ICANN 73

VIRTUAL COMMUNITY FORUM

AFRICA SPACE – ICANN 73

ICANN Org's Africa Engagement Survey Report

Period: 1 July 2016 - 30 June 2021

GSE Africa

Agenda

Introduction (5')
- *Pierre Dandjinou, RVP, Global Stakeholder Engagement, Africa*

Welcome remarks *(10')*

- *Baher Esmat, Director ICANN Regional office, Istanbul*
- *Mandla Msimang, ICANN Board Director*
- *Sally Costerton, Sr Advisor to President & SVP, Global Stakeholder Engagement*

The Africa regional plan in brief - Findings from the ICANN Engagement Survey in Africa (25')

- *Yaovi Atohoun, Director, GSE & Operations – Africa*
- *Bob Ochieng, Senior Manager, GSE - Eastern and Southern Africa*

Q/A (15')

Announcements, Next steps and conclusion (5')
- *Pierre Dandjinou, RVP, Global Stakeholder Engagement, Africa*

ICANN org's Engagement Strategy in Africa

The Strategy is Comprised of a Two- Pronged Approach

Awareness

Promote Awareness and Meaningful Participation of Africa in ICANN & the wider IG Ecosystem in partnership with other I* and Af* Organizations.

Build Capacity

Transform the DNS & Internet Industry in Africa by Facilitating capacity development and Cultivating an environment for the emergence of an Africa grown domain name industry and business.

Revised Africa Regional Plan for FY21-25

- The Cornerstone of Our Engagement in Africa is Premised on our new Revised Africa Regional Plan 2021 – 2025.

  This Plan was adopted and came into effect on July 1st, 2020.

  A copy of the Plan can be found here:
  https://www.icann.org/news/blog/the-africa-regional-plan-for-fy21-25-what-it-means

- When the Pandemic Struck, and guided by the ICANN org-wide policy, we restructured our engagements to more Virtual. We are now trying moving to hybrid activities

Community Involvement in the Regional Plan

The African Strategic Working group was inaugurated in Jan, 2020.

It comprises of 25 members across Africa with different background skill set and experience within ICANN and the WG had an inaugural meeting 27th January 2020.

Leadership team of 5 people

Abdulkarim Oloyede (Nigeria) – Chair
Muriuki Mureithi (Kenya) - Vice-Chair
Robert Nkambwe (Uganda) - Secretary/ Rappatour
Patricia Akello (Uganda) - Chair Sub Committee
Isaac Maposa (Zimbabwe) - Chair Sub Committee

Final Document available here: https://www.icann.org/news/blog/the-africa-regional-plan-for-fy21-25-what-it-means

In Line with ICANN's Overall Strategy FY21-25

This document identifies 5 key areas

- **Security**
- **ICANN Governance**
- **Unique Identifiers System**
- **Geopolitics**
- **Financial**

For each, it identifies:

- **Specific objectives**
- **Goals**
- **Strategic Outcomes**
- **Action Steps**
- **Strategic Risks**

Highlights of the Africa Regional Plan FY21-25

o The document aligns the regional needs and priorities of the African community with ICANN's overall corporate strategy FY21-25.

o Presents ICANN orgs 5-year strategic plan for the African region.

o The document was prepared by the African community with input from various stakeholder groups.

o It presents how the community intends to overcome some current challenges and offers proposals a plan to be executed by the community and ICANN to ensure that Africa effectively contributes and participates in the implementation of the ICANN strategic plan.

o This strategy is cognizant of the many challenges Africa faces which includes awareness, capacity, skills and resources at regional, sub regional and even national levels.

o It emphasizes capacity building to empower African governments and internet stakeholders to address some of these challenges leveraging ICANN's strategy and its remit.

