on those reports with initial feedback being positive.

Domain Name Security Threat Information Collection and Reporting (DNSTICR)

OCTO staff continue to monitor the DNS name space for names related to the COVID-19 pandemic and where sufficient evidence exists, report those to the sponsoring registrar. Research is ongoing to establish an automated process by which names associated with external events can be flagged for potential inclusion in the DNSTICR monitoring system.

Knowledge-sharing and Instantiating Norms for Domain Name Security (KINDNS) Initiative

The KINDNS initiative has cleared all internal processes for initiation and a contract is now in place. We are ready to start phase one of the work which consists of helping to streamline and document secured DNS operations best practices. Because of the built-in interaction with the community, we expect to have the first deliverable ready by the end of February 2021, enabling a consultation session during ICANN 70. This initiative is separate from the community driven DNS Security Facilitation Initiative Technical Study Group (DSFI-TSG) and output from the KINDNS Initiative will be contributed to DSFI.

Technical Engagement

During the past two months we have continued delivering our online technical webinars and training on DNS and DNS security. Twenty five sessions were conducted including hands-on labs in which our new cloud-based training platform was used for the first time. More than 50% of these sessions were conducted in languages other than English (French, Spanish and Portuguese) which reinforce our commitments to broaden the reach of training programs globally.

In December we also held an online session for the US Telecoms Training Institute (USTTI) fellows on the DNS and ICANN ecosystem. That was part of a series of first time virtual programs for USTTI. The feedback from the participants was positive and we expect to do more of these online sessions with USTTI during the upcoming year.

Our Train the Trainer pilot program has made significant progress since September. Our team has been able to train trainers at India's Centre for Development of Advanced Computing (C-DAC) and help them organize their first in-country training on DNS fundamentals. We are still exploring the most effective ways to verify the trainers' technical knowledge and training skills and ensure that the quality of training delivered are kept to an acceptable level over time. The pilot program will be extended to China particularly for DNSSEC for China's academic networks.

IANA Functions Review (IFR)

Key highlights and milestones
- Completion, based on duration: 95%
- Budget spent and committed: 0%
- Participation rate: 78%
- Milestones completed: 95%

The IANA Functions Review team (IFRT) has determined that their Initial Report requires no significant changes, based on supportive comments from six community groups resulting from the recent Public Comment held on the report. Their Final Report and will be ready to submit to the Board at the end of January 2021. More information can be found on the Fact Sheet posted on the IFR Wiki.

TOP ISSUES AND MITIGATION

NCAP Study 2 calls for an analysis of the name collisions that have been reported to ICANN org since they started being solicited as part of the 2012 new gTLD process. This analysis would require a contractor to contact the collision reporters to obtain more information about the circumstances of the reported collision, but such further contact was not anticipated when the collision reports were collected. ICANN's Legal team is analyzing if it will be possible to use the reports in this manner. If not, the scope of NCAP Study will need to be revised.

Internet Assigned Numbers Authority (IANA)

SERVICE PERFORMANCE

- The IANA services met or exceeded all of the service level agreements for the period.
- Core IANA request-processing activity continues with staff adapting operations to mitigate COVID-19 restrictions.

Performance in brief

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

	Sep	Oct	Nov	Overall
DNS Root Zone				
SLAs Met	100%	100%	100%	100%
Metrics Met	64/64	64/64	64/64	—
CSC assessed satisfactory or higher	✓	✓	✓	3/3
Request Volume	176	535	412	1123
TLDs in Root Zone	1506	1506	1504	—
DNS Root KSK**				
Metrics Met	—	—	—	—
Scheduled Items Met	—	—	—	—
.INT Top-Level Domain				
New .INT registered	0	0	0	0
.INT modifications	0	5	3	8
Request Volume	12	16	16	44
Protocol Parameters				
SLAs Met	100%	100%	100%	100%
Met MOU requirement (90%)	✓	✓	✓	3/3
Met internal target (95%)	✓	✓	✓	3/3
Request Volume	246	255	204	705
Number Resources				
SLAs Met	100%	100%	100%	100%
Metrics Met	4/4	4/4	4/4	—
Met SLA requirement	✓	✓	✓	3/3
Request Volume	0	1	1	2
Label Generation Rulesets				
New LGRs posted	1204	102	322	1628
LGRs modified	1	7	112	120
Request Volume	6	2	3	11
General Enquiries				
Request Volume	110	103	82	295

** Only applicable to months where ceremonies are held.

CUSTOMER SATISFACTION

- The second Annual Customer Survey focused on engagement was launched in October with a plan to release results in December.
- IANA continues to measure customer satisfaction after requests are completed. For this reporting period, overall customer satisfaction rated 87.1% while the participation rate was 44.7%.

Satisfaction in brief

	Sep	Oct	Nov
Response Rate	51.6%	45.1%	37.1%
Satisfaction	81.2%	89.1%	91.3%

OTHER UPDATES AND INITIATIVES

- IANA operations continue despite challenges and restrictions posted by the **coronavirus pandemic**. The IANA work is being performed remotely, and preparation is underway to hold our next key signing ceremony in February 2021 using contingency plans.
- The **operating plan and budget** for the Fiscal Year 2022 has concluded its public comment period and is under final review and consideration and adoption.

Global Stakeholder Engagement (GSE), Meetings, Public Responsibility Support (PRS)

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

KEY HIGHLIGHTS & MILESTONES

This report covers Global Stakeholder Engagement (GSE), Meetings and the Public Responsibility Support Department activities from 8 September 2020 to 18 December 2020.

On 7 December 2020, ICANN signed a Memorandum of Understanding (MOU) with the Georgian National Communications Commission. The MOU is aimed at supporting DNS collaboration in Georgia and advance our shared objective of supporting activities to develop the DNS industry, support the use of IDNs and mitigate DNS security threats. The MOU was signed alongside the virtual Eastern European DNS Forum, which was co-hosted with ICANN by the Georgian Internet community.

During this period, GSE worked with the Meetings team on the community consultation for the future of ICANN public meetings and the return to ICANN offices. GSE has concentrated on virtual engagements during the September-December 2020 period, and continued to encourage diverse stakeholder awareness and participation in ICANN's technical and policy work. GSE conducted a review of regional engagement priorities and targeted its activities to support high awareness of ICANN work among regional stakeholder communities.

Public Responsibility Support (PRS) continues to respond to the demand for remote training for the community with new online learning content during this period with the launch of *Introduction to Root Server Systems (RSS)* and *Effective Email Etiquette* on ICANN Learn. Upcoming courses will cover technical, policy, and skill-building topics.

PRS, in collaboration with the ICANN community, hosted a webinar for the Chairing Skills Program on 7 December 2020. Forty-two chairs from across ICANN community groups and the ICANN Board participated to discuss and share best practices on chairing skills. The webinar identified three key areas of focus: leadership, communication, and organization skills. This effort followed two previous face-to-face gatherings and marked an important milestone in the evolution of the program, particularly its virtual components.

The Creation and Administration of Unique Identifiers, 1967-2017 was published in November (soft launch) as part of the ICANN History Project. Commissioned by ICANN and Google, this report documents the history of the forms of authority behind the IANA functions. It is a result of in-depth research by the authors Brad Fidler and Russ Mundy, input from the Internet community, and close collaboration with Steve Crocker, Vint Cerf, and the Office of the CTO. The report format will be enhanced in the next quarter and dissemination activities will follow.

OVERVIEW OF ACTIVITY

With the suspension of global travel and in-person meetings due to COVID-19, Global Stakeholder Engagement supported a variety of online engagement events and trainings between September and December 2020. These included ICANN-supported regional events including the Fifth Eastern European DNS Forum and LAC DNS Week (the successor to the LAC DNS Forum). GSE delivered a virtual training series for the Ministry of Transportation and Infrastructure in Turkey with .TR; delivered a joint webinar with the Arab Information and

Communication Technology Organization (AICTO) on Universal Acceptance (UA); webinars and ICANN Readouts in China, India, Japan, Middle East ICANN 69 readout; APAC Space & Middle East Space web conferences; ICANN TW workshop; a webinar on the DNS economy with DNS Botswana; remote DNSSEC and advanced DNS training for Georgia, Uzbekistan, SaudiNIC and C-DAC India; delivered a webinar on UA for GAC members in Africa; an engagement webinar for the Comoros Internet community; ASEAN IDNs Workshop; and Asia-Pacific School of Internet Governance. GSE worked with OCTO to deliver regional technical trainings in Africa, Asia Pacific and the Latin America & Caribbean regions during this period.

