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BEIJING – Newcomer Track Session  
Sunday, April 07, 2013 – 10:00 to 17:00  
ICANN – Beijing, People’s Republic of China

JANICE DOUMA LANGE: Good morning. [chorus of good mornings]. Wow, that’s fantastic. Fantastic. So I just wanted to get everybody starting to be a little settled. I’d like to encourage everyone if they would like to move a little closer we are going to try to create this morning, and for this day a bit more of an intimate experience. We as newcomers need to get to know one another to help us through this crazy week that is ICANN.

So it’s best if you can look around and see someone whose face looks just as confused as yours, next to you, to engage in the session. So as we prepare to get started, please come on in and don’t be afraid to come in towards the front. We’ll be starting in just one minute. Okay, let’s go ahead and get started. This is Sunday April 7<sup>th</sup>, the first official unofficial day of the ICANN 46 meeting week.

My name is Janice Douma Lange. I am a Member of the ICANN Staff and I have been so for a little over six years. In some ways I still feel the pains of being a newcomer and it’s one of the reasons that I wanted to be engaged in this program was because I was in your shoes not so long ago and I know how it feels. This Newcomer Track of programs was designed for people like me six years ago in [Sen Yuan? 00:08:52] and for you here today in Beijing.

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*Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.*

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What we'd like is for the day, which is from 10:00 until 5:00, with breaks, with a lunch break, but what we'd like is for everyone to just get relaxed. This is a day of interaction. It is a day when you can feel like everyone around you is in the same position that you're in. It's a day to ask questions in a much more intimate setting before you're set loose into the big wide world of the ICANN meeting. So we'd like to just set the tone from the start. It's almost as if you can kick off your shoes and put your feet up on the coffee table and just talk with the folks that have come to your living room to spend some time with you. And that's what we'd like to have.

If anyone needs translation we do have that available in several languages so if that's easier than hearing my English, which I'll try to modulate and talk in a way that everyone can keep up, please avail yourself of the equipment that we have. And you will see it in all of our main meeting rooms. You will be able to pick up the headset to make the session more engaging and useful for you.

So what is this day? This day is about the whole newcomer experience. We started this newcomer set of sessions in San Francisco in 2011. And it was built on the strength of the Fellowship Program, which began in 2007 in that we engaged with some alumni of the program who had been able to get immersed in ICANN in a very fast-track week of programs themselves. So we said 'you know what it feels like to be new, you know what it feels like to take a lot of knowledge in in a week's time, so why don't you spend some time with the newcomers?'

We set up a lounge; an area in the San Francisco Hotel where the meeting was being held and encouraged the registration staff to send

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people who were new to the meeting up to the lounge and visit with someone who could give them some sense of direction for the week; some sense of what the meeting sessions were going to be about, and make them feel a little bit at home and that they weren't alone.

It then evolved into adding this Newcomer Track on Sundays, which is a way for you to meet some Members of the Community via their presentations and their talk with you, and most importantly it's a way for you to start the week knowing that you're not the only person who is new to this session. This day is about learning more about the Internet eco-system and how ICANN fits into that system.

We want to be very clear; we know we aren't the only Organization who cares about the Internet, who is concerned about the Internet, who is concerned about the policies and the evolution of the Internet. We are part of a larger eco-system but ICANN has a definite role and we want to explain that a bit to everyone here who's new.

We're really starting to take a look with Fadi Chehadé as our CEO at the helm of this idea of ICANN as part of the Internet eco-system. We're looking to solidify the ICANN mission as we're 14 years young. We're working to make sure that we all understand what are the Pillars of ICANN. What do we stand on? What are we built on? And then we're going to talk about the ICANN week and try to make it a little bit easier for you navigate through.

And then we don't just want to have you here for a day or for a week, we want to have you're here as volunteers in ICANN for a long time to come. So we want to have you understand how to stay engaged at

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various levels. And everyone here will not leave staying engaged with ICANN at the same rate or the same level. You'll decide your path, you'll decide what your personal and professional life can take in this point in time and in that way you'll decide how you can begin to participate in ICANN.

It's just the beginning. You don't have to take the long steps. We're asking you to start taking the shorter steps to learning how to become more engaged in this ICANN experience. So this will set the day for you. I'll be your moderator throughout the day. My fellows call me Momma J and I got that name because I have no children of my own, except for those 600 that I've gained through the fellowship program. [laughs] And the strength of that family is tremendous. And I carry that with the newcomer program.

So I'm here, my staff are the newcomer lounge, Pearl Liang who is an INS Staff Member for the past almost eight years, and [Amanata Sai? 00:14:30] from Senegal, who was an Alumni of the Dakar, Senegal Fellowship Program, will be at the lounge on the first floor near the sponsor area and registration all week through Wednesday at 6:00 to help you, guide you and bring you through the experience. So it's not just about me but I tend to mother and try to share and to help, so you can find me any day, hopefully, if you need some advice.

Then we'll talk a little bit with some of our Regional Vice Presidents who are around the globe doing all aspects of ICANN's work, not just one part of the work in Policy or Compliance or DNS Operations, but they really have to have a great understanding and knowledge of all the work of ICANN and be out in their region and community to share that. So you'll

get to meet several of those Vice Presidents and hear about their work in the Internet eco-system and the Multi-Stakeholder Model today.

We're going to talk about what ICANN does. We have Kim Davies from IANA, who will be here and a good face and name to know for the week, to understand more about the work of IANA within ICANN, and Naela Sarras who is working with our IDN Program and will be here to help talk as well about the work of ICANN.

The Pillars of ICANN will begin in the morning with the Multi-Stakeholder Model, which is the basis... This is who we are. This is a Multi-Stakeholder Model living, working, breathing as ICANN. And it takes a sea of volunteers to work bottom-up to get the work of ICANN completed. The Staff is here to implement the work that all of you could be part of creating. And it's really important to understand that difference. We're here to support and to implement. So we're going to talk about that Multi-Stakeholder Model.

Throughout the morning, throughout the day I encourage you again to put the hand up, have a microphone come over and ask a question. Because you won't necessarily get the opportunity to ask it of one of the regional Vice Presidents or Kim or Naela later in the week, as it gets busier, they'll of course try to make the time but this is a great opportunity to ask the questions. It doesn't matter what it is, it's your first time. Someone asked it in Toronto, someone asked it in Brussels years before, it doesn't matter. It's your first time; it's your first chance to ask the question and to learn more. That's what you came here to do.

We'll take a lunch break and then we'll come back and talk about the other Pillars of ICANN, policy making, the operation of the DNS, the Domain Name System, contractual compliance and the security and stability and interoperability of the Internet. Our Ombudsman Chris LaHatte from down under will come to chew about the role of the Ombudsman, which is part of the Multi-Stakeholder Model.

Our Nominating Committee Chair will be here. Anyone of you sitting here in this room right now could, in the years ahead be sitting up here as a Member of the ICANN Board. It's not impossible. It's very possible. Or you could be part of ICANN as a delegate or a liaison to one of our Supporting Organizations or advisory committees. Our Nominating Committee is more or less like a recruiting committee going out to look for a new CEO.

We want to go global, we want to go diverse. It doesn't have to be someone who has been engaged previously in the Internet, it needs to be someone who has a wide breadth of knowledge, has a passion to be engaged, to learn, to impart to us at ICANN their experiences and how it affects the ICANN eco-system. The Internet eco-system. So anyone sitting here in this room could be tapped by the Nominating Committee should you show interest, or you might say 'hey, you know something? I bet my boss would be great at working with ICANN on the Board or as a liaison to one of the committees.

As you go through the week, think about that. Think about the people you know in your region and community that could really lend a hand, could really bring their experience forward to a group such as us. Then I'll come back and go through the different days of the ICANN week,

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giving you some suggestions from a newcomer standpoint what might really work for you to get you engaged. And then we'll continue to say when you leave here on Thursday night or Friday, the engagement doesn't have to stop. So we're going to talk about the different ways that you can remain with us at ICANN.

So the newcomer experience itself, I'll equate it again to the fellowship. We want you to have a week of quick immersion. We want you to have engagement and networking opportunities with the community, with the staff, with the Board. By wearing the green ribbon you are now noticeable and I know people have previously been like 'I want to take this green ribbon off! I don't want everyone to look at me and have this green ribbon on!' Well, you'd be surprised how many Board Members now put their hand out and engage because the green ribbon is on. They've already met the other people; you're the ones they want to meet. You're the ones that they want to engage with.

And they truly are embracing the newcomer in the Fellowship Program for their quick immersion opportunity and the capability of these programs to bring people who otherwise may not get the opportunity to become part of the ICANN community. We want you to stay! We need the help! Our shoulders are only so wide and we can only carry so much work, and there's a lot out there to be done. So by wearing the green ribbon you are giving yourself an opportunity for a community leader, a Board Member or a Staff Member to reach out to you and give you a chance to ask questions or get engaged with them and network.

We're here to help you understand the ICANN Community because we are crazy. I mean crazy. The beat of this week is like none other. You

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have gone to other conferences, you have amazing stressful, high profile jobs, you are working for governments, you are working in the academic environment, you are trying to bring broadband, you are trying to get IPv6, you are trying to do all these things around the globe and you're here to get help. Well, you will but it's a week of crazy. And I just want to prepare you a little bit for it.

People are running at a frenetic pace. We have about 130 sessions packed into five days. That's a heck of a lot of work that's being done and people are moving quickly from place to place so that they can engage to the maximum. So you'll see a lot of fast-walking people, including myself, the entire week. But we want you to slow it down, slow us down. We want you to get into a room and ask 'what community is this?' 'How do I get engaged?' 'How do I get to know this better?' Saddle up alongside someone who's already been part of that community.

We want you to understand the structure and our process. It's important that you understand this as you go through the week. So you can't do it if you don't ask questions. You can't do it if you go to the pool. You can't do it if you go to the Great Wall. The information is not there. The opportunity is here to get there, but the information is here. The people are here. So we want to get you to understand.

We're here to provide the mentorship and I mean that sincerely. If someone you reach out to them and you say 'oh, I see, staff, I see ICANN there. I really need to talk to you.' Don't be taken aback by that, there are times when we are presenters and we have five minutes to get from level one to level two, from level two conference center to level two

hotel. So there are times when we are just running a little too fast. Don't be daunted by that and think 'I shouldn't have tried that'. No, try it again. Do it again.

You can just stop them, you can share a card, 'can we please stay connected, do you have a card?' So we are here to provide mentorship and guidance. That's what the whole newcomer experience is about; providing you that. So do not be turned away because some one of us, a Community Member or staff or Board has to quickly move on. It's a busy week. Do not take that as a sign that you are not welcomed, that you don't belong and that you shouldn't try again to get the question asked.

You can always email me. It's very easy. It's first name, last name @icann.org. If you catch that name as it's flying by it's very easy to see their email address; [Janice.lange@icann.org](mailto:Janice.lange@icann.org). Down at the newcomer lounge they will help you as well. I think I heard someone speak about compliance. I didn't get their name. The newcomers lounge folks are there to get you that name, to get you introduced on email and to get you moving forward.

So please don't hesitate ever to ask one of us about who you need to know, how to get ahold of them, a Chair of an Organization, anything. We're here to provide you with those networking opportunities. If we haven't done that, we haven't done our job as Staff here at the ICANN meeting. The whole idea is to send you off in a better place than where you started. I also recognize that some folks here are not first time at an ICANN meeting but perhaps first time in a while. And things have changed.

When you change CEOs, things change. When you start to expand at the rate that ICANN is expanding, things change. So if you're here today re-immersing yourself, consider yourself new in that way. Start to look at things with that new set of eyes, new experience. Okay? But we want to send you off better than when you came. I told my fellows this morning, it's your choice to rise to the challenge. I can run around like a mad woman, and on music night I normally bounce around like a mad woman.

I can do everything that I can in my power to get you engaged. But if you are turned off, I can't turn you on. You have to be on. You have to be ready to take in the information. You have to be right here and present in the moment. Some advice to do that? You don't have to stare at your computer and take notes. We're doing it for you. Every session at ICANN is recorded. The sessions are... Each session has a transcript. Most of those transcripts are translated. It can take up to a month, because if you have 130, 140 sessions it's going to take some time to get all those translations back.

But you don't have to immerse yourself, put yourself in that computer. Shut the computer, open your eyes, open your ears and engage in the moment. Take in the information. Take in the experience. Anybody can sit through 50 meetings, but what did you get out of it? The teacher in me says a third-grader and a fourth-grader can get through a book in a day but did they comprehend the content? So I want you to comprehend the content.

I want you to get engaged in every possible way, knowing you can go back in a couple of weeks and hear the recording. You can read it, you

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can get the transcription. But you can't get this experience back. This is your opportunity to be looking face-to-face to the presenters, to each other, talk among yourselves, be engaged, be present in the moment. You'll leave here in a better place if you help yourself.

So before I go, I love getting the animals of a region in my slide set. But this guy was so adorable. A friend of mine who works with IANA, [Leah Bagoda? 00:27:35] had sent this to me and he said 'I can't be in Beijing but I'll send you this as my little namesake.' So we're here to say gosh, take that deep breath. Let it out. You're amongst friends. It's one of the biggest things that I have to do at the start of every week, literally. [yawns] Get that [Wah? 00:28:00]. Okay?

But really, everybody around you is having the same experience. Remember that the whole week. You're not alone. The strange language. The acronyms of ICANN put us in a category like none other. And we like to throw them around at meetings. I don't know if this is like a badge of courage or honor, that once you're at one meeting you're all of a sudden throwing around the 'oh yeah, I was at the GAC and I got IPv6 and I talked to the ccNSO and I went to the MAG and I did this and I did that and your head is spinning; what the heck are they talking about?

Our language of acronyms makes someone stop and tell you what that meant. Get on the microphone and say 'excuse me, I'm a newcomer, I'm a first time, I'm trying to get this. Help me help you. What did you just say?' Break it down. Don't let us fly past you with that. Break down the acronyms, ask us what they are. Open doors. Most sessions here are open. We do have some closed sessions. On the schedule you will see the letter 'C' for closed.