ICANN Org's Africa Engagement Survey Report

1 July 2016 – 30 June 2021

Agenda

◉ Survey Objectives

◉ Analysis of Respondents

◉ Key Outcomes
  Effectiveness of our Engagement
  Suggestions for Improvement

◉ Subscription to EMEA Newsletters and AFRICANN
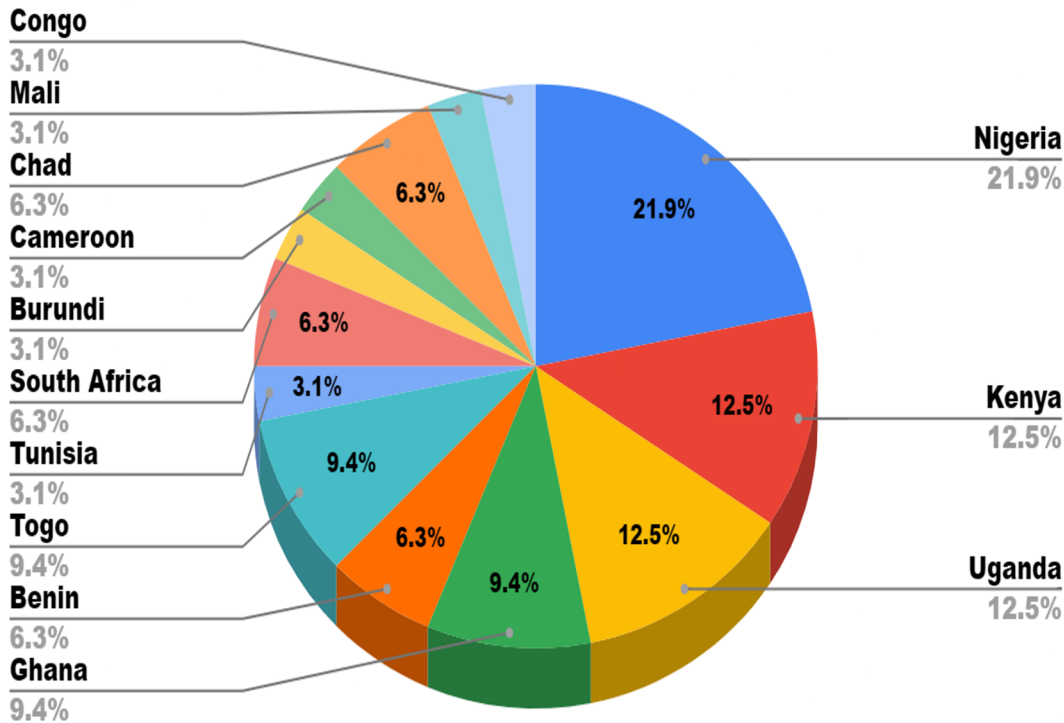 Combined Analysis

Purpose of the Survey

This sought feedback from the African community on ICANN org activities during the period (1 July 2016 - 30 June 2021).

Our main objective was to capture the satisfaction levels on the work undertaken by ICANN org in Africa, and to solicit feedback on areas that need further development and improvement.

The survey was opened from 10 November through 10 December 2021

Respondents by Country

Responses vs. Country

Pie chart showing respondents by country:
- Nigeria 21.9%
- Kenya 12.5%
- Uganda 12.5%
- Ghana 9.4%
- Benin 6.3%
- Togo 9.4%
- Tunisia 3.1%
- South Africa 6.3%
- Burundi 3.1%
- Cameroon 3.1%
- Chad 6.3%
- Mali 3.1%
- Congo 3.1%

The Survey was widely circulated onto various Mailings Lists

36 Participants responded to the survey

Respondents were from 14 countries in the African region

Respondents by Stakeholder Affiliations
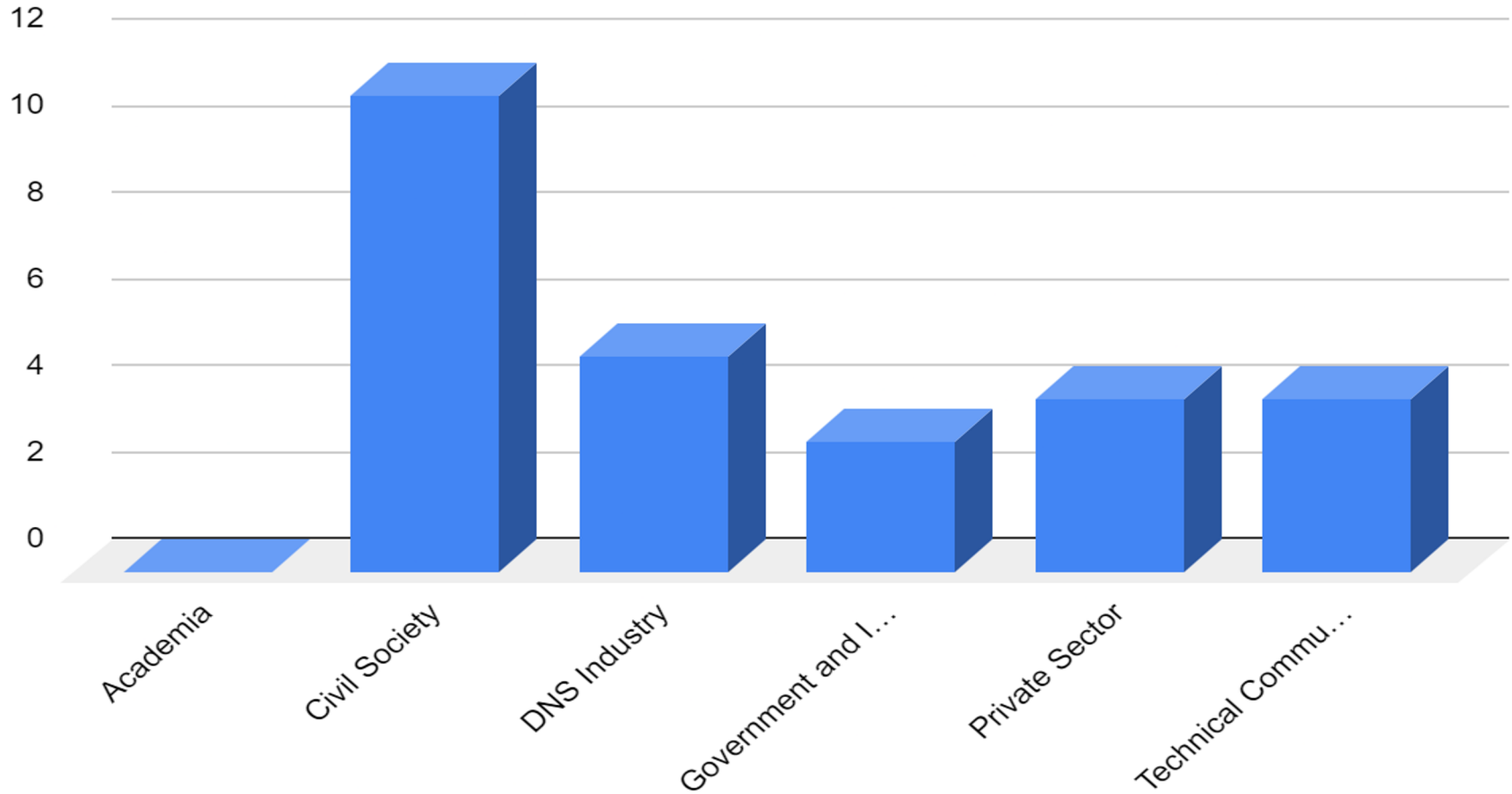
Participation in Past ICANN org Forums

