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SINGAPORE - Newcomer Welcome Session

Sunday, March 8, 2015 – 10:00 to 17:00

ICANN – Singapore, Singapore

JANICE DOUMA LANGE: Okay, everybody, we're going to go ahead and get started this morning. This is the Newcomer Welcome Session. My name is Janice Douma Lange. In some hallways you may hear the name Mamma J. That's me too. I'm the Outreach Engagement Manager for ICANN, and I'm the Manager for the Fellowship Program as well as the Newcomer Program. People say I have the best job in ICANN and I don't argue with them. The importance of the Newcomer Program to me is personal. When I first came to staff in 2007 I knew nothing about ICANN. I'd been in ICANN for four months when I was sent to my first ICANN Meeting.

My background was 21 years at the Walt Disney World Company, and four years as an elementary school teacher, and here I was at ICANN. A lot of the staff didn't know me. I was in the home office of Los Angeles coming in to work on projects, one of which was the new Fellowship Program. So not a lot of people knew me. I was at my desk doing project manager work, until I was let loose in San Juan. The experience was difficult, to say the least. Even those on staff who I love dearly now, who were there at the time, weren't taking the time to welcome me as a newcomer, weren't taking a look or remembering back to where they were first new, and how difficult it was to understand the language of this community called ICANN, how difficult it was to catch up to the conversations that were happening all around them, because people

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were talking in that strange acronym language that is the ICANN community.

I remember opening the doors into one of the session rooms and having that panic attack of a person that has just moved to a new town and was coming to the new high school for the first time, coming into home room. Everybody knew everybody, and no one knew me, and they weren't exactly welcoming me into the high school room. I had that same feeling wash over me, and I left the room, assuming that that session wasn't for me. A big mistake. That's a mistake we want to correct on day one of this ICANN meeting. From my experience, and several others, we started this Newcomer Program at the Silicon Valley, San Francisco Meeting, and started to have a way to embrace newcomers, to make you hopefully feel that you're part of this community, which you are, by coming through the doors, and welcome you.

A couple of housekeeping items. Translation headsets are at the entrance doors. If English is not your first language, and you're more comfortable in French or Spanish, please avail yourself of the headsets. We have interpreters over in the back of the room for this session. They're here to help you hear it in the language you're most comfortable. You'll see throughout the week that in this room, Canning, in the room behind, Pedang, in the At-Large Session Room and the Government Advisory Committee Session Rooms, the GAC, you'll find interpretation services. Always look for the headsets and put those on. You can ask a question in one of the languages that's available in that room, as well as listen to the presentation.

Anyone who's listening remotely is also able to listen in the languages that are available in that room. Show some love for the interpreters. It's really important for me. I'm a fast talker by nature, so when I come here to the ICANN Meetings I have to slow my motor down and my New York speak has got to come down to a slow pace. This is for several reasons. One is that English is not the first language for many in the room, and we have to respect that.

Secondly is for the interpreters, because they are trying to keep up with you as a speaker or a participant asking a question, so they get it correct, so that when they interpret it into another language that interpretation is correct. If we're speaking too quickly we have the chance to miss some very important information, critical to what you're trying to express. Do remember that when you're speaking, in any language, in any of the rooms.

Everything is recorded and transcribed, so that's a third reason for our good friends, the interpreters, we want to make sure they get it correct, for the record. Phones off, computers on mute. If you'd like to look at other sessions on AC while you're in this session, that's great. If you can multitask and have the GAC Session running in the AC room at the same time that you're here, I don't advise it, as a newcomer. I think you should be in a physical room and focus on what's happening in that physical room and what's being said, because again everything in all the other sessions is being recorded and transcribed, and many times in multiple languages.

You'll be able to catch up with that later, but to have the opportunity to be mentally and physical present in one of these session rooms, to really



focus on the staff and community members that make up our ICANN community and what they're sharing with you, that's the value to being at a face-to-face meeting. So I strongly encourage to keep the computers off, from an audio perspective it's a necessity, but from a presence in the room perspective, especially as a newcomer, I advise to really focus on what's being done in the room.

In this space today, questions, comments, interactions, interruptions, are encouraged. Any of you who have children, as you're raising your children and they're in social settings and they interrupt you, the first thing you say is, "Shh, don't interrupt me. Be polite." Don't be polite here. Interrupt us. When something occurs that you are not sure what we've just said, you're not sure of the wording, you have a question about that, put your hand up. I have two individuals; [Murellia] and [Dushan]. They have hand-held mics. They'll be coming around the room. If they see your hand we're going to stop, we're going to take your question and then move onto the next.

So if we start to get multiple questions I may, as a facilitator, have to say, "Guys, we need to move along, we have a stop point," but we'll try not to. We really encourage your interaction and interruption in this session all day. Your questions and interaction with us is what's going to make this session positive and successful, so we encourage you to do so. Last but not least, please relax. It is stressful, being a newcomer. You set aside your work, you set aside personal things, you're here. There's a lot of stress involved with travel, with getting here. So at this point I'd like everyone to take a virtual or a real breath, and we start our day relaxed and part of the community that's here to help you figure out this week, this maze of ICANN, and hopefully make it a very successful one for you.

The goals of the day are simple. We're here to enable fast and effective engagement. We don't want you to be three days into this and realize, "Oh my gosh, if I'd known that when I started..." We want you to know it now. So we're here to enable that quick understanding, at least on a first-come basis of everything. We want you to understand ICANN and its structure. We're not the end-all, be-all, which is what we're going to talk about here. We are the only entity in the Internet ecosystem. We want you to understand who we are, what we do, and how we do it.

All of us sitting here with me are members of what I call "Team Asia". I feel like they're my posse. They are the representatives from ICANN in Asia, which is a huge, diverse region. So we have individuals stationed in India, in Saul, in Singapore, in China, to be able to reach out to all of our stakeholders in Asia. They're the ones who are going to present to you this morning and talk with you about ICANN and the multistakeholder model and our place in the Internet ecosystem. They become your mentors. They become people like myself, who can guide you this week, because now you know their faces and you can track them down in the hallways. In a minute you'll know their names.

We want to send you off in a better place than you arrived. Not as an individual - we don't know who you are and how you came here - but from an information standpoint. That's our goal. Our day is broken up into segments. I'll only be speaking for another two minutes just to introduce you to this newcomer experience, and then I'll pass over to the team here to bring you up to speed about ICANN and the multistakeholder model. This afternoon when you come back, at 1:30 pm, we start to get into the ICANN structure. We talk about policy, which to many people's surprise is not ICANN staff creating policy. We

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implement policy created by all of you. So it's a very important part for everyone to learn, and any urban legend you've heard in the hallways or byways of other meetings, or even in your workplace, we want to change those and have you really understand ICANN and how that works.

We're going to talk about the NTIA transition, and IANA and some of its functions. There's a great session on Wednesday, the IANA Who What Why When Where How? But today we'll do a quick overview to try and get you interested and up to speed on the transition. You'll have Members of our Global Domains Division with you this afternoon, who'll tell you a bit about our registry services, our registrar services, IDNs, the New gTLD Program - where it's going and where we are now.

We'll have representatives from our Security, Stability and Resiliency Team - Steve, over to my left, is a member of that team, and he'll be here, working with Team Asia this morning to help answer any other questions related to security and training, that we as ICANN can bring to you in your country - training on security issues. We're here to do that, and Steve is one of the members of that team. He'll be back this afternoon to talk more about it. Then I talk this afternoon a bit about the meeting week; how to build a better agenda and how to use the ICANN Booth, which is next to registration, all week, to help answer your questions any time they come up. Then we'll do a stand up, get you all off your patoots, and at the end of the day we'll have four areas set up with individuals from our staff who'll talk about civil society in ICANN, government in ICANN, business in ICANN, and security and technical concerns of ICANN, in a very casual way, to have those of you interested in those sectors understanding what sessions will best benefit you.



Again, you'll get faces in the afternoon that you'll be able to meet in the hallways and sessions and be able to come back to at any time. I talked a little about this strange language, the acronyms of ICANN. It becomes a badge of honor of some sorts, when you're an alumni of one meeting, to start walking around the hallways saying, "Yeah, the gNSO, yeah ALAC, oh yeah, IGO, NGO, blah blah." All of the newcomers go running thinking, "I've really deposited myself in a very strange land and I need to get back home. Click the red heels three times. Get me out of here." We don't want that to happen. On the ICANN home page, at the bottom you'll find a chance to click into the ICANN vocabulary.

At the ICANN Booth you'll also find a card that looks like a business card, that's scannable onto a tablet or a mobile phone. You can scan the Quizlet app, and that's our acronym buster, so that any time that you're in sessions and individuals are speaking in that strange language, have the mobile app so that you can quickly bring up the Quizlet and look up that acronym to find out what it means. You can also find that on the website. It also translates into about nine languages, so if English isn't your first language we've got you covered there. Stop by the Booth and pick up the Quizlet card.

Closed doors, I mentioned. It's important to understand in ICANN there are closed meetings and there are open public sessions. Most meetings in ICANN are open, public sessions. The closed sessions show as pink on the public schedule, with a C. I tell all the newcomers, "You're not closed out, those people are closed in." There are very few, but there are times when the community members, because they only meet three times a year, face-to-face, in order to create a statement for the Board, because each community gets to meet with the Board on Tuesday for

some valuable one-on-one time - maybe they have to create a statement for the Board. Maybe they have to make a decision on a policy that they haven't had a chance to face-to-face interact so with.

So they do close the doors in order to have that intense and private discussion. So don't feel like you're being closed out. Let them stay in there in the closed room. The feeling that everybody else knows everybody, once this starts today, after the Welcome Ceremony, the hallways get buzzing. It's kinetic and it's fantastic. Join in the buzz. Everybody knows everybody because they've been here maybe one time - or others like Steve who've been here since 2002. As soon as you're here once, all of a sudden you feel that confidence that you can talk in these conversations. Don't wait that long. All they're doing is chit-chatting about the stuff that you want to learn. Step in with your newcomer badge, with your green ribbon, and you'll be embraced.

Since the Newcomer Program started we've heard back from the community saying, "That's brilliant. Then we know they need us." And we do need you in this community. So when you hear the buzz and everyone's talking, join in, and then you'll know everybody too. How do you go about this? That's what we're going to start to talk about today, so we won't belabor that any more. A thought before I turn over to Team Asia: as I've been doing this for the past eight years, off and on, whether by the Fellowship Program or since 2011 since we started the Newcomer Program, I get random thoughts at 2:00 am.

One of the quotes that I came upon was this - and it was interesting because when Fadi became CEO he talked about oasis and he actually has an email address "oasis". So: "ICANN cannot become a fortress.





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ICANN must become an oasis. A place where people see and come to because it does work, because it makes sense, because it's efficient." But that only works if all of us are in here doing that together. So thank you for being here, thank you for wanting to be part of this community and wanting to learn about it. Now we'll begin and talk a bit about how this started.

JIA-RONG LOW:

Thank you so much Janice. Good morning everyone and welcome to Singapore. My name is Jia-Rong. It's a Chinese name and it sounds a little bit strange, and I haven't adopted an English name, but anyway, I'm one of the representatives for ICANN here in the Asia Pacific. Here with me today, I'll introduce you to the rest of the Asia Pacific Team. To start with, this introduction portion is supposed to be done by Kuek, who is my boss. He's the VP for Asia and he heads the Asia Pacific Hub here in Singapore. The other VP is the VP for the Australia, New Zealand and Pacific Islands. His name is Save. They'll be coming in shortly, because they have another meeting that I think over-ran.

Now, I'll introduce you to three of my colleagues who are joining us in doing our presentation this morning, and I'll start from my right. This is Kelvin Wong. He heads our Public Responsibility and Outreach. Basically he works with lots of civil society and users as well as our At-Large Structures. He also works with newcomers and especially the youth, in getting them involved in ICANN. Next to me here is Song Zheng. Song Zheng is based in Beijing, and he heads the Beijing Engagement Centre. He's got a lot on his plate over stakeholders in



China. If you're from China and you've not met Song, please introduce yourself later.

On my left is [Samuran]. [Samuran] is based in New Delhi and he too has a lot on his plate also with stakeholders, and will very soon take over Song Zheng, I think. [Samuran] looks after the Indian stakeholders. If you've not met [Samuran] and you're from South Asia, please feel free to introduce yourself to [Samuran] later. We are your Liaisons here in this region, and we hope to get to meet you. Sometimes we may look like we're rushing from one place to the other, but if you see us even slowing down then just come and say, "Hi, where are you from?" We want to connect with you. That's really our job, because we are part of the GSE Team. Our job is to engage with you and make sure you're connected with us.

Do come and introduce yourself. We want to help you widen your network here as well. Also here with us this morning, supporting us strongly, is the rest of the APAC Team. Maybe our colleagues can stand up and wave? That's the rest of the APAC Team. I'll say this again a few times later: the biggest challenge in coming to an ICANN Meeting is as Janice said - that, "I'm new. I don't know anybody. It's very hard for me to go up and say, "Hi," to somebody. Especially if you're from an Asian culture it's very tough when you see two or three people standing around and to go up and say, "Hi, I'm new." But that's exactly what I think we need to do at ICANN Meetings.

One way of putting it is that you have to be very thick-skinned, but with the newcomer's tag here you get a free pass for being thick-skinned, and you say, "Hi, I'm new. I have this newcomer's thing. Can you tell me

what you know about ICANN? I have no idea.” People will be interested to tell you more - especially those in the community who’ve been involved in ICANN for so long. We’re very, very interested in having you on board and joining us in the conversation. I’m very happy to have such a big group with us this morning. We have to give Janice a lot of credit for her work, because for ICANN we have to devote a lot of time and resources to bring in the newcomers. Janice’s work is something I really appreciate and am very grateful to Janie for.

I hope that we can always support Janice as much as we can, and as newcomers here, in going forward as alumni, I hope you can support Janice as well, in her work, by bringing more of your community members into ICANN. A big thank you to Janice. Okay. That’s a long introduction, but let’s get into the substance.

JANICE DOUMA LANGE:

One of our speakers couldn’t come here this morning at this time, so we were whispering back here, “Steve, we’re going to toss it to you.” When you’re long-term at ICANN you have to jump in as we go. Steve, I’ll let you introduce yourself and talk a little bit about how this crazy thing started.

STEVE CONTE:

Sure thing. First and foremost you’re seeing me with an ear-piece in my head. No, I’m not listening to the sports game. I’m hard of hearing and it’s hard to hear microphones in a big area. I’m Steve Conte. I’m with the Security, Stability and Resiliency Team with ICANN and we’ll go more into detail about that group at the afternoon session. I’ve been with



ICANN on and off since 2002, for six years I was with ICANN when we were very small and absolutely nobody knew what we were, except that we were evil. I worked with the IT group, with L root, with security, I was IANA for a while - so as you had to do when there weren't many people, you had to wear many hats.

I did that for a number of years, and then in 2008 I went to the Internet Society and spent five years there. It's actually really interesting and nice. Over the past couple of days I've run into individuals... I used to run the IETF Fellowship at the Internet Society, and there were a couple of people here I ran into a couple of days ago that have crossed between the boundaries of the IETF work, the technical work on the Internet, and ICANN. So it's always nice to see faces again that I only see in weird conference rooms around the world. It's fun to see that.

Then in 2014 I came back to ICANN to work with John Crain and his security team, and now I guess I'm considered an elder, which scares me greatly. I'm going to go to someone who looks more elder at this moment, and pass it onto Nigel.

NIGEL HICKSON:

Good morning. Hello. Anyone out there? Is it a Sunday? Come on! ICANN loves Sundays. No one could accuse ICANN of not being religious. Come on! We don't mind what day of the week it is. It's really good to see you, and you're going to learn a lot about ICANN and the Internet and everything else, and I'm going to learn a lot because I always learn a lot. Who's here from... There are a lot of nationalities. How many countries are here? You've been through all the introductions, so you

know all of the countries. You didn't do that? Who's here from Switzerland?

Usually no one puts their hand up at all. I'm working in Geneva, so it's good to be with a fellow chap from Switzerland. Where are you from? Zurich? Jolly good. I'm based in Geneva. We have people from everywhere. Anyway, I'll stop waffling. We're going to watch a video? No, we're not.

JANICE DOUMA LANGE:

We brought this up to show you on YouTube there is a video that Vint Cerf, who was the former Chair of the ICANN Board - he stepped down in 2007 after an amazing reign, just as I came in. I tried not to take it personally that Vint Cerf was leaving as I came in. Most people know that Vint Cerf is what they call the Evangelist for the Internet, on behalf of Google. Vint is very closely associated with ICANN, the ICANN model, but also the entire Internet ecosystem. We mostly know him, if you're coming in new, as one of the founding fathers of the Internet.

We want to point out that there is a wonderful video on YouTube that Vint did about starting the family called ICANN, and starting the Internet. We advise if anyone would like to, that they go and listen to Vint for a couple of minutes, but now you're stuck back with Nigel.

STEVE CONTE:

This presentation is available to download as well.



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NIGEL HICKSON: Right. Let's go through a few slides then. Steve, do you want to comment on this? Because this is your history.

STEVE CONTE: I think one of the interesting things to talk about is that although there is a history of the Internet, in some respects there are multiple histories of the Internet, and what we'll be talking about is the very first inkling of the concept of an Internet. Every region has a history of the Internet. Every region has come up onto the global Internet in a different way, and each of them are equally important. I don't think we touch on that as strongly as maybe we should. We're going to begin in the very beginning, but just remember there's some really good stuff online, if you search for "history of the Internet in Asia Pacific". You'll get the movers and the shakers and the people who made a difference in your region, and that's super important to understand as well.

I was always raised as the Internet, packet-switching networks, were created to withstand a nuclear war, because that's the age that I grew up in; with the Cold War between the US and Russia. As I got more into networking, I was interested to see that that was the news-bite of it. That was the sexy fire on TV thing that makes everyone want to pay attention to it. But it was really about increasing communication in a reliable way that can withstand errors, and also increasing the ability where universities and other professionals can interact, network together, and create bigger and better things.

