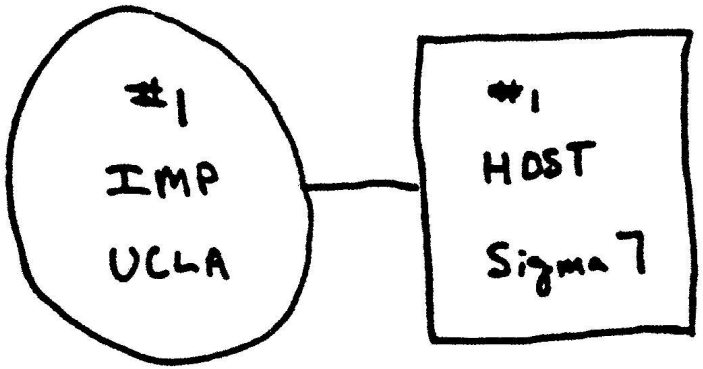
Internet Corporation for Assigned Names and Numbers

Financial Management Institute

Vancouver, May 31, 2005

Frank Fowlie, Ombudsman

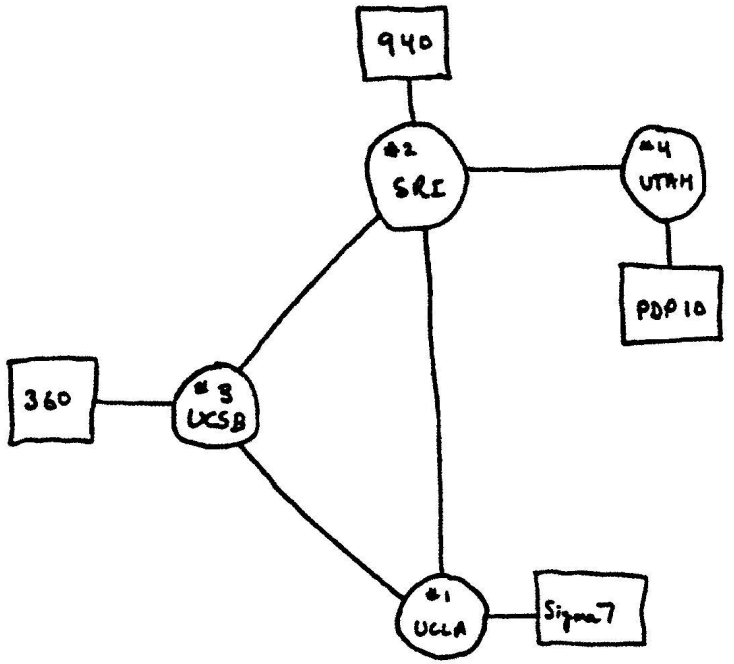
The Internet has grown from a grad school project….



THE ARPA NETWORK

SEPT 1969

1 NODE



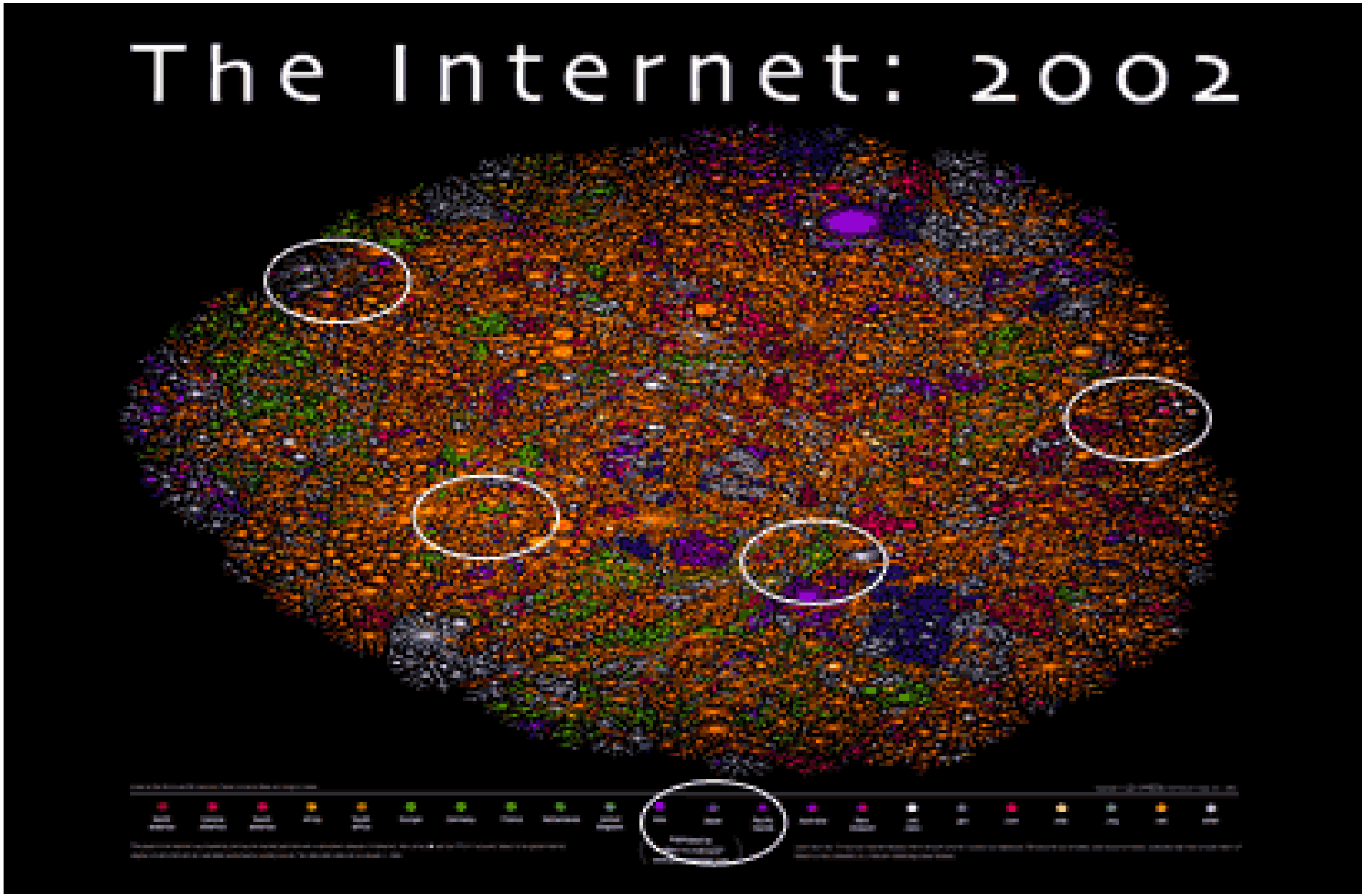
THE ARPA NETWORK

DEC 1969

4 NODES

ICANN

…To this



The early days of the Internet

- Network set up in the US scientific community
- Under R&D contracts to the US government
- Administered by the UCLA from Los Angeles
- Originally connected 4 universities
- Growing slowly into a larger scientific research network
- With increasing decentralisation and
- Involving scientists in the whole world
- Email was added in 1972, file transfer in 1973

