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ICANN72 | Virtual Annual General Meeting - Q&A with ICANN Org Executive Team  
Tuesday, October 26, 2021 - 14:30 to 15:30 PDT

SALLY NEWELL COHEN: All right. Please start the recording. Hello, everyone --

**[ Recording in progress ]**

SALLY NEWELL COHEN: Good morning, good afternoon, and good evening. I am so pleased to welcome you all to the ICANN72 Q&A with the ICANN Organization Executive Team.

My name is Sally Newell Cohen, and I'm the Senior Vice President of Global Communications and Language Services at ICANN Org.

I know that I speak for the entire executive team when I tell you that we look forward to this session and we look forward to the opportunity to meet with you and interact with you, to provide updates, and talk about some of the projects and initiatives we're working on. We also look forward to answering your questions, and we appreciate the dialogue. So thank you for being with us today.

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The strategic plan for fiscal years '21 to '24 is what guides our activities in support of the community and the Board work toward fulfilling ICANN's mission. And also, each year our president and CEO, Göran Marby, works with the Board to develop additional organizational goals, to handle the challenges that come our way. The Org Executive Team also works together to implement these goals.

So during this session we're going to take a deeper dive into the CEO goals for fiscal year '22. And we'll talk about the work we're planning. Of course, you can read all of the goals that the CEO and president has created on the president's page of [icann.org](https://icann.org). And we'll share that with you in the chat. We'd like to make this a truly interactive session, and we'll invite you to ask questions.

Now, there are two different ways that you can ask a question or make a comment during this session. You can submit a written question or a comment into the Zoom Q&A pod. Answers may be in the form of typed responses in the pod or the session's remote participation manager can read your question out loud during the open discussion. Alternately, you can raise your hand to join the queue, and you can find the raise hand icon at the bottom of your screen. Selecting it will automatically add you into the speaker's queue. Your microphone will remain muted until it's your turn to speak, and we'll then unmute on our end and that will trigger a note to be sent to you to unmute on your end.

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Please do not put questions in the chat because we're not looking at the chat for your questions. So be sure to put them in the Q&A pod. Also real time interpretation is available for this session in Spanish, French, Chinese, Russian, and Arabic. And to select your language, simply go to the interpretation button at the bottom of the toolbar and you'll be able to select your language. And I recommend that you do that so that throughout the session you can hear in your language.

If you'd like to ask a question in one of the available languages, we ask that you give participants a moment to switch, if they haven't already done so. And then finally, please remember that all participants should adhere to the expected standards of behavior, which you can read at the link on the screen and be aware of the ICANN anti-harassment policy. You can find that on the screen as well.

Now, before I hand it over to Göran Marby for his opening comments, I'd like to introduce you to the rest of the Executive Team. So welcome to Xavier Calvez, Senior Vice President of Planning and Chief Financial Officer. Mandy Carver, Senior Vice President, Government and IGO Engagement. Sally Costerton, Senior Vice President Global Stakeholder Engagement and Senior Advisor to the President. John Crain, Chief Security, Stability, and Resiliency Officer. Jamie Hedlund, Senior Vice President, Contractual Compliance and U.S. Government Engagement.

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John Jeffrey, General Counsel, Secretary and Co-Deputy to the CEO. David Olive, Senior Vice President, Policy Development Support. Ashwin Rangan, Senior Vice President, Engineering and Chief Information Officer. Theresa Swinehart, Senior Vice President, Global Domains and Strategy and Co-Deputy to CEO. And Gina Villavicencio, Senior Vice President of Global Human Resources. Göran, over to you.

GÖRAN MARBY:

Thank you very much. I actually propose, if it's okay, that we go back to how -- the page we can actually see each other. We don't need to see the names. We can see them in the boxes as well, if that's okay.

So I want to start by saying thank you to the community for giving us the time slot for this -- for this discussion. I know there's a lot of competing interests going into an ICANN meeting, and so thank you for making the time to have this.

So today we're going to talk about my goals. And I just want to give you a little bit of background about those goals. And that is that so every year I start on a journey, get with the Executive Team, to sort of define what we think are some of the problems we'd like to address. And you who have been following us for the last couple of years have seen the posts, I now engaged together with the Board that we go through the goals, and the Board

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changes or adds to them and come up with the goals. And there's one thing that's important. As you know, for the strategic planning sessions, the operational goals, the ICANN Board, together with the Board and also the community have a lot of different goals. So these goals, the things we are working on, are sort of outside of it. They are connected, of course, within the ICANN mission, but it's actually often a question of we're trying to change something, we're trying to look at things differently to raise questions. And I'm very happy to be able to do that together with this excellent Executive Team I have here. Because why, of course, I do that is I share those with the different executives that have some responsibility and often they end up working very closely with each other.

So the way I would like to do this is, I'm just going to present the goals and in order of time then ask the responsible executive to just give a little bit of short intro to it.

