

Newcomer Day: Welcome to ICANN!



What Is This Day All About?

- + Newcomer Experience
- + The Internet Ecosystem and ICANN
- + ICANN's Work
- + Pillars of ICANN including Multi-Stakeholder Model
- + ICANN Meeting Week
- + How To Stay Engaged

Newcomer Track: Sunday 1000-1630

- WELCOME! Janice Douma Lange
- ICANN and the Internet Eco-System – ICANN Regional Vice Presidents
- What does ICANN do - Naela Sarras and Kim Davies
- Pillars of ICANN:
 - Multi-Stakeholder Model – ICANN Regional VPs
- **LUNCH BREAK 1200-1315**
- Pillars of ICANN continued...
 - Policy Making – Rob Hoggarth
 - DNS: Coordination and Operations – Karla Valente
 - Contractual Compliance - Maguy Serad
 - Security ,Stability and Interoperability - John Crain
- Ombudsman - Chris LaHatte
- Nominating Committee Chair - Yrjo Lansipuro
- ICANN Meeting Week - Janice
- How to Join and Stay Engaged - Janice , Carole Cornell, Chris Gift, Andrew Merriam
 - Remote Participation, MyICANN / Confluence Wiki / ICANNWiki

Newcomer Experience

- + Enable fast and effective engagement at 1st meeting
- + Help to understand ICANN and the ICANN Community, the structures and the processes
- + Provide mentorship, guidance, networking opportunities
- + Send you off in a better place than when you arrived!

Am I The Only One?



Take A Breath....Welcome!

Look Around to Similar Faces and
Green Ribbons

Strange Language.....

Open Doors

Engage

Ask Questions

How Do I Get Started?

- + Newcomer Program: Sessions
- + Newcomer Program: Lounge
 - Open Sunday-Wednesday w/Registration from
0830-1800
- + Meeting Guide: paper and electronic
- + Venue Map
- + Schedules: electronic, mobile, monitors

How Do I Get Started?

ICANN ACRONYMS

ZH ICANN ACRONYMS

ICANN 46 - BEIJING - This set gives you access to a variety of short sentences, phrases and questions, in both, EN and ZH, which can be used enabling the audio feature to direct a question to a Chinese speaker, and vice versa.

Download Quizlet Mobile, type the word ICANN in the search box (make sure the set was created by ICANNLangs for authenticity)



ICANN and the Internet Ecosystem



One world. One internet.

WHAT DOES ICANN DO?

To reach another person on the Internet you have to type an address into your device—a name or a number. That address must be unique, so computers will know where to find each other. ICANN maintains and administers these unique identifiers across the world. Without ICANN's management of this system, known as the Domain Name System (DNS), we wouldn't have a global, scalable Internet where we can find each other.

Multi-stakeholder Model:

Civil Society & Internet Users, the Private Sector, National & International Organizations, Governments, Research, Academic and Technical Communities are all represented.

Community-Driven Policy

To keep pace with dynamic technologies and rapid innovation, ICANN enables consensus-driven, Multi-stakeholder policy development, with broad representation from the global Internet community.

Who's Involved:

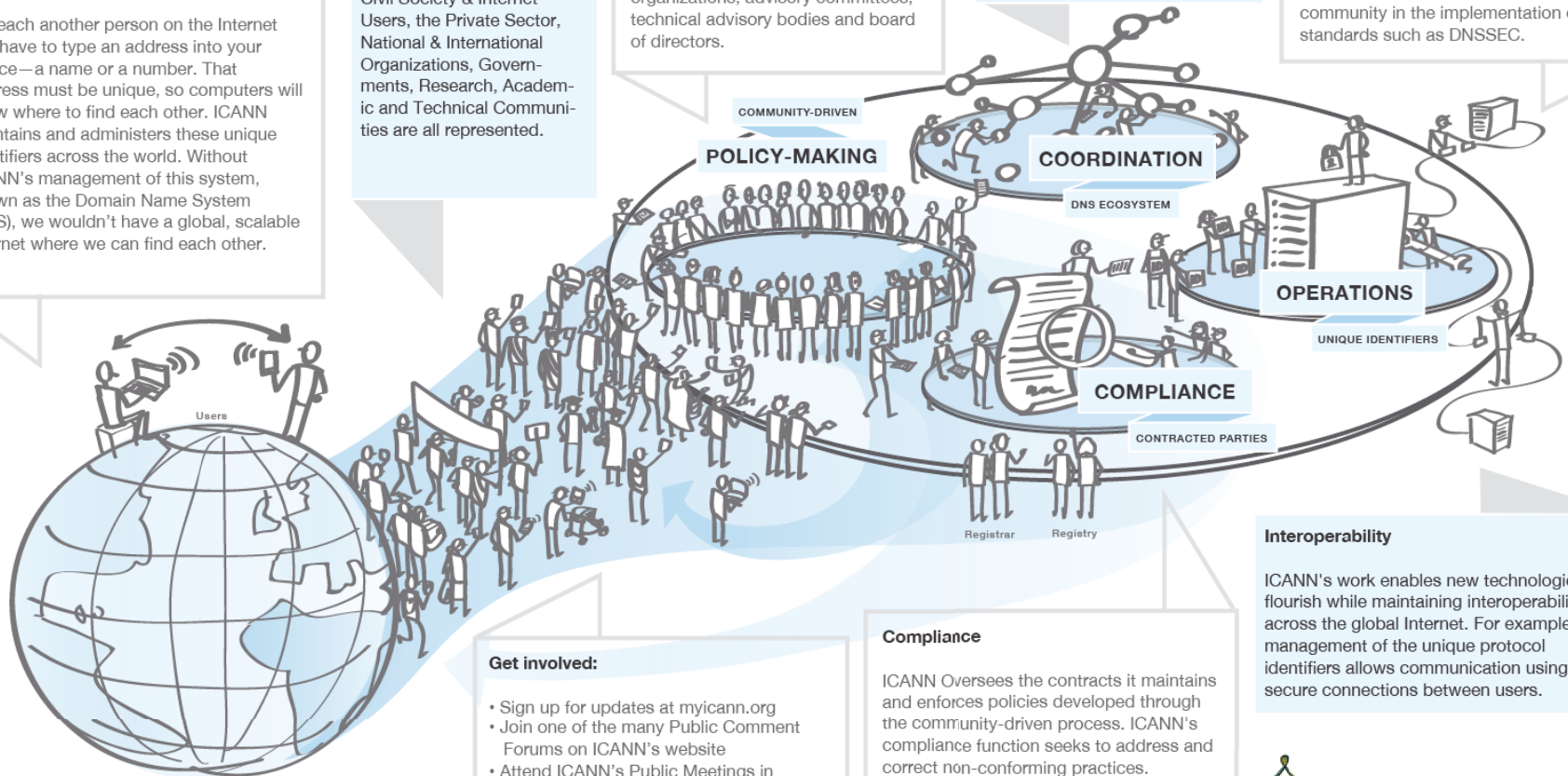
A number of groups: supporting organizations, advisory committees, technical advisory bodies and board of directors.

Competition & Choice

From accrediting over 1000 registrars, to introducing new Top Level Domains (TLDs), ICANN works to expand consumer choice by fostering competition and innovation in the domain name marketplace.

Security & Stability

ICANN supports DNS security through technical training and engagement, coordinating and collaborating with the community in the implementation of standards such as DNSSEC.



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Compliance

ICANN Oversees the contracts it maintains and enforces policies developed through the community-driven process. ICANN's compliance function seeks to address and correct non-conforming practices.

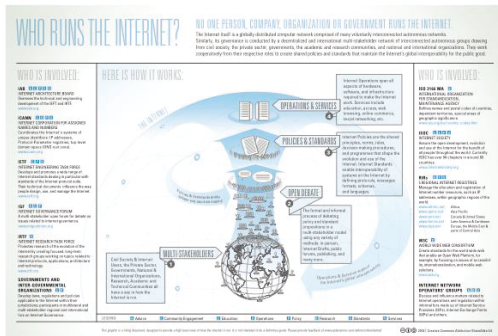
Interoperability

ICANN's work enables new technologies to flourish while maintaining interoperability across the global Internet. For example, management of the unique protocol identifiers allows communication using secure connections between users.

Ecosystem

- + A network of interactions among organisms, and between organisms and their environment.
- + The Internet is an ecosystem.
- + The Internet is successful and thriving because its ecosystem is open, transparent and collaborative.

Components of Internet Ecosystem



- + Organizations, individuals and processes that shape the coordination and management of the global Internet
- + Highly interdependent parts which require significant coordination
- + ICANN is one of these organizations
- + ICANN is pivotal to naming and addressing

WHO RUNS THE INTERNET?

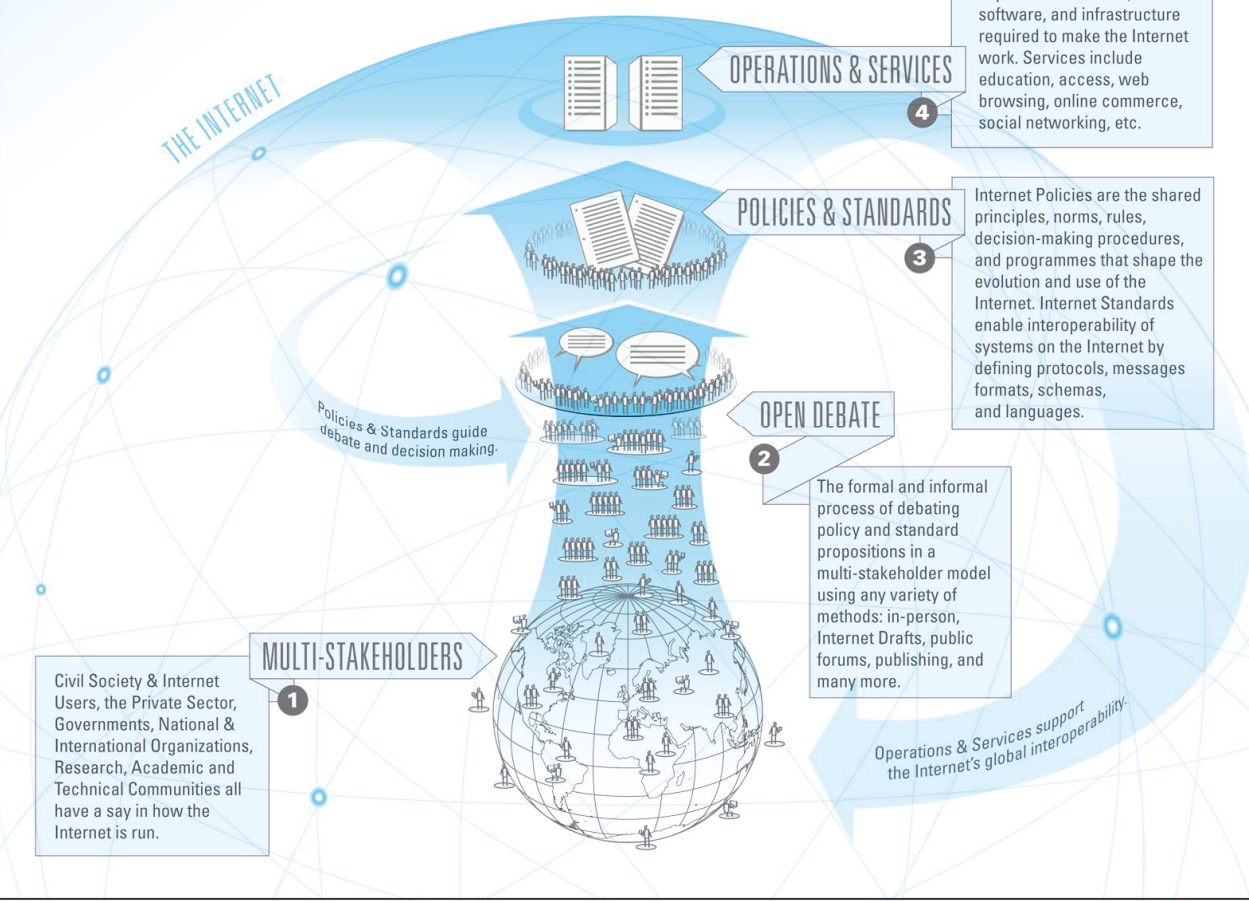
NO ONE PERSON, COMPANY, ORGANIZATION OR GOVERNMENT RUNS THE INTERNET.