ICANN

Internet: from R&D to commercial

- Increased use of scientific community
- Most use in US universities and R&D institutes
- International scientific use has commenced
- Domain Names System invented in 1983
- First non-scientific use is considered
- 1990: first commercial provision of Internet dial-up access
- 1991: www invented in CERN - Switzerland

ICANN

The Internet Today and…. The Challenges

ICANN

From the past …to the future

Small (4 university networks, 100's users)	➢	Huge (today over 200,000 networks, 1 billion users)
Scientific purpose	➢	Multi-stakeholder purpose
US based	➢	Global
Scientific backbone	➢	Global economy backbone
Single jurisdiction	➢	Multiple jurisdictions
Regulated relations	➢	Contractual relations
A few scientific issues	➢	Multi-layered stack of issues
Industrialised countries interest	➢	Industrialised and developing countries interest

ICANN

Internet is different

- Over 200,000 separate networks which agree through private agreement or contract approach to allow packets to cross networks
- From engineering perspective, do not recognise boundaries
- DNS and Unique Identifiers is the ‘glue’ which allows seamless outcome across these various networks (a ‘resolution’)
- About 1 billion users
- About 20 billion resolutions per day (nearly 7 times the number of telephone calls in North America)
- The backbone of the digital economy

ICANN

The Need for Change Circa 1996/97

- Globalization of Internet
- Commercialization of Internet
- Need for accountability
- Need for more formalized management structure
- Dissatisfaction with lack of competition
- Trademark/domain name conflicts

ICANN

Founding Principles for ICANN

- Internationalization
- Stability
- Competition
- Private, bottom-up coordination
- Representation

ICANN

ICANN: The Basic Challenge

- An effective mechanism for technical self-management by the global Internet community serving a globalized economy

ICANN

What is ICANN responsible for?

- ICANN is responsible for the global technical self-management of the Internet's unique identifiers.
- ICANN is dedicated to:
  - Preserving the operational stability of the Internet;
  - To promoting competition;
  - To achieving broad representation of global Internet communities;
  - And to developing policy appropriate to its mission through bottom-up, consensus-based processes.

ICANN

What ICANN does *not* do

- Content on the Internet
- Spam
- Financial transactions online
- Consumer Protection Law
- Privacy Law
- Data Protection Law
- Intellectual Property Law
- E-commerce, e-education, e-government, etc.

ICANN

Domain names & IP addresses

- Domain names are the familiar, easy-to-remember names for computers on the Internet
  - e.g., amazon.com, icann.org, nic.org.gh
- Domain names correlate to Internet Protocol numbers (IP numbers) (e.g., 98.37.241.130) that serve as routing addresses on the Internet
- The domain name system (DNS) translates domain names into IP numbers needed for routing packets of information over the Internet