And as I said, for the first time in Toronto when it struck me this isn't that you're being closed out, this is the group closing themselves in. There is a lot of work to be done by the ICANN Communities and sometimes they actually have to have the time to do it alone and together. Now, if you become part of a Working Group or part of a constituency, you'll be closed in. But you are not being closed out, and that's really important for you to hear. You are not being closed out.

Work has to get done that then has to come out to the public with a decision that that Working Group or that community has made. So they need some time together to make those decisions. So again, if you see the 'C', find another session. But you're not closed out. Their closed in and you'll find out later what those resolutions were. We've talked about engaging and asking questions but I want to go back to the open door just one time, in that my experience four months in to being an ICANN Staff Member, my supervisor sent me to the Puerto Rico meeting and said 'you really need to go there and you need to learn'.

The Staff was a lot smaller at that time but I didn't know any other Staff. I lost my luggage on the way, kind of distracting to have done that, I get there and don't know anybody in the lobby. I was invited in by one Member; the former Vice President of Global Engagement, Theresa Swinehart. I get invited in for dinner, she recognized a new face and I got to engage a little bit and I said 'okay, this can't be so bad. People seem pretty friendly, it's all good.'

And the next day, being all strong and adventurous and ready to go, I open the schedule, looked around, started to walk the halls and every single door is closed. Okay. I'll open it. I open a door and it was like

daggers coming out at me. I felt like every set of eyes in there was looking at me like ‘who are you? You don’t belong. Shut the door.’ And that’s what I did. Foolish mortal, right? I don’t want anybody to do that.

People are looking because they’re distracted. People are looking because they are busybodies. I don’t care why they’re looking but they have no reason or right to prevent you from walking in that door and you can only leave here unsuccessful if you put that on yourself. The door gets opened by you. You step in over the threshold. You get engaged. You ask the questions. Don’t let any perceived stares or thoughts or perceptions of anyone else affect your journey here.

You’re open to any meeting except for those that have the ‘C’ for they’re closed. Walk in. If there are no seats, man, that’s a great sign of what a great session that is! Don’t go away because there are no seats, stand up along the wall, because obviously there’s something really cool happening in there and you should get in there and participate and figure out what it is. Okay, so stay engaged all week. Ask the questions.

How do you get started? Well, you already have. By coming here to the auditorium you started out on the right track. You’re with the newcomers who are just like you. We talked about the lounge; it’s open today until 6:00 and everyday through Wednesday at 6:00. Registration is still open on Thursday but the newcomer lounge finishes at 6 o’clock. You can go there as many times as you want, all week long.

You can’t stay there to do your work, there are other places to do that – any session room you can walk in the back and do your work. Have your Wi-Fi, do your work. Internet Café, other places. The newcomer lounge

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is for those who are there to ask some questions and get guidance and mentorship and spend a little time networking. The newcomer lounge is on the first level here of the Conference Center, just adjacent to the registration table. Thank you for asking. So you're welcome there all the time.

The Meeting Guide, which everyone would get in their welcome bag and pack? The Meeting Guide has helpful information. It has the venue maps. The venue maps are also electronically all around the Conference Center so just stop and get yourself oriented. There are people everywhere from our local hosts who are here to answer questions and get you guidance to where you need to go. But the Meeting Guide itself, the schedule, is electronic all around the Conference Center. It's also available on .mobi, ICANN, and on the monitors. So you can find the schedule anywhere and keep up to date on what's happening.

I talked about the acronyms. And our Communications and Language Services Team, just for this meeting have started getting you an App so that you can actually download this App so that you can research, yourself, in a meeting, what that acronym was, in Chinese and in English. So there's always a way now to find out what's being said, what that strange language is, by going to ICANN Acronyms or VH, the Chinese version of the acronyms. And also some of the different phrases that come up. Quizlet Mobile is that App.

This presentation is loaded onto the ICANN website, even now, so that you can get this information from there by going to the ICANN website, the Beijing website, to schedule and then go to this day, click on this session and you will find this presentation. So you can bring it up and

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find this information right there available to you. So you don't need to write it down here if you don't have it. So that's the introduction and I'd just like to know are there any questions at all to get started? Beautiful. That's what I thought; it's all good.

For our next session, to talk about ICANN and the Internet eco-system, I'm going to ask Baher Esmat, who is our Regional Vice President for Western Asia to come up and talk a little bit about himself and about ICANN and the Internet eco-system.

BAHER ESMAT:

Thank you. Good morning everyone. My name is Baher Esmat. I come from Egypt and I've been with ICANN for seven years. I work as part of the Global Stakeholder Engagement Team. This is basically the Team that has people working in regions and countries around the world, closely with Community Members, with Stakeholders from Governments to private sectors of society academia and so on.

I do work as the Regional Representative VP, whatever the title is, in the Middle East and this covers a number of countries from Egypt, my home country, on the west all the way to Pakistan, Afghanistan and the east including many Arab countries as well. So I'm going to... Sorry. Yes this is... Which one is the first light? Okay, yeah, I'm starting here. So I was going to talk to you a little bit about the Internet eco-system, as we call the role of ICANN, this eco-system.

We'll touch upon what we do in the region on a daily basis. So basically the... I'm not sure if I want to... Can I start with this one? Yeah. So ICANN is... We say it's a Multi-Stakeholder Model and by that we mean

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we have different Stakeholder representatives representing different constituencies. They all come to ICANN, they all have interest in what ICANN does and they engage in different processes around policy issues, policy discussions and all this actually falls within the remit or Mandate of ICANN, which is to coordinate the policy around what we call the unique identifiers.

These are basically names and numbers, so we know that when computers and devices talk to each other over the Internet they all have unique addresses and without those unique addresses they wouldn't be able to talk to each other. So ICANN's main function is to coordinate the policy and technical processes around those unique identifiers. And to do that, as a Staff, we don't do policies. We rely on you, on Community Members to do policy for us.

And our job as Staff is to implement those policies. So people usually come to ICANN and go to the GAC meeting; the Government Advisory Committee, or go to the At-Large, the At-Large Advisory Committee or the At-Large Regional Organizations or they go to a ccNSO. If you belong to a ccTLD, a country-code organization then you would probably need to go to the ccNSO meeting and engage in discussions about ccTLDs and policy and operational issues that pertain to ccTLDs.

If you represent a Registry or a Registrar, or any kind of business-related entity, you would probably need to go to a gNSO and look for your constituency there and start to get engaged. If you are a security person and you're interested in security issues, we have what we call a SaC or a Security and Stability Advisory Committee that advises the ICANN Board on any DNS security and stability issues. And so on and so forth.

So there are plenty of venues or groups within ICANN that Community Members engaged in and take part in the discussions there. And from there you can, as Janice said, we have a process for electing Members to those groups or constituencies' councils. So you might want one day to sit on the ccNSO Council or gNSO Council or maybe the ICANN Board and so on. So all these groups they meet three times a year at ICANN meetings but throughout the year they work remotely, electronically using emails, using teleconference calls and all this to do their jobs.

And they're all volunteers. They are not paid to do this because again they have some interest in doing that so they do it. Their day-to-day job probably requires them to be engaged in ICANN and be engaged in what ICANN does, so they do it. And then they come to ICANN meetings to get their work done and more importantly, people come to ICANN meetings to network with each other. So it's not all about... I know that Janice wants you to be in each and every session and all this and that is good but it's also equally important to meet people outside the rooms and the corridors and the coffee breaks and all of this.

And if you go back with a bunch of business card with contacts with people that you will continue to talk to and engage with, I think that that would be a big win out of your time here. So this is the word of ICANN. This is the one Internet that ICANN sort of serves. And then within ICANN as an Organization, we have different departments; different teams looking after different functions, from Registries, Registrars, Legal Compliance, I.T., IANA, Global Engagement – like myself – and each team has their own function, their own role.

But in the end – as I said – we do not do policy. We just implement policies set by our Community. Now, the eco-system... So the Internet as a network is very decentralized and so is the eco-system around the Internet. The set of Organizations and Bodies that decide or develop any kind of operational or policy or maybe a technical process around the Internet. And there are a number of Organizations that have different roles to play in this field.

And the one question we get quite often, especially in regions like mine; in the Middle East, is ‘who controls the Internet?’ or in other words people would say ‘you come from ICANN, this is the entity that controls the Internet?’ So this is one of the very popular myths about ICANN’s role and all this, because the fact of the matter is ICANN does not control the Internet. In fact, ICANN’s role with regard to the Internet is very narrow and it’s very limited to the DNS itself; the Domain Name System.

Whereas there are plenty of other organizations that do a lot of other work and actually have a very influential role in other matters related to the Internet. So if we look at this slide – and by the way those slides are on ICANN’s website, on the front page you can download them – so if you look at the players in the Internet eco-system you’ll see that there are organizations that have a policy role to play.

Other organizations, they have an operational role to play, others provide services, and others provide advice. Some other organizations do policy-making, some do policy shaping. So each and every organization has different roles. Some of those organizations actually

are shown on this slide, for instance, the Internet society, ISOC, and I can recognize that some of you come from ISOC chapters.

So ISOC is the Internet society, it's an organization that was established 20 years in the early 90's to promote the use of the Internet. That was the main purpose of establishing the Internet society and they still have this mandate promoting the use of the open, free Internet and they have chapters all over the world to promote the mission around the world and they work very closely with communities on capacity-building activities in education about, not only technical matters, but also policy matters.

So ISOC is one of the key players in the Internet eco-system. We have another player which is a group called the RIRs or the Regional Internet Registries. Those are the Regional Registries that distribute IP addresses within the regions. So if you come from and ISP or a network provider in Africa, for instance, you would probably deal with AfriNIC because AfriNIC is the regional entity that provides you with IP addresses. So is RIPENCC in Europe and the Middle East, so is APNIC in Asia-Pacific, LACNIC in Latin America and ARIN in North America.

So the RIRs are also very active in this Internet eco-system thing and they do work very closely with ICANN. They come to ICANN meetings, they attend and participate in one of the ICANN groups called the ASO, the Address Support Organization. This is the support organization of ICANN that looks after IP or Internet addresses, policy issues. You have organizations like the IETF, the Internet Engineering Task-Force and this is the group of technical, really technical people, that do Internet

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standards, these are the standards that the whole Internet has been built around from DNS, to email, to web and all this.

With IETF there are other groups that look after research issues like IRTF and the IEB and very, very technical groups that do work around protocols and standards. Then we have the IGF, and I'm sure some of you have participated in IGF meetings in the past. I know a little [inaudible 00:49:35] from Yemen, who's very active with the IGF and the Arab IGF in particular.

So the IGF is the forum, the Internet Governance Forum that was established in 2005 as one of the outcomes of the world summit on information society and discussion back then during the worst days was about Internet governance and who governs the Internet, and what were the roles of the different organizations in this area? And there was a need for establishing such a forum for Stakeholders to come together and discuss governance issues at the global level.

Over years we've seen not only the IGF as the global forum which has developed and evolved over time but we've also seen regional and national IGFs start to pick up some in regions and some countries including in Africa and Asian and the Middle East. So again the IGF is not a decision making body, but it's a forum for discussion, policy shaping, for engagement, for education and many organizations and stakeholder groups do participate actively in the IGF.

They share best practices, share experiences and again try to go back home when you go to the IGF with purposes that people will go back home and try to implement what they heard and what they learned at

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the IGF. So this is an example of how the eco-system works. The roles of the different players are not competitive, they are complementary and the key thing in this whole process is the Multi-Stakeholder aspect of it. There's no one group that has an upper say on anything, each organization or each body has its own processes and it's very much a Multi-Stakeholder process like the in ICANN, like in the RIRs, like in the IGF. Even in some intergovernmental organizations like UNESCO and the ITU.

Still there is a Multi-Stakeholder representation there. So I'm not sure if any of you were at the WSIS+10 meeting in Paris like a month ago, this is a kind of event that follows up on the WSIS outcomes and the implementation of the outcomes so UNESCO hosted it. UNESCO is still a UN organization but the participation there was pretty much Multi-Stakeholder, many organizations from private sector, society and technical community were present, were engaging actively in the discussion. So the Multi-Stakeholder nature of the governance is key in all this discussions and processes.

So I'm going just say a couple of words about our role as a global Stakeholder engagement Team within ICANN and I know that my colleagues are going to join your meeting later in the day and maybe talk about the regions as well. So our Team, as I said, we have people working on the ground in different countries around the world, we work very closely with our Community Members. We do participate in meeting, events, we take part in your activities, and we sponsor your needs and questions.

We also try to get you to come to ICANN and to become more engaged in ICANN and one of the recent efforts we started a few months back, again under the new leadership of ICANN, and in an attempt to strengthen our engagement as ICANN in the regions, is to work with Community Members on regional strategy, regional engagement strategy.

We started with Africa nine months ago and the African community came up with some strategy for the region for how to engage with ICANN and the region and currently they are in the implementation phase of the strategy and then we followed with Latin America and the Middle East. We started to regional efforts in Latin America and the Middle East in the same approach of getting more engagement and we look at it as two-way engagement like how ICANN should engage more in the regions and how can we get the region and the community more engaged and more active with ICANN.

So for the Middle East we set up a working group from Community Members, 22 Members, from governments, private sectors, from society, from ccTLD operators, from academia. From 12 countries in the Middle East they have been working for the past three months on the developing a three-year strategy for ICANN in the Middle East and they just completed the draft document last week. It was posted on the ICANN community Wiki for public comments and it will be discussed this week.

Tomorrow we have a public session in the afternoon on the Middle East draft strategy and the whole purpose is to again identify the strategy goals for ICANN and for the region and to work on implementing those

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goals by identifying certain objectives and certain actions to implement those objectives with the specific matrix and all this. So it's a typical strategic plan that will be followed by an implementation or an action plan to start implementing it.

So once were done with the strategy for the Middle East, and that is expected to happen in a month from now, in early May, then were going start right away on implementing the strategy and start implementing the projects that have been identified by Community Members in the Middle East. So a similar effort is taking place in Africa right now and a similar effort is also going take place in Latin America. I'm sure that my colleagues, when they join you this afternoon, they're going talk about this.