Respondent's Participation Categories

Leader
12.0%

12.0%

Observer
24.0%

24.0%

Active Participant
40.0%

40.0%

24.0%
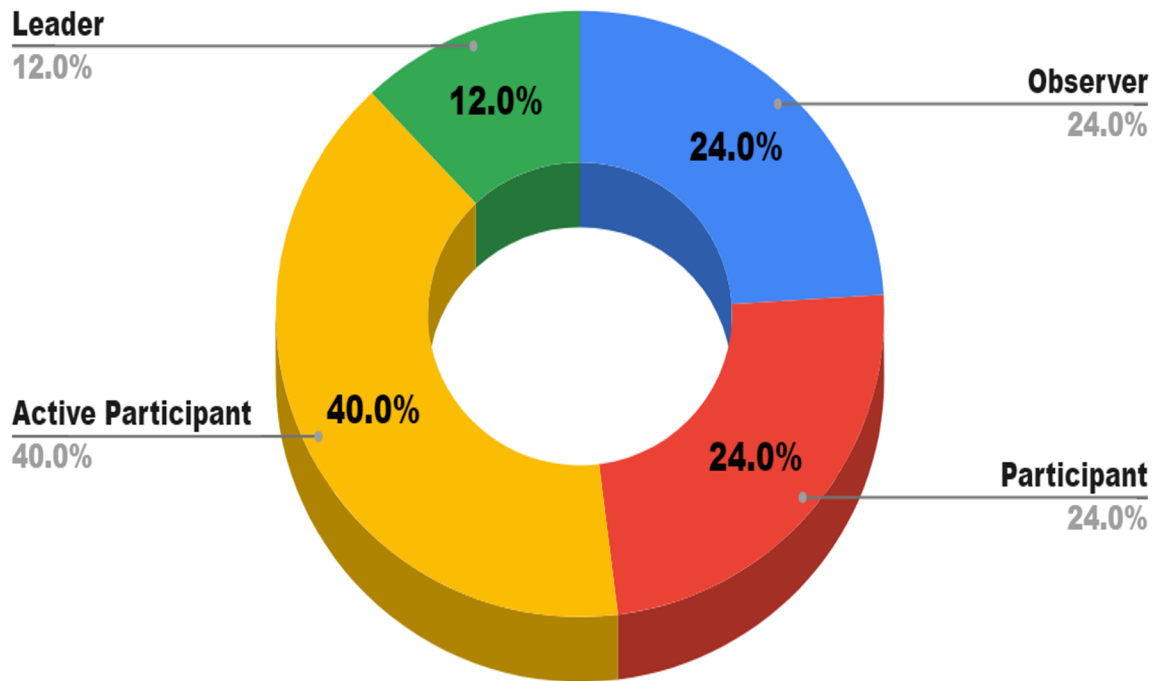
Participant
24.0%

- Most of the Respondents were **active** ICANN ORG **Participants**
- Majority of the respondents were either **Observers** or **Participants**
- Some of the respondents were Leaders from ICANN ORG
- There were no **newcomers**

