CEO Report to the Board

Period Covering: 8 August – 8 December 2022

6 January 2023

ICANN

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OFFICE OF THE CEO

Sally Costerton, Advisor to the President, SVP, Global Stakeholder Engagement and Interim President and CEO

KEY HIGHLIGHTS AND MILESTONES

- Launched the Knowledge-sharing and Instantiation Norms for DNS and Naming Security (KINDNS) to promote Domain Name System (DNS) operational security best practices.
- Developed a preliminary implementation plan for the ICANN Grant Program, which is based on the recommendations of the *Final Report of the Cross-Community Working Group on New Generic Top-Level Domain (gTLD) Auction Proceeds*.
- Launched the Coalition for Digital Africa, an ICANN initiative aimed at expanding the Internet in Africa.
- Deployed the first ICANN Managed Root Server cluster in Africa, in Nairobi, Kenya, which will improve the speed and security of the Internet on the continent.

OVERVIEW OF ACTIVITIES

After a successful return to hybrid Public Meetings with ICANN74 in June, I am pleased to report that ICANN75, our first hybrid Annual General Meeting in three years, went smoothly. We remain committed to hosting safe, effective, and inclusive hybrid Public Meetings going forward.

In many parts of the world, the COVID-19 pandemic has been mitigated enough to bring back face-to-face gatherings. As a result, ICANN organization (org) staff have resumed local in-person activities and business travel. Our offices have been reopening in a phased approach according to a risk-based calculation, and we intend to fully reopen all ICANN org offices in the new year.

This period saw the culmination of several major projects across ICANN org, with the launch of the Knowledge-sharing and Instantiation Norms for DNS and Naming Security (KINDNS) initiative, which promotes Domain Name System (DNS) security best practices, and the Coalition for Digital Africa, which aims to bring together stakeholders to expand the Internet in Africa. ICANN also deployed the first ICANN Managed Root Server cluster in Africa, which will help improve the DNS infrastructure on the continent.

In supporting the community's policymaking efforts, ICANN org delivered the WHOIS Disclosure System Design Paper to the Generic Names Supporting Organization and presented the design at ICANN75. On the implementation side, we developed a Preliminary Implementation Plan for the ICANN Grant Program, which is based on the recommendations of the Final Report of the Cross-Community Working Group on New Generic Top-Level Domain (gTLD) Auction Proceeds. ICANN org will continue to update the Board and community on the progress on establishing the program.

Another important part of ICANN's work is raising awareness of the importance of Universal Acceptance (UA) and promoting understanding of the link between UA, Internationalized Domain Names (IDNs), and the next round of new gTLDs. During this period, ICANN org has continued to promote UA through dedicated sessions at ICANN75, presentations and workshops at other events, and community webinars.

Meanwhile, ICANN org continued to improve the transparency and usability of our website, engage with governments and intergovernmental organizations, and work to increase the size and diversity of the community on which our multistakeholder model depends.

As of this reporting period, ICANN org is nearing the completion of the Operational Design Phase for New gTLD Subsequent Procedures policy recommendations, which will assist the Board in its consideration of these recommendations. If the Board approves them, ICANN org will work with the community to design and launch the next round of new gTLD applications. This will require an unprecedented amount of work and resources from ICANN org, and we are actively preparing for this effort.

Looking ahead to the new year and the next phase of ICANN's history, I believe that we are well-positioned to undertake this effort and much more.

ORGANIZATION: FINANCES

Xavier Calvez, Senior Vice President, Planning and Chief Financial Officer (CFO)

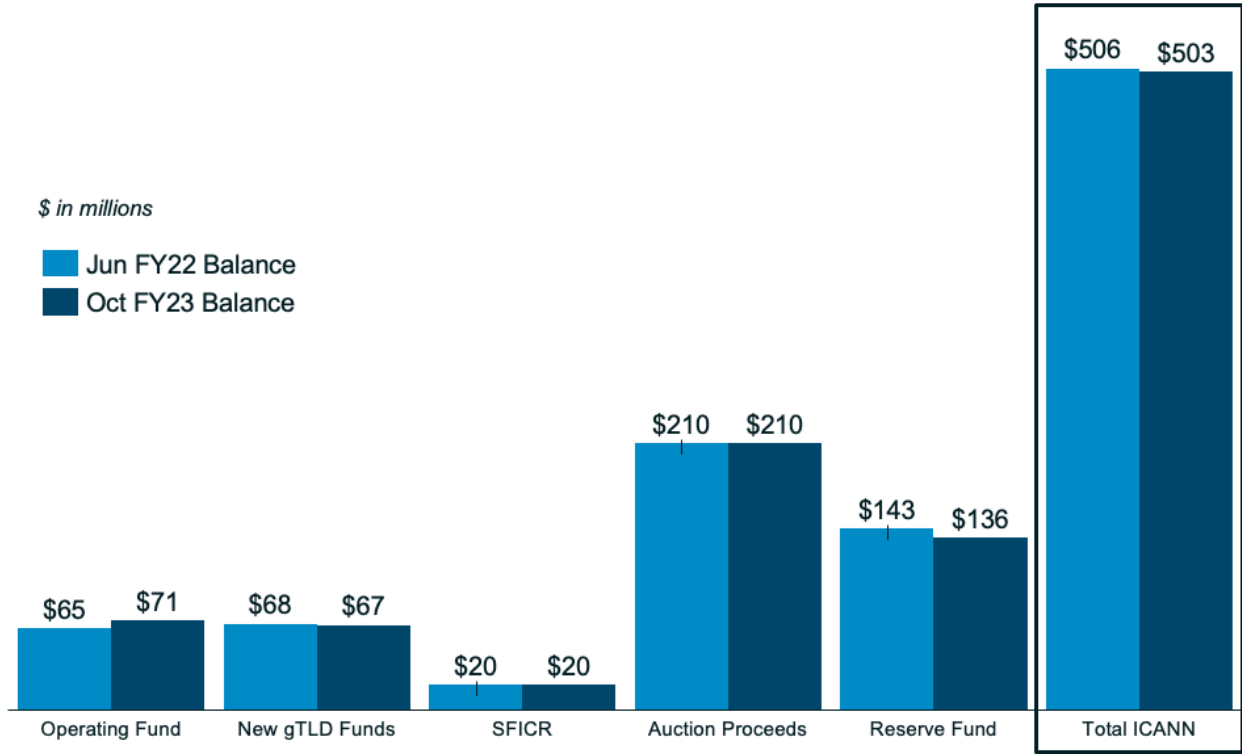## Year-to-Date Financials – October

TOTAL ICANN – FINANCIAL OVERVIEW

Total ICANN describes the financial components of ICANN Operations (including IANA), the New gTLD Program 2012 Round, and the New gTLD Subsequent Procedures (SubPro) Operational Design Phase (ODP). It also includes ICANN's funds under management. Below is a cash flow summary of Total ICANN covering four months of fiscal year 2023 (FY23) unaudited financials ending October 2022.

ICANN Cash Flow — In Millions, US dollars	ICANN Operations	New gTLD 2012 Round	SubPro ODP	SFICR	Auction Proceeds	Reserve Fund	Total
Funds Under Management - 30 Jun 2022	**64.5**	**60.6**	**7.3**	**20.0**	**210.3**	**142.9**	**505.6**
Funding Collected from Contracted Parties	52.3	-	-	-	-	-	52.3
Expenses paid to Employees	(22.2)	(0.3)	(2.1)	-	(0.1)	-	(24.7)
Expenses paid to Vendors	(19.0)	(1.5)	(1.4)	-	(0.0)	-	(21.9)
Working Capital	(1.6)	0.3	0.1	-	-	-	(1.2)
Intercompany Receivables/(Payables)	(3.6)	0.1	3.5	-	0.1	-	(0.0)
Net Cash Excess/(Deficit)	5.8	(1.4)	0.0	-	-	-	4.5
ICANN org Transfers (Board Approved)	-	-	-	-	-	-	-
Investment Income/(Declines)	0.2	0.2	-	0.2	(0.5)	(7.2)	(7.0)
Funds Under Management - 31 Oct 2022	**70.5**	**59.5**	**7.3**	**20.2**	**209.8**	**135.7**	**503.0**

For the Four Months Ending 31 Oct 2022

- ◎ **ICANN Operations net cash excess is $5.8M** through October due to operating excess.
- ◎ **Total ICANN Funds Under Management is $503M** versus $506M at the beginning of the fiscal year driven by investment declines in the Reserve Fund, partially offset by operating excess.

Total ICANN – Funds Under Management

$ in millions

Jun FY22 Balance
Oct FY23 Balance

	Operating Fund	New gTLD Funds	SFICR	Auction Proceeds	Reserve Fund	Total ICANN
Jun FY22	$65	$68	$20	$210	$143	$506
Oct FY23	$71	$67	$20	$210	$136	$503

Funds Under Management as of 31 October 2022 decreased by $3M from 30 June 2022 (end of FY22) driven by investment declines in the Reserve Fund, partially offset by net cash excess in the Operating Fund. Below is a summary of activity for each fund:

⊙ The Operating Fund increased $6M, driven by net excess.
⊙ New gTLD Funds decreased ($1M), driven by 2012 round operating expenses.
⊙ The Supplemental Fund for Implementation of Community Recommendations (SFICR) increased $0.2M due to interest income resulting from recently revised investment strategy.
⊙ Auction Proceeds decreased ($0.5M), driven by unrealized investment declines.
⊙ The Reserve Fund decreased ($7M) due to investment declines.

ICANN OPERATIONS – FINANCIAL OVERVIEW

The statement of activity below provides a summary of ICANN Operations' financial highlights covering four months of FY23 unaudited financials ending October 2022. This is the most recent financial information available as of the time of publication of this report.

USD in millions Unaudited	FY23 YTD Actual ICANN Operations	FY23 YTD Budget ICANN Operations	Under/(Over) vs. FY23 Budget ICANN Operations	FY22 YTD Actual ICANN Operations	Under/(Over) vs. FY22 Actuals ICANN Operations
Funding	**$52.0**	**$49.8**	**$2.2**	**$50.3**	**$1.6**
Personnel	26.2	27.6	1.4	24.9	-1.2
Travel & Meetings	4.5	4.0	-0.5	0.1	-4.4
Professional Services	7.8	10.3	2.5	7.0	-0.8
Administration	6.4	6.3	-0.1	4.7	-1.7
Capital	0.7	0.6	-0.1	0.2	-0.5
Cash Expenses [1]	**$45.6**	**$48.7**	**$3.1**	**$36.9**	**($8.7)**
Operating Excess/(Deficit)	**$6.4**	**$1.1**	**$5.3**	**$13.5**	**($7.1)**
ICANN Operations Headcount [2]	396	397	1	390	(6)

1) Expenses exclude depreciation, investment income, and F/X translation
2) Average headcount after allocations to the New gTLD Program

Operating Excess at the end of October is $6.4M, which is $5.3M higher than budget and $7.1M lower than the prior year. *Note: the "Net Cash Excess" in the Total ICANN section is based on full-year cash inflows and outflows and is different from the Operating Excess according to the statement of activity above.*

October year-to-date operating excess is $5.3M higher than budget due to $3.1M lower than planned expenses and $2.2M higher than planned funding.

⊙ Funding is $2.2M higher than budget, driven by:
- $1.5M from legacy transaction fees, believed to be timing-driven relating to a .com price increase.
- $0.8M higher than planned registrar application fees and accreditation fees.

⊙ Cash expenses are $3.1M lower than budget, driven by:
- $2.5M lower than planned Professional Services costs, driven by the timing of Contingency usage; Contingency was spread evenly in the budget, but ICANN org is planning to use it all by the end of the fiscal year.
- $1.4M lower than planned Personnel costs, driven by lower than planned average compensation, lower fringe benefit rates, and higher allocation to SubPro than planned. Head count is flat to budget.
- Partially offset by:
  - ($0.5M) higher than planned Travel and Meetings costs, driven by higher than planned ICANN75 expenses.

ICANN Operations – Funding

Funding Four Months Ending 31 Oct 2022 (Unaudited)					
In Millions, US dollars	**FY23 Actual**	**FY23 Budget**	**Inc/(Dec)**	**FY22 Actual**	**Inc/(Dec)**
Transactions					
Legacy transaction fees	$31.3	$29.8	*$1.5*	$30.7	*$0.5*
New gTLD transaction fees	3.1	3.2	*(0.1)*	3.0	*0.1*
Sub-total	**$34.3**	**$32.9**	*$1.4*	**$33.7**	*$0.6*
Volume: Legacy transactions (millions)	*48.8*	*48.1*	*0.7*	*66.7*	*(17.9)*
Volume: New gTLD transactions (millions)	*4.9*	*4.9*	*0.1*	*6.3*	*(1.4)*
Sub-total	*53.7*	*53.0*	*0.7*	*73.0*	*(19.3)*
Registry Fixed Fees	**$9.7**	**$9.6**	*$0.1*	**$9.8**	*($0.1)*
Count of Registries/TLDs - YTD Average	*1,166*	*1,147*	*19*	*1,172*	*(6)*
Registrar Fees					
Application fees	$0.4	$0.0	*$0.3*	$0.2	*$0.2*
Accreditation fees - annual	3.7	3.2	*0.5*	3.4	*0.4*
Per-registrar variable fees	1.1	1.1	*(0.0)*	1.1	*(0.0)*
Sub-total	**$5.2**	**$4.4**	*$0.8*	**$4.7**	*$0.5*
Count of Registrars - YTD Average	*2,552*	*2,426*	*126*	*2,520*	*32*
Contributions					
SSR Contribution	$1.0	$1.0	*-*	$0.2	*0.8*
ccTLD	1.6	1.9	*(0.2)*	2.0	*(0.3)*
RIR	0.0	0.0	*-*	0.0	*-*
Meeting Sponsorships	0.1	0.0	*0.1*	0.0	*0.1*
Sub-total	**$2.7**	**$2.9**	*($0.2)*	**$2.1**	*$0.6*
ICANN Ops Total	**$52.0**	**$49.8**	*$2.2*	**$50.3**	*$1.6*

Versus Budget
Funding for July–September is based on actual data and funding for October is estimated based on September data.

Funding is $2.2M higher than budget primarily due to:
- $1.5M Legacy transaction fees driven by growth from Legacy top-level domains, believed to be timing driven by a .com price increase.
- $0.5M higher Accreditation fees due to more accredited registrars than planned.
- $0.3M higher than planned registrar application fees.

Versus Prior Year

Funding is $1.6M higher than the prior year due to:

- ⊙ $0.8M higher Security, Stability, and Resiliency (SSR) Contribution due to phasing.
- ⊙ $0.5M growth in Legacy transaction fees.
- ⊙ $0.4M growth in Accreditation fees due to more accredited registrars than prior year
- ⊙ Partially offset by ($0.3M) of country code top-level domain (ccTLD) contribution timing.

ICANN Operations – Expenses

USD in millions Unaudited	FY23 YTD Actual	FY23 YTD Budget	FY22 Actual vs. Budget		FY22 YTD Actual	FY23 Actual vs. FY22 Actual	
Personnel	$26.2	$27.6	$1.4	5%	$24.9	($1.2)	-5%
Travel & Meetings	4.5	4.0	(0.5)	-13%	0.1	(4.4)	-7982%
Professional Services	7.8	10.3	2.5	24%	7.0	(0.8)	-11%
Administration	6.4	6.3	(0.1)	-2%	4.7	(1.7)	-37%
Capital	0.7	0.6	(0.1)	-23%	0.2	(0.5)	-258%
Cash Expenses [1]	**$45.6**	**$48.7**	**$3.1**	**6%**	**$36.9**	**($8.7)**	**-24%**
ICANN Operations Heacount [2]	396	397	1	0%	390	(6)	(1%)

1) Expenses exclude depreciation, investment income, and F/X translation
2) Average headcount after allocations to the New gTLD Program

Expenses are $3.1M lower than budget due to:

- ⊙ Personnel expense is $1.4M lower than budget, driven by lower than planned fringe benefit rates, lower average compensation, and more than planned allocations to SubPro. Head count is flat to budget. (Please see the following page for details.)
  - ● Personnel costs are inclusive of enhancements the org has made to staff working situations, such as Be Well Days.
- ⊙ Travel and Meetings is ($0.5M) higher than budget driven by ICANN75:
  - ● ($0.5M) of higher airfare costs offset by $0.1M of savings from 45 (9 percent) fewer travelers across staff, Board, contractors, and constituents.
  - ● ($0.3M) due to lower than planned subvention and rebates.
- ⊙ Professional Services are $2.5M lower than budget:
  - ● $1.5M due to the timing of Contingency usage; Contingency was spread evenly in the budget, but ICANN org is planning to use it all by the end of the fiscal year.
  - ● $0.5M due to Legal work that was not performed as originally estimated.
  - ● $0.4M due to the timing of the Registry Services Technical Evaluation Panel and escrow expenses in Global Domains and Strategy.
- ⊙ Admin is flat to budget.
- ⊙ Capital is flat to budget.

Expenses are ($8.7M) higher than the prior year:

- ⊙ Personnel costs are ($1.2M) higher due to higher head count and inflationary increases; partially offset by incremental allocations to SubPro.

- Travel and Meetings are ($4.4M) higher due to the in-person ICANN75 meeting held in September.
- Professional Services are ($0.8M) higher, driven by incremental work done on the Information Transparency Platform project and ICANN75 Meeting expenses, such as Audio/Visual and Language Services.
- Administration is ($1.7M) higher driven by increased SSR expenses, increased rent expense at the Los Angeles Office due to lease renewal, and the timing of Engineering and IT expenses.

NEW GTLD 2012 ROUND – FINANCIAL OVERVIEW

USD in millions Unaudited	FY23 Actual New gTLD 2012 Round	FY23 Budget New gTLD 2012 Round	Under / (Over) vs. FY23 Budget New gTLD 2012 Round	FY22 Actuals New gTLD 2012 Round	Under/(Over) vs. FY22 Actuals New gTLD 2012 Round
Funding	$0.0	$0.0	$0.0	$0.0	($0.0)
Cash Expenses [1]	$1.0	$1.6	$0.6	$0.8	($0.2)
Risk Costs	$0.9	$0.0	($0.9)	$0.8	($0.1)
Operating Excess/(Deficit)	($1.9)	($1.6)	$0.3	($1.7)	$0.2

1) Expenses exclude depreciation, investment income, and F/X translation

- Cash Expenses were lower than planned primarily due to fewer expenses for Universal Acceptance, Pre-Delegation Testing (PDT) and Registry Service Provider (RSP) Change Testing, and trademark validations. PDT and RSP Change Testing of $0.4M is due to lower service needs than budgeted and the trademark annual fee of $0.2M is due to timing.
- Risk costs are not budgeted due to the difficulty in estimating these expenses. Risk costs are mainly legal expenses for Fegistry/Radix/Domain, .hotel, .web, and GCCIX.
- The overall funding for the New gTLD Program 2012 Round has not changed (see "Applicant Fees" in table below). There was an accounting revenue recognition change in FY21, which recognized all revenue associated with applications that were completed or withdrawn by 30 June 2021. A minimal amount of applications remain to be recognized.

New gTLD 2012 Round – Multiyear Financials

New gTLD Program 2012 Round	Statement of Activities by Fiscal Year					Statement of Activities for Full Program (Jun 2022) Current Estimate
	FY12 – FY20 Actual	FY21 Actual	FY22 Actuals	FY23 Budget	FY24 & Beyond Forecast	
New gTLD Applicant Fees	360	0	(0)	1	1	361
Refunds	(52)	-	0	(0)	(0)	(53)
Applicant Fees (Net of Refunds)	$ 308	$ 0	$ 0	$ 0	$ 0	$ 308
Initial and Extended Evaluation	(68)	-	-	-	-	(68)
Quality Control and Objection Processes	(11)	-	-	-	-	(11)
Pre-delegation	(12)	-	-	-	-	(12)
Program Costs	(38)	(2)	(1)	(2)	(11)	(54)
Staff Costs	(56)	(1)	(2)	(1)	(1)	(61)
Operating Expenses	$ (185)	$ (4)	$ (3)	$ (3)	$ (11)	$ (206)
Historical Development Costs	(32)	-	-	-	-	(32)
Risk Costs	(25)	(4)	(3)	-	-	(32)
Non Operating Expenses	$ (58)	$ (4)	$ (3)	$ -	$ -	$ (65)
Other Income/(Expense)	$ (2)	$ -	$ -	$ -	$ -	$ (2)
Investment Income/(Expense)	$ 11	$ 0	$ (0)	$ -	$ -	$ 11
Total Expenses	$ (234)	$ (8)	$ (6)	$ (3)	$ (11)	$ (262)
Net Remaining New gTLD Funds	$ 74	$ (8)	$ (6)	$ (3)	$ (11)	$ 47

Risk costs and Investment Income are not projected due to the difficulty in estimating these items.

NEW GTLD SUBPRO ODP – FINANCIAL OVERVIEW

The Subsequent Procedures (SubPro) ODP and financial tracking began in January 2022. Subsequent Procedures resources and costs have been categorized into nine work tracks to better articulate how efforts and costs align to deliverables and milestones. In total, 50 staff and four contractors have spent a fraction of their time working on SubPro, and these allocations equate to 15.3 full-time-equivalent (FTE) staff. The 15.3 FTE staff translates to 21,798 work hours from January through October.