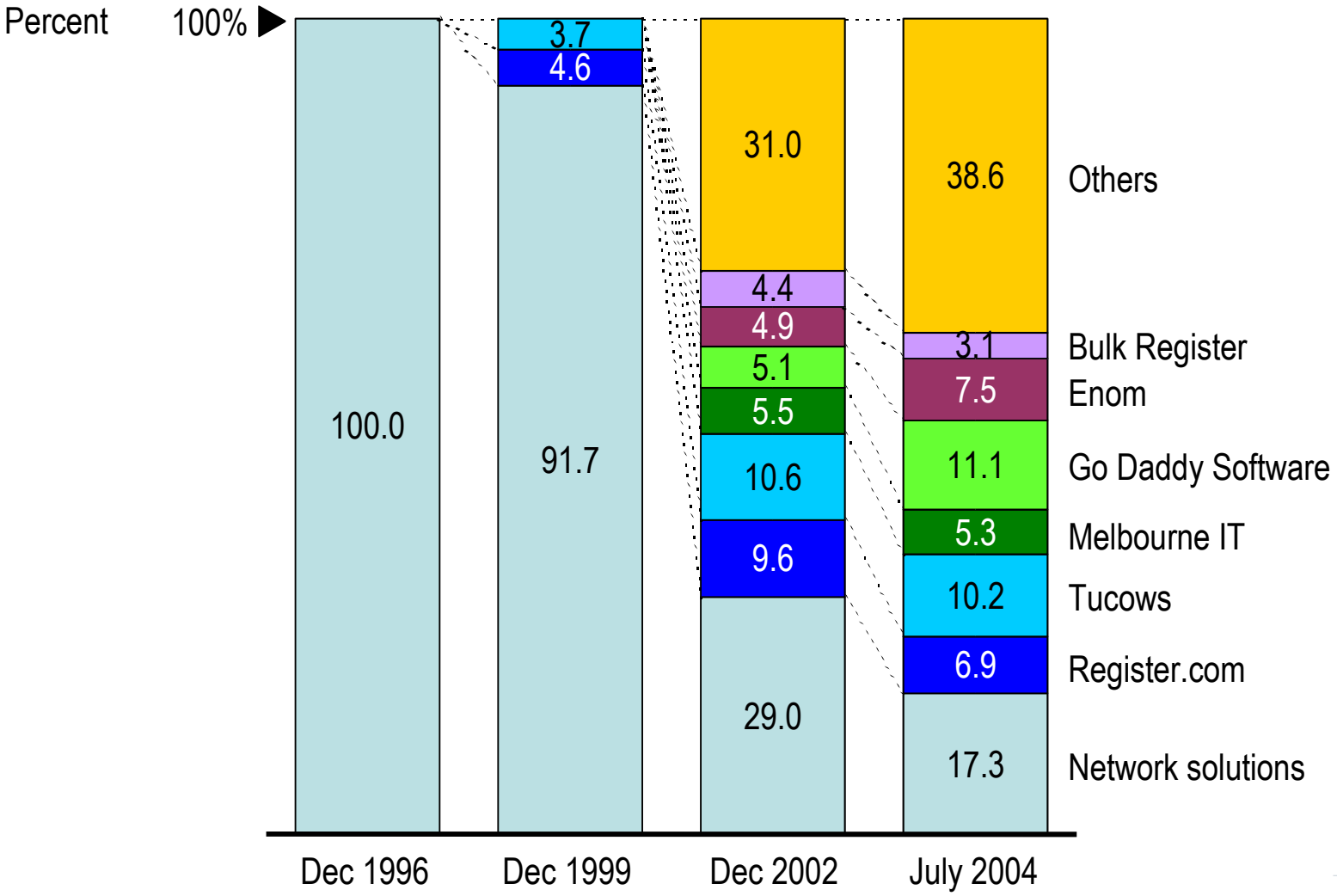
ICANN

International model of self-governance and self-management, and unique value system

- ICANN is a unique organisation designed to operate in the new global environment.
- Accomplishments
  - 20 billion DNS resolutions per day.
  - A US$1 billion annual reduction in domain registration fees.
  - Internationalised Domain Names (IDN).
  - The Uniform Domain Name Dispute Resolution Policy (UDRP).
  - Streamlined inter-registrar domain name transfers.