Respondents who Participated in the ICANN Org Regional Community Activities During the period of 1 July 2016 and 30 June 2021
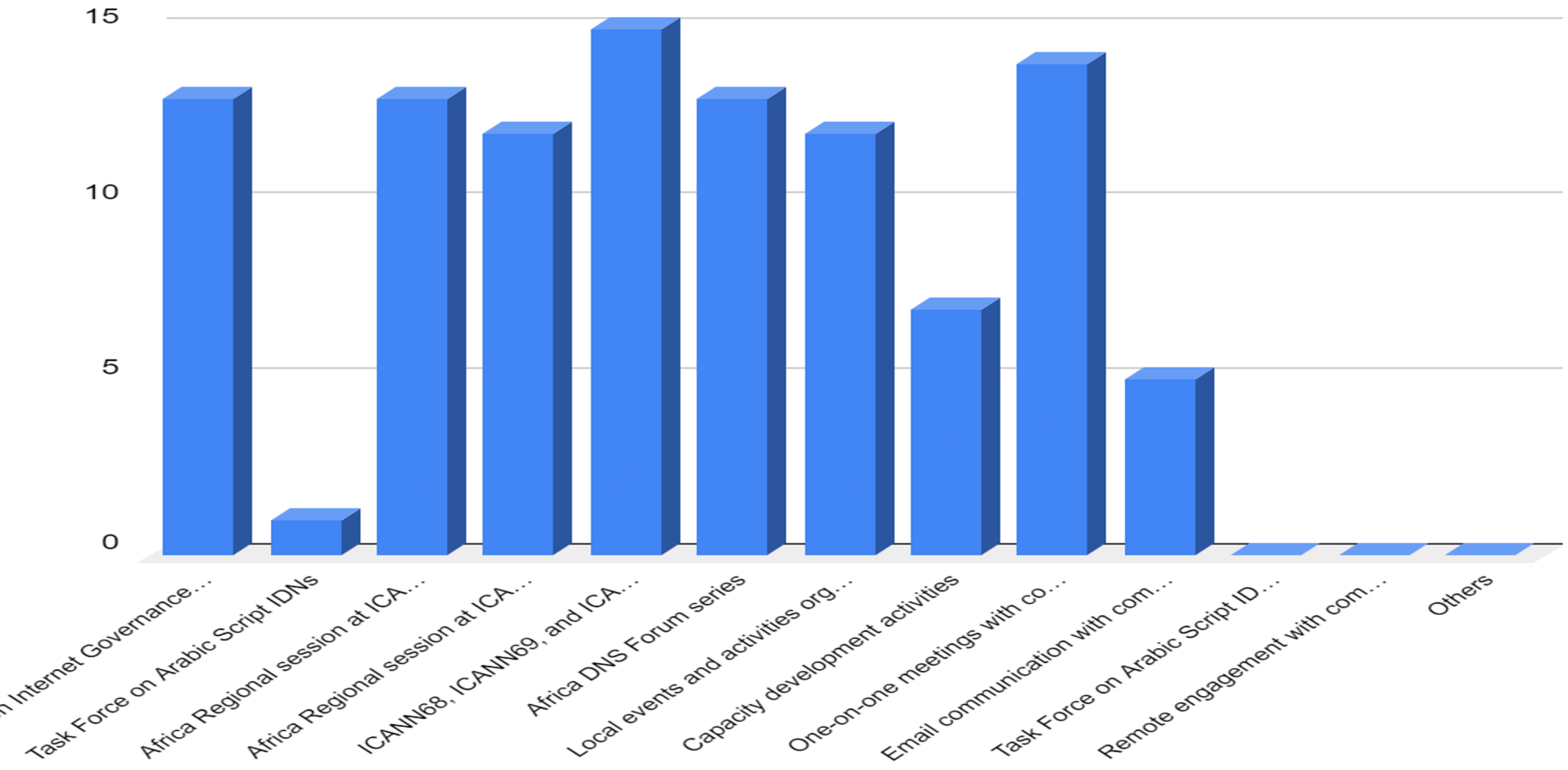
# Effectiveness of ICANN Org's Engagement in Africa

- Based on the Participants involvement in the ICANN Org's past events and initiatives, it is deduced that the efforts of the organization are quite **effective,** though several challenges in the African region persist:

  - Lack of proper follow up done,
  - No face-to-face meetings has also hindered progress in some areas.
  - High cost of Internet Access
  - Some non tech communities besides being aware of ICANN, consider it a totally technical organization.