SubPro ODP (USD in thousands)	FY22 Actuals	FY23 Actuals YTD	Program to Date
Category	Total	Total	Total
Personnel	$993	$1,037	$2,031
T&M	$0	$0	$0
Prof Svcs	$232	$628	$861
Admin	$27	$39	$67
Shared Services	$447	$1,818	$2,265
Total	$1,700	$3,523	$5,223
# of Staff	45	50	50
# of Contractors	3	4	4
# of Hours	10,271	11,528	21,798
FTE Equivalent	11.4	19.2	15.3

| SubPro ODP	FY22 Actuals		FY23 Actuals YTD		Program To Date	
Work Track	Staff and Contractor FTE (avg)	Total Expenses*	Staff and Contractor FTE (avg)	Total Expenses*	Staff and Contractor FTE (avg)	Total Expenses*
Project Governance	2.5	$313	3.7	$364	3.1	$678
Policy Development and Implementation Materials	2.6	$254	2.9	$187	2.7	$440
Operational Readiness	0.9	$105	1.2	$150	1.0	$255
Systems and Tools	1.5	$180	2.9	$221	2.2	$401
Vendors	0.1	$43	0.7	$46	0.4	$89
Communications and Outreach	1.0	$93	1.7	$361	1.3	$454
Resources, Staffing, and Logistics	1.3	$109	1.6	$93	1.4	$203
Finance	0.6	$58	1.5	$93	1.0	$151
Overarching	1.0	$99	2.9	$189	2.0	$288
Shared Services Support**	0.0	$447	0.0	$1,818	0.0	$2,265
Total	11.4	$1,700	19.2	$3,523	15.3	$5,223

ORGANIZATION: PEOPLE

Gina Villavicencio, Senior Vice President, Global Human Resources

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

As of 30 September 2022, ICANN org had a head count of 417 active staff. There were two pending new hires confirmed beyond 30 September.
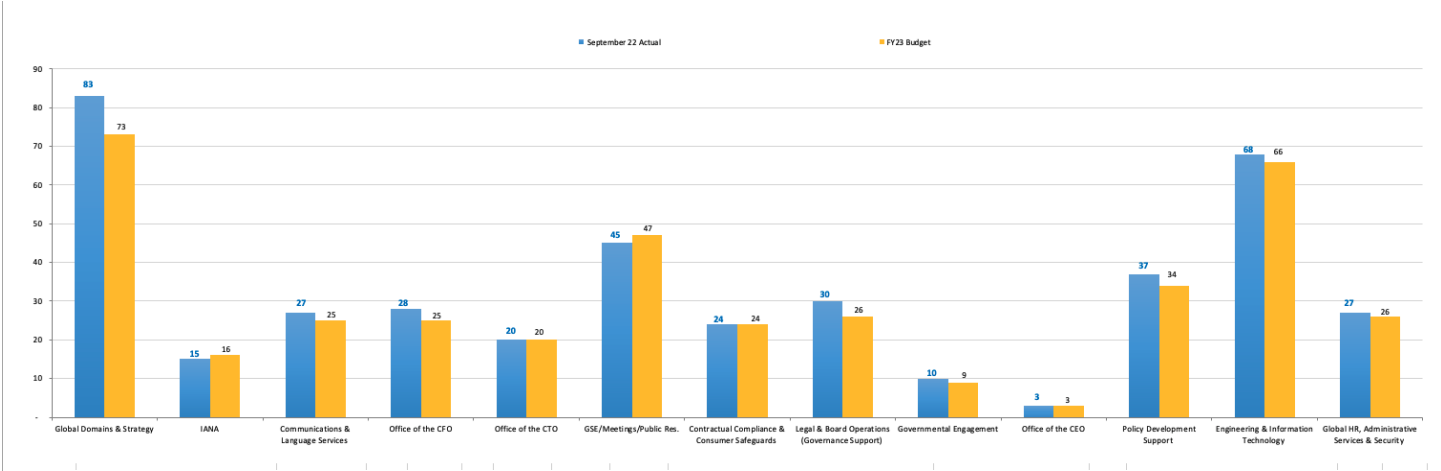

ICANN Org by Region: As of 30 September, the staff distribution by region was 313 (75 percent) in North America, 45 (11 percent) in Europe, 24 (6 percent) in the Middle East and Africa, 26 (6 percent) in Asia Pacific, and nine (2 percent) in Latin American and the Caribbean, for a total of 417.
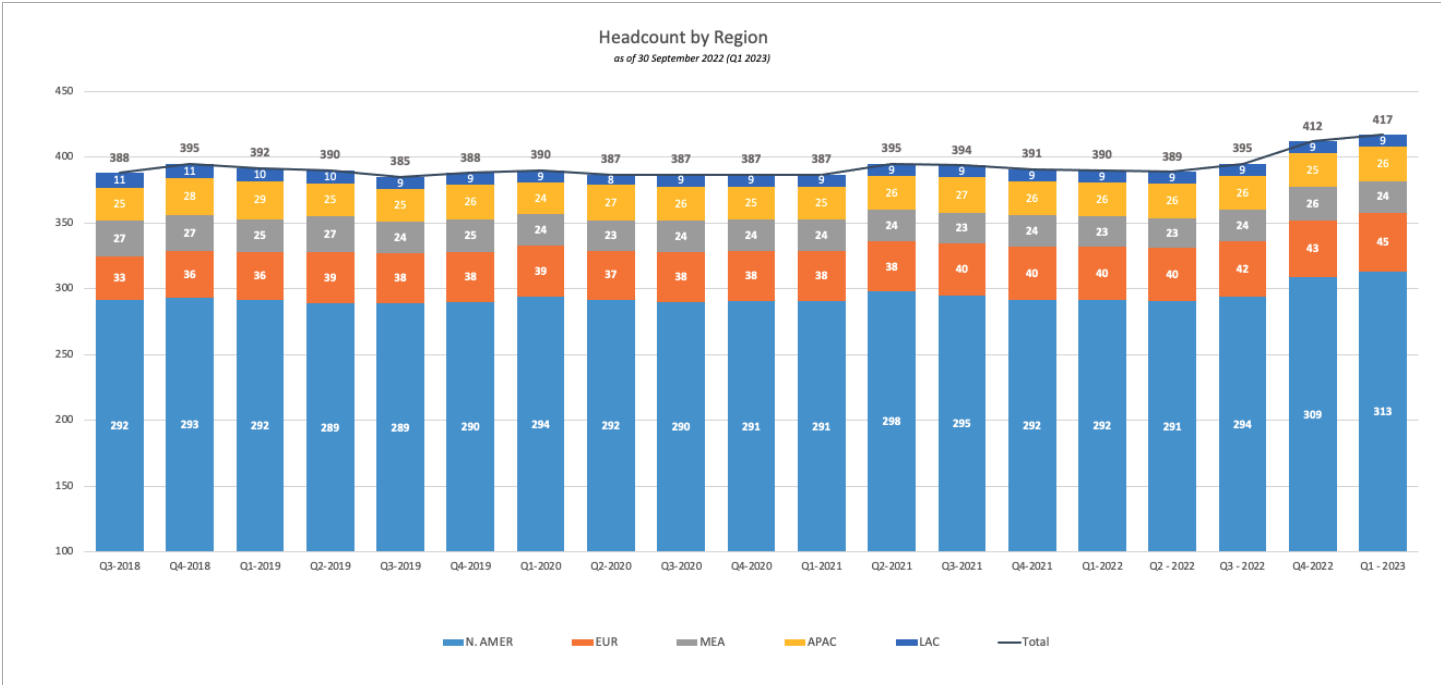
Voluntary turnover as of 30 September 2022 was 6.00 percent and decreased slightly from the previous quarter-end rate of 6.59 percent. Voluntary turnover has remained substantially lower than the worldwide voluntary turnover benchmark.

Over the last three months, 12 staff members joined ICANN org and six departed, resulting in a growth rate of 1.0 percent.
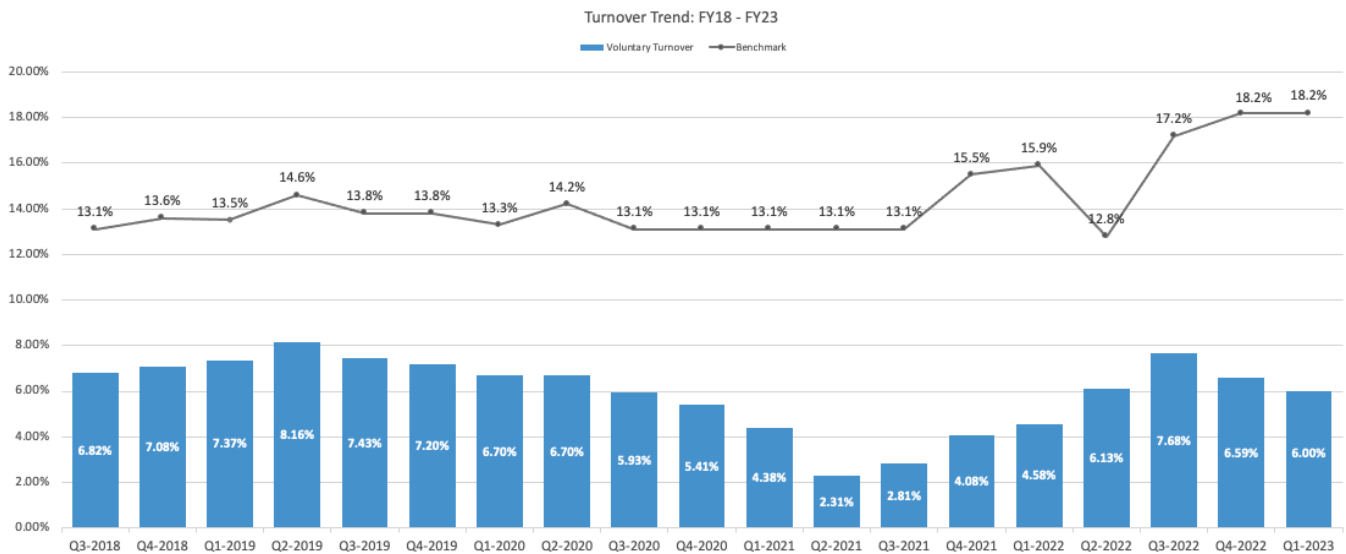
The trailing 12-month turnover rate is the total number of voluntary terminations of full-time staff members during a 12-month period divided by the average full-time headcount during the same period.
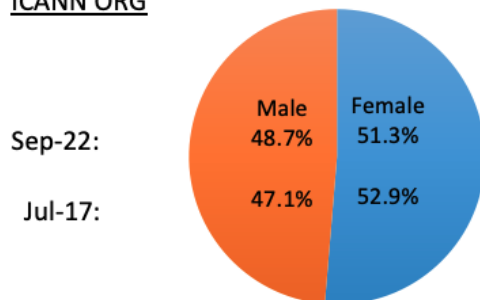
Benchmark Source: Radford Trends Report Technology Edition – Global. Radford data is delayed by 1-2 quarters.

Annual Growth Rate (2018 to Present)

Annual Growth Rate
(2018 to present)
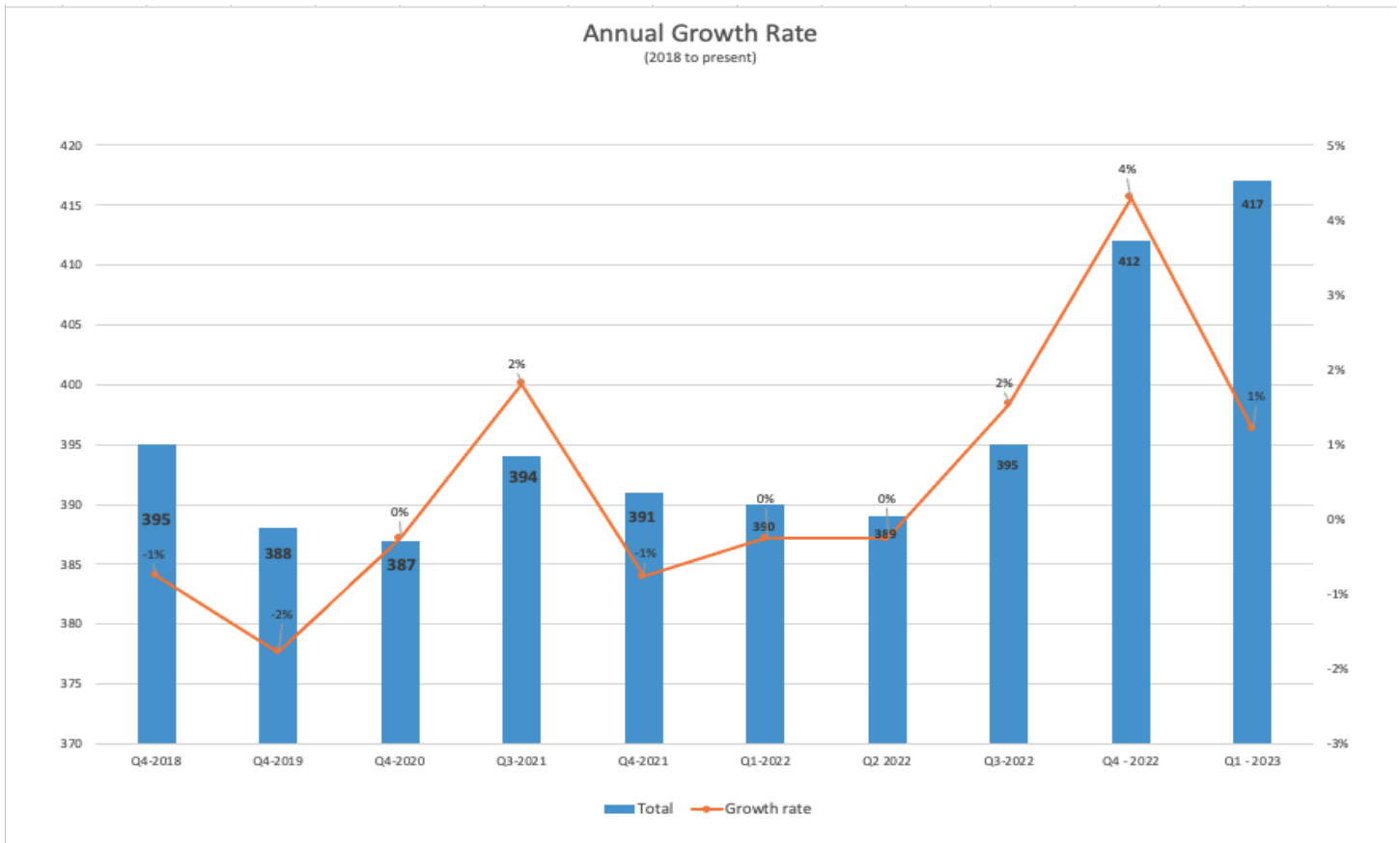
ICANN org gender diversity continues to be well-balanced with females (51.0 percent) having a slight majority. The Executive Team has made substantial progress in leadership roles since FY17, improving its gender composition by 50 percent. ICANN org is committed to building a culture of diversity and inclusion at all levels of leadership.

ICANN ORG

Sep-22: Male 48.7% / Female 51.3%
Jul-17: 47.1% / 52.9%

ICANN EXECUTIVES

Sep-22: Male 58.3% / Female 41.7%
Jul-17: 71.4% / 28.6%
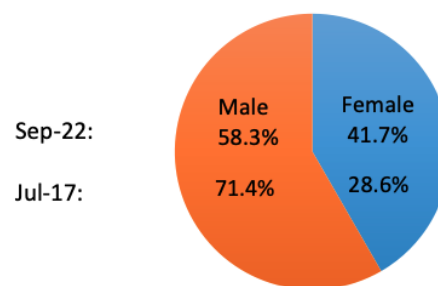
Age distribution across the organization has also been stable over the last four years, averaging approximately 45 years of age and representing the typical midpoint of most

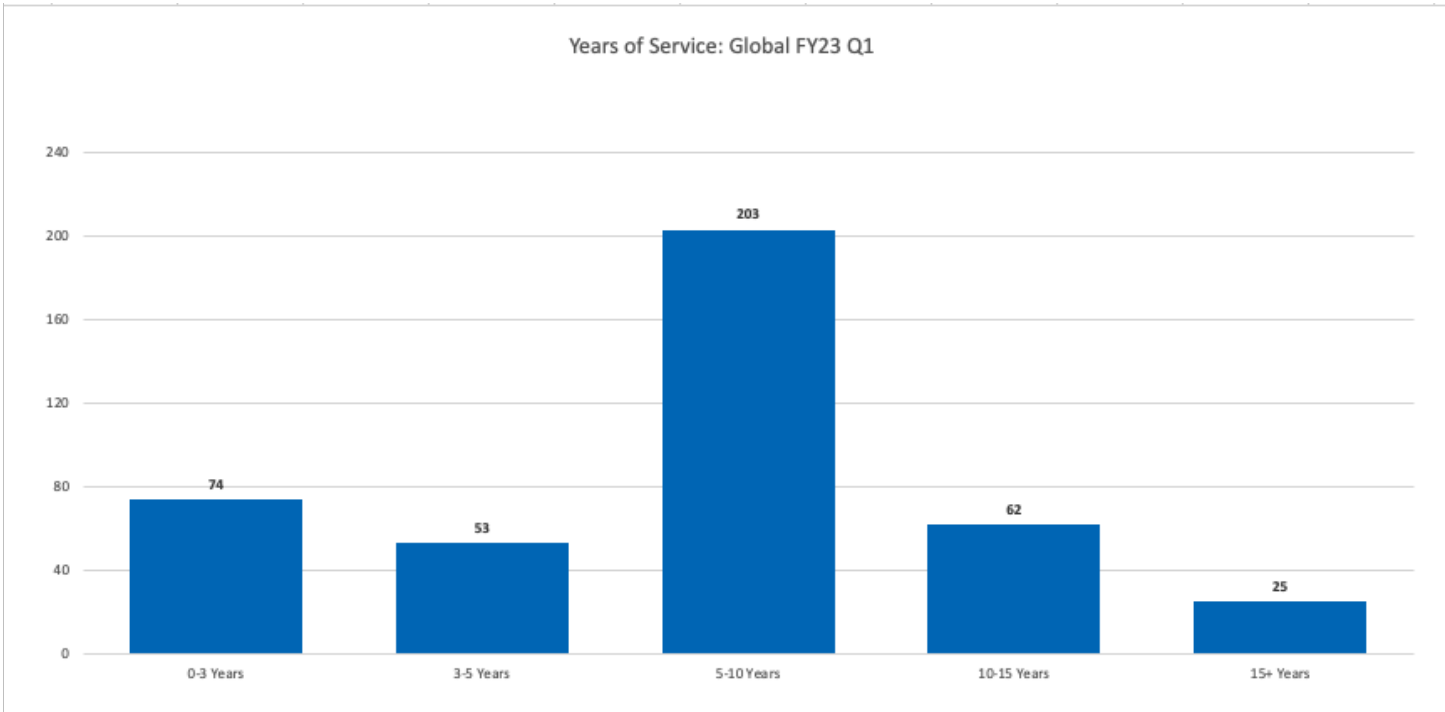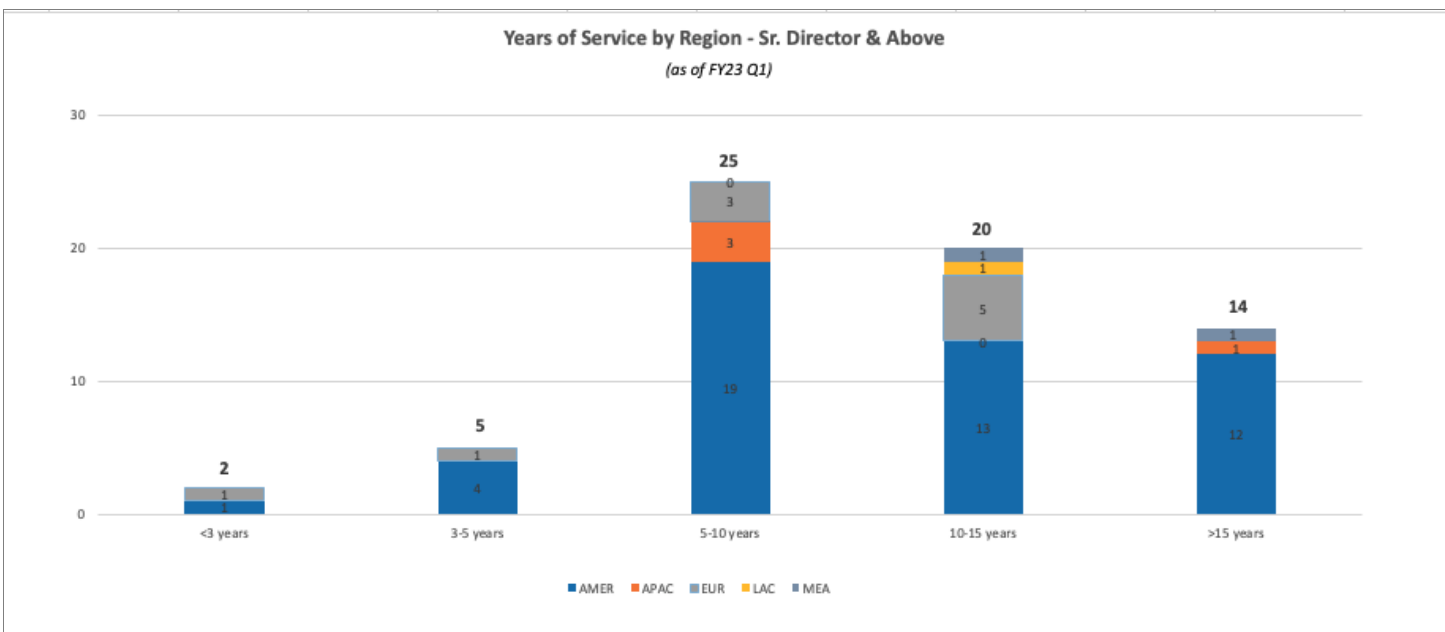professional careers. The organization's average **years of service** as of 30 September 2022 is 6.9 years, reflecting consistent growth and stability in ICANN org positions.

Years of Service: Global FY23 Q1

Category	Value
0-3 Years	74
3-5 Years	53
5-10 Years	203
10-15 Years	62
15+ Years	25

Sr. Directors and Above: Global distribution has remained stable for the last couple of years, with the largest population at between five and 10 years of service. This reflects ICANN org's depth of experience among senior leadership.

Years of Service by Region - Sr. Director & Above
(as of FY23 Q1)

Region	<3 years	3-5 years	5-10 years	10-15 years	>15 years
AMER	1	4	19	13	12
APAC			3	0	1
EUR	1	1	3	5	1
LAC				1	
MEA			0	1	
Total	**2**	**5**	**25**	**20**	**14**

GOVERNANCE (LEGAL, BOARD OPERATIONS, AND COMPLAINTS OFFICE)

John Jeffrey, General Counsel and Secretary

OVERVIEW OF ACTIVITIES

Board Operations
- ⦿ Working with the compressed lead time for a September AGM and ICANN75, Board Ops managed the combined Board Workshops, onboarding and slating exercises for committee, caucus, and working groups.
- ⦿ Organized and supported an additional one-day, hybrid workshop on 31 October, followed by the Contracted Party Summit in Los Angeles.
- ⦿ Actively participates in several org-wide projects, including the Project Management Network, the Information Transparency Platform, support for the Root Server System Governance Working Group, and the Information Security Ambassadors.

Complaints Office
- ⦿ No new complaints received for the reporting period.

