

ICANN

Annual Report

1 July 2015–30 June 2016



One World, One Internet

Contents

3	ABOUT ICANN
4	LETTER FROM THE PRESIDENT & CEO
5	LETTER FROM THE BOARD CHAIR
7	HIGHLIGHTS OF THE YEAR
16	FINANCIAL OVERVIEW
22	ACHIEVING FY16 STRATEGIC OBJECTIVES & GOALS
23	OBJECTIVE 1 EVOLVE & FURTHER GLOBALIZE ICANN
37	OBJECTIVE 2 SUPPORT A HEALTHY, STABLE & RESILIENT UNIQUE IDENTIFIER ECOSYSTEM
45	OBJECTIVE 3 ADVANCE ORGANIZATIONAL, TECHNOLOGICAL & OPERATIONAL EXCELLENCE
50	OBJECTIVE 4 PROMOTE ICANN'S ROLE & MULTISTAKEHOLDER APPROACH
58	OBJECTIVE 5 DEVELOP & IMPLEMENT A GLOBAL PUBLIC INTEREST FRAMEWORK BOUNDED BY ICANN'S MISSION
63	ICANN BOARD, CORPORATE & COMMUNITY LEADERSHIP
69	GLOSSARY

About ICANN

ICANN'S MISSION is to help ensure a stable, secure and unified global Internet. To reach another person on the Internet, you need to type an address into your computer or other device – a name or a number. That address must be unique so computers know where to find each other. ICANN helps coordinate and support these unique identifiers across the world. ICANN was formed in 1998 as a not-for-profit public-benefit corporation and a community with participants from all over the world.



Letter from the President & CEO

My fellow ICANN stakeholders,

2016 was a significant year for ICANN, marked by the final steps in the transition of the stewardship of the Internet Assigned Numbers Authority (IANA) functions. My role as President and CEO began only in May 2016, so I take no credit for the accomplishments of the past fiscal year. Instead, the credit for these efforts belongs to the community, our technical partners, the ICANN organization, the ICANN Board – and to my predecessor, Fadi Chehadé, who completed his term in March 2016, and Akram Atallah, who served as interim CEO from March to May 2016.



After almost two years and hundreds of hours of work, the community created and delivered a comprehensive package of proposals to the U.S. Government, outlining how to transition its stewardship of key Internet technical functions. The proposals defined ways to enhance ICANN's accountability as a fully independent organization. On 9 June 2016, the U.S. Commerce Department's National Telecommunications and Information Administration (NTIA) announced that the proposal met the criteria it had provided in March 2014. Following completion of all implementation tasks identified in the transition plan, the IANA functions contract officially expired on 1 October 2016. As a result, the coordination and management of the Internet's unique identifiers is now in the hands of the volunteer-based global Internet community.

This accomplishment and the others described in the following pages of this report are the result of the bottom-up, consensus-based policymaking model upon which ICANN, the community, is built and by which ICANN, the organization, operates. New bylaws stemming from the IANA stewardship transition will increase the accountability and transparency of the organization. These bylaws also clarify the roles of the community, the Board and the organization. My primary responsibility is to ensure that the organization acts according to the community's direction, within ICANN's scope and mission.

“ **Since my first ICANN meeting in Marrakech, I have witnessed the commitment and thoughtfulness with which the community, our technical partners, the ICANN Board and ICANN organization staff approach and cooperate on our critical work.** ”

These attributes give me confidence that we will continue to meet our challenges in the coming year and I look forward to working together as partners in the ICANN ecosystem.

Building on this strong foundation, ICANN has a roadmap and the tools to evolve into a truly independent multistakeholder model of Internet governance — a goal envisioned nearly 20 years ago. But our central role remains to help make the Internet work, and together, I know we will continue to fulfill that goal.

Göran Marby | *President and CEO*

Letter from the Board Chair

In 1998, ICANN was born out of a desire to privatize the management of the Internet's unique identifiers, to allow for competition in the administration of the Internet's naming system, and to facilitate global participation in its governance. At that time, *A Proposal to Improve the Technical Management of Internet Names and Addresses* (commonly referred to as the *Green Paper*) received more than 650 comments. With the expiration of the IANA functions contract on 1 October 2016, we have reached the end of a nearly 20-year journey toward a fully realized model of global governance of the technical management of the Internet names, addresses and protocol parameters.



We began this fiscal year in the midst of that essential, sometimes challenging discussion of how the stewardship of the Internet's technical functions could be transitioned to the global community, and how we could strengthen ICANN's accountability as an independent entity. For me, a high point was witnessing how these deliberations served as a catalyst for governments, civil society, the technical community, businesses and non-profits to come together, just as they did in the Internet's early days, to discuss the future of ICANN and the IANA functions.

As a result of the concerted efforts by our dedicated volunteers of the ICANN community and by the ICANN Board and organization, an independent ICANN is here. The IANA functions, which were the defining reasons for the creation of ICANN, are now given greater visibility through their embodiment in the Public Technical Identifiers subsidiary. The new Customer Standing Committee and the Root Zone Evolution Review Committee will provide greater connection to the operational communities that are the clients of the IANA functions, and to the technical community that can provide detailed analysis and advice regarding technical changes to the root zone.

While the development of a workable transition plan and path to enhanced accountability was a historic milestone for us, it also united our already tight-knit community. These achievements remind us of the importance of our work and of the success of the multistakeholder model. Disagreement and tensions are natural when parties with divergent interests come together to craft consensus.

“ **But throughout this process, I have witnessed two wonderful things: increased camaraderie among our stakeholders and a reaffirmation that when we work together, we can achieve great things.** ”

Though the stewardship transition was our primary focus, we reached many other milestones, including the largest-ever expansion of available top-level domains through the New generic Top-Level Domain Program (gTLD). Today, more than 1,000 new gTLDs from the 2012 application window have been introduced into the Internet. There are now nearly 50 times as many gTLDs as there were in 2013. This expansion is contributing to choice, competition and innovation in the domain name industry, just as the community intended when it established the program.

In May, we welcomed a new President and CEO – Göran Marby. As he describes in his letter, he sees himself as a facilitator of the multistakeholder model. I know Göran will play an important role with the ICANN community, Board and organization, in ensuring that we meet our accountability and implementation goals.

continued next page

Letter from the Board Chair continued

Finally, in June 2016 in Helsinki, Finland, ICANN held its first policy-focused meeting in accordance with the new meeting strategy. This strategy was devised by the global multistakeholder community in an effort to better meet the needs of stakeholders. Having personally attended ICANN meetings for many years, I, like many others, can attest to how much these gatherings have changed and grown.

The first meeting in Singapore in 1999 hosted 20 sessions and drew about 100 attendees. By 2015, at ICANN54 in Dublin, we welcomed over 2,300 participants and coordinated over 370 sessions. And we'll continue to seek feedback and evolve our meetings to better serve the changing needs of our community.

As with the stewardship transition, the bolstering of the IANA functions, the expansion of top-level domains and the new meeting strategy, the community and ICANN are constantly evolving and adapting. We embrace innovation and change. We are able to accomplish these changes within a global, multistakeholder model, in which a diverse range of opinions are heard, and acted on. These are the principles ICANN was founded on, and remain at our core.



Stephen D. Crocker | *Chair, Board of Directors*



JULY 2015–JUNE 2016

Highlights of the Year



A Pivotal Year in the IANA Stewardship Transition

After nearly two years of discussions, in March 2016, the ICANN multistakeholder community finalized two proposals to transition the stewardship of the Internet Assigned Numbers Authority (IANA) functions from the U.S. Department of Commerce National Telecommunications and Information Administration (NTIA) to global Internet stakeholders.

The proposals outlined requirements for the transition of NTIA's stewardship role of the IANA functions, and recommended enhancements to ICANN's accountability. The proposals were drafted to meet the criteria specified by NTIA. Volunteers representing a broad range of interests from the multistakeholder Internet community developed these proposals.

On 10 March 2016, the ICANN Board of Directors transmitted both the stewardship and the accountability proposals to NTIA, after receiving the proposals from the community during its 55th Public Meeting in Morocco.

NTIA – working with other U.S. Government agencies – reviewed the transition proposals to ensure they met the criteria NTIA outlined in its March 2014 announcement. On 9 June 2016, NTIA announced that the proposals met the criteria. The acceptance of the proposals was an important milestone toward completing the transition and ensuring that the Internet remains a platform for innovation, economic growth and free speech.

Planning for the implementation of the transition occurred throughout the fiscal year. By the end of September 2016, the ICANN organization and the multistakeholder community had completed all implementation tasks required to let the IANA functions contract expire, including:

- The ICANN Board approved the revisions to the ICANN Bylaws.
- ICANN and Verisign successfully completed the 90-day parallel testing period on the Root Zone Management System.
- The ICANN and Public Technical Identifiers (PTI) Boards adopted the PTI Bylaws.

On 1 October 2016, the IANA functions contract between ICANN and NTIA officially expired. The historic moment marked the transition of the coordination and management of the Internet's unique identifiers to the private sector.

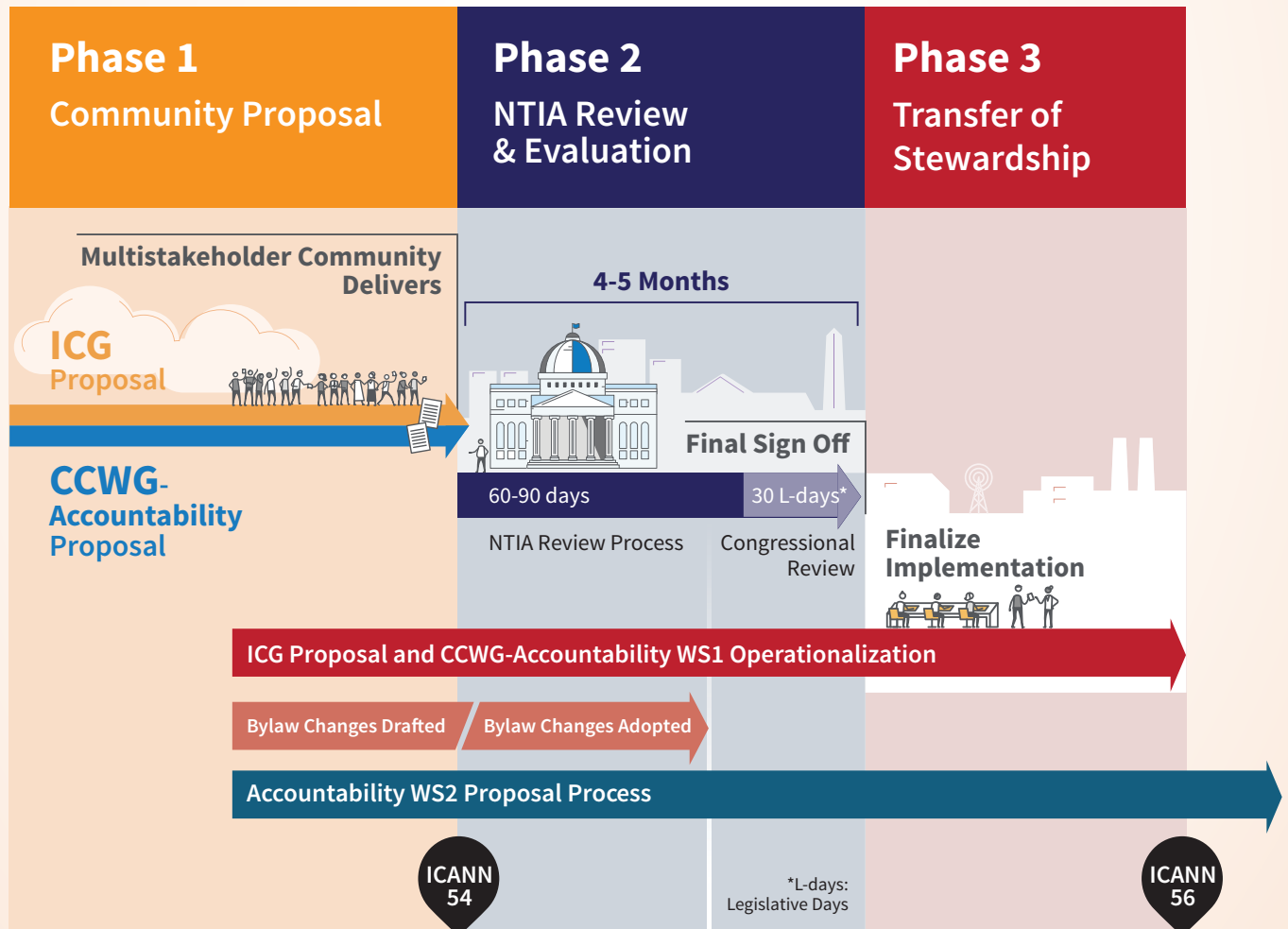
“ **On 10 March 2016, the ICANN Board of Directors transmitted both the stewardship and the accountability proposals to NTIA. By the end of September 2016, the ICANN organization and the multistakeholder community had completed all implementation tasks.** ”

Background

In March 2014, NTIA announced its intention to take the final steps toward transferring the stewardship of the IANA functions to the global Internet community, a process that had been in motion for nearly 20 years. NTIA asked ICANN to convene an inclusive, global discussion that involved the full range of stakeholders to collectively develop a plan for the transition. The plan, formally known as the IANA stewardship transition, had to meet the following criteria:

- Support and enhance the multistakeholder model
- Maintain the security, stability and resiliency of the Internet domain name system (DNS)
- Meet the needs and expectations of the global customers and partners of the IANA services
- Maintain the openness of the Internet

NTIA also stated that it would reject a proposal that involved a government-led or intergovernmental organization solution.



“ **Between March 2014 and March 2016, two ICANN community working groups exchanged more than 32,000 emails and spent over 800 hours in meetings.** ”

► **DEVELOPING THE TRANSITION PROPOSALS**

The IANA Stewardship Transition Coordination Group, a group of 30 individuals representing different segments of the community, collaborated with each of the operational communities – i.e., the domain names community, the Internet numbering community and the community defining protocol parameters – to finalize the proposal to transition NTIA’s stewardship to the global multistakeholder community. Each operational community defined the criteria to replace NTIA’s historic stewardship under the IANA functions contract. The proposal also reflects the elements described by ICANN and Verisign for transitioning NTIA’s administrative role associated with root zone management.

In parallel, a cross-community working group on accountability finalized a set of 12 recommendations that, together with ICANN’s existing structures and mechanisms, will ensure that ICANN remains accountable to the global Internet community. Among the key provisions to enhance ICANN’s accountability is a proposal that provides the stakeholder community with enforceable “community powers” and a revised mission statement to ensure that ICANN remains focused on its limited technical role.

Between March 2014 and March 2016, these two ICANN community working groups exchanged more than 32,000 emails and spent over 800 hours in meetings. The proposals underwent numerous public comments to allow inclusive participation throughout the process. The proposals also described in great detail how their recommendations met all NTIA’s criteria and did not replace NTIA’s role with a government-led or intergovernmental organization solution.

At the request of NTIA, ICANN and Verisign worked together on a proposal to transition NTIA’s administrative role associated with root zone management in a manner that maintained the security, stability and resiliency of the Internet’s domain name system. The proposal was submitted to NTIA in August 2015.