- However, most respondents confirmed that our engagements interventions have been effective but noted significant slow-down as a result of the Pandemic.
- A few respondents were also undecided about the effectiveness of the ICANN Org's engagement and activities in their respective countries and therefore had no comment about the situation.

Respondent's Past Participations

No Comment
10.0%

Ineffective
10.0%

10.0%

10.0%

80.0%

Effective
80.0%
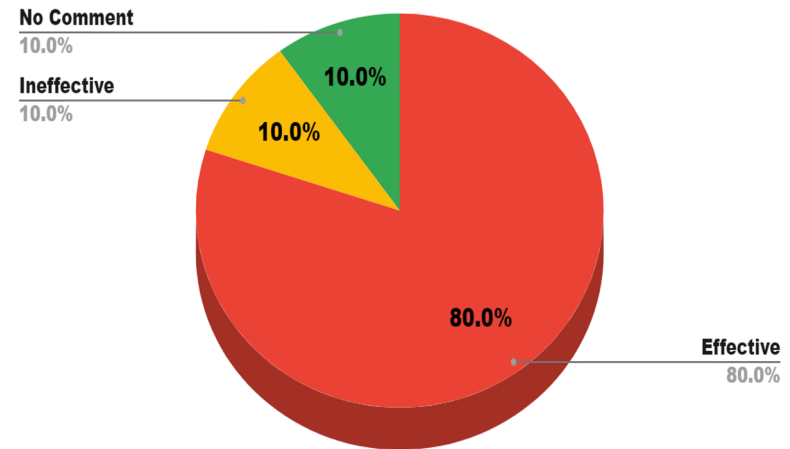
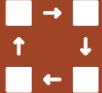# Level of Satisfaction with Our Engagement Efforts
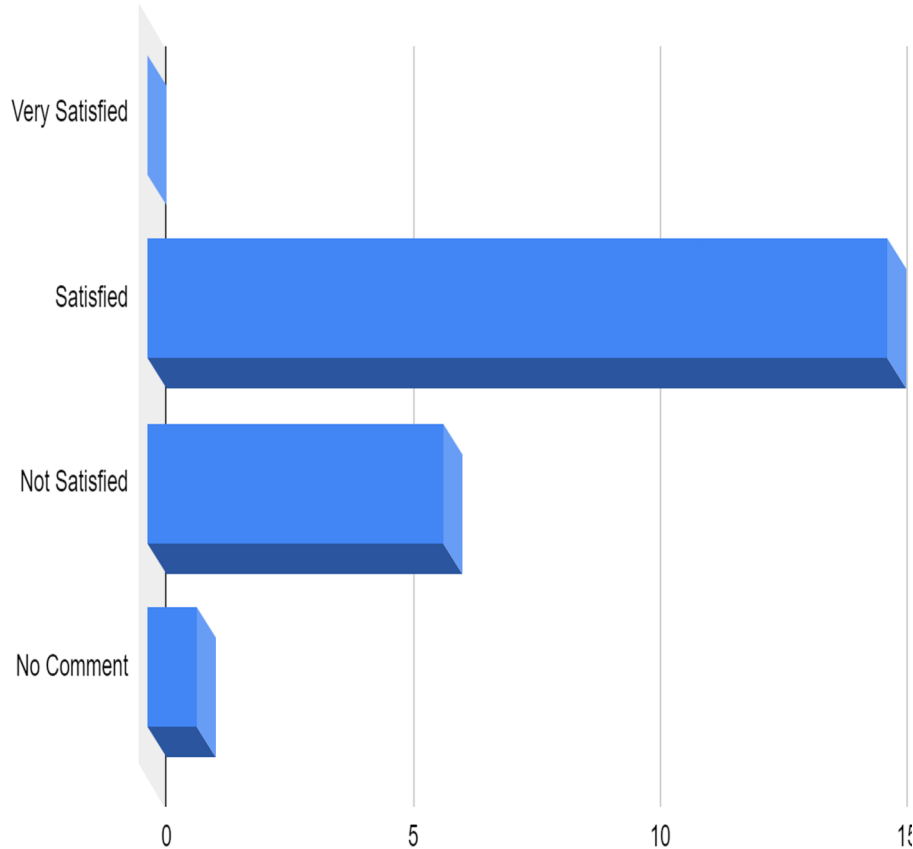
- Some respondents pointed that more resources need to be allocated to building capacity of the DNS market.

- It was difficult to get people engaged with ICANN in some regions because the publicity was not there

- A few respondents found it difficult to keep up the engagement with ICANN.

- A few respondents were not sure how they felt about the engagement and therefore had no comment concerning the issue for the period specified above.