Take away the whole nuclear war thing, and that's the coolest part about it - that it really is the packet-switching technology of the Internet that's allowed us to do things in a reliable, predictable fashion, that's



really gone way beyond what Vint and the other fathers had foreseen when they developed it. One thing to throw in here is that in '69 was the... I mentioned the IETF before, the Internet Engineering Task Force. This is a body of individuals; of scientists, academics, engineers, and they get together on email everyday, but three times a year, and they work on open protocol for the Internet, such as TCP/IP and stuff like.

1969 was before the IETF, but that was a remarkable moment too in the Internet history, because that was when the first RFC, Request for Comment, which is a standards document, was written by our own Chair, Steve Crocker. It was oddly enough about packet-switching and host-to-host communication. So the very first Internet standard was also developed in 1969 and became a methodology in which more standards could be made. I'll quickly pass back over to Nigel.

NIGEL HICKSON:

You carry on through the history and I'll pick up on the...

JANICE DOUMA LANGE:

I'll jump in here a second Steve. You can see that I've been flipping through these couple of slides. We don't want to bury everyone in technology on day one. One of the important things to know here is just because you aren't a lawyer or someone in technology doesn't mean you don't belong in ICANN. You'll find some sessions that are very technically oriented, and some sessions that are very policy oriented. We're here for everyone. That's why we engage all sectors; academic, government, business, and not-for-profit, and civil society, registries, registrars, and best of all end users, because that's what we all are.



Our fingertips hit the keys of our mobile or tablet or the old thing called a computer. We're all in face end users. It's important that there's a technical background to the Internet and how it was created. I was cruising through because I didn't want us to get bogged down into the technical component. I focus a lot on the human component of the Internet, and I think one of the things - this is the second slide of dates, and I think it's very important to see on the first slide it was 1971 and then we come on the second slide up to 1998 with when ICANN first came about. 30-some years to get to there, to where ICANN started, and how new the Internet is, and how new ICANN is.

You're not late to the party. That's my point here. there's so much to discover and yet to be done. This history of the Internet is a blink up until now. Now is a great time to join. Yesterday, tomorrow, next week, it's a great time to joint. That's why we have these slides. As Steve mentioned, it's downloadable. When you click into the Newcomer Session on the schedule you'll find this slide deck. Download it, have it, have it for reference. Just remember, as a human being, no matter what age you are in this room, the Internet is a fairly new concept. We all now are part of making sure that the policies that we create, to keep this concept going, that's in our hands - all of us in this room and everyone you're going to bring this back to.

So again, we move through this quickly on the history, but it's important as a human being to understand your value in this and that you are part of the history by starting here with us today.





STEVE CONTE:

Thanks Janice. Can you go back two slides? I want to go back to the '70s. I'm not going to read the bullet points. You guys can all search for the history of the Internet. Just to talk about eras in this. Before 1989, when Sir Tim Berners Lee invents HTTP and talks about the worldwide web, the Internet was just text. It was entirely you log into a screen, you've got text, and you do things that are text-based, which was, for the majority of people, extremely based. What do you do on text? You play Zork, maybe you utilize a program called Gofer, which was a very, very early version of what the worldwide web had turned into.

But it wasn't fancy, so therefore most people, before 1989, who used the Internet, they were academics, engineers, and people who were doing things for work or work-related, or engineering type stuff. Tim Berners Lee changed all that. He made it graphical, and so the Internet suddenly became something where you have images and graphics, and it became the catalyst for what the Internet is today as far as the common use goes, and that's a marketplace and a social environment, and a digital village, and whatever other terminology we want to use.

Although there are so many other aspects of the Internet as we know it, the Internet isn't the worldwide web, and the worldwide web isn't the Internet. They're an integral piece of each other. There's still email and other things that are very important for people to use. There's 586 billion emails that get sent a day, so the web isn't the only thing to it, but it is the start of the new era, if we have eras inside the Internet, of what it is. It brought mass consumption to the market, and then with the browsers and what-not. Same goes for around 1998 when Google started. Before Google we had things like Web Crawler and other search engines out there.



I can't even remember what the other ones were now, because Google so dominated the market there, but they really changed the way that people were using the Internet as well. The concept of the whole .com bubble had already happened. In fact it was on the verge of bursting at this point. People like my mom were getting on the Internet and it was becoming a marketplace. This was super-important also for the incorporation of ICANN, because it was determined that there was a monopoly going on within domain space, because suddenly domain space was becoming a consumable, marketable item; that you wanted to have a domain. My personal domain I've had since 1997 and I consider it my own digital plot of land on the Internet, that some day I'm going to give to my son and say, "This is yours. Everything you see here is..."

NIGEL HICKSON:

I hope it's going to be worth something.

STEVE CONTE:

Yes, I know. But that wasn't heard of before. If you wanted a domain you went to Network Solutions and you got a domain, but they were the only player in town. There are multiple reasons why ICANN came to be, but one of them was to increase the field on how many people could sell domains, and where those domains were. That was really important too, because it created a better market for individuals who wanted to buy domains and what types of domains they could get.

I'll let you all read this. Instagram my son loves. That's the next era; the era of selfie-ness, that's probably 2010 and beyond, where we get the



smartphone and everyone uses that to do things, including taking pictures of dinner and posting them. That's interesting by itself, because some of the first uses of email was to post recipes for food. Here we come full circle to 2010 and now we're showing the results of those recipes via Instagram and other social media. I'll pass back to Nigel at this point.

NIGEL HICKSON:

Right. I'm going to go off-slide and talk not so much about ICANN but where ICANN fits into this global story that Steve has been painting. You're going to learn a lot this week about the details of ICANN. You're going to learn a lot about where ICANN fits into the overall picture. You're going to learn a lot about the structure of ICANN, what the various community groups do, how ICANN all comes together. There's a lot to learn. But why are you here? Why are we telling this story? Why is it important? Well, you're all different ages. Some of you are young. Some of you are not so young. If we go back 20-25 years, don't worry so much about the history of the Internet - just think what the Internet represented there. I work for the UK Government and I have done for over 30 years.

I grew up with the Internet. I was an engineer, but not a very good one, which is why I had to work for the Government. I grew up with the Internet. When we were talking to government ministers back in the '80s and early '90s, about the Internet, it was very difficult to get the message across. Some of you are of that era. The Internet was exciting. Some of us realized. Some of us knew that this was going to be a real force for change in the global economy, in global society. But it was very



difficult to get that passion over. People saw the Internet in those days as just one of these things that comes and goes. I remember my minister said to me, in the UK, “Isn’t it a bit like a skateboard?”

Now, you know what a skateboard is, don’t you? Skateboards have come and gone. People used skateboards and then they went out of fashion, and then they became Christmas presents again and then they went out of fashion. Sometimes you get knocked over by skateboards on the pavement here, I’ve noticed. For many people back in those days, the Internet was a bit of a craze - a bit of a thing that nerds did, a bit of a thing that the academics did, and you can never trust academics. There are no academics here, are there? No, no! There are no lawyers here, so that’s okay as well.

It was one of those things you couldn’t quite trust. Of course, that all changed, and it’s that change of the importance of the Internet which is at the heart of what we’re all here about, because it’s how the Internet has grown up, how it’s become so important to society, to us as people, to the economies, to society globally, that makes ICANN significant, that makes this discussion significant. That, I think, is something you need always to bear in mind, because the other issue about the Internet is that when it grew up, of course the Internet is a network of networks, and it was seen to break down barriers. The Internet, if it was anything at all, it was global. It was going to do away with the national barriers.

For a while, this passion of the Internet enveloped us all - the ability of the Internet to break down national barriers - but of course we all know that that’s unrealistic. The Internet does many things, but national states still remain, jurisdiction still remains. So as we get into the



discussion on Internet governance, on the governance of the Internet, we have to recognize what the Internet is and what it's not. Let's just talk for a second about the governance of the Internet. ICANN, as you know and as you'll learn more about this week, is all about names and numbers. ICANN has its space in terms of the Internet governance agenda. We have our segment of the Internet governance agenda. But the Internet governance agenda is much wider.

The Internet governance agenda is about the governance of the Internet, so in other words how it's structured, who decides what domain names there should be, who decides where the IP addresses go, the structure of the Internet, the technical background of the Internet, and then it's about governance on the Internet. It's governance on the Internet which is of the growing importance to us all, because governance on the Internet is about privacy. It's about cyber security, it's about protection of children, it's about fraud, it's about intellectual property. It's about all those issues that the Internet has brought to the forefront.

Those issues are not fundamentally of the Internet. We always had problems of privacy before the Internet. We always had problems of intellectual property before the Internet. We always had problems of security before the Internet. We had issues of child protection before the Internet. But the Internet has brought those issues to the forefront in terms of governance, and that is very important, because you can't truly be involved in this marvelous experiment, this marvelous evolution of the Internet, without understanding some of the cultural, some of the sensitive issues, that the Internet displays to us all.

So the governance of the Internet is something that we all have to take account of. ICANN plays its role, but it plays its role within this ecosystem, within this overall governance structure. That's something that you'll all come across later this week. We ought to talk about a few of these other organizations, and others here are much more familiar and much more expert with these organizations. We're not going to spend ages on these organizations, but in terms of the technical part of Internet governance, the governance of the Internet, again, ICANN plays its role in terms of names and numbers.

The Internet Society, which was born before ICANN, has a critical role in all of this. Many of you are perhaps connected to the Internet Society. Some of you chat to members of the Internet Society here, yes? A few of you. The Internet Society is a force for good. I had read about the Internet Society long before I'd read about ICANN. The Internet Society has done so much in this space to talk up the importance of the Internet to us all, and then of course we had the technical functions - the regional Internet registries - that give out Internet protocol numbers, and you'll hear a lot about this later on, and the various groupings - the regional network operator groups, the WC3 standards bodies, and all of that.

You'll learn more about this. Let's go onto the Internet governance space, because without going into lots and lots of acronyms I want to try and make you understand where ICANN fits into this great evolution we're talking about. It's important to understand about Internet governance because it changes all the time, and because there are challenges to what we do. Let's look at that latter. When ICANN was set up by the US Government in 1998, it was set up as a not-for-profit organization, as Steve and others have mentioned. It was a very bold

experiment by the US Government, because effectively they were saying, “Here’s a part of the technical structure of the Internet that we’re putting into the hands of a multistakeholder community.”

That was very, very important, and it only just happened, because before 1998 there were discussions going on about whether this particular naming and addressing functionality should be residing in the International Telecommunications Union or other parts of the UN, or whether it should be a private company in its own right or a non-profit. The US went down the non-profit road in creating ICANN. In 2003 we had the WSIS. Anyone here was at the WSIS in 2003? One or two of you.

Why this is important is one of the issues that’s going to come up time and time again this week, and in the future as we discuss Internet governance and where ICANN fits in, is who governs the Internet? Who should be in charge? Is the multistakeholder community mature enough to take on this role? It’s had this role of naming and addressing since 1998, but do governments really trust what we do? This is at the essence of some of the debate. In 2003 and 2005 we had the WSIS. That created the Tunis Agenda, which was the treaty that came out of this Summit, and it said that the naming and addressing functions, the technical functions, should be carried out in a multistakeholder environment.

It set up the IGF, which some of you are aware of, and it set a momentum running, which is this multistakeholder approach, which ICANN embraces.



STEVE CONTE:

Can I jump in there for a second? I think as I got involved in ICANN and in the Internet community, one of the things that became clear to me was that, at least in the beginning of the Internet, was very frontier tarnished, and very technical - almost extremely entirely technical, for about 20 years. It wasn't until there was a need for consumers among the Internet that people started saying, "We need laws and rules now," and, "My laws are different than Nigel's laws, we're in different countries. How do we apply that into a global mechanism?"

At the same time, it's still a very technical body, and I think one of the challenges I faced, when I started in the community, and one of the challenges that you might find as a newcomer, is that there are still two different worlds - the technical world and the policy world, and trying to find that meld between the two - how they can both live and work in harmony - we obviously need the technology to continue to develop and make a better Internet. But it's also very clear that we need policies, as Nigel's talking about, to have a society on the Internet, and trying to find where those two bodies meet is one of the things that we all should be thinking of and doing. Sorry to interrupt.

NIGEL HICKSON:

Yes. I'm not going to talk for much longer, because I want to get into a discussion. I want some of you to ask questions, to try and tease out some of these issues. Let me just go back to the WSIS for a second, because it's important because of something that's happening later this year. In 2005, as I said, the WSIS, which was a multistakeholder session - governments were there but also civil society, the technical community; so it was a big show - they produced the Tunis Agenda and the Tunis





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Agenda set out a whole range of actions that the society should take. This is known as the WSIS - the outcomes of the WSIS.

These cover more than Internet governance. These cover broadband targets, they cover accessibility, they cover multilingualism, they cover skills, they cover e-government - a whole range of information society targets, if you like. This whole WSIS agenda is going to be reviewed by the UN at the end of this year. This is critically important. It's critically important, as Steve mentioned, because things have changed so much since 2003.

Back in 2003 when we were revising our government ministers and that, still, the Internet hadn't become the transformational force that it is today, but now, as we go forward to this UN discussion at the end of this year, every single government that's involved in these discussions recognizes the value of the Internet. Your governments, all the governments of your countries that you reside in, recognize the importance of the Internet. Now, it's true that we're all at different levels of capability. There's still so much work to do in the global community in terms of accessibility, in terms of multilingualism, in terms of breaking down the digital divide, in terms of increasing accessibility, in terms of increasing skills.

There's so much work to do. But all your governments now understand the value of the Internet - for the economy, for the citizens, for security, and for many other aspects. This is fantastic, because this means that when the UN gets together at the end of this year and discussed what's happened since 2003, those ministers, those officials, should be much



better informed than they were in 2003, because the Internet has become so much more important.

But because they understand, because this is appreciation of governments of what the Internet stands for, that these discussions are so critical, because for many of us what's so important about the Internet - and you might say this is just trivial - is that it's open, that it's interoperable, that it's available for everyone. There's no point at all in having ICANN unless we have an open Internet. No point at all. The open Internet is fundamental. What's the point in all this investment in these new gTLDs, or in any of your citizens in your countries having a website, if that website is not globally accessible?

What is the point of people spending lots and lots of money on inventing applications, in innovating applications on the Internet, if they can't reach a global audience? It's the openness of the Internet. It's the ability for it to reach everyone, which is fundamental to its success. This is one of the debates that will be happening at the UN General Assembly. Is the openness of the Internet something that we can enshrine for the future? All governments have a role in this. Yes, they are concerned - rightly so, about cyber security. They're rightly concerned about child protection. They're rightly concerned about fraud on the Internet.

They're rightly concerned about intellectual property theft. But those concerns have to be taken into account in what we do. Some of these international bodies like WIPO, like the WTO, looks at those issues. But the fundamental backbone of all this is that the Internet has to be open. We have to ensure that we can take account of those concerns of

governments, while at the same time having an open Internet. Because if we lose the openness of the Internet then we lose some of our fundamental structure, some of our fundamental objectives, which the technical creators of the Internet have spent so much time ensuring that we have this technical platform that can be used for all.

But if we, as policy makers, if governments restrict the use of the Internet, then we'll be failing. ICANN has a very important role to play in all this, through the naming and the numbers. But we play this part. Globally, other players play other parts. But we should all have a common objective to have the Internet open and available to us all. I'll let others carry on there and we'll come back to some of these things.

JANICE DOUMA LANGE:

That's the kind of passion we're trying to get out of this. Thank you Nigel. You're probably not quite done yet, but from a commentary standpoint I think about myself in your chair, when we didn't have this discussion eight years ago, or seven, or six or five. When I listen to these discussions at these meetings, it's always slightly different, which is important, and my question, if I was sitting where you are sitting, would be: "You still haven't told me why I should put my voice and my volunteer time and energy in ICANN, when you've just shown me all these other organizations that may be more accessible, provide forum for discussion?"

"When I look at the IGF, when I look at the UN, ITU, why would I not choose to join that discussion versus this one here at ICANN?" I'd love to open up to other members of our group. Jia-Rong? Thank you.

JIA-RONG LOW: Thank you Janice. I believe I'll have a section where I'll talk on that, so stay tuned!

STEVE CONTE: Janice, why not both? Why not all? Why not contribute to any body and activity that's relevant to you? As I mentioned before, there are gentlemen and folks here from the IETF who are involved in that session. There's nothing to say you can only be in just one, and your voice is important in all of those forums, so look beyond just the single one.

AHMED ISRA: [Ahmed Isra 01:06:01] [unclear].org, Sudan. I think this is very nice, and it's given me a good memory. It goes back to 1983 when I had my mother in the USA, in [unclear]. It was the first time for me to use a computer, and at that time, in 1983, all the systems using those had black screens, and we used to ask also all the [chemicals managing 01:06:36] different parts of the countries. We used a code to get those companies and in a few hours we got our chemicals. That, if you compare it with now, is something very primitive, but I couldn't find it in Sudan at that time. When I came back from the USA I used the computers. When I came back I [failed] because there is no computer system, and I became a parliament member in 1986 and a state minister of communication in 1989.

But nothing to do with what I learnt from the computer system. I was getting very sad because I could not go back and study those things. In the mid-90s there is an improvement in the computer and there is



Windows, and we can be connected, and ICANN is improving later on, in 1998. In 2010 I met Tim Berners Lee in London 2010, and I thanked him for this great invention of the three Ws, because he facilitated a smooth Internet connection. Also thanks to ICANN, because they improved the IP address, they improved the domain name system, because without it we cannot get to the Internet very smoothly. But you asked the question of if there is ITU, why do I sit here with ICANN?

I sit here with ICANN because I want to sit and to learn more about it, because I used to work with ITU in the WSIS. I attended the WSIS since 2009 with the exhibition, with the workshop, with many interventions, with remote participation. On all of these, get me a [unclear 01:08:36] with the system of the Internet more. But ICANN has a different character, because they are improving those acronyms - country codes, TLDs - they are doing a lot of things that cannot be done by the ITU. ITU can work on IGF but they cannot work on the DNS. So we want ICANN to improve the transition of the Internet protocol 4 to protocol 6, because we want to go very deep in the Internet.

I believe the Internet is not a food, it's not water, it's not clothes, but if it's utilized well it can be, and I have many examples of that. Thank you.

JANICE DOUMA LANGE: Are there any other questions that we can take for Nigel or anybody on the panel on Internet governance?