 [Read More](#)


“ **All implementation tasks identified in the report were completed before 30 September 2016 to allow the IANA functions contract to expire.** ”

► **PLANNING FOR THE IMPLEMENTATION**

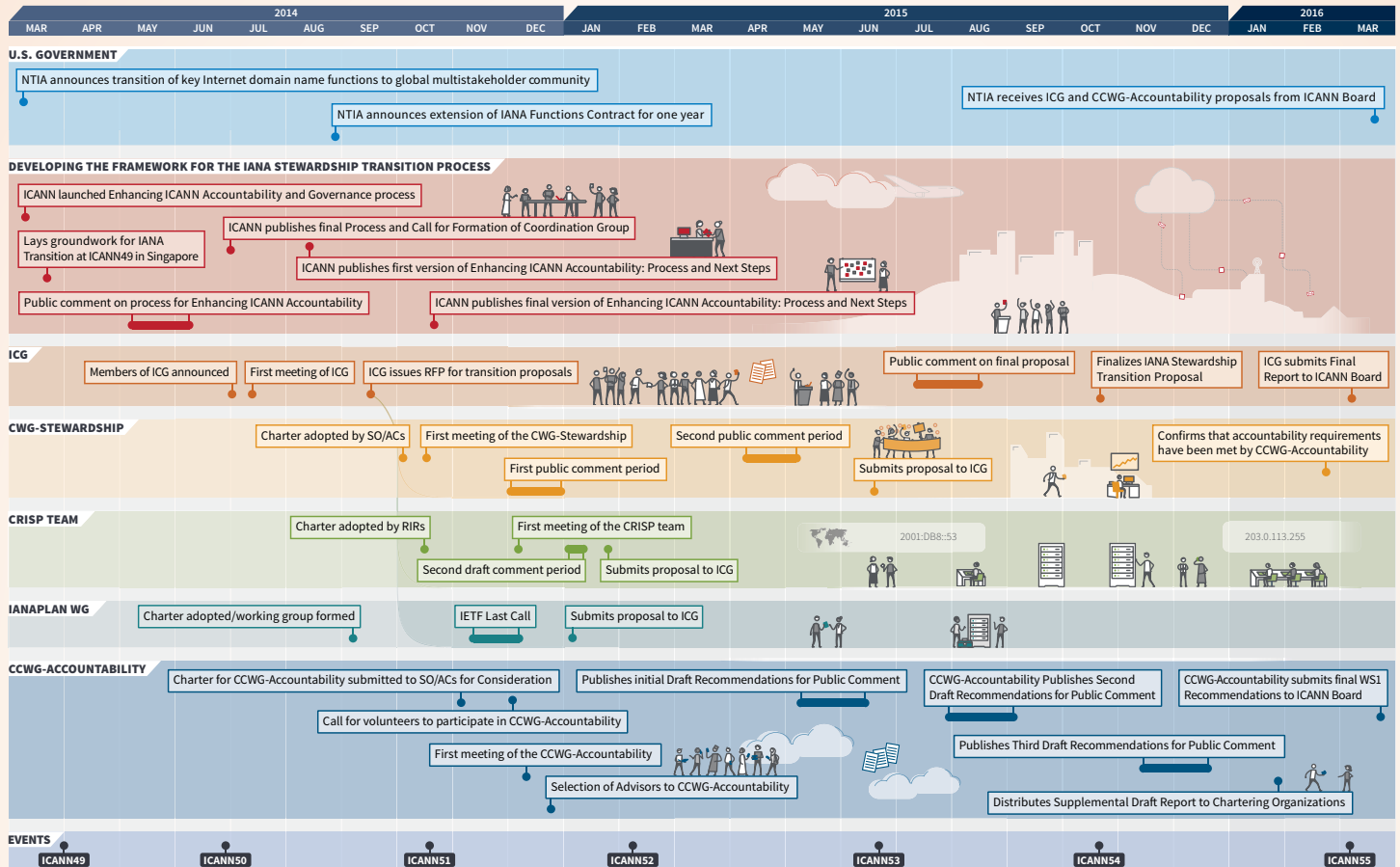
Over the course of the year, the ICANN community and organization began implementation planning to define the mechanisms required for the transition to occur on schedule. These tasks included system changes, procedural changes, organizational changes, and the creation or revision of contractual agreements or other legal documents.

In August 2016, ICANN submitted an Implementation Planning Status Report to NTIA. The report provided a thorough inventory of the work that was accomplished by ICANN and the multistakeholder community to prepare for the IANA stewardship transition, and described the remaining tasks to be completed before 30 September 2016 to allow the current term of the IANA functions contract to expire.

All implementation tasks identified in the report were completed before 30 September 2016 to allow the IANA functions contract to expire.

 [Read More](#)

IANA STEWARDSHIP TRANSITION TIMELINE



For more resources and information, please visit: www.icann.org/stewardship-accountability




Increasing Our Presence in Africa



In May, ICANN celebrated the opening of its first African engagement office in Nairobi, Kenya. This office supports the work of the Global Stakeholder Engagement team – promoting effective institutional engagement and facilitating capacity building in the domain name system industry throughout Africa.

The inaugural events and activities drew attendees from the local and regional Internet community. Local and regional officials extended a warm welcome to ICANN, and noted the commonalities in the

multistakeholder models of the Kenyan government and ICANN. Media coverage echoed the recognition local leaders paid to ICANN's new footprint in Africa.

 [Read More](#)

Celebrating a “Grand” Milestone



In late May, ICANN marked an exciting milestone in the domain name system's evolution with the delegation of the 1,000th new gTLD from the 2012 application window. Since finalizing the first four applications three years ago, the New gTLD Program has ushered in the largest-ever expansion of available top-level domains. This change promises to promote global innovation, competition and consumer choice.

 [Read More](#)

KSK Rollover

Plans have been developed to roll, or change, the top pair of cryptographic keys used in the Domain Name System Security Extensions (DNSSEC) protocol, commonly known as the root zone key signing key (KSK). This will be the first time the KSK has been changed since it was initially generated in 2010.




Changing the DNSSEC keys is an important security step, in much the same way that regularly changing passwords is considered a prudent practice for any Internet user.

The root zone KSK consists of a private component and a public component. The private component is stored securely by ICANN, but the public component is distributed widely and is configured in a large number of devices, possibly numbering in the millions.

The multistep KSK rollover process involves generating a new cryptographic key pair and then distributing the new public component.

Internet service providers, enterprise network operators and others performing DNSSEC validation must update their systems with the public part of the new KSK to ensure trouble-free Internet access for their users.

The KSK is an essential component of DNSSEC, the security technology that authenticates the integrity of information within the domain name system. Because this type of change has never before occurred at the root level, the rollover will be widely and carefully coordinated to ensure that it does not interfere with normal operations.

 [Read More](#)

Göran Marby Joins ICANN as New President and CEO

 [Read More](#)

In February 2016, the ICANN Board announced the appointment of the organization's sixth President and CEO, **Göran Marby**. Formerly Director General of the independent regulatory body Swedish Post and Telecom Authority, Marby brings two decades of experience as a senior executive in the Internet and technology sectors, as well as familiarity and close working relationships with international organizations and standards bodies. A Swedish citizen, Marby began his term at ICANN in May, working out of ICANN's headquarters in Los Angeles. Before joining the Swedish Post and Telecom Authority, he cofounded and led AppGate Network Security AB, a security software company. He has held several other leadership roles, including CEO of Cygate, a network services company; country manager for Cisco in Sweden and CEO of Unisource Business Networks. Marby holds a bachelor of science from the University of Gothenburg's School of Business, Economics and Law.



Strengthening ICANN's Team

In June, new ICANN CEO Göran Marby announced several important staffing changes and restructurings. To clarify the separation of roles between the community, Board and organization, the leadership team known as the Global Leadership Team was renamed the organization's Executive Team. Chief Financial Officer **Xavier Calvez** joined the Executive Team as part of ICANN's commitment to operational excellence and fiscal responsibility. As of December 2016 (FY17) Calvez reports to Marby.



Duncan Burns joined the Executive Team as Senior Vice President, Global Communications, reporting directly to the CEO. The Language Services Department moved under his leadership, recognizing the importance of communicating with our stakeholders as ICANN begins a new chapter.



Sally Costerton, Senior Advisor to the President and Senior Vice President for Global Stakeholder Engagement, assumed leadership of the Development and Public Responsibility Department.



Ashwin Rangan's title changed from Chief Innovation and Information Officer to Senior Vice President, Engineering and Chief Information Officer, to better differentiate his work from that of the Office of the Chief Technology Officer, David Conrad. Conrad's role remains unchanged.



Also in June, ICANN Board Chair Stephen Crocker announced that Chris LaHatte would end his term as ICANN Ombudsman after five years of service. Herb Wayne, current Adjunct Ombudsman, was appointed to fill the role while the community completes its review of the ombudsman role as a critical part of ICANN accountability. Once the community's recommendations on the scope and nature of the role are completed and considered by the Board, a global search will be conducted for the next ICANN Ombudsman.

 [Read More](#)




ICANN Public Meetings: The Multistakeholder Model in Action

► NEW MEETING STRATEGY

Over time, ICANN Public Meetings have expanded to accommodate the requirements of the ICANN community. In recent years, some community members felt that the substantial growth in attendance and number of sessions had reduced the opportunity for policy development and cross-community interaction. The community-led Meeting Strategy Working Group revamped ICANN's meeting strategy by changing the duration and focus of its three annual meetings. The group drafted a set of recommendations, which were approved by the Board.

Beginning in calendar year 2016, ICANN began implementing the new meeting strategy. The strategy retained the three yearly meetings, with changes centered on the focus and duration of each meeting. The shorter meeting was limited to policy work and cross-community engagement. In June, the first Policy Forum was held in Helsinki, Finland.

 [Read More](#)

► FY16 MEETINGS



ICANN54 Dublin

In October 2015, some 2,300 delegates from the ICANN community gathered in Dublin. Extensive community discussion centered around the IANA stewardship transition and efforts to enhance ICANN's accountability. Three new Board members were seated: Rafael "Lito" Ibarra of El Salvador, Lousewies van der Laan of the Netherlands and Ron da Silva of the United States.

 [Read More](#)



ICANN55 Marrakech


ICANN's 55th Public Meeting in March was a historic one, marking the submission of a community-designed, consensus-based proposal for the transition of the stewardship of the IANA functions from the U.S. Government to the global community. Among the estimated 2,000 attendees were 170 governmental ministers and high-level officials who were attending the biennial High-Level Governmental Meeting. Held in conjunction with the Governmental Advisory Committee (GAC) meeting, this additional meeting's aim was to encourage member countries and organizations to participate in the committee's deliberations, with a focus on engaging nations from the developing world. ICANN55 had the highest attendance of any ICANN Public Meeting in Africa.

 [Read More](#)



ICANN56 Helsinki


In June 2016, the policy-focused ICANN56 occurred on the heels of the U.S. Government's announcement that the IANA stewardship transition proposal met its requirements. The Cross-Community Working Group on Enhancing ICANN Accountability (CCWG-Accountability) launched Work Stream 2, examining and making recommendations for how to improve accountability in nine additional areas.

 [Read More](#)

► **GREATER TRANSPARENCY OF PUBLIC MEETING DATA & SURVEY RESPONSES**

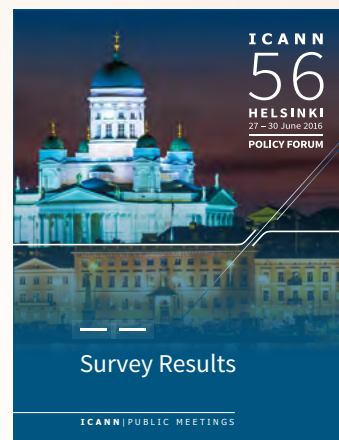
ICANN began publishing technical and survey data about its Public Meetings in March 2016, with the ICANN55 meeting in Marrakech. Stakeholders can now gain insights into regional participation, session attendance and survey results.



 [Read More](#)



 [Read More](#)



 [Read More](#)

► **MEETINGS ATTENDANCE**

	CITY	TOTAL REGISTRATION	FIRST-TIME PARTICIPANTS	REGION
ICANN56	Helsinki, Finland	1,436	344	Europe
ICANN55	Marrakech, Morocco	2,273	1,103	Africa
ICANN54	Dublin, Ireland	2,395	433	Europe

FY2016

Financial Overview

The Financial Overview section provides a summary of financial highlights for the fiscal year ending 30 June 2016. More detailed financial information can be found in ICANN's Independent Auditor's Report of Financial Statements, published 26 October 2016.



Review the Audited Financial Report

Note: Arithmetical inconsistencies and discrepancies in the figures in the FY16 Annual Report compared to the FY16 Audited Financial Report are the result of rounding to the next million.

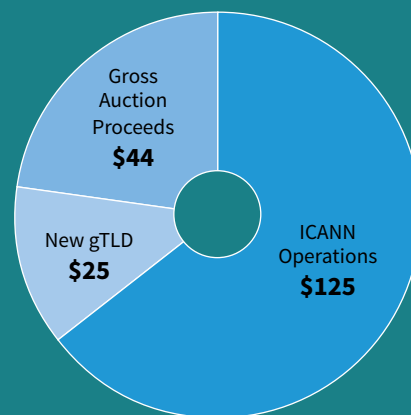
FY16 Financial Highlights

(in millions USD)
(Unaudited)

Support and Revenue

\$195

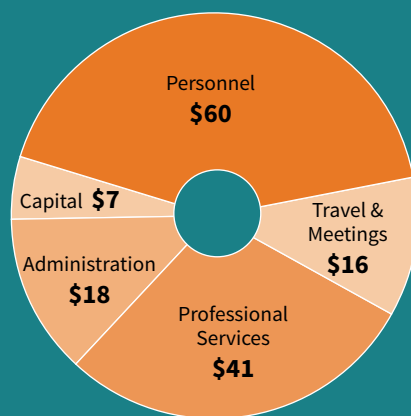
ICANN operations revenue is 65 percent of total ICANN revenue and consists of revenue from the number of domain registrations collected from registrants through registries and registrars, and annual fixed fees collected from the number of parties under contract with ICANN. About 1.5 percent of ICANN operations revenue consists of contributions and sponsorships. New gTLD application fees account for 13 percent of total ICANN revenue. The New gTLD Program is a \$360-million, multiyear program to create new top-level domains. The program is fully funded through application fees collected in 2012, for which revenue is recognized as the application evaluation work progresses and fees become nonrefundable. Revenue from gross new gTLD Auction Proceeds represents 22 percent of total ICANN revenue. This revenue is the result of auctions held during the fiscal year for New gTLD Program contention sets. Contention sets are groups of applications containing identical or confusingly similar applied-for gTLD strings.



Cash Expenses (excludes depreciation and bad debt)

\$143

ICANN’s main expense is personnel costs, corresponding to an average of 340 employees during the course of FY16 and representing 42 percent of cash expenses. Travel and meeting costs include the costs of travel, lodging and venue rental for various meetings, and represent 11 percent of cash expenses. Professional services represent 29 percent of cash expenses and primarily include contractor services, legal fees, and language services for transcription, translation and interpretation. Administration costs represent 13 percent of cash expenses and primarily include rent and other facilities costs for all ICANN locations, and network and telecommunication costs. Capital costs represent 5 percent of cash expenses and primarily include IT infrastructure and security improvements.



Total expenses include approximately \$17.9 million in costs for the IANA stewardship transition initiative. This initiative supports NTIA's request for ICANN to convene an inclusive, global discussion to determine a process for transitioning the stewardship of the IANA functions to the multistakeholder community.

Funds Under Management

(in millions USD)

As of June 2016, ICANN managed a total of \$341 million, held in four different types of funds.

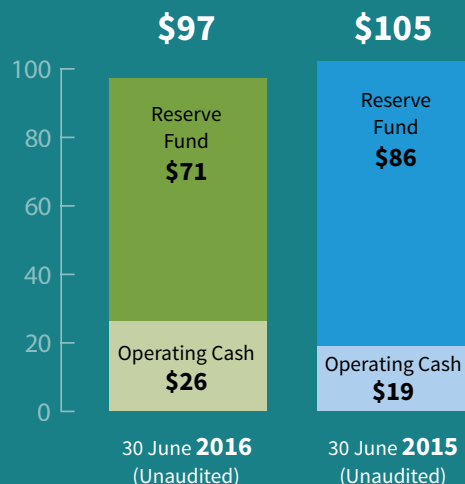
The **Operating Fund** is the cash on hand used to fund ICANN’s day-to-day operations. The Operating Fund is used to collect revenues and to fund the payment of employees, suppliers and other third parties. The Operating Fund contains enough funds to cover ICANN’s expected expenditures for three months. Periodically, any funds in excess of three months are transferred to the Reserve Fund. The Operating Fund increased between June 2015 and June 2016 as a result of planned operations, the reimbursement from the Reserve Fund for January through June 2015 for IANA stewardship transition project costs, and the repayment from the New gTLD Program for accumulated direct allocated costs and historical development costs that ICANN Operations incurred on behalf of the program. The repayment for historical development costs was subsequently transferred to the Reserve Fund.