Dispute-Related Matters and Internal Services
- ⦿ Managed four pending Independent Review Processes (IRPs):
  - ⦿ Afilias IRP (.WEB) – The Board is continuing its consideration of the .WEB matter following the IRP. In furtherance of that consideration, the Board Accountability Mechanisms Committee (BAMC) requested, and the interested parties (Altanovo, NDC, and Verisign) submitted, written summaries of their claims regarding the Domain Acquisition Agreement and the Auction Blackout Period. Pursuant to Board resolution, the BAMC is in the process of reviewing the relevant materials and discussing next steps.
  - ⦿ HOTEL IRP – The parties are in the discovery phase of the IRP. ICANN requested that certain claims be dismissed as untimely; the parties briefed the issue and are awaiting the Panel's decision. The Panel took the final hearing, which was set for October 2022, off calendar and asked the parties to clarify the claims in the IRP. The parties submitted a joint response and are awaiting further information from the Panel. There is also ongoing litigation related to this matter.
  - ⦿ Namecheap IRP (.BIZ, .INFO, .ORG) – Final hearing took place 28 March through 1 April 2022. The parties submitted post-hearing briefs on 27 May 2022; closing arguments took place on 29 June 2022; the parties are awaiting final declaration from the IRP Panel.
  - ⦿ .GCC IRP – Claimant filed Amended IRP Request on 19 May 2022; ICANN responded on 10 June 2022. The parties are in the discovery phase of the IRP.

- Received two Reconsideration Requests. One request was summarily dismissed by the BAMC; one request is pending Board consideration.
- Responded to six subpoenas regarding information mostly concerning reserved or Special Use IP addresses that have not been assigned to any particular entity or individual for use.

Legal Contracting
- Handled a variety of contracting needs for the GDS Function, most notably: (i) ongoing work for a data processing specification for both the RA and RAA, (ii) renewal of the .eu ccTLD registry agreement, (iii) contracts for GDS vendors related to the TMCH, and (iv) a variety of contracted party assignment and change of control requests.
- Handled approximately 460 new requests for contract drafting or advice during the period, including for (i) the Kuala Lumpur and Cancún Public Meetings, (ii) the Africa IMRS project, and (iii) OCTO projects related to DAAR and SSR.

Legal Support for Global Stakeholder Engagement, Strategic Initiatives and Implementation of IANA Stewardship Transition
- Provided legal advice and support for the launch of the Coalition for Digital Africa initiative at the Internet Governance Forum, including advice on all components of work including the installation of the Kenya cluster of the ICANN Managed Root Server.
- Participated in the Root Server System Governance Working Group to provide inputs on governance and legally related items under consideration by the group.
- Supported the initial design of the ICANN Grant Program implementation work, meeting key deadlines set by the ICANN Board of Directors.
- Coordinated efforts to support the ICANN community in recommending an Independent Review Process Standing Panel by the end of the fiscal year, as well as planning for panel administration logistics for when the panel is in place.

TOP ISSUES AND 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 (GDS)

Theresa Swinehart, Senior Vice President, Global Domains and Strategy

KEY HIGHLIGHTS AND MILESTONES

Data Protection Privacy

The work on Data Protection and Privacy continued during this period, building on Expedited Policy Development Process (EPDP) Phase 1, Phase 2, and 2A activities including:

EPDP Phase 1: Registration Data Policy Implementation

- On 24 August 2022, Public Comment opened for the Registration Data Policy Implementation Plan that included:
  - Draft policy language for Registration Data Policy.
  - Revisions to 20 impacted policies and procedures.
  - A new policy advisory to replace the existing advisory.
  - An updated Registration Data Access Protocol (RDAP) Profile.
- The plan encompasses 34 policy recommendations from three Board Resolutions:
  - EPDP Phase 1: Board Resolution in May 2019 (29 recommendations)
  - EPDP Phase 2: Board Resolution in June 2021 (four recommendations)
  - Supplemental Recommendation 12: Board Resolution in February 2022 (one recommendation)
- The Public Comment close date was extended twice per multiple community requests citing the extensive scope and complexity. It officially closed on 5 December 2022.
- At the Contracted Parties Summit, GDS held a session to discuss implementer actions for early planning and collaboration due to the interdependencies required for this implementation.
- ICANN org internal implementation tasks have been identified and are being scheduled out to ensure proper support to meet the expected timeline to finalize the policy in Q2 of 2023 and complete implementation by Q4 of 2024.

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

- On 13 September 2022, ICANN org delivered the WHOIS Disclosure System Design Paper to the Generic Names Supporting Organization (GNSO) Small Team and presented the design at ICANN75.
- ICANN org conducted multiple webinars and engaged with registrars and other community members on how the WHOIS Disclosure System is designed to function.
- On 28 October 2022, ICANN org provided an assessment of introducing additional features to the WHOIS Disclosure System based on the registrars and Small Team's requests.
- In a letter to the Board on 17 November 2022, the GNSO Council asked the Board to ask ICANN org to move ahead with implementation of the system design, with the addition of the features requested by the Small Team.

- ⊙ The Board Finance Committee on 1 December 2022 recommended to the Board the use of the Supplemental Fund for the Implementation of Community Recommendations should the Board decide to proceed with implementation of the WHOIS Disclosure System.

EPDP Phase 2A
- ⊙ The Board adopted the GNSO Council's policy recommendations from EPDP Phase 2A on 10 March 2022. The org is in the planning phase for implementation of these recommendations.

New gTLD Subsequent Procedures
- ⊙ On 15 August 2022, ICANN org published a [Community Status Report](#) summarizing the progress of the New gTLD Subsequent Procedures (SubPro) Operational Design Phase (ODP).
- ⊙ ICANN org published the following SubPro ODP update blogs:
  - ○ [Introducing the Vendor Procurement Work Track](#) (6 September)
  - ○ [Capacity Development, Communications, and Outreach](#) (2 November)
  - ○ [Resources, Staffing, and Logistics](#) (2 December)
  - ○ [Exploring the Finance Work Track](#) (7 December)
  - ○ [Overarching Considerations](#) (8 December)
- ⊙ ICANN org continued meeting with the SubPro ODA GNSO Council liaison (12 in total for the duration of the SubPro ODP), collected two question sets for GNSO Council feedback, and two sets of assumptions related to the SubPro ODP and the Operational Design Assessment (ODA).
- ⊙ The ODP team held weekly Work Track meetings for developing and drafting the SubPro ODA document.
- ⊙ ICANN org held 17 cross-functional workshop discussions on SubPro business processes and to align the work of the SubPro ODP.
- ⊙ The ODA is scheduled to be submitted to the Board on 12 December 2022.

Contractual Activity
- ⊙ The President and CEO provided a supportive [response](#) to the chairs of the Registries Stakeholder Group and Registrars Stakeholder Group, who jointly sent [a letter](#) containing a proposal to enhance the DNS abuse obligations in their constituents' contracts with ICANN.
- ⊙ ICANN org proposed amendments to add operation requirements for RDAP to the Base gTLD Registry Agreement (RA) and the Registrar Accreditation Agreement (RAA).
  - ○ The proposed amendments specify operational requirements for providing RDDS via RDAP, and phase out certain obligations to provide RDDS via the WHOIS protocols. The proposal would also enable ICANN org to use the existing Bulk Registration Data Access for research purposes in order to develop a robust, reliable, and reproducible methodology for analyzing security threat activity (domain abuse), which the ICANN community may use to make informed policy decisions.
  - ○ The [Public Comment proceeding](#) on the proposed amendments to the Base gTLD RA and RAA opened on 6 September 2022 and closed on 16 November.
  - ○ Input was received from five organizations and is being considered.

Internationalized Domain Name (IDN) Program

- ICANN org held a community recognition and panel [session](#) during ICANN75, highlighting the work of Generation Panels and celebrating the publication of the fifth version of the Root Zone Label Generation Rules (RZ-LGR-5).
- On 17 November, ICANN org [published](#) version 4.1 of the Internationalized Domain Name Guidelines.
- ICANN org presented IDN Program updates for registries and registrars during the Contracted Parties Summit in November.
- ICANN org continued to support the GNSO's IDN EPDP and the Country Code Names Supporting Organization (ccNSO)'s Policy Development Process on the (De-)selection of IDN Country Code Top-Level Domain (ccTLD) Strings, policy work on integrating RZ-LGR, and detailing how to support variant top-level domains in TLD applications.

Universal Acceptance (UA) Program

- ICANN org supported the Universal Acceptance Steering Group (UASG) in the development and implementation of the first annual UA Day, to be held in 2023.
- The UASG established a new UA Local Initiative in [Sri Lanka](#).
- ICANN org organized four UA sessions at ICANN75:
    - [Driving Local Change for UA](#)
    - [Planning for UA Day](#)
    - [UASG interaction with Fellows](#)
    - [UASG interaction with GNSO](#)
- ICANN org continued to conduct UA outreach and training:
    - ICANN Webinars for Nordics (14 September)
    - GFCE Triple-I Workshop in India (25 September)
    - APSIG presentation in Singapore (11 September)
    - Governmental Advisory Committee (GAC) Webinar (1 September)
- ICANN org published the Universal Acceptance Roadmap for Domain Name Registry and Registrar Systems study for [Public Comment](#).
- ICANN org presented UA Program updates for registries and registrars during the Contracted Parties Summit in November.
- The UASG published the "[FY22 UA-Readiness Report](#)."
- ICANN org published weekly social media content to promote UASG resources, blogs, and industry news.
- The UASG published these blogs and announcements:
    - [Make Your Systems UA-Ready With Our New Code Samples!](#)
    - [New UA Local Initiative in Sri Lanka Aims to Accelerate Adoption of Internationalized ccTLDs](#)
    - [Testing Reveals Popular Web Hosting Tools Are Not UA-Ready](#)
    - [ICANN75 Recap: Challenges, Successes, and Looking Ahead to 2023](#)
    - [Make Your Systems UA-Ready With the New UA-Readiness Report for FY22](#)
    - [UASG Publishes FY23 Action Plan; Increases Focus on Technical Communities](#)
- ICANN org supported the publication of UASG technical resources and evaluations:
    - UASG 043: UA-Ready Code Samples in Java, Python, and JavaScript

- UASG 042: UA-Readiness of Web Hosting Tools (cPanel, Plesk, ISPConfig)
- UASG 041: UA-Readiness Report FY22
- FY23 Action Plan for Universal Acceptance of Domain Names and Email Addresses

Registrant Program

The Registrant Program team continued to focus on its ongoing program goals to work toward educating domain name registrants and raising awareness about issues and challenges they may encounter. The program also worked throughout the reporting period to strategize about how best to leverage the program to support other key GDS programs and work, such as IDNs, UA, and DNS abuse mitigation. More specifically, the Registrant Program team carried out several outreach and capacity-building activities during the reporting period including, but not limited to:

- Presentation on registrant rights and responsibilities at the National DNS Forum of Cameroon on 12 August.
- Presentation on registrant rights and responsibilities at the Africa DNS Forum on 5 October.

Additionally, the program contributed to the org's DNS Security Facilitation Initiative Technical Study Group recommendations feasibility assessment, and continued providing subject-matter expertise to ensure that registrant perspectives are reflected in ICANN org's ongoing work, services, and reviews, including providing reviews during the reporting period of both the initial recommendations of the Transfer Policy PDP and IDN EPDP.

OVERVIEW OF ACTIVITY

ICANN75 Annual General Meeting

GDS held one Prep Week session leading up to the ICANN75 Annual General Meeting:

- UA Community Update: Provided a community update on the work accomplished in FY22 and plans for FY23.

GDS held multiple sessions during the ICANN75 Annual General Meeting:

- Being an ICANN-Accredited Registrar – Global and APAC Perspectives: Facilitated a discussion on the benefits of being an ICANN-accredited registrar, and how to widen networks with other regional and global registrars.
- New gTLD Subsequent Procedures ODP Update and Q&A: The SubPro ODP project team provided an update on its work and an overview of the planned business process design.
- Celebrating the Multistakeholder Model in the Development of RZ-LGR: Facilitated a panel discussion on the importance of RZ-LGR, and held a special recognition event to highlight the accomplishments of the script communities and to celebrate the publication of RZ-LGR-5.
- Planning for UA Day: The UASG held a session to discuss plans for an inaugural UA Day in 2023.
- The SubPro ODP team also provided requested updates during the GAC Discussion on Subsequent Rounds of New gTLDs, GNSO Internet Service Providers and Connectivity

Providers Constituency Membership Meeting, and GNSO Business Constituency Membership Meeting.

◉ GDS used the opportunity to meet and engage with more than 20 of our contracted party partners in one-on-one, face-to-face meetings for the first time in over two years.

Contracted Parties Summit (formerly GDD Summit)
The Contracted Parties Summit was held 1–4 November in Universal City, California – the first time the event has been held since the 2019 GDD Summit. The summit featured over 475 registered attendees including ICANN-accredited registrars, gTLD registries, and back-end and escrow providers. The summit provided ICANN's contracted parties an opportunity to address issues of mutual interest and importance and to engage with ICANN org staff and Board members.

There were 23 sessions held throughout the week in addition to over 75 one-on-one meetings with the ICANN staff. This event resulted in positive momentum on several important topics, including the RDAP RA/RAA amendment, awareness geopolitical developments, and DNS abuse commitments. Contracted parties offered positive comments about the success of the event and reiterated the need for focused, one-on-one interaction with ICANN org staff.

Global Support
The Global Support team answered 1,211 phone calls and closed 5,897 cases. ICANN's contracted parties represented 15 percent of the case volume, while the remaining 85 percent was from registrants and the community. The team sent 46 notifications to contracted parties during this period. The overall customer satisfaction score for contracted parties was 4.7 on a 5-point scale for the question, "How satisfied are you with the service you received from ICANN?"

Contracted Party Service Delivery
A total of 624 service requests were completed during the period. A total of 23 Registrar Accreditation Agreements (RAAs) were renewed, and three RAAs were terminated (all voluntarily). One hundred and four new registrars were accredited in three regions: 97 percent in the Asia Pacific, 1 percent in Europe, and 2 percent in North America. Four Registry Agreement (RA) assignments were completed for nine gTLDs; six Material Subcontracting Arrangement requests were completed for six gTLDs, and one gTLD RA was terminated (voluntarily). Sixteen RSEP requests were completed for 21 gTLDs, and eight IDN Service requests were completed for 245 gTLDs.

Board Advice
The ICANN Board received no advisories during this period. Open Board advice items can be found on the Board Advice page.

Correspondence
ICANN org handled 107 cases related to the work of processing Correspondence. Of those, seven were letters resulting in substantive responses and were published on the ICANN

[Correspondence](#) page. ICANN also published 12 letters directed to the ICANN community to inform the community or request information on various topics.

New gTLD Program

As of 8 December 2022, 29 applications remain in the 2012 round, with one application actively working toward contracting. During this period, no applicants withdrew from the New gTLD Program.

Public Comment Activity

- ⊙ [Proposed Amendments to the Base gTLD RA and RAA to Add RDAP Contract Obligations](#) (opened 6 September, closed 16 November)
- ⊙ [Universal Acceptance Roadmap for Domain Name Registry and Registrar Systems](#) (opened 31 August, closed 31 October)
- ⊙ [Registration Data Consensus Policy for gTLDs](#) (opened 24 August, closed 5 December)

REVIEW SUPPORT AND ACCOUNTABILITY (RSA)

Theresa Swinehart, Senior Vice President, Global Domains and Strategy

KEY HIGHLIGHTS AND MILESTONES

- ⊙ Facilitated Board action to defer the third Review of the Registry Directory Services (RDS3 Review, formerly known as RDS-WHOIS Review) in September 2022.
- ⊙ Facilitated review of the Board Organizational Effectiveness Committee (OEC) Charter (2019). ICANN org also began supporting the review of OEC processes and procedures, in accordance with the OEC work plan, and planning OEC work in consideration of potential Board action within the next calendar year.

OVERVIEW OF ACTIVITIES

Nominating Committee (NomCom) Organizational Review
- ⊙ The NomCom2 Review Implementation Working Group (NomComRIWG) submitted its Final Implementation Status Report to the OEC in August 2022.
- ⊙ The NomComRIWG Co-Chairs facilitated an ICANN75 Prep Week webinar on the conclusion of their work and next steps.
- ⊙ The NomComRIWG confirmed its principles to inform the basis of "Unaffiliated" Director definition (Recommendation 27) based upon discussions with ICANN org, and incorporated feedback from the OEC. ICANN org is developing transition article(s) and proposed revisions to the ICANN Bylaws related to this recommendation.
- ⊙ Work is currently underway to prepare for Board action to initiate a Public Comment proceeding on the Bylaws amendments and draft NomCom Standing Committee Charter.

Life Cycle of Reviews Project
- ⊙ The Life Cycle of Reviews Project is designed to enhance the end-to-end process and approach for strategically, proactively, and cohesively managing reviews.
- ⊙ Work is currently underway to identify and analyze the impact of new and proposed improvements to the end-to-end reviews process. Pathways to implement these improvements are also being mapped to understand the required work to realize change. The output of this work will be the foundation for effectively evolving reviews end-to-end.
- ⊙ Work to develop a framework for the retirement of recommendations, a component of the Third Accountability and Transparency Review Team (ATRT3) Recommendation 5, has also begun in collaboration with Implementation Operations.

Pilot Holistic Review

- The Public Comment proceeding for the Pilot Holistic Review Draft Terms of Reference (ToR) opened on 30 August and closed on 10 November following a three-week extension granted by the Board at the request of several community groups.
- Performed analysis of the Pilot Holistic Review Draft ToR public comments and drafted the ICANN org staff report for publication in December.
- Delivered briefings on the Draft ToR during the ICANN75 Annual General Meeting to the Security and Stability Advisory Committee, At-Large, the ccNSO Council, the ISP and Connectivity Providers Constituency, and the Intellectual Property Constituency, recording and analyzing feedback received.
- Conducted a community webinar on the Draft ToR on 10 October to provide clarifications to groups based on feedback received and offer an opportunity for groups to ask additional questions to the ToR Drafting Team and ICANN org.
- Briefed the OEC on ICANN org's analysis of the Draft ToR public comments on 8 December.
- More information is available on the Pilot Holistic Review ToR workspace, including the Draft ToR document.

TOP ISSUES AND MITIGATION

Pilot Holistic Review

After the close of the Pilot Holistic Review ToR Public Comment proceeding, the RSA team compiled and analyzed a wide range of community feedback, to be published in a staff report in early December 2022. ICANN org will provide this summary report of the public comments to the OEC, with briefing, which will in turn inform the ICANN Board on the conclusions of this public comment and lead the discussion on next steps.

Life Cycle of Reviews Project

To improve the effectiveness of reviews, ICANN org (including RSA, Implementation Operations and other functions) is compiling lessons learned and analyzing proposed improvements to the reviews process to achieve more impactful review outcomes – more concise recommendations that have a clear path to implementation. The work on the Life Cycle of Reviews project began in November 2022, and includes compiling these findings to lay the groundwork for internal and external process improvements that will enhance the reviews process. These improvements include proposed updates to the Operating Standards for Specific Reviews, the reviews end-to-end process flow, the governance structure for reviews, and a proposal to retire recommendations. This project also includes creating a structure for a continuous improvement program that will be a conduit for future process improvements.

To improve transparency and accountability of reviews, RSA is working in partnership with Implementation Operations and a cross-functional team to centralize community recommendation information and make review progress more accessible.

FY22 Q4 FACT SHEETS

NomCom Review Implementation Working Group
[FY22 Fact Sheets](#)
Key Data Points for FY22 (Q4):
- ⊙ Participation rate: 45 percent
- ⊙ Milestones completed: 96 calls | 710 hours

Pilot Holistic Review Terms of Reference Team
[FY22 Fact Sheets](#)
Key Data Points for FY22 (Q4):
- ⊙ Participation rate: 70 percent
- ⊙ Milestones completed: 11 calls | 129 hours

IMPLEMENTATION OF NON-POLICY RECOMMENDATIONS AND AD-HOC PROJECTS

Xavier Calvez, Senior Vice President, Planning and Chief Financial Officer (CFO)

KEY HIGHLIGHTS AND MILESTONES

- With the support of RSA, coordinated all the steps toward the Board action on 21 SSR2 recommendations on 16 November 2022, including briefings to the SSR2 Board Caucus and Organizational Effectiveness Committee (OEC).
- Supported preparations for, and activities of, the FY24 Prioritization exercise.
- Contributed to reaching internal alignment on plan to implement Specific Reviews recommendations, and the resulting 16 November 2022 Board action to unlock the Supplemental Fund for Implementation of Community Recommendations (SFICR).
- Released Q3 2022 report on status of WS2 implementation with accompanying blog post. Updated Board Caucus Group and WS2-Implementation Team.
- Published a blog on the status of Specific Reviews and provided an update to the OEC and SO and AC Leadership. Started to work on the first quarterly report on Specific Reviews recommendations, to be released in early 2023.
- Participated in the work to design possible scenarios to address the comments received during the Public Comment proceeding on the Pilot Holistic Review Terms of Reference.
- Held interactive engagement sessions with various constituencies on the multistakeholder model during ICANN75.
- Contributed to the development and the presentation of the preliminary implementation design of the ICANN Grant Program to the Board on 10 October 2022.
- Provided an update on the Grant Program to the community via two webinars on 1 December and 7 December 2022.
- Conducted brainstorming on desired outcomes from the Life Cycle of Reviews process.
- Developed a functional communications strategy for FY23.
- Continued to refine and improve reporting tools on recommendations.

OVERVIEW OF ACTIVITIES

Specific Reviews Recommendations
During the time covered by this report, Implementation Operations continued to engage with, and support, lead subject-matter experts to set in motion, or complete, implementation work, and to refine the implementation design, including the resulting cross-functional project plan, as needed. Several recommendations were moved to in progress or complete, as reported in the following table:

Status of Implementation	Prior Reporting Period (14 Mar 2022 – 5 Aug 2022)	Current Reporting Period (8 Aug 2022 – 8 December 2022)
Complete (A recommendation implemented in full and for which implementation documentation is available)	15	25
In progress (A recommendation for which work has started to address deliverables identified during the implementation design)	15	23
Not started (Work has not started because of a dependency on another recommendation and/or process)	31	22
No. of Board Approved Recommendations	61	70

Implementation Operations contributed to internal alignment on work to be conducted, and supported activities leading up to the SFICR request the Board approved on 16 November 2022 to support implementation of Specific Reviews recommendations.