ASHA FAD: My name is [Asha Fad 01:09:52] from Indonesia. My question is for Nigel. You said that the Internet is supposed to be handled by

multistakeholders. There are mature multistakeholders. What is the parameter of a mature multistakeholder? And please give an example. Thank you.

SPENCER THOMAS: Good morning. My name is Spencer Thomas from Grenada. I'm just looking at the history. Could you tell us something from history that has not worked? We have found out what's worked and what's been very useful. Can you tell us what's not worked, on a bigger level? Thank you.

JANICE DOUMA LANGE: I just want to say we are going to go back to the question on multistakeholder. We're skipping over you for a minute because it's part of our next discussion, so we'll be right there with you on that one.

STEVE CONTE: What hasn't worked? There are lots of things that haven't worked. DNSSEC - DNS security extensions. Engineers spent over ten years working on it and one day, about six years ago, someone said, "There's this one piece in here that's crucial and it's not working, and it's breaking the entire protocol. All the engineers who worked on DNSSEC said, "Oh no, what are we going to do?" and so they had to make a decision. They had to push forward with what they had or they scrapped the entire thing and start over. They chose to scrap the entire project of DNSSEC and start over from the beginning.

Because of that we now have a more robust DNS security extensions protocol that we can implement into the DNS, because of the work and



the acknowledgement that giving a better protocol gives a better product, which gives a better user experience and predictability. There's a hundred thousand stories like that, of things that didn't work, even within the ICANN model of understanding what our goals and objectives are in getting the mission creep and stuff. It's an ever-changing, evolving body, and as more newcomers come in and become part of the community, they'll be identifying other things that may not be working as well, and that too will change and flex. I don't know if anyone wants to add to that?

JANICE DOUMA LANGE:

I'm just going to say great discussion for meeting some of the members of the community, when you meet them and have those discussions. That's fun for the community, and I don't mean that in a "let's have a laugh about it". I mean it takes their mind off the intense work they're doing and brings them back to a reminder of why they're doing what they're doing today, because of things like that that went wrong, and they get engaged in. I mean that very seriously. Sometimes during this stressful week, for our busy community members and such, they like to tell a story or two that reminds them why they're here.

The second thing - DNSSEC. There is a Beginner's Session tomorrow at 5:00 pm. I'll say it again at the end of the session this afternoon, but DNSSEC is an important part of our lives as end users, when we talk about cyber safety. The individuals who have this session at 5:00 pm, it's an interactive, fun, engaging, understandable session, for those of us who are not savvy in all the security and technical stuff. DNSSEC for Beginners is something I wanted to plug very quickly before it went on



too long. The week will not go by with you being lost. At 5:00 pm tomorrow that will be it. I'm going to hand to [Samuran] and then we've got a surprise guest. [Samuran]?

SAMURAN:

Thank you so much, and thank you Nigel for such an eloquent introduction and a gripping story of how the Internet has evolved. I'm going to very briefly talk about how ICANN does their work and what is it ICANN does. What it really does is to reach another person on the Internet, you need to have a unique address, and unique identifier. It's either a name or a number, and ICANN actually helps coordinate these unique identifiers to connect with each other, and it makes the Internet interoperable. So we continue to do such work and improve upon these processes.

One great example of what we do is the internationalized domain names, better known as IDNs, and to develop those IDNs we continue to work with the technical community, the browser community, as well as academics and end users, to come up with the IDNs so that you can actually start using the Internet in languages other than English. That's it in a nutshell, but I'm sure you'll be talking more about this and learning more about this. We're going to take a quick break over here. We have a surprise guest, as Janice said. Sitting right up front is Mr Fadi Chehadé, the CEO of ICANN. I'm going to turn it over to Fadi.

FADI CHEHADÉ:

Good morning to all of you, and welcome to ICANN. Happy to have you here. I'm Fadi, and I must tell you - remember this all week - you are the



most important people at ICANN 52. You are. You have to think this way, because the process will not necessarily - despite Janice's amazing efforts - convey that, because you'll feel lost in a sea of sessions and activities, and you'll say, "How am I going to catch up and make it?" But the fact that you're here, the fact that the ICANN community can regenerate and have new members come and start it is actually the greatest treasure of ICANN.

This is a strange place to get engaged, so let me warn you: there's no membership, there's no cards - nobody will put you on some pedestal because you're in some hierarchy. All governance systems in the world have a much more structured approach to actually participate. Not at ICANN. Here, every one of us, every one of you, has a say at the table to participate in shaping how our work gets done. This is fantastic. I just left a meeting where a very senior lawyer from Washington, who's an expert on intellectual property policy, was saying, "I've been on bar associations for lawyers, I've been on UN government groups.

I've been on so many places to try and get my work done." He says, "Never have I seen a place where I can arrive, sit at the table, make my points, and start moving the agenda all the way to the CEO and making things happen." Now, it may not look like this this week. You may see a thick wall of meetings and activities, but this is why this great team is here. We're all here to help you navigate your way. But the one thing I hope you don't forget is that your voice, what you're here to say, immediately will get heard. Tell me which other place in the world that can happen, when we're governing such critical things for the Internet.

Please take advantage of that, and if it doesn't work for you, write to me. Tell me this was a vacuous promise: "It didn't work. I came and no one listened to me. I could not get my voice heard." It's very important that you feel this way. I want to touch on something else, which brought me to this community, because literally three years ago I did not know how to spell ICANN. So I'm new to this community, like many of you feel today. For 30 years I built a lot of value on the Internet. I built many business on the Internet. IBM acquired one of my companies that I built on the Internet. So I've benefited from this amazing thing called the Internet.

When I came, I came because I felt it was time for me to understand how this thing is built, how it works, and frankly to give back to this great enterprise called the Internet. Let me tell you something: the Internet is not a network. How many networks are there? Did you count them, [Samuran]? Probably 80,000-90,000 networks. The Internet is not a network. It's highly fragmented at the infrastructure level. Of course, when you touch the Internet on your iPhone, your android device or your computer, you touch applications, like email and the web, and whatever apps you use - millions of applications; highly fragmented, the use of the Internet, right?

Now, how does it become "the Internet" when the applications are fragmented and the network is fragmented? What makes it "the Internet"? It's because of what ICANN does. This is why ICANN is important: because through the unique identifiers, as [Samuran] was just telling you - the names, numbers and protocol parameters - the Internet looks like one network. So when you type [www.icann.org](http://www.icann.org) from anywhere on the planet, and your provider gets that request from you



on your phone and sends it up into this network, it's through the ICANN system that it resolves to always go to ICANN.org.

When is the last time you typed ICANN.org and got to DominosPizza.com? Never. By the way, this is important. This is important. It may sound simple to us now, but the fact that the domain name system has never failed is very important. So the security and stability of the system is very important. This is our commitment. There are people who would like you to type ICANN.org in your country and end up somewhere else. There are people who would like that. There are countries who'd like that - who'd like to control when you type IBM.com that maybe you don't go to the company but you go to the IBM division in that country that may be restricted in certain ways.

So be careful. This is actually not a theoretical issue. The fragmentation of the Internet, where does it start? It doesn't start at the infrastructure, because the infrastructure is already fragmented. It doesn't start at the applications because that's already highly fragmented. The part that's not fragmented is what ICANN does, and there are people trying to nip away, take away from the unique nature of what we do and have other roots to the Internet. There's actually a country that already has another root for the Internet, but it's not turned on, thankfully. If they turned it on then people in that country, when they type ICANN.org may end up at thegovernmentoffice.org.

So this is a serious responsibility we all have - not me, not the staff, not the Board even - all of us have this responsibility. So when you go back to your countries, when you go back to the people you talk to in your governments, in your communities, make sure they understand that the



force of the Internet is in its one-ness, and that one-ness is guaranteed by the work of ICANN, and the work of ICANN is ours.

Have a wonderful week. This is your ICANN. It's not my ICANN. I am at your service. Everyone of us here working at ICANN, who get paid, do not have some kind of role or stature above you, who volunteer to be here to serve the Internet. This is my mentality, this is the mentality of ICANN. This is why today Tim Berners Lee still drives a Honda and my Chairman, Dr Crocker, who started the whole RFC system and many other good things, still drives his Honda around DC - because we are here for a purpose, and we're not here just to make money.

It doesn't mean making money is bad. I made lots of money on the Internet, and there are many good people in this conference who made good money on the Internet, but our collective purpose is the public interest. Our job at ICANN is to balance all the interests and make sure that businesses thrive, governments continue in their important role, civil society has its voice heard, but that at the end decisions are made in the public interest. Be part of it, and welcome to ICANN. I hope you have a great meeting in Singapore.

JANICE DOUMA LANGE:

Thank you very much Fadi. I really appreciate your time here. He comes in when he can find a time, but he continually creates a segue for us, so it's just kind of the way he speak. [Samuran] had started to have the discussion about ICANN's role, and I think you were covering this. I'll let you bring everybody back up to this, after what Fadi was talking about, on all of our volunteerism.

**SAMURAN:** Sure, and what Fadi actually highlighted is the uniqueness of what ICANN does. The infrastructure, as he says, is already fragmented, and so is the set of applications that we all use, and all of us have different requirements. What ICANN does is to actually unify this in a seamless situation. If you go back to the previous slide and you see the graphic on the screen, you'll get a sense of all the work that's going on in the background, while two persons are very simply trying to connect. There's a lot of work that goes on in the background, and you're going to see this graphic several times over this afternoon, because we're going to be explaining the various stations over there and what happens in those places. I think that's all I have to add at this point.

**JIA-RONG LOW:** All right. This is my turn, but before I start I'd like to introduce you to Kuek. Kuek is the VP for Asia. I mentioned his name when we first started but he was caught in a meeting. I'll hand over to Kuek first.

**KUEK YU-CHUANG:** Thank you for that Jia-Rong. Very kind. First and foremost, welcome to Singapore. Like Jia-Rong and others on the team I'm a native of Singapore, so I think it's natural for us to extend a warm welcome to both the ICANN Meeting and to Singapore. I think when you come in for ICANN Meetings you realize that there will be a lot of information, a lot of sessions to go to, and I'd like to encourage you to take some time out of the main meeting agenda to see a little bit of the city and the country as well. Not many people around here might say that, but I highly

encourage you to do that. Also, you might realize that at an ICANN Meeting, at any one point in time there might be six or seven ongoing sessions that are running concurrently, and so I apologize for being late. I was at the At-Large Meeting.

There are also other meetings as well - the Generic Name Support Organization Meeting, the gNSO, the ccNSO - and these are all the abbreviations that you'll hear in the day. Please take the opportunity to go to the different rooms across the week. It doesn't matter if upfront you don't understand all the issues. I've only been with this community for a year and a half and I certainly didn't come in understanding everything, but there's always a start and today is as good a day as any other to start.

Finally, I just wanted to say that if there's anything at all that you guys need in the week, please feel free to reach out to myself or anyone else on the team with a blue label that says "staff". We'll be happy to help when we can. There's the Information Booth that's always available to you, run very well by Janice and her team, to serve you. That's a slight detour from the slide that Jia-Rong was going to take you through, but I just wanted to make sure you feel welcomed. Welcome to Singapore again.

JIA-RONG LEE:

Thank you Kuek. I wanted to do this slide first, and then I realized I was following Nigel, who was so passionate, and then I had to follow Fadi. It made it really very difficult, but I shall try my very best to make this... To be less reserved than the Asian typically would be. Now, coming into my section I think there were two questions. First is what is the



multistakeholder model and second is why should we all be involved. Well, FAdi mentioned a little bit about this. I think I shall mention two examples, to illustrate this a little more.

When ICANN first started and we needed an organization to coordinate domain names and IP addresses, and in any one place, there cannot be two different servers having the same IP address. If that is the case, when you key in a name and the computer translates it to the IP address, it doesn't know where to go, so you need to have one coordinating body. This coordinating body could have been the ITU. It could have been the US Government. It could have been anyone. But the US Government, when they incorporated ICANN, the idea was for the Internet, which is a network of networks, to not be run or dominated by any one person, body or organization.

So then the idea came to have a private organization that is run by multistakeholders. What then are multistakeholders? If we use a corporate analogy, in a company, a public listed company, a company has shareholders. Shareholders have a second organization, righty? But in an organization like ICANN we don't have shareholders. You don't buy a share of ICANN. We have stakeholders. So who are stakeholders? I'll use two examples to illustrate this - and why the multistakeholder model when we first envisioned it? From someone coming from an Asian perspective, where I'm very used to have government-led processes, it didn't really seem like it would work, to me, but somehow, since 1998 to today, the multistakeholder model has worked.

The first example would be during the .com boom, when everyone was starting to buy domain names, every company needed to have a .com,

so the companies starting having the domain names, and then the problem came when there were cybersquatters. I know McDonald's hasn't bought their McDonalds.com. I can buy McDonalds.com first and I squat on it. When McDonald's wants it, "How much do you want it for? \$50 million?" I'll try and sell it for \$50 million. This situation of cybersquatting came up. how do we resolve the issues of all these cybersquatting cases on the DNS? Is it one government that decided, "Yes, give it back to the company that owns it"?

But McDonald's have only registered their trademark in the US and not anywhere else, and the person that squatted on McDonald's could have been in some other remote country somewhere else, where the legal jurisdiction cannot allow McDonald's to be taken back. Because ICANN was the organization that coordinates the DNS and is run on a multistakeholder model, what happened was that the multistakeholder community in ICANN asked WIPO, "Why don't you guys do a report on what we can do to deal with this situation?" and WIPO indeed came up with a report which the stakeholder community very quickly adopted in 1999, a year after ICANN was formed.

This policy was then called the Uniform Dispute Resolution Policy, which is the policy we follow today when somebody else has a certain intent to squat on your company name, which you have trademarked and is well known around the world, to allow you to take back that domain name. Ebay recently won a case through the WIPO UDRP. They took back over 1,000 of their domain names when somebody went to buy 1ebay.com, 123ebay.com, ebay1.com. They took back over 1,000, using this policy. This policy was developed through the multistakeholder model that ICANN has. So we come here representing certain organizations, certain



businesses. Fadi mentioned that coming into the ICANN process we are doing a public service, and that's really true.

From staff, we don't make the policy. We can only facilitate. But all of the work that's going on from the various stakeholder groups in ICANN comes from you. That's why it's so important to have this multistakeholder model going. Here on this chart you can see there are various stakeholder groups that you can classify - business, civil society, individuals, end users. End users can also be someone who's trying to access a particular website but you can't, so you have a problem as well. Addressing and numbering organizations are organizations that manage the distribution of IP addresses.

Technical work and security experts - what happens when I type [www.icann.org](http://www.icann.org) and I get to Domino's Pizza? How do we safeguard the security aspect of this. Governments and IGOs. It's very important that governments are involved, because then we can coordinate within a country and also across jurisdictions regarding how a policy works for the global domain name system. Now, it's quite mind-boggling to think, "Okay, I understand the overall vision, but where do I fit in? How do I know which category I fit into?" The simplest way of putting it is ICANN was structured in a certain way, where you can find the space where you can go in and discuss on various issues relating to that particular sector.

Now, I mentioned early the UDRP and this came under the gNSO as well as also under the gNSO they have a particular segment under the green bubble, where you see "IP interests". That's where the intellectual property people come together and discuss on these issues. Then you have the ASO, which is the Address Supporting Organizations. I get



confused sometimes also. I remember the acronyms and not what they stand for. I was mentioning the organizations that help to distribute the IP addresses around the world. Then you have the ccNSO. You have a question?

LAWRENCE: I'm sorry to interject at this point. My name is Lawrence [unclear 01:36:10] from Nigeria. I'd like to know if there's a difference between the ASO and the NRO? I noticed that the supporting groups are on the left side, and there was one, the NRO, listed a supporting group, but not in this diagram. I just want to know if what I see, the five regional bodies, if they're listed on here. I wanted to know what the relationship is between NRO and ASO.

STEVE CONTE: Thanks for that. The ASO is the recognized body that supports information to the Board and helps within the ICANN process itself. The NRO is comprised of almost the entire same body, but they're an organization that was created from the different regional Internet registries in order to create and agree on global policy regarding numbering, within their own community. So the NRO will make decisions on the IPv4 depletion model; to make sure that each regional registry got an equitable share of IPv4 addresses prior to the depletion of IPv4. They work on policies about IPv6 allocation space, of when it's reasonable for an RIR to go to IANA to ask for more IP space, and for things like that. So the NRO is more about a body that's about inter-governing their own area and fora, and the ASO is their mechanism of how they can feed back into the ICANN process.



JIA-RONG LEE:

Thank you Steve. I was getting ahead of myself by going into the details of these, but let me take a step back and give you the overview. I'll then pass onto my colleagues who'll then go into detail. In ICANN, depending on which stakeholder group you come from or represent, or that you may be interested in, we're structured in different ways. The first is that there are supporting organizations. They're the SOs. The SOs help to make policy in ICANN, so they do various work regarding policy on various issues relating to the DNS, the names and the numbers. The policies then move up and when there is consensus among the community, the policy goes up to the Board.

On the right side you'll see the advisory committees - those with AC at the end of the acronym. So you have the GAC - the Government AC, RSSAC, SSAC, ALAC. These ACs provide input to these policies by saying, "We think this is a good idea," or, "We don't think this is a good idea," and this input also goes to the Board, then to make a decision on a particular issue. So basically it's structured into SOs and ACs, and depending on what your personal interests may be, or the organization that you're representing, you may find yourself sitting in one of these ACs or SOs within ICANN.

So as an overview, that gives you a sense of how we structure the discussions. It is the way that ICANN is structured right from the start, and evolved over some time. That's really the overview of how this is. That was really what I've said already, in words I described early. You can see the ACs, the SOs, and the third one is the technical advisory bodies. Basically ICANN helps to implement, as Fadi mentioned, names,

numbers and protocol parameters. The third one on protocol parameters is ICANN implements the protocol parameters set by certain standards bodies like the IETF.