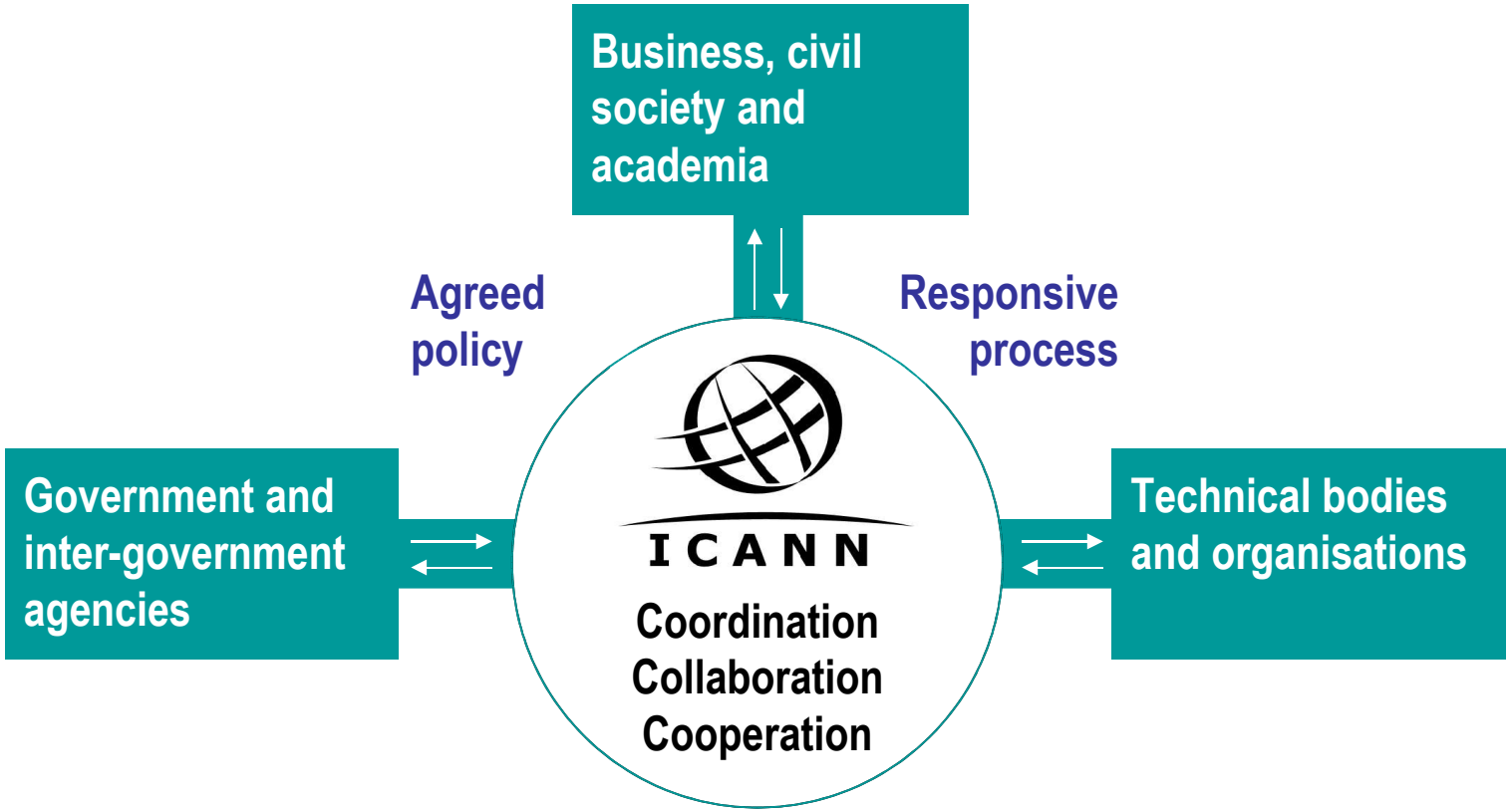
ICANN

Market share of Registrars for .com/.net .org, 1996-2004



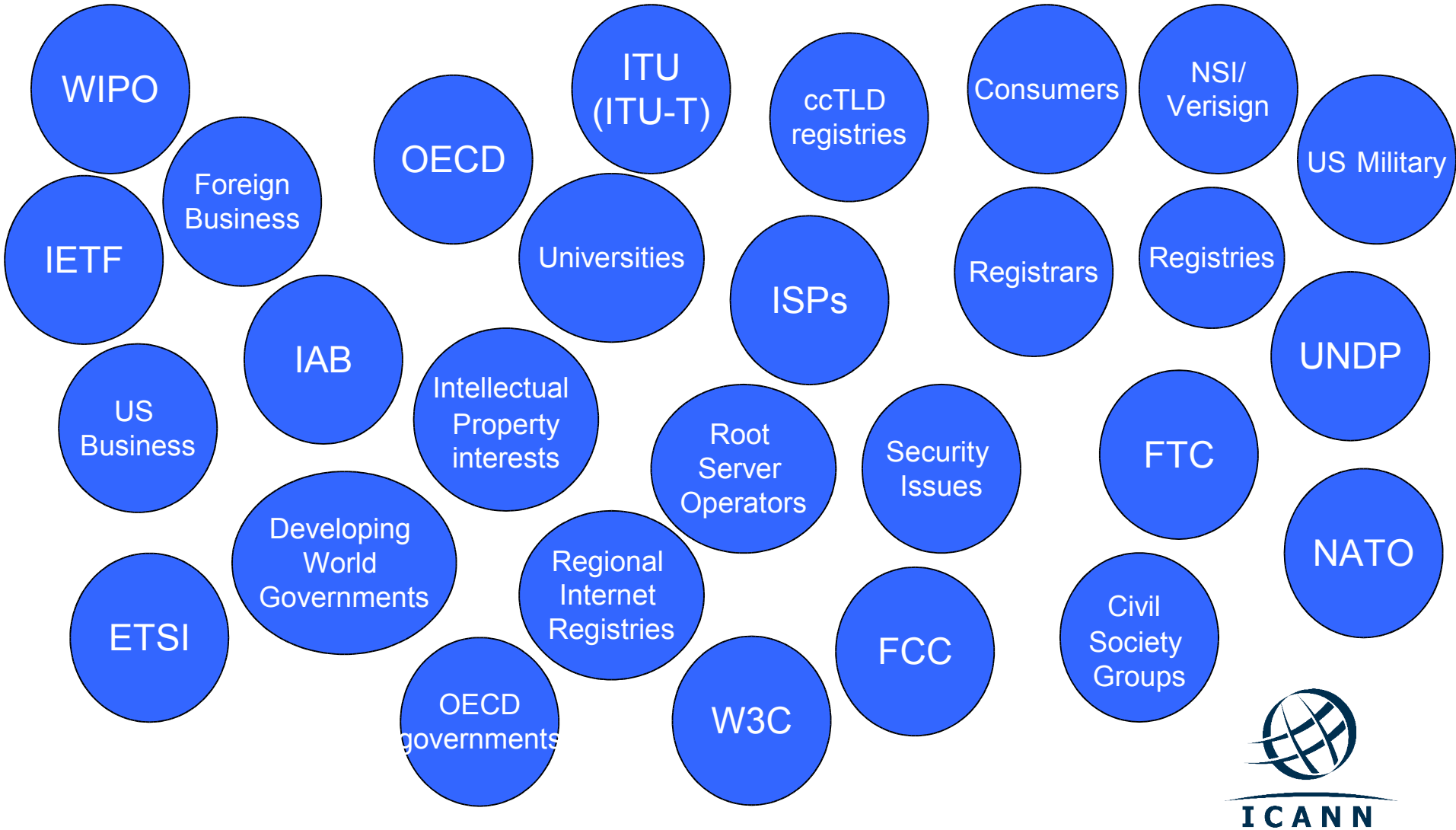
ICANN

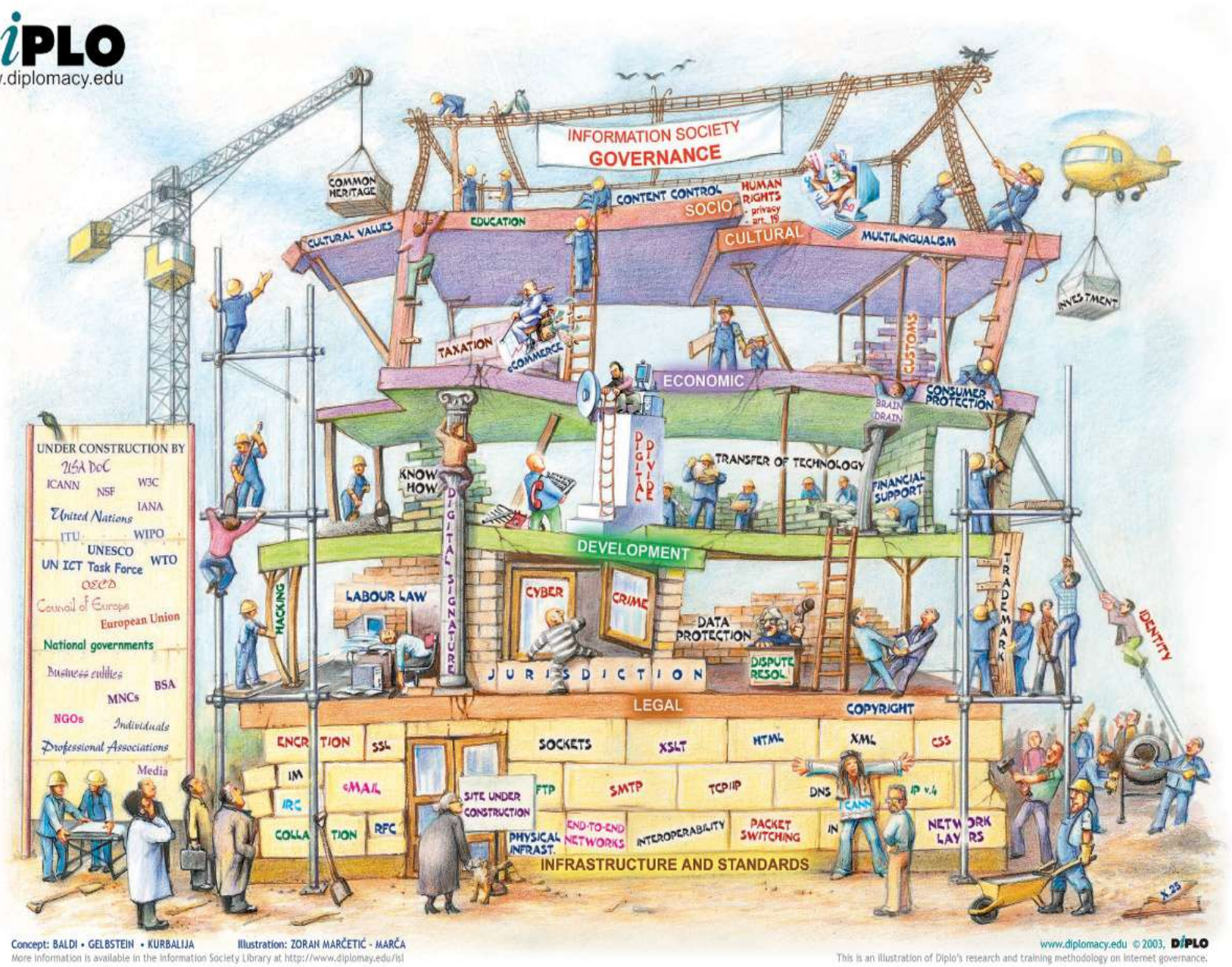
Stakeholders in the Domain Name System



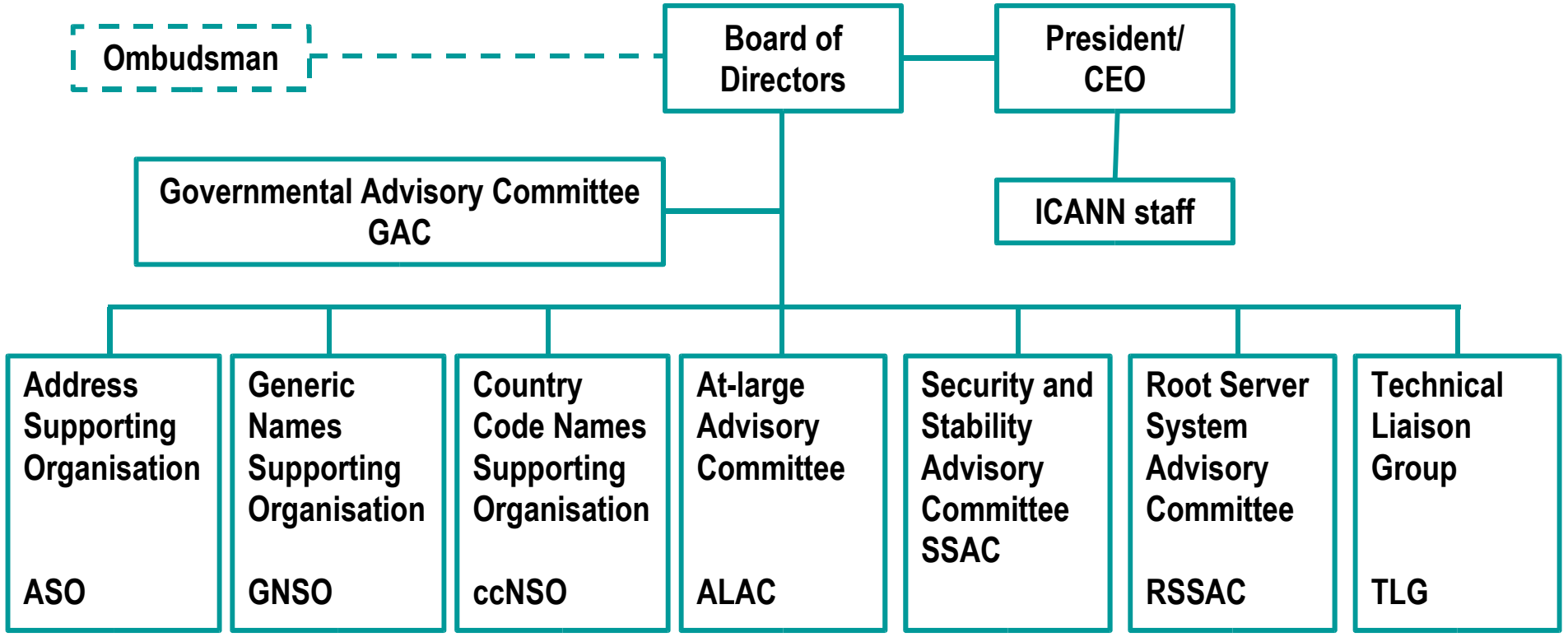
ICANN

Before ICANN, these stakeholders competed for influence over the Domain Name and IP Addressing systems




DiPLO
www.diplomacy.edu
INFORMATION SOCIETY
GOVERNANCE
COMMON HERITAGE
CONTENT CONTROL
SOCIO
HUMAN RIGHTS - privacy - art. 19
CULTURAL VALUES
EDUCATION
CULTURAL
MULTILINGUALISM
INVESTMENT
TAXATION
ECOMMERCE
ECONOMIC
CUSTOMS
CONSUMER PROTECTION
BRAIN DRAIN
UNDER CONSTRUCTION BY
USA DoC
ICANN
NSF
W3C
IANA
United Nations
ITU
WIPO
UNESCO
UN ICT Task Force
WTO
OECD
Council of Europe
European Union
National governments
Business entities
BSA
MNCs
NGOs
Individuals
Professional Associations
Media
KNOW HOW
DIGITAL SIGNATURE
DIGITAL DIVIDE
TRANSFER OF TECHNOLOGY
FINANCIAL SUPPORT
DEVELOPMENT
HACKING
LABOUR LAW
CYBER
CRIME
DATA PROTECTION
TRADEMARK
IDENTITY
JURISDICTION
DISPUTE RESOL.
LEGAL
COPYRIGHT
ENCRYPTION
SSL
SOCKETS
XSLT
HTML
XML
CSS
IM
IRC
eMAIL
SITE UNDER CONSTRUCTION
FTP
SMTP
TCP/IP
DNS
IP v.4
COLLABORATION
RFC
PHYSICAL INFRAST.
END-TO-END NETWORKS
INTEROPERABILITY
PACKET SWITCHING
NETWORK LAYERS
INFRASTRUCTURE AND STANDARDS
X.25
Concept: BALDI • GELBSTEIN • KURBALIJA
Illustration: ZORAN MARČETIĆ - MARČA
More information is available in the Information Society Library at http://www.diplomay.edu/isl
www.diplomacy.edu © 2003, DiPLO
This is an illustration of Diplo's research and training methodology on Internet governance.