GSE also participated in the virtual TLDCon; virtual APNIC 50 and APTLD 78; LACNIC 34/LACNOG 2020; Virtual South School on Internet Governance; Asia Pacific Regional IGF; spoke virtually at the Hong Kong International Arbitration Centre; CloudTalk Online Summit in Turkey; Ukraine IGF and Youth IGF Ukraine; the Internet Society of China's webinar on IDNs and UA; virtual Sudan Network Operators Group meeting 7; the 5th India School of Internet Governance; lectures for universities in Sweden, Hungary, India; the 7th Interpol African Working Group meeting on Cybercrime; South Asian Telecommunications Regulators Council meeting; 5G India 2020; ISOC-JP Seminar 2020; China Critical Internet Resources Conference; Youth IGF India; Bhashantara 2020; Bread&Net 2020 online; CARICOM; Canadian IGF; ENOG 17; Africa Legal Innovation Week 2020; TWIGF; Central Africa IGF; Africa IGF; Benin DNS Forum 2020; Bangladesh IGF; IGF Moldova; ICT Summit 2020 Turkey; Georgian IGF and Youth IGF Georgia; Turkmentel 2020; Youth IGF Turkey; among other regional virtual events.

PRS and GSE combined efforts to produce an enhanced webinar for newcomers: "What to Expect at ICANN69: A Guide for Newcomers." This webinar in conjunction with a suite of online courses and Prep Week sessions have improved the experience of those seeking an introduction to the ICANN during a virtual meeting.

Due to the virtual nature of ICANN69, the ICANN Community Childcare Grants Pilot Program was canceled; the grant will be available to the community at the next in-person meeting.

Global Meetings Operations

Due to the COVID-19 pandemic, all face-to-face meetings have been cancelled through March 2021, and possibly beyond. The Meetings team been focusing its energies on: improvements to the virtual meeting experience; collaborating on the community consultation on the ICANN meetings and events strategy; and involvement in A-CMT discussions and planning on the return to normal operations, specifically for ICANN meetings and events, including a regional meeting strategy.

During this time, the Meetings department continues to support internal initiatives including: the Bandwidth Reimbursement pilot program; Return to Normal Operations roadmap (w/SecOps, A-CMT); Travel Modernization Project; Meetings Business Architecture mapping; supporting initiatives related to COVID-19 impacts; virtual meeting enhancements; and several other related papers and initiatives. The Meetings team continues to support the community-driven virtual meeting for ICANN70, and planning for ICANN71 and ICANN72.

Virtual ICANN69 By the Numbers data report can be found here: ICANN69 By the Numbers Report.

TOP ISSUES & MITIGATION

During this period, GSE completed its review of ICANN participation in National, Regional and Subnational Internet Governance Forums (https://www.icann.org/news/blog/evaluating-icann-s-relationship-with-internet-governance-forums). GSE has developed a set of good practices to guide future support by ICANN of these activities. GSE is using this model to review ICANN participation in technical engagement events during the next period.

The ICANN Fellowship program will accommodate first-time fellow selectees deferred from ICANN67 at ICANN70 in Cancún, Mexico, in March 2021. Selectees from ICANN67, who were returning fellows, and ICANN68 (for which the cohort consists entirely of Fellowship program alumni) are deferred to participate at the ICANN71 Policy Forum in The Hague, Netherlands, Europe, in June 2021. PRS is making plans so that if additional meetings are held virtually an enhanced Fellowship program will be delivered online, incorporating all the key elements of the current in-person program along with additional opportunities made possible by a remote format.

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

Global Communications & Language Services

Sally Newell Cohen, SVP, Global Communications

KEY HIGHLIGHTS & MILESTONES

The Communications and Language Services teams continue to provide support and strategic guidance to internal and external stakeholders. While the switch from in-person to virtual Public Meetings has come with unique challenges to engagement and interaction, the Language Services team has had great success in its efforts to enhance remote language interpretation offerings. The Communications team continues to work diligently several long-term initiatives, including the Information Transparency Initiative and the Open Data Platform.

OVERVIEW OF ACTIVITY

Information Transparency Initiative (ITI) – As mentioned in the previous CEO Report to the Board, in September 2020, the ITI team released new content and improved previously released content to its testing site, https://preview.icann.org/. Details about this launch were shared in a September 2020 blog. The release included:

- Correspondence: Findability improvements included keyword(s) search, allowing users to narrow their search within Correspondence files; an advanced year selector; a helpful sub-navigation menu; and an improved table layout to enhance accessibility and readability.
- Board Meeting Materials: Upgrades to this content type since its May 2020 release included keyword(s) search, and most Board Meeting files and pages from 1998-2019 were migrated and made available via filtered or keyword search.
- Acronyms and Terms: Enhancements to the existing release included alignment with ITI's new user experience, additional terms added in all six UN languages, and a new sub-navigation menu.

The ITI team conducted two webinars (Webinar One and Webinar Two) with the community to provide https://icann.org users with an opportunity to share their input and ask questions about the proposed improvements to the site.

ITI remains on track to release the majority of https://icann.org content (87 percent) with the improved ITI-search experience in Q3 FY21. This release will be accompanied by extensive outreach to the community pre- and post-launch to ensure a smooth transition to the new search experience. The new ITI site is scheduled to completely replace the existing https://icann.org in FY22.

Open Data Platform – In January 2021, ICANN org announced that beginning on 15 March 2021, the Open Data platform will become the permanent home of Registry Reports. With this change, these reports will no longer be available on https://icann.org. Both the Registry Functions Activity Reports and Per-Registrar Transactions Reports will only be available on the Open Data platform. This change was made to increase the transparency and accessibility of data managed by ICANN org. ICANN org launched the Open Data platform in March 2020 with a series of datasets.

The existing bugs with some of the datasets available on the Open Data platform, and mentioned in the previous CEO Report to the Board, have been fixed. These fixes are in testing, with deployment scheduled for FY21 Q3. The Open Data team is continuing its work with ICANN org functions to prioritize the next datasets to deploy to this platform.

Language Services – Following the success of the previous virtual Public Meetings, where the ICANN Language Services team deployed the use of the Remote Simultaneous Interpretation (RSI) platform, the team continues to work on improving the experience for the community and participants. As a result, in collaboration with our service provider Congress Rental and the Meetings Technical Services team, ICANN's Language Services has been able to launch an improved RSI experience for the LAC Regional Meeting. We have also been able to develop and integrate the RSI platform with the Zoom platform. This new solution provides a more unified experience, allowing the user to only connect to Zoom and select their language of choice, without having to use a second device (such as a cellular phone) to connect to any of the different language interpretation streams.

Regional Communications
Asia Pacific (APAC) – The APAC regional communications lead supported a number of virtual events, including inSIG 2020, where Board Chair Maarten Botterman delivered a keynote address, and the Taiwan Internet Governance Forum (IGF), where the Chair gave remarks at the opening ceremony. The team also provided social media support for events ICANN participated in, including APrIGF, HKIAC, ASSOCHAM, and APIGA. Additionally, we provided communications support for the launch of ICANN's Managed Root Server Cluster (IMRS) in Singapore, which will increase the root server capacity for APAC and bolster the resiliency of the entire Root Server System.

Europe, the Middle East, and Africa (EMEA) – During this period, the EMEA regional communications team provided support and strategic guidance for three key events in the region: ICANN69, the 15th Internet Governance Forum, and the 5th Eastern European DNS Forum. This included developing the ICANN69 messaging brief, handling media relations, and supporting the content team during the event. For the latter two events, a strategic communications plan was developed and implemented. This involved media outreach, developing briefing documents for speaking engagements both events, as well as writing announcements and blogs.

We also worked on building on news platforms to publish ICANN content. These platforms are based in the Middle East, and Europe. Additionally, communications support was provided for both the EMEA GSE teams and the GE team, including editorial advice, and promotion of their efforts.

Latin America and the Caribbean (LAC) – The Regional Internet Registry for Latin America and the Caribbean (LACNIC) offered our regional GSE team a virtual and interactive 3D stand during their LACNIC34-LACNOG2020 event. The regional communications lead was in charge of implementing this new effort where participants could find LAC regional reports, regional newsletters, social media accounts, the contacts of the regional team, and different ICANN's resources (videos and infographics). See the virtual exhibit video, here. In addition, ICANN's Board Member Lito Ibarra received LACNIC's 2020 Lifetime Achievement Award. We supported LACNIC's communications team in the making of their video, with Becky Burr's participation. You can watch it here. We also supported ICANN's participation in this event through active social media efforts in English, Spanish and Portuguese.

Two ICANN LAC Talks were organized during this period. The first talk was held on 24 September 2020, focused on how the COVID-19 pandemic impacts LAC Internet organizations. The second talk was held on 20 November 2020 and focused on New Generic Top-Level Domains in LAC. Nearly 100 people participated in these two sessions. Our regional

communications efforts were focused on attracting participants through multilingual social media postings and distribution through regional mailing lists.

Lastly, we provided communications support for the LAC Domain Names Week (23-27 November 2020), previously known as the LAC DNS Forum. This included not only a new logo and social media graphics in English, Spanish and Portuguese, but also new ways of working in a virtual environment. For example, we developed Zoom backgrounds for the speakers and a virtual social event on Zoom featuring a presenter and a DJ. As for previous editions, the regional communications support included the posting of an announcement, a story in our regional monthly newsletter, and daily social media efforts in English, Spanish, and Portuguese.

TOP ISSUES & MITIGATION

We continue to look for new ways for ICANN org and the ICANN Board to engage with the community and wider Internet community, despite the significant barriers imposed by the ongoing COVID-19 pandemic. As part of our efforts, we are partnering with the ICANN Board to develop a comprehensive communications and outreach plan, including public webinars, videos, and more. The team has also begun to leverage the OpenReel platform for remote recording video recording, allowing us to produce high-quality video with only minimal equipment and cost.