The IETF decides the standards on when computers talk to one another, how long is one packet? Then globally, everyone adopts the same standard so that the computers adopt the same language. Otherwise, if the package is too long or too short, then they cannot understand each other. This is where the technical advisory bodies come in as well, and within these three structures, depending on where you're coming from, what you're interested in. Try to join one of these organizations, one of these SOs or ACs, and join the conversation. It's very tough when you first start off, because some of the conversations are ongoing already. But you have this green tag pass and you get a free pass in saying, "Hey, I don't know what's going on. Can you guys fill me in?"

NAVEED:

I'm Naveed from Pakistan. I'm a second-time Fellow. I just want to as - we keep repeating that there are ACs, but perhaps it would be better to understand where their advice carries through the process. What kind of advice... GAC may have a different role that ALAC, and the same as for other ACs. Do you have anything to say for that? Thank you.

JIA-RONG LEE:

Very briefly, the advice comes in very often related to how a policy is already structured.

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JANICE DOUMA LANGE: I'll jump in on that. An interesting example that's raised its head over the last couple of ICANN Meetings - no surprise - is about New gTLDs, specific ones. If you think about the gNSO... And let me back up. Me running this is like putting somebody on the street that doesn't have a license. If you look at the gNSO, the stakeholder groups and constituencies that are within that, each one of them represents a sector. We talked about the sectors before that, that you might come from - civil society, end user, technical, government - who are you? What's in your mind?

Then you bring what that is, where you come from, and you come into the multistakeholder model and you think, "Where can I impact? Where can I get my voice heard from my concerns?" As a business holder you might have decided to have a top-level domain, and that TLD policy was created by the supporting organization, the gNSO. They're the ones who developed the gTLD policy over eight or nine years. These groups, the registries, .com, .net, .org, the registrars - GoDaddy is always a good example for everyone - Tucows. The intellectual property interest, the ISPs, Time Warner, whatever cable companies that you have or in your region. Businesses - Google, Microsoft, non-commercial interest and not-for-profit organizational concerns.

All of them put their voice and their opinions into the formulation of the gTLD policy, and once that was decided and approved by the Board, as Jia-Rong said, brought up from the multistakeholder consensus to the Board and approved, then we as ICANN staff, our job was to implement that. Then you have that business owner who said, "My sector is business, I want to come in and be part of this policy making for the new TLDs because it's important to me as a business person. I want to help



build that policy. Yey, we have the policy now, my business hat on, I'm going to go and apply for .wine because that's my business and I want that name."

Other people have the same idea. Maybe it's .vine, maybe it's .vin, maybe it's .wine in another language. Now, through the policy and the implementation of that policy, of how the applications process runs, that business person who's out there in his sector, came into ICANN to figure out how they can have their voice, got their voice, got their policy, made the application - somebody else made it too. Dispute. Dispute resolution. We have to have people figure that out now; out of that policy that was built and approved.

Now here's this business owner waiting, the fate of millions of dollars, and the GAC now says, "Hold on, we have some advice to give on .wine, on .vin. We have advice to the Board we want to give." In the bylaws of the ICANN Board the GAC advice has to be heard. The motors stop. The operation of that approved policy and the implementation of that, we have to stop and listen to that advice on the policy that you, as a member of the multistakeholder world here at ICANN, helped to create. So you've got the SOs who help create, you've got the ACs that help to advise on what was created. Again, it's a balance of sectors, a balance of interests.

So hopefully, from a global perspective and from all perspectives, we can come up with something that sure, not everyone is going to be happy, but we're trying to find a way to balance that in that multistakeholder model.



JIA-RONG LEE:

Thank you so much Janice. Let me just add quickly to that before I give the question over to Babu. I was going to use the example on .amazon. Why must different stakeholder groups be involved? For example, we all know Amazon the company, right? I may not know Amazon as anything else. So when there was a policy that allowed for registration of .amazon, how do we then make sure that globally everyone can accept that .amazon is understood as Amazon the company? This was where the GAC came in and said, "No, actually Amazon also represents a region in the Amazonian area in Latin America." That was where the advice came in and didn't allow Amazon the company to take up .amazon, because it then touched on the interests of another group of stakeholders.

So coming back to this it's very important why this multistakeholder model must involve everyone, and different stakeholder groups, because a policy might touch on your issue, and something of your interest, that actually nobody else is aware of. It could be because of a difference in culture, a difference in geography, in language - and when it touches that area, that's when it's important that you raise your voice and that voice is heard, especially on the ACs. Babu, you have a question?

BABU:

If these small points are a number of [unclear 01:50:03] then I'm counting [2,226] and this At-Large is [seven]. I'm counting Nominating Committee eight, if we take [unclear] then a single country has eight numbers and all others are seven, and one ICANN [staff 01:5:21] is

there. So what is the process of decision making, and what is this constituency?

JANICE DOUMA LANGE: Unless somebody else wants to jump in, I'll go. First of all, it's a graphic so it's not absolutely correct from a dot perspective. Let me go to the Nominating Committee. The NomCom reports directly to our Board. They are a diverse group of people selected to go out and find individuals who may or may not know ICANN, but individuals who have a different experience and a different perspective to bring back to either the ICANN Board or one of our Councils, like the At-Large Advisory Council, or one of our SOs, the ccNSO. So the NomCom's job is to go out and find individuals who can create a diverse community within ICANN.

So when you look at the Board, when they sit up at the Welcome Ceremony or wherever you see them on Tuesday, you should be looking across a diverse group of individuals, selected not for their experience in ICANN but for their worldly experience so that we have diversity in decisions that are brought up through that bottom-up policy making. So the NomCom has no voting rights. The blue dots mean nothing towards something like that - it's really just a graphic. But the NomCom is an important question to answer, and we'll actually have someone talking to the Fellowship Group about the NomCom on Tuesday at 5:30 pm, which is open to anyone to come and hear more about what they do.

ESTA PATRICIA: My name is [Esta Patricia Akilo 01:53:01] from Uganda. I'm looking at this multistakeholder model and there's one element which is quite



confusing. I don't know whether I can pronounce it right, but it sounds like Ombudsman. What's the role of that in that model?

JIA-RONG LEE:

We have an Ombudsman that's Chris LaHatte. He was just sitting next to me earlier when we started the session. But basically an Ombudsman is defined in its conventional way. Basically if anyone has a problem regarding the operations or whether you feel that something is not done fairly, be it staff, or you think the community is not doing a certain thing fairly, you can report it to the Ombudsman. The Ombudsman is like a whistle blower that's neutral to the organization. So anyone can write to Chris LaHatte and tell him, "This was done unfairly and this process was not done right," or, "I was not treated right in this way." Make it known to the Ombudsman and to highlight the problem.

Then the Ombudsman is the whistle blower who highlights this problem to the Board. This prevents any unfair practices that could happen. It's basically a checks and balances person who comes in. Christ LaHatte plays a very critical role, and I hope we have a chance for you to meet him as well.

KATHERINE WAGAMA:

Thank you very much. My name is Katherine [Wagama], a Fellow from Uganda. With the ICANN multistakeholder model I'm wondering are there situations where you encounter the duplications of roles or conflicting ideas from all these communities? If not, how do you ensure that doesn't happen? If so, how do you react to that? I have two questions. My next one is sensitization - how do we sensitize our



communities back home about ICANN? Because from [unclear 01:55:44] when I said, “I’m going for ICANN, the 53 Meeting in Singapore,” they’re like, “Okay, so what is ICANN? What does it do?”

Then I’d explain. Well, you do a great job, but not so many people, especially from my country, know exactly the intensity of the work that you do. So I’m just wondering how we improve that. Thank you.

JIA-RONG LEE:

Let’s take a few questions together and then we’ll find an answer for each of them. The two questions we had was how do we resolve conflicting views, and the second was how we raise the profile or do outreach for ICANN. We have a couple of questions here as well.

SPEAKER:

Actually, it’s quite indirect... It’s a follow up on the Ombudsman. I heard many points about ICANN creating a Working Group on Human Rights to deal with human rights issues online. Then there was Wolfgang Kleinwachter contradicting this and saying that ICANN already has functions and it’s already in there, this function to deal with human rights issues. Then there is my question, which is one which level is the human rights issues on the Internet dealt with in ICANN? Ombudsman, maybe? Is the Ombudsman dealing with these issues, or is it not dealt with?

JIA-RONG LEE:

Thank you. We’ll take that in a bit.

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**FOUAZ:** This is [Fouaz] from Pakistan. My question is very small. As you said that policy making is a bottom-up approach, from sectors all the way to ACs and SOs. Who's at the top, the Board Director? Or is it a particular person that's at the top who has to decide that this policy is going to be implemented?

**NIGEL HICKSON:** Shall we try and answer a couple of questions now? Because otherwise you forget what they were! Janice takes note of everything, and she'll tell us afterwards. She marks us, by the way, as presenters, out of ten. If we get ten out of ten we get a free drink tonight, but if we only get nine we get lemonade! One general point about the multistakeholder approach, which I was trying to convey earlier, is that the multistakeholder approach is quite innovative. ICANN hasn't got the right to talk about multistakeholder as if we invented it, but the way ICANN evolves the multistakeholder approach is quite innovative.

Sometimes as staff, when we're researching these issues, we try and look for other examples across different sectors of where the multistakeholder approach is practiced; in government areas, in different sectors. There are a few, like HIV/AIDS. The community has come together in a multistakeholder approach there in terms of treatment and other aspects to do with AIDS, but there are very few other examples. The critical thing about the multistakeholder approach is the decision making. Because in a multi-lateral approach at the UN or in many other intergovernmental organizations, it's the governments that ultimately make the decisions.



They come together at the UN or the ITU, and at the ITU, it's a fairly innovative body, it's fairly multistakeholder. Someone asked a question earlier about that. The ITU involves different stakeholders, but ultimately it's the governments that come together, as they did at Busan, at the plenipotentiary, and make the decisions. It's the governments that come together in the UN, in New York, and make the decisions. Here, in this multistakeholder approach, ultimately it's the Board of Directors. Someone asked a very good question about the NomCom. The NomCom nominates people onto the Board, and there are other Members that get nominated onto the Board, but ultimately it's the ICANN Board that makes the decision.

The GAC, made up of 146 governments - and they're meeting here down the road there, and no doubt some of you will be in the GAC, some of you belong to governments and therefore you'll see the work they do - the GAC have a crucial role in giving policy advice to the Board, and under the bylaws that ICANN operates on the governments have to be listened to, and in most cases their advice is heeded because it's well-considered advice, but ultimately it's the Board that make the decision. This is the crucial part of a multistakeholder approach - that you have these different elements feeding into the Board, giving advice to the Board, but ultimately it's the Board that makes the decision.

JANICE DOUMA LANGE:

Do we want to refer to Kelvin on the outreach? How to get the word out?

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KELVIN WONG: Is the question on outreach in a particular area?

JANICE DOUMA LANGE: It's why nobody knows about ICANN.

KELVIN WONG: Why no one knows about ICANN? Maybe the second question is easier to answer. That's why we have you guys here, for the Fellows. I think Fadi has talked about it, and you guys are the most important people. Not just the Fellows, because I understand we have the newcomers as well. You are coming here for the first time because you probably haven't heard about ICANN, or suddenly you feel that you need to know more about ICANN. These are the people that we need to spread the word about ICANN. If you look at the chart of ICANN and ask us how many staff we have, we have about 200-300.

For an organization that helps maintain a free and open Internet, that's a very small number of people. If you look at the people out there that are not based in LA... We are increasing in staff. In APAC we have an office here, but it's really just a few of us doing the job of informing about ICANN, and telling people why we have to maintain a free and open Internet. That number is very limited, which is why we need to multiply [fact 02:03:49], which is essentially everybody here bringing back, after this ICANN Meeting, letting everybody know about the experiences - hopefully the positive ones - and let them know what you think about ICANN; how transparent we are, and how we work. Encourage people from your region, from your country, to come to ICANN. Thanks.



JIA-RONG LEE:

Sorry, can I add to that a bit? Basically at the beginning we introduced the APAC Team and I mentioned I'm on the GSE Team together with Kelvin, Song Zheng, [Samuran] and also we have [Hiono] behind at the back, and also Yumi at the back as well. This is the Engagement Team in Asia Pacific, and we want to work with the stakeholders to let people know about ICANN. In the African region we have Pierre, who's not able to join us, but I'll make a note to link you up with Pierre, because Pierre's work is engaging stakeholders in Africa.

We want to work with various stakeholders, and not only to say, "You came to an ICANN Meeting, go back and tell them about your experience," but also to empower you with the right tools, the information that you need, and to work with you to let more people know about ICANN in general.

NIGEL HICKSON:

Absolutely, because ultimately this is one of the goals of these whole organizational efforts - to ensure that you understand better about ICANN, so that governments, stakeholders in your countries, can understand better about what ICANN does, because as Fadi said, this is crucial to the openness and singularity of the Internet. Human rights, you mentioned, just to answer your question on human rights - and there are sessions during the week on human rights, so you'll be able to discuss this further. ICANN doesn't have a specific Working Group on human rights, but human rights is obviously important.

It's important in terms of the roll-out of the new gTLDs, it's important in the relationships that ICANN has with the registries and registrars. As you know, ICANN has a contractual obligation with the registry and registrars about how they carry on their business. One of those aspects touches on privacy, it touches on security, it touches on data protection, so human rights is embodied in that as well. We've had some very excellent discussion on human rights.

I didn't really explain my role, and I won't, because we haven't got time for that. But I deal with international governmental organizations. That's my role. I'm in the Government Engagement Team, part of the wider Global Stakeholder Engagement Team, and I serve on the Council of Europe, in their Committee on Media and Information Society and discussing human rights in that context.

JANICE DOUMA LANGE:

We are out of time. One of the things I tried to do, and we ask other... Because we have interpreters who need to get to their next session, et cetera, we are out of time. What I'd like to do is start at 1:30 pm with the questions that are leftover from this morning. We'll start at 1:30 pm with those questions. Just to do a quick recap, this morning was about laying the baseline. It was about saying, "You're a newcomer. Here's how you're welcome to participate, which is fully." It talked about the Internet ecosystem, which has many entities - ITU, IETF, UNESCO - there are many entities in the Internet ecosystem.

We are one. We are ICANN. ICANN's mission and mandate is names and numbers, and we perform our mandate through the multistakeholder model so that all sectors can find a place, a community

to have their voice, to help build policy and advise on policy. That's what this morning was about. It was about introducing you to some of our ICANN team members, it was about giving you a base for who we are and how we do our work. This afternoon, I'd love to start with the questions, so anyone who had their hand up, I'd love for you to come up to me so that I can recognize it and make sure we start with your questions.

Then this afternoon we'll really talk more about the gNSO and the ccNSO and building policy. We'll talk more about IANA and why this is important to you. We'll talk about global domains and why it's important, and we'll talk about cyber security - why it's important and what ICANN does. So those discussions will come with different speakers this afternoon. We'll also talk about building an agenda, trying to get you a bit focused. We'll tell you about a couple of fun things to do - yey! Visit Singapore, as Kuek said - except my Fellows, they have to stay with me. Then we'll have some more advice on how to go through the week.

So I encourage you to please come back at 1:30 pm and learn a little bit more to help you with your week. Thank you for this morning. I know it's long. Thank you to my presenters and my posse. Hope to see you all back at 1:30 pm.

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JANICE DOUMA LANGE: Welcome back to the afternoon session. I see we're a little less than this morning. I don't want to take that personally. I'll have Rob take it personally, and that will really work well. But folks, if you want to go ahead and get settled in, we're going to get started. We talked this morning about setting the baseline for this afternoon's discussions by understanding better the Internet ecosystem and ICANN's role in the multistakeholder model. We did have a couple of questions at the end. I want to address that, and I promised to start the afternoon with those questions.

We were able to discuss the questions afterwards, and I've decided and given those individuals some other session that those questions may be better addressed at. So we aren't going to start with any questions. Instead we're going to start with one of Janice's famous quotes, which is not a Janice quote, but she borrowed from someone for today. I mentioned this morning that I manage the Fellowship Program, which is the grant program inside ICANN to build capacity through diversity.

One of the Fellows, upon finishing a week here said "The ICANN Meeting is one of the finest paths of learning of the Internet of things; of building a circle of innovative and intelligent, talented people, exchanging of ideas and thoughts, and creating a bundle of social and technological adventures that you'll never forget." I really love that, and I thought, "Let's start the afternoon with that thought." One of the things I said to the Fellows this morning was, "Don't let the time of this week slip by. It will go very fast." This is the week to take advantage of face-to-face discussions with ICANN staff and community members and to really make this week a networking opportunity for yourself.



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So take advantage. Take advantage of us as staff, of the Board, of the community members. We're here to serve you, as Fadi also mentioned this morning, and I want everybody to leave feeling that they exercised everything they had in order to take in all the information that their brain could possibly handle, but also enjoyed the company of others that they met here, to take away with them, to help with their experience after they leave. The first wonderful speaker this afternoon, over to my right, Mr Rob Hogarth, is a member of our policy making team. I will let him make a full introduction.

We talked, Rob, just to let you know, this morning, about the multistakeholder model, and the gNSO, specifically as a policy making part of the multistakeholder model. So we're up to that place.

ROB HOGARTH:

Good afternoon. Thank you Janice for the introduction. I'm Mr Rob Hogarth. I'm one of the Members of our Policy Development Support Team. My particular areas of responsibility are policy and community engagement, and I really enjoy coming here on the first Sunday of every ICANN Meeting to meet new folks, to give you a general overview of what we do on the policy team, how we help the community develop its policy work, make recommendations to the Board, and actually move forward with decisions and activities. What I really liked about Janice's introduction to this session and what she shared with many of us when we signed up again to do this, was this should be a comfortable, sharing environment.

That's why I'm standing and may walk around a little bit - because I really view it as an opportunity to interact, ask questions, give you



answers, just provide some assistance to you to give you a little bit of a better idea of what we do here at the ICANN Meeting, from a policy development perspective, and to also share with you some broader concepts about what we do. What I'd like to do first is get a show of hands, just to get an idea of where people are in terms of the community. Just raise your hands if you're part of the ASO community? Anybody here? Great. Thank you. How about the ccNSO community? Thank you. How about At-Large? The ALAC? Great. Thank you.