The **Reserve Fund** is held by ICANN for contingent expenses resulting from any unexpected events or economic uncertainties. It supports the financial stability of the organization. The Reserve Fund is invested as per the ICANN Investment Policy, and is under the custody and management of State Street Global Advisors. The returns generated through the investment of the funds are fully reinvested within the Reserve Fund. The Reserve Fund decreased between June 2015 and June 2016 as a result of the reimbursement to the Operating Fund for IANA stewardship transition project costs, partially offset by the the repayment received from the New gTLD Program for historical development costs and the appreciation in the market value of investments.

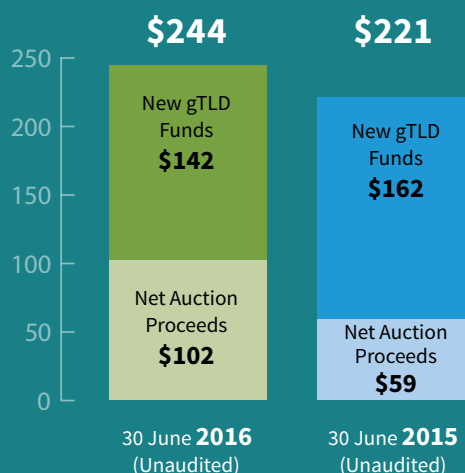
The **New gTLD Program** funds result from the unspent funds collected from the program applicants. These funds were collected mainly between January and June 2012 and are used exclusively to pay for expenses related to the New gTLD Program. The new gTLD unspent funds are invested as per the New gTLD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

ICANN collected **Net Auction Proceeds** of \$102M by 30 June, 2016. The proceeds result from the auctions that ICANN offers as a last-resort mechanism for resolving string contention under the New gTLD Program. (The auction of .web and .webs occurred in FY17 and will be reported in next year’s report.)

ICANN Operations Cash/Operating Reserve Funds



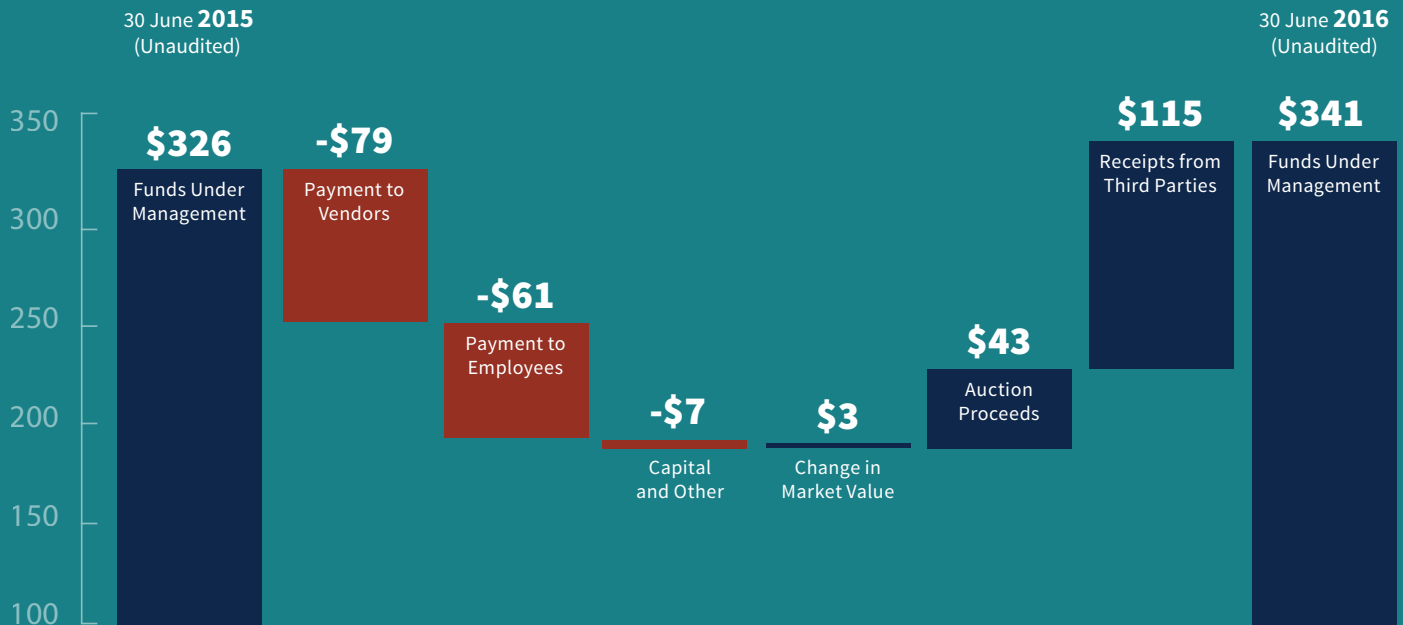
New gTLD Program New gTLD Funds / Net Auction Proceeds



Cash Flow Synopsis

(in millions USD)

30 June 2015 – 30 June 2016



The main cash flows affecting the ICANN operations on a recurring basis are the collection of fees and contributions from contracted parties and other contributors, payroll payments and payments to vendors for operating and capital expenses. During its fiscal year 2016, ICANN Operations cash flows also include approximately \$17.9 million in costs for the IANA stewardship transition initiative. During its fiscal year 2016, ICANN continued with the Initial and Extended Evaluation, Pre-delegation testing and contracting phases of the New gTLD Program. The disbursements to vendors during this fiscal year include those related to the New gTLD Program for approximately \$6.9 million and refunds to applicants of \$1.7 million. In fiscal year 2016, ICANN collected Net Auction Proceeds of \$43 million. The proceeds result from the auctions that ICANN offers as a last-resort mechanism for resolving string contention under the New gTLD Program.

Note: The .web and .webs auctions were held in July 2016 (FY17) and therefore are not included in the FY16 results.



Statement of Financial Position (Extract)

(in millions USD)

Assets

	30 June 2016 (Unaudited)	30 June 2015 (Unaudited)
Cash & Cash Equivalents	\$ 37	\$ 90
Investments	303	236
Receivables	37	29
Capital & Other Assets	22	22
	Total Assets	
	\$ 400	\$ 377

Liabilities

Accrued Payable & Accrued Liabilities	\$ 19	\$ 23
Deferred Income	47	75
<i>Total Liabilities</i>	66	97
Unrestricted Net Assets	334	279
	Total Liabilities & Net Assets	
	\$ 400	\$ 377

The increase of total assets reflects the Auction Proceeds received during the fiscal year, partially offset by cash spent to support the overall growth of the organization and the progress of the New gTLD Program, and the IANA stewardship transition initiative.

The decrease in Deferred Revenue from June 2015 to June 2016 is driven by the revenue recognized during the period, and by the fees refunded for applications withdrawn. The application fees collected are recognized in revenues as the program evaluation progresses and fees become non-refundable.

Statement of Activities (Extract)

(in millions USD)

Unrestricted Support & Revenue

	30 June 2016 (Unaudited)	30 June 2015 (Unaudited)
Registry	\$ 75	\$ 59
Registrar	48	39
Contributions	3	4
Auction Proceeds	44	61
Revenues from gTLD Application Fees	25	53
Total Support & Revenue	\$ 195	\$ 217

Expenses

Personnel	\$ 60	\$ 56
Travel & Meetings	16	16
Professional Services	41	36
Administration	25	24
Total Expenses	\$ 143	\$ 132

Other Income

Total Other Income	\$ 3	\$ 1
Change in Net Assets	54	86

Unrestricted Net Assets

Beginning of Year	\$ 279	\$ 193
End of Year	334	279

During the fiscal year 2016, the Total Support and Revenue has decreased as compared to the previous year mainly as a result of the Auction Proceeds for the New gTLD Program for \$44 million as well as the portion of the new gTLD application fees recognized in revenue, for \$25 million. Revenues for the New gTLD Program are recognized as the application evaluation work has progressed and fees become non-refundable.

The Total Expenses have increased year-on-year as a result of the overall growth of the organization resulting from the strengthening of its infrastructure and its management capabilities, the IANA stewardship transition initiative, and from the support to the New gTLD Program, partially offset by lower costs incurred for Initial and Extended Evaluation and delayed Pre-Delegation testing and contracting for the New gTLD Program.

Achieving FY16 Strategic Objectives & Goals [Read More](#)

1

Evolve & Further Globalize ICANN

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

2

Support a Healthy, Stable & Resilient Unique Identifier Ecosystem

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

3

Advance Organizational, Technological & Operational Excellence

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

4

Promote ICANN's Role & Multistakeholder Approach

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

5

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

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

OBJECTIVE 1

Evolve & Further Globalize ICANN

- 1.1 Further globalize and regionalize ICANN functions
- 1.2 Bring ICANN to the world by creating a balanced and proactive approach to regional engagement with stakeholders
- 1.3 Evolve policy development and governance processes, structures and meetings to be more accountable, inclusive, efficient, effective and responsive



1

FY16 Achievements

In order to meet the needs of the changing global landscape, ICANN will continue to evolve its multistakeholder processes and structures – both face-to-face and online – to enable: broad, inclusive, multilingual engagement; new forms of participatory, consensus-based decision-making; and globalized and regionalized institutional frameworks.

1.1 Further globalize and regionalize ICANN functions

► ASIA PACIFIC

In FY16, ICANN’s Asia Pacific team focused on promoting regional participation in and contributions to the development of the IANA stewardship transition proposals and on ICANN’s ongoing policy development processes. Capacity-building partnerships and technical assistance continued with regional peers in the Internet ecosystem.

Capacity Building in 16 Countries



ICANN55 readout session at inaugural ICANN Day in Beijing



August Workshop on Thai Label Generation Rules



This capacity building included lectures and educational programs for the next generation of Internet users and students in India, Korea, the Philippines and Singapore. ICANN readout sessions in China and Japan gave those who could not attend ICANN Public Meetings a chance to learn about the key discussions and outcomes from the meetings.

Volunteer community members serving on new label generation panels for Thai, Lao, Khmer and Korean scripts are helping to form rules that assist in the development and use of Internationalized Domain Names (IDNs). ICANN’s Asia Pacific team also provided support to the coordination work of the Chinese, Japanese and Korean label generation panels.

The community-led Asia Pacific Space webinar was conceived at ICANN52. In May 2016, it became a bimonthly event, giving an opportunity for deeper discussion on ICANN issues. ICANN’s regional team also continued its support of the bimonthly webinars jointly hosted by the Asia Pacific Regional At-Large Organization and Asia Pacific hub office, working with the Language Services team to launch captioning to further enhance understanding.

The team also targeted engagement with registries and registrars in 12 countries. The Registry Services and Engagement team made site visits to registry operators and participated in industry events like the Australian Internet Governance Forum and the Global Domains Division Industry Summit.

Targeted Engagement in 12 Markets



Training seminar for Korean registrars, Seoul



ICANN's Savé Vocea (front row, second from right) at ICT Pacific Days 2016, Vanuatu



► **MIDDLE EAST**

In February 2016, ICANN published its final report on the current state of the Internet and the domain name industry in the Middle East region and adjoining countries. The study sets the industry and domain name registration data in the wider context of the region's Internet development, Internet usage patterns and user preferences, region's hosting industry and the importance of local language content. [Read More](#)

ICANN hosted two DNS forums in the region. In January 2016, the second Turkey DNS Forum was held in Istanbul, Turkey, with 120 people in attendance. In May, ICANN's third Middle East DNS Forum was held in Tunis, Tunisia, attracting about 100 attendees.

The DNS Entrepreneurship Center (DNS-EC) in Cairo, Egypt, held 10 workshops on the technical and business aspects of the domain name industry in 6 different countries, drawing more than 200 participants from over a dozen countries. Several community partners, including Egypt's National Telecommunications Regulatory Authority, helped ICANN kick off this project.



ICANN's Baher Esmat (left) and Cherine Chalaby (third from left) met with members of the DNS-EC in Cairo



Participants of one of the ten DNS-EC workshops held in Cairo

▶ EUROPE

European stakeholders were very active in the ICANN community during this period, comprising 30 percent of community members and contributions to the IANA stewardship transition work.

The ICANN community, Board and organization organized or participated in at least one to two events per week in Europe, and over the past fiscal year visited about 20 countries. Among the many ICANN-supported local initiatives were the second edition of the South Eastern European Dialogue on Internet Governance, the European Dialogue on Internet Governance, the new Internet Academy in Poland and over a dozen national Internet Governance Forums.

ICANN has strengthened its engagement through increased participation with the other Internet technical organizations and their communities, including the Réseaux IP Européens Network Coordination Centre (RIPE NCC), the Council of European National Top-Level Domain Registries (CENTR) and the Internet Engineering Task Force (IETF).



SEEDIG 2016, Belgrade, Serbia

▶ EASTERN EUROPE & CENTRAL ASIA

This region welcomed two new Internet Governance Forums in FY16: the Eastern European Internet Governance Forum in Belarus in May, and the Central Asian Internet Governance Forum in Kyrgyzstan in June 2016. ICANN community, Board and organization participation in both forums advanced development and implementation of efficient regional and sub-regional outreach strategies.

During ICANN's first media roundtable in Ukraine in April, discussion topics included the business and economic perspectives of the New gTLD Program and IDNs. The event will be replicated in other countries during FY17.



First Central Asian IGF, Bishkek, Kyrgyzstan

► **AFRICA**

The ICANN community and organization began building the foundation for bringing African languages to the Internet. In November 2015, the ICANN organization held the first workshop on IDNs in the context of the African languages and scripts, bringing together African linguists, computer specialists and other interested parties. African lawyers interested in mastering ICANN’s dispute resolution mechanisms participated in a workshop in Zimbabwe focusing on dispute resolution, domain names, brands and trademarks.

The first YouthCom leadership development workshop was held in late April in Ouagadougou, Burkina Faso. The workshop aimed to help developing countries groom the next generation of leaders in Internet governance.



YouthCom Project participants in Ouagadougou, Burkina Faso



ICANN staff at the Communications Authority of Kenya

► **LATIN AMERICA & CARIBBEAN ISLANDS**

ICANN’s Latin American and Caribbean Islands team continued to support the implementation of the community’s bottom-up regional strategy. The strategy, initially presented in 2013, was the result of the work of a steering committee composed of representatives from stakeholder groups in the region. The strategy steering committee met in September 2015 in Montevideo, Uruguay, to review the regional plan, evaluate progress and align objectives with ICANN’s organizational strategic plan. It updated the Latin American and Caribbean strategic plan for 2016–2020. The renewed plan includes projects from the previous strategy and a variety of new ones.

As part of the regional strategy, the Latin American and Caribbean Islands DNS Marketplace Study was developed in the second half of FY16. A first draft will be submitted for public community consultation in early FY17. The study will give the status of gTLD and country code top-level domain (ccTLD) regional markets, and will include large-scale data analysis, interviews with key ecosystem players, best practices, and social and economic analyses.

 [Read More](#)

The team held monthly webinars to update the community on the regional strategy. Before each ICANN Public Meeting, the team hosted webinars to update regional representatives to ICANN’s GAC on key topics. The team continued its support of the Latin American and Caribbean Islands Regional At-Large Organization (LACRALO) webinars, holding six in 2015 and two in 2016. Regional businesses also were served through two webinars about ICANN registrar accreditation that were held in coordination with the Global Domains Division.