The Internet itself is a globally distributed computer network comprised of many voluntarily interconnected autonomous networks. Similarly, its governance is conducted by a decentralized and international multi-stakeholder network of interconnected autonomous groups drawing from civil society, the private sector, governments, the academic and research communities, and national and international organizations. They work cooperatively from their respective roles to create shared policies and standards that maintain the Internet's global interoperability for the public good.

WHO IS INVOLVED:

- IAB** **A C P S R**
INTERNET ARCHITECTURE BOARD
Oversees the technical and engineering development of the IETF and IRTF.
www.iab.org
- ICANN** **C O P V**
INTERNET CORPORATION FOR ASSIGNED NAMES AND NUMBERS
Coordinates the Internet's systems of unique identifiers: IP addresses, protocol parameter registries, top-level domain space (DNS root zone).
www.icann.org
- IETF** **C P S**
INTERNET ENGINEERING TASK FORCE
Develops and promotes a wide range of Internet standards dealing in particular with standards of the Internet protocol suite. Their technical documents influence the way people design, use, and manage the Internet.
www.ietf.org
- IGF** **A C P**
INTERNET GOVERNANCE FORUM
A multi-stakeholder open forum for debate on issues related to Internet governance.
www.intgovforum.org
- IRTF** **R**
INTERNET RESEARCH TASK FORCE
Promotes research of the evolution of the Internet by creating focused, long-term research groups working on topics related to Internet protocols, applications, architecture and technology.
www.irtf.org
- GOVERNMENTS AND INTER-GOVERNMENTAL ORGANIZATIONS** **C P**
Develop laws, regulations and policies applicable to the Internet within their jurisdictions; participants in multilateral and multi-stakeholder regional and international fora on Internet governance.

HERE IS HOW IT WORKS:



WHO IS INVOLVED:

- ISO 3166 MA** **S**
INTERNATIONAL ORGANIZATION FOR STANDARDIZATION, MAINTENANCE AGENCY
Defines names and postal codes of countries, dependent territories, special areas of geographic significance.
www.iso.org/iso/country_codes.htm
- ISOC** **C E P V**
INTERNET SOCIETY
Assure the open development, evolution and use of the Internet for the benefit of all people throughout the world. Currently ISOC has over 90 chapters in around 80 countries.
www.internetsociety.org
- IRIs** **O P V**
5 REGIONAL INTERNET REGISTRIES
Manage the allocation and registration of Internet number resources, such as IP addresses, within geographic regions of the world.
www.afrinic.net Africa
www.apnic.net Asia Pacific
www.arin.net Canada & United States
www.lacnic.net Latin America & Caribbean
www.ripe.net Europe, the Middle East & parts of Central Asia
- W3C** **S**
WORLD WIDE WEB CONSORTIUM
Create standards for the world wide web that enable an Open Web Platform, for example, by focusing on issues of accessibility, internationalization, and mobile web solutions.
www.w3.org
- INTERNET NETWORK OPERATORS' GROUPS** **A O V**
Discuss and influence matters related to Internet operations and regulation within informal fora made up of Internet Service Providers (ISPs), Internet Exchange Points (IXPs), and others.

LEGEND: **A** Advice **C** Community Engagement **E** Education **O** Operations **P** Policy **R** Research **S** Standards **V** Services

This graphic is a living document, designed to provide a high level view of how the Internet is run. It is not intended to be a definitive guide. Please provide feedback at www.xplanations.com/whorunstheinternet © 2013 | Creative Commons Attribution-ShareAlike 3.0



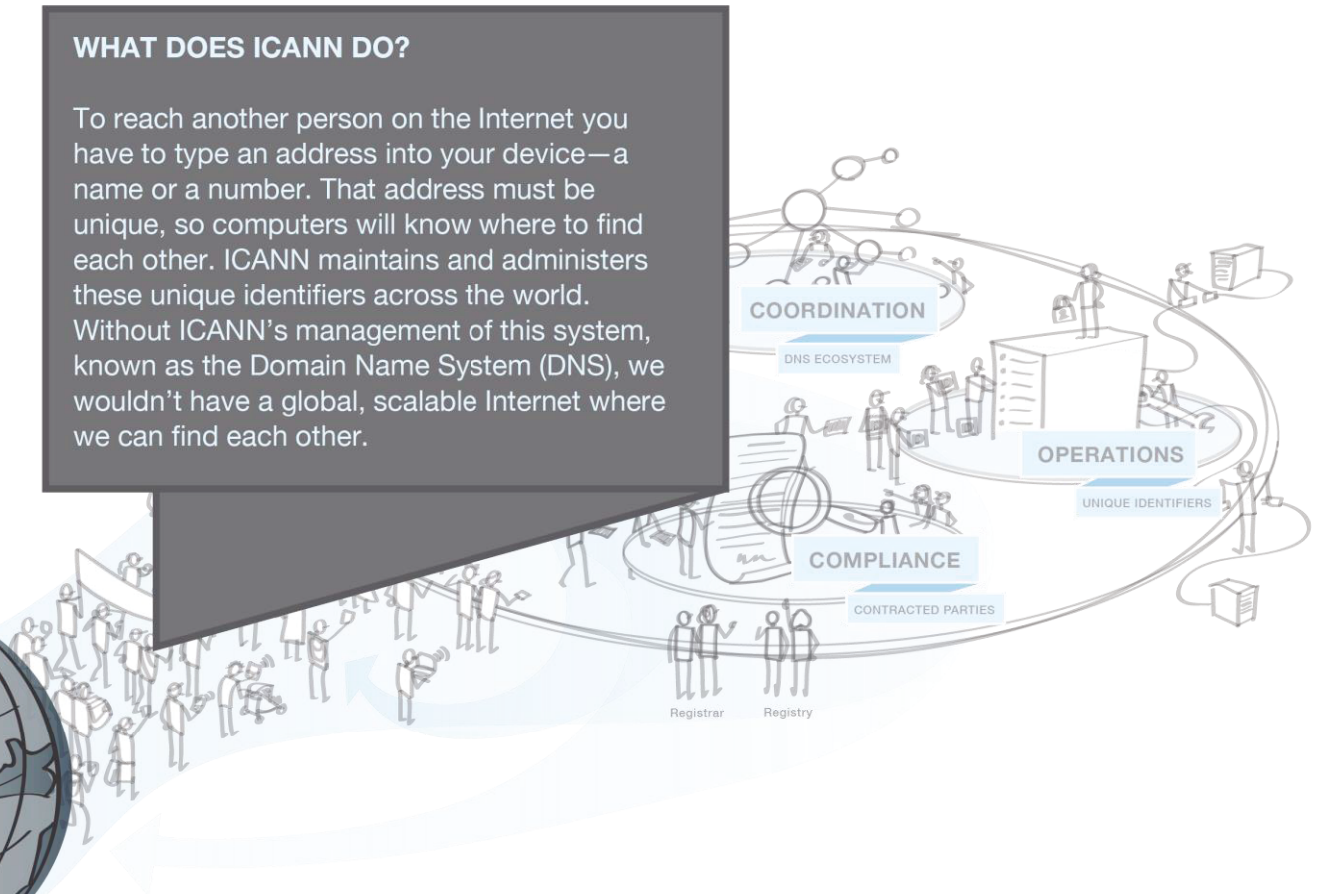
The World's Network - the Domain Name System

- + Internet Protocol numbers are unique addresses that allow computers to find one another
- + The Domain Name System matches IP numbers with a name
- + DNS is the underpinning of unified Internet
- + DNS keeps Internet secure, stable and interoperable
- + ICANN was formed in 1998 to coordinate DNS

What does ICANN do?

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Functions that ICANN Coordinates

- + Domain Name System
 - + Generic Top-Level Domains (gTLDs)
 - + Country Code Top-Level Domains (ccTLDs)
 - + Root Zone and other Infrastructure domains
- + Internet Protocol (IP) Address Allocation
- + Protocol Parameter Registries
- + Other minor functions (e.g. Time Zone Database)

ICANN Qualifications

- + ICANN created to coordinate DNS and other systems of unique identifiers
- + Affirmation of Commitments established ICANN's independence, accountability and commitment to the public interest
- + IANA functions performed in line with the National Telecommunications and Information Administration, an agency within the U.S. Department of Commerce.

ICANN's Operations

- + ICANN is structured to manage the Internet unique identifiers, ensuring growth and stability of Internet
 - + Internet Assigned Numbers Authority
- + Supporting Organizations
 - + Address
 - + Country Code Names
 - + Generic Names
- + Board of Directors Advisory Committees
 - + At-Large
 - + Governmental
 - + DNS Root Server System
 - + Security & Stability
- + Technical Advisory Bodies
 - + Technical Liaison Group
 - + Internet Engineering Task Force