Any folks from the GAC? Thank you. The gNSO? How about the technical side; the SSAC or the RSSAC? Thank you. That's just helpful. What I really like to see, Janice, is that we have a nice mix of folks. This is a great graphic that ICANN produced a couple of years ago, and what I've done, for the theme of this presentation, is identify and focus on the policy making aspect of what we do at ICANN. I just want to review with you how we do our work, who does it, what we do, and why. I'll keep it at a very high level. First off, how do we do it? Well, there are four major principles and concepts at ICANN that are very important to the policy development and policy advisory work of the organization.

The first critical one is multistakeholder. When I mentioned the various parts of ICANN communities we have a very good representation of just about every group here, and that's a critical element of what we do from a policy development perspective. The idea is to have everybody who's interested on a particular issue, who's impacted by particular policy or activity, to have the opportunity to participate in developing policy recommendations for the ICANN organization. The idea is that every one of you, whether you've done it remotely, prior to coming to an ICANN Meeting, or whether you're here now for the first time, is that

you have an opportunity to extend to your colleagues and others with whom you work to participate in the activities of ICANN.

The critical element and focus for a lot of the work that we do is to make sure that our organization and our processes are legitimate. What does that mean? It means that they're built from a place of knowledge, a place of information, that they come from a place that people feel that they've had an opportunity to participate, contribute, and from the widest possible group of individuals to do that, or of interests to do that, not just people. So that's very important, from the ICANN perspective.

The other aspect that I almost said, before I jumped to this spot, is bottom-up. That's an important element as well. The concept is that if you have everybody participating from the various interest groups, from the various perspectives in the Internet space and beyond, and you have those contributions, that ICANN is not an organization that dictates from a couple of people on a Board of Directors or on high who are making decisions out of the mainstream, or out of conversations with the rest of the world, with the rest of the community - but that the policy decisions and principles that are made at ICANN literally come from the community.

They don't come from a special group or from someone who has a particular interest, but from everybody. The concept basically starts from where policy development principles, activities, decisions, can develop from. You spoke earlier today about the gNSO and also the ASO and the ccNSO have the capability and have very specific processes for developing policy. Each one of those groups has its own particular activities, processes, rules, regulations, to follow, so that the process is a

consistent one. But what's important is that policy cannot just develop from an SO, from a ccNSO, gNSO or ASO conversation.

It can also develop from the individuals who are part of those organizations or even from an AC who goes to the Board and says, "This is an issue that's important. Why don't you direct a particular SO to take on a new process, to develop a new policy, to look at a particular activity or problem that might be occurring within the DNS?" So it's very important philosophically, and also from a principle standpoint, that there are opportunities for the ideas to come forth from the community, and then once those ideas are presented that members of the community have opportunity to talk about the decisions, work through them, develop the concepts and ideas in a consensus manner, to present ultimately recommendations to the Board of Directors for a decision, for some approval.

The last two elements of how policy development is done require some explanation - open and transparent. Depending upon what language you're coming from those could be very similar concepts. In ICANN what we mean by open is that literally anyone from the multistakeholder community should have the opportunity to participate. That basically means that if you want to participate in a Working Group, on a Drafting Team, that you have the opportunity to come forward, share your expertise, commit your time, roll up your sleeves, and really engage in discussions with your colleagues and with other people who have either similar or diverse interests from you.

It's very important that again, for the legitimacy of the policy work that we do and for the ultimate decisions that are made by the Board, that

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there is an open process for people to participate. Now, opening a process doesn't necessarily mean you have to sit in front of a telephone or come to a face-to-face meeting. The concept is that you have multiple opportunities to contribute to the process. ICANN has an entire infrastructure devoted to public comments.

That's the opportunity to evaluate a proposal that's been written, to hear from somebody at the ICANN Meeting, as we will on several issues with respect particularly to ICANN accountability, the IANA stewardship transition, and that you have opportunities to contribute to the discussion. It might not be a formal contribution in terms of participating on the Working Group, but it's something you commit time to in writing. It might be a collective action from a group of people, from a particular organization, or individuals from a particular region of the world who are interested in commenting on or speaking about a certain topic.

Again, what's critical there is that those opportunities exist, either to participate in a Working Group, to submit written comments, or, as you'll see throughout the course of this week, the opportunity to come to a meeting, stand at a microphone or two in the middle of the room, and actually speak your mind, share your point of view, with the rest of the community. The challenge we, as a Policy Development Team have, is how do we collect that? How do we synthesize those materials? How do we work with the people who are doing the policy development work in a manner that helps them fine-tune, develop new ideas, or otherwise modify the work that they're doing to reflect the broader perspectives of the community.

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Now, the related concept to openness and transparency. That means that what goes on from a policy development perspective can be seen by everybody. It's one thing for it to be open, but none of you have the time or capability to participate in everything that takes place at ICANN. You may have specific areas that you're interested in, based upon your job, your passion, your background or expertise, but you may also be interested in what's going on with another group. Or you simply don't have the time to commit to an entire process or cycle of showing up for Working Group calls every week or every month, for a couple of hours.

IN that case, the concept of transparency says that if you're not in the room or if you're not able to participate, that you have an opportunity to see what's going on - whether that's a meeting being recorded and a transcript being posted, or the recording itself so you can written, whether that's the documentation of the work of the group so you can see what they were discussing, what documents they were using. It's very important that the process be transparent, so that people can see what's going on.

Now, transparency is an important concept not just to have the information taken down and available, but it's also important that it be accessible, and this is a challenge that we, as a community and as an organization have, and that is how do we put the information in a format that people are capable of finding, learning about the issues so they can make a meaningful contribution or understand what's going on, and making sure that it's available to people in multiple languages so that people around the world can understand what's going on.



One of the things that's going to be very helpful, and based on various mechanisms or concepts or discussions you'll either have as a group or individually, it will be very important to hear from many of you individually or more broadly in the groups that you're associated with, to really test ICANN or the organization with whom you're affiliated, to see if they're consistently following these principles. Is the group with whom you're working multistakeholder? Are you acting in a bottom-up manner in terms of developing your ideas and concepts? Is the activity open to all? Is it transparent?

It's very important - not only in the past 15 years but in this age of members of the community discussing accountability and how we're conducting our affairs as a community and as an organization - that we be constantly vigilant about these principles and concepts, and they really represent the foundation of the work that we do as a community. Now, "who?" I'm not going to spend a lot of time on this slide, I just went through the various groups and asked you what your affiliations were. I know you focused on the gNSO. The purpose of this slide is to highlight for you that there is a distinction between an AC and an SO.

That's a very simple distinction. The SOs are the ones who have very specific processes and aspects of how they conduct their work, because it's their job to develop policy recommendations for the ICANN Board of Directors. That's distinct from the ACs, who don't have that same mandate, but who have perhaps in many respects an even more important one, as influencers of the overall process, to contribute in the areas where they have expertise, knowledge, and just general experience. That's from the government side, from the security and stability side, from the management of the root zones, and then just



generally everyone else who has an interest in what's going on in the work of ICANN, in terms of how the DNS is managed and operated.

Over time, that list has changed a little in terms of the ACs, and that is at different times in ICANN's history the organization has said, "There's a group that we don't have advice on. There's an area where we need to have more input." I'd expect that particularly from an AC perspective, given some discussions I've heard people having, that those numbers may change over time. There may be additional ACs who have particular areas of expertise to contribute to ICANN's processes. I think what's important is that there is a relationship model that exists between the ACs and SOs that's developed over time.

That is that the various groups spend time, particularly at ICANN Meetings, meeting bilaterally to share information, to talk about what their work priorities are, and to basically help each other understand and manage the work that they're engaged in. So particularly at an ICANN Meeting you'll see on the schedule that there's the bilateral meeting of the ALAC and the ccNSO. On occasion, unfortunately not at this meeting, the ccNSO and the gNSO will get together and discuss areas of commonality. It might interest some of you who are more new to our universe that the ccNSO and gNSO used to be one organization, and many years ago they divided so that they could focus on particular areas that were important to their communities.

So the structure or the underlying foundation of ICANN is fairly stable, but it open to change and adjustment over time. It's something that in particular this is a very important meeting for you to be at in terms of being a newcomer and seeing how the community operates, particularly

in the areas of the IANA stewardship transition and the various Working Groups that are getting together on a cross-community basis with representatives from all these groups, to talk about the accountability of ICANN and how that stewardship transition can be managed in the most effective way.

I don't want anyone to be scared. Janice only gave me 30 minutes. I've got two pictures up that are general diagrams, to give you a sense that the work of the SOs is very structured. There's a process for formally developing a policy at ICANN. The examples I have up are the ccNSO and the gNSO. The ccNSO looks like a smartphone and the snake or the Z is the gNSO. What's important as a takeaway, from your perspective, is that these are very formal processes and if you wanted to look at the bylaws you could read the two or three pages that are very specific in terms of what the expectations are for these two communities in terms of engaging in policy development.

In particular, if you're a member of the ccNSO community or gNSO community, it's something useful to familiarize yourself with. Don't look at it in terms of taking a test, but look at it just to get a sense of how it's structured, how the work goes. That really helps to put some of the discussions you'll see this week into some context. If it's a Working Group getting together then you appreciate that the discussion is somewhere in the middle of the process. If it's a Drafting Team then it's likely to be earlier in the process. If it's an issue being discussed at the Council level then it's likely at any point in that process, because the Councils are responsible for overseeing the work, for chartering the various Working Groups within their SOs and generally managing what goes on.

Two important things that I wanted to point out though, that are areas of commonality in the work of ICANN. One is the reporting mechanism, and that is that the way that policy is developed is essentially through writing, so a lot of the work that's done, a lot of the debates that take place, are over language. They're over how do you describe a particular concern, how do you express that in a productive way, and how do you agree on a set of language that ultimately provides a decisions. So reporting is an important element of all the work.

The other is something I touched on earlier, and that is public comments - the opportunity not only for members of a particular community to participate and discuss what's going on, but also to give the rest of the community the opportunity to comment, to react, to evaluate to review, to essentially get a better understanding of what the particular issue is, what's being discussed, what's at stake. So those are the important elements of the general work. Now, there's not a lot of people that work in the policy development space, if you look at everyone who participates in ICANN.

If you imagine a series of circles the overall community probably sits, in terms of people who are interested in the work of ICANN, probably around 10,000 or 15,000 people around the world. Let's recognize that the DNS and the work that ICANN does is not something that if we walked out on the streets of Singapore somebody would really understand off the top of their head. The work that you do, the organizations that you are involved in, are highly specialized in a number of ways, and the work you do is very specific. That's true generally of the general work of ICANN. It can become very specific.



So out of those 15,000 people when you finally go down to the various levels of people who are interested just in observing what's going on in ICANN, those who jump in every once in a while for an issue, when you really drill down there's probably 500 to 1,000 people who regularly participate, who are really involved in some of the activities. Now, the important thing is that those individuals, in many respects, represent hundreds, thousands, or tens of thousands of people who are likely situated or who have an interest in the issue. So it's very important that there is this representative model, but by the same token it's not a case where we've got 10,000 people who come to an ICANN Meeting. We'll probably have 1,600 to 2,000 people at this one.

So it's not a huge number. Because ICANN is not an enormous organization we have a relatively small number of people who work with the various SOs and ACs to help them manage their work. The team that I'm on is about 27 people and depending upon the issues we'll have a couple of contractors or experts help us out on an issue because they have a certain expertise, but generally it's a relatively small group of maybe three or four people who work with each of the SOs and ACs. What we try to do, from an organizational standpoint, is make sure we're geographically diverse.

If you actually do the numbers, look at our nine countries, five time zones, you can always reach a Member of the Policy Team, I think our statistic is 18 out of 24 hours we generally have some coverage. But people are focused on particular areas of have a particular area of expertise, because they work with the ccNSO or the gNSO, and that can be very helpful in helping to make the processes work smoothly. Now, why do we do it? And what is the role that we play, as staff who support



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the work of you, the community? It's fairly straightforward and simple. Our job is to help, support and manage.

We help the community develop the work, sometimes as a drafter, sometimes as just making sure that the phone lines are set up so the members of the community can get together. We're responsible for making sure that all those documents are put up on the website. We help the community also understand what the rules are and help them manage the processes from a timing perspective. So essentially those are the major areas that we, as a team, are responsible for. In many respects it's somewhat odd when someone goes, "Oh, you're on the policy team, you must work really hard developing policy," and our answer is, "No. The Policy Team is the Policy Development Support Team.

The developers of the policies at ICANN are the members of the community who devote their time, expertise and passion to talking about these issues. The role we play is just to make sure that the trains run on time, and to make sure that the resources are in place to help your colleagues do the work."

Finally, because I think it's useful for you to get the overview, but we haven't talked about any specific policies or activities of ICANN, is to make sure that if you've not done already, that you subscribe to the monthly policy update. It's a publication that runs anywhere from 20 to 40 pages every month, where we break out, on an AC by SO basis, what's going on that month, what are some of the more recent activities, and some of those will be information about a specific process - a new report just came out, or a summary of comments is available -



and there's also information there about leadership changes, who's responsible for what organization, what are some of the plans, for example.

The policy update that came out last week talked about what the plans are for the communities at this meeting. It can be a very helpful resource, and we try to design it in a way where you don't have to read all 40 pages, but if you're interested in a particular community, on a particular issue, you can just focus on that particular area. I encourage you to, at the very least, subscribe to the service, get that on a monthly basis in your email, and take advantage of the fact that you're just learning a little more about ICANN and what's going on with particular issues. Janice, I think I'll wrap up with that.

Over the five, six years I've done this sometimes we have a lot of questions, and sometimes we have none, but I'm always here, or a Member of the Policy Team is here at the Meeting. So if you want to chat afterwards in the hall or drop me a card, more than happy to have a chat with you throughout the course of the week. Again, welcome. It's really good to see new faces. I hope many of you will come to many meetings and actually get involved in your communities in some of the policy development work. Thank you very much. Thanks.

JANICE DOUMA LANGE:

I want to open it up for questions, but just two things. One, I do see some of you writing madly, and I just want to remind you again that everything is recorded and transcribed, so you'll be able to pick it up within sometimes a week, sometimes two, off of the same schedule that you see on the website now. I know myself there are some key notes I

always want to put down, but I want to make sure no one's trying to get Rob's version of policy verbatim that you can really just focus on.

Two, Rob, tossing to you, one of the things that's hard for newcomers, and that Jia-Rong pointed out from a cultural aspect in Asia, is that it's very difficult to go up and open the conversation. When they're coming to the meeting on Constituency Day, on Tuesday, maybe making your Policy Team away - I know they're very busy - but maybe the folks can ask if there are newcomers in the room and let them maybe come up to meet some of the folks and maybe get a chance to make up a buddy system?

ROB HOGARTH:

That's an excellent idea. Janice is right - and I guess this is a theme you've heard throughout the day, and will continue - that depending on how comfortable you are, sometimes it can be challenging or intimidating to go into some of these rooms. I will assure you that the individuals that are sitting at those tables and in those chairs are delighted that you're coming to the room. Some of it is because they are just welcoming people. The other is they see the potential for somebody to do more work. So it's a case where I think very sincerely people are interested.

Some of the topics that you'll hear discussed this week, one of the most popular that we hear quite popular is "burn out". That's a term or concept that basically describes people working too hard or for too long. One of the areas of tremendous interest on the part of the community overall is continuously reaching out, bringing new participants, members of the community together, and sharing the load, sharing the work. All



of you, everyone in this room, has a particular area of expertise, or perspective, or a working methodology, that can contribute to a Working Group, to a Drafting Team.

My recommendation is don't jump in right away with two feet, but spend this week observing, going in, having some introductions, sharing your business card, getting others' business cards, and begin to develop some of these relationships. I imagine that a number of you probably have participated in a Working Group or sat in on a call. I'm not suggesting that you're complete rookies to the ICANN process. You're newcomers because you're new to an ICANN Meeting. That doesn't mean that you already don't have some expertise or that you've corresponded to someone already within the ICANN community.

So take advantage of those opportunities as well, to make some new connections but also maybe to reinforce some old ones. Thanks again Janice for helping to reinforce that welcoming concept.

KATHERINE WAGAMA:

Thank you very much. Good afternoon everyone, once again. My name is Katherine. I'm a Fellow from Uganda. I have one question: does ICANN have a compliance section? Or if someone is in violation of a policy, how do you deal with that? Thanks.

ROB HOGARTH:

thank you. I'm sure, if you haven't already, you've had folks from the Compliance Team that may... Right, next, but I think the important component there is - if I can take your question, spin it and throw it out into something broader - is that the concept is that yes, once a policy is



developed or once a practice is put into place, it's very important that it be effective, that it work, that it ultimately do what it was intended to accomplish. The compliance function at ICANN is a very important aspect of that work.

We have a team that has grown, particularly over the last several years, and it has become geographically distributed, so if there are people in various regions who have compliance responsibilities, who are there to enforce some of those policies. It is very important, from a policy development perspective, if you look at a continuum, our job, our team, is to make sure that the policy's developed, that it gets to the Board and is approved. Then you have the implementation of that policy that goes on until that policy is changed or disappears.

So I appreciate you mentioning that, because ultimately policy work at ICANN goes from the very beginning of an idea all the way to the complete and effective implementation, and then ongoing making sure that it's still working. So thank you.

JANICE DOUMA LANGE:

We're going to take this last question, because we do have a time thing unfortunately, but as Rob said, he and his staff are here all week. So we'll end up with this last question and then go onto IANA.

SPENCER THOMAS:

Thank you very much. A question on the decision making process at the Board level. Spencer Thomas from Grenada. In case of when you have controversies and so on, how do you make decisions at the Board level? How do you handle that?

ROB HOGARTH:

Thank you. That's a very good question because it talks about the relationship with the Board and the community. I just recognized by seventh year at ICANN, and in the seven years that I've been here I've never seen a policy recommendation come to the Board where the Board outright rejects it. I think one of the aspects that's so critical to those four principles that I shared with you earlier is that the expectation is that a bottom-up, multistakeholder, open and transparent process, will produce results that the Board is almost compelled to accept. Now, they may have questions about a particular item or an aspect of the work that may go back and then say, "You need to develop this more," or, "Community, we don't really understand what your recommendation here is, we'll give you time to correct it."