So I'm going stop here, I know that Kim Davies is joining us right now if you have any questions I'll be happy to take them either now or anytime during the week you can find me you can send me an email as Janice says our emails are quite simple so my email is [baher.esmat@icann.org](mailto:baher.esmat@icann.org). Thank you. [applause]

Its ok you can clap. [laughs} remember this is going be very casual so clap if it feels good. Just a question Baher, and I know Rodrigo just came in, from an I'm starting now point, from the newcomer of stand point if they're in the Middle East region or in the Latin America or Asia Pacific region and they say 'hey I want to say on how we're strategically moving forward in that region'. You already had 22 Member I think you had of that committee and its on public comment, how can somebody now as a newcomer start to get engaged and educated about these strategic working groups to get involved in their region?

BAHER ESMAT:

Thank you, Janice. So basically, as said, I mean we have the document posted for public comments and we would very much welcome any comments that come for either the region or from other participants as well. How can you raise your voice? Just either you can send us comments on the website or the email specified there or you can just send me an email and spend with me sometime here.

Yesterday I just met a participant from Iran and he was not part of the working group but he sort of heard about the process and he was quite interested so I spent some time with him yesterday explaining what the group has done and he promised to come to the session tomorrow because he might have some comments to raise. So I'm happy to spend some time with you this week particularly on the strategy or any related issues. I'd also encourage you to come to the session tomorrow, it will be at this room from 3:00 to 4:30 pm and, as I said, the document is available for public comments as well.

JANICE DOUMA LANGE:

Any other questions? One second, can I get the mic. to you so it can go on the record? So actually [Dascher? 1:00:03] you give me a great opportunity to say this whole week when you're making a comment, remember there are people remotely listening to this session and we are putting these sessions into recording and transcript and so we'd like to know your name, where you're from or affiliation. So whenever you're in any session start it with saying 'for the record I am...' And that way on the transcript we know who made that comment. Okay? Thank you.

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DASCHER: Okay. Thank you. So my name is [Dascher? 1:00:32] from Moscow, Russia and only a short comment that there is also Eastern Europe and Russia engagement and regional engagement and maybe you could comment on how different regions communicate within the program of global engagement? Thank you.

BAHER ESMAT: Right. So again, Russia and part of the Eastern Europe is another region and Veni Markovski, our colleague, is also here this week in China and I know that he's working on strategy for his region as well. I think the key thing in getting people engaged in the strategies and all this is to maintain the bottom-up policy. So when we started discussion about whether we should have a strategy for the Middle East or not, we had several meetings with Community Members at different avenues last year.

It started with the IGF in Baku and then we met with some participants who were at the Toronto meeting, the ICANN Toronto meeting and there was consensus about need to have such a strategy so we put a call for this working group Membership and the call basically went to participants from the Middle East who come to different ICANN constituencies from GAC, ccNSO, GNSO and so on. And the 22 people who are currently part of the working group they express interest and they become part of this.

But again, the process itself are open processes, all the documents, even all the conference calls minutes, are posted on the community Wiki.

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Maybe we need to share more information with the public about where this information is because come people wouldn't know that they're posted online. But, so basically it's important to maintain the bottom-up approach and also to try to make people aware of developments and where they can find information and all this.

JANICE DOUMA LANGE: And I'm assuming, Baher, too, the Regional Vice President is sharing as he's working the strategy, as working groups are working they're sharing those ideas back and forth, because it may or may not be applicable to your region but it's good to hear what others are thinking and how it might coordinate together. Right?

BAHER ESMAT: Right.

JANICE DOUMA LANGE: Any other questions for Baher right now? Wonderful. Go ahead. Can we get the mic. back?

SUNNY: My question regarding the closed sessions, perhaps Baher...

JANICE DOUMA LANGE: Hang on, can you say your name first?

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**SUNNY:** My name is Sunny. I'm a FILO here. My question... I have for question for Janice about the closed sessions, how closed is it actually? Is it possible that they're maybe with limited participation, just to watch or observe because some of them may be of interest for us? Another thing, this is first meeting and we already heard this will be repeated, words of bottom-up things, that ICANN is a bottom-up strategy. So in many occasions we have governments at the same time whose approach in dealing with the Internet is so top down instead of bottom-up. So we foresee that in many ways the relationship sometimes does not look well. So how is ICANN overcoming this situation? Maybe they can share? Thank you.

**JANICE DOUMA LANGE:** Yeah, I'm going share part 2 over here with Baher, and as he's finished texting in our mobile world [laughs]. For the first one on closed sessions, it pretty much is closed. But again, there's a reason for that. One of the things that can happen is that from a GAC standpoint, they do sometimes allow observers. One of our fellows from Tonga COC in our last meeting in Toronto and in Prague, he had applied for observer status beforehand so that he could represent and sit without comment to listen to the GAC proceedings.

So from a GAC perspective there is an opportunity depending on your position in the government and that you might be able to apply to get observer status to come into that. From the other sessions they really do mean closed. [laughs] I don't want to baby around that coz I think it really does. But, Baher, Sonny was just commenting on the fact of that we extolled the bottom-up methodology here and put it into practice,

however some of our participants may be in a situation in their country with a government that is much more top down. That perhaps it's not as easy, and don't let me summarize if I'm not saying this correctly, Sonny. So how do we deal with that at ICANN?

So this is one of the challenges, not only for ICANN and not only for any bottom-up organization but even within regions and countries, again, in a country like Egypt or many countries in my region, it's very, any Policy Development Process is very top down. The whole notion of a bottom-up Multi-Stakeholder thing is not common. But again, looking back like ten years ago when the whole debate about Internet governance started to rise on a global level, things were actually much worse. Nowadays, again everyone including governments started to realize that they needed to get other Stakeholders engaged, they need to get other voices heard.

And we've seen some developments so when again from experience when countries in my region started to look at the IDNs and having IDN ccTLDs, they establish task forces at national levels to discuss with Community Members how they should do this and those task forces actually included Members from private sectors from non-government organizations. That didn't happen 10 years when they had similar discussions on ccTLD issues for instance.

Just a month ago we were in a meeting in Dubai, hosted by the government of Dubai with the Arab IGF discussing, again, policy issues around the Domain Names, around security, around different issues with governments and other Stakeholders sitting in the same room and not only discussing those issues but we came out with actually six

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actions to work on and to follow up on. So you're absolutely right, it's a challenge but I can see some development take place in this regard and things usually take time and they need a lot of patience and persistence to get people to realize that it's not a question anymore whether we should involve others or not. I think it's a matter of how you involve them.

Any others? Carol or Wendy? Okay, great. Thank you so much Baher, I know you need to go to your next presentation so I'm going to invite Kim Davies and Rif you'd like to come on up, show your beautiful face as representative for the Internationalized Domain Names as well as former with IANA group. So I'll just step back to go forward for Kim to just say were looking right now at the slide on the world network, the Domain Name System. Reflecting back on what Baher said, that ICANN we're not running the Internet, so I think we need to understand exactly, again, we've said for the newcomers, understand the structure and processes and who are.

You can't make decisions about how to participate within us unless you really understand who we are and what we stand for and the processes. So were talking about the Internet eco-system, the global Internet eco-system and then we started to talk about ICANN and this Multi-Stakeholder Model and so now we want to transition into what Baher started to talk about Internet protocol and some of the other areas in the Internet eco-system. The IETF, which puts policy on, or writes protocol on certain aspects within the system.

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So Kim I don't want to speak any longer because Kim is sitting right here and is the expert from IANA on the Domain Name System and I'll let you take it from here, Kim.

KIM DAVIES:

Thanks very much. So my name is Kim Davies. I'm the Director of technical services at ICANN. And really what that means is that I focus on a lot of the stuff that involves the IANA and we'll come to what the IANA means in a second. But, where are we going? [laughs] Can you go back to the original slide? So I'm going start by saying, I don't agree with the title of this slide. The world's network is the Internet.

The Domain System is an important part of it and a large part of the reason why I think a lot of you are here. But the Internet is something that really we're here to support. Probably helps by thinking about what actually the Internet is. The Internet is a network, obviously, and it's not ruled by any particular party as we heard earlier. It's really a set of conventions.

It's a set of conventions that everyone who's connected to the Internet has agreed to follow and by having all the computers around the world following the same set of conventions it allows them to intercommunicate, interoperate and talk to one another. If every computer had a different definition of what it thought the Internet was, the Internet simply wouldn't work. So pieces of how you come up with those conventions involved 'how do you format a web page?'

That's not something that we do, that's something done by one of the organizations Baher referred to earlier. Another kind of convention is

‘what is the exact sequence of bits and bytes that gets sent over a cable for the Internet to work?’ Again, that’s not something that ICANN does, it’s done in other organizations like the IETF. What we *do* do is try to coordinate the set of unique names and numbers that are used on the Internet.

The goal here is that if you open up a web browser and type in a web address like ICANN.org, you want it to go to the same place as the person next to you. In fact, globally you want web addresses to go to the same place and you want them all to have the same experience. That kind of coordination is at the essence of what ICANN does. The way this works is that, firstly, every computer on the Internet has a unique number.

This unique number is used internally within the computer to work out where to send traffic to and where it’s receiving traffic from. We call this the Internet protocol number or an IP number. Now, these IP numbers are not easy to remember. The version of IP numbers we’ve been using for the last 20 years or so, is a set of ten or so digits separated by dots. And recently the system has been expanded to numbers that are really quite long. They involve numbers, letters. They’re really not easy to memorize at all.

So in the early 1980’s this was also recognized as a problem that maintaining track of all these numbers, having people memorize these numbers is not something that is scalable. So a new technology then was invented called the Domain Name System. What the Domain Name System is for is, instead of forcing users of the Internet to memorize these long numbers, to instead have easy to memorize Domain Names.

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So we have icann.org for ICANN, Google.com and so on and so on. So the Domain Name System really is a system to make the Internet easier to use.

And having that Domain Name System work in a consistent unified way is a key part of ensuring the Internet works the way we expect it to. If you typed in icann.org and went to ICANN's website but you went into another room and typed in icann.org and went to a different organization, that wouldn't be a useful experience, it wouldn't help the Internet work and it's really that coordination ensuring that icann.org works the same everywhere that's at the heart of the Domain Name System.

So ICANN was formed in 1998 and were really here to coordinate the Domain Name System and also all these others unique identifiers that are used to keep the Internet consistent and coherent. When the Internet was invented it was a research project in the US government and initially the US government took on the responsibility of managing those numbers and names. But by the mid 90's it was recognized that the Internet was really taking off in popularity; that there was global participation and it was recognized by everyone that it was no longer appropriate that one organization was responsible for how this grew.

And ICANN was really foreseen as a Global Multi-Stakeholder Organization where all the people impacted by the Internet could come together in one place to decide the policies and how these resources were managed into the future. That's why we're here.

I'll drill down a little bit now into what those functions are. I talked about IP addresses and the Domain Name System. Well, the Domain Name System has lots of parts to it. I think what's most topical this week is what we refer to as Generic Top-Level Domains. Generic Top-Level Domains are domain endings like .com, .net. Really, they have a global audience and they are managed through ICANN structures. This is distinct from country code top-level domains, which are designated to specific countries.

So the vast majority of ccTLDs right now, I think we have 317 top-level domains right now of which almost 300 of those are country codes. So every country in the world has at least one country code and the country codes are assigned firstly as 2 letter Latin characters, that's automatic, and then other countries that don't use Latin as their first language or as a common language can also apply for their countries name written in different languages and that's something that Naela over here coordinates for ICANN. So that's country code top-level domains.

Then generics are really everything else. I mentioned .com, .net. ICANN has had some programs in the last 10 years to increase that a little. We've had some new top-level domains like .info, .travel, .mobi added but it's been a relatively minor increase in the number of top-level domains. But we're really at the precipice now of a huge expansion of the number of gTLDs, possibly over 1000 in the coming years, and I won't talk much more about that but suffice to say Generic Top-Level Domains is a small number now but they're very likely to increase in size and number very soon.

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So in terms of coordinating Generic Top-Level Domains, ICANN has multiple facets about what we do there. Firstly, its ICANN policy that determines what TLDs are allowed and which ones are disallowed. We have compliance functions in terms of ensure that the Registries that operate those and the Registrars that sell those domains follow the community agreed policies on how they should be operated. We have various different aspects to how we coordinate the gTLDs and you'll find a lot more about this as the week progresses.

For the ccTLDs we have a lesser role. Country code top-level domains we really trust that the parties inside the country will make those kinds of decisions, like what should the policy be for registering domains, who should be allowed to sell domains, what should the pricing be and so on. So with country code top-level domains, each one is assigned to a manager within the country and that manager sort of becomes like an ICANN but for that country's top-level domain.

They manage the policy process in the country and they manage all those facets of that. So inside the ICANN community you'll hear less about the kinds of issue you might hear about general top-level domains. Precisely, because it's not really ICANN's business to be involved in the details of running ccTLDs. Not as much so as it would be for gTLDs.

JANICE DOUMA LANGE:

So, Kim, if someone in their country is sitting here now is saying to themselves 'but we don't approve of whose running our country code,' and now were hearing ICANN say were not really about that, where do

they go for help if, as an active Member in their country, they really don't think it's in the right hands?

KIM DAVIES:

Sure. So the broad principle here is that it's a local decision about how the country code is operated. So in the perfect world all the actors within a particular country, the private sector, academic sector, the government, companies, they'll all come together, have discussions, debate the pros and cons of different ways of managing their Domain Name System and come to some kind of consensus about how to do that. And that's typically what's happened in a lot of countries. The result of those kinds of discussion might result the government running the ccTLD on behalf of the country, might result in some kind of non-profit organization created, we have some universities in certain countries running them.

It really differs from country to country based on a number of factors. Some countries have a very well established Internet community that can really have that kind of dialogue on a very detailed level. We know some countries are very small and they don't sustain a thriving Internet eco-system and they're not in a position to have those kinds of discussions. So the mechanisms by which they decide how to run their ccTLD definitely varies from country to country. What ICANN's role is is to recognize that consensus that happened within the country. So once the country has come to some kind of decision about how to run their ccTLD, they come to ICANN.