ICANN's Structure



ICANN

International multi-stakeholder representation and participation

- Government Advisory Committee: over 100 Governments and 5 International Treaty Organisations.
- At-Large Advisory Committee: 18 At-Large Structures from four global regions.
- Board of Directors represents 14 nationalities.
- ICANN Staff hail from 12 different countries: (Australia, Denmark, Sweden, Ireland, France, Mongolia, the Netherlands, Niger, Taiwan, the United Kingdom, the United States, and of course, Canada).
- Offices in California, Brussels, with staff in Australia, France, and Canada

ICANN

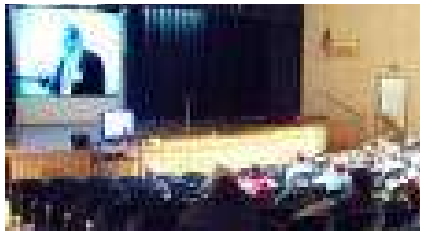
How we implement our multi-stakeholder process

- Regular meetings of Supporting Organisations Councils and Advisory Committees
- Defined policy development processes (PDPs) for Supporting Organisations
- Regular ICANN Board meetings
- Most importantly, ICANN maintains a public meeting forum

ICANN

ICANN public meetings

History



- Several meetings a year since 1999
- Held in each of ICANN's five regions in rotation
- As many as 700 to over 1,000 registered participants
- Proceedings webcast, transcribed during meeting, and archived on ICANN's website to maximise accessibility

Benefits

- **Informed participation of local and global communities in policy development processes**
- **Face-to-face dialogue offers ICANN better understanding of stakeholder issues**
- **Community workshops on critical issues, such as IDNs and DNS security**

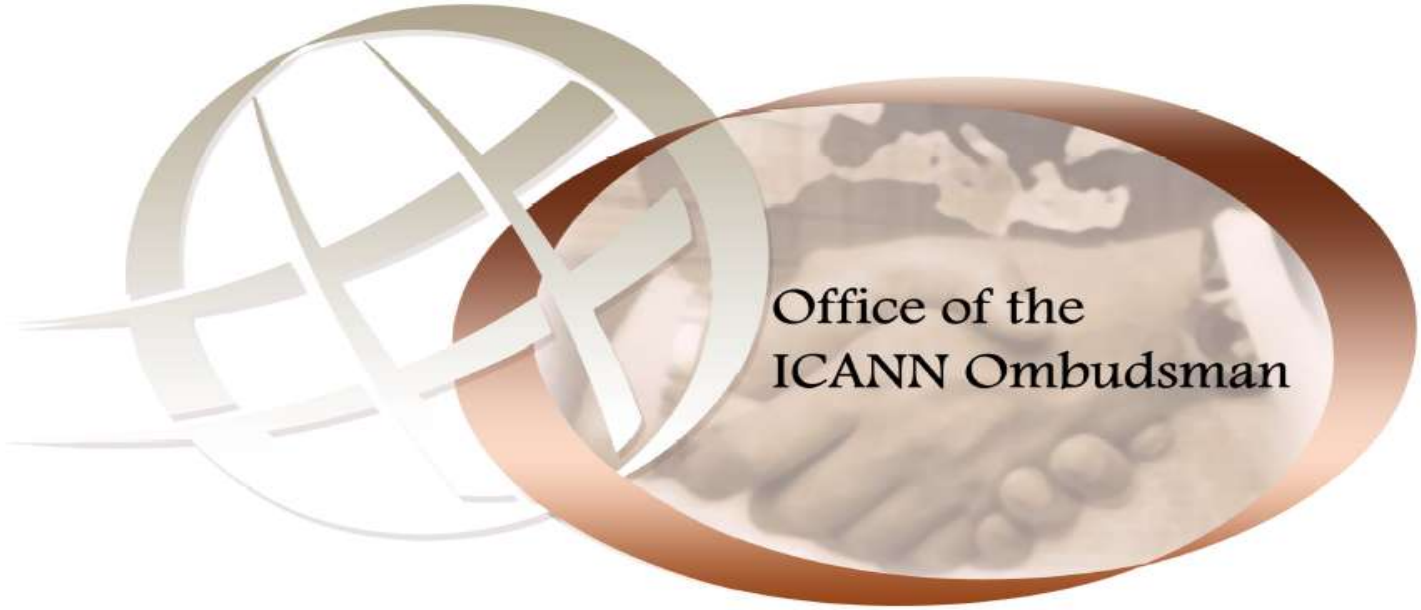
ICANN

ICANN Meeting

- Vancouver
- November 30 - December 4, 2005
- Hosted by Leading Edge Technologies BC and Circle ID

- THANK YOU VANCOUVER!!!

ICANN



ICANN

Office of the Ombudsman

- The ICANN Ombudsman is:
  - Independent, impartial, neutral;
  - A reviewer of facts;
  - An investigator of complaints about unfairness;
  - An ADR practitioner.

ICANN

Ombudsman Value Statement

The Values of this Office are:

- *Respect for Diversity;*
- *Excellence in Ombudsmanship;*
- *Professionalism;*
- *Confidentiality;*
- *Impartiality;*
- *and Independence.*

ICANN

ICANN Office of the Ombudsman

- Ombudsman's jurisdiction as defined by Bylaw V relates to actions, decisions, or inactions by ICANN staff, board, or supporting structures.
- Ombudsman's latent role is to provide a single portal for all consumer issues brought to his attention.

ICANN Office of the Ombudsman

- ICANN Ombudsman
  - Appointed as of November 1, 2004;
  - Frank Fowlie, of Canada;
  - Takes authority from Bylaw V;
  - Sole practitioner office.