But I think the concept, at least in terms of the relationship between the community and the Board is one where all the Boards that have been in place since I've been in ICANN - and people change and rotate, so they're different groups - the overriding perspective is to pay tremendous deference to the work of the community and recognize that and accept that. Now, there's an aspect of your question that touches on what happens at the Board level, if there are difficulties. Again, from my perspective and what I've seen - I don't do Board support - but in terms of the decisions that the Board makes, they have very collegial discussions internally.

Do people disagree from time to time? Yes, but it's that famous concept to disagree without being disagreeable, the concept that the ethos of the organization is such that if you have difficulty or if something's not

working through, people are willing to take the time to work through that, to discuss it, so you don't end up with a 10/10 vote or something, where there's a deadlock. There are provisions to handle something like that, but I don't recall it every being exercised. I hope that's helpful.

JANICE DOUMA LANGE: Thank you very much Rob, and thank you for your time. If I can invite Elise, Theresa and Hilary?

ELISE GERICH: My name's Elise Gerich and I'm the Vice President of IANA and Technical Services at ICANN. First of all, I'd like to know if anybody has ever heard of the word IANA. Does anyone know what it stands for? Can you translate what IANA is, anybody? It means Internet Assigned Numbers Authority. The IANA has existed for a long, long time. It was one of the roles that was established in the early days of the Internet, in the '80s, not even in 1998, but it pre-dates the establishment of ICANN. At one time there was one gentleman that was known as the IANA. You may have heard his name - Jon Postel

He was the first IANA, and there have been a few of us since then. Anyway, when ICANN was established it was really established because there was the need for the stewardship of the IANA functions. Those are the things that the IANA is responsible for. As you heard in the name, the Internet Assigned Numbers Authority, one of the things the IANA is responsible for is the allocation of Internet addresses, numbers, IPv4, IPv6 and autonomous system numbers, to the RIRs who then allocate it to people who use them in their networks.



It's also responsible for putting entries into the root zone of the DNS, so that's names, and the kinds of names that we're responsible for maintaining information about include the TLDs. Does everyone know what a TLD is? They're things like .com, .net, .us, .sg, things like that. They're at the top. They're not the ones that you and I would register and get, like if I were to register elise.com. It's just the top level. Then the other thing we're responsible for that most people don't know about, as well, are the protocol parameters. They are the Internet standards that were developed by the IETF - the Internet Engineering Task Force.

The IETF has thousands of registries that register the protocol parameters, the port numbers, and all the things that computers need to talk to each other. Those are the three primary things that the IANA functions take care of within ICANN. That was one of the reasons that ICANN was established back in 1998, to provide a home for these functions, and ICANN is the steward for those things, and the department that does that is purely operational, and that's the department I run. We receive requests from the names community, the numbers community, and the protocol parameters community, to maintain these lists of registries - the lists of who got which block of IP address, who is the manager of a TLD, and what the protocol parameters are themselves.

The important part of this slide is when ICANN was created there was a transfer of responsibility from the United States Department of Defense to the United States Department of Commerce to provide an umbrella supporting organization for this brand new company called ICANN. Because ICANN hadn't existed. No one really knew what it would be.

they were worried about trusting it with the crown jewels, the IANA functions, and so the Department of Commerce said, “Okay, since this is no longer an Internet experiment under the US Department of Defense, we’ll set up this umbrella contract to give everyone a sense of comfort that the IANA functions would continue to be operated in a fair and neutral manner for everybody in the world.”

So this contract has existed between ICANN and the US Government for many years. There was a bid to renew the contract in 2012. ICANN won the bid at that point in time, which is why I’m still employed and can be the IANA person standing up here talking to you. The US Government Department of Commerce announced last winter that they were considering stepping away from having a contract with ICANN for the IANA functions. That doesn’t mean they were planning to give a contract to someone else. What they were saying is that since 1998 the ICANN organization has proven itself to become a multistakeholder organization that serves the global needs for the Internet support of the IANA functions.

So they were now thinking that ICANN is no longer in its baby-hood, that they’ve become more mature, and that they don’t need to have the US Government as an oversight or steward of this function. You’ll probably be hearing a lot about that during the week. There are many sessions that are talking about this historic moment, but the IANA functions continues to operate and do the same things it always did, and that’s what my department does. On Wednesday we’re going to have a session about the IANA functions themselves.

We call it “Who? What? Why?” and the reason we call our session that is because it really focuses on what it is that we actually do. A lot of people don’t really understand that the IANA functions is a purely operational role and that we process requests or how many requests we process, what it means to process a names, numbers or protocol parameters request, and so on Wednesday, if you have time, I hope you’ll stop in and meet my colleague. That’s Kim Davies, who will also be here, and together we’ll be giving a presentation on “Who? What? Why?” on the IANA functions. Thank you very much. Janice, should I ask if there are questions? Does anyone have a question? Okay. This gentleman over here?

UNKNOWN SPEAKER:

I think next September, 2015, the transmission proposal should be submitted to ICANN and then to NTIA. What will happen if NTIA is not convinced by those proposals? Will they extend it? Or what are they going to do?

ELISE GERICH:

I feel like this is a trick question. I really don’t know what the NTIA is going to do, and I do know that Larry Strickling, who is Assistant Director of the Department of Commerce is here during this meeting, as are a couple of his lieutenants from the Department of Commerce, and they’ll be participating in some sessions. I think that’s the appropriate time for you to potentially raise your question. Sorry, I don’t know. I don’t have a crystal ball.

**LAWRENCE:** My name is Lawrence, a first-time Fellow from Nigeria. The decision of the United States connotes that they might stop funding. I believe that the core operation itself, ICANN, which ICANN has been doing over the last couple of years won't be a problem, but will this mean that the difference in the funding will be passed onto the end users at the end of the day? Or what is the plan to continue to fund the program?

**ELISE GERICH:** I didn't mention this, but it's a clarification. Maybe I assumed everyone knew. The contract that the Department of Commerce has with ICANN to administer the IANA functions is a zero dollar contract. The Department of Commerce in the US Government pays nothing to ICANN in order for us to provide this service. That doesn't mean I don't get a paycheck and that the Department doesn't get a paycheck, but the funding is through the community and the various organizations, and that has been set up over many years, so it's a non-profit that has a different funding source than the contract with the US Government.

**JANICE DOUMA LANGE:** Okay. From a timing perspective I do have to ask we wrap it up on this one and then bring the rest of the questions to the Wednesday session.

**JAPP:** This is [Japp] from China. I do have a question about the IANA function. What's the relation between the IANA transition and enhancing ICANN's accountability?



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ELISE GERICH: I wish I could help you all more with the IANA transition, and I think Hilary next is going to address the transition. The IANA Department itself is an operational organization. The policies are set by the SOs and the various IETF Working Groups and the transition is all in the policy realm, so the operational things I can answer, and Hillary can maybe address some of your questions. Thanks. I appreciate the time. Come and see us on Wednesday.

HILLARY JETT: Absolutely. My name is Hillary Jett and I'm a Communications Coordinator and I specifically work on the IANA stewardship transition, but today we're lucky enough to have Theresa Swineheart here, who's going to walk through the transition and give you guys an overview. After that I'm going to walk through the website and show you guys how to get involved.

THERESA SWINEHEART: Thanks so much. Welcome everybody. It's great to see so many newcomers come to the ICANN Meetings. It's a really important aspect of the organization. A quick overview of where we are with what we're calling the IANA stewardship transition. For those who haven't been following this as closely, one of the dialogues in the Internet governance space has been the question around ICANN's contract with the US administration in relation to the functions that Elise has just described. That aspect and that dimension was one of the reasons that ICANN had been formed - to help handle the IANA functions and house that, and also separately to be dealing with some of the policy issues around the naming space in particular, but also the IP addressing space.



On the 14<sup>th</sup> of March last year the US administration announced its intention to transition what's called its stewardship role in the context of the IANA functions to the multistakeholder community. What it requested was that ICANN facilitate a process to bring together the communities in order to identify what they felt needed to be replaced in the context of the Department of Commerce NTIA role in the context of the IANA functions, over to the multistakeholder community itself. This is a very historical moment, not only because of the long-standing dialogues throughout ICANN's history but also in the context of the broader Internet governance discussions - if anybody had followed the World Summit on Information and Society, it's also a topic that had come up there.

While these are operational functions, obviously there are some political and policy development issues around that too. With that, NTIA did not just say, "We're just going to hand this over once you come with a proposal," they actually placed some very strong criteria around the proposal itself. The four principles and then one overarching principle were really around a proposal coming from the operational communities, namely the naming community, the IP community and the protocol community, had to support and enhance the multistakeholder model. So their commitment to transition was one of a demonstration to strengthen and enhance the multistakeholder model around Internet policy.

It needed to maintain the stability, security and resiliency of the Internet DNS, so it continues to be vibrant as it is to-date. It needs to meet the needs and expectations of the global customers and partners of the IANA services - so namely those entities that have the direct operational



relationship with the IANA function that Elise described before. It needed to maintain the openness of the Internet. That is the proposal could not, in any way, oppose a challenge to retaining an open Internet available to everybody.

Most important, an overarching factor was that they specified that they will not accept a proposal that either replaces NTIA's role with a government-led initiative, or with an intergovernmental organization. This truly needs to stay in the multistakeholder system. So with this announcement, there was really the opportunity for two things. One was looking at the transition of NTIA's stewardship role in the context of the IANA functions themselves, so that is that side of the chart, and we'll drill down into that in a second. Another topic that came up was how is ICANN going to be accountable, given that it has a changing historical relationship with the US?

Is there anything around ICANN's accountability to the global Internet community and to the broader community it serves around strengthening its own accountability? So we established a separate process in order to specifically look at that. We launched what was called a multistakeholder process close to a year ago. We were here in Singapore, where we launched the process to discuss what kind of process should be put into place with community input for pulling together a proposal to meet the criteria set out by NTIA. We got an enormous community response and participation, and with that was the formation of what's called the IANA Coordination Group, to pull together these proposals.



Again, the establishment of a Coordination Group. It has representation from 13 different communities, 30 representatives on it. We serve as the facilitator for that process. We financially support the process, we serve if and when they need any secretariat or staff support towards that. They have their own secretariat, but if there are requests around anything there, we serve to facilitate that. The main tasks of this Coordination Group are very much focused on serving as a Liaison to the different interested stakeholder groups, taking the outputs from the different operational communities, namely the protocol parameter community of the IETF, the IP addressing community under the RIRs, and the naming community under the DNS - being the generic naming space and the country code top level space.

They need to assemble this proposal into a complete proposal, and information sharing for public use. Now, an important aspect of all this is that all of the work and activity is transparent. Anybody can participate, anybody can read the email archives and be up-to-date in any of the information, regardless of when you start engaging in the process or what your specific interests are. Here is a little bit of a deeper dive into what was originally on the left hand side. You'll see that the proposals coming in from the different operational communities are done in consultation with their respective communities, and those are then brought to the IANA Coordination Group to be pulled together.

They met here on Friday and Saturday, a few days ago. Now, on this right now the IANA Coordination Group has already received the proposal from the protocol parameters group. They've also received the proposal from the IP addressing community, and they're still awaiting the proposal from the naming community. As you can probably imagine,

with many ccTLDs around the world and the generic top level domain space, identifying what operational aspects are needed in relation to the IANA function specifically are an important topic of discussion, and reaching a proposal that is agreeable to everybody. With that, that is the timing we're at.

On ICANN accountability, ICANN has a huge amount of accountability mechanism already in place. Whether it's in our bylaw provisions, our codes of conduct or our Affirmation of Commitments and reviews, it has a very wide range of accountability mechanisms in place. That doesn't mean it's not good to always look at if anything can be improved, especially in light of a changing historical relationship with the US. There's a perception that the US may have played a backstop role with regards to ICANN, broader than specifically in the context of the IANA contract. So this is an important area to look at.

With that we launched a process to establish a process - again, with community input - to establish what's called a Cross Community Working Group. That means representation from all stakeholder communities within the ICANN structure; the SOs and the ACs. The scope of the work is divided into two work streams. The first work stream is really focused on the immediate needs around accountability and the changing relationship with the US. The second work stream is around issues that the community may identify that it wishes to address at some point in time, but are not specifically related to the changing relationship.

We wanted to make sure that as these discussions around accountability were occurring, there was clarity that there would always be the

opportunity to be discussing accountability, but given the transition and given the opportunity to complete the transition for the international community and the multistakeholder community, there should be two work streams - one focused on what has to be done immediately, and what can wait. The identification of external advisors - experts who have experience in a wide range of best practices in other sectors, that may be very helpful with contributing to the discussions, contributing new ideas and experience around governance that may be helpful - were identified, and the Board has an official Liaison role to that Working Group itself.

Again, it's a very active group. It's open to participation to everybody. It's going to have several meetings here and I'd encourage everybody to sit in on the meetings and engage and participate, especially as newcomers. You bring new ideas and you bring new experiences and experiences that may not have been discussed yet. So I think it's very important to engage, to participate, to listen. If you have any questions, look around and find any of us, or anything like that. This is a tiny slide, because we have a lot of activities at the ICANN session.

Come tonight at 5:30 pm. There's going to be a setting of the scene, overall, of all the transition-related discussions. You'll hear from the respective chairs of the Working Group, you'll hear from myself very briefly, and others, and it's an opportunity to learn more about this. Then there's some sessions on Monday around the accountability sessions, the work of the ICG. They'll be doing a presentation of the operational community work and the accountability process. Again, if you have any questions, Hillary will also tell you more about how to participate. I hope this is helpful.

HILLARY JETT:

Questions now or after we learn how to participate? I'm going to walk you through how to get information on the processes on the website. As you guys are hopefully all aware, this is the main page of the ICANN website. As you can see, up here in the top right hand corner, there's a button that says, "IANA stewardship and accountability" and that's where you're going to be able to find all of the recent developments, links to the microsites for the various processes, and any open public comments that are on, that are currently open.

This is what the main page looks like right now. It looks a little bit different because we have the schedule for ICANN 52 up, but as you can see it's an introductory page, and if you scroll down you're going to see there are two columns - one for the IANA stewardship transition and one for the enhancing ICANN accountability track. From here you'll be able to access the IANA stewardship microsite, which holds all of the information for the IANA Stewardship Transition Coordination Group. On the left hand side you'll find the Wiki, which has all of the information going on for the enhancing ICANN accountability track.

If you keep scrolling down you'll find recent developments for both processes. At the bottom of the page there's a section for open public comments. This is the place where you'll be able to insert your opinions into the various parts of the transition. Currently right now the ICG was inviting community comments on whether or not you had any problems with the way that the protocol parameters community or the numbering community held their processes.

First, let's go into the IANA stewardship microsite. This is what the main page of the microsite looks like. From here you'll have a similar view - overview, recent developments, upcoming meetings, and then we have an overview of the current status of the proposal development for the various operational communities of the IANA functions. As Theresa was able to discuss the numbering community, the IP addresses, and the protocol parameters community, which is the IETF, have already been able to submit their proposals, and the naming community is still hard at work to develop that.

I'm going to walk through a couple of the pages on the side here. The first one is a list of the Coordination Group Members. From here you can see the names and the communities that the members come from, as well as the processes that were developed to invite these people to join the ICG. The next page is called "Meet the IANA Stewardship Transition Coordination Group". Here you'll be able to find biographies, head shots, and video interviews from many of the Members of the ICG. If you want to get involved and learn who is representing you and your community, I'd definitely recommend taking a look at this page.

Next is the documents that have been released by the ICG. These will include timelines, processes, documents for decision making, and all of them are going to be translated, if they haven't already, into the five UN languages, plus Portuguese. Next is the archives page. From here you can find transcripts, agendas, minutes, and photos from all of the meetings that have happened for the ICG. If you're just now introducing yourself to the process, you can go through here and see how everything has developed since July when the ICG formed.

Next is the activities page. This has a lot of the information for the calls for input that the ICG has released since it began in July. It has links to their public archives for their mailing list, and various other resources that you may find helpful for learning to get involved in the process. Next I'm going to try to go through the top bar really quickly. This page is similar to the others we discussed before. It discusses how to find information on the Members of the ICG. Currently we also have a discussion forum, so if you're not as comfortable with getting involved in mailing lists or other kinds of discussion, we have this board as well, that the ICG Members will take a look at to gather your comments.

We have a transition resources page. This has a lot of the resources in terms of the announcement by NTIA, FAQs on the transition, videos, infographics, and things like that, as well as some larger reports that have taken place in the past year about the transition. Here is the community discussions tab. From here you can find access to the naming community, protocol parameters community, and the RIRs IP addressing community in how to get involved in their processes. Lastly is the events calendar. Here you can find any upcoming events that are taking place all around the world about the IANA stewardship transition or enhancing ICANN accountability tracks.

Quickly I'm going to go through the Wiki as well. This is the Wiki for the enhancing ICANN accountability track. This is the main page, so from here you can see what all of the recent developments are for the process, as well as some very important information that stays up there all the time: how to get involved, do you want to be an observer of the process, do you want to become a participant of the process - it has all of the directions for you to do that. Currently right now there are 166



people in the CCWG. Of them there are 25 members who represent the SO and ACs that have chartered the group, as well as 141 participants.

So these are members of the community who are actively involved in the discussions day-to-day, as well as 40 mailing list observers - so these members follow the mailing list but do not necessarily involve themselves in the meetings. Along the side here is the meetings tab. From here you can find resources from all of the meetings that have taken place for the CCWG. Just to go through what one of these meetings would look like, there's a list of attendees, recordings, and notes from all of the sessions.

Lastly is the Working Group area for the CCWG. As I'm sure you're all probably aware, accountability is a very large realm of information, so the Working Group decided to break down into sub-groups, and from here you can access all of the discussions going on within each of the sub-groups. From here, let's go ahead and take some questions.

JANICE DOUMA LANGE: We are going to stay with two questions because we need to get to the next group. We're already a bit behind.

AHMED AZA: [Ahmed Aza] from Sudan. I know ICANN is a contractor of IANA on behalf of NTIA, and I know also NTIA announced its intent to transfer the IANA function to a multistakeholder and not to the government or intergovernmental organization based on the four bidders. One of the four bidders is a multistakeholder, and we have seen this morning ICANN is a very big multistakeholder. It's made up of 23 organizations or

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bodies like that. Do you think NTIA will transfer the IANA functions to ICANN by the end of this process?