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ICANN has a relatively lightweight review of how that happened, we check to make sure that the proposed operator has some level of technical and operational competency; we confirm various aspects of it. But we're not there to be the deciding factor within the country. We're really there to recognize the consensus that's already been developed. So it's not always that smooth, there are definitely conflicts in certain countries about how their ccTLDs should be run. We're not here to hear a bunch of warring parties and pick them as if it was beauty contest, were a third party, neutral body, we can explain the basics and the principals about what ccTLDs should do.

We can help explain what other countries do in similar situations. But we can really act as a neutral facilitator to help countries have that dialogue internally and that's really what we try to do. Now, in very rare cases, there is a decision to be made and they're handled very carefully and involving all the people in the country that have come to us. But generally speaking, we're here if there ever conflict in a country to try to help facilitate productive, healthy dialogue in that country about evolving how the ccTLD is run.

And often, this meeting and understanding the Multi-Stakeholder Model and how that function is very useful for taking back into a country and applying that on a local scale. If you see how ICANN coordinates all these things were talking about today involving all the countries of the world, that can serve as a really useful model for countries to take back and get those conflicting parties inside the party to come together, understand what they're trying to achieve, what each side is trying to gain out of it and have a productive dialogue.

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And I'm constantly surprised because often the first time we hear from representatives in a particular country it that kind of conflict. The first thing is 'our current ccTLD is really a problem, I can register, it costs too much or this company is incompetent,' but there's always more to the story than that and once we start having that dialogue with all those parties, it starts to become clearer about what the real nature of the conflict is. And that discussion is always productive. That's a long-winded answer to the question. [laughs]

So gTLD, ccTLDs, they're a key part of what you'll talk about ICANN this week. In managing those we maintain what we call the root zone. The root zone is the heart of the DNS, it's really the central repository of what TLDs have been assigned and from that flows all the Domain Names around the world. It's a relatively small file; it just contains that list of 317 TLDs plus some technical information for each other them. At its core, the root zone is what allows the DNS to work. And that's another aspect that ICANN coordinates.

I mentioned IP addresses earlier, we talk a lot about DNS and it's easier to just talk about DNS and pretend that ICANN is just the DNS organization but really we do manage a lot of the other aspects of the Domain Name System of the Internet, that you might not immediately think of when you use the Internet. Because we've hidden a lot of that technical detail away you don't think about IP addresses, you don't think about these other things, you just think about typing in a Domain Name and going there.

So IP addresses is one. We maintain the global collection of IP addresses. That doesn't mean that we hand out every single IP address

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to every user on the Internet. In practice we assign very large chunks of the IP addresses to one of those five regional Internet Registries that Baher was talking about. They in turn hand out smaller chunks of those to your ISP and your ISP ultimately hand individual IP addresses to you. So that's how IP address allocation works. So we're responsible for the global IP address phase and we divide it up into big chunks for regional Registries.

I want to talk briefly about protocol parameter Registries. This is a term we use for everything else and to give you a hint of what I mean by everything else is that when you access a web page, for example, there's a whole bunch of numbering systems that you use that you're never aware of. Perhaps one that you are aware of is in the URL so if you have the long form of the URL it starts <http://icann.org>. Well, that http actually means something, that's a protocol parameter registry that ICANN maintains.

That's a registry of if it starts with http that means it's a web page so you do this certain task. If it starts with ftp it means something different. So that's one protocol parameter registry that we maintain but it's one of thousands. Another one is port numbers. When your computer connects to an IP address to transmit a web page, the way it knows to transmit to a webpage instead of say an email is by using something called a port number. So we have port 80, eight zero, that's a sign for web traffic.

And again, ICANN maintains a registry that if it's port 80 it means web traffic, if it's port 25 it means something, if it's port 443 it means web traffic but it's encrypted web traffic and there's a list of hundreds and

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thousands of these numbers that all mean something to computers, they all need to be globally coordinated but you as an Internet user wouldn't necessarily know they exist or need to be coordinated.

So a very silent but significant part of the work ICANN does is actually those protocol parameter Registries. They're not as interesting as Domain Names because there's not a lot of policy involved in them, it's not as politically interesting, let's say as Domain Names or IP addresses, but it is work that needs to be done, needs to be coordinated and is something that ICANN does.

Lastly, we have a few other things we do and one interesting thing we do is the time zone database. Those of you who have, say an iPhone, that use a computer, you'll be familiar with the use of concept of time zones obviously, but the fact that when you came to China your phone either automatically knew to change the time zone offset to be this time zone or alternatively you went in and typed in that you're in Beijing and then based on the name Beijing it knew that you were in +8 time zone. That actually came from a database that ICANN manages as well.

So ICANN has a database of all the time zones around the world, it's constantly updated throughout the year; it's based on contributions from volunteers around the world, time gigs basically. A lot of them are in government departments in different countries that's et the time policies of particular countries but there is a database for all the time zones around the world, its used by almost every computer, every phone, every system on Earth to determine the time zone and its one of the minor functions that we do but, again, without that being coordinated I imagine if we all thought the time zone was different here,

we'd be slightly less coordinated. So the fact that it's done is I think important.

So why do we do this? Well, I mentioned ICANN was really created to do this but ICANN's history is almost 15 years long now and we're really designed to do this. So there are a number of agreements. I won't go into in any great detail but ICANN is constantly evolving its Multi-Stakeholder Model. One of the recent evolutions of the Multi-Stakeholder Model is what we called the affirmation of commitments. It's really a commitment that ICANN will be accountable to the community, that we'll follow our processes and that we'll continue to operate in the public interest.

And ICANN at its heart is designed to be accountable to all of you, so we have a variety of mechanisms, and I probably don't even know half of them, but there are many different methods of accountability that ICANN has and they're summarized in what we call the affirmation of commitment. Another key aspect of ICANN's qualification is what we call the IANA contract. We have a contract with the US Department of Commerce that oversees how we run some of those databases I mentioned before. So they oversee how the root zone is managed, they oversee how we assign IP addresses and so on.

So that's another part of the accountability that we have is that particular reporting. So I think Baher gave a pretty good summary of a lot of this so I don't need to rehash it too much. I don't think it's actually been spelled out in full but I work in a Team called the IANA. That stands for Internet Assigned Numbers Authority and really we're there

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to manage those databases I referred to. ICANN as a whole is a lot of departments.

There's the Meetings Department, there's the global partnerships departments that Baher is a Member of that does global outreach, we have a New gTLD Department. We have a bunch of departments that do all sorts of things. IANA's task is to be where the rubber hits the road, so to speak, and managed those technical databases that actually get inserted into key places in the Internet that sort of makes it tick and makes it function. [laughs] So I think that's about as I can cope with right now but I am happy to answer any questions on what I say.

JANICE DOUMA LANGE:

Yeah, and Kim flew in very early this morning so I'm appreciative that he's here as a voice of experience and we'll take a couple questions and then I'm going just let Naela speak quickly about the IDN program and some of the sessions this week that you might be interested in, from an Internationalized Domain Name. So we'll start right down here sir, and if you don't mind to just stand up and just say your name and where you're from?

SATISH BABU:

Thank you. My name is [Satish Babu? 1:32:17]. I am from the Computer Society of India. I am not a seller but I am new to ICANN. My question to you, sir, is regarding the Internationalized Domain Names, IDNs. Two questions: coming from a country with about 20 plus languages and 15 plus scripts, language is a barrier to many of us, it's a kind of digital

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divide. My first question is, IDNs were announced in 2009 at IGF, Sharm El Sheikh, but they don't seem to have made much progress with it?

And question number two is since the ASCII script who actually does the complaints, original requirements of IDNs if they've already been told outright now? Thanks.

KIM DAVIES:

So this is actually exactly Naela's area of expertise, but that won't stop me answering. [laughs] The fact is that ICANN and ICANN's community recognize, that exactly what said, that there is a barrier to participation in the Internet based on the fact that the Domain Names historically were all written in ASCII Latin Script and ICANN deployed what's known as the Fast-Track process.

The Fast-Track process allowed countries to come to ICANN to get their countries names written in non-Latin scripts and that's been quite successful I think. China, for example, since we're here, has .china, I won't pretend to know how to say that, but it has its country name written in Chinese characters and that's deployed, that's in production, that's used today. Many different countries have avowed themselves the ability to do this. So that is deployed. Whether it's deployed enough is a good question and perhaps Naela can chime in on her thoughts.

NAELA SARRAS:

Thank you, Kim. So you're absolutely right. It's something new and it something we're waiting for. We're trying to help get picked up. There's one project currently taking place within ICANN and, perhaps

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you want to learn more about that. There's actually a session that is being coordinated by the Joint IDN ccNSO/GNSO group. Its taking place on Monday afternoon, I believe, and it's exactly about they call it the TLD acceptance and they're focusing on that IDN TLD acceptance.

They've come up with a report with some recommendations on maybe further spreading the use of IDNs and getting communities to adapt them and use them. So perhaps you want to go to that one. There's a similar project that ICANN Staff are also running that will be picking up in the next year that you should probably start hearing more about. But you're certainly right, it's something that we need as a Multi-Stakeholder Model, it needs more work. Absolutely.

JANICE DOUMA LANGE: And again we see how easy it is to access the brain of Naela through her email address or through this week. If you need a little one-on-one time to talk about it, the second point from which she said the generic name Supporting Organization working in a cross constituency manner with the country code name Supporting Organization. We really are trying to facilitate that kind of interaction, so I agree with Naela that would be a very good session for you to go to. Carol?

LINDELL MCDONALD: Yes, a question here for Kim.

JANICE DOUMA LANGE: Lindell, can you say your name?

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LINDELL MCDONALD: [Lindell McDonald?], I... How often is the IANA contract actually reviewed and when is the next review? Secondly, what's the policing like of the Registries from ICANN's standpoint?

KIM DAVIES: Sorry, can you just repeat the second half of the question?

LINDELL MCDONALD: Right. How close is the policing of the other Registries by ICANN? Or the monitoring rather?

KIM DAVIES: Right. So the first question; IANA contract. So the current IANA contract commences 1<sup>st</sup> of October last year. It's a three-year contract extendable up to seven years long. So it might be reviewed in 2 years, it might be reviewed in six years, it's hard to say. We're the contractor so in some respects it's not up to us, but our goal is to run the INF functions the best we can so when that review comes along we're well placed to continue running it. In terms of policing, I mentioned earlier that our role for ccTLDs and gTLDs is quite different.

In terms of the whole ICANN, in terms of gTLDs, both gTLD Registries and Registrars are governed by contracts, that contract binds them to follow certain policies and ICANN has a whole compliance department associated with reviewing and ensuring contractual compliance. So I'd

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say it's quite active in that respect for gTLDs. ccTLDs on the other hand, we really have little if any involvement in policing how ccTLDs are run.

Again, the principle is that we coordinate what needs to be coordinated globally and really nothing more and what needs to be coordinated locally. So countries should be coordinated locally and it a decision was made early on in the mid 1980's, when the concept of country codes was created, was that each country gets a country code and its really theirs to do with in the best way they think is appropriate for their country and you see that countries have a variety of different models as a result.

Some, you might think, are crazy from your perspective but that is a decision they have made inside their country. So ICANN doesn't really police how country codes are used, we respect that it's for that country to decide how they use their ccTLD and we're really there only in the instances where they're changing operators to ensure, firstly, that that operator is agreed by that country and, secondly, ensuring that that operator has some minimum competency.

What we don't want is to have a completely, for lack of a better word, rogue ccTLD that causes technical problems for the Internet because that TLD never works. So we make sure they have a certain minimum competency but how they set their rules and policies is not our decision.

JANICE DOUMA LANGE:

Question back here, we'll get the microphone back to you. Hold for one second. So while Carol is walking back to that question, Naela, if a

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country is holding a ccTLD and they want to get an IDN ccTLD what is the process?

NAELA SARRAS:

So the process for country codes is currently open and operational. The process is called Internationalized Domain Name Country Code Fast-Track process and this process has opened for countries whose language of script is not based on Latin characters. So to date we've had 34 of those labels in the root one right now and they represent 24 countries. The reason is some countries qualify for more than one label. Specifically for those who have several languages. For example, India has seven of them that represent India and Hindi and [Par 1:40:26] etc.

So that process called the Fast-Track, I am happy to talk to if you are in a country that hasn't applied yet. The request comes to us, we process and approve the string, the actual designation of what string to be used and then once that's approved it goes to my colleague Kim Davies and his group and that's when the delegation [inaudible 1:40:52] is actually inserted into the root zone. So we approve the name and they do the work to actually put it in the root zone where it's operational.

I'm happy to speak to anyone here about what the process entails, what documentation is required but it's very similar to what IANA does in terms of, it looks for that this is not just a government effort for example, when the name is approved or when a country comes with a name to request to be its name in the IDN we're looking for community support for that name, we're looking for technical expertise, we're looking at several aspects so it's not just the government comes and says

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I want to be that [mess or that Saudi 01:41:33] or whatever, there's a lot more that's involved than that. But if you have any questions about how the process works exactly I'm happy to speak to you.

DAVID SUN:

Okay, thank you. My name is David Sun, I'm from China BIA Group and my question is about the around the IPv6. I want to know the impact, the actual impact on the existing Domain System running on IPv4, now they've changed some part of the Domain System to IPv6 and I want to know exact, actual work has been done on ICANN and what's the plan for the next step for IPv6 in ICANN. Thank you.

KIM DAVIES:

So it's a very big topic. For background for those that are not familiar, In, I think 1981, the Internet came out with a numbering system called, what's now called IPv4, which allowed 4 billion computer to be connected to the Internet at once and I guess in 1981 it sounded like a big number. The problem is that we've run out of those so another technology was invented in the mid-90s, called IPv6, a much larger number space and that's available, the technology is finished, its deployed, some people use it, in fact I think in this conference center you would be using it automatically.