“Meet Frank Fowlie, the Internet's physician ”

- kanadischen Chef-Beamten Frank Fowlie zu ihrem ersten Ombudsmann gewählt.
- **Frank Fowlie** .
- De nieuwe ombudsman wordt de Canadees Frank Fowlie,
- Frank Fowlie se une al ICANN como Ombudsman
- ICANN Frank Fowlie
- l'Icann vient de nommer le Canadien Frank Fowlie au poste de médiateur (Ombudsman)

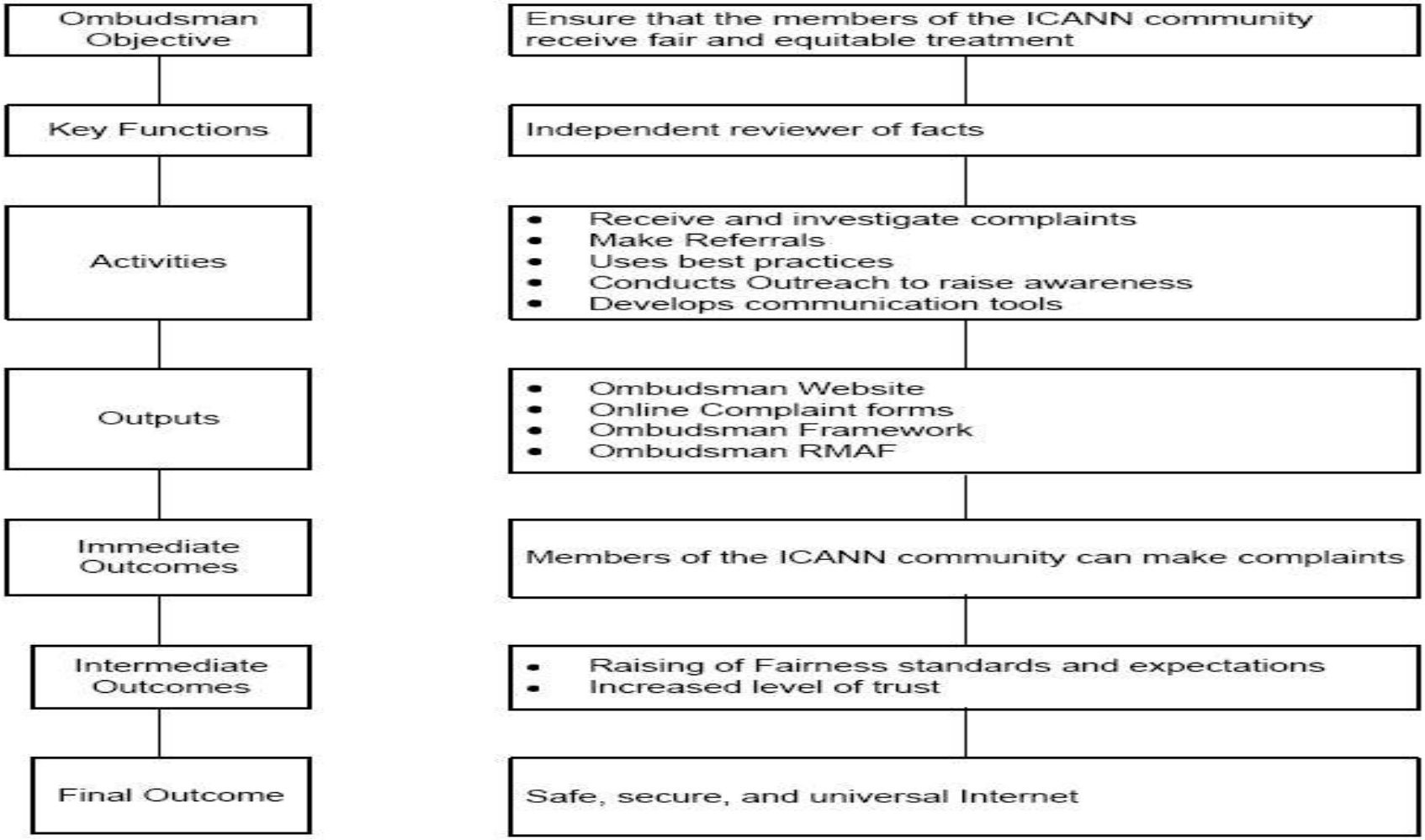
ICANN

ICANN Office of the Ombudsman

Logic Model

- Activities, outputs and outcomes
- Relationship between the Office of the Ombudsman activities and ICANN final outcomes.

Logic Model


Ombudsman Objective
Ensure that the members of the ICANN community receive fair and equitable treatment
Key Functions
Independent reviewer of facts
Activities
Receive and investigate complaints
Make Referrals
Uses best practices
Conducts Outreach to raise awareness
Develops communication tools
Outputs
Ombudsman Website
Online Complaint forms
Ombudsman Framework
Ombudsman RMAF
Immediate Outcomes
Members of the ICANN community can make complaints
Intermediate Outcomes
Raising of Fairness standards and expectations
Increased level of trust
Final Outcome
Safe, secure, and universal Internet