THERESA SWINEHEART: The indications from the community in the proposals are very strong satisfaction, with the performance that ICANN has provided in the context of the IANA function. So that would be our anticipation, yes. It is a multistakeholder community, it is a broad multistakeholder structure, and the indications are that this is where it should be housed. Thank you.

MCHAZ OLO: [Mchaz Olo] from Kenya. Thank you for the presentation. What I've seen you presenting is that some of the comments coming from a few stakeholders - is it 166? - is it a good representation of the users worldwide? Why can't you - ICANN or IANA - involve a number of stakeholders in the processes?

THERESA SWINEHEART: One area of work for participants who are participating, while it may say there's 166 on a list or there's 40 members who are helping to bridge the consensus, the responsibility of each of the representations in the community is of course also to be engaging to their wider communities, in consulting and having dialogue with that. So I think that's an important element around the roles and responsibilities of the participants in the process to ensure they're also engaging. Yes, sir? Maybe I'm not answering your question.

MCHAZ OLO: Thank you for the answer. My concern is how do you ensure that representatives actually engage the stakeholders on the ground?

THERESA SWINEHEART: That's actually something that's important for the community members themselves to ensure. From a staff standpoint we can enable the process so everybody can engage, but if you feel that your representation or the participants who are engaging who are close to your community or region are not reaching out to you, that's also something to raise with them directly. Because part of a multistakeholder community process is that one has a responsibility to your own stakeholder communities when you're serving in a multistakeholder role. How can we check that from a staffing standpoint?

Obviously all the materials need to go out for public consultation. We try to make sure they're translated and that interpretation is provided as much as possible, and that during the comment period for public consultation with the communications team and everybody else, that the information gets pushed out through all the networks so it's available and so hopefully that also provides feedback, in case people feel that they didn't have views represented. But a lot of it is also just cross-checking with your colleagues and counterparts who play a role in the participation of many of these groups, to ensure they are consulting with you.



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JANICE DOUMA LANGE: Thank you both, Hillary and Theresa for your time. This slide deck is downloadable. Go into the Singapore schedule, Newcomer Session, go into the session details to the bottom. You'll find the entire slide set there with no font issues, and you'll be able to see the schedule page where all the sessions regarding the transition are highlighted, to help you through your week. Also stop at the ICANN Booth and we'll help direct you to the correct sessions for this all week as well. Thank you both very much. Thank you. We'll bring our team up from the Global Domains Division, who've been patiently waiting in the wings.

HOWARD LEE: This is Howard Lee. I'm on the Registrants Services Team in APAC, so a Member of the GDD Team - we call it the Global Domains Division. I'll ask you guys to raise both your hands, like this. Okay. We're back online. We've been hearing a lot in the morning and in the afternoon we'll hear a lot on policy development and bottom-up. What do they have to do with us? As Robert mentioned, after the policy has been developed, it has to be implemented. Someone has to go and put it into place to make it work. That's our job, the GDD's job. Our main task here will be implementing the ICANN policies through contracts, through consensus policies.

Some are not written in a contract but in consensus policies, and through services - like UDRP services, zone file access, or the data escrow services, all those things. Our aim is to provide a stable and secure Internet domain name system, and while it maintains competitive, for the benefit of registrants and users. We sometimes joke that we help to keep the Internet from breaking down. We keep it

in place. This is a quite simple graphic that shows other relationships within the community. We have the Policy Team supporting policy development, and the policy's in place.

If you hand it over to us to say, "Okay, GDD Team, go implement it," we'll keep interacting with the community and work closely with our GSE Team here and put in place the whole implementation detail requirements. On that we also interact with the community, getting their feedback, even in the implementation process. Here's where you're at: sitting right in front of the computer. You're trying to access a website called hello.world. Before you can actually type in that domain name it has to be registered by someone, and we call that person or entity who registers that domain name the registrant. The registrant will put the domain name into the DNS so he can resolve what he needs to do. He needs to find a registry operator for .world, the TLD.

But when he finds that registry they say, "Sorry, I don't deal directly with the registrants. You'll have to go through my sub-channel, which we call the registrars." Now you find the registrar, you hand over your money and you write down your information. Okay, your domain name's there. The registrant will put in some new application to the registry through what we call the Shared Registration System. I love the acronyms. You don't have to remember all these. Once it's there you have the domain name. But in some cases, for better or local services, we have resellers in-between you and the registrar, and in that case you give your money to the reseller and then the reseller pays the registrar, and then it goes all the way up through the chain.



After that, if someone wants to find out who actually registered that domain name they will use that system called the registration data distribution service. It's called WHOIS. I think that's quite simple. It tells you who is who; who is the registrant of that domain name, so I like the WHOIS name better. With that, to ensure your services not breaking down, or in the case of a registry or registrar failing sometimes, then we ask them to escrow that user data to centralize the data escrow provider. At the end we try to make the domain name resolution process more secure, and then we implement something called DNSSEC to try to prevent eavesdropping or domain name hijacking in the process of a domain name resolution.

I don't want to go into too much detail of that. Now here we are, in ICANN, so we design all the policy, how it runs. Once we do it, we'll secure it through the contracts and consensus policies. The first thing we'll delegate, we're running a New gTLD Program, which is my colleague Fabian will give more information on later. We delegate a TLD like .com or .world to the registry operator through the Registry Agreement, and then we accredit the registrars so they can sell. We accredit them through the RAA - the Registrar Accreditation Agreement.

However, before a registrar can sell a specific TLD they have to sign the RRA - the Registry Registrar Agreement - with the registry, so that they can sell a specific TLD. Then once they're ready they can sell the domain name to the registrant and in the case they have resellers, they sell through the sub-channels, then they'll need a Reseller Agreement with the reseller, and the reseller will need to sign the same Registration Agreement with the registrant too. That's contracting and policy.

It comes into this then, that we call services. For example, one of the services we provide is the UDRP - the Uniform Dispute Resolution Policy - which is a simple and cheaper way to get the domain back or get a domain cancelled. You've seen domains that say cocacolasucks.com. No, you cannot do that. So the trademark holder, like Coca Cola, they can file a complaint to get rid of that domain name. So in the implementation we will say, "We have to develop the requirements and send out the RFPs." They're the requests for proposal, which ask the provider [unclear 01:29:57] proposal, how you're going to provide services. We will match their proposal against our requirements. If they do, okay, we have them selected and have them manage the service.

So in this case, if the trademark holder, say Coca Cola, they cannot have a private settlement with the registrant. They're just fighting each other, no settlements. Then they can file a complaint to the service provider. Currently we have about five or six service providers, including WIPOs and Asian domain name resolution centers. They're all on our website. They can file a complaint to them and the service provider, once they receive the complaint, they look through whether it's legitimate, and if it's not legitimate then nothing happens. They will reject that complaint and nothing happens.

But if they find the complaint's legitimate then they'll go through all of the process and make a decision - either the domain name should be cancelled; deleted, or the domain name should change owner and be transferred to the complainant. It's a quite long and detailed process. Once they've made a decision they can inform the registry and the registrar to execute their action. Another service we provide will be the zone file access. There are lots of people that will be interested in the



zone file, to see what domain name has been registered and [unclear 01:31:56]. So for that, because we don't have any providers outside, we'll develop that system, and then we'll ask the registries to submit their zone file, publish it to the system daily, and then those persons can request access to it.

Once they request it and it's legitimate, then the registry operator will tell them, "Okay, you can have access to that data." These are the kinds of services we provide. We also have others like data escrow, like I said. There's a data escrow provider that can help us withhold the user information, so in the case of a registrar/registry fail we can still provide our services. Shall we do questions now, or are we handing over to Fabien?

JANICE DOUMA LANGE: Are there any questions right now?

MUHRID BATRAR: Hi. This is [Muhrid Batrar] from India. I have a question. I have heard about a term called EBERO - Emergency Back End Registry Operator. Can you please brief me about that?

HOWARD LEE: I think Fabien can answer that to you quite simply.

FABIEN BETREMIEUX: This is another example of a service. It's a combination of contract provisions and a service which allow, in the event of issues with the



critical service of TLD - let's say the DNS doesn't operate for more than four hours - then this EBERO mechanism would kick in, which would lead to the operations of the TLD to be transferred to an emergency back-end registry operator, so that the services can be re-established in order to protect all the users of that TLD. That's the mechanism.

JANICE DOUMA LANGE: Thank you. Let's take one more. I hate to be the time-keeper here but I do need to be.

TOLAM GODWIN: Hello. My name is [Tolam Godwin] for the .ke ccTLD registry. I just had one question. I don't know if it happens. We've seen where we have a registrant filing a complaint, maybe having a dispute between another registrant, like the Coca Cola example you've given. I'm just trying to see if a registrant has a complaint against a reseller or against a registrar, where the registrant can go? The other question - and it's not a question per se - but we were having a discussion over lunchtime about the UDRP. I think we had an example of a trademark, of a registered domain, and someone else had trademarked it.

Does the UDRP give the person who trademarked that domain... If I was the person who trademarked that domain... Or are there some things also that the UDRP considers?

HOWARD LEE: You actually have two questions, so let me answer your first question first. You were saying the registrant tries to have a say whether they



can use the UDRP to sue against the reseller or the registrar? In the case of gTLDs, the UDRP mechanism is more for the trademark holders to bring in a complaint to another registrant. So in the case of them having a problem with the resellers or registrars, they can actually submit a compliance form on our website. If the registrant thinks the reseller or registrar has violated any ICANN contracting obligations, or there are consensus policies, they can actually submit a compliance ticket to our compliance team, on the website, on the right hand side of the drop-down menu there. But if something more like a payment dispute or something like that, it would be better to go for some legal action to do it.

For your second question, it was whether the UDRP provider decides whether they should give the domain name back to the trademark holder, right? That's actually a decision of the UDRP provider panel. They have a panel there. Once you submit a case they will form a panel of either one person or three persons, and then they'll decide whether it's legitimate. There are about five criteria for them to say, "That's a bad registration." First you have to prove the person has the right to that trademark, and second you need to prove that the registrant doesn't have a right to the trademark, because trademarks are defined by geographic areas.

You have to provide they don't have the right for the trademark. Third, you have to prove that the registrant has registered that domain name to infringe or to hurt the interests of that trademark holder. So when all those requirements are fulfilled then the panel may decide, "In this case we should either cancel the name or transfer that domain name back to that trademark holder." We had an example before. We had

panda.com. Lots of people would register “panda” as their trademark in China or the US, and you cannot get that, because if I’m a trademark holder in Singapore for Panda, then you have the trademark for Panda in the US, you cannot win a UDRP dispute.

JANICE DOUMA LANGE: With that I’m going to hand over to Fabien to do a fast-track course in the second-half of GDD.

FABIEN BETREMIEUX: Now that we’ve explained how we implement the policy through contract and services, I just want to take a step back and very quickly show you, since you’ve seen how we develop policy, the process for implementing a policy. It starts with the PDP that you’ve seen, and its conclusion, which happens with the Board approval of the policy recommendations. Then we go through internally with a cross-functional team where it might be the registry services, like me, registrar services, like Howard. We also have our Compliance Team Members in the project team, and we’ll go through a typical classical project approach, which would be supported by an Implementation Recommendation Team.

That’s made up of volunteers that may have been involved in the PDP, with whom we work to make sure that the measures, the systems, the requirements that we design, are in-line with the intent of the policy recommendation. Once we’ve designed the systems or requirements or contracts, we’ll then phase into a deployment phase, which will then lead to the implemented policy being just a permanent policy that’s

either systems or provisions in contract. That's just to give you an idea of how that works. In terms of timeline, it can take some time. It really depends on the actual depth of the policy.

So I'm going to give you an example of a very important policy you've probably heard of, which is the New gTLD Program. We started from a background of a number of gTLDs that existed - the original eight gTLDs - and then a few other ones from the 2000 and 2004 rounds. We went through a PDP from 2005 to 2007 where the gNSO part of the policy development of ICANN, that you've heard of earlier today, over those two years of process, they defined the principle recommendation and implementation guidelines for new gTLDs.

We then moved on into the policy implementation with a design phase that lasted from 2008 to 2012, where throughout the years, with the involvement of the community, the New Applicant Guidebook was developed, which were all the rules for the new gTLD applications. Starting in 2012 we went into the deployment of that policy implementation with the evaluation of all the new gTLD applications and their subsequent delegation and launch of the TLDs. Just to give you an idea of what the New gTLD Program, and not only its magnitude but also its status, we've received over 1,900 applications, which represent over 1,300 TLDs which may eventually get delegated by 2017, which is the expectation of when we would have gone through all the process of delegating, evaluating, testing, and contracting all these applications.

What you see on the right is just to give you an idea, that those numbers are not the most current ones - they'll be given tomorrow in the new gTLD presentation. This is just to give you an idea of for each of the

main steps of the program how much work remains. You can see that we still have 68 per cent of the TLDs to delegate. From now that's the last line, up until mid-2017. Today we've just crossed the bar of 500 TLDs delegated, and you won't see it very much, but here there's a very important note to be made, which is that as of 23<sup>rd</sup> of January we had 40 IDN gTLDs delegated out of the 103 that were applied for.

This helps me transition into our last section of our presentation, where we want to talk a little about IDN TLDs. You may be aware of the existence of IDNs, because for an amount of time in some TLDs we could reserve and use IDN domain names. But what's fairly new over the last few years is the delegation of IDN TLDs. An IDN is an internationalized domain name, so it's a domain that's not in ASCII or Latin Script anymore, but in the script of many other languages, such as Arabic, Chinese, Cyrillic, et cetera. To-date there's been a number of IDN TLDs delegated. We've had a number of ccTLDs.

There were 45 applications to-date for IDN ccTLDs, of which 45 passed evaluation, and there must be 28 delegated, plus the 40 IDN gTLDs I mentioned earlier. It's still a work in progress. In particular, because of the complexity and variety of scripts, compared to the regional standard of how TLDs are created in the root zone, there is currently a very important initiative, which is the definition of what characters of each script can form an IDN TLD. There are complexities, because not all characters of all scripts can be part of the label of an IDN TLD.

What this really is is a call for you, if you're interested in sharing your knowledge of your script, of the script of your language or the different scripts that apply to your language, you can contribute to the work

that's ongoing. If you want to get in touch with the right people, you can use the IDN TLDs at ICANN.org to do that. I invite you to join the sessions that happen on Wednesday, on this particular subject, and I believe the time is after the IANA session that was mentioned. So if you're interested in this matter please email us and join us. That ends my presentation. Are there any questions?

**BABU:** Hello. I'm Babu from Nepal. Nepalese language and Hindi language of India, both languages are based on [unclear 01:49:21], so how can we manage this? Any suggestions on this?

**FABIEN BETREMIEUX:** I'm definitely not the expert to answer this type of question. What I'd suggest is you join the session where our IDN program manager will be, and he'll be able to provide a good discussion of the specifics of your language and what that means to the TLDs and the naming of the TLDs.

**JANICE DOUMA LANGE:** We'll take one more question, because as we're running behind... Were there multiple hands up or just one? Let's give it to Sahid, since we already had one from Tolam. Thank you.

**SAHID:** My name is Sahid. I'm from Afghanistan. Probably we'll talk about the processes of how to get the local domain names on Wednesday, but then again, could you briefly tell us about the financials of acquiring a local domain name? Do you prefer governments proposing these, or

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private organizations? Or how does this process work? Does it cost a lot of money?

FABIEN BETREMIEUX:

I'm not very well versed in the rules of that process. I believe you refer to the ccTLD IDN fast-track process, so I apologize for not being aware of all the specifics, and again, I'll have to refer you to our IDN program manager, who you can email and get all that info from. I think in terms of cost, the issue is the processing of the application and taking all the necessary precautions to make sure that the plan that is proposed and the originator of the plan of the proposal is in good standing, and with the right capability to run such a project. I think that the cost is linked to that effort, which has probably been said in a policy process with the involvement of the community.

Again, please refer to either this email address or to the session on IDNs on Wednesday, so that you'll get precise information in response to your question. Thank you.

JANICE DOUMA LANGE:

Thank you very much Howard, Fabien. Thank you so much. This is a lot of information to take in. We don't expect you to absorb it all, but it is important information about the operations of the GDD, the registries and the registrars. Along with their colleagues, these gentlemen are here all week, so if you come up with questions I'd be more than happy - Janice.lange@icann.org - to take those questions in. You can also use engagement@icann.org. It's still me, and I'd be more than happy to pass those questions along.

That email address is at the booth, so you don't have to memorize it, but if you start to think of some questions, once this has all sunk in, please avail yourself of me. John, Carlos, would you like to come and wrap this puppy in? John and Carlos are part of our Security, Stability and Resiliency Team, and Steve as well.

JOHN CRAIN:

Good afternoon everybody. Everybody still awake? Hands up everybody who's asleep. Yes, there's quite a few of you. It's been a long day. You've had to listen to a lot of people talk and a lot of slides. I promise you I will not do death by PowerPoint. I think we're going to stick to one slide. You don't have to read it. It's just so that we have something in the background. It's in the slide set and it's got pretty pictures and really small fonts.

My name is John Crain. I have a very long title. It's Chief something-with-security-stuff Officer. It's long. I run a team at ICANN that focuses on security, stability and resiliency, which are three terms you'll hear a lot in the ICANN world and in the Internet world in general. What we look at is something that we call the identifier systems. If you've been awake this morning and this afternoon you'll know what those are. They're domain names, they're IP addresses - things that we use to identify assets on the Internet. My team, we're a very large team. We're about five people, three of whom are here.

Carlos, stand up and wave. Do a little jig, dance! He's not a very good dancer. Steve Conte here is also in the team. He leads a lot of our training development. What we do as a group is we focus on anything that we think will help us identify threats to the system, and then to





mitigate those threats. There's a lot out there. Everybody talks these days about cybercrime. There's a lot of talk about things like intellectual property, all these kinds of things, and issues that are on the Internet that use the identifiers. What we're really looking for are issues that may actually have some kind of threat to that system. So if someone's got a website that has something apparently fraudulent on it or something like that, that's not the kind of thing we're looking at.