In this reporting period, implementation documentation was published to provide evidence of implementation work conducted and the associated rationale. Additionally, Implementation Operations crafted the first draft quarterly report on the status of Specific Reviews which encompasses progress reports on implementation work, as well as status updates on recommendations pending Board consideration. The quarterly report is scheduled for release in early January 2023. Moreover, Implementation Operations plans to complement the implementation documentation for Specific Reviews recommendations with a final status report that will serve as a central repository for all actions (Board, org or community) on a given review.

Implementation Operations continues to monitor dependencies, with subject-matter experts' guidance, to resolve Specific Reviews recommendations pending Board consideration, where possible.

In this period, Implementation Operations supported the community's FY24 prioritization cycle on one recommendation, and worked with the subject-matter experts to confirm two newly Board approved SSR2 recommendations as eligible for the next prioritization cycle.

Cross-Community Working Group on Enhancing ICANN Accountability – Work Stream 2 (WS2) Implementation

Implementation Operations continues to engage with and provide support to lead subject-matter experts (SMEs) on the implementation of org recommendations. The status of the 65 org-owned recommendations is as follows:

Status of Org Implementation	Prior Reporting Period (14 Mar 2022 – 5 Aug 2022)	Current Reporting Period (8 Aug 2022 – 8 December 2022)
Complete	15	17
In progress	42	43
Not started	8	5
No. of Recommendations	65	65

Implementation Operations continues to report on the status of org implementation as well as community implementation.

Enhancing the Effectiveness of the ICANN's Multistakeholder Model

The "Enhancing the Effectiveness of the ICANN's Multistakeholder Model" project originated in 2019 to refine and further improve the ICANN's multistakeholder model of governance. Since August 2022, Implementation Operations has:
- Conducted evaluations of three of the four selected projects.
- Engaged with the community at ICANN75 to gather information/collect data points on one of the four selected projects
- Delivered an update on the project during the ICANN75 Annual General Meeting.
- Continued to evaluate the current strategy to achieve the project objectives and started to investigate possible new options to speed up the project implementation.

ICANN Grant Program

The ICANN Grant Program is based on the recommendations in the Final Report of the Cross-Community Working Group on New gTLD Auction Proceeds. The community's recommendations were adopted by the ICANN Board in its 12 June 2022 resolutions. The Board directed ICANN org to produce a preliminary implementation plan in line with the ICANN Board Scorecard within 120 days. On 10 October 2022, the ICANN organization (org) provided an update to the ICANN Board on its development of the Preliminary Design and Implementation Plan for the ICANN Grant Program.

Since then, the implementation of the Grant Program recommendations moved to the Implementation Operations department that started to coordinate the work ahead by:
- Producing a Grant Program project charter.

- Further developing the actions needed to ensure a timely and successful launch of the first grant cycle.
- Setting meeting schedules with the Grant Program Core Team, Steering Committee, Board Caucus to provide regular updates and collect input on some elements of the Program.
- Designing the various activities per each phase of the Program.
- Further investigating good practices to inform possible decisions.
- Determining which activities will be outsourced and therefore, preparing the necessary procedures and RFPs.
- Producing the Program literature.
- Setting up the Grant Program Department.
- Refining the risk assessment at thematic and phase level.
- Producing a precise overview of the resources and ensuring cost-optimization throughout the Program.

TOP ISSUES AND MITIGATION

To increase awareness of the roles and responsibilities of the department, and facilitate the understanding of the process and requirements for handling the implementation of non-policy recommendations, Implementation Operations has drafted a communications strategy to deploy in FY23.

CONTRACTUAL COMPLIANCE

Jamie Hedlund, Senior Vice President, Contractual Compliance and U.S. Government Engagement

KEY HIGHLIGHTS AND MILESTONES

⦿ Collaborated with Legal to draft and publish an advisory regarding the practice of charging fees to address requests for gTLD Registration Data access.

⦿ Drafted and presented a report to the GNSO Council related to the enforcement of the Expired Domain Deletion Policy and the Expired Registration Recovery Policy throughout the years. The report was accompanied by a blog.

⦿ During the Contracted Party Summit in Los Angeles, Compliance participated in several one-on-one meetings with contracted parties to discuss contractual obligations and the compliance process.

⦿ Continued providing input and data related to policy and working groups efforts, including.

⦿ with respect to the review of Public Comments received for the Initial Report on the Transfer Policy Review – Phase 1(a), and the provision of clarifications concerning the Transfer Policy provisions (e.g., requirements concerning Gaining and Losing FOAs, transfer of domains under Privacy and Proxy service).

OVERVIEW OF ACTIVITY

Audit Program
The ICANN Contractual Compliance Audit Team completed its audit of selected gTLD registry operators ("registries") with the terms of the Registry Agreement and ICANN temporary and consensus policies. Most registries have either resolved their findings or are in the process of implementing necessary changes to prevent instances of noncompliance from recurring in the future. Nine registries continue to remediate nine outstanding issues. Failure to remediate a deficiency will result in additional enforcement actions. The consolidated public report and blog on this subject were published in September, prior to ICANN75.

The Compliance Audit Team is currently preparing for the next Registrar audit. The audit plan, selection of auditees, and the Request for Information (RFI) were finalized at the end of October. Compliance met with the RrSG Compliance subgroup to review the RFI and address any questions they had prior to the formal launch of the audit.

Notices of Breach, Suspension, Termination and Non-Renewal
During this reporting period, ICANN Contractual Compliance sent a Notice of Breach to the registrar FLAPPY DOMAIN, INC. The breach was a result of the registrar's failure to:

⦿ Timely implementation of the Uniform Domain Name Resolution Policy (UDRP) Administrative Panel's decision rendered by the Czech Arbitration Court in Case Number 104248.

- ⊙ Escrow gTLD registration data.
- ⊙ Provide and maintain accurate and current information as specified in the Registrar Information Specification of the Registrar Accreditation Agreement.

The deadline to cure was 29 November 2022. This deadline has been extended until 9 December 2022.

On 27 September 2022, ICANN Contractual Compliance extended the suspension period for the registrar Intracom Middle East FZE (Intracom). This registrar received a [suspension notice](#), in June 2022, resulting from Intracom's failure to cure all violations in the 28 April 2022 [notice of breach](#). The suspension period was intended to end on 4 October 2022, had the registrar cured all breaches by 13 September 2022. Not all violations were cured. ICANN Contractual Compliance received information from the registrar of the actions put in place to cure the remaining breaches and timelines. Therefore, the suspension period was extended until 4 January 2023, and the registrar requested to provide monthly updates on the progress of the actions taken to become compliant. Intracom must cure all violations by 14 December 2022 to maintain its accreditation with ICANN. ICANN Contractual Compliance will continue monitoring the situation and may take escalated compliance action (including Registrar Agreement Accreditation termination) if the registrar fails to provide the requested updates and/or additional information is received demonstrating that Intracom continues to violate the RAA or Consensus Policies, during or after the suspension period ends.

Additional information regarding these actions is located on the [Contractual Compliance Enforcement page](#).

Compliance Matters Related to Registrars and Registry Operators
During this reporting period, Contractual Compliance received 6,442 new complaints (4,920 against registrars, and 1,522 against registry operators); sent 1,240 inquiries and notices (collectively referred to as "compliance notifications") to contracted parties; and closed 3,125 complaints without contacting the contracted party.

Contractual Compliance Performance Measurement
Performance metrics provide information to the community on compliance activities through dashboards and reports. The monthly dashboards available for this reporting period are accessible using the following link: [2022 Monthly Dashboards](#). The New Trend Reporting for this period is available here: [Contractual Compliance Twelve-Month Trends Reporting](#).

Contractual Compliance Outreach
On 6 September 2022, ICANN Contractual Compliance participated in the ICANN 75 Prep Week by hosting a [webinar](#) with a summary of monitoring and enforcement activities conducted from June 2021 through May 2022. The webinar provided information on the New gTLD ICANN Contractual Compliance Audit, as well as of the enforcement of contractual obligations related to Disclosure of gTLD Registration Data, Abuse and the UDRP. During the presentation, the

Compliance team also shared information about formal enforcement and educational awareness activities.

PROCUREMENT

Xavier Calvez, Senior Vice President, Planning and CFO

KEY HIGHLIGHTS AND MILESTONES

Procurement supported the organization in various purchasing-related activities throughout the reporting period to ensure that goods and services were procured at the right time, place and at the right price. Procurement also supported the org with competitive bidding (RFP) efforts and supplier negotiations.

OVERVIEW OF ACTIVITY

Procurement Operations
Purchase orders (POs) for the reporting period totaled $16,938,425, issued to 239 unique suppliers with an average PO amount of approximately $50.2K. This is significantly above the previous reporting period's numbers, which had a PO total amount of $9,493,960, issued to 142 unique suppliers. The PO total amounts for the months of August and September are markedly higher than the other months, at $6.3M and $6.4M, respectively. This may be partly attributed to the runup to ICANN75 meeting, held in October, which was a hybrid meeting and hence there were a number of additional vendors and contracts committed to in the months leading up to the meeting. In addition, there were two large POs issued during this reporting period that impacted these numbers:

⊙ In August: A $1.7M contract over two years was issued to Communications Public Relations firm (Teneo).

⊙ In September: A $3.1M contract over 12 months was issued to ITI Vendor, Architech.

A summary of procurement operations metrics for the reporting period is provided below:

Strategic Sourcing (RFPs)
Procurement continued to support the organization with the various phases of sourcing (RFP) activities throughout the reporting period. Four competitive bidding events (RFPs) were concluded within the reporting period. In addition, planning and preparation for 10 competitive bidding (RFP/RFQ) processes occurred in the same period. This reporting period has had a steady number of competitive bidding events, which is expected to grow even further as we move into the second half of fiscal year, and the anticipated work for the preparation phase of SubPro arrives.

RISK MANAGEMENT

Xavier Calvez, Senior Vice President, Planning and CFO

KEY HIGHLIGHTS AND MILESTONES

- ⊙ The annual refresh of the org Risk Register was produced.
- ⊙ The Risk Management function led the annual Board Risk Workshop.
- ⊙ E&IT presented its annual update on Information Security at ICANN org.

OVERVIEW OF ACTIVITY

The ICANN org Risk Register is updated throughout the year and a thorough annual refresh. This year's annual refresh resulted in relatively few changes as the process has matured.

The annual Board Risk Workshop is an opportunity for new Board members to learn about risk management activities at the org and is a refresher for experienced Board members. Org executives are also invited.

An important part of one of the risk-management cadence is the annual presentation by E&IT to the org-level CEO Risk Management Committee and the Board Risk Committee.

PLANNING

Xavier Calvez, Senior Vice President, Planning and CFO

KEY HIGHLIGHTS AND MILESTONES

- On 16 November 2022, the Board approved keeping the ICANN Strategic Plan for fiscal years 2021 to 2025 in force and unchanged. This approval is based on the analysis of data collected during the strategic outlook trend identification sessions from January to April 2022. For more details of the trend analysis and impact assessment, please read the "FY24 Strategic Outlook Trends Report."
- Draft Internet Assigned Numbers Authority (IANA) and Public Technical Identifiers (PTI) FY24 Operating Plans and Budgets were posted for Public Comment from 15 September 2022 to 17 November 2022.
- Production of the Draft FY24–28 Operating and Financial Plan and Draft FY24 Operating Plan and Budget is underway and the plans will be published for Public Comment on 14 December 2022.
- FY24 Planning Prioritization Sessions with the Community Planning Prioritization Group were held in September and October. This is a new step in the Annual Planning Process and this work is received as input into the development of the draft plans. See the FY24 Planning Prioritization page on the Planning and Finance community workspace for more information.

OVERVIEW OF ACTIVITY

Strategic Outlook and Strategic Planning
The Planning team completed the final step of the FY24 Strategic Outlook process, supporting the executive team and the Board Strategic Planning Committee (BSPC) in assessing the impacts of new trends or of shifts in existing trends observed in 2022. Based on the analysis of data collected during the strategic outlook trend identification sessions from January to April 2022, the BSPC recommended to the Board that the current strategic plan for fiscal years 2021 to 2025 do not need to change. Though the recommendation is for the Strategic Plan to remain unchanged, the items highlighted and reflected in the Trend Report are still of urgency within ICANN, and both the Board and the org are working diligently to address them from both strategic and operational lenses. Where appropriate, the ongoing efforts to address the trends are highlighted within the Trend Report. On 16 November 2022, the Board resolved to keep the strategic plan in force and unchanged.

Operating Plans and Budget
In August, the planning team collaborated with the IANA team to produce the Draft FY24 IANA Operating Plan and Budget and the Draft PTI Operating Plan and Budget. These plans were posted for Public Comment from 15 September to 17 November 2022. The Public Comment Summary Report is scheduled for publication on 19 December 2022.

On September 8, 2022, ICANN org held a [Planning and Finance Update](#) session during Prep Week leading up to ICANN75 to kick off the Draft FY24 Operating Plan and Budget planning process. During the webinar, the team discussed the Draft FY24 planning assumptions, process and timeline. Production of the Draft ICANN FY24–28 Operating and Financial Plan and Draft FY24 Operating Plan and Budget is underway. The draft plans will be published for Public Comment 14 December 2022.

Prioritization of ICANN's Work Project
ICANN's focus remains firmly on the prioritization and allocation of resources needed to successfully implement the Operating Initiatives and Functional Activities in the draft FY24–28 Operating and Financial Plan and FY24 Operating Plan and Budget.

Planning Prioritization is an enhanced step in the annual planning process. This is an improvement to the annual planning process as a result of the Planning at ICANN Operating Initiative. The FY24 Planning Prioritization process took place in September and October 2022, and a [list of activities were prioritized](#) by community members for ICANN org to consider during the development of the Operating Plan. For more details, please see the [FY24 Planning Prioritization page](#) on the Planning and Finance community workspace.

GLOBAL HUMAN RESOURCES, ADMINISTRATIVE SERVICES, AND SECURITY OPERATIONS

Gina Villavicencio, Senior Vice President, Global Human Resources

KEY HIGHLIGHTS AND MILESTONES

- All three functional teams were actively involved in coordinating and supporting the migration of all ICANN offices to Phase 2 Return to Normal Operations (RTNO) and preparations for Phase 3 reopening of all ICANN offices in January 2023, including training managers for transitioning staff and various office health and safety improvements.
- Provided effective health, safety, and security solutions for the in-person ICANN Annual General Meeting (ICANN76 in Kuala Lumpur, Malaysia) as well as other ICANN-hosted global events.
- Continued our efforts and commitment to staff growth and development in alignment with feedback from our annual engagement survey results.
- Completed the FY23 SR1 performance management review process for a total of 415 eligible staff.

OVERVIEW OF ACTIVITIES

Global Human Resources
- Continued to support the ongoing requirement for all staff to effectively work remotely as a result of the org's response to COVID-19.
- In preparation for the reopening of all ICANN offices in January 2023, we conducted training for all people managers to prepare them for managing staff's transition from working remotely to returning to offices. Following introduction of the Infection Control Policy, where legally permitted, we confirmed staff's proof of up-to-date COVID-19 vaccination status.
- Facilitated executive level discussions to gain a shared understanding of various talent across the org to support staff growth and development and future resourcing needs.
- During this reporting period, 19 vacancies were filled, one through an internal placement and six roles in the Europe, Middle East and Africa, and Asia Pacific regions, including two director-level positions and seven appointments for the new gTLD (Subsequent Procedures) program.
- Completed communication of the annual Staff Engagement Survey results for 2022 and facilitated feedback and action-planning meetings with each function and region across the org.

- Completed the FY23 SR1 performance management review process for a total of 415 eligible staff. Corresponding At-Risk Payments will be distributed to eligible staff on 31 December 2022.
- The annual process of Policy Acknowledgements, Conflict of Interest and Outside Business Activity declarations was completed by all staff in November.
- Completed the annual benefits renewal and open enrollment processes for 314 U.S. staff for 2023.
- Continued to support Project Management skills development by introducing new training for enhancing project teams' collaboration and improving productivity.
- Facilitated training for our leadership team through our ICANN LEAD program (Leadership Education and Development), including Engaging and Retaining Talent, Mastering Decision Dynamics, and Coaching: Connect Through Conversations.
- Continued to develop our staff through learning and development opportunities, including the new Development Debriefs with ICANN Leadership series that focused on meeting etiquette, building resilience, and returning to the office.

Administrative Services
- The ICANN Global Wellness program continued to support staff with global and regional activities and events, including a fitness challenge, sharing resources for mental health in recognition of World Mental Health Day, and educating staff on disaster and crisis preparedness in partnership with the Security Operations Team.
- Provided administrative support for staff returning to the office during Phase 2 and continued efforts to prepare all ICANN offices for reopening in January 2023, including partnering with the Engineering and Information Technology team to conduct E-waste disposal in ICANN offices.

Security Operations
- Assisted the org with its transition from a crisis-based approach to an operational one through the full operationalization of the RTNO planning frameworks and the stand-down of the Adaptive Crisis Management Team.
- Guided all ICANN offices through Phase 2 of ICANN's return to office methodology.
- Provided an on-the-ground health, safety, and security support for ICANN's first in-person Annual General Meeting in Kuala Lumpur, as well as for ICANN hosted events globally, including the Africa DNS Forum in Nairobi, the ICANN DNS Symposium in Brussels, and the Contracted Parties Summit in Los Angeles, as well as non-ICANN-hosted events, such as the Internet Governance Forum in Addis Ababa, Ethiopia.
- Conducted the site visit to Cancún, Mexico, in preparation for ICANN76 in March 2023.

ENGINEERING AND INFORMATION TECHNOLOGY (E&IT)

Ashwin Rangan, Senior Vice President, Engineering and Chief Information Officer

KEY HIGHLIGHTS AND MILESTONES

E&IT successfully led the design of a simplified WHOIS Disclosure System design. SubPro ODA work was a significant lift, along with providing varying scenarios for the board and community to evaluate. The deployment of the ICANN Managed Root Server (IMRS) cluster in Kenya was successfully completed on schedule.

OVERVIEW OF ACTIVITIES

The Pillars

Front Office Relationship and Delivery (FORD) Team

Information Transparency Platform (ITP)
During this period the ITP team deployed the following services: ICANN News Subscriptions Metrics, which provides various metrics of ICANN News Subscription usage; Board Activities and Meetings pages with artifacts, Board profiles and Committee details; and ICANN for Beginners showcasing the various ways community members can participate in ICANN and the effects of their participation.

Community Engagement systems (CES, formerly CRM)
Development of the Differentiated Access engine was completed and ready for implementation by the governance team and staff users to improve data privacy controls.

Naming Services portal (NSp)
Launched the Auto-renew feature to the Centralized Zone Date System (CZDS v3) on 15 November 2022.

WHOIS Disclosure System
The team collaborated with other ICANN functions to define a suitable WHOIS disclosure system that offers a simplified and cost-effective alternative to the System for Standardized Access/Disclosure to Nonpublic gTLD Registration Data.

SubPro
E&IT business systems analysis and systems architecture for high-level solution assessment completed for the ODA. Pro forma, platform analysis, and alternative scenarios completed for

the ODA. E&IT is on target to complete RFI/RFP collateral for E&IT vendor selection and procurement process January 2023.

The Planks

Software Engineering

Engineering Resources Engagement and Experience
Software Engineering is continuing to leverage a third-party platform called DX to help gauge staff and contractor performance and overall experience with their time at ICANN.

Piloting New Technologies for Static Site Generation
Software Engineering is piloting new technologies to aid in the generation and management of static site content.

Data Center and Cloud Ops (DCCO), Meetings Tech Services (MTS) and End User Support (EUS)

DCCO – Email Address Internationalization (EAI) Readiness
This is an important project for achieving IDN and UA readiness within ICANN org systems. We have completed two of the three main milestones for Email Address Internationalization readiness with our core email systems.

DCCO – Internal Service Container Hosting Platform Upgrade
We have completed a multisemester project to migrate from our legacy container hosting platform (Open Source Kubernetes) to the Redhat OKD platform (community supported Kubernetes). This migration ensures the security, stability and resiliency of our internal application hosting environment which is a part of our continuous delivery and deployment platform.

MTS – Hybrid Meetings
MTS facilitated successful hybrid participation for ICANN75 followed by nine additional hybrid meetings between October and December 2022. MTS is nearing completion on the Office AV Standardization Project which will ensure meeting spaces within ICANN offices have updated audio-visual equipment installed.

EUS – Technical Support Requests
For the period of 1 August 2022 to 30 November 2022, End User Support fielded 3,386 general support requests. The same period last year, EUS worked 2,330 general support requests, representing a 32 percent increase. The trend of decreasing support requests EUS enjoyed for the last few years, due to automation, standardization and documentation, has definitively

ended. This increase in requests is a function of the higher numbers of staff, and increased support for non-staff, within the org in 2022.

Security and Network Engineering

ICANN's New Washington, D.C., Office
The support of this activity is currently on track and providing that there are no unforeseen events the required network services will be available in the new office for its opening.

IMRS Cluster Implementation
The IMRS Cluster deployment in Kenya was successfully delivered on time.

Governance

Frozen Delivery Pipeline (FDP)
The FY23 SR1 semester ended 14 November 2022, with delivery on project commitments at 94 percent and project work spillover of 6 percent, as well as continued maintenance support across 71 services and/or activities.

IDENTIFIER RESEARCH, OPERATIONS, AND SECURITY (IROS)

John Crain, Chief Security, Stability and Resiliency Officer

OFFICE OF THE CHIEF TECHNOLOGY OFFICER (OCTO)

KEY HIGHLIGHTS AND MILESTONES

- Engagement and capacity-building events
- Launched KINDNS
- Trust and public safety engagement
- Building capacity at North America's Historically Black Colleges and Universities
- SSR research
- Updated measurements about RDAP services
- Domain Abuse Activity Reporting (DAAR) Evolution
- ICANN DNS Symposium
- Name Collision Analysis Project (NCAP) Study 2
- RFC Annotations Project
- Identifier Technologies Health Indicators (ITHI) update

OVERVIEW OF ACTIVITIES

Engagement and Capacity-Building Events

The OCTO team conducted 80 events to build technical capacity and engage with communities. Thirty-seven events were held in the Latin America and Caribbean region, 18 in the Asia Pacific region, two in North America, nine in Europe, and 20 in the Africa and Middle East regions. Most of these events covered DNS operations and ecosystem security hardening. ccTLD operators and ISPs were the key beneficiaries of the program.