Vint Cerf visits the Casa de Internet of Latin America and the Caribbean



Signing ceremony of new gTLD in Rio de Janeiro, Brazil, September 2015

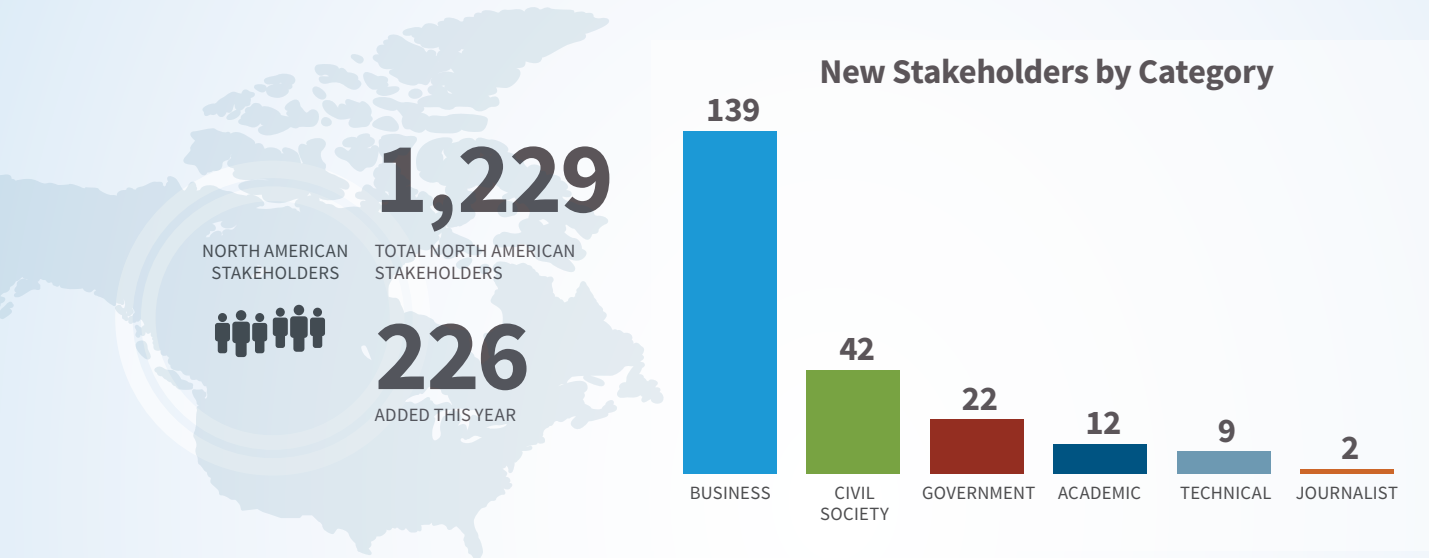


ICANN and COMTELCA sign an MoU in Managua, Nicaragua, April 2016

► **NORTH AMERICA**

Outreach by the Global Stakeholder Engagement team in North America focused on its ongoing efforts to introduce new audiences to ICANN, while at the same time expanding the engagement of existing stakeholders. To achieve these goals, the team expanded the regional map of stakeholders in diverse locations, and coordinated the work of the ICANN community and organization in sustaining volunteerism at ICANN.

The North America “heat map” of stakeholders grew by 21 percent and represented many new contacts from the U.S., Canada and island territories.



A virtual team of ICANN community leaders and ICANN organization staff adopted the concept of the “stakeholder journey” as a framework for analyzing and understanding the many ways stakeholders come to ICANN to follow, participate, and (eventually) lead in policy development. The objectives are to ease onboarding and support volunteers who begin their journey at ICANN – to help them become active participants who find volunteering a rewarding experience.

Team members conducted research in the fields of community development, customer journeys and open-source collaborative systems. They collected data on outreach and participation practices for each ICANN Supporting Organization and Advisory Committee structure, and called community leaders to discuss key issues and questions. Based on responses, the ICANN team identified several “pain points” and developed recommendations to address them. At this point, almost every Supporting Organization and Advisory Committee structure has identified an outreach “point-person” or committee to focus on these issues and develop plans to address them.



Participants of CIRA (.ca) roundtable in Ottawa, Canada, October 2015
 Center: ICANN's Chris Mondini



ICANN rooftop reception in Washington, D.C., June 2016
 From left: ICANN's Robert Hoggarth, NARALO Chair Glenn McKnight

► **LANGUAGE SERVICES**

The Localization toolkit initiative continues as a community-driven, ICANN-supported effort to bring ICANN content to local communities all over the world. The Language Services team is also supporting new ICANN content management and publishing infrastructure projects that will enhance language enablement and translation support. As part of this effort, the team has implemented translation support for additional web publishing formats, reducing the manual processing and layout required. The Language Services team will expand this work to other ICANN content.

Working with the APAC hub office, ICANN signed a Memorandum of Understanding (MoU) with the Electronics Transactions Development Agency (ETDA) of Thailand. The MoU proposes increased coordination on the translation of ICANN materials into the Thai language with a goal of strengthening the Thai community's ability to participate in ICANN. MoU partners will be able to translate basic outreach materials and select ICANN Learn courseware from specially prepared source materials. The Language Services team will support the translation with instructions, terminology and a glossary.

This past year, the Language Services and Communications teams deployed a new source text-checking and validation software tool called Acrolinx. Acrolinx checks selected ICANN reports and publications for grammar, writing style and terminology against global writing best practices. The software helps to make English content easier to translate, and easier for non-native speakers to understand.

1.2 **Bring ICANN to the world by creating a balanced and proactive approach to regional engagement with stakeholders**

► **PROGRESS ON REGIONAL NEWSLETTERS AND SOCIAL MEDIA**

The ICANN Communications team made improvements to its newsletter outreach by increasing the timeliness of monthly publications, translating all newsletters into regional languages and adding global content across all newsletters.

Given the challenges with reaching audiences on social media organically, ICANN used paid, multilingual social media campaigns across Facebook, Twitter, LinkedIn and Google.

► **INNOVATIONS ON WEBSITES AND MOBILE APPS**

The ICANN organization worked with the community to build new websites, provide a mobile meeting platform and select new tools to better distribute content management, organize documents and improve findability on icann.org. Achievements include:

- Establishing a common framework and reorganization of Accountability Mechanisms and Reviews with resulting Board recommendations and implementation plans.
- Integrating a beta Board Advice Register tool to consolidate and better inform stakeholders.
- Executing a Web Accessibility Program to assess, train, and invest in tools to make our websites more accessible and work toward World Wide Web Consortium (W3C) Level AA standards.
- Conducting a document collaboration pilot with the Security and Stability Advisory Committee (SSAC) to look at tools and processes for document authoring and review.
- Launching a mobile meetings app using the EventMobi platform. Starting with ICANN54, participants could engage with each other, find sessions and build their own schedules.
- Selecting new platform tools – dotCMS as a distributed web content management system, and Alfresco for document management.
- Launching the At-Large website.

The screenshot displays the ICANN At-Large website interface. At the top, there are social media links and a navigation menu with items like 'ABOUT', 'POLICY ADVICE', 'NEWS & EVENTS', 'TAKE PART', and 'COMMUNITY'. A prominent banner reads 'We are the At-Large Community Help us shape the Internet's future'. Below this is a 'Get Started' section with buttons for 'Learn About At-Large', 'Get Involved', and 'Find an Event'. A 'Welcome to the new At-Large Site' message is also visible. The main content area is titled 'Policy Advice Development' and includes a 'Topics and Policy Working Groups' section. This section features a circular diagram with segments for various topics: Security/Stability, WHOIS, Accountability/Transparency, Contracted Party Agreements, DNS, Engagement, IANA, ICANN Board/Bylaws, IDN, Intellectual Property, Internet Governance, Internet Protocols, Legal/Regulatory, New gTLDs, Operations/Finances, Policy Processes, Public Interest, and Reviews/Improvements. To the right, a 'Latest Policy Advice' section lists recent updates such as 'Creating a Consumer Agenda at ICANN' and 'Input requested: SO/AC/SG/C Outreach - New gTLD Subsequent Procedures'.



1.3 Evolve policy development and governance processes, structures and meetings to be more accountable, inclusive, efficient, effective and responsive

► **ADVANCING POLICY DEVELOPMENT AT ICANN**

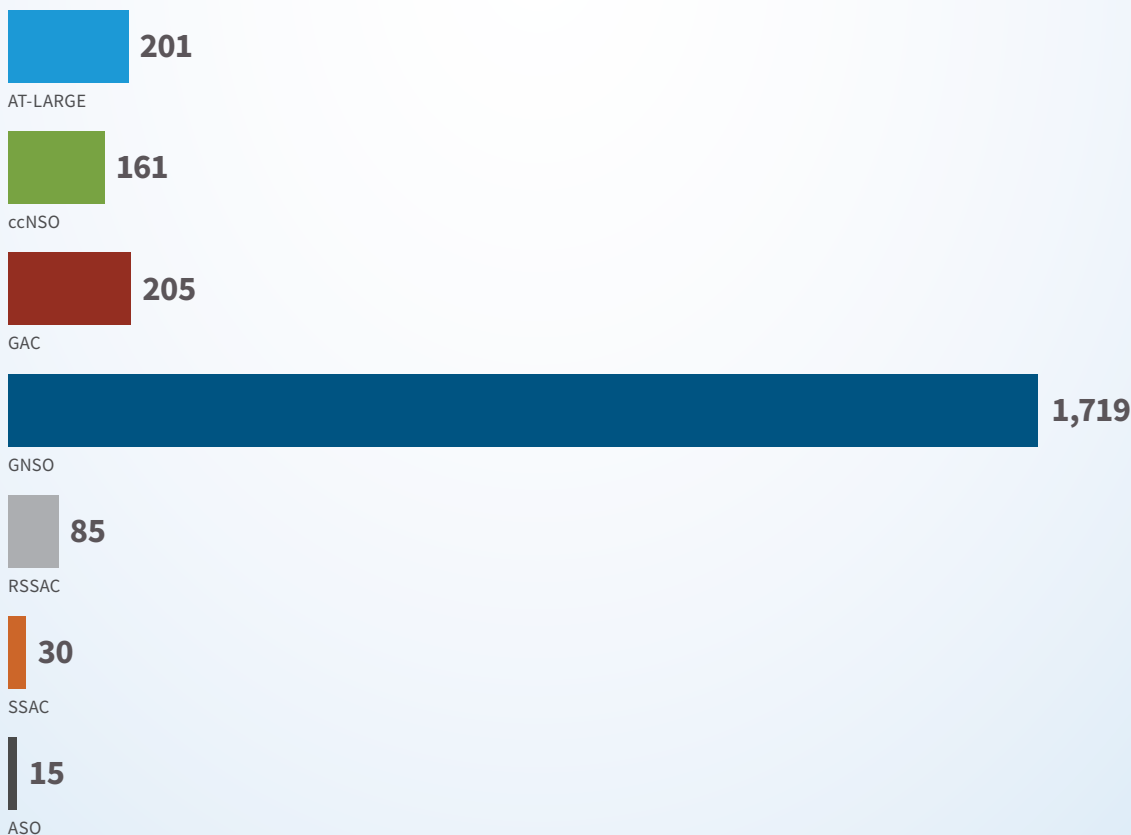
The ICANN community develops policies related to the domain name system through its Supporting Organizations, influenced by Advisory Committees – all composed of volunteers from across the world – in a bottom-up, open and transparent process. The ICANN community strives to ensure that its policy development mechanisms are effective and streamlined so that global stakeholders can participate and have their voices heard.

New Policymaking Resources

The ICANN organization worked with the community to create new resources and reports to better enable participation in policy development processes. Some of these new resources include:

- A “Multistakeholder Policy Development” infographic that illustrates the specific policy development process for each Supporting Organization
- Pre- and post-meeting reports that capture highlights from our thrice-yearly Public Meetings, including summaries of the cross-community sessions and updates from our Supporting Organizations and Advisory Committees

Membership Totals in ICANN Supporting Organizations & Advisory Committees
(Membership at end of FY16)



► SUPPORTING ORGANIZATION & ADVISORY COMMITTEE WORK

During FY16, Supporting Organizations and Advisory Committees focused their activities on the IANA stewardship transition and the processes to enhance ICANN's accountability. Stakeholders from these groups participated in different working groups and discussions. They worked on developing the proposals, and on reviewing and commenting on drafts and the final proposals. All chartering organizations of the Cross-Community Working Group on Enhancing ICANN Accountability approved the Supplemental Final Report in early March 2016.

Address Supporting Organization (ASO)



In June, the five Regional Internet Registries (RIRs) and ICANN signed the Service Level Agreement on the IANA Numbering Services, completing a requirement set by the Consolidated RIR IANA Stewardship Transition Proposal Team in its final proposal.

The organization's Address Council selected Akinori Maemura to Seat 10 on the ICANN Board. The competitive process included a public call for nominations, a public comment period, interviews with all candidates and two rounds of voting for eligible members.

The ASO continued policy development related to Internet number resources at the regional level, concentrating largely on two areas:

- Transfer and allocation policies – e.g., Internet Protocol version 4 (IPv4), Internet Protocol version 6 (IPv6) and Autonomous Systems Numbers – within and between regions
- Revision and simplification of existing policies

 [Read More](#)

Country Code Names Supporting Organization (ccNSO)



Membership continued to grow during FY16 – and now includes over 160 ccTLD managers.

The ccNSO facilitated participation of ccTLD managers in the different working groups and discussions.

As part of the implementation efforts stemming from the transition proposals, a guideline review committee began developing processes and procedures to align community practices with the new ICANN bylaws created as part of the efforts.

In June, the ccNSO Council launched the third ccNSO policy development process since its creation in 2003. The goal is to develop policy recommendations for the retirement of ccTLDs and for a review mechanism for decisions on delegation, transfer, revocation and retirement.

Additional discussion topics included providing guidance on the second Extended Process Similarity Review, a procedure introduced as part of the IDN ccTLD Fast Track process.

 [Read More](#)

Generic Names Supporting Organization (GNSO)



The GNSO Council initiated three policy development processes (PDPs) in FY16 on the following topics:

- Review of all rights protection mechanisms in all gTLDs
- New gTLD subsequent procedures
- Next generation registration directory services (RDS) to replace WHOIS

The GNSO met in a combined 165 sessions during the three ICANN Public Meetings in FY16, including a one-day development session for both incoming and returning councilors after ICANN54. In addition to many working group meetings, the GNSO led five cross-community sessions on key policy topics such as new gTLD subsequent procedures and next generation RDS to expand the opportunities for interaction and understanding at ICANN56.

The GNSO elected Becky Burr to represent registries and registrars on the ICANN Board of Directors. Burr, currently deputy general counsel and chief privacy officer at Neustar, has extensive experience with ICANN, including serving on the Council of the Country Code Names Supporting Organization.

The GNSO also spearheaded the creation of a drafting team to develop a proposed charter for a cross-community working group on new gTLD auction proceeds.

By the Numbers

- The GNSO worked on 18 different efforts during FY16, including working groups and cross-community projects. The organization chartered 12 of these efforts and co-chartered the remaining six.
- The GNSO Council met 13 times in FY16, including the three ICANN Public Meetings, where the GNSO community met in a combined 165 sessions.
- The GNSO Council passed 22 resolutions in FY16, including the final report of the PDP Privacy and Proxy Services Accreditation Issues (PPSAI) Working Group. The report contained 21 recommendations that provide the basis for an accreditation framework for privacy and proxy services, as part of ongoing efforts to improve WHOIS.