But the role out has been slow. In terms of the Domain Name System, there's no barriers whatsoever to IPv6, all the systems fully support v6, but really for v6 to be fully rolled out globally, it involves ISPs, network venders, communications equipment suppliers, to be all building IPv6 support. Slowly but surely that's happening. ICANN is just one small

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player in a very large eco-system of organizations that are doing this. I think from our perspective we took, within our means we took an early initiative to ensure all our websites, all of our systems, all of our services are available on IPv6.

We encourage IPv6, where possible though our procedures and so on. So we seek not be an impediment but we also work collaboratively with a lot of the organizations that were on Baher's slide, the RIRs in particular, ISOC and so on. A lot of them are doing initiative awareness raising efforts to try and increase IPv6 adoption. So I know that's a very superficial answer but there's a lot of very specific things going on but in general I would say the train is in motion and its going take some time but it's definitely heading in the right direction.

JANICE DOUMA LANGE: Gabby. Hold on one second.

GABBY: Hi. I'm Gabby from Argentina. I have two questions. Three, but one was answered and related to the to-date contract. My questions are... I want to understand better. IANA is a part of ICANN who runs critical and technical issues related to Internet. So clients of IANA is for example an address Supporting Organization. They're RIRs, Regional Internet Registrars. In this contrast, what is the responsibility or the role of US Department of Commerce with NTR NTIA for example? And two, could you briefly explain what does the delegation process consist of? [laughs] Thank you.

KIM DAVIES:

Again, a question I could spend an hour answering in detail but I'll try to give a useful short answer. To explain a little bit about what IANA is, going back 15 years, when ICANN was being created, before ICANN had its name it was referred to as the new IANA. So the whole point of ICANN was to be a corporate home for what we now know as the IANA functions. So IANA today is a department of ICANN, it's kind of a facet of ICANN's central mission, but when I say IANA I'm generally referring to a department within ICANN that manages those sort of databases.

So I just want to clarify that aspect. So in terms of how we do those functions and the oversight, I mentioned the IANA contract is with the US department of commerce, the NTA unit of that department. Their role is really one of broad oversight, is much like the rest of the world they want to make sure that ICANN is doing its job well, that were being accountable to the community. So they're, in various different ways, ensuring that we execute our job in line with the policies that have been developed in the ICANN forum and the various other documents and requirements that exist out there.

The way they do that differs depending on what particular transaction is happening, for some of the things we do they review monthly reports that we send them that explain how we did it in some detail and if they have any concerns or questions they ask us but if they think everything we've done is okay then the 'just read it and move on.' One thing they do take a bit more interest in is root zone changes, these are the changes that are implemented to transfer a TLD from one operator to another or maybe reconfigure the technical configuration of the TLD.

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I think the reason for the extra scrutiny there is fairly clear in my mind is that that's really the most high profile, contentious area in which ICANN works and also one of the areas most fraught with risk. We don't want to take a step that unintentionally takes a TLD offline; we don't want to take a step that makes a ccTLD inoperative, so there's a lot of extra scrutiny placed on changes that might impact the TLD. So they take a step in reviewing every change we make to the root zone and authorizing those changes to be implemented.

But again, their oversight there is just to make sure when ICANN processes this request, ICANN has already finished it's processing. But just before we implement it, did we follow our processes, did we follow our policies? And that's really what they're there to do.

SPEAKER: [inaudible 01:49:25] again. Moscow State University for International Relationships. Kim, could you please repeat how many TLDs are there for today. It's 317 or 370?

KIM DAVIES: I think it's 317.

SPEAKER: 317. And the second question is on the update of the root zone database, how often is it updated? Because DNS is growing and so it's getting harder, probably to monitor and to make updates. So who is responsible...? Or maybe it is the obligation of the Registries or it is your obligation to do it monthly, weekly? I don't know. Thank you.

KIM DAVIES:

No problem. Historically we've generally got about one change per TLD per year; on average any given TLD probably changes its records with IANA about once a year. We update the root zone twice a day but every change doesn't necessarily involve something changing, so it's actually a relatively small number of changes, and our systems are designed to cope with many, many times more changes than we actually do.

So particularly in the light of New gTLDs there's some concern about whether our systems can cope with going from 300 TLDs to many 1000, 2000, 10,000. Our systems have been engineered so that that should not be a problem. I guess an important thing to consider about how often the root zone changes is not so much how many changes there are but how quickly they need to be implemented.

But when it comes to TLDs they really should have robust systems in place that they don't need to do emergency changes that need to be implemented – rather than tomorrow – need to be implemented today or need to be implemented this minute. One of the focuses, when we assign TLDs is to ensure that their systems are robust enough that... There's so much duplication and redundant systems that if one system goes offline, it's not a problem. They have all these compensating systems to keep the TLD running without having to do urgent changes to the root zone.

So the DNS has a lot of protections to ensure that it's really rare, if never, that urgent changes need to be done and our systems are designed so that... We can do urgent changes if needed, and I've been

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at ICANN now about eight years, and I think one hurricane in the Caribbean literally completely inundated our data center; that was one time when we needed to do an urgent change. That's about it in terms of us having to do urgent changes. There has been other emergencies in different countries; often natural events or war. But they've never been so critical that the compensating systems didn't keep the TLD online, and it required us to make a rapid change.

JANICE DOUMA LANGE: Great. And another question?

KIM DAVIES: Yeah.

AHMED: There was a time when... Oh, sorry. My name is Ahmed, I'm from Pakistan. There was a time when a ccTLD was allocated [inaudible 01:53:05] and it was awarded to some private sector. So my first part of the question is, is there any solution to being handled by the government because no governments are recognizing the important of the ccTLD? And the second part is, how can we handle IDNs... Like, if ccTLD is not interested, because it's not... Because it's a business model, but governments aren't interested to [facilitate? 01:53:42] its people. So can it be handled separately or can it be handled through the same ccTLD?

KIM DAVIES: I'll answer your second questions first because it's pretty easy. There's no requirement that the IDN be operated by the same entity as the

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existing [ASK? 01:54:04] ccTLDs. In a particular country, if they want .pk to be operated by one entity and .pakistan in other languages to be operated by different entities, that's okay. And then in terms of your first question, how the ccTLD is... Firstly, who operates the ccTLD isn't set in stone, permanently forever. There's this underlying expectation that the manager of the TLD is there as a trustee on their local Internet community. And they should be doing a good job on behalf of the people they're there to service.

If the community decides that they want to have a change, there should be a consensus building approach inside the country. The way we describe it is it's a decision by the local Internet community and the local law. Every country has different laws, and there might be laws to govern that kind of thing, and every country has a different local Internet community. We'd encourage that governments work with their community and the government is a key part of the local Internet community as well. They should be part of the dialogue.

We'd encourage consensus building inside the country, identifying whether... I think Baher mentioned seminars, forums, workshops; whatever's appropriate for your country. Have a dialogue with the Internet users. Often the governments have spearheaded that precisely because the community might not be as coordinated as one might hope, and often the government is there to provide the platform to have that dialogue and to help the community get consensus.

And then once some sense of what that new proposal, that new operative of the TLD will be, you can then come to ICANN and have a dialogue about how a transition might happen from the existing operator

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to the new operator. And just one final point is, it always works better when there's consensus. Whether it's transferring from an existing operator to a new operator or whether it's between different operators, we always recommend trying to find the path that... Everyone might not be happy with every detail but if there's a general consensus about the direction in which the management of the Domain should go that always results in a much better outcome.

JANICE DOUMA LANGE: Thanks Kim. Are there any other questions for Naela on IDNs, Internationalized Domain Names or on IANA and the Domain Name System for Kim? There and there. And another one over here too.

SOO HAI DI: [Soo hai di? 01:56:55] from Malaysia. Just want to know how ICANN controls the number of Registrars, Domain Name Registrars?

KIM DAVIES: In terms of Registrars, we don't limit that in any respect. Again, the ccTLDs Registrars are not ICANN's concern; that's set locally inside the country. In terms of gTLDs, I don't think there's any kind of cap. There's certain requirements that an... This isn't my area of expertise but a Registrar must pay an application fee, they must meet certain requirements to be a Registrar, but assuming they meet those requirements you're in, as far as I know. So there's no real limit to the number of Registrars.

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JANICE DOUMA LANGE: And just to put a carrot for this afternoon, we do have one of the Directors for the Registry Department who also is going to speak on behalf of the Registrar. So Karla Valente will be here this afternoon and be able to answer any questions about the New gTLD Program, including IDNs in the new gTLD Program; Registries and Registrars. So she's going to update us on that so you can think of your questions towards that. And another question?

STEILEMANN: My name is [Steilemann? 01:58:30], I am from Pakistan. My question is to Kim is, is there a [inaudible 01:58:38] need of IPv6? Is there any application or system [to work? 01:58:44] by ICANN to monitor how many IPv4 addresses are serving on the Internet?

KIM DAVIES: I don't think there's any monitoring that we're directly involved with. I know researchers from various organizations monitor IPv for depletion. To go up a level and just... A personal thought on IPv4: we've handed out more or less all the IPv4 that we have and there's a lot of talk about can some of it be reclaimed? If some of it's not in use can it be pulled back? But the experts have found that even if we could reclaim a lot that's not used, it's still going to run out pretty soon, it might save a few months. So really the focus is less on looking at how IPv4 is being used and how much of it is not being used, and the key focus is on transitioning to IPv6. IPv6 provides a lot more numbers. It's really the future of IP addressing.

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So I think academics have some interest in IPv4 but for the most part I think ICANN and our partners and our community is really more focused on just deploying IPv6. Does that answer your question?

JANICE DOUMA LANGE: Thank you. Are there any others? Question right here, go ahead.

HASSAN: Hassan from Pakistan. As I am seeing IPv4 depletion and IPv6 deployment, until IPv6 deployed IPv4 they were pretty much hot in the market, and by the market I mean the black market. So are there any kind of actions took by ICANN to stop IPv from black marketing and the selling of IPv4, apart from RIR, between the regions and these kind of things?

KIM DAVIES: Again, with a caveat, this isn't my specific area of expertise. I think because ICANN is not involved at that level of Registration, it's really more of an RIR-level issue, because our customers are not the parties that might be transferring IP address blocks between each other – we're sort of two levels above that. Our focus is on ensuring that before we ran out of IPv4 that we're assigning a responsible amount of IP addressing between the regions and there was a specific policy and a formula devised by all the RIRs that we followed in terms of when we assigned blocks to each regions.

But in terms of how transfers might happen in terms of IP address blocks within regions, that's really more of an Regional Internet Registry issue,

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but I won't say that without absolute fact because there might be some initiatives I'm not aware of within ICANN. ICANN is a big enough Organization that any one person might not be aware of everything that's happening. But my understanding is that it's really more of an RIR issue.

JANICE DOUMA LANGE: We're getting the nod over there from the Security Team in stripes, so... [laughs] Thanks John. Were there any more questions? Baher, we've got a couple... Who has the other microphone? Okay, and [Caitlin 02:02:10], there's another one back here too. If you keep your hand raised if you want to be next so that Caitlin can come find you. The gentleman there?

ZAIN: My name is [Zain? 02:02:19] from EE Domain Administration. I've got two questions. One is regarding IDNs, variants for IDNs and for the ccTLDs, what's the progress and are they available or not and what is the plan for it? My second question is with regards to the DNS; currently the DNS is being used for name translations to IP addresses and vice versa, what do you foresee in the future being utilized within the DNS Name space?

NAELA SARRAS: Thank you. I'll take the IDN one. So you're absolutely right. Variance for IDN ccTLDs are still not being delegated. So this is the case for both ccTLDs, the country codes and the gTLDs. The process for gTLDs is now,

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as you're aware, the initial evaluations are starting to come out, so we'll be looking at delegations probably within this year of IDN gTLDs. There's still no variants at that point either. You might want to come to a session that's happening on Wednesday at 1:30 in the afternoon.

We've had a program that has been running for about two and a half years now, working on that exact issue that you've been talking about, the variants, and for the benefit of everyone else, variants are... If you will... This is an over simplification, but maybe if you could think about it as two characters that can substitute for each other. They may or may not look alike. So for example Pakistan... I can write Pakistan with the [Old UK and Pakistan with the L UK? 02:04:05] and they would look exactly the same – inputted from two different keyboards but they would look exactly the same.

So the country code process allows people to apply for their primary string and that gets assigned and delegated, and the variants we put on one side and say when we have a solution we'll look into delegating those variants. The session on Wednesday will explain what we've been doing in the last two and half years to get to a point where we can start looking at delegating variants. We've developed a process, we've developed the process that we are going to describe on Wednesday of how we might start populating a table that would say what are the allowed code points and what are not the allowed code points in a label, and then what their corresponding variants are.

So we'll be discussing what we've done in the last two years, specifically that process and then we'll have further work to do before we can talk about delegating variants. But yeah, please come to the Wednesday

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session, which I think is at 1:30 in the afternoon. And over to you for the second one?

KIM DAVIES:

So, no, you're right. The DNS is mostly used today for hiding the complexity of IP addresses and giving you simple names to use, but the technology itself is not limited to that, and it is used for other things you might not think about. For example it can be used for IP telephony routing, using a technology called ENUM or taking a telephone number and working out how to route calls over the Internet to that telephone number. One new development in DNS that comes to mind...

So we're pretty far along in deploying a technology called DNSSEC and what DNSSEC does is it makes the DNS secure in that you can really trust the information you receive from the DNSs, 100% accurate, using cryptographic technology. Once that's fully rolled out it actually provides a secure platform for distributing all kinds of information. And one piece of work I know that is going on within the IETF, the Internet Standardization Organization is allowing SSL Certificates for websites to be encoded in the DNS.

And that future may involve, instead of every website operator that wants to have a secure website paying for a Certificate from an SSL company that sells SSL Certificates, which can often be quite expensive, they can simply embed the technical information in the DNS, and because the DNS is already secure, that can be used instead of buying an SSL Certificate. So that's one of the interesting new technologies that is facilitated by the DNSs. We're sort of evolving it right now. So it's hard

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to say what technology is going to really take off or not, but to me that's a good example of some of the foundations and frameworks that ICANN has been working on for the past ten years; really enabling new technology moving forward.