Policy Development Support

David Olive, SVP, Policy Development Support

KEY HIGHLIGHTS & MILESTONES

Empowered Community and Empowered Community Administration

- The Empowered Community designated Avri Doria and Sarah Deutsch to serve another term as members of the ICANN Board, selected by the Nominating Committee; their new terms began at the conclusion of the 2020 Annual General Meeting.
- The Empowered Community designated Katrina Sataki to serve on the ICANN Board as an appointee of the ccNSO; her term begins at the end of the 2021 Annual General Meeting.

Address Supporting Organization (ASO)

- The community of the Asia Pacific Network Information Centre (APNIC) – the Regional Internet Registry for the Asia Pacific region – elected Shubham Saran to the ASO Address Council; the community of the African Network Information Centre (AFRINIC) – the Regional Internet Registry for Africa – elected Saul Stein to the ASO Address Council. The APNIC Executive Council selected Nicole Chan to the ASO Address Council. Their terms began 1 January 2021.

Country Code Names Supporting Organization (ccNSO)

- The ccNSO membership elected five new members to the ccNSO Council: Ali Hadji Mmadi (.km, Africa), Jiankang Yao (.cn, Asia Pacific), Irina Dalenia (.ru, Europe) Jennifer Lopez (.pa, Latin America and Caribbean), Sean Copeland (.vi, North America). The new members will begin their terms at the end of ICANN70.
- The ccNSO Council has agreed to establish an Outreach and Involvement Standing Committee to coordinate more than 20 ongoing activities around outreach, engagement, and increasing involvement of country code top-level domains in the ccNSO and ICANN. The activities range from newsletters about travel support to organizing ccNSO-related sessions.
- The ccNSO Council approved the full slate of Custer Standing Committee (CSC) membership.
- The ccNSO Council held a workshop prior to ICANN69 to discuss areas of improvement for the ccNSO policy development process (PDP).

Policy Development Processes (PDPs)

ccNSO PDP3 Part 1

- After consulting the country code top-level domain (ccTLD) community present during ICANN69 session on the proposed policy for retirement of ccTLDs, the working group will request the ccNSO Council to separate the first part on retirement of ccTLDs from the second part on a review mechanism. Based on review of the community feedback and comments, no changes were needed to the proposed policy.

ccNSO PDP3 Part 2

- The working group for the second part of ccNSPO PDP3 is gradually making progress. The working group has concluded its initial analysis of the delegation, transfer, revocation, and retirement processes to identify the decision points and related parameters that should be subject and will shape the review mechanism.

ccPDP4 on Internationalized Domain Name (IDN) ccTLD string selection

- Kenny Huang (.tw) and Anil Kumar Jain (.in) have been appointed as chair and vice chair of the working group. The working group has adopted its rules of engagement and has started reviewing and updating the 2013 proposals.

Generic Names Supporting Organization (GNSO)

GNSO Council Activities

- During ICANN69, eight new councilors began their terms, including a new non-voting appointee from the ICANN Nominating Committee.
- Also during ICANN69, the GNSO Council elected Philippe Fouquart as GNSO chair. Tatiana Tropina was selected as the Non-Contracted Parties House vice chair and Pam Little was selected to continue as the Contracted Parties House vice chair.
- The GNSO Council also welcomed a new GNSO Council liaison to the Governmental Advisory Committee (GAC).
- As required by the ICANN Bylaws, the GNSO Council approved the full slate of the Customer Standing Committee (CSC).
- The GNSO Council confirmed the GNSO representative to the Empowered Community Administration.
- Shortly after the new GNSO Council began its term, the GNSO Council held its annual Strategic Planning Session (SPS). The GNSO Council scheduled the SPS to take place soon after ICANN69 to allow councilors to be better prepared at an earlier date. In addition, the GNSO Council focused on further empowering itself to deliver on its priorities and commitments and how to move the recently developed Action/Decision Radar from theory to practice, aligning program management with resources.
- The GNSO Council reviewed the Operational Design Phase concept paper and provided feedback, in its role as the manager of the policy development process.
- The GNSO Council assigned its Standing Selection Committee to select its representatives for the Community Representatives Group, which is tasked with selecting the Independent Review Process (IRP) Standing Panel.
- The GNSO Council met four times during the reporting period, including a virtual session during ICANN69.

Policy Development Processes (PDPs)

- The GNSO Council approved the Final Report and recommendations of the Expedited Policy Development Process (EPDP) on the Temporary Specification for gTLD Registration Data Phase 2. The GNSO Council suggested that recommendations 1-18, related to the Standardized System for Access/Disclosure to non-public registration data, could potentially be considered separately from recommendations 19-22, which are focused on several Priority 2 topics that relate to recommendations that were adopted during Phase 1 of the EPDP. The GNSO Council delivered a recommendations report to the ICANN Board, and a Public Comment proceeding related to recommendations 19-22 is underway.
- The GNSO Council agreed on instructions for EPDP Phase 2a, focused on legal/natural and feasibility of unique contacts. The GNSO Council confirmed Keith Drazek as the EPDP Phase 2a Chair. The EPDP Phase 2a team met for the first time in late December. Regarding registration data accuracy, the GNSO Council agreed to establish a scoping team. As a preparatory step, the GNSO Council requested that ICANN org prepare a briefing document that outlines both existing accuracy requirements and programs and the corresponding impact that the European Union General Data Protection Regulation has had on implementing/enforcing these requirements and programs.

- The Review of All Rights Protection Mechanisms (RPMs) in All gTLDs PDP delivered its Final Report to the GNSO Council on 24 November 2020. The GNSO Council expects to consider the Final Report in early 2021.
- On 17 December 2020, the New gTLD Subsequent Procedures PDP Working Group froze its content and initiated its consensus call process. The working group expects to deliver its Final Report to the GNSO Council in early 2021, with GNSO Council consideration shortly thereafter.
- The GNSO Council initiated the Expressions of Interest process to identify a single, qualified work track chair and issued a call for members and observers to join the International Governmental Organization (IGO) Work Track. The GNSO Council confirmed Chris Disspain to serve as the IGO work track chair. Work is expected to begin in early 2021.
- The GNSO Council established a small team to develop a draft charter and an EPDP initiation request to begin work on its Internationalized Domain Names Policy Work Track.

At-Large Advisory Committee (ALAC)

ALAC/At-Large Leadership Activities
- The incoming and continuing ALAC and regional leaders began their terms at the end of ICANN69. The four new ALAC members are Pari Esfandiari (EURALO), Sarah Kiden (AFRALO), Sindy Obed (LACRALO), and Greg Shatan (NARALO).
- The ALAC Leadership is:
  - Chair – Maureen Hilyard (APRALO)
  - Vice Chair, Policy – Jonathan Zuck (NARALO)
  - Vice Chair, Capacity Building – Joanna Kuelsza (EURALO)
  - Dave Kissoondoyal (AFRALO)
  - Carlos Raul Gutierrez (LACRALO)
- During ICANN69, the At-Large community held three sessions: "Beyond Budapest: The United Nations Cybercrime Treaty and Domain Name System Abuse," "Coordinating the Internet Unique Identifiers and the Interests of the Internet User," and "The At-Large Community and DNS Abuse: An Individual User Education Campaign."

Policy, Policy Advice, and Correspondence
The ALAC submitted a total of six policy advice statements and published ALAC Correspondence with the ICANN org Office of the Chief Technology Officer:
- Mozilla DNS over HTTPS (DoH) and Trusted Recursive Resolver (TRR) Comment Period (ALAC Correspondence)
- IANA Naming Function Review (IFR) Initial Report
- Draft PTI and IANA FY22 Operating Plan and Budgets
- Recommendations for Early Warning for Root Zone Scaling
- Proposed Amendment 1 to the .JOBS Registry Agreement
- Reference Label Generation Rulesets (LGRs) for the Second Level
- GNSO New gTLD Subsequent Procedures Draft Final Report

Working Groups
At-Large working groups have been categorized into three tracks: Policy, Outreach and Engagement, and Operations.

Policy

The Consolidated Policy Working Group (CPWG) met weekly to discuss key ALAC policy and policy advice issues, including new generic top-level domain subsequent procedures and Phases 2 and 2a of the Expedited Policy Development Process (EPDP) on the Temporary Specification for gTLD Registration Data.

Outreach and Engagement

- For the first time at an ICANN Public Meeting, there was a session on At-Large Structures (ALSes) and their engagement titled "ICANN At-Large: Ensuring Community Engagement in Pandemic Times." This focus on ALS engagement derives from a key element of the At-Large review implementation.
- The At-Large Capacity Building Working Group held four webinars open to the ICANN community.

Operations

- The standing groups under operations include the Operations, Budget, and Finance Working Group (OFB-WG) which prepared statements on the Draft PTI and IANA FY22 Operating Plan and Budgets and the Draft FY22-26 Operating and Financial Plan, and Draft FY22 Operating Plan and Budget. The OFB-WG is currently prioritizing recommendations from the third Accountability and Transparency Review and the Cross-Community Working Group on Enhancing ICANN Accountability Workstream 2. The Finance and Budget Sub-committee reviewed the At-Large process for FY22 Additional Budget Requests.