We've been trying to do those exercises together with you and the community many different shapes and forms, and you know us well enough, and you know me well enough, is that we have no problems for you asking any questions about anything. And it's actually quite more fun for us since we can have a debate about things. So I really -- we will try to make sure that you have the opportunity to ask questions. And being the sort of half

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moderator, I will -- if there are questions interesting enough, I might stop the whole thing and answer questions for a while.

This is an important event for us. It's an important event for me. So with no further ado, the goal 1, which we call develop, with the community and with support from the Board, the ability to conduct hybrid meetings that are inclusive and enhance the opportunity for community interaction and decision-making. Also we are well aware about the upcoming plenary session happening this week which we are very much looking forward to.

Sally, any comments about that?

SALLY COSTERTON:

Thank you. Thank you, Göran. Hello, everybody. I'm Sally Costerton, head of Global Stakeholder Engagement, and I also have responsibility for oversight of ICANN's meetings team.

We will continue to work with the community and listen to what the community needs and wants in terms of this difficult decision about how do we go back to an element of face-to-face engagement in our meetings, which everybody is so keen to talk about and to understand, how we navigate our way through these difficult times we find ourselves in. And in doing that, I will benefit from the help of many of my colleagues here that you can see on screen, particularly David Olive who works very closely with me

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with his team, with the SO/AC leaders and they're nominated members of the meeting planning group.

The meetings are very much for the community, from the community. And we will continue what has now been almost a two-year-long consultation process with you to understand how we maximize the opportunity to bring people back when it is safe, when we are all ready, in a way that ensures that we bring the greatest benefit to the maximum amount of people around the world through the way that we hold our meetings.

And the final thing that I would say here is that we, as you know, have now run a number of virtual meetings, which we are now in the middle of another one. And as a result of that, many thanks to, for example, my colleagues here Sally and Ash who have been very closely working with David and I, we have moved a huge distance as a community in terms of what we are able to do, bringing virtual groups together. And I've seen, through the engagement activities, that this is allowing people to join ICANN meetings who may never have come to one of our face-to-face meetings. So as part of this process, we want to protect and grow and expand our increasingly sophisticated virtual engagement platforms as well as tackling this question in Göran's goal, how do we conduct hybrid meetings. So hybrid is both face-to-face, limited face-to-face, and predominantly virtual engagement.

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So more to come, and you'll see a lot more of me -- sorry about that -- over the next few months as we start, I hope, to crystallize these plans in working with you and the Org and the Board. Thank you very much.

GÖRAN MARBY:

Thank you, Sally. Goal 2, set up an interaction point with the community regarding legislation and legislative proposals. And here I will hand it over to Mandy and John.

JOHN JEFFREY:

I'm going to speak to this. I'm John Jeffrey, the General Counsel and Secretary. And, of course, Mandy Carver, who will also be speaking to other goals, is very key to this one as well.

We've seen a growing number of new legislative proposals that impact ICANN's remit and create a complex environment for ICANN stakeholders. And the intent of this goal is to improve the flow of information about legislative and regulatory proposals that might impact ICANN policies and processes.

The Org will work in a strategic coordination role, working with the Board, and in addition to the tracking work that's already going on across the Org, including the important role played by the government engagement teams and the global stakeholder engagement teams. That will continue to act to track legislation



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initiatives. As these legislative initiatives grow in number and complexity, we're responding to how we can better coordinate across ICANN Org in making sure that we understand how these matters impact ICANN, impact the mission, and impact the community. This internal coordination role includes input such as legal review, understanding the technical impacts, evaluation of impacts on existing contracts, interaction with pending policy work, and other inputs as required to address the initiative under consideration.

ICANN Org has been doing this coordination already, but through this goal we will strengthen our internal structure for coordination. This work is expected to result in more information to share with the community, including potential impacts and addressing mitigation strategies. And with that, I'll pass back to Göran.

GÖRAN MARBY:

Thank you. Thank you very much. Goal 3, establish direct relationships with connectivity providers, both service providers and manufacturers. Provide information, knowledge, and interaction so we can be a part of the conversation, including standardization discussions. And for this one is Sally Costerton and John Crain.

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**SALLY COSTERTON:** Thank you, Göran. ICANN has been active for many years in communicating and reaching out to technical elements of the Internet infrastructure. The GSE team works closely with the OCTO team and the GE team under Mandy Carver's direction to provide resources to engage at a technical level around the globe. This goal is about broadening that reach and honing the messages.

We will be looking to engage with both new and existing channels to get our messaging in front of service providers, standards bodies, and manufacturers, looking beyond the traditional Internet fora to also participate in forums dedicated to mobile, Internet of Things, and other uses of the Internet's unique identifiers as they emerge. John.

**JOHN CRAIN:** Yes. Some of the subjects will be very familiar to ICANN participants over the many years. So we will be looking at things such as universal acceptance of IDNs and other new TLDs, the deployment of DNSSEC or DANE, and any of our new security developments for the identifier systems.