 [Read More](#)



At-Large Advisory Committee (ALAC)



In FY16, the ALAC secured a commitment from the GNSO's Working Group on Subsequent Procedures for New gTLDs to review concerns regarding the effectiveness of public interest commitments for sensitive new gTLDs. The ALAC accredited 15 organizations as At-Large Structures this fiscal year, including the 200th one in June 2016, marking an important milestone in the history of the At-Large community.

Other Noteworthy Developments

- ALAC submitted 30 policy advice statements in response to public comment proceedings and input for requests from GNSO working groups.
- The review of the At-Large community started in May 2016 with the announcement of ITEMS as the independent examiner.
- A new At-Large website was launched in February 2016.
- The At-Large Public Interest Working Group was established to discuss public interest issues in the ICANN context and evaluate how end users are affected.
- Nineteen capacity-building webinars were held to improve At-Large member understanding of ICANN issues.
- In a pilot effort, real-time captioning services were offered in nine At-Large teleconferences.

 [Read More](#)

Governmental Advisory Committee (GAC)



The GAC's advice to the ICANN Board during FY16 addressed issues related to new gTLDs, in particular, the implementation of safeguards, intergovernmental organization (IGO) protections, privacy and proxy accreditation services, and the use of two-letter codes and country names at the second-level.

Other Significant Accomplishments

- Working groups continued to advance matters between ICANN Public Meetings. Topic areas included geographical names, public safety, underserved regions, human rights and international law, and internal matters such as relations with the Nominating Committee and revisions of the GAC's operating principles.
- The GAC continued to address the requests from the Underserved Regions Working Group to strengthen the engagement between developing countries and ICANN.
- In FY16, four of the five GAC Vice-Chairs were re-elected. Discussions continued to stress the importance of regional balance in appointments.
- The third High-Level Governmental Meeting was held in Morocco in March 2016. The meeting gave officials a timely opportunity to discuss the IANA stewardship transition and other Internet governance matters, as well as the multistakeholder model and public policy issues.
- Membership in the GAC increased from 153 to 168 members, and from 32 to 35 observers.

 [Read More](#)

Root Server System Advisory Committee (RSSAC)



FY16 marked the second year of the Caucus of experts in the DNS and root server system. The Caucus is responsible for the essential work of the RSSAC. Caucus membership grew from 61 to 74 members.

The RSSAC completed work on the following advisories:

- RSSAC Statement on Client Reliability of Root DNS Data (28 June 2016)
- RSSAC002: Advisory on Measurements of the Root Server System, version 3 (1 June 2016)
- RSSAC003: Report on Root Zone TTLs (time-to-live values) (21 August 2015)

The RSSAC also accomplished the following:

- Issued reports from its successful workshops held in September 2015 and May 2016.
- Approved revisions to its operational procedures, building on its restructure from 2012.
- Continued work on the technical analysis of the naming scheme used for individual root servers.

 [Read More](#)

Security and Stability Advisory Committee (SSAC)



At ICANN55 and ICANN56, SSAC held DNSSEC workshops, in coordination with the Internet Society Deploy360 Programme.

 [Read More](#)

The committee published the following documents relating to the security and stability of the DNS, including the uses of the shared global domain name space, IPv4 address semantics and the IANA stewardship transition:

- [SAC082: SSAC Response to the Request for Advice Relating to the 2012 New Generic Top-Level Domain \(gTLD\) Round](#) (3 June 2016)
- [SAC081: SSAC Response to Request for Input on Next Generation Generic Top-Level Domains RDS to Replace WHOIS Policy Development Process \(PDP\)](#) (25 May 2016)
- [SAC080: SSAC Approval of CCWG-Accountability Supplemental Final Proposal on Work Stream 1 Recommendations](#) (2 March 2016)
- [SAC079: SSAC Advisory on the Changing Nature of IPv4 Address Semantics](#) (25 February 2016)
- [SAC078: SSAC Advisory on Uses of the Shared Global Domain Name Space](#) (16 February 2016)
- [SAC077: SSAC Comment on gTLD Marketplace Health Index Proposal](#) (22 January 2016)
- [SAC076: SSAC Comment on the CCWG-Accountability 3rd Draft Proposal](#) (21 December 2015)
- [SAC075: SSAC Comments to ITU-D on Establishing New Certification Authorities](#) (3 December 2015)
- [SAC074: SSAC Advisory on Registrant Protection: Best Practices for Preserving Security and Stability in the Credential Management Lifecycle](#) (3 November 2015)
- [SAC073: SSAC Comments on Root Zone Key Signing Key Rollover Plan](#)
- [Design Teams Draft Report](#) (5 October 2015)

 [Read More](#)

► COMMUNITY RECOGNITION

Multistakeholder Ethos Award 2016

ICANN volunteer panelists selected longtime community members Keith Davidson and Chuck Gomes as recipients of the 2016 Multistakeholder Ethos Award. The annual award was created in 2014 to recognize ICANN participants who have invested deeply in consensus-based solutions and the importance of ICANN's multistakeholder model of Internet governance.



Keith Davidson



Chuck Gomes

Leadership Award

In October 2015, Siranush Vardanyan, chair of ICANN's Asian, Australasian and Pacific Islands Regional At-Large Organization, was recognized by the ICANN organization's leadership team with the ICANN Leadership Award. A former ICANN fellow, Vardanyan received the award in recognition of her deep investment in the multistakeholder model. Vardanyan has represented the Armenian Association for the Disabled as an At-Large Structure since 2012, and has served on ICANN's Nominating Committee and as the Internet Society's ambassador for the Internet Governance Forum in 2010 and 2011.



Siranush Vardanyan

OBJECTIVE 2

Support a Healthy, Stable & Resilient Unique Identifier Ecosystem

- 2.1 Foster and coordinate a healthy, secure, stable, and resilient identifier ecosystem
- 2.2 Proactively plan for changes in the use of unique identifiers, and develop technology roadmaps to help guide ICANN activities
- 2.3 Support the evolution of the domain name marketplace to be robust, stable and trusted



2


FY16 Achievements

The growing and evolving unique ecosystem is operating within a changing landscape. ICANN will engage stakeholders to help support and plan for the ecosystem evolution and empower a global and responsible ecosystem that fosters growth and innovation.

2.1 Foster and coordinate a healthy, secure, stable and resilient identifier ecosystem

► IANA DEPARTMENT OF OPERATIONS

The IANA Department completed two third-party annual audits: an exception-free Service Organizational Control (SOC) type 2 report of the IANA registry management systems, and a SOC type 3 report of the root zone KSK system. These audits evaluated ICANN's service organization controls against the "trust services principles and criteria," ensuring the security and stability of the Internet's unique identifier systems.

 [Read More](#)

The IANA Department also completed an upgrade of the security system for ICANN's root DNSSEC key management facilities. The physical security improvements included an upgrade to sensors and detectors, the replacement of six-year-old software and system controllers, enhanced video surveillance, improved cable infrastructure and more descriptive logging and alarm notifications. ICANN also continued to conduct quarterly root key signing ceremonies.



ICANN added 376 top-level domains to the DNS root. ICANN maintains over 2,800 protocol parameter registries and sub-registries in compliance with instructions from the IETF. The department delivers monthly reports on its key performance indicators for timeliness and accuracy in delivering the IANA functions and on the service level agreement with the IETF.

 [Read More](#)


2.2 Proactively plan for changes in the use of unique identifiers, and develop technology roadmaps to help guide ICANN activities

► WHOIS CORE FUNCTION/SERVICE AND IMPROVEMENT

The WHOIS service is a free, publicly available directory containing the contact and technical information for registered domain name holders. Registrars and registries collect the data and make it available under the terms of their agreements with ICANN. Below are a few highlights from FY16.


GNSO PDP on Next Generation gTLD RDS to Replace WHOIS

A new working group convened in January 2016 to structure a GNSO PDP to define the basic requirements for gTLD registration data and directory services, and to determine if a new policy framework and next-generation registration directory services to replace the existing WHOIS would be needed. The working group finalized a work plan and is compiling requirements.

 [Read More](#)


Privacy and Proxy Service Providers Accreditation

In May 2015, a working group issued its initial report on the accreditation of privacy and proxy services, receiving more than 11,000 comments. The final recommendations, issued in December 2015, were approved by the GNSO Council in January 2016 and by the Board in August 2016. Implementation planning is underway.

 [Read More](#)


Thick and Thin WHOIS

A GNSO PDP is underway to recommend “thick” WHOIS records for all gTLDs. Three registries – .com, .net and .jobs – maintain “thin” registry entries, which include only registrar information plus a few other details. A thick WHOIS directory includes the registrant’s contact information. Transforming the data into thick WHOIS entries means adding data to nearly 130 million registrations, involving more than 2,000 registrars. Following the completion of the PDP, a two-year transition is targeted to start in early 2017.

 [Read More](#)

WHOIS Accuracy Reporting System

FY16 marked the launch of the WHOIS Accuracy Reporting System, which flags potentially inaccurate contact information. Initial tests showed that about 91 percent of email addresses, 76 percent of telephone numbers and 98 percent of postal addresses worked. ICANN’s Contractual Compliance Department is working with registrars regarding the potentially inaccurate information.

 [Read More](#)

“**Transforming the data into thick WHOIS entries means adding data to nearly 130 million registrations, involving more than 2,000 registrars.**”

► **ROOT SERVER SYSTEM EVOLUTION**

Building L-Root Resiliency

ICANN continued to expand the L-Root footprint in 23 locations in 17 countries by strategically engaging with organizations, both private and governmental, through the ICANN Global Stakeholder Engagement team. The efforts to boost name resolution capacity have helped make the L-Root resilient against several Internet-wide cyber events that occurred during the year. At the end of FY16, there were 160 L-Root instances in 74 countries.

ICANN also further solidified the L-Root’s operations by renumbering the IPv6 service address, allowing for additional stability features in Internet routing.

The following L-Root instances were added between 1 July 2015 and 30 June 2016.



AFRICA

Kenya: Nairobi
Morocco: Casablanca

EUROPE

Italy: Florence
Slovakia: Bratislava

ASIA/ASIA PACIFIC

Australia: Sydney
India: Mumbai
Indonesia: Yogyakarta
Jordan: Amman
Kuwait: Kuwait City
Micronesia: Kolonia
Myanmar: Mandalay and Yangon
Pakistan: Islamabad (two sites) and Lahore (two sites)
Samoa: Apia

LATIN AMERICA/CARIBBEAN

Brazil: Rio de Janeiro
Paraguay: Asunción

NORTH AMERICA


Canada: Ottawa and Winnipeg
United States:
Kalamazoo-Battle Creek, Michigan and Portland, Oregon

Root Server System Evolution

DNS technology and operations change over time, and if the root server system is to remain secure, stable and resilient, it must also evolve. To facilitate this continued evolution, ICANN collaborated with many root server system stakeholders, including the other root server operators, network operations communities and research communities. ICANN organization staff also participated in the RSSAC and engaged with its Caucus of experts in the DNS and root server system. Finally, the ICANN organization participated in the IETF, where the protocols for the Internet identifiers are defined.

Root Server Systems Operations

ICANN's root server systems operations in FY16 included continued adherence to current best practices in technology management through the IT Infrastructure Library (ITIL), a set of practices for information technology service management that focuses on aligning services with the needs of businesses. ICANN organization staff also continued to meet and reinforce the commitment to the service expectations for root server operators as outlined in the RSSAC's advisory RSSAC001, and delivered L-Root service within the approved budget.

 [Read More](#)

► SECURITY, STABILITY AND RESILIENCY OF INTERNET IDENTIFIERS

In FY15, the Identifier Systems Security, Stability, and Resiliency (IS-SSR) department was moved to be part of the Office of the CTO team. The combined team can get a more in-depth view of the Internet's unique identifier systems and the potential effects of deliberate and accidental actions on these identifiers.

Throughout FY16, the IS-SSR team strengthened its interaction with the Global Stakeholder Engagement team, working closely with the regional Vice Presidents to ensure that ICANN was meeting each region's strategic goals. When a training request came in, the two teams collaborated to determine the feasibility of satisfying the request. Part of the evaluation was determining the best use of experts on the ground and encouraging other meetings or events to take place during the same window of time. The IS-SSR team gave training on the DNS, DNSSEC, and how to get involved with anti-abuse and public safety communities. It supported events of other organizations, including the regional top-level domain associations and regional network operations groups.

The IS-SSR team is working closely with other Internet organizations to develop a more holistic approach to "Train the Trainer" events, which would allow more people trained by the ICANN organization to better support their regions. Finally, the team continues to work with key stakeholders across the Internet community to help identify and mitigate threats that affect the Internet's unique identifier systems.



3.3 Support the evolution of the domain name marketplace to be robust, stable and trusted


► GLOBAL DOMAINS DIVISION

New gTLD Program **372 Delegations** in FY16
1,055 Total as of 30 June 2016

gTLD Marketplace Health Index

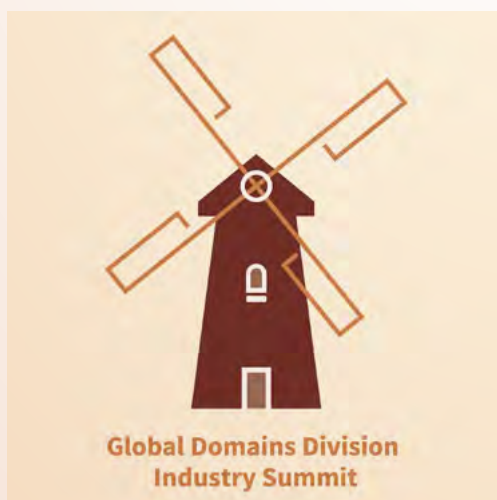
ICANN is facilitating the creation of an index measuring the health of the gTLD marketplace – to support the evolution of the marketplace into one that is robust, stable and trusted. The index will present metrics related to the non-technical health of the gTLD marketplace.

Following a public comment period that closed in early 2016, the ICANN organization and community volunteers consulted on the data, then submitted it for review by an academic consultant. ICANN's Global Domains Division is targeting publication of the beta version of the index for public comment in early FY17. The ICANN organization will continue to refine the index in collaboration with the community, with a goal of publishing a more comprehensive version of the index in early 2017. Metrics will be updated semiannually.

 [Read More](#)

Engagement

As part of its commitment to reach out and engage with a broad group of contracted parties, including smaller entities and those in developing regions, ICANN launched its inaugural Global Domains Division Industry Summit in Los Angeles in September 2015. The summit gave contracted parties and support businesses an opportunity to network and discuss operational issues, best practices, lessons learned, and emerging and ongoing challenges. Over 150 people attended this summit. A second summit was held in Amsterdam in May 2016, with nearly 420 attendees. The format and setting of the summits encouraged attendees to have candid, solutions-oriented conversations in a more focused environment than the triannual ICANN Public Meetings permit. Attendees got to know ICANN organization staff better and were able to schedule consultations with them.




ICANN organization staff conducted a survey after each summit. Averaging the responses of the two events, about 6 percent of respondents had never attended an ICANN meeting before, and 32 percent had occasionally attended ICANN meetings. Registrations from Africa, Latin America, the Middle East and Asia increased from 5 percent of total attendees in Los Angeles to 18 percent in Amsterdam. At the Amsterdam summit, participants came from 49 different countries, an increase from the 33 countries represented at the inaugural event.

Service Delivery Requests

During the fiscal year the Global Support Center found that 96 percent of the division's service delivery requests met its defined service level targets. In total, the team completed 2,999 service requests for ICANN's contracted parties. Of these, 906 requests were from registries and 2,093 were from registrars. To support continuous improvement, the ICANN organization implemented a customer satisfaction survey process and tool to qualitatively measure the success of the center's management of inquiries. In addition, the team implemented comprehensive quality assurance processes to quantitatively measure the consistency of service delivery and execution of customer service-related processes.

Case Studies

Over the past year, ICANN has been working with new gTLD registry operators to document case studies of how new gTLDs are used.