JANICE DOUMA LANGE:

And this afternoon one of the hints we're going to give you is about the DNSSEC for beginners, and I encourage those who are thinking that they are beginners in it but need a little more knowledge, to come to that session at 5 o'clock on Monday. And it's a great interactive session that engages you as the audience to understand better what DNSSEC means to you. Now, we have reached our time, and a little bit over. I'm so excited about that. That's a good thing. So I'm just so excited that all of you really engaged with us here and really got the spirit of this, that you got our experts on Staff to be right here in front of you.

I know Kim, having just flown in, is going to need to get some lunch so I'm going to ask you to not corral him right after this – or Naela either. But please, again, [kim.davies@icann.org](mailto:kim.davies@icann.org), [naela.sarras@icann.org](mailto:naela.sarras@icann.org). They're here to mentor, to guide, to help you network, to get the answers. But they are human so they do need to eat lunch [laughs] and take a break. So we will take a break now. When we come back this afternoon – am I'm just going to quickly bring this up – we're going to talk more about ICANN with some really interesting Staff Members. So we've talked about the Multi-Stakeholder Model – we'll touch a little bit more on that as we talk about community-driven policy.

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And our Senior Director of Policy, Rob Hogarth will be here to talk about that. Competition and Choice is going to be about the operation of the DNS, about the New gTLDs entering the Domain Name System and why, because it is a pillar, it's a mandate of ICANN. We're going to talk to John Crain who is just here about Security of the Internet; Security of the Domain Name Space. And Maggie Cerrard, the... Senior Director of Compliance? Maggie will be here to talk about compliance and how it applies to the Registries and the Registrars and you as Registrants.

So then we'll just talk about some of the fun things for the week and some thoughts going forward for you to stay engaged. So go stretch your legs, go ease your mind, go get something to eat. For those who have just arrived, across the street is actually a great mall. Just going out from the lobby doors to the right you can go underground over to there; there's a marketplace, there's McDonalds; there's great other fast-food that's inexpensive, so you can avail yourself to go over there for that.

We're going to start here at 1:30 and we'd love to see all the same faces back and bring some friends if you'd like and we'll get some more questions answered. So thank you for this morning. [applause]

[Tape change to newcomer-2-07apr13-en.mp3]

SPEAKER: For the transcript. Sunday, April 7<sup>th</sup>. Newcomers Meeting [inaudible 00:01:25].

JANICE DOUMA LANGE: Okay, we're going to go ahead and get started here, if you want to settle in. Okay everyone, welcome back and welcome to those who weren't able to join us this morning. I'm Janice Douma Lange, I work with ICANN and I have for the past six years. This is April 7<sup>th</sup>, Sunday in Beijing at ICANN 46 at the newcomer program. So welcome again.

Up on the screen I have the map of what we've been following this morning in our discussion about the Internet eco-system and ICANN. So again we want to talk about ICANN as it fits into the larger Internet eco-system, which this morning, Baher, one of our Regional Vice Presidents explained more of the other entities that are involved and engaged in different aspects of the Internet; that ICANN does not control the Internet, we are just one of the many entities working within the Internet eco-system. And so with that we also talked this morning a bit about the Multi... Whoops, that's come back. We also talked a bit about the Multi-Stakeholder Model.

And I loved it that Baher said that though ICANN has made it famous because we use it in all of our talks, that we are bottom-up, consensus driven, Multi-Stakeholder Model – other entities in the Internet space are also trying to use that same Model in some way, in order to get consensus and have cooperation. So the Multi-Stakeholder Model... It's a white space. It's a white space; I don't know why it's a white space. No clue. I should have a screen for technical difficulties.

Let's try it again. Get to where we are. So the Multi-Stakeholder Model that we started to talk about this morning... This diagram you can find

on the ICANN website and it really talks to you about the different constituency groups, different Stakeholder groups who are part of that Multi-Stakeholder Model. And this week we're going to be asking you and encouraging you to have a taste of these different groups.

Some of you are coming in here already involved in some way, perhaps, in ICANN or in another Internet entity. Perhaps you're coming here from a business perspective, from a university, from a Registry. Perhaps it's about being a Registrant and wanting to understand better the Registry, Registrar system. You might be from a technical background. You might be from a policy background. From a government background. Wherever you came from, we want to make sure that you know you belong here.

There is a space in the Multi-Stakeholder Model for everyone. And if there's not a space you can work within ICANN to try to create that space. Just last year we gained a new constituency group, NPOC; the Not For Profit Organization. And they are part of the non-commercial Stakeholder group. But some saw a gap, some saw a void in the Multi-Stakeholder voice, in the Multi-Stakeholder Model and said 'we need to have not for profits represented. And it can take a couple of years or it can speed through very quickly.

But if you feel that there is a void, if you feel that there is not a constituency or a Stakeholder group that can adequately voice your opinions and concerns and the challenges that are represented in the Internet space, well, then you can suggest to ICANN that we need to create an additional Stakeholder group or constituency. Because it's about getting all voices heard. So again this is on the ICANN website.

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You can take a look diving a little bit deeper into each of the different groups to get yourself a better idea.

But also notice that Staff and the Board of Directors, the Nominating Committee for the Board and the Ombudsman there to the far left of the screen are also part of the Multi-Stakeholder Model. We have different roles but we're all part of the Multi-Stakeholder Model. It's not time for a break; you've already had one. [laughs] And so with that we've hit one of the five Pillars. The five Pillars that hold up, that make up ICANN. The first one is the Multi-Stakeholder Model.

The second is community-driven policy. And we touched a little bit on this this morning, talking again about if the community that builds the policy, it's the ICANN Staff who implement the policy. I am not the expert on this but I do have the expert here at the table. And so I'm going to pass over to Rob Hogarth, our Senior Director of Policy within the SO AC, Supporting Organization, Advisory Committee Engagement Group. I'm so not used to that name still. So Rob I'll let you take it from here.

ROB HOGARTH:

Great. Thanks very much Janice. Good afternoon everyone. It's a pleasure being first after lunch. I think we're going to have a very good afternoon conversation. I really like the new approach that Janice has taken to this newcomer session. In the past there would be perhaps a series of maybe four or five 45-minute presentations of about 20 slides each. And we're experimenting a little bit this afternoon; breaking up

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the various Pillars of the ICANN Community and of the Staff work that we're doing.

And we're just doing small presentations. Probably anywhere from five to fifteen slides or so; trying to make them a little bit more packaged, give you a much higher level, if you will. So after the presentations are over we'll be very happy to answer specific questions you may have about the various aspects of the things that we're covering.

JANICE DOUMA LANGE: And Rob's really good with interruptions. Right Rob?

ROB HOGARTH: Yes, I am. Thank you very much. And please feel free to interrupt me at any time Janice. Thank you. We can go to the next slide. The real unique concept of that graphic was we're going to be looking at just about every one of the pods in the overall ICANN system. The major focus from my work is Policy Development Support. I'm one of a Member of about 24 people. We're in about ten different time zones around the world, and our job is to help the community work together to develop policy for ICANN.

Our job as Policy Development Support is to provide the tools, the capabilities, the support that all of you in the community need so that you can focus on the true issues. Our job is to provide the logistics; the telephone bridges, the knowledge of the policies, the ability and the comprehensive approach to understand how the different pieces fit

together and to work with you, in partnership, with the community to help you really focus on developing the policy.

Now, there are really four major components that we bring to Policy Development at ICANN. These are really the fundamental pieces of policy development. And those are Multi-Stakeholder bottom-up, open and transparent. And I'll touch just briefly on each one of them. Janice went through for you basically the universe of Stakeholders within the ICANN system and it's very important, from a policy perspective, to really make sure that each piece of the ICANN Community has an opportunity to weigh-in, to interact, to provide advice to the Board in terms of any policies that are being developed.

It's very important that there be that sharing of information, that common understanding of an issue or a policy that's being considered, so that the end produce is a very effective final result. Some of us have been quoted in various venues in saying as important as the final result of the Policy Development Process is, the process itself is also very important. It's a key element of ICANN's legitimacy as an Organization and as a private sector-led, Multi-Stakeholder Model that we have an effective and efficient process that really works with everyone's input. So the Multi-Stakeholder piece is very important.

Bottom-up is also a fundamental element of ICANN's work, and if you were to do a web search on some of the more popular engines and look up 'ICANN, bottom-up' if you put it on Bing or Yahoo you'd probably get about 29,400 hits. If you do it on Google there's actually 108,000. So the concept of bottom-up concept development is really a key component of ICANN's tradition of ICANN's DNA, if you will. The

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concept actually means that it's the Members of the community themselves, not the Board of Directors, that's the Agenda, identifies the issues to discuss and that comes up with the solutions that are necessary to bring things to an ultimate conclusion or essentially to create a framework that works well for everyone.

Bottom-up, the opposite would be top-down where the Board of Directors would make all those decisions. And in many different governance models that can be a very effective tool. But ever since ICANN's initial memorandum of understanding was discussed and then reached, back in November of 1998, the real critical component was bottom-up. That you as individual Members of the Community, that your companies, that your organizations, that your governments can all contribute to setting the Agenda, talking about the issues, setting the stage and actually coming up with the recommendations and the solutions that ultimately the Board of Directors then has an opportunity to pass or to authorize or to approve.

So that bottom-up component is very important. Openness is very important as well, and when we talk about openness in the ICANN policy process what we're talking about is the availability or the opportunity for every Member of the Community to contribute to the process. That's very important; that the process be open at a number of different levels. At the very beginning when the policy is being considered, when a problem develops, when an issue gets raised, all the way to the final decisions that take place from the Board or from individual groups within ICANN.

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And so the important element of openness is manifested in, for example, in a variety of different ways in the various groups. But it means open Working Group participation, it means public comment forums in which any Member of the Community, literally anyone who's got an Internet connection can contribute to. It means having relatively long processes so that someone who's not involved in the beginning of the process might still be able to come in in the middle or at the end and contribute their thoughts and ideas. So openness is a very important consideration when we're considering any work.

The final of the four is transparency. Now, this is an important element, not from who gets to participate but how the information gets shared within the community and with others about what is happening. So literally, as you're already experiencing, every ICANN endeavor pretty much is either recorded, transcribed, filmed or in some other way memorialized so that people who aren't present can learn about it. We have expansive remote participation capabilities so that literally from a time perspective you can either participate directly, at the same time; participate from different time zones.

In the case of many sessions that we have at ICANN meetings, there are people that aren't physically in the room but who are connected through Adobe Connect rooms or Lucid Meeting rooms to be able to participate, or to hear what's going on. It can become a very important component; not only while a process is being conducted but also afterwards. Many times – and we're seeing it with the New gTLD process people ask 'what was the decision or what was the very difficult compromise we had to make?'

And we literally have the recordings, the records, the ability to look back and find out what was decided; what was considered. And in various respects what position Rob took or Mary took or John took. The sense that there is an ability or a record that anyone, again with an Internet connection, can go back and look through the ICANN website or the archives and find information on. So that's the how element. And if we can flip to the next slide – thanks Janice – the next component is what is our role as Staff?

It's pretty important to share that with you because, again, based on other people's experiences or their experience in other Organizations, professional Staff can play a variety of roles. The philosophy at ICANN is that our job is to really help you as Community Members do the best work that you can. Our philosophy on Policy Development Support Team is to make sure we provide as many of what we call 'in kind' services as possible, to make the logistics of the meetings work well, to provide assistance in the interpretation of the various rules, to play – if you will – almost a referee role at a soccer game.

Basically, we're familiar with the rules, we keep the time, we play a role on occasion of raising a card here, there, to say that someone needs to better understand the rules or avoid violating the rules. So it's essentially a referee role where we really help Community Members focus on the real substance of the issues. And so helping, supporting and managing are key components of the work that we do.

Next slide? Thanks. Who, we've really touched on, and Janice did in terms of taking you through the Multi-Stakeholder Model. The primary engines of Policy Development in ICANN are the Supporting

Organizations; or what we refer to in our acronyms as SOs. The key engines there are the gNSO, which looks at policies for generic names. The ccNSO, which looks at country code organizations and names and how they get managed, and the ASO, which looks at the addressing system. And the important element here is that the SOs have their own sense of policy rules.

There's no common ICANN policy role – and you'll see that in the next couple of slides. Each one of the organizations, over time, has developed its own culture; its own way of managing policy and of delivering policy. And that's a very important element to the concept of bottom-up, the concept of transparency. This evolution has been important because it allows the various communities to work the most comfortable ways that they can.

For example the ccNSO and the ASO are groups of relatively homogenous communities. They operate in similar ways or have similar interests or concerns and so in many respects they have relatively straightforward policy approaches; potentially fewer steps than for example the gNSO. The gNSO is not quite as homogeneous a community; it's a community that has a variety of different players, where you've got Registries and Registrars. You've got the commercial community; you've got the non-commercial community. And even within the non-commercial and commercial communities you have different players.

And so in that sort of scenario, in that set of circumstances, the gNSO has developed different Policy Developing Processes for how that Supporting Organization works. And in the case of the ccNSO and the

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gNSO, those processes are hardwired into the ICANN by-laws, so at any time, if you have an interest or curiosity about what a process might look like, it's right there in the ICANN by-laws on the website. And you'll see later we've also, as a Staff, created some graphic representations of what those processes look like.

Another critical component of the Policy Development efforts that make up this community-driven model is the Advisory Committees. We generally refer to the Advisory Committees as the ACs – collectively they're the SOs and ACs. And in the case of ICANN we've got four Advisory Committees. Their job is not so much Policy Development as it is they each have a particular area of expertise, of knowledge or of interest where the perspective they bring can provide some great information and resource; not only to the SOs but to the ICANN Board of Directors as well.

And the ACs are in short the At-Large Advisory Committee, the Governmental Advisory Committee, the Security and Stability Advisory Committee and then later we'll be hearing from John on the Root Server System Advisory Committee. These communities play important Advisory roles, either in helping the SOs formulate their policy, in commenting on the various discussions that the SOs have and in some cases going directly to the Board of Directors and making specific recommendations that the Board will then direct the SOs to take up.