Regional At-Large Organization (RALO) Activities

- During ICANN69, the regional leaders held a meeting which included a review of RALO activities in 2020, a discussion with Global Stakeholder Engagement (GSE) regional vice presidents, and plans for 2021.

African Regional At-Large Organization (AFRALO)

- In October, AFRALO published the AFRALO-AfrICANN statement, "Status, Impact, and Recommendations for Universal Acceptance in Africa."

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

- During its December monthly meeting, APRALO leadership invited Multistakeholder Advisory Group Chair Anriette Esterhuysen of the Internet Governance Forum (IGF) to present about IGF 2020.

European Regional At-Large Organization (EURALO)

- EURALO Virtual General Assembly in mid-December was held in two parts:
  - The first part covered standing issues and items for discussion.
  - The second part was a roundtable led by EURALO Chair Sébastien Bachollet about the consequences of the COVID-19 pandemic on the work of ICANN, At-Large, and ALAC.

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

- The LACRALO Working Group on Internationalized Domain Names and Universal Acceptance worked in collaboration with the Global Stakeholder Engagement (GSE) team in the region to provide capacity building dedicated to Internet service providers in Bolivia and Paraguay in September.

- The LACRALO Governance Working Group met to discuss pending issues such as the individual membership application form and metrics.

North-American Regional At-Large Organization (NARALO)
- In light of the COVID-19 pandemic, NARALO focused its 2020 monthly calls format on "in-reach activities," in order to leverage current members' engagement and participation. The in-reach activities included capacity building webinars. The webinars were promoted widely via social media and well attended.

Governmental Advisory Committee (GAC)
- The GAC provided formal input and public statements on a number of matters including the Generic Names Supporting Organization (GNSO) New gTLD Subsequent Procedures Draft Final Report and the consultation on ICANN Public Meetings.
- The GAC conducted its regular meeting during ICANN69, focusing on a number of priority matters including subsequent procedures for new generic top-level domains, implementation of Cross-Community Working Group on Enhancing ICANN Accountability Workstream 2 recommendations, registration directory services/WHOIS and data protection matters as well as development of the ICANN69 GAC Communiqué.
- During this period, the GAC provided volunteer participants for a number of cross-community work efforts including the Independent Review Panel selection effort, the GNSO International Governmental Organization (IGO) Work Track regarding Recommendation 5 from the IGO-International Non-governmental Organization Access to Curative Rights Protection Mechanisms Final Report, the Phase 2a of the GNSO Expedited Policy Development Process on the Temporary Specification for gTLD Registration Data, and the Customer Standing Committee.
- The GAC elected a new leadership team that will be formally installed after ICANN70. Based on the nominations submitted prior to ICANN69, no ballots were necessary. The new GAC Leadership Team will be:
    - Chair - Manal Ismail of Egypt to serve through ICANN76
    - Vice Chair - Pua Hunter of the Cook Islands (second consecutive term)
    - Vice Chair - Guiguemde Jacques Rodrigue Ragnimpinda of Burkina Faso (second consecutive term)
    - Vice Chair Jorge Cancio of Switzerland (second consecutive term)
    - Pär Brumark of Niue (first consecutive term)
    - GAC vice chair terms expire at the end of ICANN73.
- The GAC also confirmed volunteers to serve as formal GAC points of contact with the At-Large Advisory Committee (ALAC), Country Code Names Supporting Organization (ccNSO), and the GNSO.

Root Server System Advisory Committee (RSSAC)
- On 6 October 2020, the RSSAC produced a Proposed Memorandum of Understanding/Letter Intent, a thought exercise for what an agreement between root server operators and the multistakeholder community might look like. The RSSAC provided this document as an input to the Root Server System Governance Working Group (GWG).
- The RSSAC published "RSSAC052: Statement on Recommendations for an Early Warning System for Root Zone Scaling" and "RSSAC053: Statement on IANA Naming Function Review Initial Report".
- On 1 December 2020, the RSSAC reelected Fred Baker as chair, serving his second and last term from 1 January 2021 to 31 December 2022.

Security and Stability Advisory Committee (SSAC)
- 18 September 2020, the SSAC published "SAC113: SSAC Advisory on Private-Use TLDs". In this advisory, the SSAC recommends the reservation of a DNS label that does not (and cannot) correspond to any current or future delegation from the root zone of the global DNS. This label can then serve as the top-level domain name (TLD) of a privately resolvable namespace that will not collide with the resolution of names delegated from the root zone.
- The SSAC reelected Rod Rassmussen and Julie Hammer as chair and vice chair, respectively, for the term 1 January 2021 to 31 December 2023.
- The ICANN Board confirmed Steve Crocker as a returning SSAC member and Matthew Thomas as a new SSAC member for three-year terms concluding on 31 December 2023.

Customer Standing Committee (CSC)
- The GAC appointed Laxmi Prasad Yadav, replacing Nigel Cassimire. James Gannon, GNSO liaison, stepped down half-way through his term due to his appointment to the Public Technical Identifiers (PTI) Board. Selina Harrington is the interim liaison from PTI.
- During the reporting period, the CSC has not identified any issues. PTI performance was considered "Excellent": all 64 of the currently-defined thresholds were met.
- The CSC provided input and feedback to the Internet Assigned Numbers Authority Functions Review Team and agreed with the conclusions and recommendations.
- During the reporting period, the CSC met three times by teleconference and once only online to approve its finding report.

Root Zone Evolution Review Committee (RZERC)
- The RSSAC appointed Daniel Migault as its new liaison to the RZERC for a two-year term.
- The RZERC hosted a public information session during ICANN69.
- The RZERC continues to make progress on two work items brought to the committee by the Root Zone Maintainer, protecting root zone content and signing root name server data.

Root Server System Governance Working Group (GWG)
- The RSS GWG focused its discussions on the community composition of the Strategy, Architecture, and Policy Function (SAPF) and on the structure of Public Root Services (PRS). Two writing teams composed of RSS GWG members produced papers for RSS GWG discussions.
- The RSS GWG met with the Root Server System Advisory Committee (RSSAC) on Thursday, 8 October 2020. The two groups provided updates to each other about their recent work, including a proposed Memorandum of Understanding/Letter of Intent that RSSAC developed as input to the RSS GWG. The two groups also met with the ICANN Board on Wednesday, 14 October 2020.
- Kim Davies replaced Naela Sarras as the liaison from the Internet Assigned Numbers Authority (IANA), and Suzanne Woolf replaced Joe Abley as the representative from the Security and Stability Advisory Committee (SSAC).

TOP ISSUES & MITIGATION
Address Supporting Organization (ASO)
- The ASO Address Council began the selection process for ICANN Board Seat 9. Ten candidates met the selection criteria and conflict of interest requirements. There are no candidates from the Asia Pacific region due to regional requirements on Supporting

Organizations in the ICANN Bylaws. The ASO Address Council expects to announce its appointment by the end of April 2021.

Generic Names Supporting Organization (GNSO)

Expedited Policy Development Process (EPDP) on the Temporary Specification for gTLD Registration Data Phase 2
- In adopting the Phase 2 Final Report of the EPDP Team and as part of the delivery of the GNSO Council Recommendations Report to the ICANN Board, the GNSO Council requested a consultation with the ICANN Board to discuss concerns around the financial sustainability of the Standardized System for Access/Disclosure (SSAD). This includes whether a further cost-benefit analysis should be conducted before the ICANN Board considers all SSAD-related recommendations for adoption. This consultation process is atypical for recommendations sent to the ICANN Board, so the GNSO Council has established a small team to consider the modalities of how that consultation should take place.

New gTLD Subsequent Procedures PDP
- The working group was scheduled to deliver its Final Report before the end of 2020, but the GNSO Council extended the timeline slightly to allow the work to conclude and for additional time to complete the consensus call process and submission of minority reports. This extension should represent a minor delay, and the working group anticipates delivering its Final Report by January 2021.

IGO-INGO Access to Curative Rights Protection Mechanisms/IGO Work Track
- With the GNSO Council having adopted Recommendations 1 through 4 and referred Recommendation 5 to the Review of All Rights Protection Mechanisms (RPMs) Policy Development Process, Recommendations 1 through 4 remain with the ICANN Board.

Country Code Names Supporting Organization (ccNSO)
- The ccNSO and broader community will be formally consulted to separate part one and part two of the third ccNSO Policy Development Process. If agreed, the formal decision-making process will start around ICANN70.
- Toward the end of January 2021, the fourth ccNSO PDP working group will start its work on variant management, creating a parallel sub-working group.
- The newly elected ccNSO Council members will begin their terms at the end of ICANN70 when Katrina Sataki will also be replaced as ccNSO Council chair due to term limits.
- The ccNSO Guideline Review Committee and ccNSO Review Working Party will provide feedback to the questions from the ICANN Board Organizational Effectiveness Committee and on the implementation of the recommendations of the second ccNSO Review and the Cross-Community Working Group on Enhancing ICANN Accountability Workstream 2.