 [Read More](#)

“ **The Global Support Center found that 96 percent of the division's service delivery requests met its defined service level targets. In total, the team completed 2,999 service requests for ICANN's contracted parties. Of these, 906 requests were from registries and 2,093 were from registrars.** ”


Internationalized Domain Names (IDNs)

ICANN’s IDN Program assists and promotes the multilingual Internet through its focus on the planning and implementation of IDN top-level domains, including ccTLDs and gTLDs. This effort includes development of label generation rules for the root zone, development of the rules specification and the toolset, and other affiliated work to support community-based generation panels. The IDN Program also undertakes and supports projects geared toward effective deployment of IDNs at the second-level, as guided by the community.

During this fiscal year, six additional internationalized ccTLDs were successfully evaluated, including four for India in the Kannada, Oriya, Malayalam and Assamese languages; and Cyrillic script versions for Bulgaria and the European Union.

Also in FY16, six additional community-based label generation panels began work on the Ethiopic, Georgian, Khmer, Korean, Lao and Thai scripts. Arabic, Armenian and Khmer script communities finalized their proposals for label generation rules. An integration panel evaluated the Arabic and Armenian script proposals, integrating the Arabic script into the first version of root zone label generation rules. Due to dependence on other panels because of cross-script variants, the Armenian script integration was postponed.

The ICANN organization also supported work toward finalizing the specification for label generation rules at the IETF, and has also developed a tool for the community to generate and use label generation rules. Initial phases of the tools were deployed. This work will contribute toward a community-based, transparent and conservative definition of valid top-level domains and their variants.

 [Read More](#)

“ **Six additional community-based label generation panels began work on the Ethiopic, Georgian, Khmer, Korean, Lao and Thai scripts. Arabic, Armenian and Khmer script communities finalized their proposals for label generation rules.** ”



Khmer, Lao and Thai Generation Panels coordination meeting, ICANN55 Marrakech, Morocco



Chinese, Japanese and Korean Generation Panels coordination meeting, Beijing, China



Recognizing community members for their contribution to developing proposals for label generation rules for the root zone



Meeting of Neo-Brahmi Generation Panel members at C-DAC in Pune, India

OBJECTIVE 3

Advance Organizational, Technological & Operational Excellence

- 3.1 Ensure ICANN's long-term financial accountability, stability and sustainability
- 3.2 Ensure structured coordination of ICANN's technical resources
- 3.3 Develop a globally diverse culture of knowledge and expertise available to ICANN's Board, staff and stakeholders



3

FY16 Achievements

ICANN seeks to mature our organization – to improve the skillsets, processes and technologies through which we operate to deliver services to the ICANN community and the public. We seek to develop a greater ability to meet the speed and scale of innovation happening around us and deliver with excellence in everything we do.

3.1 Ensure ICANN’s long-term financial accountability, stability and sustainability

► ICANN’S PLANNING PROCESS



The diagram outlines ICANN’s planning process. ICANN’s planning cycle encompasses an integrated Strategic Plan, a Five-Year Operating Plan and an Annual Operating Plan and Budget. The cycle incorporates periodic achievement and progress reporting, such as the quarterly stakeholder calls.

► MISSION STATEMENT

ICANN’s planning process begins with ICANN’s Mission Statement.

 [Read More](#)

► STRATEGIC PLAN

The Five-Year Strategic Plan FY16–FY20 was developed with community input, to be updated every five years, and includes vision and mission, strategic objectives, goals, key success factors and strategic risks.

The Five-Year Strategic Plan for FY16–FY20 was approved by the Board and published on 14 October 2014.

 [Read More](#)

► OPERATING PLAN

The Five-Year Operating Plan FY16–FY20 was developed with community input and will be updated annually to include: five-year planning calendar; strategic goals with corresponding key performance indicators, dependencies, five-year phasing, and list of portfolios; and five-year financial model.


The updated Five-Year Operating Plan for FY16–FY20 was approved by the Board at ICANN56 in June 2016.

 [Read More](#)

► ANNUAL OPERATING PLAN AND BUDGET


Based on the ICANN Five-Year Operating Plan and annual community input, the annual Operating Plan and Budget includes portfolios of activities that support the achievement of the goals and objectives – with corresponding key performance indicators, dependencies, budgets and projects.

The ICANN Board approved the FY17 Operating Plan and Budget at ICANN56 in June 2016. The result of collaborative work by the ICANN community, Board and organization, the Plan and Budget document supports the goals and objectives set forth in the ICANN Strategic Operating Plan.


 [Read More](#)

► BUSINESS EXCELLENCE AND BUSINESS INTELLIGENCE

In FY16, the ICANN organization built on the organization-wide EFQM internal assessment conducted in FY15 by adding departmental assessments in each of its functional areas. These departmental assessments informed ICANN's second annual organization-wide EFQM internal assessment, conducted in May and June 2016.

 [Read More](#)

The ICANN organization also began building a communications toolkit to help entrench a culture of excellence among its staff and to communicate this commitment to excellence externally. In FY16, ICANN launched a beta version of the ICANN Key Performance Indicator Dashboard, and continued development, releasing version 1. Further development is planned for FY17.

 [Read More](#)

Activities Completed

- ✓ Developed roadmap to complete Five-Year Operating Plan update and FY17 Operating Plan and Budget.
- ✓ Launched and completed FY16 total organization continuous improvement internal assessment based on EFQM organization excellence framework. Identified gaps and developed improvement roadmap.
- ✓ Launched dashboard reporting beta, progressed to version 1, and continued with advancements on metrics, contents and systems.
- ✓ Continued to conduct and refine quarterly stakeholder calls, increasing accountability and transparency. Explore the FY16 quarterly stakeholder call presentations.
- ✓ Completed FY15 financial reporting and annual audit with no deficiencies noted.
- ✓ Conducted enterprise risk management maturity assessment and worked on deriving maturity targets to refine risk management discipline.
- ✓ Selected ERP system and began to launch implementation.

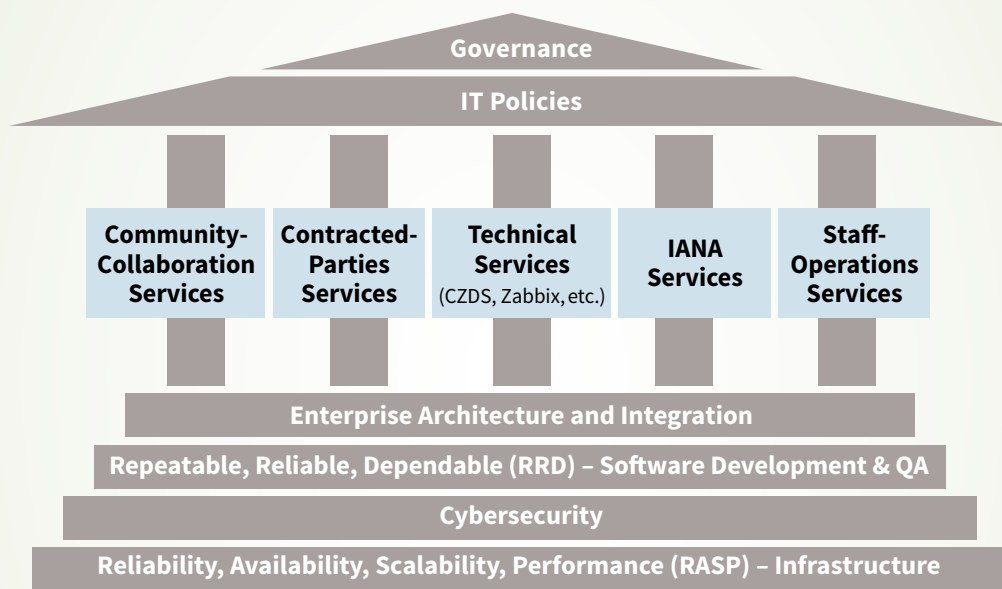
3.2 Ensure structured coordination of ICANN's technical resources

► TECHNICAL RESOURCES AND GLOBAL EXPERTISE

Information Technology Infrastructure

ICANN’s Information Technology team continued its evolution from a tactical support team to a strategic asset for ICANN. To support ICANN’s FY16 strategic objective of advancing organizational, technological and operational excellence, the team inventoried new and existing services and organized these using the legendary Parthenon as an easy-to-remember construct. The team then began implementing improvements and gaining operational efficiencies by further hardening ICANN’s digital assets. Improvement efforts focused on both process stabilization and project delivery.

IT Parthenon – A Model to Align Projects and Business Owners]



Process Improvements

In September, ICANN re-engaged with a third-party firm to evaluate ICANN information technology processes and safeguards. The same firm had identified the need for more than 50 process improvements in 2013, and results show significant improvement since that initial evaluation. In the first half of FY16, the firm made additional recommendations, which are now being implemented.

Major Project Deliveries in FY16

- Completed changes to the root zone management system to support root zone changes after the transition of stewardship of the IANA functions. This effort included conducting parallel testing to confirm that the production system and the parallel test version (without the U.S. Government’s authorization step) produced identical output for every root zone file published.
- Delivered a completely new website to the At-Large community.
- Launched ICANN’s intranet platform, weCANN, for sharing project information, collaborating and connecting with the organization.
- Made continuous security enhancements through infrastructure upgrades and application hardening to meet cybersecurity critical controls recommended by the Center for Internet Security.

3.3 Develop a globally diverse culture of knowledge and expertise available to ICANN’s Board, staff and stakeholders

In FY16, the ICANN organization’s Operations Department was on target with its staff talent management road map implementation. This included the revamp of the new hire orientation program, continuous improvement of staff communication, elevating the quality of management development and training, and the development of a succession plan. The department also supported and collaborated where needed on cross-functional efforts to “Empower current and new stakeholders to fully participate in ICANN activities” as part of the stakeholder-endorsed Strategic Goals 5.3.

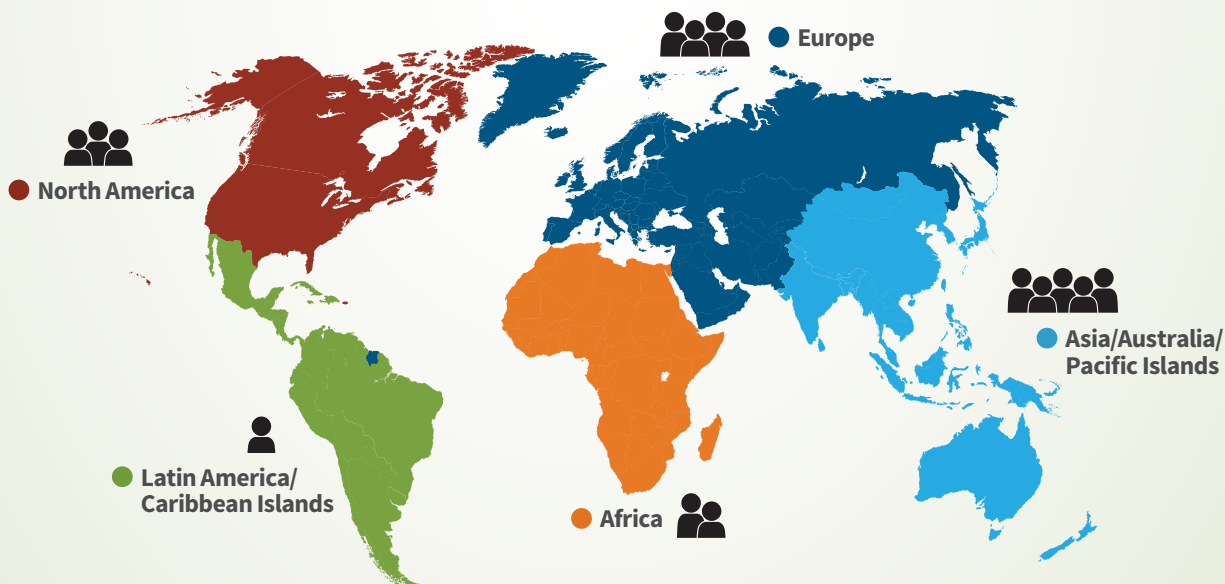
At the end of **June 2016** ICANN had a staff of **359**

These programs included:

- The development and implementation of an internship framework
- Development and Public Responsibility Department programs that address participation needs such as NextGen@ICANN, the Fellowship program, the Newcomer Program, and the Community On-boarding Mentor Pilot Program
- The relaunch of an improved Online Learning Platform ICANN Learn
- Supporting academic outreach efforts by the community and the Global Stakeholder Engagement teams by the community and the Global Stakeholder Engagement team

► THE ICANN BOARD

The Board Operations team continued to develop and evolve the Board’s training program with direction from the Board Chair and the Chair of the Board Governance Committee.



In compliance with ICANN Bylaws requirements regarding global diversity of the ICANN Board by region. Note that the above chart does not include ICANN’s President and CEO, who also serves as a Board member.

► ICANN TECHNICAL UNIVERSITY

Efforts for the 2016 fiscal year for the ICANN Technical University effort were focused around establishing both internal and external training on technologies ICANN helps coordinate. The training courses included “How It Works” tutorials provided during ICANN54 and ICANN55, informal and internal “Brown Bag Lunch” sessions on various Internet identifier-related topics, and invitations to experts from the community to provide their perspectives and expertise on topics relevant to ICANN’s limited technical mission.

OBJECTIVE 4

Promote ICANN's Role & Multistakeholder Approach

- 4.1 Encourage engagement with the existing Internet governance ecosystem at national, regional and international levels
- 4.2 Clarify the role of governments in ICANN and work with them to strengthen their commitment to supporting the global Internet ecosystem
- 4.3 Participate in the evolution of a global, trusted, inclusive multistakeholder Internet governance ecosystem that addresses Internet issues
- 4.4 Promote role clarity and establish mechanisms to increase trust within the ecosystem rooted in the public interest



4

FY16 Achievements

We strive to clarify the linkages and frameworks that underlie ICANN's responsibilities in the current Internet ecosystem. We commit to developing ways to maintain and enhance ICANN's stewardship in an evolving ecosystem. We pledge to cultivate thought leadership on ways in which ICANN can serve a complex set of Internet constituencies. We also commit to strengthening relationships with members of this evolving ecosystem to achieve our shared goals and serve the public interest.

By extension of this effort, and without seeking to expand our role and mandate, ICANN commits to contributing to creating greater role clarity for the entire Internet governance ecosystem. We see opportunity for the ecosystem to be stronger together through greater cooperation and coordination. In this, we pledge open, transparent communications to foster a single, open, global Internet for worldwide benefit.

4.1 Encourage engagement with the existing Internet governance ecosystem at national, regional and international levels

Throughout FY16, ICANN strengthened ties with organizations in the Internet governance ecosystem through signing Memorandums of Understanding. In partnership with our peers in the Internet governance ecosystem, ICANN promoted the multistakeholder model through participation in and submissions to related dialogues at various meetings and venues during the year. These included policy and technical forums as well as national and regional Internet governance conferences.