In a new approach to help operators improve the security of their operational practices, OCTO staff provided direct technical recommendations to seven African ccTLDs (.tz, .ga, .dz, .bf, .mr, .ng, and .tg) to fix zone configuration issues, improve reachability of name servers, implement Domain Name System Security Extensions (DNSSEC) security algorithm current best practices, and various other technical improvements. We also conducted our new DNSSEC validation technical workshops to operators in Cameroon, Iraq, and Pakistan. Finally, OCTO assisted the Côte d'Ivoire ccTLD with their DNSSEC deployment using the DNSSEC guidebook and providing them with technical assistance for their testbed environment. Such support and this new direct approach through the guidebook has helped .BJ and .CI to sign their zones.

KINDNS Launch

On 6 September, OCTO officially launched Knowledge-Sharing and Instantiating Norms for DNS and Naming Security (KINDNS) and opened up a new website at https://kindns.org. The program has quickly garnered a lot of attention and participation. As of the end of the reporting period, ten organizations have officially joined, including one Regional Internet Registry (the Asia Pacific Network Information Centre), a critical TLD operator (.pt in Portugal), and even ICANN DNS Engineering. More than 700 operators have self-assessed their practice using the tools provided. Work is underway to launch Phase 2 of the project, which includes translation and the development of a technical assessment tool.

Trust and Public Safety Engagement

During this period we were able to materially strengthen relationships with government and national cyber incident response teams (CIRTs) through direct engagement or via engagement through strategic regional partner organizations like the European Union Agency for Cybersecurity, the African Forum of Computer Incident Response Teams, the Asia Pacific Computer Emergency Response Team, the Network of Government Cyber Incident Response Teams of the Member States of the Organization of American States, and the Computer Emergency Response Team of the Organisation of Islamic Cooperation.

Highlights of our engagement with the public safety and cybersecurity communities include:
- Engaged with and provided assistance to various law enforcement, public safety, and government agencies around the globe.
- Provided a two-day training to the Mexican National Guard and trained two different groups of cyber investigators of the Polish National Police in Warsaw.
- Delivered two webinars to the European Union Agency for Criminal Justice Cooperation.
- Continued providing thought leadership and input to organizations like the Messaging, Malware and Mobile Anti-Abuse Working Group, the Forum of Incident Response and Security Teams, the Global Cyber Alliance, and the Cyber Defence Alliance.

Building Capacity at North America's Historically Black Colleges and Universities (HBCUs)

OCTO joined engineers from Netflix, Microsoft, Amazon, Telstra, ISC, and other significant Internet infrastructure organizations to deliver a two-day capacity-building workshop in Montgomery, Alabama, for a group of engineering students from local HBCUs. This was the first joint capacity-building event held under the ICANN-NANOG MoU. The event was both successful and a good learning lesson, and we are now planning engagements in underserved communities, including the island of Grenada and with indigenous communities in Canada.

Domain Abuse Activity Reporting (DAAR) Evolution

OCTO is progressing on defining the project specifications, going through assessing IT infrastructure needed for the project as well as finance and cost and timeline estimates. At the moment OCTO is in discussions with E&IT about all defining the starting point and how to approach the definition and implementation of the platform with a long term vision in mind. In short, the goal of the project is to create a modular measurement platform that includes not only

security threat metrics but also other metrics that could be used in research and operations related to the SSR of the DNS, such as domain popularity metrics and security threat risk metrics for domains using our AI work, DNS and SSL related information, among several others. The current DAAR will be the first module of the platform since it is the most basic to start with. OCTO aims to have the platform built in-house with the help of E&IT for which extra resources and expertise need to be brought in. Once we reach a final decision with E&IT, the next step is to present the specifications and plans to move forward to the community.

ICANN DNS Symposium
The fifth ICANN DNS Symposium was held in Brussels on November 15–16. The theme was "Examining the effects of both centralization and diversification in the DNS." The successful hybrid event drew around 100 attendees in person and approximately 50 online. The agenda and recordings of the sixteen presentations are available at https://www.icann.org/ids.

Name Collision Analysis Project (NCAP) Study 2
The NCAP Discussion Group (NCAP DG) continues its work on NCAP Study 2. This group consists of SSAC members and other parties interested in the issue of name collisions. The NCAP DG is completing the work with support from ICANN org and contractors. The group met and presented a status update at ICANN75. The current schedule calls for the completion of a first draft of Study 2 by the end of 2022 to allow for a public comment in early 2023 and subsequent publication of the final report in the first half of 2023.

RFC Annotations Project
The RFC Annotations project was launched in late November 2022. The project allows developers and security researchers to see commentary on the RFC documents from the Internet Engineering Task Force that make up the DNS protocol. These annotations provide additional context, such as how RFCs have been updated, where they are implemented, and security concerns that have been raised about parts of RFCs. The project can be found at https://rfc-annotations.research.icann.org.

Identifier Technologies Health Indicators (ITHI) Update
The ITHI project continues to evolve. The World Bank asked for access to ITHI data on ccTLD DNSSEC status. This conversation yielded new ideas for additional DNSSEC deployment metrics. The metrics M9 (concentration of operators of authoritative DNS servers) and M10 (concentration of DNS resolvers in general and public DNS resolvers in particular) were presented at the ICANN DNS Symposium in Brussels in November. We are investigating integrating data from Universal Acceptance into a new metric.

INTERNET ASSIGNED NUMBERS AUTHORITY (IANA)

Kim Davies, Vice President, IANA Functions

KEY HIGHLIGHTS AND MILESTONES

- ⊙ The IANA services met or exceeded all service level agreements for the period.
- ⊙ Core IANA request-processing activities have been sustained at normal levels. The last remaining COVID-19 related mitigations are expected to conclude in January 2023, including a return to full community participation at key signing ceremonies.
- ⊙ An updated service for private enterprise number (PEN) applications was launched, and a next generation platform for Root Zone Management is being prepared for launch.
- ⊙ A number of technical engagement activities have kicked off, including analyzing how to perform algorithm rollovers in the root zone, how to evolve technical conformance testing for changes to the root zone, and how to implement customer authentication improvements.

OVERVIEW OF ACTIVITIES

Performance in Brief

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

	July	August	September	October
DNS Root Zone				
SLAs Met	100%	100%	100%	100%
Metrics Met	64/64	64/64	64/64	64/64
CSC assessed satisfactory or higher				
Request Volume	636	225	85	109
TLDs in Root Zone	1487	1487	1487	1485
DNS Root KSK**				
Metrics Met	-	5/5	-	-

Scheduled Items Met	-	7/7	-	-

.INT Top-Level Domain

New .INT registered	0	0	0	0
.INT modifications	3	0	1	2
Request Volume	9	8	12	11

Protocol Parameters

SLAs Met	100%	100%	100%	100%
Met MOU requirement (90%)				
Met internal target (95%)				
Request Volume	221	246	230	271

Number Resources

SLAs Met	100%	100%	100%	100%
Metrics Met	4/4	4/4	4/4	4/4
Met SLA requirement				
Request Volume	0	0	0	0

Label Generation Rulesets

New LGRs posted	0	0	0	11
LGRs modified	80	239	4	8
Request Volume	2	0	2	5

General Enquiries

Request Volume	103	105	118	100

** Only applicable to months where ceremonies are held.

Customer Satisfaction in Brief

	July	August	September	October
Response Rate	30.9 %	35.5%	44.4%	27.1%
Satisfaction	100%	96.3%	95%	100%

Updates and Initiatives

- ⊙ Customer satisfaction continues to be measured through a brief survey sent to customers after their requests are completed, as well as an annual customer engagement survey sent to key stakeholders and oversight bodies. The 2022 annual survey has just finished soliciting feedback, and the third-party vendor is compiling the results.
- ⊙ IANA launched the first phase of new tooling to support protocol parameter registries with self-service capabilities like those already provided for root zone management. This launch implements a new system for processing private enterprise numbers, which is the registry with the highest transaction volume.
- ⊙ IANA is readying its next-generation Root Zone Management System for launch. Rebuilt from scratch by ICANN's Engineering and Information Technology department, the platform is designed to help evolve delivery of the root zone services in a sustainable way. Initial new functionality is focused on creating a more flexible contact model that will enable TLD managers to customize how they interact with IANA in ways that should better accommodate their unique needs.
- ⊙ The first "IANA Community Day" was held on 17 November, in conjunction with the ICANN DNS Symposium in Brussels. It focused on several strategic long-term technical items for IANA. These included root zone key signing key (KSK) rollovers (both the next routine rollover and cryptographic algorithm rollovers), evolving how technical checks are performed for the root zone, and an exploration of issues associated with adding new authentication controls for root zone changes. The session was well received by those in attendance.
- ⊙ Work on the cryptographic algorithm rollover has commenced with a call for community volunteers to participate in a study team. This team is expected to work in 2023 on identifying relevant issues and provide recommendations on how to implement algorithm rollovers.
- ⊙ A draft revision to the service level agreements for the IANA Numbering Services was published for Public Comment. ICANN will integrate this feedback into the finalization of the revised agreement. The revision intends to capture aspects of the service that are already provided, in accordance with their existing service level delivery.

GLOBAL STAKEHOLDER ENGAGEMENT (GSE), PUBLIC RESPONSIBILITY SUPPORT (PRS), AND GLOBAL MEETINGS OPERATIONS

Sally Costerton, SVP, Global Stakeholder Engagement and Interim President and CEO

KEY HIGHLIGHTS AND MILESTONES

- The team supported the launch of the Coalition for Digital Africa at the global Internet Governance Forum (IGF) in December and the deployment of the first IMRS cluster in Africa. This was a cross-functional effort from Engineering and IT, GSE, Government Engagement, Meetings, Communications, and Legal. The launch received positive attention across the Africa region.
- In September 2022, ICANN conducted ICANN75, the hybrid Annual General Meeting in Kuala Lumpur, building on successes from ICANN74, and with a minimal number of COVID-19 cases reported. 1,165 people attended in person and 790 participated remotely. Twenty-one community members took advantage of the Bandwidth Reimbursement Program to participate remotely.
- Working with the Regional At Large Organization (RALO) Chairs, GSE is supporting the creation of RALO outreach and engagement plans for 2023. These plans will be aligned with regional engagement efforts. With our Policy Development Support colleagues, GSE and Meetings facilitated the EURALO General Assembly in Brussels and NARALO General Assembly in Los Angeles in November.
- GSE and Meetings participated in and helped support the ICANN DNS Symposium in Brussels in November, along with the reopening of ICANN regional offices.
- PRS coordinated the development of the Preliminary Design and Implementation Plan for the ICANN Grant Program. On 10 October, ICANN org provided an overview of the implementation plan to the Board, meeting the deadline outlined in the 12 June 2022 resolutions.
- In November, PRS successfully launched the ICANN for Beginners Virtual Program with two webinars introducing ICANN attended by a total of 137 non-staff participants. The next webinars in this series will be on Universal Acceptance on 17 and 18 January 2023.

OVERVIEW OF ACTIVITIES

At a regional level, GSE participated in and facilitated a series of hybrid and in-person events, including several events featuring the ICANN CEO and members of the ICANN Board. The team facilitated regional capacity building through virtual and hands-on training and webinars. The team also represented ICANN at a growing number of regional policy and technical forums,

national and regional Internet governance forums, covering subjects such as DNSSEC and DNS ecosystem security, Internet fragmentation, alternate name spaces, data protection, and the DNS.

The team successfully delivered Asia Pacific Internet Governance Academy (APIGA) 2022 in person in the Republic of Korea in August, after canceling the 2020 event due to COVID and running the 2021 event virtually. Forty-two participants were selected out of nearly 300 applications. The unique factors for APIGA remains: focusing on hands-on learning; networking with regional leaders and organizations over the length of the entire program; and networking among participants. All three areas can only be realized to their maximum potential in-person. APIGA is organized in collaboration with the Korea Internet and Security Agency.

The team announced the appointment of [Nitin Wali](#) as Senior Director of Stakeholder Engagement for South Asia, based in New Delhi. The team continues to grow in the Asia Pacific region and in the Singapore regional office.

GSE staff also participated as subject-matter experts in cross-functional efforts related to the SubPro Operational Design Phase, DNS Security Threat Mitigation Program, ICANN Grant Program, organizational risk management, and the annual budget and operational planning process.

PRS has led the feasibility study for the Board to establish an emergency support mechanism in cases of large-scale disasters that result in disruptions to Internet access.

PRS supported the Board in conducting the second phase of a pilot applying the Global Public Interest Framework to the New gTLD SubPro Final Report and related documentation. PRS is producing a report on the pilot, which will also be included as an appendix in the SubPro Operational Design Assessment.

For ICANN75, ICANN welcomed 37 fellows (five virtual and 32 in person) from 31 countries and 12 NextGen participants from 10 countries. For ICANN76, ICANN org has selected 40 fellows and 12 NextGen participants from 38 countries.

Global Meeting Operations
- Planning and execution of a successful ICANN76 Hybrid Community Forum Meeting in Cancún, Mexico.
  - Work in consultation with community leaders on improvements to the hybrid meeting format and continue to ensure an equal experience for in-person and remote attendees during the meeting. Continue positive successes from ICANN74 and ICANN75.
  - Continue to provide the Bandwidth Reimbursement Program and reopen the Childcare Grant Program for Cancún.
- Continue to work in consultation with SecOps, Legal, and other org teams to identify health and safety measures, and document protocols for upcoming in-person and hybrid events for 2023.

- ⊙ Planning for ICANN77 Hybrid Policy Forum in Washington, D.C.
- ⊙ Planning for Board Retreat and Workshop with ICANN org Executives (Jan 2023)
- ⊙ GAC Leadership Transition Retreat (Jan 2023)
- ⊙ GNSO-GAC Facilitated Dialogue on Closed Generics (Jan 2023)
- ⊙ ICANN All-Hands Meeting (Feb 2023)
- ⊙ Universal Acceptance Day (Feb 2023)
- ⊙ Mobile World Congress (Feb 2023)
- ⊙ NomCom Intersessional (April 2023)
- ⊙ Planning for Board Retreat and Workshop with ICANN org Executives (April 2023)
- ⊙ Continued work on the implementation of Travel Modernization Project
- ⊙ Other papers and initiatives as required

TOP ISSUES AND MITIGATION

Global Stakeholder Engagement
The team commenced the first phase of a survey to ccTLD operators on their experiences with Universal Acceptance readiness. The survey will be expanded in Q1 2023 to other ccTLD operators. GSE also initiated a collaboration with E&IT on outreach to hosts of IMRS instances, to encourage those hosting instances reaching end-of-life or warranty to update these servers. This outreach will continue in Q1 2023.

GSE is also participating in the cross-functional team on the delivery of the SubPro Operational Design Phase, and is planning for upcoming outreach and awareness opportunities at a regional level heading into ICANN76.

Public Responsibility Support
PRS continues to respond to the demand for remote training for the community with updated training on ICANN Learn, emphasizing translations of basic foundation courses and cybersecurity basics, as well as updating programming for NextGen and the ICANN Fellowship program. PRS has supported, along with colleagues in PDS, the Work Stream 2 Community Coordination Group for relevant diversity recommendations and is coordinating the development of a diversity toolkit. PRS also facilitated data collection and analysis for the European Regional At-Large Organization FY22–17 Additional Budget Request Leadership Diversity Survey; the results were presented during an At-Large session at ICANN75.

Global Meetings Operations
Meetings produced the "ICANN75 By the Numbers Report" and the "ICANN74 By the Numbers Report." Previous meeting reports are available on this webpage.

GLOBAL COMMUNICATIONS AND LANGUAGE SERVICES

Sally Newell Cohen, Senior Vice President, Global Communications

KEY HIGHLIGHTS AND MILESTONES

- ⊙ Global Communications supported the launch of major ICANN initiatives, including the Coalition for Digital Africa and KINDNS, with robust communications plans.
- ⊙ The Information Transparency Initiative team released improved Board of Directors and ICANN for Beginners sections in ICANN's website.
- ⊙ At ICANN75, the Language Services team expanded its support to the ccNSO by providing Remote Simultaneous Interpretation services in French and Spanish for select sessions.

OVERVIEW OF ACTIVITIES

Information Transparency Initiative
While the work continues to achieve the overall goals of Information Transparency Initiative (ITI), much of the initial effort to improve governance and infrastructure of ICANN's content has been completed, resulting in the Information Transparency Platform. During this period, the ITI team released improved sections on the ICANN website for the Board of Directors and ICANN for Beginners, representing more than 6,000 pages and files.

Press Releases
To promote awareness of ICANN beyond the community, Global Communications continued to distribute press releases for the global media. During this period, ICANN issued four press releases:

- ⊙ ICANN Initiative Promotes Internet Security Best Practices
- ⊙ ICANN Board Elects New Leadership
- ⊙ ICANN Investment in Africa Enables Safer, Faster Internet Access Across the Continent
- ⊙ ICANN Launches Initiative to Advance Africa's Digital Transformation

In the composite, the releases performed well, earning:

- ⊙ More than 1,960 release pickups across global media outlets
- ⊙ More than 71,850 release views
- ⊙ More than 1,400 media views

In addition to earned media through press release distribution, ICANN also receives regular media mentions. During the reporting period, ICANN was mentioned more than 23,700 times across a variety of media outlets, averaging 200 unique mentions per day.

Announcements and Blogs

Global Communications is responsible for writing or editing all blogs and announcements published on the ICANN website. During this period, ICANN published 38 blogs and 59 announcements.

Creative Services

During this period, the Creative Services team completed 208 projects, including infographics, metrics reports, banners, homepage features, and social media campaigns. Please see the Social Media Report in the Annex for metrics.

Regional and Functional Communications

Asia Pacific Region
- Supported the Board Chair's speaking events at inSIG, GFCE Triple-I, the India Internet Governance Forum (IGF), and the India Youth IGF.
- Announced ICANN's appointment of a Senior Director of Stakeholder Engagement for South Asia.
- Coordinated a press conference in Sri Lanka to announce the Universal Acceptance (UA) Steering Group's new UA Local Initiative.

Public Responsibility Support
- Announced the launch of the Paul Muchene Fellow Award.
- Contributed to the ICANN Beginners Program launch, including publishing an announcement.

Meetings
- Developed and executed a communications plan for ICANN75, which, in addition to announcements, blogs, newsletters, and social media posts, included:
  - A YouTube video welcome message from the CEO and Board Chair.
  - Four teaser videos with Jia-Rong Low.
  - An opinion piece by Jia-Rong Low that was published in Today and Voice & Data.
  - An interview with a Malaysian Internet pioneer.

IROS
- Supported the 46th KSK ceremony in August with an announcement, talking points, and social media messaging.
- Supported the KINDNS launch in September with a press release, talking points, an announcement, social media promotion, a newsletter story, a booth at ICANN75, and an article for the Internet Protocol Journal.
- Published a new page on ICANN's website about the DNS, including an infographic.
- Supported the Root Zone KSK Algorithm Rollover Project with an announcement, newsletter stories, and social media promotion.

- Supported the ICANN DNS Symposium in November with an announcement, newsletter stories, and social media promotion.
- Supported the Root Zone Management System update with an announcement, webinar, a newsletter story, and social media promotion.

Latin America and the Caribbean (LAC) Region
- Published a blog on ICANN's participation in LACNIC 38 and LACNOG 2022 in October.
- Published a blog on ICANN's engagement with the LAC community throughout 2022.

Europe, the Middle East, and Africa (EMEA) Region
- Developed and executed a communications plan for the [10th Africa DNS Forum](#) in October.
- Supported the November launch of an IMRS cluster in Nairobi by:
  - Planning and executing a press release, press conference, and media outreach.
  - Developing remarks for the CEO's media engagements surrounding the launch, including an interview on CNBC Africa.
- Developed and executed a communications plan for ICANN's participation at IGF 2022 in November that included an announcement, social media outreach, and booth branding. We also prepared the CEO's remarks for the Opening Ceremony, High Level Leaders Session, and the ICANN Open Forum.
- Developed and implemented a communications plan for the Coalition for Digital Africa launch in December that included a press release, a press conference, and questions and talking points for an IGF townhall.
- Developed an article authored by Elena Plexida that was published in the Centre for Global Cooperation Research magazine.
- Developed a blog about EU Cybersecurity Month in October, which was mentioned in the Politico Cyber Insights newsletter.
- Developed and recorded keynote remarks for the Vice Board Chair's participation in the Armenia IGF and the Georgia Youth IGF.

LANGUAGE SERVICES

During this reporting period, the ICANN Language Services (LS) team delivered the following:

Translation Projects

Type	No. of Projects	No. of Words
General	95	715,954
GAC	32	724,445
Board	10	213,048
Newsletters and Press Releases	11	33,366
Announcements	59	83,389
Blogs	34	86,515
IANA	8	87,333
Total	**326**	**2,581,295**

Teleconference Interpretation

No. of Calls	65 (with at least 3 languages/call)
No. of Interpreters	26
No. of Minutes	6,637

Transcriptions

Type	No. of Calls	No. of Minutes
GNSO	128	8,374
ICANN General	106	12,671

RTT for ALAC	24	2,070

Meeting Interpretation

ICANN75 marked the first time since the beginning of the global pandemic that the entire LS team was on-site to provide interpretation in the six U.N. languages (Arabic, Chinese, English, French, Russian, and Spanish) and Portuguese. The LS highlights for ICANN75 Prep Week and the Annual General Meeting included:

- ⊙ 88 sessions received simultaneous interpretation support
- ⊙ 41 onsite interpreters
- ⊙ Nine interpreters providing Remote Simultaneous Interpretation (RSI)
- ⊙ 13 tech experts from Congress Rental supporting the interpreter team
- ⊙ 35 sessions received RTT (Real Time Transcription) support
- ⊙ Nine captioners providing RTT
- ⊙ 35,000 minutes transcribed across 172 sessions

At ICANN75, we expanded our language support to the Country Code Names Supporting Organization by providing interpretation services in French and Spanish for select sessions. By providing support via RSI, we continued to provide top-of-the-line service without requiring additional space or equipment onsite.

LS also provided RSI support for these meetings:

Meeting	Languages
Africa DNS Forum	French and Portuguese
IGF 2022	Chinese, Russian, and Spanish
U.N. Inter-Parliamentary Union	French and Spanish

The RSI experience continues to be well-received by users, specifically the U.N., which requested that we provide interpreters for three languages, and RSI and technical support for all the supported languages, for IGF 2022. Our support also included the training of 33 U.N. interpreters, which was conducted by our technical team and ICANN Head Interpreters.