Suggestions on Other Means of Virtual Engagement

The respondents suggested the following means of virtual engagement:

1 Hybrid models of physical and virtual meetings have to hold until COVID eases out.

Remote meeting hubs, virtual camps, Club House type discussions need to be integrated into program.

2 ICANN should deploy an online platform for community engagement which has facility of text, audio and video.

Deepen support for connectivity and consider more Digital Interaction tools, multimedia content by theme on ICANN's Topical Issues.

3 Any easy to follow push channel on our phones for example announcement only regional WhatsApp/telegram group or a slack channel?

There should be ability to allow reactions through such platforms.

Language Preference
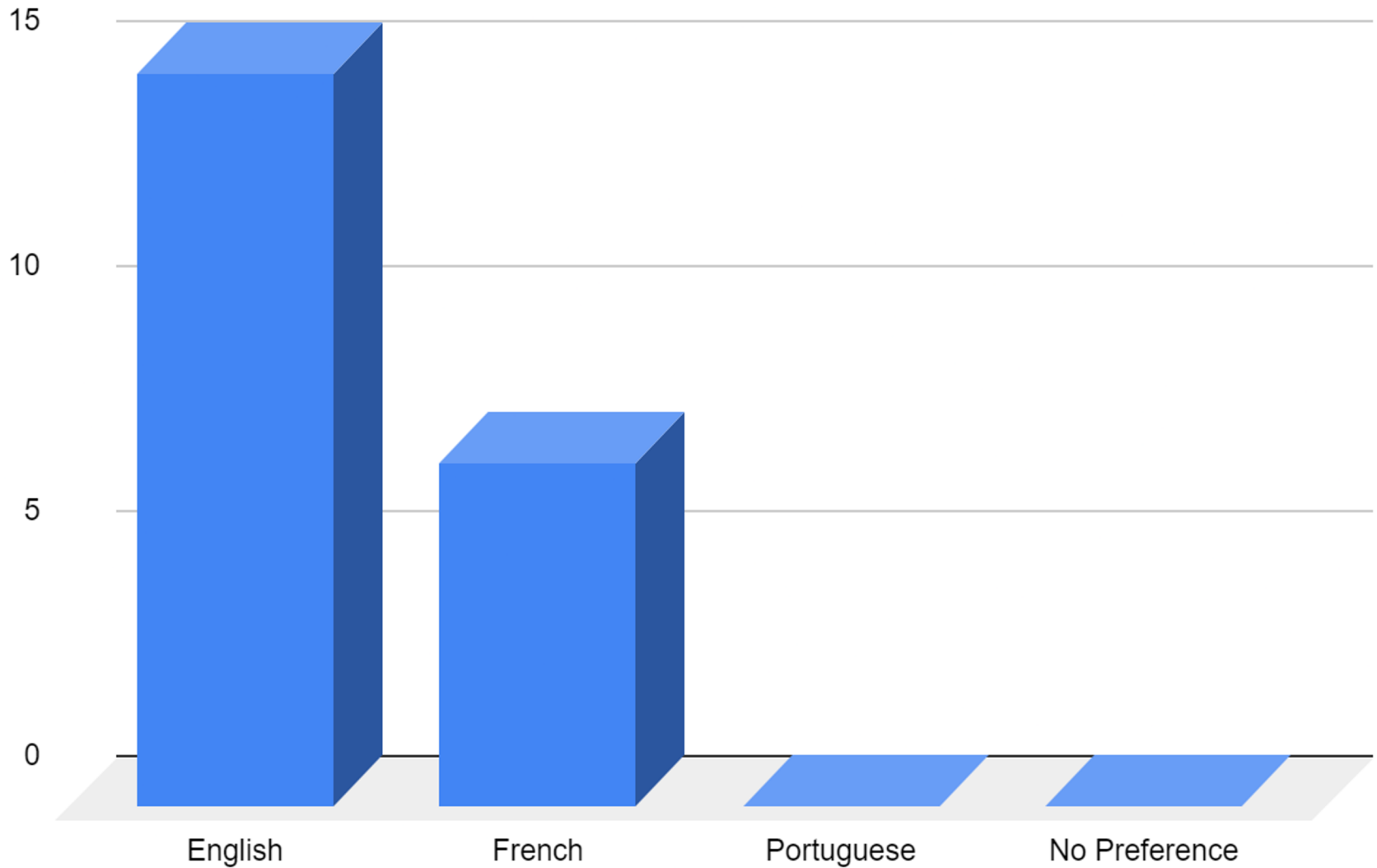
Respondents' Feedback
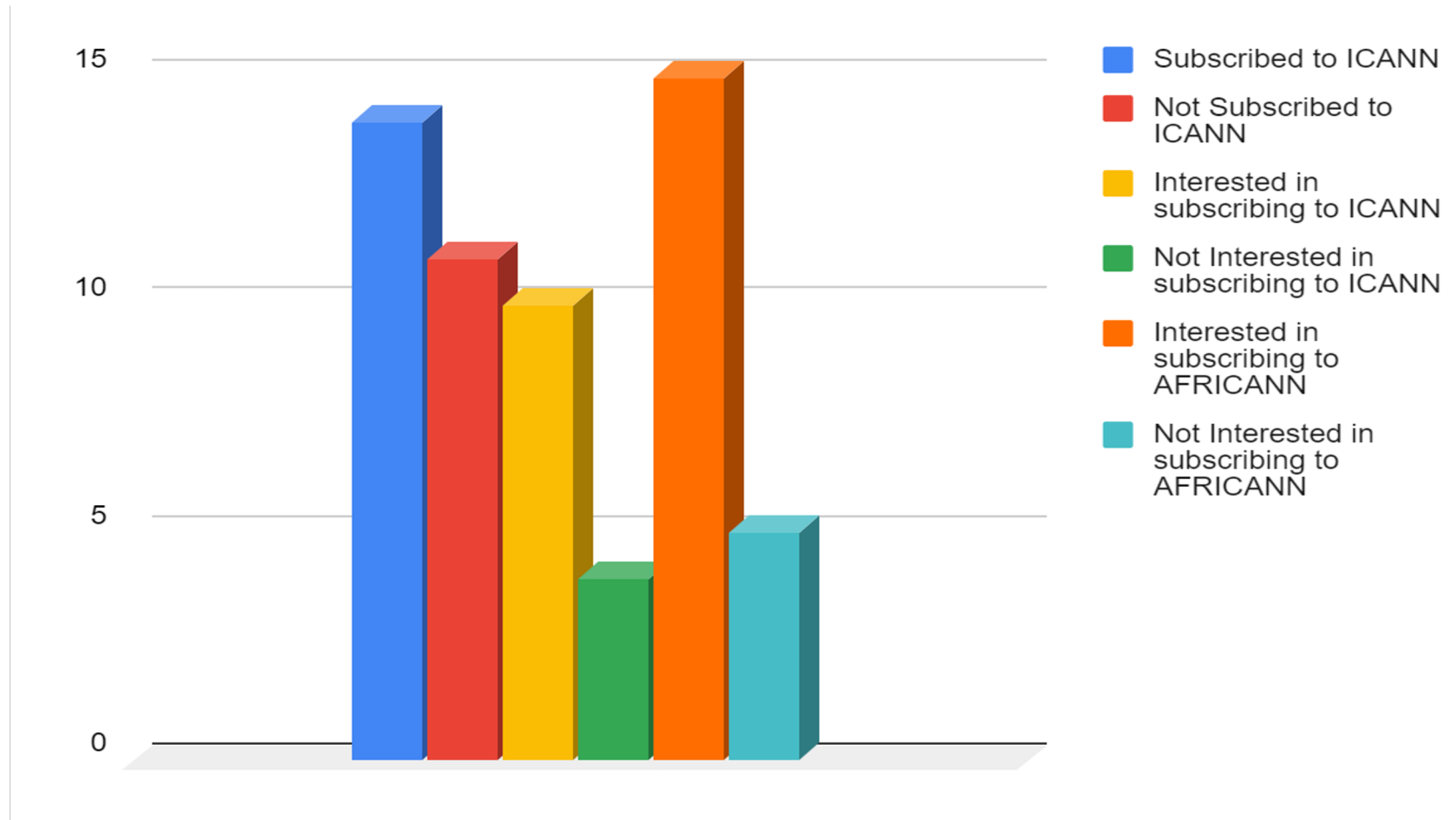
ICANN org's Engagement in General