And so there've been a number of instances over the last five years where Advisory Committees have approached the Board, have alerted the Board to a particular issue or concern within the Community and then the Board will direct a Supporting Organization to look into that

matter. Over time, what we've seen is an evolution from each of these ACs and SOs working in their own SILO to really seeing a lot more collaborative work between the various Supporting Organizations and Advisory Committees.

And we've seen a substantial increase in the numbers of cross-community Working Groups where representatives from different communities actually get together to talk about different issues. The gNSO has a unique Policy Development capability in what they call the Working Group model of Policy Development, where literally any member of any SO or AC can come and participate in the gNSO Policy Development efforts.

An announcement that a policy group is being formed or that a Policy Development Process has begun can bring volunteers from literally all of these groups and as you continue with your experience, either at this meeting or later when you follow things that go on from an ICANN perspective, you may find areas where you're very interested in or where you think you can contribute. And through this Working Group model you can simply get in touch with the secretariat and offer your expertise or your willingness to contribute. Next slide?

I offered to provide you with a couple of examples, and these are just very briefly some graphic depictions of what takes place. Don't worry, I'm not going to go through each color here or anything like that, I just wanted to illustrate to you the differences. This is the gNSO Policy Development Process and we had to create this z-shape or this snake because otherwise it would appear to be quite long. The general concept of any of the Policy Development Processes is that there is a

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beginning and there is an end, in terms of the policy development, then there is an implementation perspective as well.

And as you see for example of this graphic, in the area of the green is when the initial efforts are made to identify an issue, to gather information about that issue, to make sure that the community has a common understanding – not only of what the problem or issue might be but as to what sort of question will ultimately be resolved. And then through a process that's been set up by the gNSO in this case, there are public comments, there are work products produced by Working Groups that ultimately result in the gNSO council, the policy-making body of the gNSO, making a recommendation to the Board of Directors.

Then once the Board of Directors ultimately acts on that recommendation we move to the next phase that some of my colleagues will talk about, which is really the implementation of the policy. And just another graphic depiction, this actually looks like a smart phone app or screen, but this is the policy process for the ccNSO. By way of graphic depiction you see much more of a straight line here, in this case from bottom-up. But again, the same principals apply. It's first identifying the issue and coming to a common understanding within the community about what the problem is and what questions are to be resolved by the Policy Development Process.

And then in this case going up the chain, bottom-up, to consideration by the ccNSO council, recommendations to the ICANN Board, a decision by the ICANN Board and then ultimately implementation. Now, there are slight differences again between the gNSO, the ccNSO, the ASO. I have presentations on each of these processes that run an hour and a half,

two hours long, so consider yourself lucky we're not going to do that today. But if any of you have any questions about that I or my colleagues on the Policy Team are here all week. If you go through me or through Janice to me, we're more than happy to provide you with support or information.

And as later Janice is going to go through the schedule for the week and you begin to identify which meetings and what sessions you want to go to, in every one of those sessions either a Member of my Team or Karla's Team is going to be in the room; literally there's Staff in every room. If you have questions and you aren't comfortable raising your hand in a larger session, just take the opportunity maybe after things quiet down or you get to the session early and feel very comfortable in just asking questions or at the very least just sharing your business card with us. What we can't resolve here at the ICANN meeting, we're more than happy to do offline or in the future via email or something like that.

So thank you very much and I'll be hanging around here afterwards to answer questions. Thanks.

JANICE DOUMA LANGE:

Thanks Rob. Are there any questions right away for Rob? Sit there and let them simmer. There's a couple here right up front, so we'll have a mic. brought. Keep your hand up if you guys would and we'll get the mics. to you. And then please remember to let us know your name for the record. And you can even say where you're from. And Carol's going to head up there to the top. Sir?

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VIVEK: Hi, my name is [Vivek? 00:31:25], I'm from Valiance Industries Limited in India. A quick question. We are participating in the New gTLD program. So does the New gTLD program information come under gNSO or is it a separate policy-making body?

ROB HOGARTH: It comes under the gNSO, and depending upon the specific characteristics of your organization you might participate either as a Registry or a Registrar. The gNSO essentially has four Stakeholder Groups, the dividing line being whether a participant is a contracted party in its relationship to ICANN or a non-contracted party. And then depending on which side of that you sit you'd either be a Registry or Registrar Stakeholder Group Member or a Member of the Commercial Stakeholders Group or the Non-Commercial Stakeholders Group.

And there are a variety of organizations in each one of those areas that you would associate yourself with. As a contracted party you would join the Registry Stakeholder Group. As a business that intends to be a Registrant to various names you would join the Commercial Stakeholders Group. And I'd be more than happy after our meeting today to put you in touch with the right people here.

VIVEK: Thank you very much. I'll reach out to you.

DASCHER: Good day. My name is Dascher [inaudible 00:32:57] from Russia. I'm interested in the policy process between ccNSO and the GAC. How do

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they function, how do they communicate and exchange their experience? Thank you.

ROB HOGARTH:

Thank you Dascher. There's a very good and longstanding relationship between the ccNSO and the GAC. As you would expect with the ccns essentially running the various services within a particular country they work very closely with government representatives. Our Team on the Policy Development Support Staff provides support to both the GAC and the ccNSO. And so at one level we have Staff Members talking to each other. On a second level the Staff Members act as liaisons between the various groups; to help arrange meetings, to establish Agendas. At ICANN meetings, particularly the Advisory Committees really reach out to the Supporting Organizations.

And you'll see on the schedule a variety of different sessions, bilateral meetings between various SOs and ACs. So you'll see the GAC and the gNSO, the GAC and the ccNSO, for example, getting together. And in the case of the GAC and the ccNSO, communications continue to take place after ICANN meetings in what we call the inter-sessional time, where they will collaborate, share information, talk about various issues. The ccNSO and the gNSO have a variety of different issues that don't really cross over.

Some of the big issues for example with the ccns involve delegation and re-delegation, those types of issues where there's a lot of close government interaction and the rest. And our IANA Staff plays a substantial role in some of that work. In terms of policy, the groups

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operate within their own processes quite independently but they will come together to make sure that they're communicating effectively at ICANN meetings. So I'm hoping you'll take advantage of some of the opportunities to observe those interactions this week.

DASCHER: Thank you.

JANICE DOUMA LANGE: Anything else for Rob right now? Sure, Caitlin? And we'll stop after this question and move onto the next but please, as Rob said he'll be right here and he'll be able to answer questions either now or throughout the week.

SOO HAI DI: Soo Hai Di from Malaysia, ISOC Malaysia. Could you please give an update of the working relationship between ICANN and ITU? Thank you.

ROB HOGARTH: I've been waiting to say this line – that's not my department. I'll leave that to some of my colleagues on the Government Relations Team, the Global Stakeholders Team to answer that question. But thank you for asking it.

JANICE DOUMA LANGE: And you can actually bring that question to the Thursday, 11 o'clock session with the Global Stakeholder Engagement. It's not on our topic

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but the right people will be in the room to address it after the session. And we also have – I'll just take a moment to say – in the Adobe Connect session rooms, if you open the room like we have, Wendy is here doing remote participation on the ICANN schedule, when you click into one of the sessions it will allow you to click into the Adobe Connect room connecting our remote participants.

And we're encouraging anyone who has a topic for the public forum on Thursday afternoon. So you never know what interesting question you could send to that email address; [forum@icann.org](mailto:forum@icann.org) and it may get chosen to get addressed in the public forum, or you can stand up at the mic. and ask the question. So there's many avenues to get those kinds of questions answered. Thank you very much. And again thank you Rob. And I'm going to go ahead and ask Karla Vilente, sitting by my side, Director of Registry, to take us through a little bit of information about DNS Operations and Competition and Choice, which is one of the pillars of the ICANN community.

KARLA VILENTE:

Thank you Janice, and thank you Rob, he's a very difficult act to follow, especially with his colorful slides, but I'll try to do my best with my colorful personality. [laughter] So I'm talking about New gTLDs, which is something that you'll hear around ICANN meetings, particularly in the past few years, is something that you see reflected in this slide. Competition and Choice. So why are we introducing New gTLDs and what is the driving force behind it? The driving force behind it is competition and choice.

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A consumer choice is one important element, so if you are a consumer and trying to get a domain name nowadays, for example on .com, which is one of the top-level domains, chances are you're going to have some difficulties with some brands because the domain names are taken. Competition and innovation – so we are opening our platform to foster that. The actual innovation will come from the new Registries that we're going to have soon in our root. Here is a very high-level view on what the world looks like from a Domain Name perspective, top-level Domain Name perspective.

On one side you see .org, [.mil? 00:39:50],.asia. So this is the gTLD world, those are the companies that have, most of them, a direct contract with ICANN. And this is the side that is expanding. So when we talk about New gTLDs it's generic that we are expanding and as a result of that you will see in the future a '.' And after that a name of a city or an acronym or a TLD in a different character and so forth. Then on the other side you see the ccTLDs characterized by two characters and for example in China we have the .cn that is managed by [CNique? 00:39:30].

And this side of the TLDs was expanded through the Fast-Track program, and through the Fast-Track program you started to see for the first time TLDs in different characters being introduced into the marketplace. So when people say that only New gTLDs introduced TLDs in different characters or different than ASCII, into the space that is not quite so we had a Fast-Track program that did that before.

Current landscapes. So there may be players in this industry. Rob gave you an idea about how the policy side of it works and all of the different

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actors that are involved and have a voice within this community. But there's a particular side because of the contracting parties; those are the Registries and Registrars. And they offer a very interesting dynamic into the marketplace; so you have the Registries that take care of the Domain Name, like for example VeriSign is responsible for the .com management. You have the Registrars that usually are the companies that, if you want to register a Domain Name, either yourself as an individual or as a company, usually we interface with a company different from the Registry, like a Registrar for example, in the US.

Go Daddy is one of the well-known Registrars but there are many more than that. So who registers the Domain Names is the Registrant and that can be an individual or a company. They can interface with a Registrar, sometimes they interface with the reseller. The contractual relationship that those parties have with ICANN and between each other is also an important element because that tells the parties what they can or cannot do or what they can or cannot expect from each other. So for example sometimes we do receive calls from Registrants that want to have some Domain Name problem addressed by ICANN and we are not responsible for the relationship that that Registrant has with a reseller or with a Registrar, therefore any particular ongoing daily management with that specific Domain Name; we don't have that contract with the Registrant.

There's other responsibilities that we hold in TLD business but the day-to-day business and contractual relationships are represented here in this graph. The New Generic Top-Level Domain program was developed by the gNSO for the bottom-up process, it took several years for the

policy to be developed and then approved in 2008. Since then ICANN has been working on the implementation. And one of the interesting aspects of that is that ICANN, being this open and transparent organization simply doesn't close the doors, works on implementation and then tells people 'hey, this is it'. Like many products and services that a private organization were to do.

Throughout the implementation process we had several public comment periods on the overall applicant guidebook that actually represents the New gTLD program and everything that an applicant needs to know to all of the different aspect of the program that needed to be addressed. So the community, with different levels of expertise collaborated in contributing to this program and building what you see today. And what you see today resulted in a number of applications; 1,930 applications. And if you look at how they are distributed is 103 were IDNs, 67 were community, 49 were geographic, and then you also see the geographical distribution of those Registries.

Today we have about 70 Registries that we actively manage the contracts with and the geographic distribution of those Registries is mostly concentrated in the northern side of the United States, or North America. We have one in Asia, the .asia that you might know, and one in Europe for example; .cat in Europe, but most of them are in North America. And this is changing the landscape and we're very pleased to see that we are going to have a better geographic representation and diversity in the gTLD space from a Registry perspective. And that can also trigger more diversity and more representation from the Registrars

standpoint too – more Registrants in the different regions that will partner with those Registries and so forth.

Basics on Internationalized Domain Names – and you will hear a lot about that in this meeting too; some of the sessions we have are quite technical because there's a lot of technical issues and aspects to language in general when it comes to meeting language and technologies. But it's a very interesting topic and it's a very interesting thing to have because the world doesn't communicate in ASCII. Around the world, like we are here in China, there are different languages and people communicate through technologies, different languages. And for some time we did have third-level domains and second-level domains in different languages but not the Top-Level Domain.

So that created some inconveniences at least, that we can say to people around the world. With the introduction of the Top-Level Domains, either for the Fast-Track to New gTLDs that allow IDNs, we are going to see much more variety and flexibility and really we're responding to the needs and the use of the IDNs around the world. And the Pillars slide just gives you a glance that in the past, like you had the second-level of .cn, for example then you could have all of the address represented in the IDN characters. And there's some examples of the languages that through the Fast-Track those were the first ones that were added to the root.

And we are going to see much more with the New gTLD with the... I don't know how much you know about the standard of the New gTLD program but one of the things that happened in the past few months is that we had a drawing. Because we looked at all the 1,932 TLDs and

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how we were going to process; who get's processed first? Operationally it's quite a challenge with a high volume of applications like that and a very complex evaluation process, so with the community there was a decision made that IDNs would go first. And this is again to respond to the need of IDNs around the world – the demand.

So what is a Registry? And that's very interesting. A Registry is a business and it is a business that has a contractual relationship with ICANN in the gTLD world, and you see that reflected into the New gTLD agreement or sometimes called the [base? 00:47:15] agreement of Registry agreement. And that agreement outlines all the rules and responsibilities between the Registry and between ICANN. The main role of the Registry is what you see outlined in this slide. So they control the database. They control everything that all of the Registrars, the resellers, all of those parties register, all of the data goes up and the Registry is the key holder of all of that data.

If you... Some of the other things that the Registry does, being a business, obviously they are responsible for network infrastructure, protocol application services, DNS, WHOIS server, billing systems, monitoring system security. All kinds of different aspects on a day-to-day basis we are dealing with quite important data. So it's not only designed to manage Domain Names. It's also, increasingly in the Internet world, designed to address all kinds of security issues that we see going.