We're hoping, and we expect, that more recent initiatives like the DNS security facilitation initiative, which the technical study group recently released a report from, and ICANN's own initiative

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of the Knowledge-Sharing and Instantiating Norms for DNS and Naming Security, or KINDNS as we like to call it, will also be topics that we will be working together with our colleagues to broaden our outreach and bring these important topics into fora where they may not have been heard before. Thank you.

GÖRAN MARBY:

Thank you very much. And I see we have a question from Reg, and I will take the opportunity to answer that one. That's actually a very interesting question, which we connect in our communication with the GAC. We can ask that question. But I think we can agree upon that there is seldom local legislation proposals even to be brought up in the GAC. I mean, I don't think, for instance, the NIS2 regulation has been discussed within the GAC because, of course, legislation would (indiscernible) for that particular government. The government makes the legislation proposal, and they have the right to do that. But it's an interesting question, and I may take that back to the GAC and actually ask them. Thank you. But I still think that we have to complement whatever the GAC does, also help with the help of the community, to get a notification about local legislation.

So where are we now? We are -- we're actually now going to combine goal 4 and goal 9, because they are related. The goal 4 is, identify and work more closely with world governments to explain our mission and model. And goal 9, work with the Internet

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governance stakeholders around the world who share the objective of one open Internet for all. And I leave that over to Mandy.

MANDY CARVER:

Thank you, Göran. As Göran has said, I'm going to speak to these two goals together because they are linked. They are also tied to the work under goal 2, which John Jeffrey has already been spoken to which addresses legislative and regulatory initiatives that are being tracked.

Maintaining a single stable operable Internet for all is central to ICANN's mission, but it isn't something we can achieve alone. So we have ongoing work with all categories of stakeholders. That's necessary to promote an understanding of and a support for ICANN's role in the management of the unique identifiers necessary for the operation of the Internet. This particularly means working with governments, IGOs among the Internet governance stakeholders due to the particular role governmental action can have and its potential impact, whether it's intended or unintended, on the technical underpinnings of the Internet. And as many of you are aware, ICANN Org, through the work of GE, the government engagement team, and the global stakeholder engagement regional teams, are regularly tracking draft legislation, regulations, IGO initiatives, and resolutions. And we assess the proposals from both the legal and the technical

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perspective for potential impact on the ICANN Org operational responsibilities.

To go to Reg's question, we do work closely with the GAC. We provide them with regular reports. We have monthly calls. We participate in preparation of briefing materials. We are actively involved in the creation and support of capacity building sessions. But it's important to note both who makes up the GAC - - many of them are in the regulatory bodies, not the legislative bodies -- and also that this work is about explaining and disseminating information outside of the ICANN space about the technical aspects of ICANN's mission. And in the current environment, we're seeing the arenas discussing the Internet are proliferating.

So ICANN is committed to providing information to any dialogue taking place on Internet-related public policy issues that impact ICANN's mission. Whether that's the United Nations, the ITU -- and you will all note that ICANN is a sector member of ITUD -- OECD, regional governmental groups, or at national levels, we actively engage with other organizations in the Internet ecosystem to share knowledge of governmental and IGO processes and initiatives that could have an impact on the open Internet and also to hear the positions of those other groups on those initiatives. That's an important part of a healthy collaboration. And it involves participation in a number of

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collaboration venues within the ecosystem. It is important to note that not all the organizations in the ecosystem share ICANN's concerns or understanding of the potential impact of governmental or intergovernmental actions on the operation of the Internet as these organizations have very different roles in the ecosystem and they can have very different priorities. So in support of these goals, ICANN will continue to monitor the development of new national legislation or regulations and global IGO policy initiatives to assess the potential impact on ICANN's activities and mandate.

To that affect, I also want to flag for you that government engagement has a publications page, and we're actually going to post links to several of the resources that I'm mentioning where we will provide periodic analysis papers about specific legislation, IGO processes, or, in fact, focus papers on specific countries. We are also monitoring -- and I really encourage the community to look at that, that page, and subscribe for updates so you know about new publications as they come out.

We will also continue monitoring and analysis of these activities because it informs targeted engagement that ICANN takes on with IGO's, governments, legislators, et cetera, where appropriate. We have used messaging, we have submitted evaluations to public comment periods, we have participated in dialogues that are directed to the specific processes to flag

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concerns or challenges that proposed legislation may bring. This is also ongoing, long-standing work. As far back as 2014 we began facilitating discussions with the permanent missions at the U.N. in New York and in Geneva, and we have worked with regional field teams to monitor and address individual national activities.

In collaboration with OCTO and the legal team and others within ICANN Org, we provide briefings and technical information to these groups, to the IGOs, so that they have a better understanding of the technical underpinnings on the Internet, what we have referred to as technical Internet governance, and to clarify often how the Internet actually works. And through dialogue we seek to also understand what the concerns of the governments are.

We want to be able to assist them in addressing their concerns. We do work, as I said, closely with the GAC. We work with the underserved regions working group. We offer capacity-building opportunities to governmental groups and GAC members regionally and in association with ICANN meetings. And we also to that effect began holding informational briefings and workshops in 2015 where we can share ICANN's knowledge of the technical functioning of the Internet and the security of the DNS.