► MEMORANDUMS OF UNDERSTANDING

During FY16, ICANN signed seven Memorandums of Understanding, fostering cooperation with various partners:

- United Nations Economic Commission for Latin America and the Caribbean, in August 2015, to build a cooperative relationship and to work on several Internet-related issues
- Inter-American Committee Against Terrorism of the Secretariat for Multidimensional Security of the Organization of American States, in October, to work cooperatively on bolstering regional cybersecurity in Latin America and the Caribbean
- European Dialogue on Internet Governance, in October, to continue collaborating and cooperating on efforts to promote and strengthen the multistakeholder model of Internet governance in Europe
- Thailand's Electronic Transactions Development Agency (ETDA), in October, to collaborate and to translate ICANN materials into Thai for the local community
- Latin American Telecommunications Regulators Forum (REGULATEL), in November, to exchange information and deliver training on regulatory frameworks and management, and to develop information and communications technologies
- Central America's Regional Technical Commission of Telecommunications (COMTELCA), in May 2016, to promote the development of information and communications technologies in Mesoamerica
- International Organization of the Francophonie, in summer 2016, to collaborate on activities that raise awareness and build capacity across the Francophone community

► PARTNERING WITH PEERS

ICANN leadership engaged regularly with the leaders and communities of other organizations responsible for coordinating the logical infrastructure of the Internet, including:

- Internet Engineering Task Force (IETF)
- Internet Architecture Board (IAB)
- Internet Society (ISOC)
- World Wide Web Consortium (W3C)
- Number Resource Organization (NRO), coordinator of the five Regional Internet Registries (RIRs): African Network Information Centre (AFRINIC), American Registry for Internet Numbers (ARIN), Asia-Pacific Network Information Centre (APNIC), Latin American and Caribbean Network Information Centre (LACNIC), Réseaux IP Européens Network Coordination Centre (RIPE NCC)
- Country-code top-level domain regional organizations: African Top-Level Domains Organization (AFTLD), Asia Pacific Top-Level Domain Association (APTLD), Council of European National Top-Level Domain Registries (CENTR), Latin American and Caribbean ccTLDs Organization (LACTLD)



In FY16, ICANN renewed its platinum membership in ISOC. ICANN participated in three informal coordination retreats with other organizations responsible for coordinating the logical infrastructure of the Internet.

 [Read More](#)

The IETF continues to be a primary focus for technical improvements to the identifiers ICANN helps coordinate and to their operation. ICANN organization staff member Terry Manderson is one of two directors of the Internet Areas for the Internet Engineering Steering Group, the IETF's leadership team. During FY16, ICANN organization staff participated in many IETF working groups, including:

- DNS-Based Authentication of Named Entities (DANE)
- DNS PRIVate Exchange (DPRIVE)
- Domain Name System Operations (DNSOP)
- Extensible Provisioning Protocol Extensions (EPPEXT)

ICANN organization staff were primary authors on many documents relating to discussions about special names and the history of naming in the IETF. They also authored or co-authored many Internet Drafts (precursors to Requests for Comments or RFCs) or RFCs, including:

- [DNSSEC Trust Anchor Publication for the Root Zone](#)
- [Using Secure DNS to Associate Certificates with Domain Names For S/MIME](#)
- [Initializing a DNS Resolver with Priming Queries](#)
- [Signaling Trust Anchor Knowledge in DNSSEC](#)
- [DNS Editing Through HTTPS \(DETH\)](#)
- [Representing DNS Messages in JSON](#)
- [DNS Terminology](#)
- [The “xml2rfc” version 3 Vocabulary](#)
- [RFC v3 Prep Tool Description](#)
- [HyperText Markup Language Request For Comments Format](#)
- [RFC 7706: Decreasing Access Time to Root Servers by Running One on Loopback](#)
- [RFC 7719: DNS Terminology](#)
- [RFC 7848: Mark and Signed Mark Objects Mapping](#)
- [RFC 7858: Specification for DNS Over Transport Layer Security \(TLS\)](#)

4.2 Clarify the role of governments in ICANN and work with them to strengthen their commitment to supporting the global Internet ecosystem

Active outreach and engagement globally led to a marked increase in the number of governments that joined the Governmental Advisory Committee and in the levels of participation by countries at ICANN meetings. This participation strengthens participation by governments in and support for the Internet governance ecosystem using a multistakeholder approach.

In Latin America and the Caribbean, ongoing engagement with regional governments has increased interest in bringing governmental perspectives to the global multistakeholder processes at ICANN. As a result, in FY16 seven additional countries have become members of ICANN’s GAC: Antigua and Barbuda, Belize, Guyana, Haiti, Honduras, Panama and Suriname. Two regional groups, the Caribbean Telecommunications Union (CTU), and the Organization of Eastern Caribbean States (OECS), have joined as observers.

During FY16 five economies from Africa and the Middle East joined the GAC: Burundi, Chad, Palestine, Republic of the Congo and Sierra Leone. Two organizations, the West Africa Telecommunications Regulators Assembly (WATRA) and the Economic Community of Central African States (ECCAS), became observers. In the Asia Pacific region, the newest members of the GAC were Cambodia, the Republic of Palau and Tokelau.



Working with the GAC leadership, the ICANN organization supported working groups on public safety and on capacity building for underserved regions. Both working groups developed plans in collaboration with Government Engagement and Global Stakeholder Engagement teams. The results were regional activities in support of GAC membership and the involvement of GAC members in regional engagement strategies and outreach events such as regional webinars. This planning work will be implemented in FY17 with several regional GAC events.

In accordance with the recommendations from the Accountability and Transparency Review Team 2 (ATRT2) reviews, a High-Level Government Meeting (HLGM) should be convened at least once every two years. Accordingly, ICANN55 in Marrakech was the site of the third HLGM. The Marrakech HLGM was the largest gathering to date and also coincided with an African Ministers meeting. This trifecta of meetings in Morocco increased the participation from the region and provided a fitting setting for the final approval by the GAC of the IANA transition proposal.



Working with the various governments in the regions increased recognition of ICANN's role and the importance of working with other stakeholders in a multistakeholder, rather than only multilateral, model. One example is the regular engagement with the Government of India, which generated globally positive outcomes. Ravi Shankar Prasad, Indian Minister of Communications and Information Technology, directly expressed his country's endorsement of the multistakeholder model. Since then, India has voiced its support in domestic Internet governance dialogues and international forums including during the United Nations WSIS+10 review.

ICANN Board Chair Stephen Crocker with Indian Minister Ravi Shankar Prasad

4.3 Participate in the evolution of a global, trusted, inclusive multistakeholder Internet governance ecosystem that addresses Internet issues

FY16 brought important milestones in the evolution of the Internet governance ecosystem. The United Nations WSIS+10 conference extended the mandate of the Internet Governance Forum for an additional 10 years and instructed the Commission on Science, Technology and Development (CSTD) of the Economic and Social Council (ECOSOC) to convene a working group to evaluate enhanced cooperation in the Internet governance sphere. The use of multistakeholder participation models in the various processes and venues was a marked departure from previous international forums. ICANN participated in the dialogue forums and side events at the United Nations throughout the process. In collaboration with the other organizations responsible for coordinating the logical infrastructure of the Internet, ICANN will participate in the CSTD Working Group on Enhanced Cooperation as one of the five representatives from the technical community. Those meetings will convene in FY17.

At ICANN56 in Helsinki, the Government Engagement team gave a preliminary presentation to the Board Working Group on Internet Governance on a proposed new draft strategy for ICANN's engagement in the global Internet governance. The presentation focused on the three sub-categories of Internet governance issues and the role ICANN might play in each. Broadly, the three categories are:

- Issues that are core to the ICANN mission and where ICANN takes a lead role to protect its role in the Internet governance ecosystem
- Issues where ICANN takes a supporting role, and where others take the lead – e.g., ICANN's role in the promotion of the multistakeholder Internet governance model
- Issues where ICANN has a selective engagement due to the impact of specific subjects, within its remit, in existing and newly evolving issues

Discussion of the three categories and means of addressing them will be continued in FY17. This draft strategy will be presented further to the Board and to the community during the coming year.

► **ENGAGEMENT IN INTERNET GOVERNANCE**

ICANN is just one participant in the Internet governance ecosystem of organizations and events committed to maintaining a single, stable, open and interoperable Internet. ICANN Government Engagement and Global Stakeholder Engagement team members, through their collaboration with peers in the ecosystem, promoted the evolution of Internet governance and the multistakeholder model. This included working with other organizations responsible for coordinating the logical infrastructure of the Internet to support multistakeholder participation in global events, for example, to provide speakers at the International Telecommunications Union WSIS+10 Forum in May 2016. It also included providing multistakeholder input to various multilateral events such as the ICANN organization’s work on the Organization of Economic Cooperation for Development (OECD) Internet Technical Advisory Committee (ITAC). In June, ITAC contributed to the technical paper for the OECD Ministerial meeting in Cancun, Mexico.

ICANN remains a strong supporter of the Internet Governance Forum through contributions to its Secretariat as well as participation in its Multistakeholder Advisory Committee. In partnership with others in the Internet governance ecosystem, ICANN is represented on the Executive Committee of the Internet Governance Forum Supporting Association (IGFSA), which assists national and regional IGFs. Throughout FY16, the ICANN community, Board and organization participated in many local, regional and international events related to Internet governance. The following events are a representative sample:

- LACNIC 24/LACNOG 2015 – Bogotá, Columbia
- 2015 Internet Governance Forum (IGF) – João Pessoa, Brazil
- United Nations WSIS+10 Conference – New York
- APRICOT 2016/APNIC 41 – Auckland, New Zealand
- G-77 Meeting of Experts on ICT and Sustainable Development – Bangkok, Thailand
- ARIN 37 – Montego Bay, Jamaica
- Africa Internet Summit – Gabarone, Botswana
- EuroDIG2016 – Brussels, Belgium
- Digital Economy Ministerial Meeting – (OECD) – Cancún, Mexico
- Regional and national Internet Governance Forums, including: Internet Governance Forum-USA – in Washington, D.C.; Asia Pacific regional IGF (APriGF) – Macao; Central Asian IGF – Bishkek, Kyrgyzstan; East African IGF (EAIGF) – Kampala Uganda; and the Arab IGF 2015 – Beirut, Lebanon



2015 Internet Governance Forum (IGF), João Pessoa, Brazil



United Nations WSIS+10 Conference, New York



APRICOT 2016/APNIC 41, Auckland, New Zealand



Africa Internet Summit '16, Gaborone, Botswana.

4.4 Promote role clarity and establish mechanisms to increase trust within the ecosystem rooted in the public interest

▶ CONTRACTUAL COMPLIANCE AND CONSUMER SAFEGUARDS

Editor's note: In FY16, Contractual Compliance and Consumer Safeguards moved from Objective 2.3: Support the Evolution of Domain Name Marketplace to Be Robust, Stable and Trusted, to Objective 4.4: Promote Role Clarity and Establish Mechanisms to Increase Trust Within Ecosystem Rooted in the Public Interest.

ICANN's **Contractual Compliance Team** received **44,513** new complaints and closed **45,077** complaints. The **average resolution time** was **10.4 days** — an **improvement** of **1.3 days** over FY15.

ICANN's Contractual Compliance team works to increase trust in the Internet ecosystem by ensuring that ICANN's contracted parties fulfill the requirements set forth in their agreements with ICANN. In doing so, the team:

- Commits to uphold ICANN's mission and Contractual Compliance's vision, mission, approach.
- Reinforces the openness and transparency of ICANN's operations, and provides fair and equitable treatment to the stakeholders.
- Maintains accessible resources for learning and reporting on compliance matters.
- Provides clear and consistent communication on Contractual Compliance activities, including detailed metrics.

The Contractual Compliance team published quarterly updates on its progress and an annual report for the 2015 calendar year.

 [Read More](#)

▶ AUDITS

ICANN's Contractual Compliance team launched and completed multiple audits to proactively identify and remediate deficiencies. ICANN implemented two rounds of the New Registry Agreement Audit program. It also completed one round for registrars of the 2013 Registrar Accreditation Agreement, and is in the process of finalizing the second round.

 [Read More](#)


▶ OUTREACH

Outreach to stakeholders included webinars, site visits and active participation at the Global Domain Division Summits. Webinars for Asia Pacific registrars and registries focused on commonly recurring challenges faced by registrars and on registry and registrar audits. In December, contracted parties in the Asia Pacific region met one-on-one with members of the Audit team to ask more detailed questions about the audit program and processes. ICANN organization staff from the Contractual Compliance and Registrar Services teams also held two face-to-face meetings in China and Korea.

► **CONTRACTUAL COMPLIANCE INITIATIVES AND IMPROVEMENTS**

ICANN launched an initiative to improve knowledge about contractual compliance. A new overview video explains how ICANN's Contractual Compliance team can help with domain name registration issues. The team produced a chart that clarified the scope of contractual compliance complaints and defines key players. The video and the chart are available in eight languages: Arabic, Chinese, English, French, Japanese, Korean, Russian and Spanish.

The Contractual Compliance team implemented many process, communication and system improvements based on feedback from the ICANN community and organization. The team also engaged in discussions with registrars, registries and various community constituencies regarding the requirements for handling abuse reports, as specified by the Registrar Accreditation Agreement and the Registry Agreement.

 [Read More](#)



OBJECTIVE 5

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

- 5.1 Act as a steward of the public interest
- 5.2 Promote ethics, transparency and accountability across the ICANN community
- 5.3 Empower current and new stakeholders to fully participate in ICANN activities



5

FY16 Achievements

ICANN seeks to develop a public interest framework for promoting the global public interest in the coordination of the Internet's unique identifier systems and to further ICANN's mission. The framework will clarify ICANN's roles, objectives and milestones in promoting the public interest through capacity building, and by increasing the base of internationally diverse, knowledgeable, and engaged ICANN stakeholders. Subsequent financial years will have additional focus areas as determined by the ICANN community and organization through FY16 work.

5.1 Act as a steward of the public interest

ICANN is governed by a 21-member Board of Directors; 15 have voting rights and 6 are non-voting liaisons. The Board has a key role in ensuring that ICANN acts in the public interest and fulfills its fiduciary duties. The Board Operations team serves a critical function in supporting the Board in this effort and in helping it be accountable, transparent, effective and efficient.

Melissa King joined ICANN in October 2015 as the Vice President, Board Operations. She leads a global team responsible for managing all operations of the Board, as well as regularly evolving and streamlining Board processes to meet the needs of the Board and the community. The team's work allows the Board to remain informed and to conduct its business efficiently both in person and electronically. The team also helps ensure that the Board is able to engage effectively with the community at ICANN meetings and other events.

5.2 Promote ethics, transparency and accountability across the ICANN community

► AFFIRMATION OF COMMITMENTS AND ORGANIZATIONAL REVIEWS*

Reviews provide means for independent assessment of the effectiveness of ICANN's structures and of ICANN's performance toward its commitments to continuous improvement. ICANN strives for operational excellence by implementing recommended improvements. While the performance of these reviews demonstrates the commitment to ensuring accountability and transparency, each review has a specific focus.

**As of 1 October 2016, the Organizational Reviews required under the Affirmation of Commitments have been incorporated into ICANN Bylaws and renamed "Specific Reviews."*

FY16 Reviews

- The Competition, Consumer Trust and Consumer Choice review started in October 2015. The global team is assessing the effectiveness of application and evaluation processes and is evaluating safeguards to mitigate issues with the New gTLD Program. To inform this review, we commissioned the Analysis Group to perform an extensive economic study, and Nielson to perform a global consumer and registrant study. Draft recommendations are anticipated in mid-FY17.
- The Second Security, Stability, and Resiliency of the DNS Review was launched, with a call for volunteers seeking experts to be appointed to this Review Team.
- The GNSO review concluded in FY16. The final report was published, and in June 2016, the Board adopted 34 recommendations from the report and requested that the GNSO Council convene a group to oversee implementation.
- ICANN initiated the At-Large review, and an independent examiner began work.

► **ACCOUNTABILITY AND TRANSPARENCY MECHANISMS**

ICANN continued the transparency efforts introduced in FY15 around the Reconsideration and Independent Review processes, and regularly updated a status document that allowed the community to track the use of ICANN's accountability mechanisms.

During FY16, the ICANN community completed its recommendations for enhancing ICANN's accountability. The community delivered a report to the ICANN Board in March. The ICANN Bylaws have already been updated to reflect these enhanced accountability mechanisms, with amendments approved in May 2016. These enhancements are expected to go into effect during FY17. ICANN continues to support the Enhancing ICANN Accountability review in its second stream of work, with the participation of the ICANN Board and organization.