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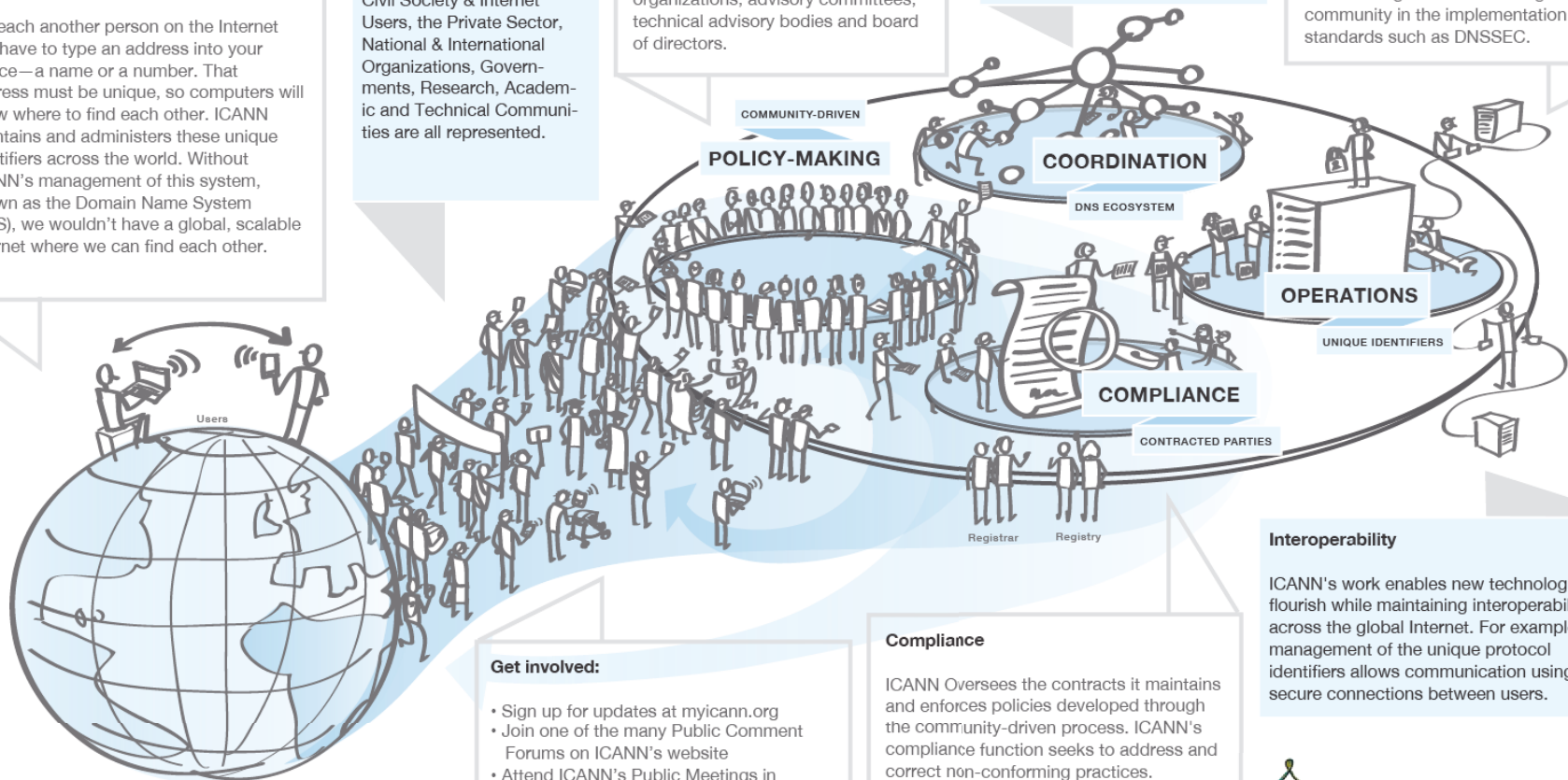
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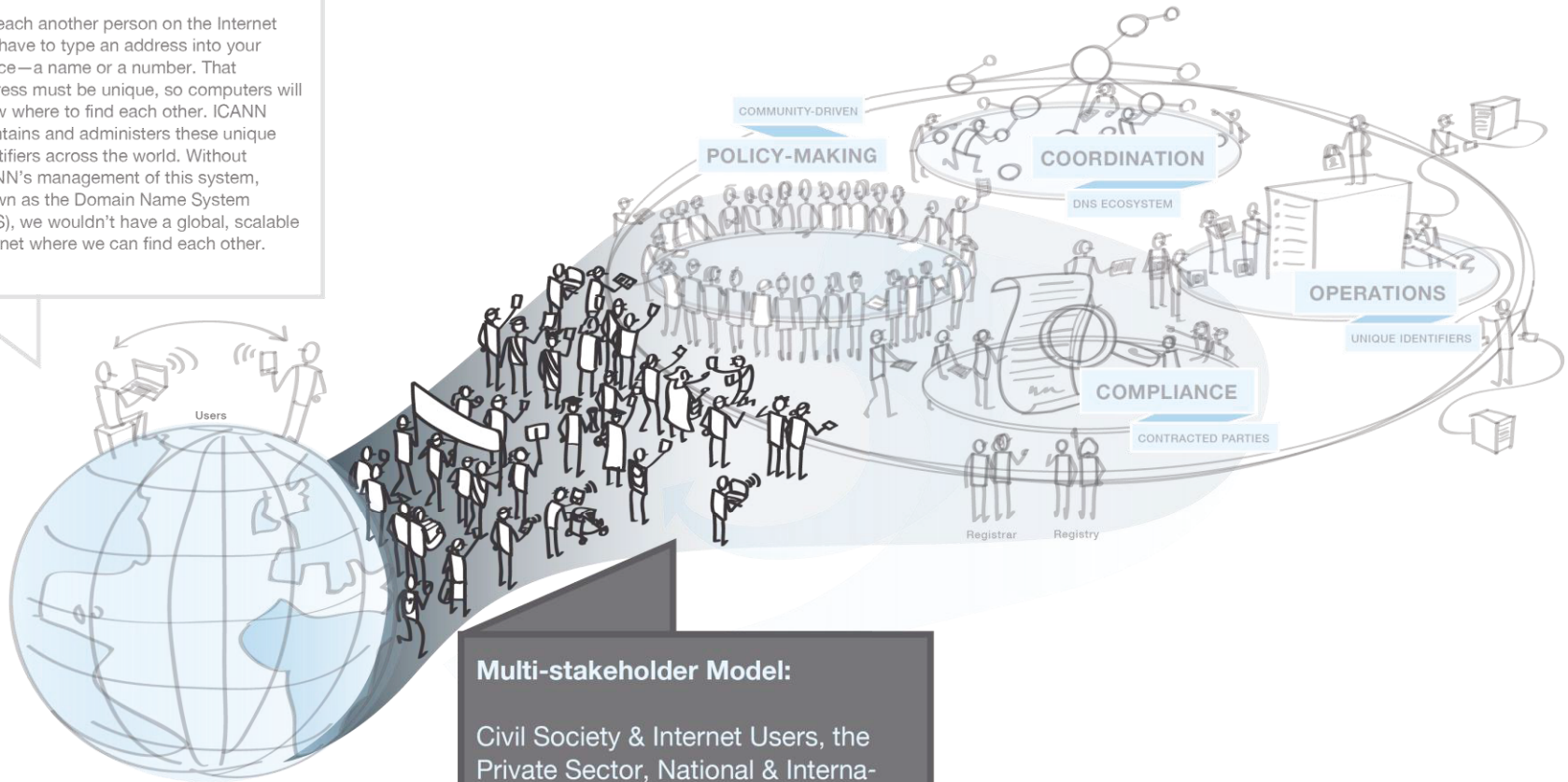
Pillars of ICANN Strategy

- + Multi-stakeholder Model
- + Community-Driven Policy
- + Competition & Choice
- + Security & Stability
- + Interoperability
- + Compliance

Multi-stakeholder Model

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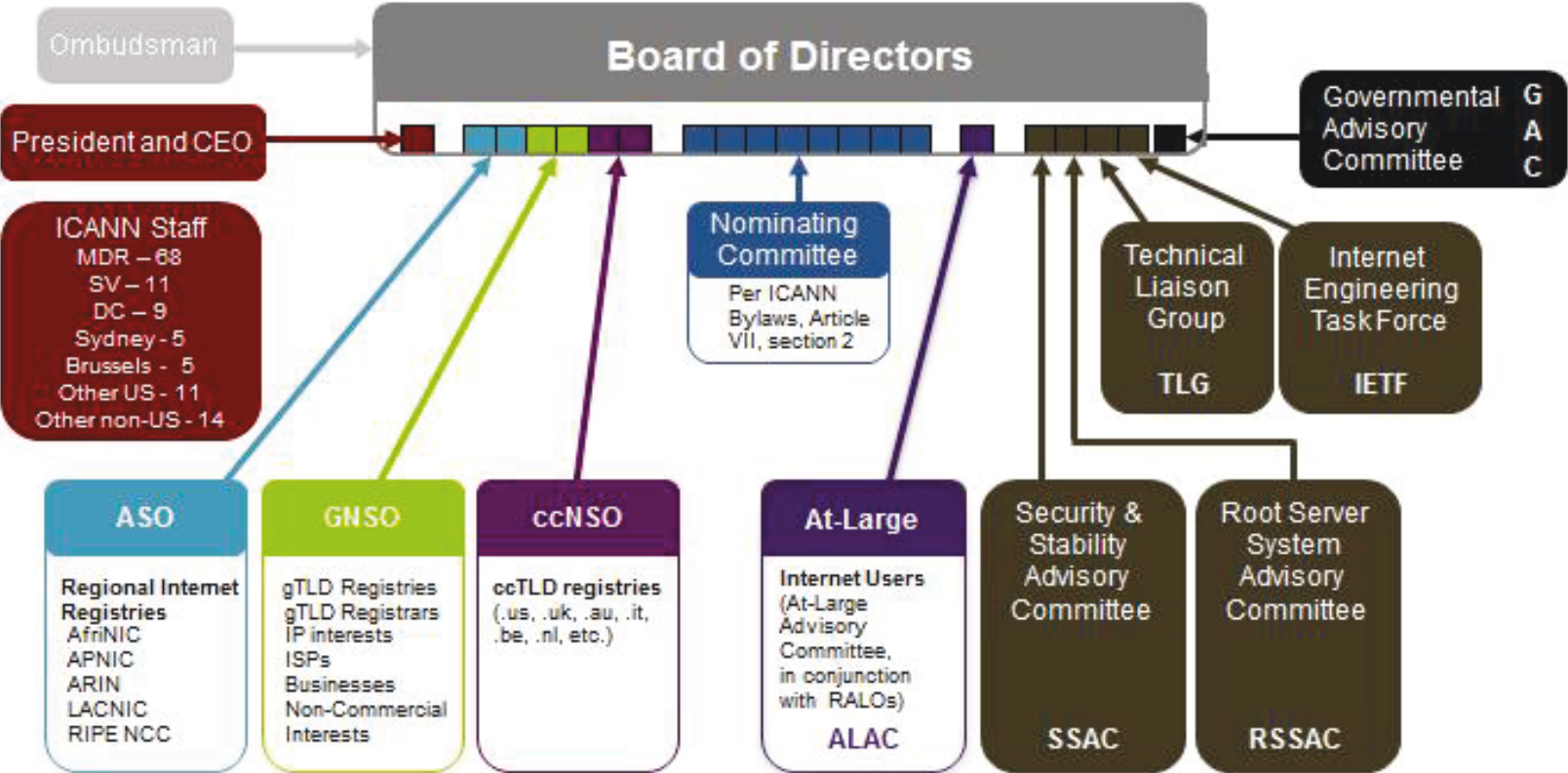


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Multi-stakeholder Model in Action

ICANN Multi-Stakeholder Model



How do the Regional VP's fit into this model?

- + Interact with the regional folks but also the ICANN Community;
- + Make sure our / your voice is heard;
- + Work with our partners (ISOC, RIRs etc) to maintain bottom-up approaches on IG issues;
- + Which leads to the IGOs....

It's Time For A Break!!!