And I also want to recommend to you the CEO report because that always includes a section on government engagement.

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And we also provide regular engagement reports to the Government Advisory Committee. They cover two months of -- the past two months of activity plus the upcoming plan engagement activity. And I believe Sally is posting those links. Thank you.

Back to Göran.

GÖRAN MARBY:

I have to find the unmute button. I think we have a couple of questions. I think we will take them before we proceed.

Let's do the first two of them. And the first question is from Nicolo Passaro. I'm very sorry if the way I say your name is wrong.

Do you think one day ICANN could add to its own personal agenda a connection with environmental topics? Example, energy used to generate cryptocurrency and its implication in the Internet ecosystem?

That's a big question. I think I have to give a little bit of a standard answer. We are not part of many of those things when it comes to the broader -- the governance part or other parts of the Internet besides this.



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I know -- we do, what we do for ourselves, we look into, for instance, our carbon footprint which we report on. I think it goes back to the mission of ICANN.

But I always, always -- when I get questions like this, when I often get them, it's the ICANN community who in the end decides a better mission of ICANN and what's in there. And I think those are discussions that always should be able to hold. Sorry for not being able to give a straightforward answer to it because I really want to respect the question. But we are a technical organization when it comes to identifiers.

The second question is from Maureen.

Hi, Maureen.

Health and safety for the staff and community to attend a face-to-face meeting is priority for org and the community as well.

Intersessionally, ICANN holds on a constant stream continuously and sometimes these meetings may be end to end. And some members of the ICANN volunteer community can spend hours in front of their computers in what volunteers have described as "one long ICANN meeting."

For me, interrupted by Board workshops, by the way.

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What consideration should ICANN org and the Board be giving to the health and safety of the volunteer community who spend quite a considerable amount of time carrying out work on behalf of ICANN that might impact their health and safety?

I think this is a very good questions, Maureen. And I think we all need to think about that. I know David Olive orchestrated or set up more than 4,000 calls this year with the community. That means that we know there's a lot of community direction, and we all spend a lot of time in front of -- in front of our computers.

And I think it goes back to we need to figure out better ways, which has been a little bit of a theme of this meeting to do planning better.

Just because you're involved in ICANN, you should not be feeling that is one long ICANN meeting. You should actually have time to do other stuff. And also respecting the volunteers actually have to do other stuff.

I'm lucky enough to have ICANN as a full Board and whole-time employment.

So we -- from an ICANN org perspective, you know this, Maureen, we try to support, we try to make our best to make this livable.

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But I think we have a problem, all of us right now, that we simply have too much to do.

So, again, there's no simple answer to it. I think better planning will probably solve part of the problem.

Paul McGrady: Is it possible to have two tracks for legislative/government monitoring: One, legislation/regulations that affects how ICANN and the contracted parties provide services? Example, good one, would be GDPR. And two, legislation or other governmental activities that could adversely affect ICANN's global role, attempts by the U.N. to take over the function, et cetera?

So actually that is what we're doing. We're not talking about it the same way because the intergovernmental relationships are often done by international treaties or agreements between different countries in different settings. And I don't think there's an attempt by the U.N. to take over. There are country, member states within the U.N. who has that opinion. But we are actually trying to do that.

One of the things we're trying to do here as we proposed, for instance, to have an interaction point at all ICANN meetings in 90-minute sessions where we actually talk about it because I think

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we can all benefit from more discussions about it. I hope that answers your questions.

We're going to take a little bit of a break there and go over to John Crain who is going to talk about the next goal, which is about the reporting from -- incident reporting from IANA and IMRS.

JOHN CRAIN:

Thank you, Göran.

Goal 5 is fairly straightforward. It is about incident reporting.

Now, ICANN considers transparency around all of our activities to be important and that includes our security incident reporting.

As such, we've committed to increase our public reporting around these two operational elements of what ICANN does.

The ICANN managed root servers -- that is what IMRS stands for - - is one of the 13 root servers. ICANN manages that root server. We have approximately 180 instances around the globe serving the root DNS traffic in those locations and close to those locations.

And it is an important function that we do to help improve the resiliency, security, and stability of the global ecosystem.

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What we have done is we have released a new report. It will be monthly, and the links are going to be in the chats here so you can go and see them.

We will include any security incident from the previous month. So for IMRS, this is already in place and was launched in September.

For the Internet Assigned Numbers Authority, or IANA, it was already an existing monthly report, but we have added security incidents to that report. So those are both now in place and will continue on a monthly basis going forward.

One of the obvious questions is: What are the processes we're using for designing incidents, et cetera? ICANN actually has for a long time had a guideline to security, transparency, of cybersecurity transparency. And you can also find that on our website.

So this is a goal that we've taken to heart, and we have already published reports for both of these functions.

Thank you.

GÖRAN MARBY:

And while you're at it, why don't you take the next goal as well.

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JOHN CRAIN:                   Why don't I?

GÖRAN MARBY:                Process for the potential implementation of proposals from the domain name system security facilitation initiative Technical Study Group.