LS Projects

Language Services BRAIN

The LS Brain is a single repository where all LS team processes and procedures will reside together with the LS Contingency Plan. The LS team is working now on the third phase of the project. It was originally scheduled to be addressed during the LS Team Virtual Working Week

in August 2022, but we set it aside in order to complete the ICANN Language Services Policy and Procedures Update. We have scheduled the completion of this project during our next LS Team Virtual Working Week, in 2023.

ICANN Language Services Policy and Procedures Update – Complete
The LS Team has gathered all information related to the changes and updates made to our policies and procedures over the past two years of supporting the org and community through services such as RSI. We also assessed our current services and updated as needed based on the latest needs of the org and community.

POLICY DEVELOPMENT SUPPORT

David Olive, Senior Vice President, Policy Development Support and Managing Director, Washington, D.C.

Policy Development

- ⊙ ccPDP3: The ICANN Board adopted Part 1 of the third ccNSO Policy Development Process (ccPDP), which is now in implementation. With respect to Part 2, the working group published an initial report for Public Comment. The initial report contains recommendations on the introduction of a review mechanism of specific decisions pertaining to the delegation, transfer, and retirement of ccTLDs.
- ⊙ ccPDP4: The fourth ccPDP is steadily making progress reviewing and updating the criteria, procedures, and documentation for the (de)selection of IDN ccTLD strings. The working group has completed its work on variant management and is close to completing its work on confusing similarity evaluation. The working group has also nearly completed its work on identifying decisions which may be subject to the review mechanism that will be proposed by ccPDP3 Part 2.
- ⊙ gTLD Registration Data Accuracy Scoping: The team submitted its write-up for assignments No. 1 (enforcement and reporting) and No. 2 (measurement of accuracy) to the GNSO Council in September 2022. During its November meeting, the GNSO Council decided to adopt Recommendation 3. This means that:
  - ⦿ Work is paused in relation to proposals that require access to gTLD registration data (as recommended by the scoping team).
  - ⦿ The GNSO Council encouraged ICANN org to proceed with its outreach to the European Data Protection Board and proceed with the Data Protection Impact Assessment in connection with the scenario(s) in which the request and processing of gTLD registration data takes place as a matter of urgency.
  - ⦿ The GNSO Council requested ICANN org and Contracted Parties finish negotiations on the Data Processing Agreement (DPA) as soon as practicable because the absence of a completed DPA may act as a roadblock for additional policy work.
  - ⦿ Consideration of Recommendations 1 (registrar survey) and 2 (registrar audit) has been deferred until such time as the DPA negotiations between ICANN org and Contracted Parties have completed and there is feedback from ICANN org on if and how it anticipates the requesting and processing of gTLD registration data will be undertaken in the context of measuring accuracy, or for six months, whichever is shorter.
- ⊙ **EPDP-TempSpec Phase 2:** The GNSO Council formed a small team to assist with the analysis of the Operational Design Assessment (ODA) and recommendations for next steps in its consultation with the ICANN Board. Following the publication of the small team's preliminary report and the GNSO Council's request to implement a "proof of concept" approach, ICANN org published the WHOIS Disclosure System Design Paper in September 2022.

- The small team reviewed the design paper and continued its consultations with ICANN org, resulting in the addendum to its preliminary report. The GNSO Council accepted the addendum and subsequently communicated to the ICANN Board its support for the request that the ICANN Board proceed with the implementation of the WHOIS Disclosure System, provided that the updates identified by the small team in the addendum are made.
- Furthermore, the GNSO Council confirmed to the ICANN Board that, pending the implementation of the WHOIS Disclosure System for a period of up to two years, the SSAD recommendations from Phase 2 of the Expedited Policy Development Process (EPDP) on the Temporary Specification (TempSpec) for gTLD Registration Data should remain paused for consideration by the ICANN Board unless the data resulting from the implementation of the WHOIS Disclosure System would allow and warrant a decision at an earlier stage.

- **EPDP-IDNs**: The EPDP-IDNs team received GNSO Council approval for its updated project plan to complete its work in two phases. Phase 1 focuses on topics related to the definition and variant management of top-level IDN gTLDs, and Phase 2 focuses on topics related to variant management of second-level IDNs. The team is finishing its deliberations of Phase 1 charter questions and has started its review of operational input provided by ICANN org on its draft recommendations. The team aims to publish its phase 1 Initial Report for Public Comment by April 2023.

- **EPDP-IGOs:** The EPDP on Specific Curative Rights Protections for Intergovernmental Organizations (IGOs) team delivered its Final Report to the GNSO Council in early April 2022. The GNSO Council approved the Final Report and the five consensus recommendations in June 2022. A required Public Comment Proceeding opened in November 2022. The submissions to this proceeding and the GNSO Council Recommendation Report will aid the ICANN Board in its consideration of the recommendations.

- **Transfer Policy Review PDP**: The Transfer Policy Review Policy Development Process (PDP) Working Group is tasked with determining if changes to the current transfer policy are needed to improve the security and efficacy of inter-registrar and inter-registrant transfers. The working group published its Phase 1A Initial Report for Public Comment in June 2022 and is now finishing its review of Public Comment submissions. The working group began deliberations about Phase 1B charter questions, which focus on change of registrant requirements. The working group will resume Phase 1B deliberations once the Public Comment review is complete.

- **New gTLD SubPro PDP:** The ICANN Board directed ICANN org to conduct an Operational Design Phase (ODP) on the Final Report outputs of the New gTLD Subsequent Procedures (SubPro) PDP. The ODP and subsequent Operational Design Assessment (ODA) will support ICANN Board consideration of the outputs. The GNSO Council is participating in other SubPro-related work. The GNSO Council began a GNSO Guidance Process on Applicant Support to develop additional guidance regarding the SubPro PDP recommendations on the topic. In addition, the GNSO Council is participating in a facilitated dialogue that is seeking to develop a framework for closed gTLDs.

- **RPMs PDP:** In January 2022, the ICANN Board adopted the Phase 1 consensus recommendations from the Review of All Rights Protection Mechanisms (RPMs) in All gTLDs PDP. Implementation of the recommendations is expected to begin in December 2022. Phase 2 of the RPMs PDP is a review of the Uniform Domain Name Dispute Resolution Policy (UDRP). To aid the GNSO Council in developing the charter and scope of work for Phase 2, ICANN org drafted a Policy Status Report (PSR) on the UDRP that provides an overview of the UDRP to support GNSO assessment of the effectiveness of the UDRP for its intended purposes. ICANN org took into account Public Comment submissions and made adjustments as appropriate and shared a revised version with the GNSO Council in July 2022. The GNSO Council has considered the PSR and continues to deliberate on appropriate next steps.

Advice

- The At-Large Advisory Committee (ALAC) continues its work on **policy issues important to the security and stability of the DNS**. ALAC representatives to ccPDPs and GNSO PDPs facilitate discussions to develop ALAC positions and statements within the At-Large Consolidated Policy Working Group.
- The Governmental Advisory Committee (GAC) produced the **ICANN75 GAC Communiqué**, which included GAC statements regarding seven different issues of importance to governments: new gTLD subsequent procedures, digital inclusion and Internet connectivity, ICANN strategic planning, the WHOIS Disclosure System, DNS abuse mitigation, IDNs and Universal Acceptance, and accuracy of gTLD registration data.
- **Two Root Server System Advisory Committee (RSSAC) Caucus work parties** continued to develop RSSAC001v2 and RSSAC002v5. RSSAC001 describes the best practice service provided by root servers and defines the expectations that users can reasonably expect of both that service and the root server operators (RSOs). RSSAC002, which is reviewed every two years, specifies a series of measurements that RSOs gather and then report.
- The **Security and Stability Advisory Committee (SSAC) began a new work party** to consider the best approach to remediate domain hijacking that is an accidental byproduct of undocumented operational practices between domain registrars and registries.
- **Existing SSAC work parties continue to make progress** on the evolution of DNS resolution, planning the DNSSEC and Security Workshop, and DNSSEC Delegation Signer automation.

Public Comment

- Nine Public Comment proceedings concluded during the reporting period, receiving a total of 104 submissions.
- The ALAC submitted seven Public Comment statements. In November 2022, the ALAC submitted its statement on the Pilot Holistic Review Draft Terms of Reference, which sought clarification in select areas. The ALAC also submitted a statement on the draft Registration

Data Consensus Policy for gTLDs, providing input on the timing of implementation, disclosure requests, and Thick WHOIS.

- The GAC participated in four Public Comment proceedings, submitting statements on the Final Report from the EPDP on Specific Curative Rights for IGOs; the Pilot Holistic Review Draft Terms of Reference; Proposed Amendments to the Base gTLD Registry Agreement (RA) and Registrar Accreditation Agreement (RAA) to Add Registration Data Access Protocol (RDAP) Contract Obligations; and the Registration Data Consensus Policy for gTLDs.
- The SSAC published two Public Comment submissions:
  - SSAC2022-11 provides SSAC input on the Draft Terms of Reference for the Holistic Review Pilot.
  - SSAC2022-12 provides SSAC input on the Proposed Amendments to the Base gTLD RA and RAA to Add RDAP Contract Obligations.

Governance and Other Work

- In October 2022, ccNSO members adopted the latest amendment of the ccNSO internal rules, which replaced the previous rules from April 2022. The internal rules have a direct impact on ccNSO governance, specifically on the respective roles and responsibilities of the ccNSO Council and ccNSO membership. The latest amendment reflects the changes of the 2 June 2022 ICANN Bylaws amendments to Article 10 and Annex B on the ccNSO Policy Development Process. The ICANN Bylaw enabled the inclusion of IDN ccTLD managers as members of the ccNSO, and the ccNSO internal rules adjusted accordingly.
- In October 2022, the ALAC, in conjunction with the RALO chairs, unanimously reappointed León Sánchez to ICANN Board Seat 15. Sánchez will start a new three-year term in November 2023. A streamlined selection process allowed the ALAC to reappoint an incumbent who is willing to continue in the role instead of initiating a new selection process.
- The RALOs are conducting General Assemblies. North American Regional At-Large Organization At-Large Structure (ALS) representatives held a hybrid General Assembly 19–20 October in Los Angeles. European Regional At-Large Organizations ALS representatives held a hybrid General Assembly and training 8–10 November in Brussels. Members of the Latin American and Caribbean Islands Regional At-Large Organization are planning for a hybrid General Assembly to be held during ICANN76.
- The Kingdom of Saudi Arabia and Libya joined the GAC, increasing GAC membership to 181 member governments and 38 observer organizations.
- In November 2022, the RSSAC published the seventh version of its operational procedures, adopting ranked-choice voting as its primary election mechanism.
- The RSS Governance Working Group (GWG) has been primarily focused on developing principles for RSS governance. The RSS governance principles will describe the substantive values that the eventual RSS governance model is intended to preserve. The GWG held a workshop in early December 2022 to refine its draft RSS governance principles in the areas of designation and removal of RSOs, finances, and separation and balance of powers.
- The Name Collision Analysis Project Discussion Group is developing a framework that will provide guidance on how to assess name collisions and how to consider the risks of

delegation given the existence of name collisions. The initial framework, along with findings from other studies, will be published for Public Comment prior to ICANN76.

- The Work Stream 2 Community Coordination Group (CCG) formed by the Supporting Organizations (SOs) and Advisory Committees (ACs) to coordinate ICANN community implementation of certain recommendations from Work Stream 2 (WS2) of the Cross-Community Working Group on Enhancing ICANN Accountability continued its work. The CCG is focusing its initial work on the WS2 recommendations about diversity. In parallel, the SOs and ACs continue to work on their respective implementation of other WS2 recommendations that are relevant to them.

- The Policy Transition Program pilot launched in October 2022. The pilot is a natural next step for ICANN Fellows and other newcomers seeking to contribute to the policy work of noncommercial groups within the GNSO. Participants are learning about the Applicant Support Program and have had the opportunity to engage with ICANN community members, addressing goals that include building connections and inculcating the value of volunteerism.

- The Closed Generics Dialogue Group began discussions after ICANN75. The group is composed of members of the GNSO, GAC, and ALAC who have been tasked to determine how to create a framework for closed gTLDs. This group will continue to meet weekly and will convene for two days of focused work in Washington, D.C. in January 2023.

- The Community Representatives Group (CRG) to select nominees for the ICANN Bylaws-mandated Independent Review Process (IRP) Standing Panel began its meetings in March 2022. The CRG comprises representatives from the ALAC, ccNSO, GAC, and GNSO. It is working with an external consultant to review a shortlist of well-qualified candidates who had submitted expressions of interest to be considered for appointment to the IRP Standing Panel. Interviews were conducted between November and December 2022.

Charters

- The Customer Standing Committee (CSC) Effectiveness Review Initial Report was published for Public Comment. The Initial Report contains a series of recommendations directed at the CSC to ensure its effectiveness. It also included some recommendations to the ccNSO and GNSO Councils to ensure relevance of the CSC over time.

- The Root Zone Evolution Review Committee (RZERC) charter review team completed its first draft report. Working with ICANN org, the RZERC developed a process for the charter review, which is required every five years. This first review is intended to consider whether the RZERC charter is adequate and provides a sound basis for the RZERC to perform its responsibilities as envisioned in the stewardship transition of the IANA.

- The Not-for-Profit Operational Concerns Constituency, gTLD Registries Stakeholder Group and the Internet Service Providers and Connectivity Providers Constituency continue their charter reviews in coordination with ICANN org.

Leadership

- The **ALAC and the At-Large community elected Jonathan Zuck as Chair**. Zuck, Maureen Hilyard (Vice Chair), and Joanna Kulesza (Vice Chair) began their terms at the end of ICANN75.
- The **GNSO Council elected Sebastien Ducos as Chair**. Ducos and Vice Chairs Greg DiBiaise and John McElwaine began their terms of service during ICANN75.
- The **ISP and Connectivity Providers Constituency elected Philippe Fouqart as Chair**, and the term of service began in October 2022.
- The GAC announced the results of the **2022 GAC leadership elections** during ICANN75. Terms of the new chair and vice chairs will begin after ICANN76. The candidates approved by acclamation included:
  - Chair Nicolas Caballero of Paraguay
  - Vice Chair Francis Olivier Cubahiro of Burundi
  - Vice Chair Shi Young Chang of the Republic of Korea
  - Vice Chair Ola Bergström of Sweden
  - Vice Chair Zeina Bou Harb of Lebanon
  - Vice Chair Nigel Hickson of the United Kingdom
- The RSSAC conducted a **nomination process to elect a new chair** for a two-year term starting 1 January 2023.

ICANN75

- The Policy Development Support function supported **143 of 217 sessions** during the hybrid Annual General Meeting.
- The Policy Development Support function organized **ICANN75 Prep Week**, which featured seven webinars. Topics ranged from an introduction for newcomers to project updates from several ICANN org functions. The **Policy Update had 185 participants**, while the eight other webinars each had between 99 and 184 participants.
- The Policy Development Support function published the "ICANN75 Policy Outlook Report," "ICANN75 GNSO Policy Briefing," and "ICANN75 Policy Outcomes Report."

GOVERNMENT AND IGO ENGAGEMENT (GE)

Mandy Carver, Senior Vice President, Government and IGO Engagement

KEY HIGHLIGHTS AND MILESTONES

Engagement at the ITU

Members of ICANN's GE team attended the three-week International Telecommunication Union's (ITU) Plenipotentiary (PP-22) conference in Bucharest, Romania, from 26 September to 14 October. As a Sector Member of the ITU, ICANN org attended the conference as an observer. In addition to GE staff members, ICANN's CEO attended the first week, meeting with officials from France, Senegal, Ukraine, Türkiye, the United Arab Emirates, and the United Kingdom, among other countries, to provide information about ICANN and its projects, such as the Coalition for Digital Africa. During the conference, the GE team monitored discussions on resolutions with the potential to touch upon ICANN's mission. There were several opportunities throughout the conference to explain ICANN's role within the Internet ecosystem. Technical Internet governance and the multistakeholder model were central themes in the resolutions where proposed shifts to the paradigm of these multistakeholder arrangements would have impacted ICANN. In the end the outcomes at PP-22 were favorable to ICANN's mission and the maintenance of an open, interoperable Internet.

Engagement With the OECD

ICANN, as a founding member of the Internet Technical Advisory Committee (ITAC)[1] of the Organization for Economic Cooperation and Development (OECD) has been following the work of the OECD and provided input both on its own behalf and as part of the ITAC, which brings together technical organizations with the purpose of contributing to Internet-related work undertaken by the OECD. ICANN org contributed to these papers, including: "Security of the Domain Name System: An Introduction for Policy Makers" and "Routing Security: BGP Incidents, Mitigation Techniques, and Policy Actions."

OVERVIEW OF ACTIVITY

In August, ICANN's CEO and the Senior Vice President, GE met virtually with the newly appointed U.N. Secretary-General's Technology Envoy, Amandeep Singh Gill. The objective of the meeting was to establish a relationship between ICANN org and the office of the U.N. Tech Envoy, as well as to provide an introduction to ICANN and hear from the Envoy his priorities for

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[1] The ITAC (https://www.internetac.org) brings together the counsel and technical expertise of technically focused organizations, in a decentralized networked approach to policy formulation for the Internet economy.

the office. In October, members from the GE team attended a townhall session for an informal discussion with Mr. Gill at the U.N. in Geneva. The CEO participated in the Internet Governance Forum Opening Ceremony with Mr. Gill on 29 November.

In October, ICANN submitted its annual report on the progress made in 2022 in the implementation of the outcomes of the World Summit on the Information Society (WSIS) at the regional and international level to the U.N. Conference on Trade and Development (UNCTAD). ICANN's contribution reflects various projects and initiatives undertaken by ICANN in 2022 to support several WSIS Action Lines, including Action Line C5: Building Confidence and Security in the Use of ICTs, which includes sharing "good practices in the field of information security and network security," and Action Line C2.9, with the goal of "digital inclusion, enabling universal, sustainable, ubiquitous and affordable access to ICTs by all."

In Brussels, the GE team spoke on 25 October at an event organized by the European Internet Forum titled, "The New EU Cyber Resilience Act and Europe's Digital Autonomy." The team also participated in a November panel for EURALO days. On 24 November, the GE team participated in the recurrent EU Commission-organized meeting "High Level Group on Internet Governance."

Throughout November, ICANN staff, including GE team members, and the CEO traveled to several regions to meet with government officials. In Nairobi, they met with government officials in conjunction with deploying a new IMRS cluster in the region. The GE team VP from the Brussels office and the CEO traveled to Ankara, Türkiye, where they met with the Deputy Minister of the Ministry of Transport and Infrastructure and the President of the Information and Communication Technologies Authority, and conducted other non-government-related engagements. They also met with the incoming Chair of the Body of European Regulators for Electronic Communications in Athens, Greece.

Also in November, the GE team met with the Telecom administration and Government Advisory Committee (GAC) representatives from Bulgaria, as well as the MP from the newly established parliament to discuss the outcomes from ITU PP-22 and the next four years at the ITU, ITU Council, and Council Working Groups.

The GE team continued to participate in the work of relevant U.N. bodies: the Open-ended Working Group on information and on security of and in the use of information and Communications Technologies (OEWG) and the Ad Hoc Committee to Elaborate a Comprehensive International Convention on Countering the Use of Information and Communications Technologies for Criminal Purposes (AHC). The discussions at the OEWG and AHC during this reporting period touched upon issues of governance and technical underpinnings of the Internet.

Internet Governance Forum 2022
The 17th edition of the IGF took place in Addis Ababa, Ethiopia, from 28 November to 2 December. ICANN's participation was coordinated by GE and included ICANN-organized

sessions as well as participation in U.N.-organized sessions. ICANN's CEO participated in several high-level sessions, including a Day Zero high-level panel discussion and the IGF Opening Ceremony. The messages delivered included the importance of meaningful connectivity through the promotion of Universal Acceptance and IDNs, as well as promotion of the ICANN-organized townhall to formally launch the Coalition for Digital Africa, which was preceded by a press conference. ICANN's Open Forum was on the topic of "Reducing Inequality by Enabling Inclusive and Resilient Internet Through Global Partnerships for Sustainable Development." The presentation by the CEO and Board members focused on the importance of IDNs and UA as well as the intent that the next round of top-level domains promote diversity and multiple scripts and languages. The ICANN CEO also held multiple bilateral meetings with ministers, parliamentarians, and high-level IGO representatives.

Governmental Advisory Committee Engagement
The GE team organized several calls with the GAC Leadership to provide updates on IGO activities to include the U.N. OEWG and AHC, as well as European Union activities on the NIS2, DSA, and the protection of geographic indications. Additionally, the GE team updated the GAC leadership on its participation in the World Telecommunication Development Conference 2022, ITU PP-22, and IGF 2022. Discussions also took place regarding organizing the next High Level Governmental Meeting.

The GE team participated in the preparation of the ICANN75 GAC Capacity-Development Workshop and organized a meeting during ICANN75 with the GAC Underserved Regions Working Group and the GAC Support team to discuss the 2023 GAC Capacity-Development Strategy.

The GE Team also began working with the GAC Support team and GSE LAC on the organization of the ICANN76 Capacity-Development Workshop.

TOP ISSUES AND MITIGATION

The ITU PP-22 and other international conferences continued to demonstrate the politicization of Internet governance processes and policymaking. The GE team engaged with governments and policymakers across the globe to stress the importance of preserving the mulitistakeholder model of Internet governance to keep the Internet open and interoperable.

REGIONAL OFFICE REPORTS

APAC (SINGAPORE)

Jia-Rong Low, VP, Stakeholder Engagement and Managing Director, Asia Pacific

KEY HIGHLIGHTS AND MILESTONES

- ICANN75 was held successfully in Kuala Lumpur, Malaysia. APAC Space was held at ICANN75 with 321 individuals attending in-person and remotely.
- A new Universal Acceptance Local Initiative was set up in Sri Lanka in November. We also covered the topic of IDNs and UA at six regional events.
- We covered topics on DNS operations and security at four regional events. We also conducted technical training for the Lao National Internet Center.
- To support and grow active and informed stakeholders, we supported ICANN75 Readouts in Japan and China; China Space; and organized APIGA 2022 in Seoul, Republic of Korea.
- We spoke at three regional events to inform relevant stakeholders about the Internet's unique identifier system and ICANN's role.