See you all back here for more great information and sharing at **1315**

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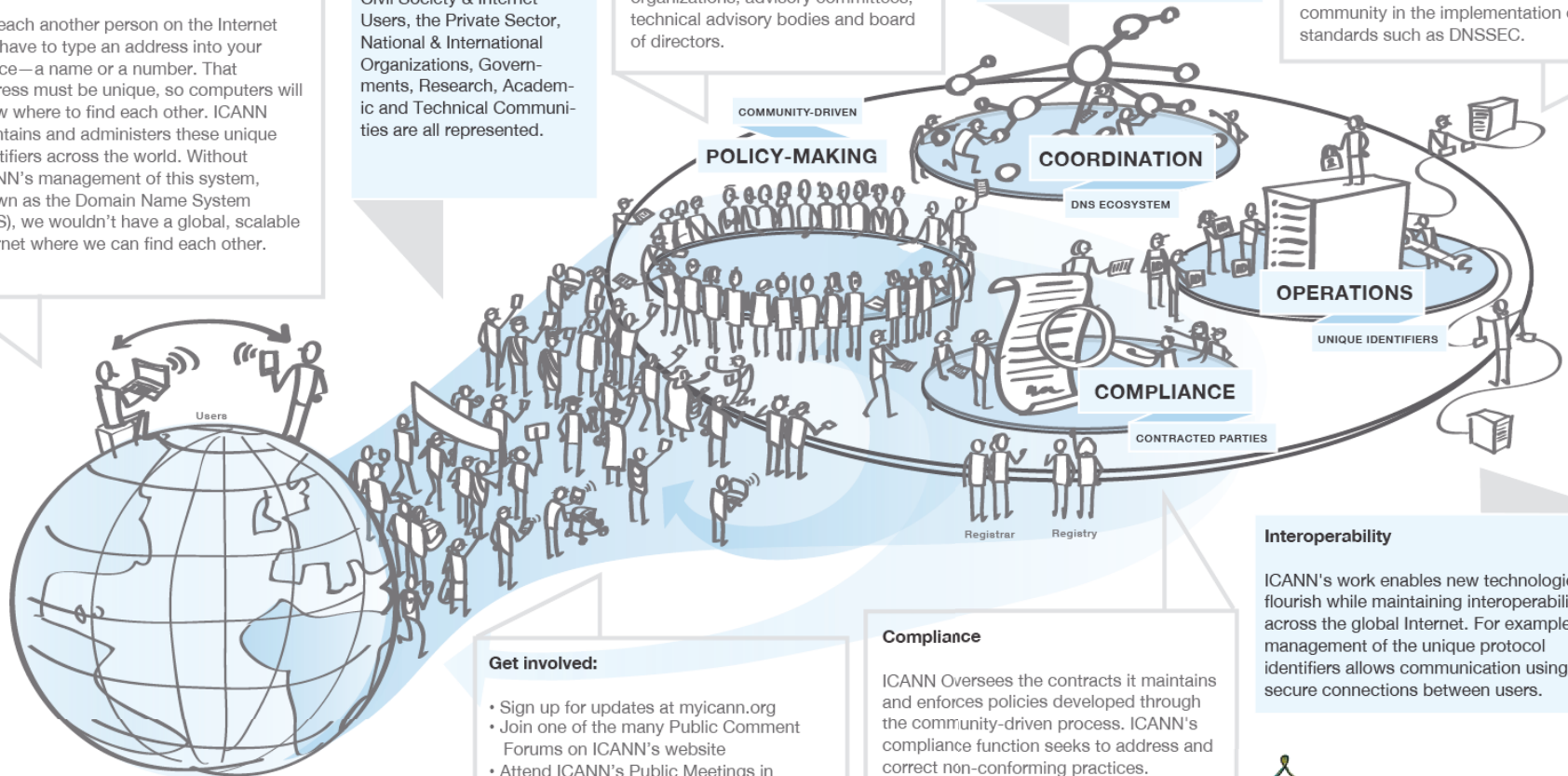
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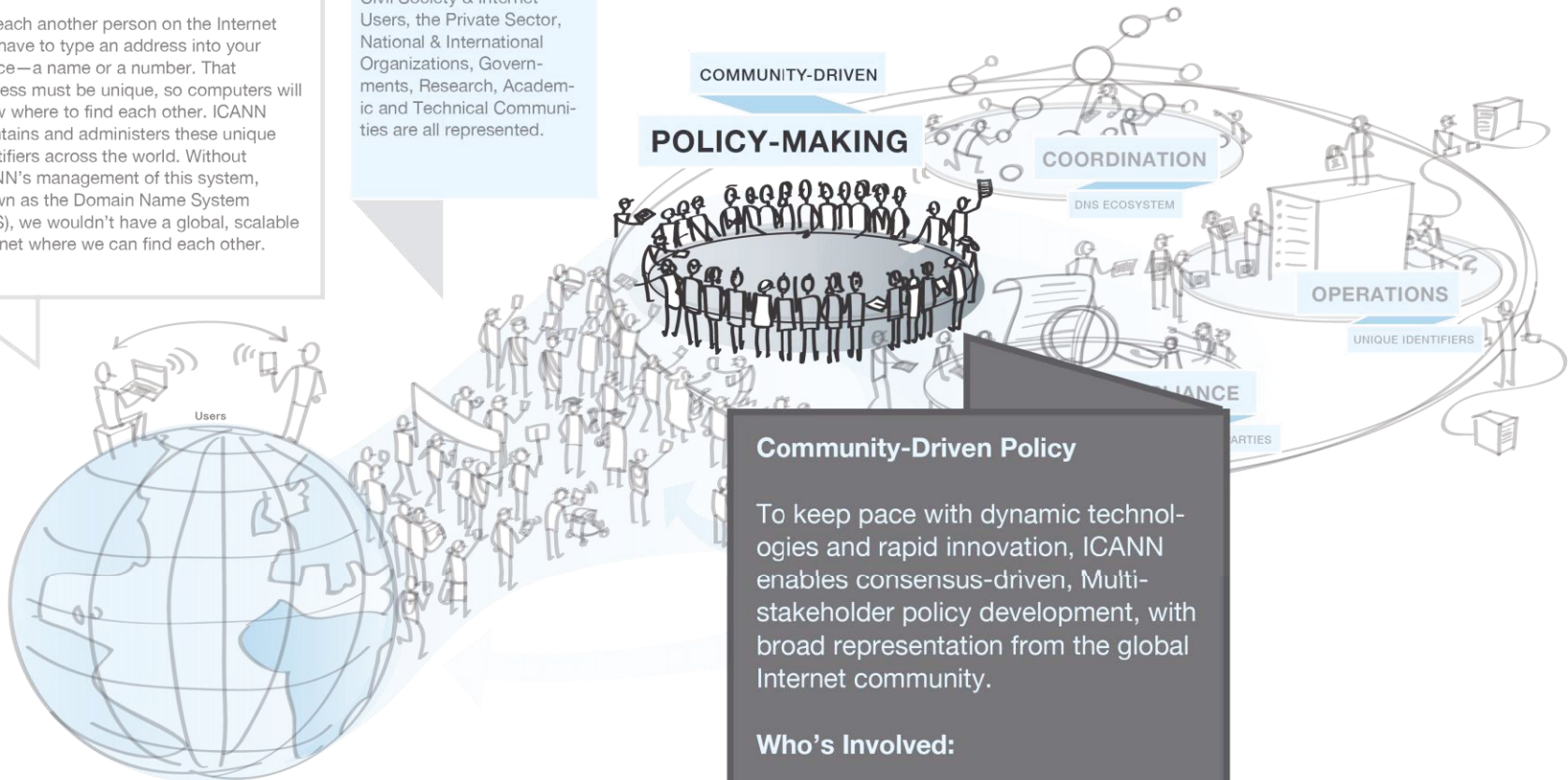
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Community-Driven Policy - How?



Multi-Stakeholder

Bottom-Up

Open

Transparent

Community-Driven Policy Support

Why?

Help The Community

- Create policies and guidelines that are:
 - Implementable and effective
 - Developed through a highly participative, fair, and balanced process in a timely and efficient way

Support The Community

- Engage and support the participation of all necessary stakeholders
- Inform and educate stakeholders

Managed Processes

- Manage the policy process efficiently and effectively to benefit the global Internet community
- ...frequently as important as outcomes

Policy Participants - Who?



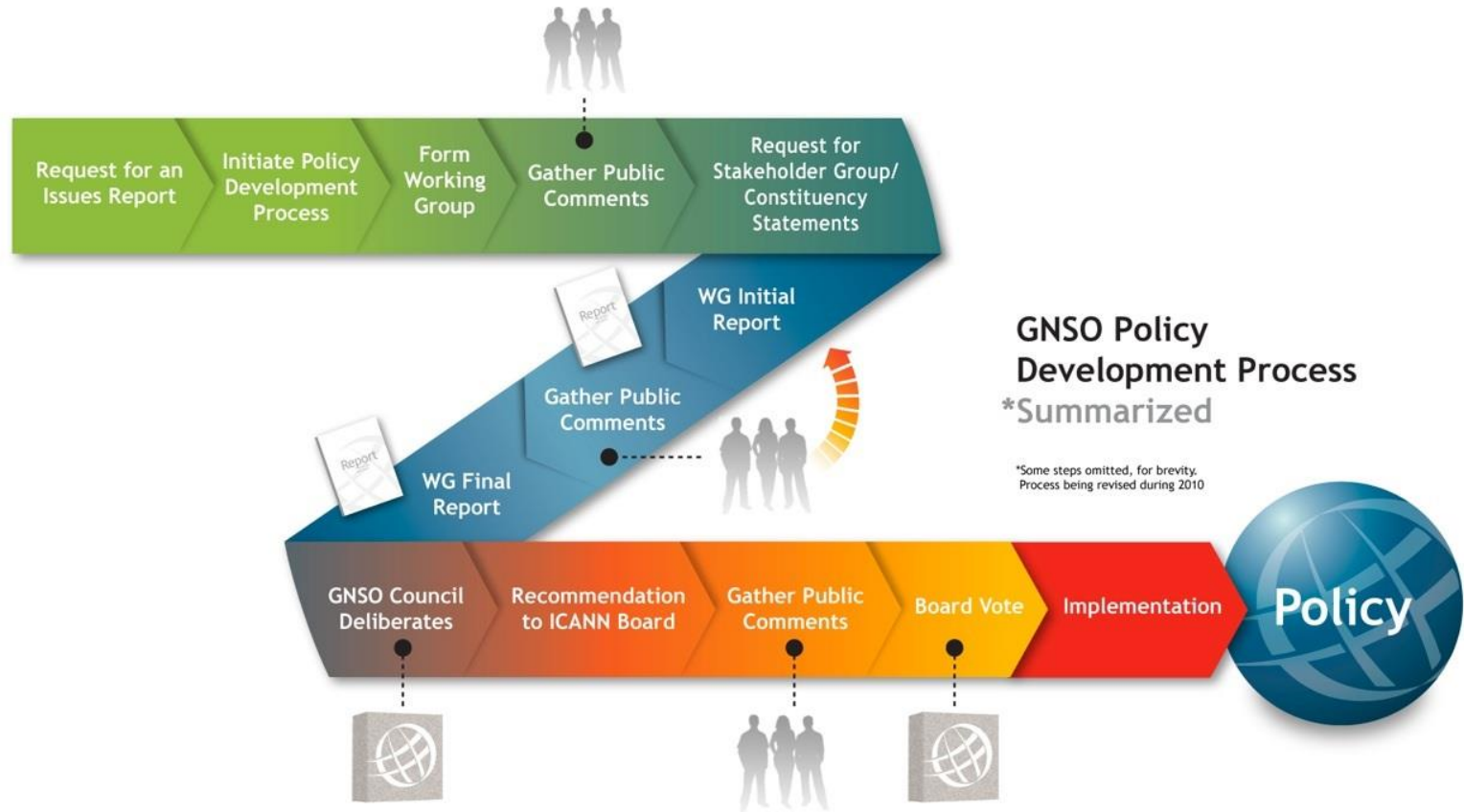
ICANN Supporting Organizations (SO)

- GNSO - Generic Names Supporting Organization
- ccNSO - Country-Code Names Supporting Organization
- ASO - Address Supporting Organization

ICANN Advisory Committees (AC)

- ALAC - At-Large Advisory Committee
- GAC - Governmental Advisory Committee
- SSAC - Security & Stability Advisory Committee
- RSSAC - Root Server System Advisory Committee

Policy Processes - What?



Policy Processes - What?



Competition & Choice

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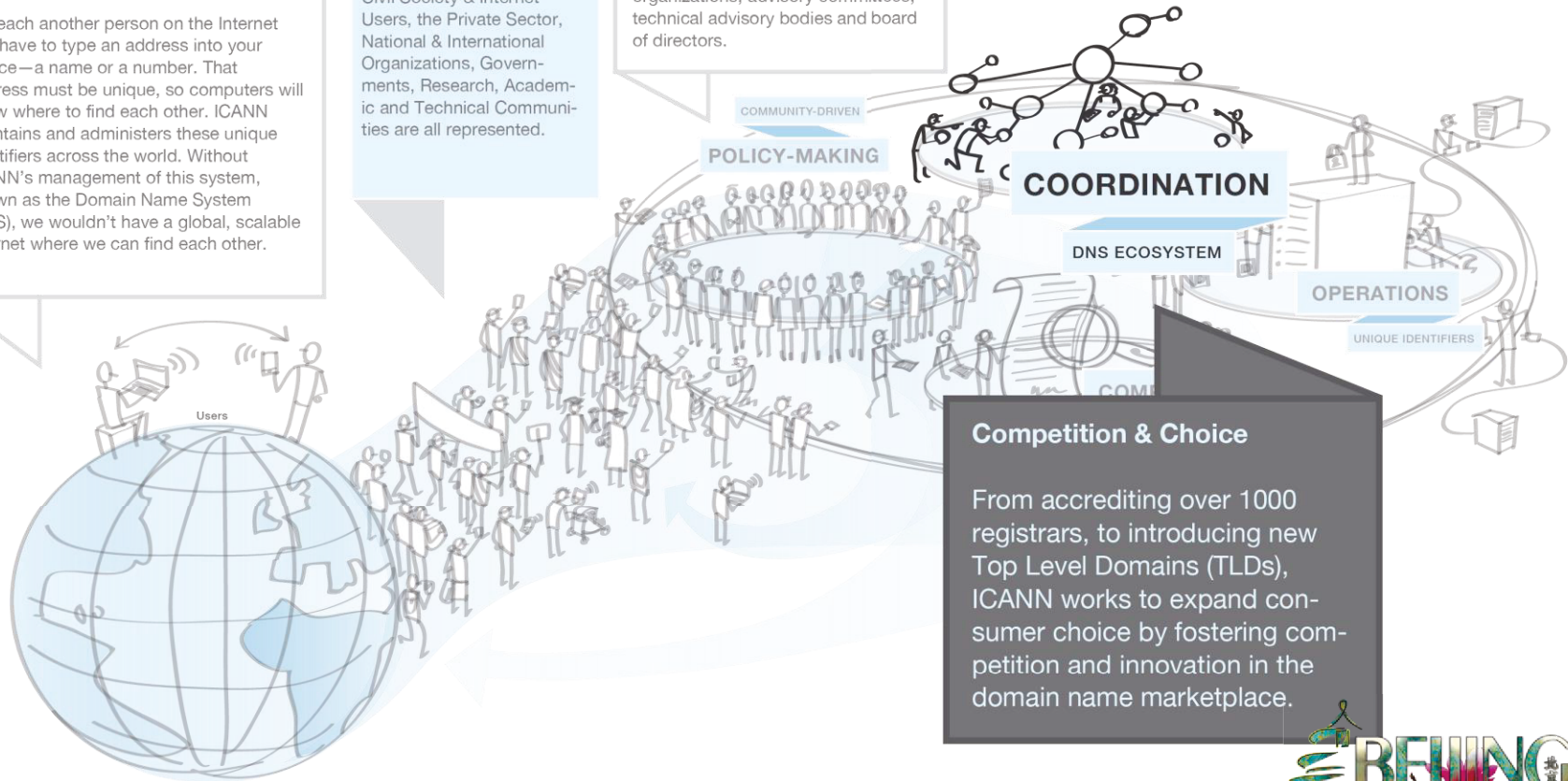
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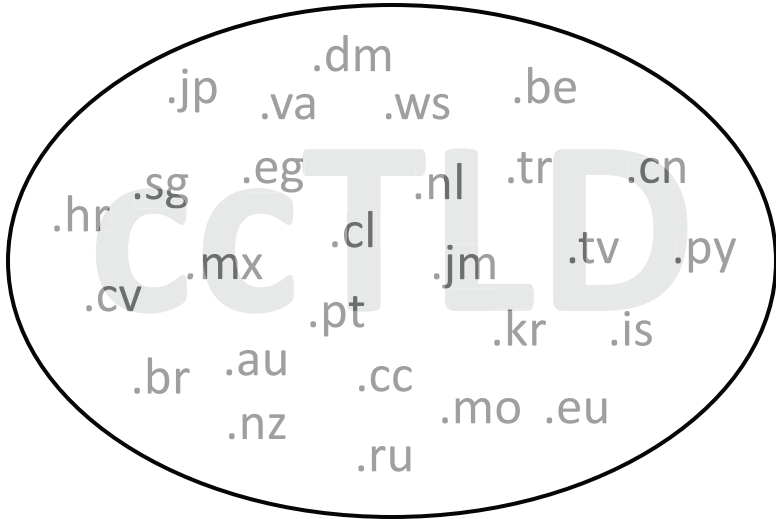
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ROOT