At-Large/At-Large Advisory Committee (ALAC)
- The At-Large 2021 Work Plan outlines the At-Large priorities for 2021 in the categories of policy, outreach and engagement, and operations.
- The At-Large Review Implementation Working Group (ARIWG) submitted the At-Large Review Implementation Status Update on 17 December 2020 as requested by the ICANN Board in its resolution on 10 September 2020. This report provides the status of the two remaining issues (Issue 2 - Member Engagement and Criteria and Issue16 - Metrics) in the At-Large Review implementation. The At-Large made progress on both issues. However,

the ARIWG will provide one additional status update by March 2021 to update the ICANN Board on further progress.

Governmental Advisory Committee (GAC)

The GAC identified and actively involved itself in four major policy priority issues during the last quarter of 2020, which the GAC expects to remain priorities throughout 2021. They include:
- Subsequent rounds of new generic top-level domains
- Registration Directory Services/WHOIS and data protection policy
- Domain Name System abuse mitigation
- International governmental organization names protections

Other identified issues of importance to the GAC in the last quarter of 2020 included:
- The third Accountability and Transparency Review Team – implications for the GAC
- Universal Acceptance and Internationalized Domain Name readiness
- Implementation of Cross-Community Working Group on Enhancing ICANN Accountability Workstream 2 recommendations
- Improving onboarding and capacity building capabilities and resources for governmental participants in ICANN

Root Server System Advisory Committee (RSSAC)
- The RSSAC Caucus has a work party to develop a tool to gather a local perspective of the Root Server System (RSS). The RSSAC wishes to have a tool or set of tools that can easily measure the local perspective of the RSS at various points of the Internet. The tool(s) should collect enough information to identify some of the reasons why the local perspective is performing at the measured level to differentiate potential misconfigurations or inadequate infrastructure from the true need for a new instance.
- The RSSAC Caucus has a work party studying the effects and mitigations of a rogue Root Server Operator (RSO). This work party is examining scenarios where an RSO, or someone acting as an RSO, serves incorrect zone data or otherwise violates any of the 11 principles outlined in RSSAC037. The purpose of this work is to understand the risks of potential rogue operators as well as prepare mitigations and proper responses to limit harm to the global Internet.

Security and Stability Advisory Committee (SSAC)
- The SSAC formed a new work party to holistically examine and comment on the Draft Final Report on the New gTLD Subsequent Procedures Policy Development Process. Due to time constraints, the SSAC chose not to submit its comment through the Public Comment proceeding.
- The SSAC DNS abuse work party continued its deliberations and is close to completing its first document that outlines potential efforts to standardize community strategies and processes surrounding abuse identification and mitigation.
- The SSAC routing security work party initiated discussions on scope and study plans. The SSAC chair reached out to the Number Resource Organization (NRO) to signal the intent of the SSAC to study routing security and received positive feedback on its plan to liaise with the addressing community throughout the course of the routing security work party.

Customer Standing Committee (CSC)
- The CSC will conduct its business as usual and monitor the performance of Public Technical Identifiers as required. No projects are expected.

Root Zone Evolution Review Committee (RZERC)

- The RZERC continued discussing the idea of data protection for the root zone in general, and a proposal for such a technique titled Message Digests for DNS Zones (ZONEMD), in particular. This proposal embeds a cryptographic digest of zone data into the zone itself, with a new ZONEMD Resource Record type.
- The RZERC also continued its discussions on signing root zone name server data with the Domain Name System Security Extensions (DNSSEC). The RZERC is discussing the potential benefits of signing root zone name server data and deciding if it will make a comment to the ICANN Board on this topic.

Root Server System Governance Working Group (GWG)

- The RSS GWG will consider how to integrate the Strategy, Architecture, and Policy Function (SAPF) and Public Root Services (PRS) papers and will elaborate the relationship with ICANN, focusing on financial considerations.
- The RSS GWG intends to provide a document for ICANN org feedback in the coming months for ongoing discussions.

Government and IGO Engagement

Mandy Carver, SVP, Government and IGO Engagement

KEY HIGHLIGHTS & MILESTONES

Participation in virtual engagement events in New York City

- Monitored ongoing discussions at the UN General Assembly regarding the existing Open-Ended Working Group (OEWG) on cybersecurity and the proposal for a new OEWG with five-year mandate
- Monitored the Government Group of Experts (GGE) dialog on cybersecurity
- Monitored the Open-Ended Committee of Experts (OECE) tasked with drafting the UN cybercrime convention.

Continued engagement with European Institutions on existing key legislative initiatives as well as new initiatives currently unfolding at the EU level

- Attended virtual HLIG meeting that took place on 29 October 2021.
- Monitored discussions, evaluated legislative initiatives and participated in public consultations including:
  - a contribution to the European Commission's two year evaluation of the GDPR,
  - a contribution to the EC consultation on the Digital Services Act and,
  - a contribution to the European Data Protection Board's consultation on their guidelines regarding the concept of controller and processor regarding GDPR.

Continued engagement with IGOs

- Participated in ITU-D virtual Global Regulators meeting in September (GSR 2020) after the Telecommunications Development Advisory Group (TDAG)--20 CEO roundtable was canceled.
- Initiated discussions with ITU-D on potential collaboration efforts as part of the preparation for the WTDC 2021 meeting in Addis
- On-going discussions with UNESCO about opportunities to promote IDNs

Other processes continued in a virtual form, including following the ITU study groups' episodic dialogs about new IP. The WTSA preparatory discussions continue as that conference will almost certainly take place in March 2022 (subject to the second and final round of consultations among Member States).

OVERVIEW OF ACTIVITY

1. Liaising with the Government Advisory Committee (GAC)

Work with the GAC during this time period focused on briefings and discussions with the GAC leadership and the preparation of briefing materials for virtual ICANN69. In addition the GE team continued to support the GAC capacity-building program in accordance with the Underserved Regions Working Group (USRWG) work plan by organizing a webinar on Universal Acceptance with GSE Africa and the Universal Acceptance team.

GE organized monthly calls with the GAC Leadership to report on Government and IGO engagement activities and to provide a brief overview of IGF 2020, an update on UN activities in NYC, a discussion on the issues involved in the proposed AU release, and a briefing on the possibilities for organizing the next High Level Governmental Meeting.

2. Government and IGOs Engagement

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

GE continued its engagement with European Institutions. As part of this work two contributions to public consultations launched by the European Commission (EC) and one contribution to a public consultation launched by the European Data Protection Board (EDPB) were prepared and submitted in collaboration with the ICANN Legal team. These were: a contribution to the EC consultation on the 2020 review and evaluation of the application of the GDPR two years after its entry into force, a contribution to the Digital Services Act consultation of the EC and a contribution to the EDPB consultation on the latter's guidelines on the concept of controller and processor in the GDPR. In that context and with a view to keep the community informed on key initiatives, GE published a paper on EU Policy, a paper on the GDPR 2020 Review and a paper on the DSA. GE also published a blog to inform the community about important initiatives relevant to the Domain Name System (DNS) including domain name registration data and DNS services providers, published by the European Commission in mid-December.

Ongoing IGO work included monitoring the ITU Council Working Group on Internet meetings in Geneva, the ITU TDAG meetings as well as sessions of ITU-D Study group 1 and 2 as well as discussions in ITU-T Study Group 13 and Focus Group 2030 for any issues that have the potential to impact ICANN's mission including the episodically recurring discussions of new IP. GE, in collaboration with the OCTO team, also continued monitoring the non IP network discussions within ETSI (the ETSI NIN working group) and tracking governments potential interest in and their response to the issues.

Another area of ongoing activity for GE has been the UN General Assembly deliberations and the discussions of the UNGA resolutions that have the potential to touch on ICANN's mission. The discussions continued to focus on cybersecurity, and the norms of behavior of states. As part of this focus GE has seen a further push from some parties for inclusion of a new term, "the public core of the Internet", in the pre-draft versions of the report of the OEWG chair. GE team had a conversation with i* organizations on that subject, in order to provide background information about the history of the term, and what its impact might be, if it ends up in a UN document.

During this time the OEWG held three informal virtual meetings: 29 September to 1 October, 17-19 November, and 1-3 December. GE recognizes that while the term "public core" is supported by some member states, it is opposed by others, and there is also a group of non-aligned countries that have not identified their position. GE shared its observations with ICANN org executives, the GAC leadership, the Board, and OCTO about these dialogs and the concerns raised by the possible use of the term "public core" and various definitions that could potentially lead to efforts to increase multilateral and decrease multistakeholder management of the Internet.

GE continued the virtual bilateral meetings in New York with diplomats and officials from Bulgaria, UK, USA, Russia, Switzerland, Israel and others, as well as UN staff. GE observed the virtual Informal Multi-stakeholder dialogue organized at the U.N. 4 - 9 December 2020. The dialogue series were intended to complement the OEWG, and although it was not a formal part of the OEWG process, the discussions there assisted the org in having a

firm grasp of the ongoing discussions at the U.N. Open-Ended Working Group on developments in the field of ICT in the context of international security.