REGIONAL EVENTS

	Date	Event Name	Location	Summary
1.	30 Aug.	5th Chinese IDN Innovative Application Forum	Beijing, China (Hybrid)	ICANN CEO called on stakeholders to update their systems to become UA-ready.
2.	25 Sep.	5th India Youth IGF	Hyderabad, India	ICANN Board Member Maarten Botterman encouraged youth participation in Internet governance.
3.	26 Sep.	India School of Internet Governance 2022	Hyderabad, India	ICANN Board Member Maarten Botterman delivered a keynote on the importance of UA.
4.	27–28 Sep.	Taiwan Internet Governance Forum 2022	Taipei, Chinese Taipei (Hybrid)	ICANN CTO John Crain spoke on DNS challenges and alternative naming systems.
5.	9–11 Nov.	2022 World Internet	Wuzhen, China (Hybrid)	ICANN SVP of GSE Sally Costerton highlighted ICANN's capacity-building programs.

		Conference (Wuzhen Summit)		

OTHER ACTIVITIES

⊙ The Universal Acceptance Steering Group's work was published as an example of best practice in a book that was distributed at the 2022 World Internet Conference (Wuzhen Summit).

EUROPE (BRUSSELS)

Chris Mondini, Vice President, Stakeholder Engagement, Europe and Managing Director, Brussels

KEY HIGHLIGHTS AND MILESTONES

⊙ The GSE Europe team participated in several national and Youth IGFs, including those held in Spain, Italy, the U.K., Turkmenistan, Georgia, Armenia, Greece, France, and Ukraine.
⊙ GSE Europe continued supporting Eastern Europe and Central Asia engagement, including attending an ICT Week at the invitation of the government of Uzbekistan, which organized a session on ICANN activities and numerous meetings with government officials from the Central Asia region.
⊙ In coordination with OCTO, ICANN delivered two full training days for the Polish Cybercrime unit and met with both the Polish national Computer Emergency Response Team (CERT) and police CERT.
⊙ A one-day trip to Stockholm strengthened ties with ICANN community members in every stakeholder category while reconfirming alignment on Internet governance topics with numerous government departments, in preparation for the upcoming Swedish presidency of the Council of the EU.
⊙ The Brussels team supported the EURALO General Assembly and EURALO Days – a meeting of European At-Large Structures.

REGIONAL EVENTS

	Date	Event Name	Location	Summary
1.	Nov.–Dec.	National Internet Governance Forums	Turkmenistan, Georgia, Armenia, Ukraine, Spain, Italy, Greece, and France	Multiple speaking engagements for various ICANN org teams
2.	October	ICANN Meeting Read-Outs	Online	Multilingual events co-organized with stakeholder groups
3.	8–10 Nov.	2022 EURALO Days	Brussels, Belgium	General Assembly for EURALO and At-Large Structures
4.	15–16 Nov.	ICANN DNS Symposium	Brussels, Belgium	Discussed technical topics related to the DNS.

5.	17 Nov.	IANA Community Day	Brussels, Belgium	Inaugural edition of this event for IANA stakeholders
6.	Sep.–Dec.	Sub-Regional Webinar Series'	Online only for the U.K., Baltics, Nordics, and Central Europe	Technical topics for general audiences

OTHER ACTIVITIES

- The ICANN Europe Managing Director continued to serve as an active Board Member of the IGF Support Association and the European Internet Forum, advancing ICANN interests in these influential bodies. He also conducted a series of in-person, one-on-one meetings with Brussels-based contacts in ICT- and DNS-related organizations.
- There was close collaboration with RIPE NCC, especially on matters related to Eastern Europe and Central Asia engagement. In Brussels, a series of informal dialogues with local business associations on EU policy matters identified areas of common interest.
- The GSE and GE teams met with several "Digital Ambassadors" of EU member states – including those of Sweden, Austria, and France.
- The Brussels office hosted ICANN org Executive team members for informal question-and-answer sessions with staff. The head count based in Brussels continued to increase, with the office reaching full capacity.
- The Europe team worked with partner organizations to plan for several in-person events for ICANN stakeholders over the course of 2023

TOP ISSUES AND MITIGATION

- U.K. engagement efforts, undertaken in coordination with GE, were successful in addressing government concerns about ICANN efforts to mitigate DNS Abuse, while deepening relationships with working staff in multiple U.K. government departments and other stakeholder groups.
- Encouraging EU member states to be active and vocal on regulatory matters that affect the DNS, ICANN's remit, or the multistakeholder model for Internet governance, while promoting understanding among Brussels-based employees of EU institutions, was another area of focus in alignment with GE colleagues.
- Helping and engaging with Ukraine-based stakeholders has been undertaken under difficult conditions, and the volume of future engagement with stakeholders in Russia, Belarus, Central Asia, and the Caucasus will be curtailed in future weeks considering staffing circumstances.

EUROPE (GENEVA)

Mandy Carver, Senior Vice President, Government and IGO Engagement

KEY HIGHLIGHTS AND MILESTONES

CSTD Intersessional Panel
The GE team in Geneva observed the Commission on Science and Technology (CSTD) 2022–2023 Inter-sessional Panel, in which the commission reviewed progress made in the implementation of the outcomes of WSIS and announced the plan for the relaunch of WSIS +20. The GE team will be closely following the WSIS +20 forthcoming review process and events leading up to it.

Internet Governance Forum 2022
The 17th edition of the IGF took place in Addis Ababa, Ethiopia, from 28 November to 2 December. ICANN's participation was coordinated by GE and was severalfold. ICANN's CEO participated in several high-level sessions, including the Opening Ceremony and a high-level panel discussion. ICANN also organized an Open Forum on the topic of "Reducing Inequality by Enabling Inclusive and Resilient Internet Through Global Partnerships for Sustainable Development." The presentation focused on the importance of IDNs and Universal Acceptance, with the intent that the next round of gTLDs promote diversity and multiple scripts and languages. Preceded by a press conference, ICANN org also officially launched the Coalition for Digital Africa in collaboration with several partners. Throughout the IGF, ICANN's CEO held multiple bilateral meetings with ministers, parliamentarians, and high-level IGO representatives.

International Telecommunication Union
ICANN GE staff in Geneva, with support from GE staff from New York, took part in several ITU meetings such as the European Conference of Postal and Telecommunications Administrations (CEPT) and ITU-Development Study Groups. The staff also attended the Plenipotentiary in Bucharest.

REGIONAL EVENTS

	Date	Organization	Location	Summary
1.	24 Oct.	UNOG	Geneva	Secretary-General's Envoy on Technology townhall
2.	25–26 Oct.	CSTD	Geneva	CSTD 2022-2023 Inter-sessional Panel
3.	14 Nov.	Com-ITU	Geneva/ online	CEPT Meeting

4.	21–23 Nov.	WIPO	Geneva	Standing Committee on the Law of Trademarks, Industrial Designs and Geographical Indications 46th Session
5.	28 Nov. – 2 Dec.	IGF 2022	Addis Ababa, Ethiopia	Annual Internet Governance Forum, 17th edition
6.	28 Nov. – 2 Dec.	ITU-D	Geneva/ online	Study Group 1 First Meeting
7.	5–9 Dec.	ITU D	Geneva	Study Group 2 First Meeting

OTHER ACTIVITIES

The GE staff has attended several presentations to varied audiences in which the U.N. Secretary-General's Envoy on Technology presented his plans for his office and the process he is going to follow in performing future work. The GE team will continue to carefully monitor his work, as well as all related processes within the U.N.

MIDDLE EAST AND AFRICA (ISTANBUL)

Baher Esmat, Vice President, Stakeholder Engagement, Middle East and Managing Director Middle East and Africa

KEY HIGHLIGHTS AND MILESTONES

- ⊙ The launch of the Coalition for Digital Africa at the 17th IGF meeting in Addis Ababa.
- ⊙ The launch of the IMRS cluster in Nairobi.
- ⊙ ICANN President and CEO had high-level bilateral meetings during his visits to Riyadh, Nairobi, Ankara, and Addis Ababa.
- ⊙ Return to face-to-face Africa DNS Forum.
- ⊙ 10th Anniversary Blogpost on the Africa DNS Forum.

REGIONAL EVENTS

	Date	Event Name	Location	Summary
1.	4–6 Oct.	Africa DNS Forum	Nairobi, Kenya	Hybrid event after two years of being held remotely. Celebrated 10 years and attracted over 200 participants with at least 150 on site.
2.	26–27 Oct.	APTLD82	Muscat, Oman	Attended this two-day event and gave a presentation on ICANN's priorities in the Middle East. Good opportunity to engage with industry players from the region
3.	31 Oct. – 3 Nov.	Middle East and Adjoining Countries School on Internet Governance (MEAC-SIG)	Online	Organized by ICANN, the Internet Society, and RIPE NCC. The four-day program was preceded with online courses, five of which were from ICANN Learn.
4.	9–10 Nov.	Global Cybersecurity Forum 2022	Riyadh, Saudi Arabia	ICANN President and CEO spoke on ensuring Internet diversity while maintaining its resilience and interoperability.

5.	15 Nov.	ICANN Managed Root Server Cluster launch	Nairobi, Kenya	The IMRS cluster was officially launched in Nairobi and presided over by both ICANN President and CEO and the Minister of ICT of Kenya.
6.	28–30 Nov.	Arab ICT Organization's Digital Trust Days 2022	Tunis, Tunisia	ICANN spoke on a panel on cybersecurity and addressed the AICTO General Assembly to talk about DNS and IDNs.
7.	1 Dec.	Official Launch of the Coalition for Digital Africa	Addis Ababa, Ethiopia	Official launch of the Coalition for Digital Africa at the Global IGF.
8.	4–8 Dec.	MENOG22	Manama, Bahrain	Organized workshops on DNSSEC Validation and EAI, and spoke during the plenary on KINDNS.

OTHER ACTIVITIES

The Africa region has witnessed a resurgence of activities including regional meetings, workshops, national and regional IGFs. To deepen community engagements that had slowed down due to the pandemic, the GSE teams in the Middle East and Africa have participated in several events including Asia Pacific Top Level Domain Association (APTLD) 82 in Oman, Middle East Network Operators Group and Peering Forum (MENOG) 2022 in Bahrain, as well as national IGFs and schools of Internet Governance in Kenya, Benin, South Africa.

The Policy team based in the MEA regional office have supported several community activities including:
- Facilitation and planning of ICANN75 RSSAC, RSS GWG, GAC, ALAC and At-Large, and plenary sessions.
- Facilitation, planning and implementation of community implementation of WS2 recommendations.
- Launch of the FY24 Additional Budget Request process.
- Restart of the Community Regional Outreach Program for FY23.
- Address Supporting Organization Address Council (ASO AC) meeting at RIPE 85 in Belgrade, Serbia (24–25 October 2022).
- EURALO General Assembly in Brussels (8–10 November 2022).

TOP ISSUES AND MITIGATION

Going back to normal operations post COVID-19, we do expect higher demand for engagement and capacity-building activities, as well as for sponsorships for both regional and national events.

LATIN AMERICA AND THE CARIBBEAN (MONTEVIDEO)

Rodrigo de la Parra, VP, Stakeholder Engagement and Managing Director – Latin America and Caribbean

KEY HIGHLIGHTS and MILESTONES

⊙ An engagement trip to Argentina and Paraguay allowed us to reconnect with stakeholders from governments and the technical community.

⊙ Productive participation in LACNIC 38 and LACNOG 22 allowed us to develop technical capacity with the ccTLD, ISP, and network operator communities in the region.

⊙ Recognition of the multistakeholder model and the role of the technical community to foster digital transformation during the U.N. Economic Commission for Latin America and the Caribbean Ministerial Meeting held in Montevideo in November.

⊙ Survey Small Islands and Developing States (SIDS) has been completed. This will help us understand barriers and opportunities to improve engagement of those countries at ICANN.

REGIONAL EVENTS

	Date	Event Name	Location	Summary
1.	24 Aug.	18th Caribbean IGF	Port of Spain, Trinidad and Tobago	A good opportunity to engage with Caribbean stakeholders to get feedback for the SIDS survey.
2.	5 Sep.	Caribbean Telecommunications Union ICT Week	Nassau, Bahamas	A key event in the Caribbean including ministerial meetings, CARIBNOG sessions. ICANN sponsored and gave a presentation on DNS security.
3.	20 Sep.	LAC Space ICANN76	Kuala Lumpur, Malaysia	The LAC Space session included updates from the various stakeholder groups from the region and a presentation on KINDNS.
4	18 Oct.	South School on Internet Governance	Buenos Aires, Argentina	We raised awareness on the relevance of participation at ICANN and provided a

				presentation of Internet protocols and standards.
5.	24 Oct.	IX-FORUM 16	São Paulo, Brazil	ICANN delivered its first engagement session on KINDNS in Brazil.
6.	26 Oct.	Engagement with the National Association of Universities and Higher Education Institutions of Mexico	Merida, Mexico	We concluded our full year program of capacity building and delivered a presentation on Internet Fragmentation.
7.	3 Nov.	Argentinian Internet Chamber Technical Group Meeting	Puerto Madryn, Argentina	We provided a hands-on workshop on DNS security.
8.	21 Nov.	Internet Governance Diploma	Montevideo, Uruguay	We participated in this postgraduate degree from the University of San Andrés in Argentina as faculty on the DNS track of the program.
9.	24 Nov.	ISP Association of Paraguay	Ciudad del Este, Paraguay	A great opportunity to engage with ISPs from Paraguay and build capacity to strengthen the DNS infrastructure in the country.

OTHER ACTIVITIES

At the conclusion of ICANN75 in Kuala Lumpur, the representatives from the Mexican Government invited the community to the ICANN76 Community Forum, to be held in Cancún 11–16 March 2023. We reactivated the Local Multistakeholder Committee in Mexico comprising various stakeholder groups, including the Secretariat of Infrastructure, Communications and Transportation, the Network Information Center of Mexico, the Mexican Internet Industry Association, the Mexican Chapter of the Internet Society. The committee will be working to ensure good participation from Mexico and the LAC region during ICANN76.

NORTH AMERICA (WASHINGTON, DC)

David Olive, Senior Vice President, Policy Development Support and Managing Director, Washington, D.C.

KEY HIGHLIGHTS AND MILESTONES

The North America (NA) GSE team focused on multiple activities during this period, including attending many in-person and hybrid meetings while also working to renew engagement efforts with several stakeholders. The team attended 19 external events (in person and remotely), held 18 private meetings with community members, and one webinar in collaboration with the IANA and OCTO teams. The NA GSE team held monthly check-ins with partners including the American Registry for Internet Numbers (ARIN), Internet Society (ISOC), North American Network Operators' Group (NANOG) and several meetings with the North American Regional At-Large Organization (NARALO) to develop their outreach and engagement plans. The team also helped organize a successful General Assembly for NARALO members. Other activities included:

- ⊙ Returned to face-to-face meetings. The NA GSE team attended ICANN75 in Kuala Lumpur. This was an excellent opportunity to hold several one-to-one meetings with stakeholders as well as participate in ICANN75 sessions. Team also met with the North America fellows and worked on ways to further involve the fellows in ICANN.
- ⊙ Focused on strengthening partnerships with organizations in the ICANN ecosystem, namely, NANOG, ISOC, and ARIN. With all of our organization focused on renewing our outreach efforts following the pandemic, we have been able to use these partnerships to reach new audiences and engage with new communities that we have not typically reached in the past.
- ⊙ NARALO held its General Assembly under the theme, "Empowerment, Encouragement, and Engagement." This was the first NARALO assembly to take place since 2017 and featured discussions on policy, outreach, and engagement, as well as capacity building. ICANN staff, including the Policy and NA GSE teams, attended and supported the meeting and emphasized the revised approach for the organization to support the RALOs outreach and engagement.

REGIONAL EVENTS

	Date	Event Name	Location	Summary
1.	19–20 Sep.	NANOG University Tour	Montgomery, Alabama	⊙ ICANN partnered with NANOG to engage with Historically Black Colleges and Universities in the U.S. ⊙ The first event was a two-day meeting with educational programming on

				⊙ various technical topics and how to pursue a career in tech. ⊙ David Huberman from the ICANN Technical Engagement team gave a presentation on the DNS and Root Server System. ⊙ GSE NA will continue to work with NANOG and other partners to broaden participation from communities that are underrepresented in the ecosystem.
2.	24–28 Oct.	Indigenous Communities Summit	Winnipeg, Manitoba	⊙ The summit brought together Indigenous community members, network operators, and policymakers. Its main objective is connecting indigenous communities to fast, affordable, and sustainable Internet. ⊙ Summit outcomes include recommendations to guide advocacy efforts for the coming year. ⊙ ICANN staff attended the summit as a networking opportunity and to enhance their engagement work with underserved communities.
3.	24 Aug.	Maintaining Top-Level Domain Health Webinar	Virtual	⊙ The GSE NA team organized a webinar together with the IANA and OCTO teams. ⊙ The Webinar focused on TLD operators and discussed operational aspects to maintain TLD health, as well as best practices. ⊙ The IANA team discussion included keeping IANA records up to date, how to plan for periodic DNSSEC key rollovers, how to submit change requests, and what to do in cases where a TLD change in the DNS root zone is urgent. ⊙ The OCTO team presented the KINDNS initiative, which is aimed at developing a clear framework of

				operational best practices for DNS security. ⊙ Naela Sarras, VP of Stakeholder Engagement for the North America region moderated the webinar.

ANNEX

SOCIAL MEDIA REPORT

Period of 1 July – 30 September 2022 and ICANN75 (17–22 September 2022)

Executive Summary

Social media plays an important role in our engagement with global stakeholders and remains a powerful communication tool in expanding our reach to other audiences. The Communications team continues to invest time, resources, and budget to expand our global social media reach. The team operates 17 accounts and pages in multiple languages.

ICANN Social Media Accounts

Platform	Accounts	Details	Multilingual
Twitter	8	English, French, Arabic, Russian, Portuguese, Spanish, ICANN President and CEO, and ICANN CTO handles	Yes
Facebook	1	Multilingual platform in the six U.N. languages, primarily focused on English	Yes
LinkedIn	1	English	No
YouTube	1	Videos in all ICANN languages	Yes
Instagram	1	English	No
WeChat	1	Chinese	No
Weibo	1	Chinese	No
Youku	1	Chinese	No
Flickr	1	N/A	N/A
SoundCloud	1	English	No

Social Media Strategy

ICANN's social media platforms help increase and encourage engagement with and awareness of our content, events, and important milestones, in multiple languages. Stakeholders also interact directly with ICANN to pose questions or send comments. This allows us to create a direct dialogue with stakeholders that would otherwise not exist. The Communications team responds to hundreds of direct messages posted to our social media channels each month.

The Communications team proactively works to improve our social media content and strategy on a regular basis. Social media is monitored daily, and we regularly collaborate with other

functions to create effective organic and paid campaigns, publicize announcements and blogs, and promote ICANN-related events. A Social Media Engagement Metrics Report is produced quarterly, which allows us to measure performance. We also check in with our social media service provider, Hootsuite, on a monthly basis to evaluate our current strategy, utilize the tools effectively, and stay on top of trends.

The Communications team also amplifies messages from the social media handles and pages of ICANN's Supporting Organizations and Advisory Committees (SOs/ACs) and influential ICANN stakeholders This allows for an even broader reach by leveraging ICANN's large follower base to reach a wider audience.

How to Measure Effectiveness and ROI?

Evaluating the effectiveness of social media ROI is not an exact science. The methodologies that social media companies use to calculate and report metrics are opaque. This makes it difficult to determine the quantifiable impact that ICANN's social media activities have on engagement. Furthermore, there is no **independent** verification of the data that social media platforms provide. It is in the best interests of the platforms to report **more followers** and more **engaged** followers. The data should be used primarily to determine which posts lead to verifiable engagements (clicks to pages, applications, surveys, etc.) as 'awareness' is difficult to measure.

The number of followers that ICANN has on Twitter, Facebook, etc., should also be viewed with a critical eye as a portion of those followers will be bots (fake followers). Newsletter platform metrics are more verifiable, as subscribers themselves need to opt in and bots and honeypot email addresses will result in suspension of the account.

Although it is difficult to measure the exact effectiveness of social media versus the level of effort, we can show trends in the engagement rate of content posted to ICANN's social media accounts, gauge follower interest in a particular topic, and reach audiences outside our traditional stakeholder base.

Impact of Paid Posts

Social media platforms are increasingly prioritizing paid posts, meaning organic reach is declining. Newsletter platforms already have a paid model and the content served to the subscriber is independent from the platform's control.

Newsletter open and click rates are also less reliable due to Apple's new privacy settings (Mail Privacy Protection).

Industry Average and ICANN Key Performance Indicator Targets

Platform	Industry Average Engagement Rate	Industry Average Click Rate	Industry Average Open Rate	ICANN KPI Targets[2]
Twitter	0.045%	N/A	N/A	1.0%
Facebook	0.08%	N/A	N/A	1.5%
Instagram	0.98%	N/A	N/A	3.0%
LinkedIn	0.35%	N/A	N/A	2.5%
Newsletters	N/A	1.27%	29.55%	30% Open Rate 1.5% Click Rate

ICANN org identifies new newsletter key performance indicators (KPIs) each year to reflect changes in industry averages (current averages are as of November 2021) and historical ICANN performance for open and click rates. For 2022, the ICANN KPI click rate was decreased, whereas the ICANN KPI for open rates increased.

For 2022, ICANN org has increased its KPIs for engagement rate across all four platforms to reflect historic ICANN performance.

Trends for 2022

[Hootsuite Social Trends 2022](#) offers research-backed guidance on navigating current social media trends. Two of the five key trends for 2022 are relevant to ICANN:

⊙ Increased focus on communities and community-driven content. ICANN already has an established community; we can leverage this trend and expand our audience by creating more high-quality content.

⊙ Paid campaigns are being prioritized by most platforms. We've increased our focus on paid campaigns with quantifiable results over the past year and plan to expand on those in the future.

Key Findings: Cross-Platform

ICANN's primary audience is a niche group of dedicated stakeholders interested in specialized topics; their behavior may differ from larger trends. As we gradually return to in-person meetings, the social media analytics have begun to return to pre-pandemic levels, and our overall metrics are likely to improve further as this continues.

⊙ Our four primary platforms are Twitter, Facebook, LinkedIn, and Instagram

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[2] Industry average newsletter open rates increased due to Apple's Mail Privacy Protection, released in September 2021. Mail Privacy Protection disables open rate tracking by downloading an email and its images including tracking pixels. Mail Privacy Protection marks an email as opened, inflating open rates for each user that has opted into the new feature. Newsletter tracking data has become less reliable. [Read more](#).