New gTLD Program

New gTLDs

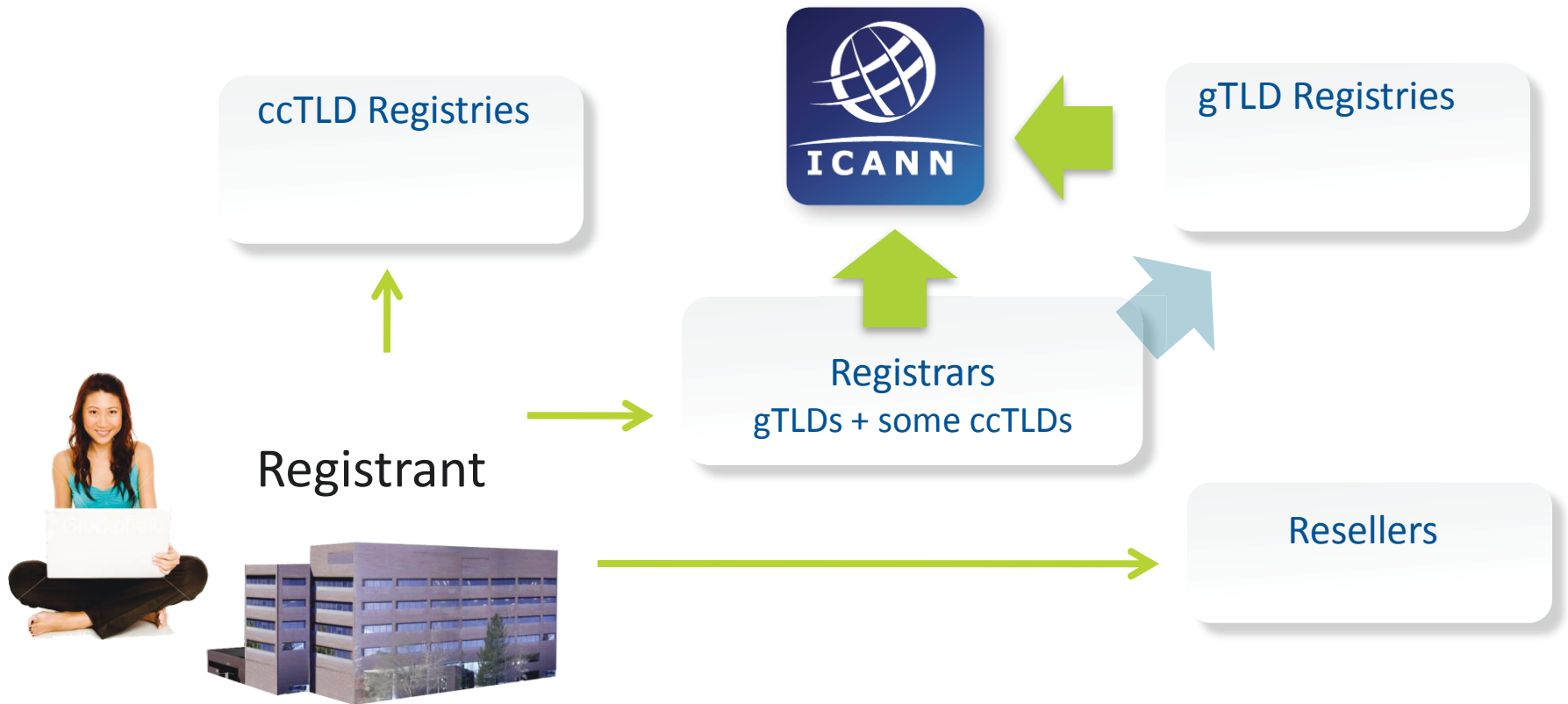


Fast Track Program

IDN ccTLDs

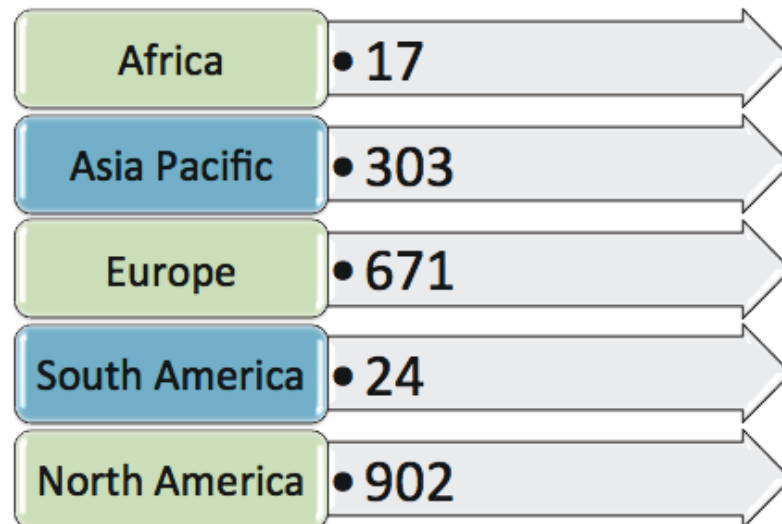
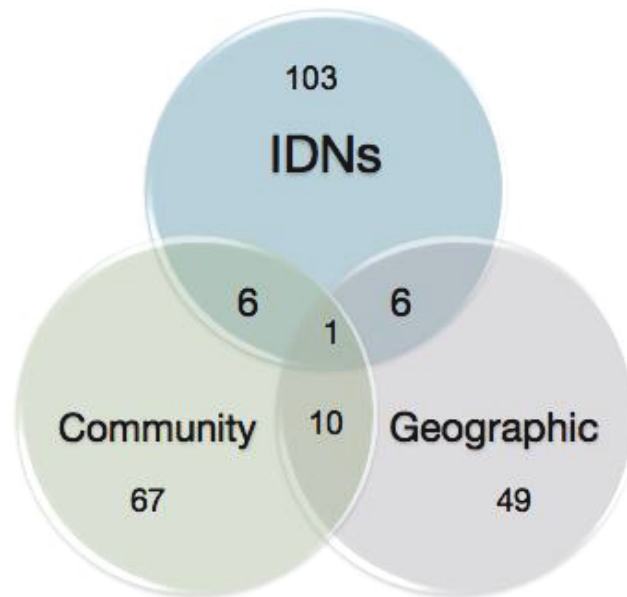


Current Landscape



Basics: New Generic Top-Level Domains (new gTLDs)

- + An initiative that will enable the introduction of unlimited generic top-level domain names (in both ASCII & IDN) into the domain name space
- + Received 1930 applications for new gTLDs



- + View all current applications and the status of each:
<https://gtdresult.icann.org/application-result/applicationstatus>

Basics: Internationalized Domain Names (IDNs)

- + Internationalized Domain Names are domain names represented by local language characters.
- + Allowed us to go from: [中国互联网络信息中心.cn/](http://www.cnnic.cn/)
to: [中国互联网络信息中心.中国/](http://www.cnnic.cn/)
- + The first IDN ccTLDs delegated in the root zone 05 May 2010:

United Arab Emirates	Egypt	Saudi Arabia	Russia
امارات	مصر	لأسعودية	рф

What is a Registry?



A "Registry" is the authoritative, master database of all domain names registered in each Top-Level Domain. The registry operator keeps the master database and also generates the "zone file" which allows computers to route Internet traffic to and from top-level domains anywhere in the world.

More than Database & software

*Must be
designed
and
managed
with security,
stability, and
robustness
in mind*

A Registry includes:

- Network infrastructure – firewalls, load balancers, routers, packet shapers
- Protocol and application servers
- DNS and WHOIS servers
- Billing systems
- Monitoring systems
- Security and intrusion detection systems

Registrar

- Contracted with ICANN and Registries
- Business Models:
 - Traditional Retail
 - Reseller-Focused
 - Low Cost / Limited Service
 - Brand Protection
 - Niche Markets
 - Single TLD
 - Private

Potential and Considerations

- New gTLDs – diversity, innovation!
- New Players
- Vertical Integration
- Success and failure
- EBERO – Emergency Backend Operator
- TLD Universal Acceptance issues

TLD Universal Acceptance Issues

- Web sites that require registrations do not accept your TLD extension
- Legal and other contract terms do not recognize your TLD extension
- Emails don't reach destinations
- Web browsers automatically reject your TLD
- Operating systems do not allow your name to be used online
- Security applications block access to your TLD from computers
- Anti-spam software marks your TLD as “not-trusted”

- Emergency Back End Provider responsible for continuity of critical registry services
 1. DNS resolution
 2. DNSSEC properly signed zone (if DNSSEC is offered by the registry)
 3. Shared Registration System (SRS), usually by means of the Extensible Provisioning Protocol (EPP)
 4. Registration Data Directory Services (RDDS), e.g., WHOIS provided over both port 43 and through a web based service
 5. Registry Data Escrow