GE continued to monitor the discussions around the Roadmap for Digital Cooperation, and developments around the concept of a Technical Envoy.

GE was also able to engage with Member States on the language for the UN 75th Anniversary Declaration, to help diplomats better understand how the combination of the words "managed", and "digital cooperation", might unintentionally lead to opening a discussion about DNS, IP addresses and other resources, which are managed by ICANN and other i* organizations.

The GE team continued its work with colleagues on discussions in the ICANN community and the larger IG ecosystem on data protection and the GDPR as part of the broader outreach and engagement work with governments and IGOs.

3. Participation in and following of Internet and Technical Internet Governance Discussions

GE continued its active support of the global IGF through participation in biweekly Multistakeholder Advisory Group (MAG) virtual meetings, and in the virtual IGF2020 itself. The vIGF 2020 was hosted online in two phases in November by the IGF Secretariat and the UN under the overarching theme of "Internet for human resilience and solidarity."

ICANN's participation in IGF 2020 involved a number of events. ICANN arranged two pre-events: DNS-Abuse in the Age of COVID-19, which was promoted to the parliamentarians attending the IGF, and Internet 101m organized as part of the Youth track. ICANN also organized two workshops in the main conference: DNS-Abuse in the Age of COVID-19: Lessons Learned, and UA of Domain Names and E-mail Addresses. ICANN also presented an Open Forum on Technical Internet Governance, and hosted a Virtual Booth. ICANN Org participation involved GE, GSE, OCTO, and GDS staff and CEO Göran Marby spoke during the closing Ceremony. In addition, 15 Board members participated in various IGF sessions. The virtual format led to robust attendance and the use of a YouTube channel to permit later viewing to augment the live streaming meant that more participants could attend IGF sessions. To-date information on "attendance" (live streaming views and the YouTube views) for the ICANN sessions show a total attendance at the 'ICANN Open Forum on Technical Internet Governance' of 301; 'DNS Abuse in the Age of Covid: Lessons Learned' workshop of 246, 'UA of Domain Names and Email Addresses' workshop of 140, the pre-event on 'DNS Abuse' of 116 and 'Internet 101' of 97. The organizational materials at the Virtual Booth generated 67 views and 2 virtual tours during the IGF. In addition the IGF Secretariat has pledged that all booths and session recordings will be maintained on the site so ICANN materials will remain available.[2]

GE staff observed the IGF discussions in practically all relevant tracks and reported on them to the Board WG on IG. Russia announced that it has reached an agreement with the UN to host IGF2025.

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[2] Booth: contains links to all the ICANN organized sessions - https://www.intgovforum.org/multilingual/content/igf-2020-village-booth-66-internet-corporation-for-assigned-names-and-numbers Recording of the Closing Ceremony - https://www.youtube.com/watch?v=3GxCREczsko Recording of the Parliamentarian Roundtable - https://www.youtube.com/watch?v=U_OAGJ4Hva4

The members of the GE team also participated in various regional and country forums virtually, primarily as observers of relevant high-level discussions.

TOP ISSUES & MITIGATION

GE, in collaboration with the GSE, continued to monitor the development of the e-privacy initiatives and various cybersecurity topics as they arise in various fora. The GDPR, its impact on ICANN Org processes and procedures and the development of mechanisms to more effectively monitor developing legislative and regulatory initiatives globally remains an important focus.

GE has analyzed a number of statements by high-level officials from Russia (President Putin, former President Medvedev, foreign minister Lavrov, Amb. Krutskikh and others), who since mid-August have publicly said, on a number of occasions, that the way the DNS and IP addresses are being managed is not appropriate, that there is a need to push the Internet Governance discussion to the UN and/or to the ITU, etc. These statements are being combined with initiatives at the UN - for example, in an unusual step, the Russian Federation proposed establishment of a new OEWG with a mandate from 2021 to 2025. A paper on this issue is being prepared by GE.

On-going discussions on privacy, data protection, jurisdiction and commerce are being monitored in various event and governance processes. Outreach and engagement with DPAs continue. The GE team is also monitoring closely the discussions at the UN General Assembly First Committee Working Groups (OEWG, GGE) on cybersecurity and potential public consultation for any potential impact to ICANN's remit.

GE continues to closely follow the Digital Sovereignty debate considered as a major political topic in several regions (Europe, South America and Africa). The current discussions are mostly focused on the influence of major US and Chinese Internet platforms. Even if the current scope of the debate excludes ICANN and the DNS, the ICANN Jurisdiction issue (WS2) does suggest caution with respect to the position expressed by some countries (Brazil, France among other, cf minority statement to the WS2 Jurisdiction report). So GE participated to several informal discussions with the French administration and took part to a consultation organized by an influential French think-thank.

GE papers on various government and IGO activities can be found at
https://www.icann.org/resources/pages/government-engagement-publications-2020-03-02-en.

Regional Office Reports

APAC (Singapore)
Jia-Rong Low, VP, Stakeholder Engagement & Managing Director - Asia Pacific

Overview of Significant Activities
We engaged with the regional community via several large-scale regional activities conducted virtually.

Key Regional Activities

Date	Event Name	Location	Remarks
Sep 8-10	**APNIC50**	Virtual (Bangladesh)	• We spoke on Email Address Internationalization (EAI) and deployment of Route Origination Authorization (ROA). • Over 1,000 participants attended.
Sep 11-12 Oct 7-10 Nov 26-28	**Schools on Internet Governance (SIGs)** Regional/national capacity building or training initiatives focusing on Internet Governance (IG) related topics.	Virtual (Bangladesh) (India) (Asia Pacific)	• We provided an introduction to Internet Governance at the Bangladesh SIG, which was attended by 65 participants. • ICANN Board Chair Maarten Botterman delivered a keynote address at the Indian SIG on the importance of the Internet and the multistakeholder model. We also spoke on topics of DNS Security and how to engage with ICANN. The SIG was attended by 106 participants. • At the regional Asia Pacific SIG attended by 56 participants, we presented on the overview of ICANN69, as well as how to participate in ICANN.
Sep 27-30	**2020 Asia Pacific regional Internet Governance Forum (APrIGF)**	Virtual (Nepal)	• 670 participants attended the first virtual APrIGF. • We conducted a workshop "The Single, Global Internet" discussing impacts of new technologies on the Internet.

Sep 28	**HKIAC Insight - Protecting Your Domain Name**	Virtual (Hong Kong)	• We encouraged the regional IP community to participate in the Rights Protection Mechanisms Review (RPM) PDP. • 100 participants attended.
Oct 30	**Internet Society Japan Chapter (ISOC-JP) Seminar -- ICANN on Policy Implications of Encrypted DNS**	Virtual (Japan)	• We shared the policy implications of using encrypted DNS based on OCTO's published paper. • We also encouraged participation in the Identifier Technology Health Indicators (ITHI) initiative. • 59 participants attended.
Oct 31 Nov 6-8 Nov 11-12	**Local Internet Governance Forums (IGFs)**	Virtual (India) (Bangladesh) (Taipei)	• We moderated a discussion on "Security and Privacy in the Digital Sphere" at the youth IGF India, which was attended by 50 participants. • We participated in the opening plenary of the Bangladesh IGF, and engaged on the challenges and opportunities for Bangla TLDs. This IGF was attended by over 300 participants. • ICANN Board Chair Maarten Botterman spoke at the opening ceremony of the Taiwan IGF, as well as at a high-level roundtable on digital sovereignty and Internet fragmentation. We also engaged on EAI and the impact of new technologies. • 676 participants attended.
Nov 15	**China Critical Internet Resources Conference**	Beijing, China	• In this annual major DNS industry event, we presented on ICANN's Open Data Project (ODP), as well as Internationalized Domain Names (IDNs) and Universal Acceptance (UA). • 150 participants attended.
Nov 17-20	**Pacific Cyber Dialogue (Workshop)**	Virtual (Papua New Guinea)	• We engaged in a discussion attended by over 100 participants on DNS security related collaboration in the Pacific.

Nov 19-Dec 11	**ICANN69 Readouts** ICANN Readouts are community-led debrief sessions of the recent ICANN meeting.	Virtual	• A regional readout attended by 45 participants was held at APAC Space. • Readouts were also conducted in Japan, China and India, attended by 32, 36 and 20 participants, respectively.
Dec 1-4	**PacNOG27** PacNOG is the premier event for technical capacity development for network operators in the Pacific Islands sub-region.	Virtual	• We conducted a technical workshop on DNSSEC and DNS security topics. • We also engaged on topics of DNS Abuse, Domain Abuse Activity Reporting (DAAR), ITHI and DNS Security Facilitation Initiative (DSFI). • The sessions were attended by over 50 participants.
Dec 9	**IDNs and IDN ccTLDs Workshop among ASEAN community** Organized by the Lao National Internet Centre (LANIC)	Virtual (Lao PDR)	• We presented on the topic of "Addressing Challenges for Use of IDNs within the ASEAN Community". • The session was attended by representatives of the ASEAN member states, with 28 total participants.