But for example we do look at things like botnets. Does everyone know what a botnet is? No? That's fine. A few of you do. Everyone knows what malware is, right? Viruses, things like that? One of the things they do is they install code on your machines, and when a bad person, say a criminal, has this code on your machine, that means they control your machine. What can they do with that machine? Anything that you can do with that machine. Chances are that you got so easily infected that they actually know a lot more about machines than you do, so they can do some pretty funky stuff with your machines.

Now, a botnet is just when you have multiple of these. Imagine that you're a bad guy and you control 20 million machines. There's a lot of bad stuff you can do with that. One of the things you can do with that is you can do denial of services tax against Internet infrastructure. That's probably not good for the stability of the Internet, and especially when botnets are doing things like using the DNS for their command and control mechanisms; for actually controlling those millions of names, and they are using tens of thousands of names on a daily basis that they try to register so they can control the systems. They're the kinds of things that interest us - how are bad guys actually affecting the identifier system?

Bad things also happen in the IP address realm. We talked about domain names, but we talk about identifiers. If you think about something like a hijacking of a network by pretending to use those IP addresses, you take those IP addresses that the network uses, this identifies machines on the Internet, and you pretend to be them, that's a bad thing. There was a case of a large content provider who was taken down because somebody announced - which is a technical term in routing - their IP addresses, and they said, "We are that network." What happens is everybody, instead of sending the packets or requests for videos to that large provider, they now send it to this new person.

So there are lots of ways that people out there abuse the system, and we're looking at things like that and seeing if there's things that we can do to help prevent that, or to disrupt that. There's a lot of what we call threat intelligence that we look at, and then there's operationally helping to combat those threats, and giving input into the whole ICANN ecosystem about, "Is there something we can do in the policy world to change this?" If you look at RAA 2013 there are a lot of clauses in that Agreement that came out of discussions with what we call the public safety community, which is law enforcement and security operational folks, around things we can change in policies so that we can affect the abuse of the identifier systems.

That's one arm of what we do. We're looking at the way people abuse and misuse the identifier systems and threats against those systems. The other thing that we do, which is focusing a lot on the stability and the resiliency of the system is we train people. We do I don't know how many trainings and outreaches per year. Steve knows. He's the guy who runs these systems, but it's more than 100. We're very busy out there,



training operators, working with registry operators, ISPs, working with law enforcement to make sure that they understand the system, other parts of the public safety community - so we have a big educational and outreach arm.

Of the five of us there's always somebody stuck in an airplane somewhere. Who enjoyed flying to Singapore? No, none of us like flying. We unfortunately have to do that for a living, and we operate globally. We have somebody like Carlos, who actually spends most of his time working in the Latin American region. We have a gentleman called Champika, with a long name I can't pronounce, who spends most of his time in the Asia Pacific region, and then we spend a lot of time in Europe and Middle East, Africa - you name it, we're busy there. So we're quite busy. Is there anything else I should tell these people we do, Steve?

I'm covering most of the area we work in. The main thing that we say that we do, as a group, is we build trust. Security on the Internet or dealing with security is all based around trust relationships. There are lots of discussion groups, mailing lists, that are vetted, and for trusted people where we get this threat intelligence and also where we can pass on education. So we're involved a lot in that, and the other thing that we do a lot is something called being a trusted introducer. One of the things we're known for doing is we tend to know everybody. Don't be surprised if we find out you're somewhere in the industry if we come talk to you and try and get to know you.

If somebody from an ISP in one country has a problem, and they're being affected by something that's happening at a registry or registrar, what



we find is often the biggest hurdle to fixing problems is communication. What we'll do is we'll try and get people on the phone together, or we'll enable email discussions, so that people know that there is some legitimacy behind these two organizations and they can actually talk to each other. So we spend a great deal of our time just introducing people. The Internet's all about communication, but in the end it's all about people. If you want to deal with security, stability and resiliency issues then it's all about the people - the people behind the networks.

The other little thing that we like to do, because in our hearts we're all a little bit geeky, is we do a lot of statistical analysis. We're looking at the things we see and we're trying to learn things from what's happening out there. There is a lot of data about how things are abused and misused on the Internet. A lot of that data actually relates to the identifier systems, so we're constantly looking at that. We're looking for patterns, trying to figure out what the next big thing is that will be used against the system. At the heart, that's what we do as a group. We look at the system, we look for abuse, we do threat intelligence, and we try and make the Internet a little bit safer.

We're a bit of an odd group inside ICANN. A lot of the people you've heard today talk about policy processes, operational processes, we really work for the community. We're very outward facing. If ICANN gets hacked - not that ICANN systems would ever get hacked - but if they did, it's not our fault. They will come to us and ask them to help them, but we're not those guys. We have a different group that deals with the services and the infrastructure of what ICANN does on a day-to-day basis. But we do look at the things on the outside - the registries, the

registrars, ISPs, what's happening in the law enforcement area, the public safety area. That's kind of what we do.

Now, I've rattled on for long enough, so I just want to hand over to questions, because this is your chance to beat us up.

STEVE CONTE:

Before you do that, we have a really good, global, diverse group here. Do you want to talk about how they can reach us? As John said, we are global. One of the ways that we work internally, very closely, is with our global stakeholder group. You met some of them this morning with the Team Asia, and we do a lot of outreach, as John said, but we try to figure out how we're going to reach out to people and where we can get the most bang for our buck for five people. Most of our work lately has been going through our Regional VPs, such as Kuek. If you'd like to explore some training... How many of you are here from business? ISPs? Academia?

Okay, so there are some good opportunities here. We do some training, we do some outreach efforts, and like the gentleman who's sitting here this morning, Naveed, we did a session with... He had an event going on and so we were able to get Rick Lamb, who's our DNSSEC expert, to remotely participate in his event. We're happy to do that kind of stuff. We love sharing information. It helps us to help you, and get more information out there. If you have any questions or want to reach out to us, or if you have something you'd like us to participate in, please reach out to your global VP. If you don't know who that is then come and talk to me and we'll make sure you have some face time with that VP.



JANICE DOUMA LANGE: It's another good use of the engagement@icann.org address. Just send an email to that and I can get you matched up on email with your Regional VP.

SPEAKER: One invitation I'd like to extend to everyone here is that in every ICANN Meeting we organize a Public Safety Workshop. We're going to have that public session tomorrow at 2:00 pm in the Morrison room. If you guys want to attend, it will be interesting. You'll get an overview of current matters that are of importance in the ICANN environment. All are cordially invited.

JOHN CRAIN: Do we have any questions?

YAU WIN: I'm [Yau Win] from China. Can I speak Chinese? I'll try English first. I'm a legal counselor from a registry, but our company had another business of ISP, but I don't know when we talk about ISPs in ICANN Meetings, it means ISP just only of technology, or any other service provider?

JOHN CRAIN: When we talk about ISPs in the ICANN world we're really only talking about them as a way to input into the process, and those ISPs are really in the term Internet service provider, so they can be content posters, they can be people who connect you to the Internet. When you talk



about the legal perspective of dealing with ICANN we only have contracts with you as a registry. Your ISP service, whether you're hosting for those names, is not connected to that. It's a separate thing. So ISP in the ICANN world really relates to people who would come into the ISP constituency in the gNSO, and they have definitions.

But it really is the guys who are connecting you to the Internet, and I believe they also have the content providers in there, the folks doing the hosting, but you'd have to go and look at the gNSO thing. But it's not related to your registry business. They're both businesses, of yours, but from an ICANN perspective your contracts, your agreements, are all about your registry services, not your ISP service. Does that partially answer it?

NEIL:

Hi, my name is [Neil] from .id. I have two short questions. one is how do you enforce the RAA? Do you do it annually or continuously? Secondly is there any accreditation agreement towards registries as well? Thank you.

JOHN CRAIN:

Okay, so the first one is neither of those is what our group does. The RAA is for the registrars. There is a compliance process. The compliance process is ongoing. A lot of it is complaint-driven, so if somebody complains then the registrar has an opportunity to remediate the situation or answer on the situation, and depending on what happens there it goes through the compliance process. The registries also go through a compliance process, but that's related to their contract. It's

just a different document, and there is a lot of things that's within the SLAs. Now, these are for the contracted parties.

So as a ccTLD you're not a contracted party with ICANN, but in Indonesia you may have government entities that you have to be in compliance with. But that falls outside what ICANN does. The cc's are a little bit different - the country codes - because they tend to fall under national jurisdictions and local governmental things and don't have direct contracts with ICANN. You can follow up.

NEIL: With regard to the policies, probably the ccTLDs have to follow the local jurisdictions, but with regard to technical issues, it has to follow what ICANN has set up, right?

JOHN CRAIN: Absolutely not. We have no contract with you. Our compliance mechanisms are our contracts and agreements. What you should do is follow best practices for your own business purposes, and our group can help you with that. If you're facing things that are causing you issues - for example if you're seeing a lot of abuse issues or you're having a lot of technical stability issues, or you want to do a new protocol and you're not quite sure how to implement it - feel free to either talk to the local representative, the VP, or come to us directly.

We're happy to help, because even though you're not contracted with ICANN, you're part of the ecosystem, and seeing you do a better job is good for the stability of the system. We work for you, so if you have



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issues don't worry about contracts, don't worry about the legalities of things. Come and talk to us and we'll see how we can help you.

JANICE DOUMA LANGE: We are going to wrap this up now because there's a session that starts at 4:00 pm, so we need to do a quick wrap-up of this day and get that started on time. Again, John, Steve, Carlos, are here all week. Certainly Carlos gave a great opportunity to find them again specifically at the Public Safety Session, but they are around. If you go to the ICANN Booth ask if you can be put in touch with one of the representatives from the Security, Stability and Resiliency Team and we'll make that happen.

JOHN CRAIN: I'm going to be around for the rest of the session so come and ask me any questions you want. These two also - we're here to work for you so just come and talk to us.

JANICE DOUMA LANGE: Thank you guys. I am going to go very quickly through this, probably five minutes, so that you all have time to stretch and hopefully stay for just the final session where you'll be standing up. I just wanted to make sure everyone was aware of where to find the updated schedule. While we were sitting here this afternoon I received two schedule changes, so you need to always be checking. The monitors are all around. Also use this link to the schedule, because changes do happen. Transcripts, recordings and presentations for all of the meetings are in that same schedule you're looking at today. It's archived.



You can also go and find any other meeting, back to the first meeting that was held here in Singapore, in the archives of the meetings calendar. Click on the session title, which in this case is the Newcomer Session. Go down to the bottom of that page and you'll find the current presentation. Within 1-2 weeks you'll find the transcript posted, recording posted, and, if applicable, Spanish and French translations, and what other languages were streamed, would be posted there as well. We have a great team. They try to do very quick turnaround between 1-3 weeks after the session. Everything will be posted there for evermore.

Just a couple of quick thoughts from a newcomer perspective. Everyone should be attending in this room. The wall will come down, and in Pedang, the Welcome Ceremony tomorrow, which are local dignitaries here with Fadi, giving the presidential message... I always tell everyone it's Steve Jobs reincarnated. He's a fantastic speaker and regardless of him being my boss I'd go and listen to him anyway. He presents a great message for what's happening during the week and a great incentive to stay. The ccNSO Tech Day is the ccNSO puts on a Tech Day with presentations. It's very technically oriented, I'll warn you, but it's a great session if that's where your mindset is.

The Latin America Caribbean space, LAC, if you're from that region that's where you'd go. You'd meet the VP, Rodriguez de la Parra. I'll be there as well. I'm supporting him. It's a great place to go and question him about regional strategies. The GDD were the gentlemen who were here, plus a whole other team. Once whatever they said has started to sink in, this might be a good pick up from there. Carlos's Public Safety Workshop. The High Interest Topic Session is specifically by our



community - the SOs and ACs - talking about what the hot topics are for the week; gTLD program, ICANN accountability.

I strongly recommend for a “boom!” end to your day tomorrow, to go to the DNSSEC for Everybody. It doesn’t matter if you're from technical, academic, civil society - it’s fantastic. They do a fantastic job to explain the DNSSEC. Constituency Day, again, we try to tell you to not be afraid and to jump in. Really, put your hand up, say you’re a newcomer, get the help, don’t go shopping, stick around. Come to the Booth and we’ll help you figure out a second or third plan if things start to fall apart. It’s a great day. I spend most of my day in the Board Sessions because on Tuesday every one of these community groups, be it the root server or the not-for-profit operational concerns, every one of them gets a chance to meet with the Board for 30 minutes

If you don’t know what else to do you can sit in one room, get a chance to see the Board in action, talking to all of the community groups, and it gets you a bit of a taste of what their take is on our hot topics. On Wednesday, Elise before referred to the “Who? What? Why?” for IANA - a great starter kit. If you’re not so sure about the transition it won’t be talking about that as much as talking about the functions of IANA, but it will give you a better base to understand what we do and what will be transitioned if it in fact is.

The Joint Meeting of the Board and the GAC can be fiery, and it can be sedate. It just depends on the topics. But again, to have the governments together, talking with the Board, is sometimes very engaging. The internationalized domain names, if that’s your bailiwick, is a great place to go. Contractual compliance... Theresa’s group on the

CCWG. Human rights - a lot of people have asked us in the past why ICANN doesn't address human rights. We're slowly walking with that process, but reflect back on the mandate of ICANN is the best answer I can give to you about why ICANN has not deliberately publicized in that.

We are security and stability of the Internet, bottom-up policy making, operations of the domain name system. That doesn't mean we don't need to care about this topic, but a lot of people have asked me about that and I always point them back to what the mission of ICANN is. If it relates to the mission of ICANN, it belongs in the ICANN arena. Enhanced engagement in Africa is another great way to get to your regional team. Pierre and Bob are here from the African team.

Thursday, our Wrap-Up Day. An update on ICANN planning and future strategies. I have up here the current, very quick summary of the approved Strategic Plan going forward for ICANN. I'll have this up here if anyone would like a copy. The Internet Governance Public Session, and in the afternoon Public Forum. The Public Forum is three times a year that you, as a community, can stand up to the mic and ask a question to the Board. There is a timer set for the questions. Topics are pre-selected. You have to speak within that topic. There is a time limit set for your question, normally two minutes. I always tell everyone, "Prepare first."

Use that tablet, laptop, phone, iPad. Make sure that you have your question, related to that posted topic, ready. Rehearse it a bit, make sure it's in that two minutes. You step up to the mic within the topic time. Your name, your affiliation or country, and ask your question, and the Board is there to answer it. So it's a great session, even if you don't

feel comfortable to step up to the mic. It's a great session to listen in. Then again, three times a year you can sit in on the Board Meeting, where they'll let you know the resolutions of what happened all week. Right after that we do have a party. Tomorrow morning, for the women - anyone; any women, the guys have got to figure out their own happy hour deal - but the women have a breakfast. It's in [Van Coulen], which is right behind the ICANN Booth.

Music night is my favorite night of the week here, because we all get to let loose, sing a little karaoke, little networking, have a lot of fun, and they do serve drinks. The wrap-up cocktails after the Public Forum and Board Meeting, and I strongly recommend that you take the time during the coffee breaks and in the hallways to network with each other, as newcomers, but just as importantly with the staff and the Board and the community. Use our Information Booth. Don't wander. I know men do not want to ask for directions. Go ahead and ask us at the Booth. We'll give you some direction, help you out a bit with the week and make it more effective.

Right next to us is ICANN Wiki Booth. If you go to the ICANN Wiki Booth - and they are not part of ICANN - but they do a caricature of you, which then you can put into your slide here, but it's a fun way to introduce yourself to the community. You've probably seen today we had our first daily newsletter. It comes out every day, tells you the hot topics of the day and a wrap-up of the day before. The schedule is no longer in paper form, but we are showing it on monitors. You can get it on your mobile phone. For acronyms we have something called a Quizlet for languages, in about nine different languages, that we translate the ICANN acronyms.

If you go to the ICANN Booth we have the Quizlet card and it's scannable, so you can upload the Quizlet acronym buster that way, or you can simply look up "Quizlet app" on your phone and download the app. Ideas about participating in ICANN - the Regional Stakeholder Engagement Team is your best way to start your engagement. You can always write to [engagement@icann.org](mailto:engagement@icann.org). We're happy to help you with any questions, give you any direction, or hook you up with any staff or community member.

The ICANN Learning Platform, ICANN Learn is a great way to take courses about ICANN, from beginner to courses on the community and the work that's being done. We're just going to debut a brand new website, so please do try to find ICANN Learn. The Fellowship Program, go to the Booth, my Fellows will tell you all about it. We have a regional map on our website that you can use to find out the ICANN engagements in your region. Also if you go to the Booth they'll show you how to sign up for My ICANN, where you can create personal feeds to your style. If you'd like to hear from ICANN every day, sign up for everyday feeds. If you'd like to hear from us once a week, telling us you what's happening over the ICANN week, we can do that for you too.

There are many ways to engage. You've heard so much today. I thank you all from the bottom of my heart. I don't know how you do it. I'm sitting here with you. I'm ready to go jump out of my seat. I thank you all so very much for your attention to the presenters, for everything you're taking in. Don't worry if some of it went like that. It did for me for about two years, and I've been here eight. But we're here to help. I think that message has come out loud and clear. We work for you, as Fadi said, and every presenter has reinforced. Make us work for you this



week. Come find us, come make us help you, direct you, give you information. Again, thank you. Have a great week.

Just stand up and stretch a little bit. What we're going to do is have our stand-up sector session. What this is is first of all to get you out of your seats. Secondly, it gives you a chance to talk to some of our ICANN staff and community members. I spoke a little bit earlier on it today. If you're from civil society you can come up here to the far right. If you are business, follow Chris. Chris is all about business. He's the VP for North America and for Global Business Engagement. If you'd like to speak about that to Chris and get some tips and Ricardo as well, go ahead over there.

Patrick and Steve are going to do security and take a look at the technical aspects of ICANN. Guys, do you want to head over towards the Booth? Our last is government. Nigel, are you here? I don't see Nigel, so we'll see if we can round him up and he'll go towards the back. Again, if you would like to talk about any of those, stand up and head over to your sections. Thank you to the interpreters. Thank you very much for the long day.

[END OF TRANSCRIPTION]