Contractual Compliance

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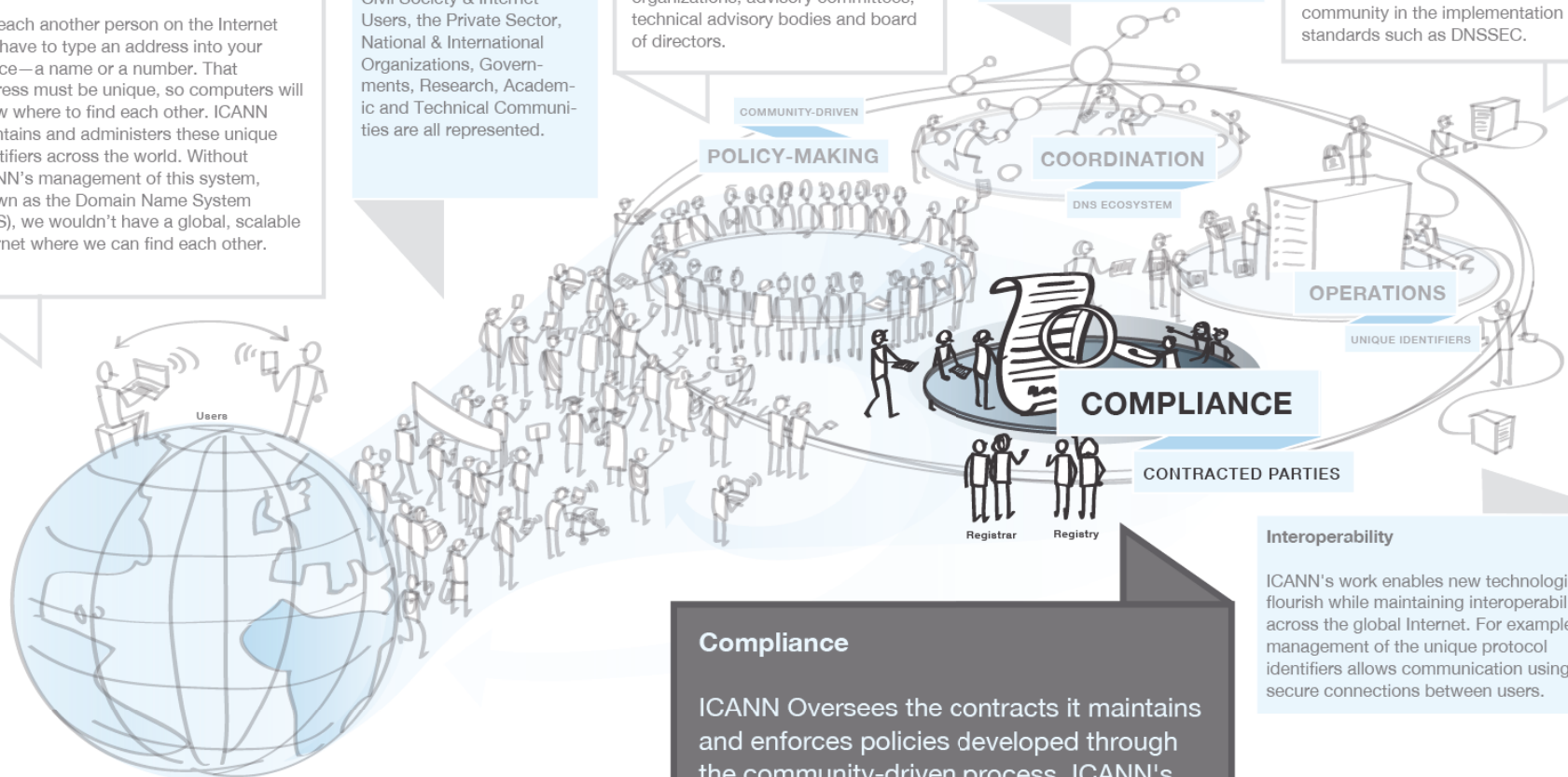
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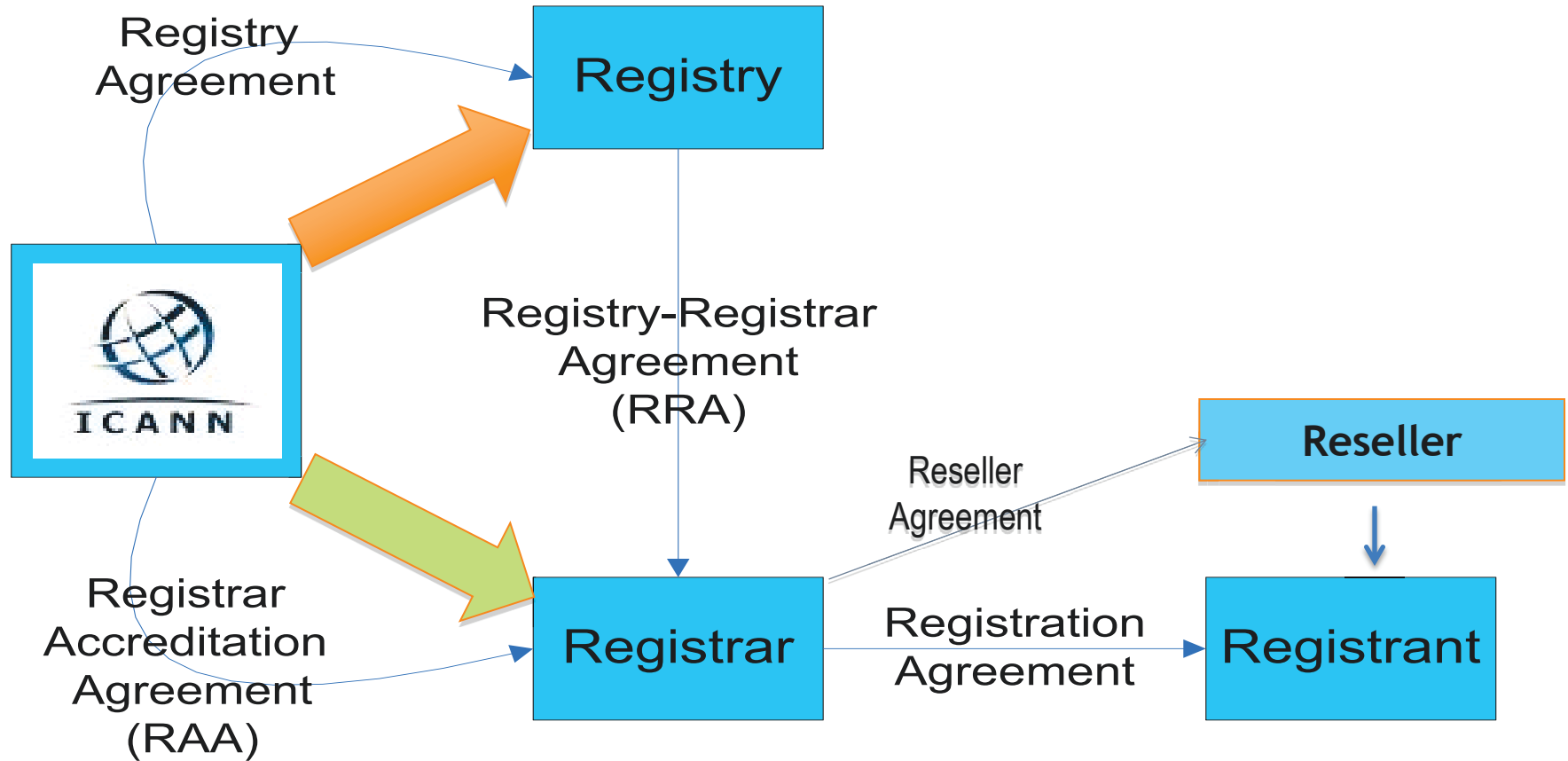
Organization Update

- **Contractual Compliance reports to CEO**
- **15 Staff members strong**
 - Head of Compliance (1)
 - Registrar and Registry Compliance (13)
 - Prevention & Enforcement
 - Operations
 - Performance Measurement and Reporting
 - Risk and Audit Management (1)
- Arabic, English, French, Hindi, Korean, Mandarin, Spanish and Urdu

Link to Contractual Compliance Staff -

<http://www.icann.org/en/resources/compliance/staff>

Contractual Relationship Overview



Registrars: register domain names (967)

Registry operators: keep the master file for all domain names that end in a particular suffix (18)

Registrant: registered name holder (legal domain name owner)

Contractual Compliance Model and Approach

Culture of Compliance

1. Bottom-up
2. Multi-stakeholder

FORMAL RESOLUTION
Enforcement
PUBLISHED

NOT in Good Standing

INFORMAL RESOLUTION
Inquiries & Notices
(1-2-3 Process)

Good Standing

PREVENTATIVE ACTIVITIES
Monitoring, Audits, Education & Outreach

Enforcement

Non-Renewal,
Suspension,
Termination

Breach

Final Inquiry

2nd Inquiry

1st Inquiry

Prevention

Process

Complaints per Domain Volume

October 2012 – February 2013

N. America	99.4M	4,820	.005%
	721	237	32.9%

Europe	22.7M	1,354	.006%
	155	90	58.1%

Asia/A/P	22.3M	3,467	.016%
	152	96	63.2%

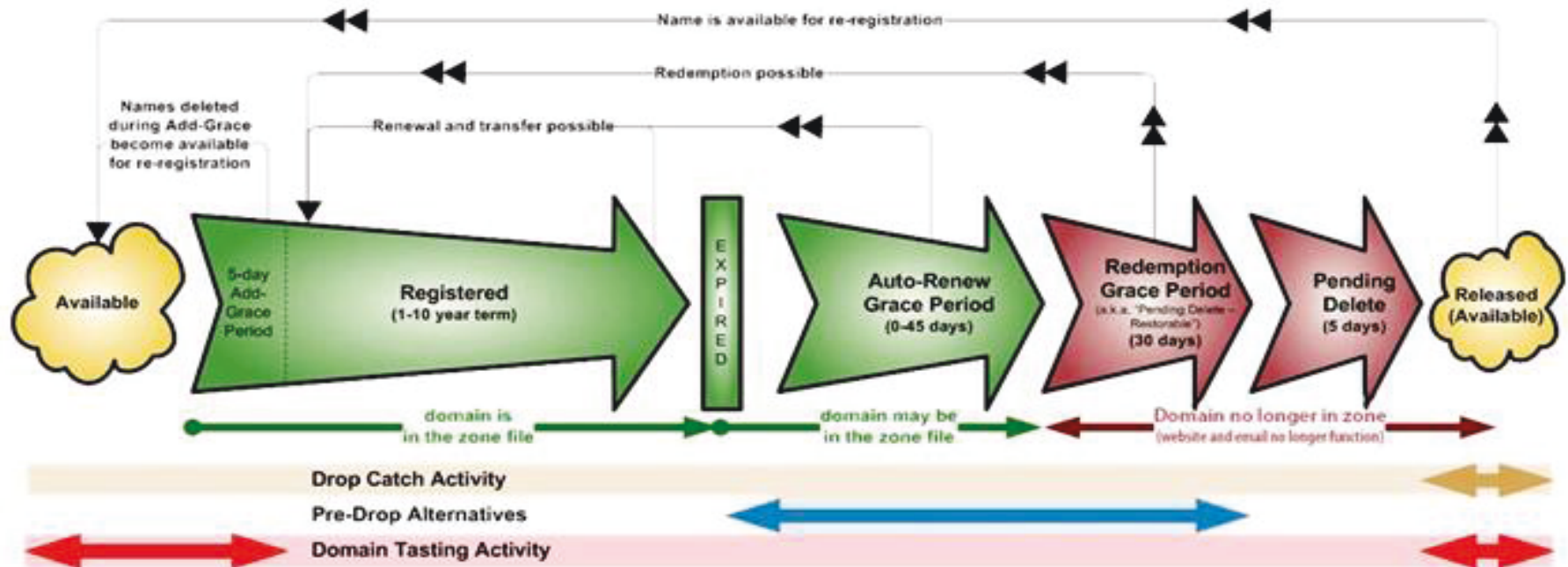
Latin America	1.2M	314	.025%
	23	13	56.5%

Africa	3,743	0	0%
	6	0	0%

LEGEND	December 2012 Domain Volume/Million	# Complaints	% Complaints per Domain Volume
	# registrars per region	# registrar w/ Complaints	% registrars with complaints per region

Note: "# registrars per region" data may contain some obsolete registrars but is retained for reporting history

Domain Name Life Cycle



Contractual Compliance ensures that ICANN's contracted parties comply with their agreements and the consensus policies during the life cycle.

Domain Name Issues

Examples of Registration Issues that are dealt with by the ICANN Agreements and Consensus Policies

- Creation Issues
- Renewal Issues
- Trademark Disputes Issues
- WHOIS inaccuracies Issues
- Transfer issues
- Reseller issues

Examples of Use Issues that are dealt with by law enforcement or consumer protection agencies

- Website content
- Spam
- Phishing
- Malware
- Cybercrime

Additional Resources

- About ICANN Contractual Compliance:
<http://www.icann.org/en/compliance/>
- Contact us at compliance@icann.org
- Annual Report at
<http://www.icann.org/en/resources/compliance/reports>
- Monthly Updates at
<http://www.icann.org/en/resources/compliance/newsletter>
- File a complaint at
<http://www.icann.org/en/resources/compliance/complaint-submission>

Security & Stability/Interoperability

WHAT DOES ICANN DO?

To reach another person on the Internet you have to type an address into your device—a name or a number. That address must be unique, so computers will know where to find each other. ICANN maintains and administers these unique identifiers across the world. Without ICANN's management of this system, known as the Domain Name System (DNS), we wouldn't have a global, scalable Internet where we can find each other.

Multi-stakeholder Model:

Civil Society & Internet Users, the Private Sector, National & International Organizations, Governments, Research, Academic and Technical Communities are all represented.

Community-Driven Policy

To keep pace with dynamic technologies and rapid innovation, ICANN enables consensus-driven, Multi-stakeholder policy development, with broad representation from the global Internet community.