Other Activities

- We announced the activation of the ICANN Managed Root Server (IMRS) cluster in Singapore, which will increase the root server capacity for the Asia Pacific region and bolster the resiliency of the entire Root Server System.
- OCTO Technical Engagement team delivered at the following:
  - Annual Cyber Security Week organized by Sri Lanka Computer Emergency Readiness Team (SLCERT) on DNS security topics (Oct);
  - Joint advanced technical training with the Centre for Development of Advanced Computing (C-DAC), India on DNS related topics (Nov).
- UA Local Initiatives (India) organized by the Indian Language Internet Alliance (ILIA), Federation of Indian Chambers of Commerce and Industry (FICCI):
  - UA EAI Workshop on UA and EAI remediation (Nov);
  - Bhashantara 2020 on "IDNs-- the Foundation of Multilingual and Inclusive Internet" (Dec).
- Media Engagement: We provided background information to an Australian freelance media researching on ccTLD agreements and management. An article was subsequently published in Australia's "Business Insider" on the redelegation of ccTLD .nu requested by the Government of Niue.

Europe (Brussels)

Chris Mondini, VP, Stakeholder Engagement, Europe & Managing Director, Brussels

Against the background of a worsening public health crisis, the European regional team and Brussels office remained active, contributing to a successful ICANN 69 virtual meeting, engaging on a number of European Union initiatives, hosting events in the broader European region and partnering with Europe-based organizations to meet the goals of ICANN's strategic plan.

After some easing of Europe's COVID-19 restrictions during the summer months, case numbers surged again during the latter part of 2020, resulting in renewed forms of lockdown, restricted travel, and work-from-home orders. ICANN org staff were directly affected, with more than one case of Covid-19 reported among the staff and several reports of infection among neighbors, contacts or family members of staff.

Maintaining team cohesion and morale remained a priority, addressed by the scheduling of virtual gatherings, office events, and holiday 'parties.' A regional Zoom with the CEO and head of HR, as well as meal stipends, wellness programming, be-well days and other offerings from ICANN Org helped to mitigate pandemic-fatigue and feelings of despair among staff in the region. The emergence of successful vaccines offered hope, but Covid-19 cases were still rising in many countries that are home to ICANN Org staff as the year drew to a close.

Working with or Regional Security Officer, the regional crisis management team continued to assure necessary preparations for the eventual resumption of normal operations and office openings, though the timing remained undetermined.

Overview of Significant Activities

ICANN69, originally planned to take place in Hamburg, was conducted as an online public meeting, with significant attendance and innovations, such as YouTube live streaming for some sessions and enhanced simultaneous interpretation. Virtual outreach events before, during, and after the meeting week showcased the vibrancy of Europe's stakeholder community and the talents of the Europe-based ICANN Org staff. These included a "What to Expect at ICANN69" session, as well as sessions on Internet Governance led by Euralo. The ISPCP and BC held events on DNS technical developments and EU legislative initiatives, respectively, the latter featuring Pearse O'Donohue of the European Commission as a speaker. "Read-Out" sessions, reporting on ICANN69 developments were conducted in French, Russian, and English language online gatherings.

A number of external activities with partner organizations were undertaken to broaden ICANN's network of supporters and contacts across the region. These consisted mainly of speaking engagements or panel discussions featuring a member of the ICANN Org team, hosted by such organizations as the World Economic Forum, the Lisbon Council, and the Portulans Institute. ICANN also joined working groups at a leading European policy think tank in Brussels, CEPS and was active in the planning committee of the European Internet Forum (EIF).

ICANN conducted technical training sessions at academic institutions such as Leiden University in the Netherlands and Lund University in Sweden. ICANN also spoke at the (virtual) Cybersecurity Forum in Poland and at NamesCon, providing updates on ICANN policy developments related to WHOIS and GDPR. The work of OCTO was highlighted in blogs on the

Identifier Technology Health Indicator (ITHI) project and there was good collaboration across ICANN teams on troubleshooting technical issues related to the IMRS, or administrative issues like unpaid invoices to TLD operators.

The global IGF, slated to take place in Poland in November, became a virtual event, with active participation by ICANN executives, community, and Board members. In addition to the global IGF (which hopes to make it to Poland in 2021), national and regional IGFs were held in Southeastern Europe, Italy, the UK and Germany. Each event contended with COVID-related travel restrictions, and each was supported in some way by ICANN. The Italian IGF was held as a hybrid live/virtual event and was particularly successful, shattering all records for attendance (over 35,000), thanks to a partnership with the Italian employers' federation, an active volunteer committee and youth cohort - convened and sustained by ICANN throughout the planning process. ICANN also gained a seat on the Advisory Board of the IGF Supporting Association (IGFSA).

The Government Engagement team was particularly busy on European Union initiatives, commenting on draft legislation, a cybersecurity directive and a cyber strategy document making reference to the Domain Name System. This was in addition to continued efforts to seek clarity from data protection officials and others on GDPR enforcement and the viability of ICANN's proposed solution for access to domain registration data.

Virtual events across Eastern Europe & Central Asia were frequent and successful, with ICANN sponsoring, organizing or contributing to online gatherings in Belarus, Georgia, Moldova, Russia, Turkmenistan, Ukraine and Uzbekistan. These ranged from DNSSEC trainings, to IGFs, to domain name sector conferences, to cybersecurity meetings, to academic workshops. The region was also coping with the outbreak of military hostilities, resulting in some plans being cancelled.

Geneva Engagement Office
Mandy Carver, SVP, Government and IGO Engagement

Due to the ongoing COVID-19 lockdown, face-to-face meetings and conferences continued to be postponed and intercessional work remained virtual. Due to the postponement and subsequent restructuring of the 2020 Telecommunications Development Advisory Group (TDAG) meeting, what was to have been a CEO roundtable was replaced with an invitation to the CEO to speak to the virtual Global Regulators meeting (GSR 2020) held in September. The opportunity for the CEO to address this global regulatory meeting was a new engagement venue for ICANN and an important outreach opportunity to an aspect of governments that we had not engaged with on that level before.

GE continues to follow the TDAG, TSAG, and the ITU SG discussions, as well as the WTSA preparation discussions. Two topic areas continue to be areas of interest – DNS abuse using Covid-19 lures and the ongoing discussions about the concept of "New IP." It is unclear at this point whether either issue will be included in WTSA, which will now be held in 2022. GE has promoted awareness of the work done by OCTO on the questions of DNS Abuse. ICANN organized a joint online event for the diplomats in New York and Geneva so that the members of the permanent missions who will be engaged in discussions within the UN structures have access to factual information on how the Internet works.

The Geneva-based staff has also engaged with various other IGOs and NGOs. This includes work with the IGF Secretariat and the organizational work for the ICANN participation in the virtual global IGF2020. Team members participated in the CSTD 23rd session virtual meeting and various other UN and UNIDIR online events and webinars. Geneva based GE team members have also attended several online sessions provided by organizations such as Diplo Foundation and Geneva Internet Platform, pursuing their virtual engagement work with relevant stakeholders.

Building on earlier successful engagements GE is planning with OCTO to organize another webinar for the members of the FRATEL (the global network of Francophone regulators) on new IP and ETSI NIN in February 2021.

Another area of ongoing work is monitoring the security dialog in the Digital Economy Expert Workshop, the work of the Going Digital II Steering Group and the dialog about geographic indicators in several IGO. GE staff in Geneva and Brussels continue to follow the work of the ITAC-OECD involving the Committee on Digital Economy Policy and its working parties on Data Governance and Privacy in the Digital Economy (DGP), and the Working Party on Security in the Digital Economy (SDE) among others. Work also continues on Geographical Indications (GIs) in the context of the WIPO Standing Committee on the Law of Trademarks, Industrial Designs and Geographical Indications. The situation there has not currently progressed due to opposition from some countries to a full recognition and protection of Geographical Indications at the global level. But the growing success of the Lisbon agreement and the recent EU Commission declarations related to the protection of GIs on the DNS could create new obligations for ICANN and its community members so GE will continue to monitor the situation.

Middle East, Africa (Istanbul)
Baher Esmat, Vice President, Stakeholder Engagement - Middle East & Managing Director - Middle East & Managing Director MEA

Overview of Significant Activities
With the COVID-19 pandemic still ongoing, we continued to engage with stakeholders in the Middle East and Africa (MEA) region in several ways. The GSE teams, in the Middle East and Africa, organized a number of webinars on various topics, both public as well as closed targeting specific stakeholders. Topics were chosen based on regional priorities and interests of community members and leaders.

With support of the Istanbul team, the GSE Africa team partnered with the Legal Fraternity from Africa and organized the first African Legal Innovation Week 2020 on Rights Protection Mechanisms. The session attracted 70 legal practitioners from across the continent.

Both the GSE Africa and Middle East teams published blogs highlighting their engagement activities.

The GSE Africa team published an end of calendar year wrap up blog, highlighting their engagement during 2020, and the Africa Regional Plan for Fiscal Years (FY) 2021-2025. This can be read here.

The GSE Middle East team published a blog summarizing the Middle East Journey during FY20. The blog summarized the achievements of the FY 2017-2020 Regional Engagement Strategy, and shared the results of the FY20 Middle East Engagement Satisfaction Survey. The team also ran a short questionnaire with relevant stakeholders to assess the technical needs of regional domain name industry players.