Just for everybody to know, I was not allowed to put a fruit name onto it. So it is called DSFI-TSG.

John Crain, please.

JOHN CRAIN:                   Yes. Many of you may be aware that Göran, ICANN CEO, actually established a Technical Study Group as far back as May 2020. That study group was established to look into how ICANN could best help to establish and promote best practices, facilitate communications among the ecosystem participants, and implement processes to help community handle security threats.

It came about after a series of threats and incidents that took place such as sea turtle out in the wild. You may have often heard discussed during ICANN meetings over the recent years.

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The Technical Study Group has concluded its work. It delivered the report to Göran, to ICANN's CEO. Did that this month. And you can see that, once again, in the links on the side.

Göran has published a blog thanking the Technical Study Group. And now it falls to ICANN staff to actually look at that report, review it, and to see where and how we can maybe implement together with the community some of the recommendations that have been set forth there.

I recommend that everybody who has an interest in security of the DNS and the identifier ecosystem in general do take the time to read that report.

It has a series of 12 recommendations in the areas of operation improvement, contracts, research, funding, and education and awareness.

As with any work that ICANN undertakes, after the evaluation, this work will be open for discussion and subject to the standard ICANN budgeting and prioritizing processes.

Like I said, I recommend all the listeners to take a look at that report and expect to hear back from us soon on how we will move forward with that.

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Thank you.

GÖRAN MARBY:

Thank you very much.

So why don't we do the rest of the goals and then we'll go back to the questions.

So Goal 7: Internal revision of "necessary work." Over time not all work can be important as it once was, and this changed will be part of the internal prioritization.

And, of course, I would leave it over to Xavier.

XAVIER CALVEZ:

Thank you, Göran. Thank you, everyone, for your attendance.

So this is an important objective for our ongoing efficiency, practically at the time where we all have limited bandwidth to address a large and increasing amount of work. Periodically reviewing the benefits of what we do is both healthy and a challenging exercise at the same time.

The first question to address is whose efficiency are we talking about. In other words, what is the scope of activities we should review? And that question is important because the internal work



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of the organization is obviously very much influenced by the community's work as well as by internal and external factors.

In addressing the subjective, we'll need to balance the efforts invested in this activity -- takes time to review what you do -- with the beneficial impact of having either eliminated or reduced or delayed activities.

Eliminating activities is a proven challenge. Most of everything we do is important to at least someone. And the question really is, is it still important enough, considering everything else we have to do, and the resources we have available.

As an example, the organization has started a few years ago a purposeful strategy of reducing the number of systems that we use across the org.

This has proven very beneficial but also very difficult and very instructive to carry out.

This overall objective will be addressed as part of our planning process but clearly involving prioritization of activities but also the formalization of our decision-making, an example of which has already been implemented with the process of the ODP which helps formalize our decision-making as well as making it more transparent.

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But the subjective will also require to carry out purposeful exercises of evaluating the benefits, or lack thereof, of some of the activities that we carry out and working on eliminating those selected activities, which is obviously taking much more effort than suddenly from one day to the next stopping to do something.

When we eliminate activities, all the relevant applications need to be carefully considered before making the decision to eliminate so that undesirable consequences are avoided.

We will also leverage the existing processes or plans to re-evaluate or improve existing work to maximize the effectiveness of this effort. For example, the ATRT3 recommendations contain some specific suggested work to re-evaluate how we carry out reviews. This will overall be done and needs to be done with pragmatism, with a lot of resolve, and a clear alignment between org, Board, and the community on what we carry out and what we decide to not carry out anymore or to carry out less. Thank you.

GÖRAN MARBY:

Thank you very much.

We will now go to the Goal 8: Stimulate universal acceptance, including internationalized domain names, IDNs.

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And I will leave that to Theresa.

THERESA SWINEHART: Great. Thanks, everybody. And thanks for being here.

So this goal is really important in the sense that it complements all the efforts for greater inclusivity and ability to use diverse languages on the Internet also through its addressing system.

As you know, the ICANN org and community have been doing a lot of work over the years. And universal acceptance is particularly important for making sure that all domain names and email addresses work in all Internet-enabled applications and devices and systems.

So universal acceptance includes new longer top-level domains and internationalized domain names, or IDNs. With IDNs, we're also enabling millions of users to navigate the Internet in their native languages and scripts, which is incredibly important for the next billion users.

So building on the current work, in the next round with new gTLDs, this is going to give us an opportunity to expand both the choice in IDN top-level domains and other top-level domains for Internet users and the next users.

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So I think as everybody's aware, there's been a lot of work done by ICANN in the community to ensure universal acceptance becomes a reality.

But there's still a lot of work to be done to ensure that all the applications, the software, and the systems are UA-ready and that new longer TLDs and IDNs can resolve correctly.

I want to give you some examples and some statistics from the reports of the Universal Acceptance Steering Group. About 98% of websites now accept email addresses formed using the new short form gTLDs, so for example .SKY. Only about 85% of the new longer gTLDs, let's say, for example, like .TECHNOLOGY are accepted.