- "ICANN can and should do more. ICANN should understand that this region is unique and requires specific attention. Those need are not necessarily the same for other regions".

- "I find that the involvement of civil society organizations, especially members of NPOC in Africa, have not been sufficiently involved in ICANN's African strategy compared with the Technical, private sector and the academic communities"

- "Great work done by ICANN"

- "Africa team is encouraged to be more present in Africa because Africa is not severely hit by the pandemic creating possibilities to hold F2F meetings to keep the community engaged".

- "More opportunities needs to be provided in the African Region".

- "Without local meetings, nothing seems to be growing".

- "With governments regularly attacking internet rights ICANN needs to remain engaged and vigilant in the Africa region".
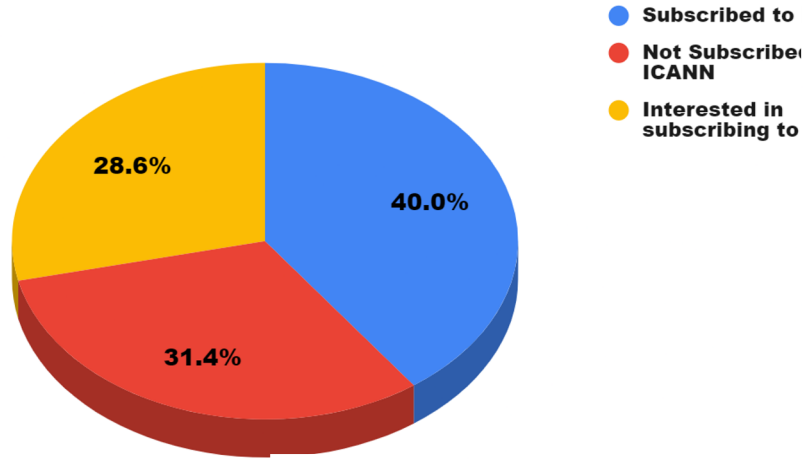
Suggestions for Improvement

- "Engage more in academia to groom the future leaders and also research on Internet and standards"

- "Increased learning opportunities to newcomers and other stakeholders wishing to lengthen their engagement with ICANN on community-based level."

- "ICANN should pay more attention to the need of the region. See how it can put in place and implement a strategic plan for the region."

- "ICANN should also better support the regional and local organization who can then reach the grass root. Work with and Support ALSes more including to ICANN Meetings"

- "ICANN should move away from this high-class organization (mentality) where some group of friends come together to control the internet"

- "The GSE Africa team should put together engagement meetings with the African community, to have them remain engaged "

- "Better and more consistent post meeting engagements follow-ups, especially with newcomers"

- "In economy where you have to spent close to $20 to process dollar, ICANN is offering $200 and even expect people to apply for it as if they did not know those who have been active before then. It depicts poor appreciation of volunteerism. Incentivize active participants"

Subscription to ICANN org's
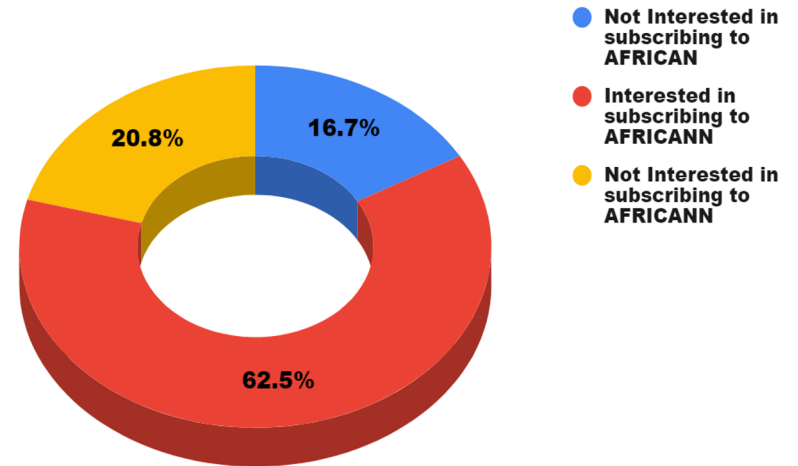# EMEA Monthly Newsletter & AFRICANN
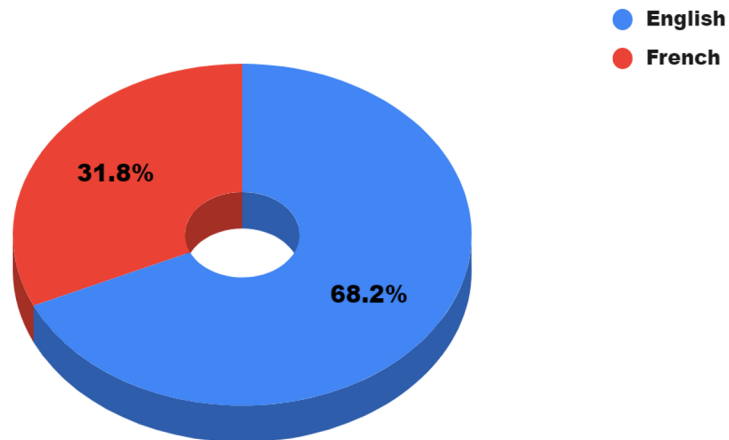
Combined Analysis

ICANN Subscription

- ● Subscribed to
- ● Not Subscribed ICANN
- ● Interested in subscribing to

40.0%
31.4%
28.6%

AFRICAN Subscriptions

- ● Not Interested in subscribing to AFRICAN
- ● Interested in subscribing to AFRICANN
- ● Not Interested in subscribing to AFRICANN

16.7%
62.5%
20.8%

Language Pr

- ● English
- ● French

31.8%
68.2%

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