Who's Involved:

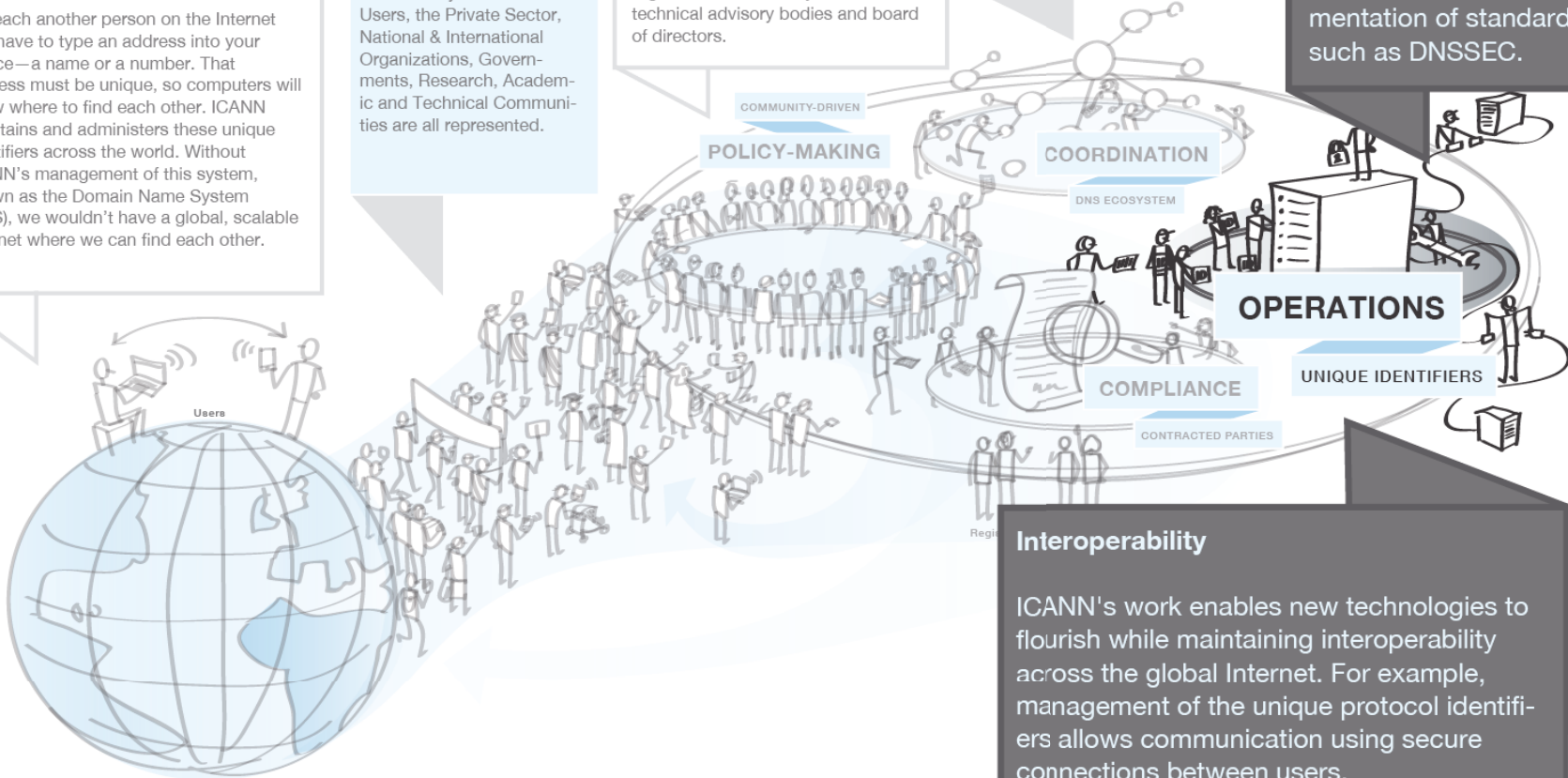
A number of groups: supporting organizations, advisory committees, technical advisory bodies and board of directors.

Competition & Choice

From accrediting over 1000 registrars, to introducing new Top Level Domains (TLDs), ICANN works to expand consumer choice by fostering competition and innovation in the dcmain name marketplace.


Security & Stability

ICANN supports DNS security through technical training and engagement, coordinating and collaborating with the community in the implementation of standards such as DNSSEC.



Interoperability

ICANN's work enables new technologies to flourish while maintaining interoperability across the global Internet. For example, management of the unique protocol identifiers allows communication using secure connections between users.



ICANN OMBUDSMAN

Ombudsman 101



Welcome

Haere mai ki te Kaitiaki Mana Tangata

What is an Ombudsman?

申诉专员

Who am I?

History of the Ombudsman

Office opened in 2004

I was appointed July 2011

Chris LaHatte of New Zealand

Sole practitioner office

1/10th post for Adjunct Herb
Waye

What I Do As Ombudsman

The ICANN Ombudsman is:

- An investigator of complaints about unfairness
- A reviewer of facts
- An Alternative Dispute Resolution practitioner
- One of three ICANN ADR systems
 - Reconsideration Committee
 - Independent Review Panel

An Ombudsman is-

Protector of the people

Investigator

Impartial

Neutral

Confidential

Ombudsman Value Statement

The Values of this Office are:

Confidentiality

Impartiality

Independence.

Professionalism

Respect for Diversity

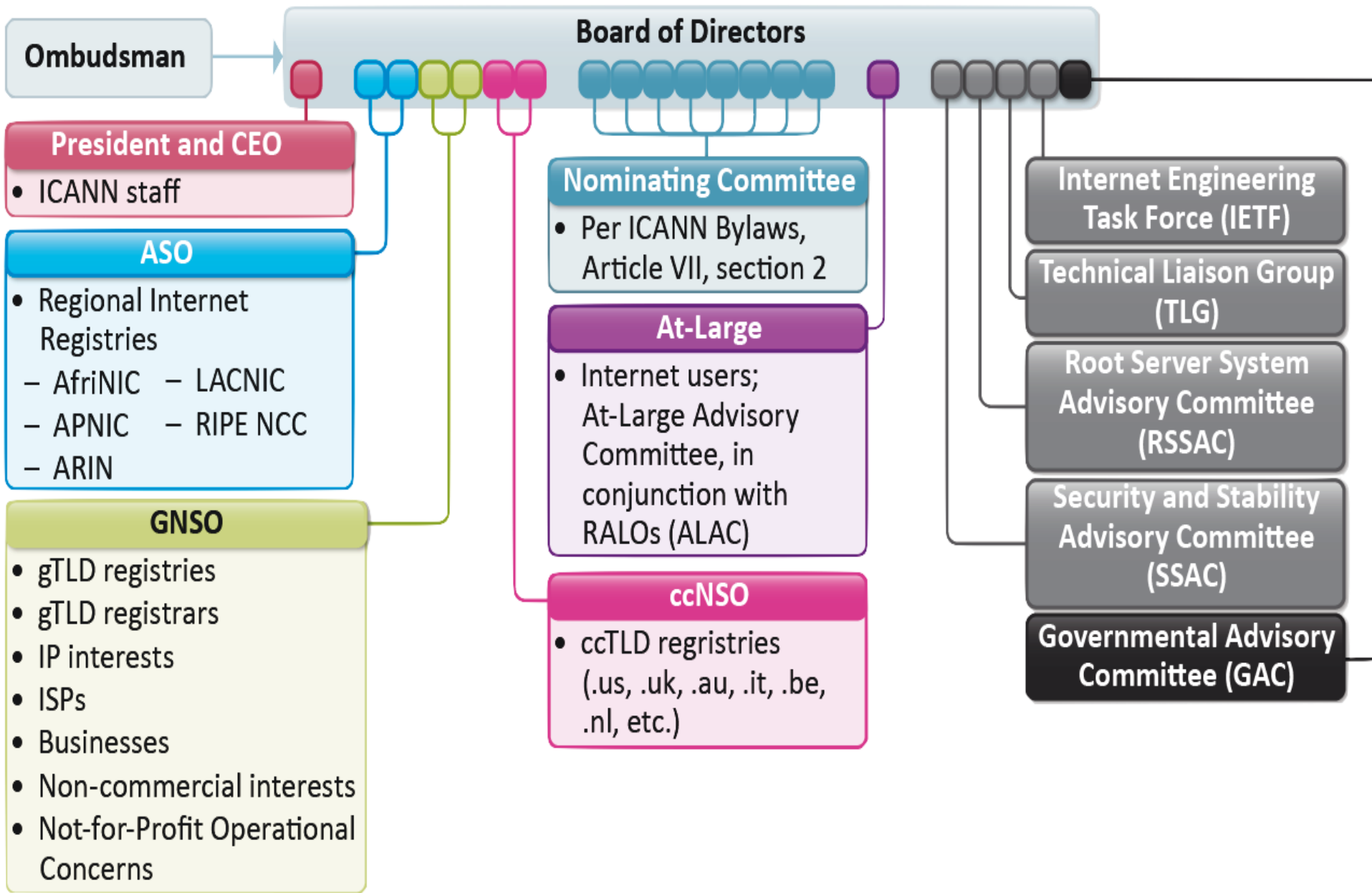
Excellence in Ombudsmanship

Ombudsman Role

Ombudsman's jurisdiction in Bylaw V is for actions, decisions, or inactions by ICANN staff, board, or supporting structures.

Ombudsman's role is also to provide a single place for all consumer issues

A Symbol of good governance



Examples of Complaints

- I was at a meeting of and comments were made which were disrespectful and sexist
- I have been waiting for a decision about membership of a supporting organisation but there is delay/I have been refused
- I rang the office of ICANN, but the person I spoke to was rude to me and did not listen to my problem
- The policy adopted on an issue is unfair to me
- Decisions have been made without proper consultation

Own Motion Investigations

In the Communities Interests?

Systematic unfairness?

Process concerns?

Not being dealt with by ICANN?

*Report to Board, seek agreement to
investigate*

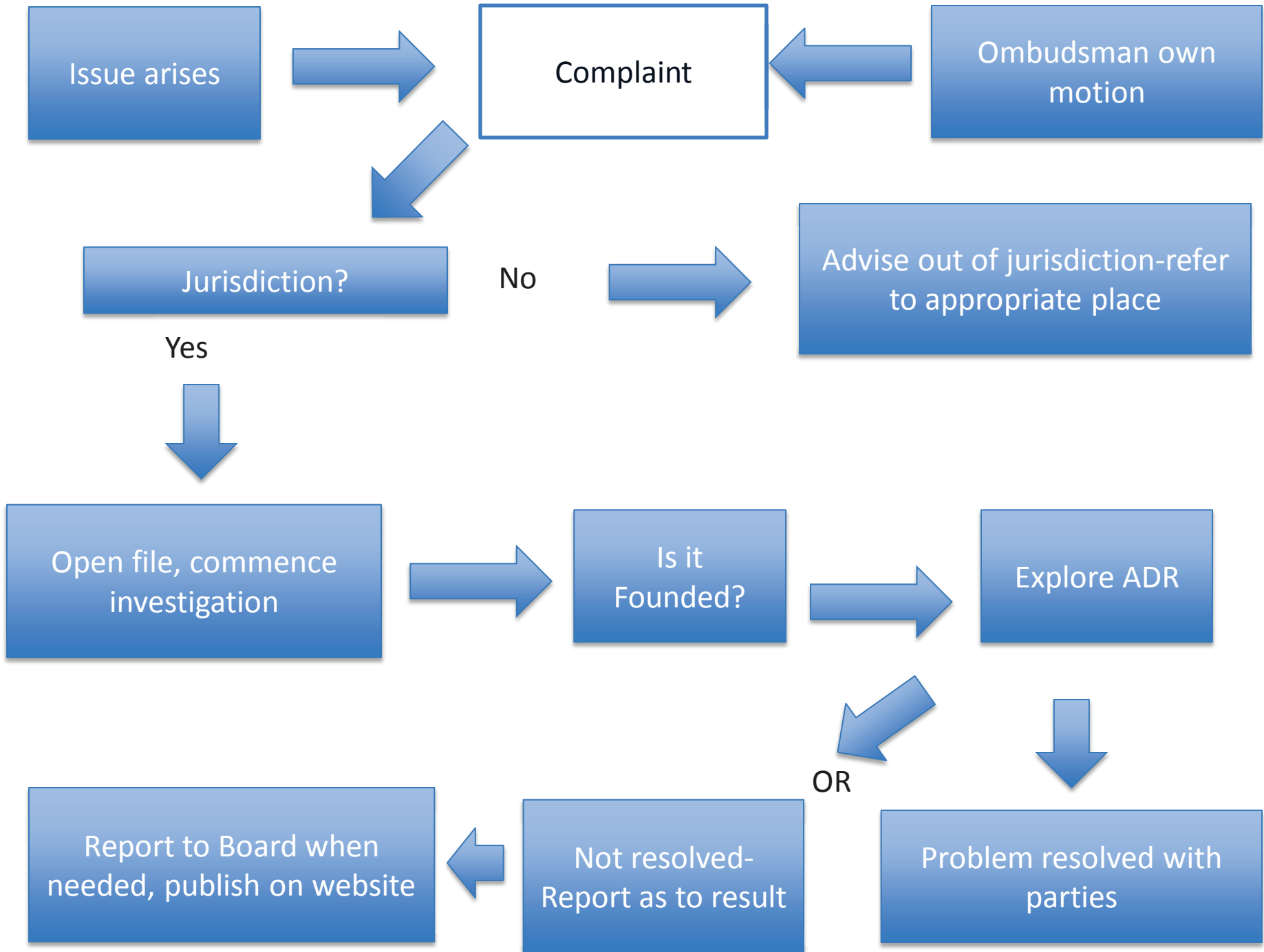
What I Cannot do

Look at internal administrative matters

Investigate personnel issues

Look into issues relating to membership on the Board

Investigate vendor/supplier relationships



Useful Links

Ombudsman Home Page

<http://www.icann.org/en/help/ombudsman>

Page to lodge Complaint

<https://omb.icann.org/portal/complaint.php>

Ombudsman Blog

<http://omblog.icann.org/>

Summary

Theory and practice

Why you need to know me

Symbol of Office

Conscience of ICANN

Contact Details



Chris LaHatte Ombudsman
12025 Waterfront Drive, Suite
300

Los Angeles, CA 90094-2536
California, USA, 90292

Fax: +64-4-471-1660

Tel: +64-4-472-0777

ombudsman@icann.org

www.icann.org/ombudsman/

Nominating Committee (NomCom)