► **CONFLICTS OF INTEREST AND ORGANIZATIONAL ETHICS**

During FY16, ICANN continued its efforts to promote ethics and transparency across the organization. Aligned with ICANN's Conflict of Interest Policy, ICANN regularly published updates to the Summary of ICANN Officers and Board Member Statements of Interest. The ICANN organization continued its practice of requiring all staff to acknowledge and certify that they have read and agree to abide by ICANN's Conflicts of Interest, Confidentiality, and Outside Business Activities Policies. The organization also maintains a Conflict of Interest Officer responsible for reviewing and updating ICANN's policies as appropriate.

The ICANN Board continued providing rationale for all decisions, and the Board resolutions, preliminary reports and minutes are published within the time frames mandated by the Bylaws. The Board has also continued the posting of its Board Briefing Materials for greater transparency into the decision-making process. These postings can be tracked on the ICANN dashboard. ICANN has also continued with the timely posting of its audited financial statements and budgets.



5.3 Empower current and new stakeholders to fully participate in ICANN activities

► DEVELOPMENT AND PUBLIC RESPONSIBILITY DEPARTMENT

ICANN's policymaking depends on active participation from stakeholders across the globe. Key to this is a vibrant and diverse multistakeholder model. Community dialogue about ICANN's public responsibility toward its stakeholders and how to lower barriers of access to ICANN and the multistakeholder model were the driving forces for creating the Development and Public Responsibility Department in 2015.

The department supported educational opportunities for a global public audience through training, university outreach, panel discussions, internships and its online learning platform, ICANN Learn. In FY16, ICANN Learn was rebuilt from the ground up based on feedback from the ICANN community, and was relaunched at ICANN54 in October. Today, the new, easy-to-use platform has more than 50 free courses on topics such as domain names, WHOIS and contractual compliance available in Arabic, Chinese, English, French, Russian and Spanish.

► NEW GTLD AUCTIONS

Certain special projects also fall within the Development and Public Responsibility Department's remit, such as the coordinating the work related to the New gTLD Program auction proceeds.

There have been 15 ICANN-facilitated new gTLD auctions of last resort since the first in 2014, with net proceeds of approximately \$101 million as of 30 June 2016. (The auction of .web and .webs occurred in FY17 and will be reported in next year's report.) These funds are segregated from the ICANN operating budget and are reserved for use. A cross-community working group will create recommendations for Board consideration on the use of the proceeds.

► SUPPORTING EDUCATION AND ACADEMIC OUTREACH

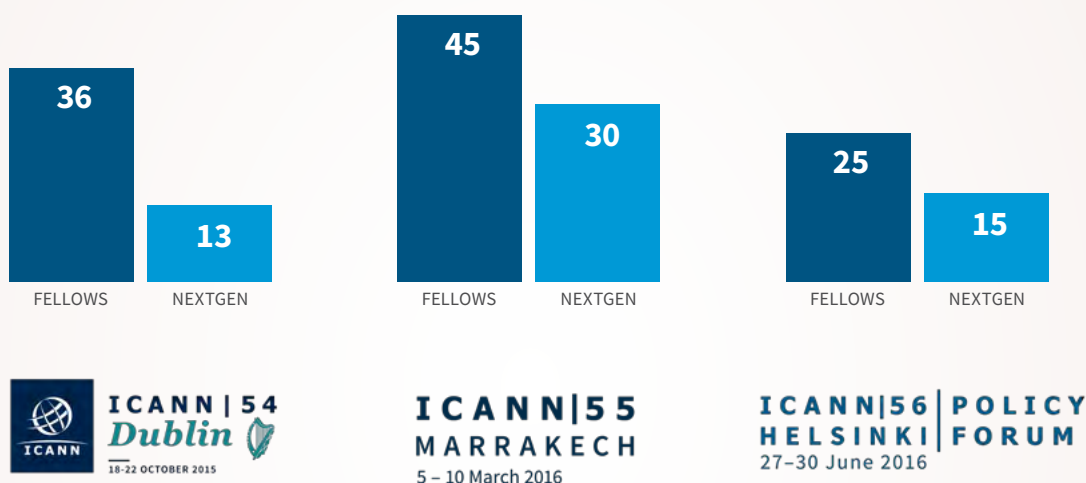
During the fiscal year, ICANN also evaluated a steady flow of requests from the academic community for ongoing engagement and outreach. Successful events and partnerships were held with the United Nations on the WSIS Forum Series, the World Summit Awards, the World Economic Forum and the USC Annenberg Spring Internet Diplomacy Institute.



Participants of the USC Annenberg Spring Internet Diplomacy Institute, March 2016

ICANN organization staff also led efforts to initiate a pilot internship program offering learning-focused experiences for students local to ICANN offices in Singapore, Istanbul, Los Angeles and Washington. The ICANN Fellowship and NextGen@ICANN Programs share the goal of building awareness of, and capacity in the ICANN multistakeholder model. Both programs strive to empower new stakeholders to engage fully in ICANN activities by providing opportunities to learn by participating in one of the three ICANN Public Meetings. Participants continue to learn outside the meetings through connections with ICANN’s regional teams and communities that offer ongoing communications and networking.

Fellowship and NextGen by the Numbers



The NextGen@ICANN program continues to evolve. The program focuses on bringing in new members who are 18 to 30 years old and who live in the region of the ICANN Public Meeting. Starting in June at ICANN56, the program adopted the successful and community-developed fellowship coaching model, which begins preparing participants six weeks before the meeting by matching them with previous NextGen participants. These “ambassadors” acted as guides to enable NextGen participants to get the most out of their attendance.


On the Fellowship side, this year has brought new faces to both regional and ICANN community work. Fellow alumni are increasingly taking on leadership roles. This year marked the first time an alumnus of the Fellowship program was seated on the ICANN Board, with the appointment of Rafael “Lito” Ibarra of El Salvador.

ICANN

Board, Corporate & Community Leadership



ICANN Board of Directors

 [Read More](#)

AS OF 30 JUNE 2016



Steve Crocker
*Chair, ICANN Board of Directors
 CEO and Cofounder of
 Shinkuro, Inc.*



Chris Disspain
*Board Chairman,
 WGP Global*



Cherine Chalaby
*Vice Chair, ICANN Board of Directors
 Various leadership roles in
 banking and technology*



Asha Hemrajani
*Principal Consultant,
 Business Evaluation Center
 (part of Knight Griffin Group)*



Rinalia Abdul-Rahim
*Managing Director & Board Chair,
 Compass Rose Sdn Bhd*



Rafael "Lito" Ibarra
*Founding President & Executive Director,
 SVNet*



Göran Marby
*Ex Officio Member of the ICANN Board
 President and CEO, ICANN*



Markus Kummer
Independent consultant



Ron da Silva
*Group Vice President,
 Charter Communications*



Bruno Lanvin
*Executive Director,
 INSEAD European Competitiveness
 Initiative*

ICANN Board of Directors

 [Read More](#)

CONTINUED



Erika Mann

*Senior European Policy Advisor,
Covington*



Jonne Soininen

*IETF Liaison (non-voting)
Head of Software Industry Initiatives,
Nokia*



Ram Mohan

*SSAC Liaison (non-voting)
Executive Vice President &
Chief Technology Officer,
Afilias Ltd.*



Bruce Tonkin

*Chief Strategy Officer,
Melbourne IT Ltd*



George Sadowsky

Independent consultant



Louise van der Lann

Independent consultant



Thomas Schneider

*GAC Liaison (non-voting)
Deputy Director of International
Relations & International Information
Society Coordinator,
Federal Office of Communication (OFCOM),
Switzerland*



Suzanne Woolf

*RSSAC Liaison (non-voting)
Independent consultant*



Mike Silber

*Attorney and Head Legal and Commercial,
Liquid Telecom*



Kuo-Wei Wu

*CEO,
National Information Infrastructure
Enterprise Promotion Association*

ICANN Corporate Officers

AS OF 30 JUNE 2016



Göran Marby

President & Chief Executive Officer

JOINED IN MAY 2016

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



Susanna Bennett

Chief Operating Officer

JOINED IN JULY 2013

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



John Jeffrey

General Counsel & Secretary

JOINED IN SEPTEMBER 2003

Prior experience includes service as Executive Vice President of Corporate Strategy and General Counsel for streaming media startup Live365, and managing his own media consulting business, Point Break Media.



David Olive

Senior VP, Policy Development Support & General Manager, ICANN Regional Headquarters – Istanbul

JOINED IN FEBRUARY 2010

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



Xavier Calvez

Chief Financial Officer

JOINED IN AUGUST 2011

Spent the ten years before joining ICANN in progressive leadership positions in finance at Technicolor, ultimately serving as Chief Financial Officer for Technicolor Creative Services.



Ashwin Rangan

Senior Vice President, Engineering & Chief Information Officer

JOINED IN MARCH 2014

Former Chief Information Officer for Edwards Lifesciences Corporation, a medical equipment company, and also held Chief Information Officer positions with Wal-Mart and Conexant Systems.



Akram Atallah

President, Global Domains Division

JOINED IN SEPTEMBER 2010

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

Community Leaders

AS OF 30 JUNE 2016

Supporting Organizations

ADDRESS SUPPORTING ORGANIZATION

Louis Lee,
Address Council Chair

COUNTRY CODE NAMES SUPPORTING ORGANIZATION

Byron Holland, *Council Chair*

GENERIC NAMES SUPPORTING ORGANIZATION

James Bladel, *Council Chair*

Advisory Committees

AT-LARGE ADVISORY COMMITTEE

Alan Greenberg, *Chair*

GOVERNMENTAL ADVISORY COMMITTEE

Thomas Schneider, *Chair*

ROOT SERVER SYSTEM ADVISORY COMMITTEE

Tripti Sinha, *Co-Chair*
Brad Verd, *Co-Chair*

SECURITY & STABILITY ADVISORY COMMITTEE

Patrik Fälström, *Chair*

Nominating Committee

Stephane van Gelder, *Chair*

Generic Names Supporting Organization Stakeholder Groups

NON-COMMERCIAL STAKEHOLDER GROUP

Tapani Tarvainen, *Chair*

REGISTRARS STAKEHOLDER GROUP

Michele Neylon, *Chair*

REGISTRIES STAKEHOLDER GROUP

Paul Diaz, *Chair*

Generic Names Supporting Organization Constituencies

COMMERCIAL BUSINESS USERS CONSTITUENCY

Christopher Wilson, *Chair*

INTELLECTUAL PROPERTY CONSTITUENCY

Greg Shatan, *President*

INTERNET SERVICE PROVIDERS & CONNECTIVITY PROVIDERS CONSTITUENCY

Tony Holmes, *Chair*

NON-COMMERCIAL USERS CONSTITUENCY

Rafik Dammak, *Chair*

NOT-FOR-PROFIT OPERATIONAL CONCERNS CONSTITUENCY

Rudi Vansnick, *Chair*

Regional At-Large Organizations

AFRICAN REGIONAL AT-LARGE ORGANIZATION (AFRALO)

Aziz Hilali, *Chair*

ASIA, AUSTRALASIA & PACIFIC ISLANDS REGIONAL AT-LARGE ORGANIZATION (APRALO)

Siranush Vardanyan, *Chair*

EUROPEAN REGIONAL AT-LARGE ORGANIZATION (EURALO)

Olivier Crépin-Leblond, *Chair*

LATIN AMERICA & CARIBBEAN ISLANDS REGIONAL AT-LARGE ORGANIZATION (LACRALO)

Alberto Soto, *Chair*

NORTH AMERICAN REGIONAL AT-LARGE ORGANIZATION (NARALO)

Glenn McKnight, *Chair*

Community, Board and Organization Recognition

AS OF 30 JUNE 2016

The following community members' terms ended during FY16. ICANN extends its thanks to all of those named below for their hard work over the years.

BOARD OF DIRECTORS

Akram Atallah,
*Interim President
and CEO*

Fadi Chehadé,
President and CEO

Wolfgang Kleinwächter

Gonzalo Navarro

Ray Plzak

ADDRESS SUPPORTING ORGANIZATION COUNCIL MEMBERS

Ron da Silva

Dmitry Kohmanyuk

AT-LARGE ADVISORY COMMITTEE MEMBERS

Fatima Cambroner

Olivier Crépin-Leblond

Beran Dondeh

Glenn McKnight

Garth Bruen,
NARALO Chair

Humberto Carrasco,
LACRALO Secretariat

Wolf Ludwig,
EURALO Chair

Yuliya Morenets,
EURALO Secretariat

Barrack Otieno,
AFRALO Secretariat

Alberto Soto,
LACRALO Chair

COUNTRY CODE NAMES SUPPORTING ORGANIZATION COUNCILORS

Lesley Cowley

Keith Davidson

Byron Holland,
Council Chair

Dotty Sparks de Blanc

Hong Xue

GENERIC NAMES SUPPORTING ORGANIZATION COUNCILORS

Avri Doria

Bret Fausett

Jennifer Gore

Tony Holmes

Yoav Keren

Osvaldo Novoa

Daniel Reed

Thomas Rickert

Jonathan Robinson,
Council Chair

Brian Winterfeldt

Michele Neylon,
*Registrars Stakeholder
Group Chair*

Rudi Vansnick, *Chair,*
*Not-for-Profit Operational
Concerns Constituency*

Stephen Coates,
*Co-Chair, New gTLD
Subsequent Procedures
Working Group*

NOMINATING COMMITTEE MEMBERS

Satish Babu

John Berryhill

Alain Bidron

Don Blumenthal

Sarah Deutsch

Robert Guerra

Louis Houle

Juhani Juselius

Brenden Kuerbis

Cheryl Langdon-Orr,
Associate Chair

John Levine

Fatimata Seye Sylla

Ellen Shankman

ROOT SERVER SYSTEM ADVISORY COMMITTEE MEMBERS

Lars-Johan Liman,
Co-Chair

Jim Martin

SECURITY & STABILITY ADVISORY COMMITTEE MEMBERS

Alain Aina

Roy Arends

Narayan Gangalaramsamy

Matt Larson

Doug Maughan

Rick Wesson

Glossary

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

ICANN Offices

HEADQUARTERS

12025 Waterfront Drive
Suite 300
Los Angeles, CA 90094-2536
USA
Phone: +1 310 301 5800
Fax: +1 310 823 8649

HUB OFFICES

Hakki Yeten Cad. Selenium
Plaza No:10/C K:10
34349 Fulya, Besiktas,
Istanbul
Turkey
Phone: +90 212 999 6222

Singapore
South Beach Tower
38 Beach Road
Unit 04-11
Singapore 189767
Phone: +65 6816 1288
Fax: +65 6822 6212

ENGAGEMENT OFFICES

Beijing, China
5th floor, No. 1 Building,
Software Park
Chinese Academy of Sciences
4 South 4th Street
Zhongguancun, Haidian District,
Beijing
China
Phone: +86 10 5904 5561

Brussels, Belgium
6 Rond Point Schuman
Bt. 1
Brussels B-1040
Belgium
Phone: +32 2 894 7400

Geneva, Switzerland
Regus Center
Rue du Rhone 14
1204 Geneva
Switzerland
Phone: +41 22 819 1844
Fax: +41 22 819 1900

Montevideo, Uruguay
La Casa de Internet de
Latinoamérica y el Caribe
Rambla República de México 6125
Montevideo, 11400
Uruguay
Phone: +598 2604 2222 ext 5701
Fax: +598 2604 2222 ext 4112

Nairobi, Kenya
Regus Center
17th Floor
ICEA Building, Kenyatta Avenue
PO BOX 15168-00400
Nairobi
Kenya
Phone: +254 (0)20 5157029
Fax: +254 (0)20 5157001

Seoul, Korea
9F IT Venture Tower West Wing
135, Jungdae-ro, Songpa-gu
Seoul, 138-950
Republic of Korea
Phone: +82 2 405 6592
Fax: +82 2 405 6593

Washington, D.C., USA
801 17th Street, NW, Suite 400
Washington, DC 20006
USA
Phone: +1 202 570 7240
Fax: +1 202 789 0104