Key Regional Activities

Date	Event Name	Location	Remarks
15 September	Webinar on Universal Acceptance with the Arab Information and Communication Technology Organization (AICTO)	Virtual	Introduced the topic of Universal Acceptance to AICTO members.
21-23 September	Southern Africa Development Cooperation (SADC) Internet Exchange Point (IXP) Workshop	Virtual	Presented on the Root server System and the IMRS.
29 September	CloudTalk Online Matchmaking Summit	Istanbul, Turkey (Virtual)	Panel with BTK (.TR Registry), Godaddy, and Turkish Registrars to talk about the local domain names market and its potential.

29-30 September	"Les Rencontres Numériques Africaines"	Virtual	ICANN participated in the 5th edition of the reginal workshop on ICT and law organized by JURISTIC association.
5 November	Sudan Network Operators Group	Khartoum, Sudan (Virtual)	Presented on DNS Abuse.
11 November	ICANN69 MEA Online Readout Session	Virtual	Updates from ALAC, GAC, ccNSO and GNSO.
24-25 November	AfICTA Summit 2020	Virtual	Raised awareness about the importance of ICANN to the African Business community.
24-27 November	Africa IGF 2020	Virtual	Organized a session on UA and EAI in line with the event's theme of "Unlocking Africa's Digital Opportunities During and Post COVID-19".
24-28 November	Benin DNS Forum	Cotonou, Benin (Virtual)	Organized three activities: technical workshop for Women on DNS, DNSathon, and a Public forum with participants from other countries.
25 November	ICT Summit 2020	Istanbul, Turkey (Virtual)	Panel with the ISPCP titled "Keeping the Digital World Safe: Ensuring the Security and Stability of the Internet Infrastructure" with participation from ISPCP members and Turkish operators.
1-4 December	Africa Legal Innovation Week 2020	Nairobi, Kenya (Virtual)	Sponsored and hosted a Masterclass session on rights protection mechanisms at the 4-day conference focused on the role of technology in supporting access to justice.

2 December	Bread & Net 2020nline	Beirut, Lebanon (Virtual)	Presented on DNS Abuse and IMRS traffic during COVID-19.
3 December	2nd Arab Multistakeholder Consultative Expert Meeting on Arab IGF and Digital Cooperation in the Arab Region	Virtual	Interventions made by various stakeholders reflecting on the evolution of Internet Governance and the Digital Cooperation initiative with a focus on the Arab region and the role of the Arab IGF.
10 December	Middle East Space	Virtual	Discussion was focused on the future of the space.

Other Activities

ICANN org participated virtually in the 2020 Africa Internet Summit (AIS20) from 14-18 September 2020. The GSE team maintained active participation in a number of Schools of IG and IGFs held in the region. This includes the Central Africa IGF and National IGFs and SIGs in Ghana, Benin, Kenya, Uganda, and Chad. ICANN org also supported and participated in the Arusha Women SIG in Tanzania, and the Youth IGF in Turkey.

Several webinars on Universal Acceptance (UA) and Email Address Internationalization (EAI) were held with the African GAC members as well as the Association of African Universities (AAU).

A series of webinars and virtual meetups were organized with ccTLD registry operators and registrars in Turkey, Rwanda, Botswana and Comoros. The first remote workshop on DNS Operations, DNS Abuse, and DNSSEC in the Middle East was held with the ccTLD registry operator of Saudi Arabia, targeting technical stakeholders in the country.

Various outreach activities targeting newcomers were organized with universities besides one with the Legal Hackers Group in Turkey.

The MEA Policy Team supported various activities within the reporting period including:
• Facilitation, planning, and coordination of the ICANN Community Leadership recognition program at ICANN69.
• Facilitation, planning, and coordination of the Dr. Tarek Kamel Award for Capacity Building.
• Launching 2021 ICANN Community Excellence Award.
• Planning, coordination, and reporting of ICANN69 Prep Week.
• Facilitating the RSSAC, GAC, ALAC/At-Large and Plenary sessions during the ICANN69 Virtual General Meeting.
• Planning and analysis of ALAC/At-Large policy activity, including ICANN70 sessions, ALAC advice and policy statements.

Latin America and the Caribbean (Montevideo)

Rodrigo de la Parra, VP, Stakeholder Engagement & Managing Director - Latin America & Caribbean

Overview of Significant Activities

We have continued to provide our virtual engagement activities in the LAC region under our two different categories (i) targeted engagement in the form of a series of webinars and trainings with specific organizations in the region, and (ii) open engagement for the general public, under the name of ICANN LAC Talks.

During this reporting period, we held the LAC DNS Forum under the LAC Domain Names Week. The theme of this year's LAC Domain Names Week was "Understanding the Ecosystem and Learning New Opportunities." The week of activities included an entire day for the Latin American and Caribbean country code top-level domain (ccTLD) community, two days dedicated to policy, technical, and business issues, and two days dedicated to interactive exchanges. This year's event was jointly organized by the Latin American and Caribbean ccTLDs Organization (LACTLD), the Latin American and Caribbean Address Registry (LACNIC), the Internet Society (ISOC), the Public Interest Registry (PIR), and ICANN. For more information, visit the event website here: https://dnsweek.lat/.

Key Regional Activities

Date	Event Name	Location	Remarks
24 Sep	ICANN LAC Talks: COVID-19 Impact on LAC Internet Organizations	Online	During the conversational and interactive session, LACNIC CEO Oscar Robles, LACTLD General Manager Ignacio Estrada, CaribNOG Program Director Stephen Lee, and ICT Sector Specialist at ECLAC Alejandro Patiño discussed the impact of the global pandemic in their respective organizations.
6 October	South School on Internet Governance	Online	The session began with an initial address by ICANN's President and CEO, Göran Marby, followed by a presentation about ICANN by ICANN's Latin American and Caribbean Vice President, Rodrigo de la Parra. ICANN's Office of the CTO (OCTO) hosted two technical presentations: one on the

			Domain Name System (DNS) by ICANN's Regional Technical Engagement Manager for LAC, Nicolas Antoniello, and the other one on the Root Server System governance by ICANN's Technical Engagement Manager, David Huberman.
22 October	LAC Space during ICANN69	Online	In this edition of the LAC Space at ICANN69, with nearly 50 participants, NIC.PR's Executive Vice-President, Pablo Rodriguez, presented a case study of Domain Name System Security Extension (DNSSEC) and many community leaders in new positions had a chance to talk about their expectations in their new roles.
11 Nov	The 20th Meeting of the Caribbean Network Operators Group	Online	ICANN's presentation at CaribNOG 20 centered around relevant policy topics covered at ICANN69 and the need for the Caribbean technical community to follow policy developments within ICANN
20 Nov	ICANN LAC Talks: New Generic Top-Level Domains in LAC	Online	The objective of this edition of ICANN LAC Talks, held on 20 November 2020, was to provide a space for some regional new gTLDs (.bar, .rest, .LAT, .bradesco) to share their experience and successes in the past year with the members of the LAC community.
16 Dec	IGF El Salvador	Online	ICANN addressed the

				opening panel to the participants of the National IGF in El Salvador. A good opportunity to reach out to new audiences with general information about ICANN and the DNS.

Other Activities

LACNIC34 and LACNOG 2020 were both held virtually 2-9 October 2020. During the combined event, LACNIC's Chief Technology Officer Carlos Martinez and ICANN's Nicolas Antoniello held a tutorial and a hands-on session on the Domain Name System (DNS). With more than 180 attendees from all over the LAC region, this entertaining and enriching exchange addressed the general operation of the DNS, Domain Name System Security Extensions (DNSSEC), and the hyperlocal concept. Afterwards, each participant could go step-by-step through the installation and complete configuration of a recursive DNS server with DNSSEC validation and a hyperlocal implementation.

Our regional stakeholder engagement team, together with the regional community, organized an ICANN69 readout session to review some of the most relevant topics discussed during the Public Meeting. The WHOIS changes under GDPR and the New gTLD Subsequent Procedures were among the topics covered in this virtual session. Nick Tomasso, ICANN Vice President of Global Meeting Operations, recapped key statistics from the meeting. We were honored to have the participation of all three ICANN Board members from Latin America and the Caribbean: Lito Ibarra, Léon Sanchez, and Patricio Poblete. They gave an overview of the ICANN69 Board resolutions and main activities.

North America (Washington, D.C.)

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

Overview of Significant Activities

As a result of the ongoing COVID-19 pandemic, all staff based out of the Washington, D.C. continue to work remotely. While this has limited our ability to engage with local and regional stakeholders, we continue to find opportunities for remote engagement. We continue to track any legislative activity that might impact ICANN's ability to fulfill its Bylaws-mandated responsibilities.

Key Regional Activities

Date	Event Name	Location	Remarks
24-25 Nov	Canadian Internet Governance Forum (IGF)	Virtual	• Originally scheduled for March 2020 in Toronto • Adiel Akplogan presented on "Encryption and the Internet unique identifier operations"