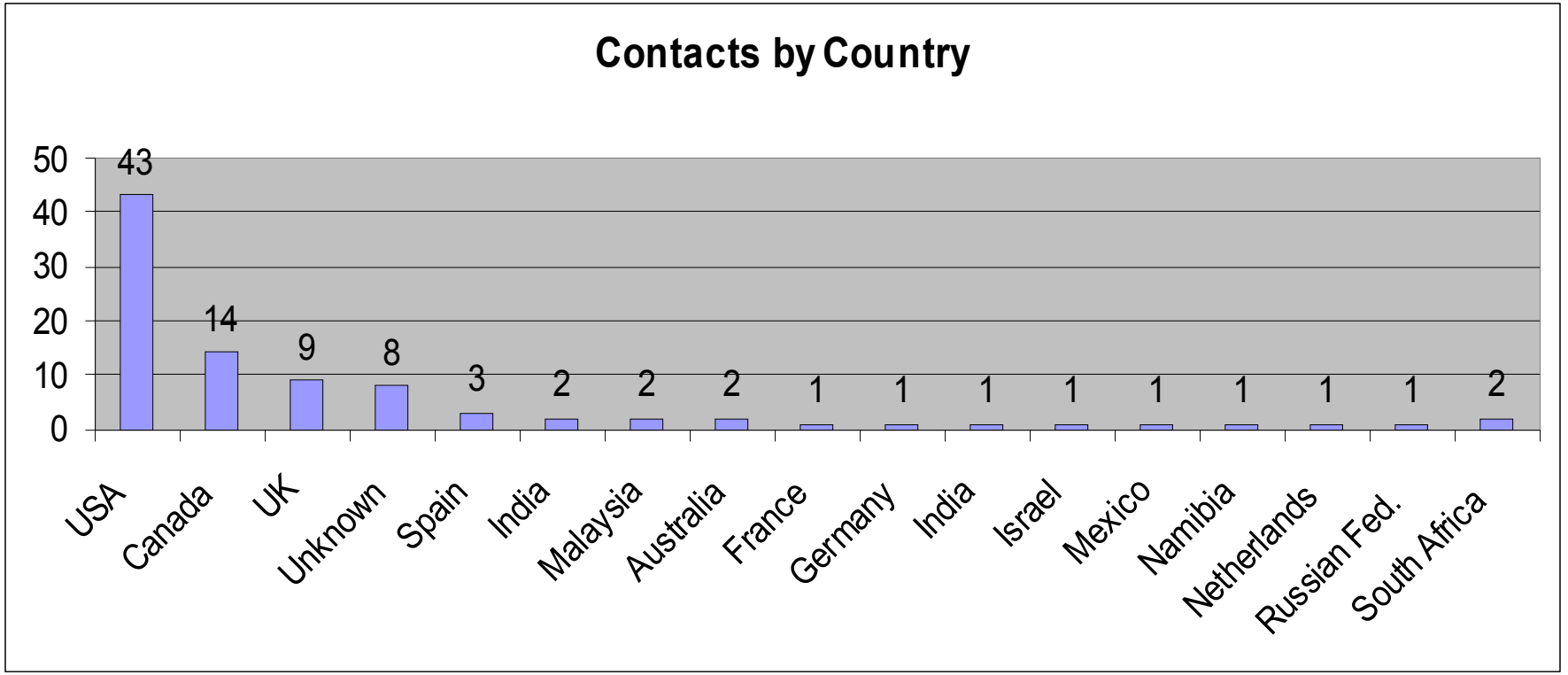
Office of the Ombudsman Website

- http://www.icann.org/ombudsman/
- Key elements:
  - Complaint form
  - Ombudsman Framework
  - RMAF
  - News – Speeches
  - Self help FAQs
  - Direct Mail contact

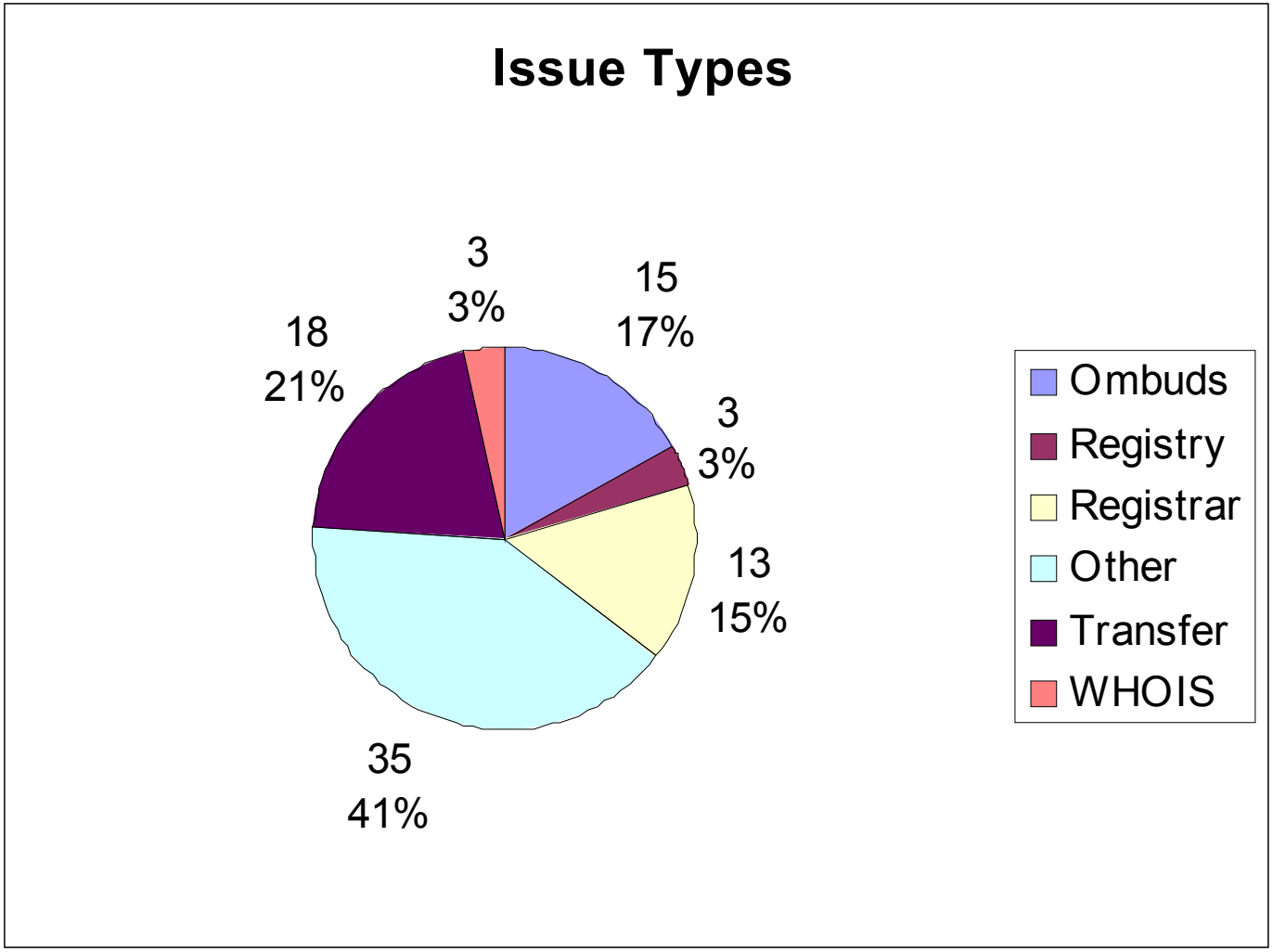
Ombudsman Framework

- Introduction
- Jurisdiction
- Powers
- Confidentiality
- Receiving a complaint
- Procedure after review

ICANN


Contacts by Country
50
40
30
20
10
0
43
14
9
8
3
2
2
2
1
1
1
1
1
1
1
1
2
USA
Canada
UK
Unknown
Spain
India
Malaysia
Australia
France
Germany
India
Israel
Mexico
Namibia
Netherlands
Russian Fed.
South Africa

ICANN


Issue Types
3
3%
15
17%
18
21%
3
3%
13
15%
35
41%
Ombuds
Registry
Registrar
Other
Transfer
WHOIS

For more information please see

http://www.icann.org

Or send an email to

icann@icann.org

or

ombudsman@icann.org