And then barely 10% of the top 1,000 websites globally accept internationalized email addresses.

So of the email servers deployed globally, less than 10% are configured to support sending and receiving emails with email addresses in different languages. And many frameworks and tools including programming languages and network tools still don't fully support universal acceptance.

Similarly, not all email tools and services currently support sending and receiving email and local languages. So universal

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acceptance and IDNs are not only an important part of Göran's goals but, as you know, also as part of ICANN's strategic plan for 2021-2025 that everybody has contributed to.

Within ICANN org, while this work is housed within the GDS team, we don't do this alone. It's closely coordinated with all the other functions touching on the topic. And within GDS, it's led by my colleague (Sarmad Hussain).

So what's next? As part of Göran's FY22 goals, we're going to review the five-year plan focused on supporting and increasing the community's universal acceptance in IDN efforts. We'll also continue to evolve and increase the org's involvement in IDN implementation and remediation of UA-related technological gaps while it continues to support the active community work and policy development implementation of which there's quite a bit of work going on.

To do this, we've already set up internal UA and IDN programs and also have a steering committee to further support and undertake and coordinate the work in this area. The steering group also supports the Board working group and the community work.

Additionally, ICANN org continues to support the community-driven universal acceptance steering group work, which I cited some of the reports about.

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The ICANN Board also has dedicated an IDN and universal acceptance working group which continues to oversee work in this area. Additionally, as part of the sub pro ODP, we're looking at the topic and also looking to expand our outreach and communication on the importance of this in the context of the next round.

We really need a broad range of audiences globally to be engaged and part of this effort. It takes a village, so to speak, if I can quote that.

So we look forward to working with you and everybody to support this goal and its reflection in the strategic plan. Today with only a little more than half of the world having access to the Internet and the language barrier being one factor contributing to this, this will be very important to support the full universal acceptance of domain names and email addresses and for a global and inclusive Internet.

So looking forward to working with everybody on this goal and taking any questions around it.

I think my colleagues had also put some links into the chat that might be useful for everybody.

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So, Göran, with that, back over to you.

GÖRAN MARBY:

I will leave it over to Sally to continue to answer any questions.

Sally.

SALLY NEWELL COHEN:

Great. Thank you. There were two pre submitted questions from Jeff Neuman, so let's take those. I'm going to actually read them out together because they are linked.

So the first part of his question was: Rather than speaking in general terms about their role, I would love to hear from the executives about their specific role and specific activities and who the point persons are within the organization for specific projects.  
Example:

A, for the SSAD, who is the project owner? Who is the accountable executive? And which other executives have roles to play?

B, implementation of ATRT, CCT, SSR2, et cetera? We know that Xavier is the executive responsible for the implementation, but who specifically is the point person within the organization for each of the reviews?

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C, sub pro, we know it is in GDS. But who is in charge of the ODP? Who is the primary interface between the ICANN staff and the Board on the subject? Who's responsible for communications to the community? Who is responsible for the drafting of the applicant guidebook? Who is responsible for building a customer support team? And who is responsible for getting outside vendors, et cetera? These are just a few examples.

Added to that, the second part of the question, ICANN used to publish a full organization chart of all employees so that we all knew when we were speaking with someone what their role was, which team they were on, and who they report to. I do not believe a comprehensive organization chart has been published in years. Can ICANN consider bringing that back and publishing one that has more than just the top executives?

And Alan Greenberg also noticed -- noted a possible need to update the staff directory on the ICANN website.

So, Göran, I'm going to toss that to you.

GÖRAN MARBY:

Thank you. As long as I've been at ICANN, we have not published a full contact list of all ICANN staff members. I actually believe that would be a really serious privacy issue as well. I actually did check if we actually remember when we did this. And I didn't -- so



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I don't think it's been done. If it's been done, it hasn't been done on in a long time.

I also think you are sort of making an erroneous assumption that people only have one role. We are 400 people around and many of the people have actually different roles in different aspects.

The accountability starts with me. I'm the most responsible person in ICANN org as the CEO. I'm responsible for any actions or wrongdoings that is done by ICANN org.

And then the executives is the next layer of that, and we expose them, too.

You know because we do -- you do a lot of interaction, for instance, with our policy team. You know who is responsible for the different policy teams. And we do presentations.

We also move people around internally. We are lucky to have people that move from one function to another one, moves back again. We take people internally into different projects that belongs to other functions. That is one of the flavors and really one of the fun things to work for ICANN org. You can work through different projects and different functions.

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So the assumption we have, you know, you can point to this person and that person is always at length will be responsible.

Every time this conversation comes up, I say you can reach out to me, you can reach out to the executives. We have told you which executives are responsible for what, and they are the ones who are making sure that the work is done.

Also -- I also do think you understand that we also have to build a little bit of protection around the people who actually do the work in the sense that if we don't give them time to actually work, they will end up spending a lot of time asking direct questions from individual community members. And we rather do that in a better format so we can actually do the work.