- Each platform responds differently to certain types of content. Visual promotion, photos and videos, get the highest results on every platform
- As a result of access to professional photos and daily promotion, ICANN75 posts containing photos and videos performed well on every platform.
- We used a collaborative approach on Instagram during ICANN75, which had a positive response from our audience
- The return to a hybrid meeting format contributed to an increase in metrics for most platforms, as in-person participants shared content and virtual participants remained engaged in consuming content.
- We posted more frequently on all platforms from Jul – Sep 2022, which may explain some of the increases in metrics
- Our increased use of video content this quarter helped drive follower growth.
- Follower growth was in-line with or higher than average for every platform.
- Our fastest growing platforms are Instagram, LinkedIn, Facebook, and Twitter, respectively.
- In the future, we plan to focus on expanding our social media footprint and expanding our audience to reach more people.
- Several educational and informative social media campaigns about ICANN and will be launched next quarter. This will improve outreach and should boost our metrics.

Twitter @ICANN[3] Highlights

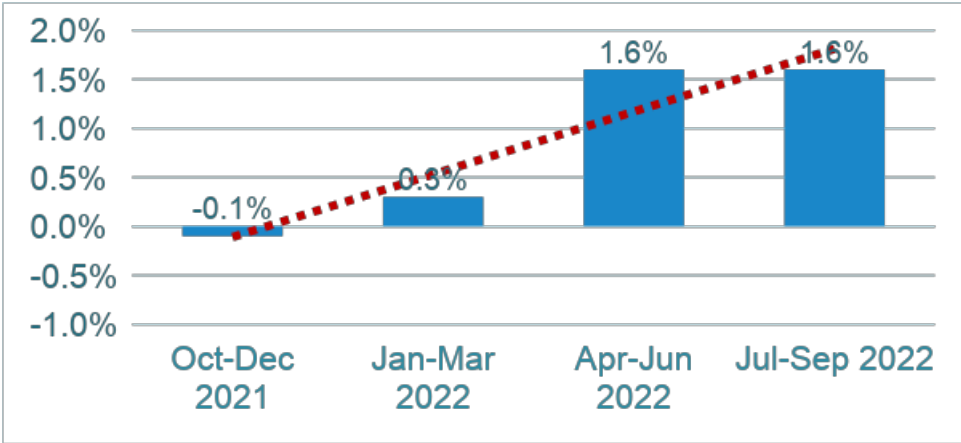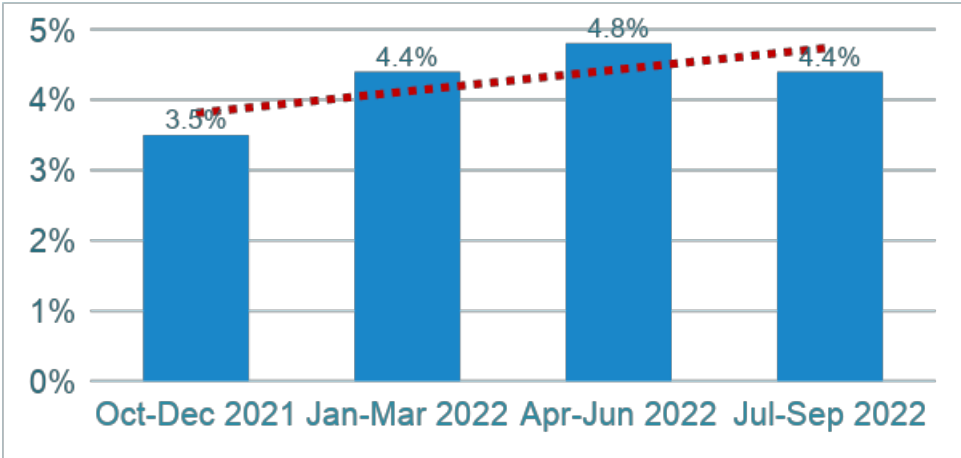*1 April – 30 June 2022*

- The industry average engagement rate is 0.045 percent, and our KPI target is 1.0 percent.
- ICANN earned a 3.4 percent engagement rate from July to September, overperforming on our KPI.
- This is a very high engagement rate, and it increased by 1.2 percent over the previous quarter.
- Average followers grew as well, rising to 1.1 percent, indicating we are maintaining consistent if moderate audience growth.
- The posts with the highest engagement rates were photos and videos from ICANN75.
- Our focus on timely, relevant posts resonated with our audience.

Twitter @ICANN Engagement Rate
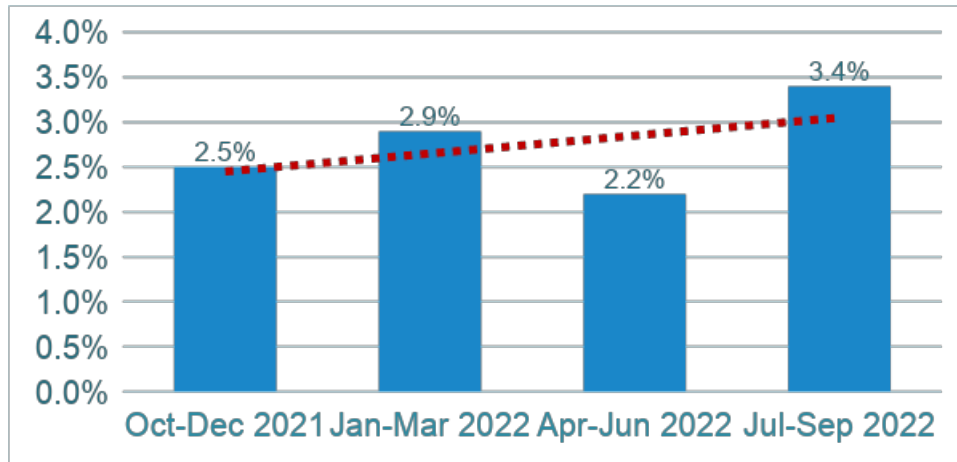
Twitter @ICANN Follower Growth

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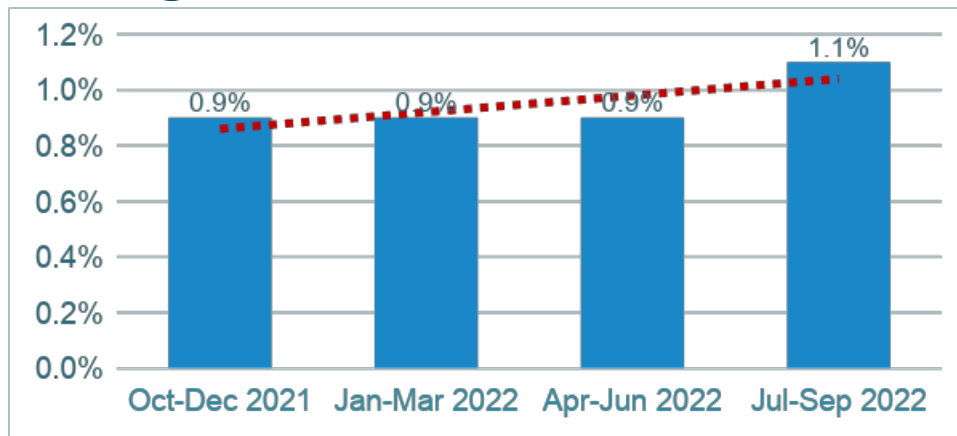
[3] We did not include data for other ICANN Twitter handles as the activity, engagement, or number of followers is too low to be meaningful.
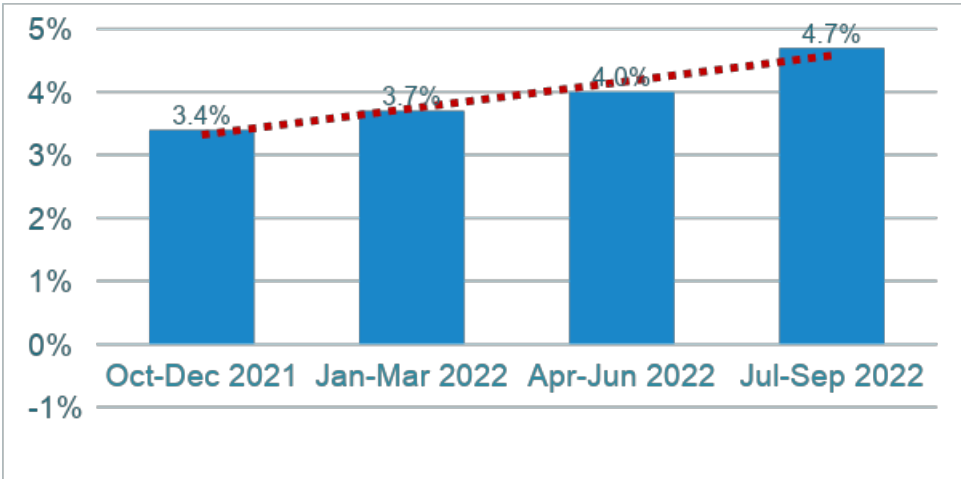
Facebook Highlights

1 July – 30 September 2022

- ⊙ The industry average engagement rate is 0.08 percent, and our KPI target is 1.5 percent.
- ⊙ ICANN earned a 3.0 percent engagement rate on Facebook from July to September, overperforming on our KPI target.
- ⊙ This is an increase of 0.8 percent over the previous quarter and the highest engagement rate recently recorded.
- ⊙ The top-performing posts on Facebook were photos and videos from ICANN75, the DNS infographic GIF/video, and events.
- ⊙ Follower growth remained steady at 1.6 percent.

Facebook Engagement Rate
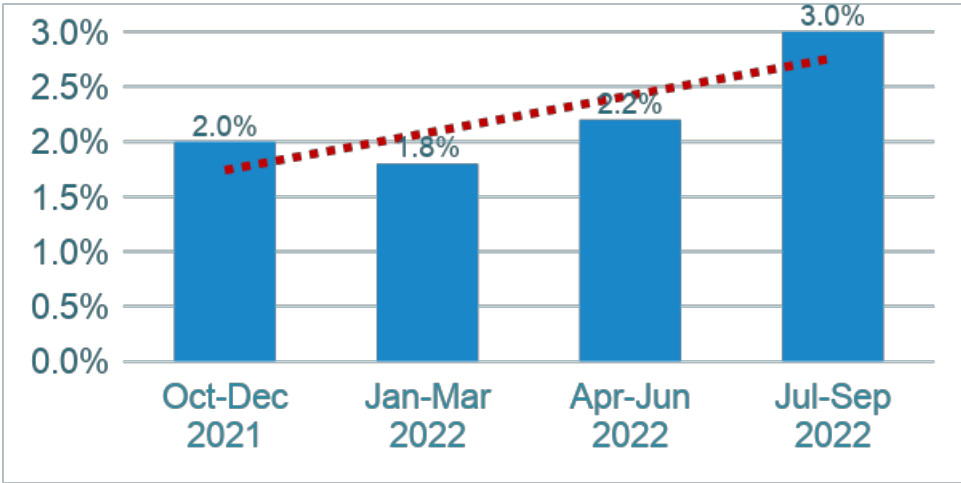
Facebook Follower Growth

LinkedIn Highlights

1 July – 30 September 2022

- ⦿ The industry average engagement rate is 0.35 percent, and our KPI target is 2.5 percent.
- ⦿ ICANN's LinkedIn account earned an impressive 4.4 percent engagement rate from July to September, overperforming on our KPI target.
- ⦿ This is slightly (0.4 percent) lower than the previous quarter, but is still a very high rate, especially compared to other platforms (Twitter and Facebook).
- ⦿ Top-performing posts were photos and videos from ICANN75, especially group and Flickr gallery photos.
- ⦿ There was an increase in follower growth (4.7 percent) from the previous quarter (4.0 percent), which may also be attributed to an increased presence on LinkedIn.

LinkedIn Engagement Rate

LinkedIn Follower Growth

Instagram Highlights

1 July – 30 September 2022

- ⊙ The industry average engagement rate is 0.98 percent, and our KPI target is 3.0 percent.
- ⊙ ICANN earned a 6.1 percent engagement rate from July to September, overperforming on our KPI target, and 0.2 percent higher than the previous quarter.
- ⊙ Instagram's top-performing posts were photos from ICANN75, which earned very high engagement rates.
- ⊙ Our use of stories, reels (video), and posts for ICANN75 paid off in increased metrics.
- ⊙ The follower growth rate remained strong at 7.9 percent. While this is down from the previous quarter's follower growth of 8.6 percent, it is still the highest rate of growth for all platforms.
- ⊙ Instagram increasingly prioritizes paid posts and ads in its algorithm.

Instagram Engagement Rate
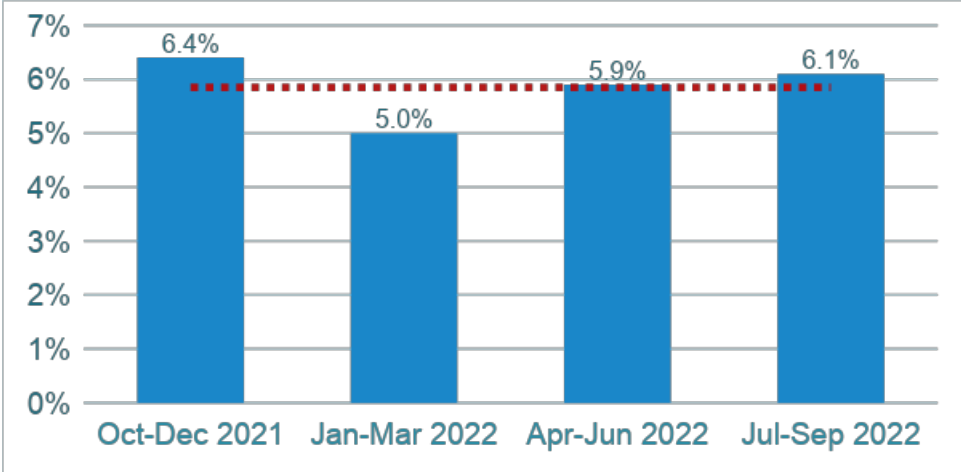

Instagram Follower Growth
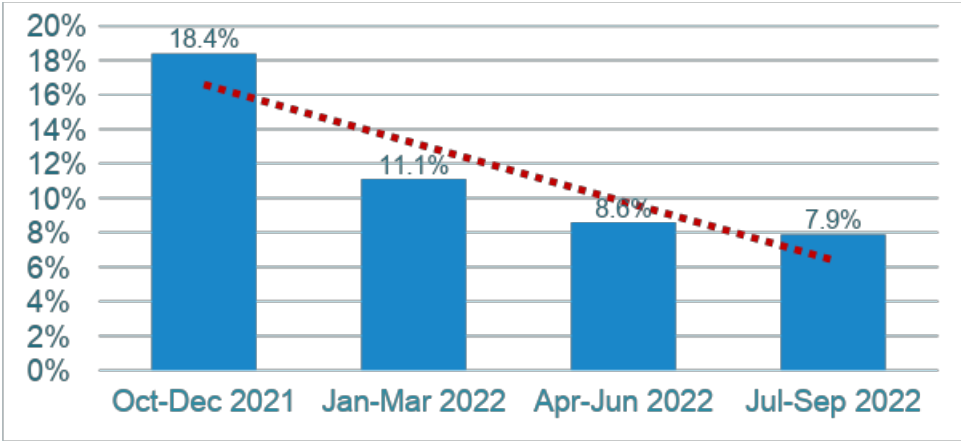
YouTube Highlights

1 July – 30 September 2022

- ⊙ YouTube measures performance using the number of views and the average duration of a view. It is difficult to set KPI targets as there are no industry averages.
- ⊙ The YouTube platform is not one of the primary platforms we use, so metrics may reflect bot traffic
- ⊙ YouTube views were higher in April–June (28,408) versus the previous quarter (25,141).
- ⊙ The average duration of a video view was lower for April–June, 1:19, versus 1:48 in January–March.

YouTube Video Views
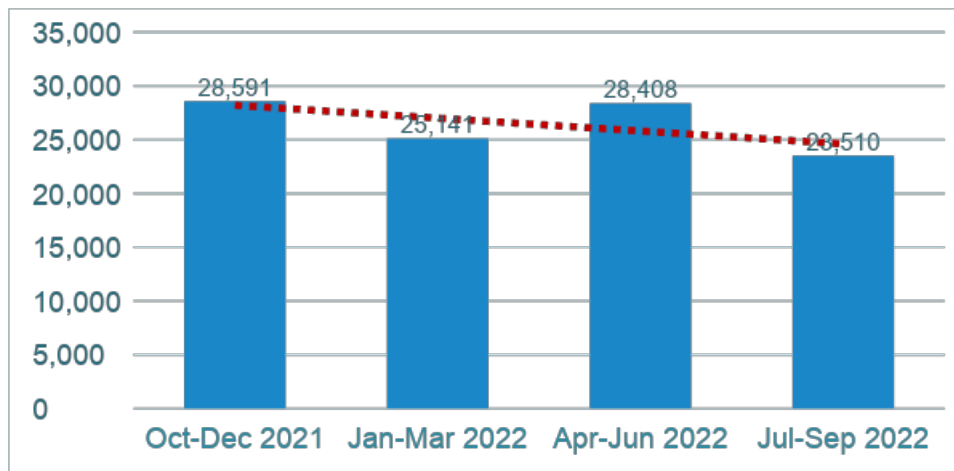

YouTube Average Duration
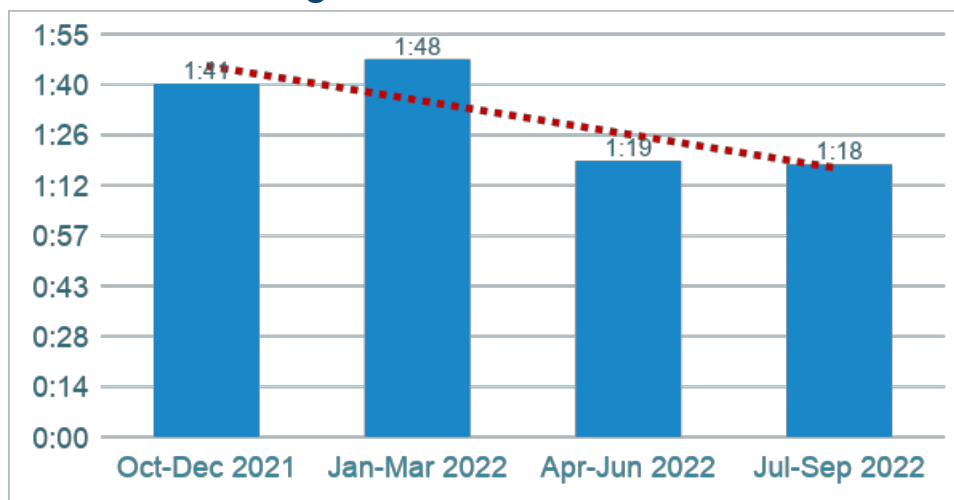
Newsletter Highlights

1 July – 30 September 2022

- ⊙ Newsletter performance is measured by open rate and click rate (the number of subscribers who click on links within the newsletter). The industry average is 29.55 percent for open rates and 1.27 percent for click rates, and our KPI targets are 30 percent open rates and 1.5 percent click rates.
- ⊙ The average open rate for ICANN regional newsletters was 23 percent, lower than our KPI of 30 percent, but higher than the previous quarter.
- ⊙ The average click rate, 4.2 percent, was lower than the previous quarter. Constant Contact has changed the way they calculate click rates, which affected the results.
- ⊙ Our Public Meeting newsletters continue to earn higher open and click rates compared with our regional newsletters.

Newsletter Open Rate
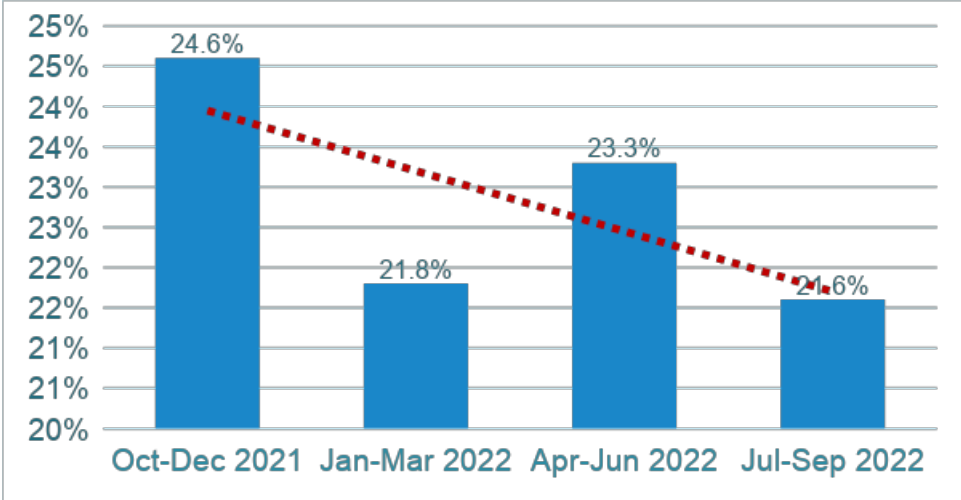
Newsletter Click Rate
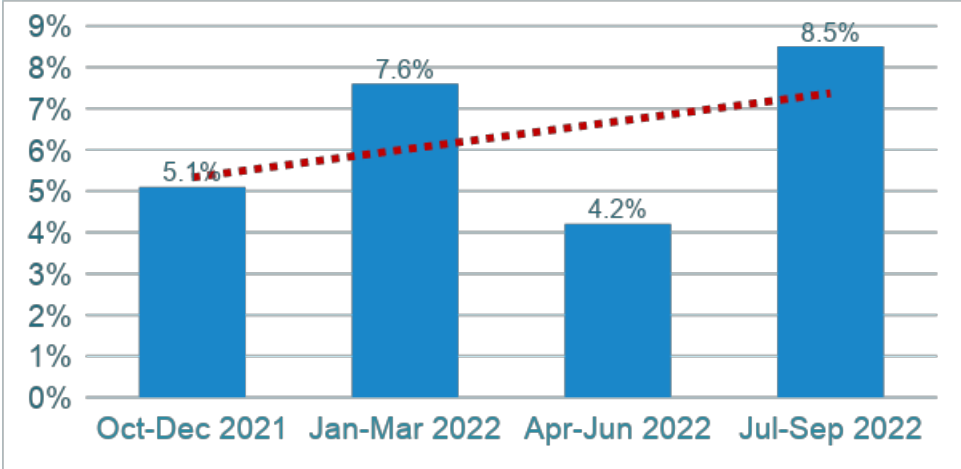
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