What does the NomCom do?

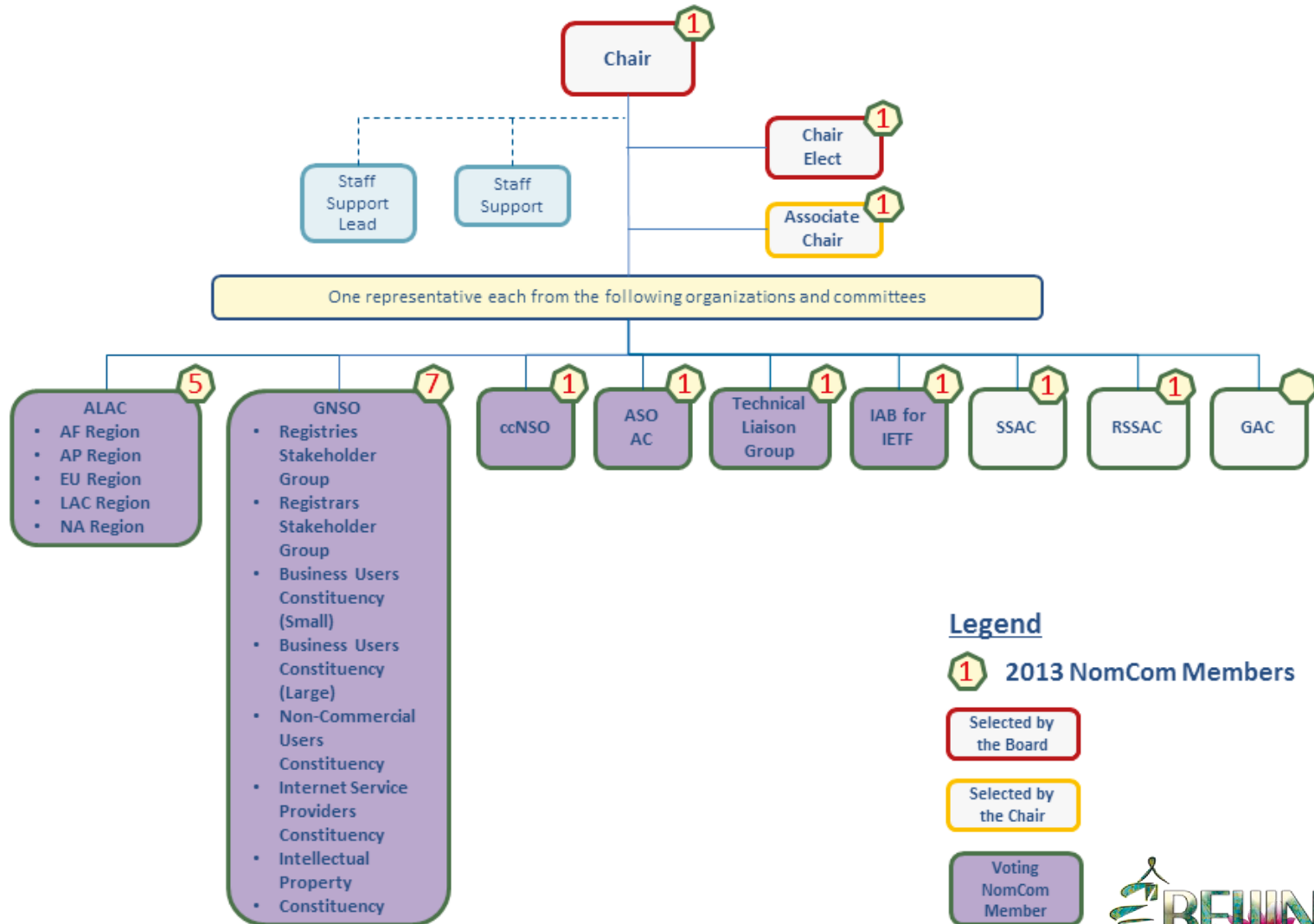
The NomCom fills key ICANN leadership positions:

- ICANN's Board of Directors
- GNSO Council
- ccNSO Council
- ALAC



Nominating Committee (NomCom)

Who is the NomCom?



Legend

1 2013 NomCom Members

Selected by the Board

Selected by the Chair

Voting NomCom Member



Nominating Committee (NomCom)

Want to find out more?



- **Attend NomCom meetings this week:**
 - **Monday, April 8 @ 11:00 - 12 noon, NomCom Outreach Committee Meeting**
 - **Tuesday, April 9 @ 17:00 - 18:00, NomCom Open Meeting**
 - **Wednesday, April 10 @ 14:30 – 15:30, NomCom Public Workshop**
- **Visit our website: <http://nomcom.icann.org/>**
- **Deadline to apply: 1 May 2013 @ 23:59 UTC**

One world. One internet.

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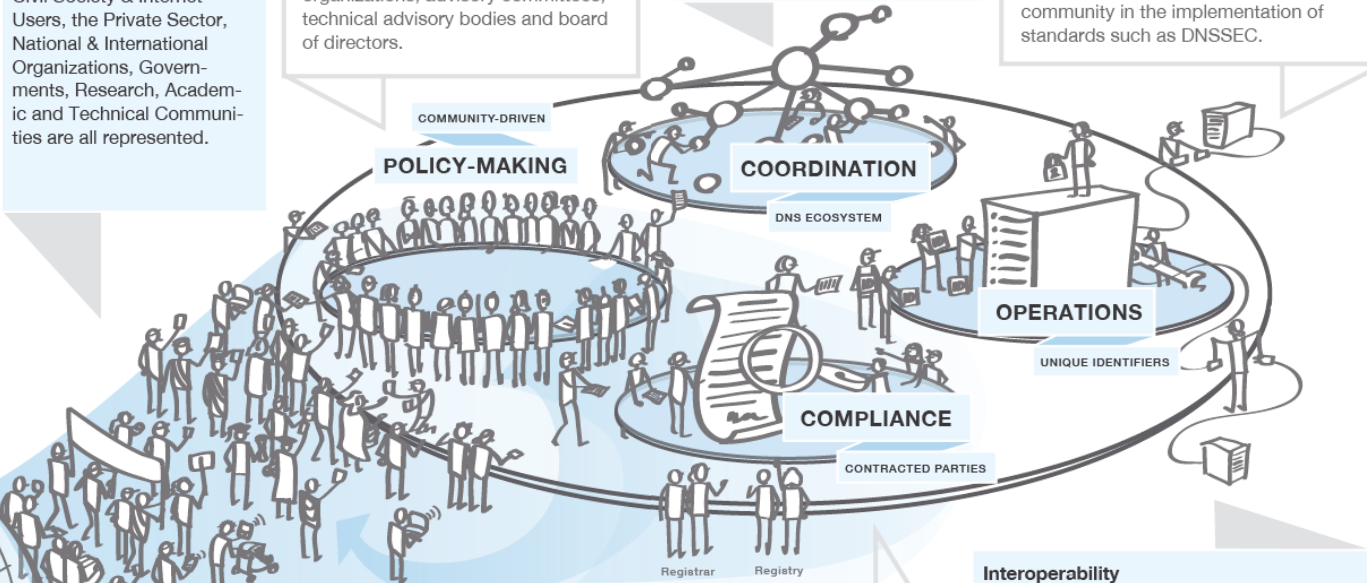
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Multi-stakeholder Model:

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Get involved:

- Sign up for updates at myicann.org
- Join one of the many Public Comment Forums on ICANN's website
- Attend ICANN's Public Meetings in person or online to provide input at a Public Forum
- Join one of ICANN's Supporting Organizations or Advisory Committees

Compliance

ICANN Oversees the contracts it maintains and enforces policies developed through the community-driven process. ICANN's compliance function seeks to address and correct non-conforming practices.

Interoperability

ICANN's work enables new technologies to flourish while maintaining interoperability across the global Internet. For example, management of the unique protocol identifiers allows communication using secure connections between users.

Ready, Set, Go!

- + Set an Agenda
- + Be Open to Change
- + Pace Yourself
- + Look it Up:
- + <http://www.icann.org/en/about/learning/glossary>
- + <http://www.andalucia.com/icann/>

Sunday

- New Friends Made Already!
- Know More About ICANN and this Meeting
- Networking Has Begun
- Get Your Rest Now!

Monday

- ❑ DNS Women's Breakfast@700
 - ❑ Joint Fellowship/APRALO@730
 - ❑ Welcome Ceremony@900
 - ❑ New gTLD Program Status Update@1100
 - ❑ DNSSEC for Beginners@1700
 - ❑ Internet Governance Global Agenda@1700
- + Various Working Groups re: At Large Multi-Stakeholder Strategy, IDN Variant, Middle East Strategy and Tech Day

Tuesday

- Joint Fellowship/APRALO@730
- Supporting Organizations
- Advisory Committees
- Stakeholder Groups
- Constituencies

Wednesday

- ❑ Joint Fellowship/APRALO@730
- ❑ DNSsec Workshop@830
- ❑ ICANN's Finance Update@1100
- ❑ DNS Industry Engagement@1330
- ❑ IPv6@1445
- + Working Groups, gNSO and ccNSO Council mtgs,
LAC Strategic Engagement Plan@1630

Thursday

- ❑ Joint Fellowship/APRALO@730
- ❑ Local Engagement and Outreach Forum/Chinese ALs@800
- ❑ CNNIC Strategic Cooperation for Developing Countries in Asia@1000
- ❑ Global Stakeholder Engagement@1100
- ❑ Public Forum@1330
- ❑ Board Meeting@1800
- + Working Groups

I-CANN Network Having Fun...

- ❖ Monday – ALAC Event
- ❖ Tuesday - Music Night
- ❖ Wednesday - Gala
- ❖ Thursday – ICANN 46 Wrap Up Cocktails
- ❖ Always....Networking at Coffee Breaks etc

Participation in ICANN

- + Open to entire Internet ecosystem
- + Attend ICANN's public meetings in person or online with Remote Participation Tools
- + Receive updates via MyICANN.ORG
- + Participate in the Confluence/Community Wiki
- + Engage with the ICANNwiki team
- + Join public comment forum on ICANN's web site
- + Join one of ICANN's Supporting Organizations or Advisory Committees



Where To Find the Information

<http://beijing46.icann.org/>

for any information on this meeting, venue, updated schedules

<http://beijing46.icann.org/beijing46/remoteschedule>

Transcripts, recordings, presentations

<http://www.icann.org/>

All info ICANN including community websites, tweets, blogs

<https://www.myicann.org/>

<https://community.icann.org/>

<http://icannwiki.com/>



Thank You &
Questions?