So the answer is -- actually, Jeff, you know that you should be able to ask -- there is venues for any questions within ICANN. You know there are potentials to ask them. You asked about the accountability for them, just reading the chat.

That's my answer to your questions. Thank you very much.

Sally, over to you.

SALLY NEWELL COHEN: Okay. Thank you, Göran.

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We have a lot of questions in the pod, so I'm going to move quickly on to the next one. It's related to Goal 4.

So, Mandy, I think this will be for you.

This is from Siva. The question is: Is there a possibility that ICANN org could organize this effort either as a formal substructure or as a relatively informal delegation, a team that includes GAC, ALAC, business and security leaders, present and past, to more effectively relate to the world governments?

Also, is there a way by which ICANN could request help in this effort from heads of government, present and past, who are known for their understanding and commitment to the global Internet?

GÖRAN MARBY: Mandy, please start.

MANDY CARVER: I was going to say thank you very much for the question.

As stated earlier, we do work collaboratively with governments, with members of the community, et cetera. I think one of the important issues is we share the positions of ICANN the

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organization about those things that might impact the technical remit, the mission of ICANN the organization.

We have actively informed our constituencies about opportunities to weigh in on specific draft legislation, et cetera, which they have done.

They and other organizations within the ICANN -- the Internet ecosystem do not always have the same position or perspective as ICANN org. But obviously, they have the right and the ability to represent their perspective.

So part of this is an effort to know what other people are saying and see where we align and where we might not because of very different roles and responsibilities.

The other is an effort to be as agile as possible in these processes. So some of this is very long-term activity where we're monitoring discussions that are taking place in policy development meetings like the World Telecom Policy Forum or the World Telecom Development Conference. And you may have -- except for this year, you might have an arc of an entire year where there's a discussion going on.

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In some instances, the proposals are very rapid turnaround. So we endeavor to share information and collaborate where we can, but it isn't always possible.

SALLY NEWELL COHEN: Okay. Thank you.

Moving on to the next question, this is from Betty Fausta. And the question is: We can imagine a mechanism of positive discrimination to help more financially the regions less served by the Internet or political and/or financial difficulty in order to increase the commitment that is more open to multiparty women in deficit of representation like the Caribbean where I come from.

Göran, would you like me to hand this question to you?

GÖRAN MARBY:

I think the question about diversity and positive diversity is something that -- this is one of the things that we are still working on, I think, also from the Work Stream 2, how to make sure that ICANN in its role and capacity when it comes to identifiers makes sure -- that the community stays diverse in all aspects. And I don't have an answer to how to do that.

The Work Stream 2 started some of those discussions. And I think that we still have to continue how to work with it. I know there's

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a lot of good work also being done within the different parts of the ICANN community to make sure that representations are diverse.

But from the ICANN perspective -- from the ICANN org perspective -- I mean, from my perspective, I also think when we talk about the next round, et cetera, there are things that we can think about. I know that At-Large had a very positive, very good discussion about how to help all the regions to have the ability to afford new top-level domains, et cetera, et cetera.

For me personally, it is an important question. Again, it's one of those that I can't really have a final answer to more than I believe in a very strong and continued discussion within the ICANN community and also with the Board. Thank you.

SALLY NEWELL COHEN: Thank you, Göran.

We have another question in the pod. We have several.

This next question is from Griffin Barnett. What he has said is: We haven't touched on it yet in the intro of goals, but part of the strategic plan, current and going back many years, is the issue of strengthening DNS security and addressing DNS abuse. Further to that, and following last week's Board session on DNS abuse and the expressed sentiment of all involved in that session in

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favor of a strong compliance function, what is ICANN specifically doing or prepared to do to improve the enforcement of its agreements with contracted parties with respect to anti-abuse requirements?

JAMIE HEDLUND:

Hi, this is Jamie Hedlund.

Thank you, Griffin, for the question.

I think we do vigorously enforce the obligations related to DNS abuse. As you might have seen, we just completed two audits, one of registries and other of registrars to ensure that they are complying with their DNS abuse obligations.

We also, over the past year, received a fairly small number of valid DNS abuse complaints. I think only 322 to be exact. And we addressed all of those. We are charged with enforcing the obligations as they are written in the agreements, which are negotiated and incorporate the policies developed by the community.

As a community develops new policies, as new obligations become incorporated into the agreements, we will vigorously enforce those as well. Thank you.

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SALLY NEWELL COHEN: Thank you, Jamie.

GÖRAN MARBY: May I add also? Sometimes it's presented -- I know this question would never do that -- that ICANN compliance or ICANN org or the community doesn't do anything at all to fight what is called DNS abuse.

I just want to point out that ICANN org -- ICANN org's role in this is within our scope and mission. Just to point out the DAAR -- the DAAR work we do, the DAAR reports, which we just reached an agreement with the content policy that we're going to add data with an amendment to the registry report.

I hope that's official, by the way. Sorry if I am then talking mistakenly. Which is a very good, positive thing. We also do the health indicators.

And, also, the most practical thing, I think, is the DNS SFICR which we created very much in good cooperation with several parties, that we had especially on COVID-19 registrations in many different languages, which I think previewed a lot of -- actually helped to increase the security of the end-user when it came to faulty DNS abuse Web pages.



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So I know you don't share the sentiment that we don't do anything, but I just want to point out that for other listeners as well. Thank you.

SALLY NEWELL COHEN: Thank you, Göran.

There's a question from Jeff Neuman in the pod, and several other people have asked this as well. I can answer this.

The question is: Can you please make all reports available per subscription? This would include all CEO reports, government publications, SSAC reports, TEC reports, et cetera.

And, yes, that is a feature that is on the ITI roadmap. So we will be able to create subscriptions for that. It will be coming in the future.

I did want to make sure you are aware of that.

So then I will move on to the next question --

GÖRAN MARBY: Hang on, hang on. There are already things that you can subscribe on. So why don't you mention the things you already can subscribe on.

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SALLY NEWELL COHEN: Sure. You can subscribe now to blogs, to announcements, to public comment, and there is -- I think those are the three.

Ashwin, am I missing anything? I think it's those three. And Registry Agreements.

It's the four: Blogs, announcements, Registry Agreements, and public comment you can subscribe to.

ASHWIN RANGAN: That is correct. That is correct.

SALLY NEWELL COHEN: Great. Thank you.

GÖRAN MARBY: Thank you.

SALLY NEWELL COHEN: Okay. I'm going to go to Jeffrey Neuman who has had his hand up in the queue for quite some time. If we can unmute Jeffrey.

JEFF NEUMAN: Thanks. This is Jeff Neuman. Thanks for taking my question.

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And Göran, I do appreciate the answer you gave to the question about the executives being the point person. And I also appreciate the fact that, yes, when I do send you a question, you are very responsive, and I really appreciate that.

But I don't want to -- we don't want to ask -- we want to be able to ask questions that do not have to always rise to the executive level, right? I know that if I have a legal question, sure, I can send something to John and I know he will respond.

But if there's a point person for that specific type of legal question, it would be nice to know who that person would be so I can send it to them and not always have to bother an executive with some of the lower-level stuff that you shouldn't have to worry about.

And that goes with all the projects. I mean, I just use that as an example.

So one of the things that helped us back in 2014 and before that was the fact that we did have these org charts and we did have people that we could reach out to that were working on the specific projects so we didn't have to always bother the executives with questions that you all shouldn't have to be bothered with, right?

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So that was the whole point. It wasn't -- it wasn't that we felt like we couldn't reach out to you and that you all weren't being responsive. It was -- you're executives of a corporation. We shouldn't always have to reach out to you. Anyway, thanks.

GÖRAN MARBY:

Thank you. I think I will start -- I understand the sentiment. I will ask -- you give a very good example about a legal issue that -- a small legal issue. I think John would like to weigh on that one.

But the simple answer is that in the complex world we have, many of the questions that arise we actually do have to think about more than once. And just because one person is the point person for your question doesn't mean that person has the knowledge about it.

And many times when ICANN org actually answers the questions from the community member, we want to make sure that this is not an individual's answer. It has to be the org opinion about something. We have to do a process for this.

And that is often because -- you once told me, Jeff, you don't like when ICANN org individuals have their own opinions and then it turns out it's not the org opinion. And I agree with you on that.

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When ICANN org actually answers a question and has an opinion, that is the opinion we have until the Board changes it or something else has happened that makes us wrong because we are wrong as well.

But I think on the legal question, I think that John can answer that better than me.

JOHN JEFFREY:

I'm not sure it was directed exactly to legal. I think it was a good example, though, so I can elaborate a little bit just on the process we follow.

So in my team, we have four deputy general counsels that report to me, all of them with 20-plus years of experience and a significant amount of skill. I probably don't answer most of your questions. I send it to one of them.

But having a central point where a legal question comes in is valuable to us so that we don't have forum shopping or somebody asking one person a question one way and another person another question another way.

It was probably easier to give you access to every person at a managerial level back in 2014. It's a little bit harder now. We have

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to make sure we're coordinating our messaging and our timing and how we're answering questions.

So it's just one perspective on it, but I'm sure other execs would have something to add.

GÖRAN MARBY: Thank you. Sally.

SALLY NEWELL COHEN: Okay. I'm very conscious that we have a minute left and many questions.

So what we will do is -- there's still several questions in the Q&A pod. What we will do is take those questions and we'll provide answers to them because we definitely don't have enough time to answer them here.

But I want to thank all of the attendees for joining us. This was a great dialogue. We're thankful for the time with you. Thanks to all the executive team. I appreciate your time as well. And have a great rest of your day.

Thank you, all.

GÖRAN MARBY: Thank you. Thank you very much. And maybe we can ask the planning committee to get 15 minutes more for the next session we have in the next plenary. I'm standing with my hat in my hand and asking humbly.

Thank you, everybody, for the interest.

**[ END OF TRANSCRIPT ]**