A Registrar, again in the current market what you see is that if individuals or companies want to register a Domain Name they usually go to a Registrar. In the future with vertical integration this is going to

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be less of a clear line between those parties. But a Registrar is a company that directly, nowadays, works with the consumer. And they do not only make Domain Name registration; a lot of the Registrars do many kind of add-on services, like they help you to put together your website.

They help you to maybe design, they help you with servers, they do all the package-services like if you have a number of Domain Names registered with them they will monitor the servers for security purposes or intellectual property purposes. So depending on the Registrar that you're dealing with, it could be a small niche company that only sells one type of TLD and a limited number of services or it could be a large company that has many of TLDs that you can choose from and many services that you can choose from and so forth.

Some of the potential considerations. So with New gTLDs we obviously have an opportunity for innovation and diversity. We're going to have a lot of new players in the marketplace; new players that are more distributed geographically. Smaller companies, bigger companies, companies that were established to serve the needs of specific communities, companies that have a close relationship with governments and a focus on addressing the needs of a certain region or a certain country or city.

So you have those new players coming into the mix and we're going to hopefully see a lot of those players being very active within ICANN. The vertical integration is something that I'm not going to expand on a lot, because there's a history why this clear division between the Registries and the Registrars nowadays, and also history why this is something that

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was readdressed by the Board, to respond basically to the changes within the marketplace, success and failure of the Registries depends on a number of factors. Not only the factors that drive any kind of success and failure for a regular business but also the marketplace.

One of the things that we don't know is how is the marketplace going to respond to New gTLDs. Are new Registrants around the world going to be embracing the TLDs and moving their brands from their existing registrations to the New TLDs? Are they going to register the New TLDs only defensively? Are they going to add the New TLDs to the portfolio that they already have? Are they going to actively market the New TLDs that they choose to their consumers? And how are consumers going to respond?

Nowadays I live in the United States and to me the go-to engine if I need to look for something is Google so I go to Google.com. And then I choose, I put in the search engine whatever company or whatever product or information I'm looking for and this is the results that I get and I sort through with some criteria and I find what I am looking for. In the future, when people look for things and they use search engines are they going to trust the address that they find? Because they recognize that this company that is a .shop isn't yet a legitimate company and is the brand that I'm looking for, instead of being the .cn that I was looking for or the .com that I was looking for.

So there's an element of consumer education. Not only the business and how it establishes itself and how it's able to sell the concept and the idea to the consumers, but how the consumers embrace on the day-to-day when they go searching for information or they go interacting with

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the website. So we understand that it is part of business to succeed or fail. That's the reality around the world. And some governments have statistics. Right? If you have a start-up, if you have a business and you can make it through one year or five years, it depends on the country, then your rate of survival starts to increase.

So we don't know how many of those Registries will succeed or fail. We expect the Registries to succeed and that's why we have a very robust evaluation process. We wanted to make sure that at the start of a Registry we have really evaluated and we know that they are operationally, financially and technically sound. So if something happens in the future, for whatever reason, there is a failure of the Registry, from a business standpoint of there is an economic issue with the country or there's a natural disaster, whatever reason the Registry fails.

We created the EBERO, Emergency Backend Registry Operator [inaudible 00:53:56] program. And what this is, is another Registry that basically takes over the main technical functions of the Registry to make sure that it continues. It's a continuity of services, the lights are on. So the Registrants, the people that have the websites don't suffer right away with any issues or technical failure on the Registry side. So this is a process that ICANN is going to manage with this EBERO provider, make sure that there is a continuity of services and in case there is a failure in the future, which we hope not to see.

TLD acceptance issues. I think we have a slide on that don't we? TLD acceptance issues are... I'm going to explain that in a very simple way. In the future we're having New TLDs, the extensions vary. So in the past

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you'll see two characters, which equals a ccTLD, like .ca. Or gTLDs have three characters. When we start introducing TLDs that have more than three characters or have IDNs, then some systems around the Internet were not designed to be flexible, to understand that. So if I have a Domain Name or an email address with a New TLD and I'm trying to fill out a form online, sometimes, depending on how this was programmed, the form is going to tell me that it's rejecting my email address because it doesn't recognize my email address as a valid one.

Why? Because some of the systems were created maybe to read only a number of TLDs that is already in the root, nowadays, or maybe they are designed to only accept TLDs that are up to three characters, for example. When we launched .info, .mobi, .museum in about 2004, or earlier than that; 2000, we had some issues with some browsers and some software that didn't recognize those legitimate TLDs because they have not been updated.

So we still have some way to go to educate the technical community that is responsible for those systems and those consumers around the world that if there is indeed an issue with your TLD, it's not because your TLD is illegitimate but maybe the system that you're interfacing with has not been upgraded to this new reality or this new address. And this is a quick update on the EBERO again, so yes the sequence of the slides is a bit odd. So the EBERO program – we chose three providers so that in case a Registry fails there are three providers that will take over that function until this Registry either recuperates or there is an exit plan that is being designed.

This EBERO is only going to take care of five functions. So it's not about marketing function of any other kind of other issues with the business failure is only the five technical aspects of the Registry that will be taken care of, and that's why I say we're really only responsible for keeping the lights on, at this point. And we are pleased to announce, last week, the three providers. One is CNIC, which is based here in China, the second is Nominet that is based in London, the United Kingdom and the third one is [NewSTART / New Start?] that is based in the United States.

The geographic diversity of EBEROS was done on purpose because once we learn who the New gTLD applicants are and where they are located we felt that this would be just a better way to structure that program to serve any kind of event or emergency issue. That's what I have for today.

JANICE DOUMA LANGE: Karla, thank you very much. Are there sessions coming up this week that might offer the newcomers some more information either about Registries, Registrars, gTLDs, and the work you've talked about?

KARLA VILENTE: Yes, yes. Monday is an important day within ICANN because there is a general update on the New gTLD program and in this they provide lots of information about some of the ongoing projects and some of the issues that sometimes the community raises. So they provide an update and a response tot hat so it's an important day on Monday so take a look at the calendar.

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JANICE DOUMA LANGE: My next question – and I do want to obviously open up the floor to anyone who has a question – but on Tuesday which is constituency day, we'll talk about that in a couple of minutes – the Registry and the Registrar both run separate meetings. From a newcomer status how does it feel to be a newcomer sitting in that Registry or Registrar sessions? Is it information that will be helpful, is it overwhelming? How does it feel?

KARLA VILENTE: So... Stakeholder day. [laughs] So the Registry group is represented by all of the gTLD Registries that we have, current less-contracted parties and this meeting also, nowadays, we have the New gTLD applicants; they are not Registries yet but they are already getting involved with the group and with the process. The meeting takes all day and there is an Agenda, which for the Registries should be posted soon. And in the Agenda you will see all of the topics that the Stakeholder group is going to discuss.

I will say that a lot of the topics will probably require some background research because they will not give an introduction to issues during that session. The Registries already have been discussing some of those issues in their conference meetings that they have every month, and they have already been discussing it so I think that it might be a little bit challenging to just sit and observe some of those meetings without doing some homework and looking at the background issues.

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The Registries and the Registrars do meet separately but at the end of the day they meet together because there are some issues that they have in common so they take that opportunity to discuss those common issues. And each one of those groups also meets with the Board. So on Tuesday they have an opportunity for about one hour or so to tell the Board what is relevant for them and what they expect and what are the issues that they see.

MALE SPEAKER:

Just a quick observation there. Many people come to ICANN meetings to learn about ICANN for the first time but a large part of the community basically comes to get work done. It's an opportunity for the face-to-face meetings of the various Stakeholder groups to talk about particular issues. And as Karla says, these are issues that they may have been working on for many weeks or months or in some cases years, and so it is difficult to immediately get up to date.

Some of you may want to check out, when you have the opportunity either here or when you get back home that the Policy Team produces an update every month that talks about the various policy issues that are taking place within the community. And that's a free subscription email delivery from the ICANN website so I certainly recommend that you check that out. From time-to-time it will help you get up to speed on some of these issues. Thanks.

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KARLA VILENTE: There's also a webinar that precedes an ICANN meeting, in which the Policy Team highlights all of the main topics, and this is recorded and posted, right? So that could be useful too to bring you up to speed.

JANICE DOUMA LANGE: Are there any questions at this point?

KARLA VILENTE: Just hold on a little bit, we need to have this on the mic.

JANICE DOUMA LANGE: Carol, are we heading up there or not? Okay, Maggie would you mind stepping up, and Carlos because we are going to continue talking about contractual compliance, one of the other Pillars of the ICANN structure. Maggie? Come on up. I have... Owen's here as well. Sure, is there a question? No, I don't want to go there, thank you. Okay. Let's go ahead. Maggie I'm all set up here.

SPEAKER: I have a question! I have a question! Thank you very much.

JANICE DOUMA LANGE: Carol, go ahead.

SPEAKER: Thank you, thank you.

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JANICE DOUMA LANGE: I just have not been sure whether the question was going to get asked or not.

SPEAKER: No, I have two questions.

JANICE DOUMA LANGE: Could you state your name first please?

SPEAKER: I am [inaudible 01:04:29] international user. It is a public conference like the one being held in this room. However, I was refused to enter by the [CNIC? 01:04:45] crew. Who told them that it was not public?

JANICE DOUMA LANGE: Okay. I would like to tell you right now that that question that you're asking is not on the topic...

SPEAKER: No! My question is what should I do?

JANICE DOUMA LANGE: The question that you're asking is not a topic in this forum, but you can take that question to another forum that is topical. So if you have a second question that concerns policy or New Top-Level Domains or Registry or Registrar, we're more than happy to hear it.

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SPEAKER: Oh, yes, yes. I am wondering what kind of conference I can state my opinions and questions about Domain...?

JANICE DOUMA LANGE: Once again, the topic right now is community-driven policy, Registries, Registrars and New Top-Level Domains. If you do not have a question about that topic there are other forums this week at the ICANN meeting where you can express your opinion. Thank you.

SPEAKER: Thank you.

JANICE DOUMA LANGE: So, I would like to introduce Maggie Cerrard with her Compliance Team Owen and Carlos. Maggie, you have the floor.

MAGGIE CERRARD: Thank you Janice. Good afternoon everyone, my name is Maggie Cerrard and I'm the VP for Contractual Compliance. This is one of our favorite sessions because everybody here is coming wanting to learn more about ICANN but also wanting to learn more about the different roles and responsibilities within our Organization and within the community. So with me today in the audience I have Carlos Avez. Carlos is the Senior Manager for our contractual compliance in the operation space, and also with me is Owen Smigelski, he is also one of the Team Members on Compliance and they will both be assisting in addressing any questions you may have after the presentation.

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So with that as was stated earlier, the form of this presentation has evolved to bring it to the level from an ICANN Global Stakeholder meeting. What is Contractual Compliance and what is it we do, from contributions but also from engagement with the ICANN community. The contractual compliance role and responsibility is very specific to contracts. And before I move to that I want to share with you who is the Contractual Compliance Team and where do they report within the ICANN Staff Organization?

Our Department as of October reports now directly to the CEO of ICANN. Within that role I have a Staff total of 15 total employees where we look and work with the contracted parties; the Registrars and the Registries, to address the different issues we face. But we also work with the ICANN Community to address the different compliance that they are bringing to our attention. So our Team restructured recently into different areas.

We look at what we call prevention and enforcement because contractual compliance starts with what we call informer resolution or prevention. We monitor, we work with the contracted parties to address the different challenges we have, but we also have a very critical role, which is to enforce the contract. So we have a Team that focuses on that. We also have a Team who is totally operational. We receive lots of complaints and this Team focuses on making sure the complaints get responded to and addressed.

To be able to deliver to a community that's so global with the Multi-Stakeholder model we also have a very critical element in our Department. We refer to it as performance measurement and

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reporting. Because to meet the different expectations we have to have a level of transparency on our activity and what's going on. So we have a very focused performance measuring and reporting. In addition, in any contractual compliance department you've ever encountered, outside of ICANN even, you have a function that's critical; we refer to it as the risk and audit function.

Because we do assess the different risks as it relates to our contractual agreements. And the risks are assessed how do they relate to the community and how is the impact of that risk happening and the probability of it. Based on the risk assessment we put together an audit program to go after those elements and address them and find out. So our Team of 15 FTEs, we really can cover the languages you can see represented here, about seven or eight, I've lost track.

It is very important to be able to have a conversation with our Stakeholders in the specific language and culture that it's coming from. Upon my arrival I clearly relate to one incident that happened where a Team... You know our communication is in general in English, that's a universal language and when I arrived we said well... We communicated to this Registrar and it was in Europe and we're communicating and I read the communication and I happened to speak French so I picked up the phone and I spoke in the native language and said 'what is going on?'

The Registrar thought they were communicating to us, we thought we were communicating with them. There was a gap. There's a gap in the interpretation of the information and in the understanding of the cultural nuance of how things are said and done. So we were able to

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resolve that. Based on that experience we built a Team that's really multilingual but also who is also familiar with the specific international aspect of the different areas.

We provide a link here to the resources and to who we are and to the experience. You heard Karla speak earlier about the ICANN model. Who are we and how do we work with the community? I'm going to take that down to another level, just focus on the contract. We have ICANN, ICANN has contracts with the Registry and with the Registrars. It's those contracts that our Department oversees to ensure compliance with. Now, Registrants from the community have direct contracts with a Registrar, to be able to use and purchase a Domain Name. Or you may go through a third party referred to as a re-seller.

From a contractual compliance obligation we oversee still the contract between the Registrars and the Registries. However if there are challenges with the model that you're seeing here, what we do is work directly with a contracted party to ensure that that provision that they are obligated to fulfill is being executed by that third party that they do business with. So again, the model is very clear and the scope is very clear about it.

Our model here at ICANN is the bottom-up, Multi-Stakeholder approach. And that's how we're trying to bring that culture of compliance to be within that model. As I stated earlier, we start with what we call preventive activities. Prevention is very critical. It allows us to work directly via monitoring, via audits, via education or even outreach sessions with the contracted parties to come together and address the different challenges that exist.

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Now, you will see on this chart two things; you have the pyramid and you have the arrows. They align because when you are looking at prevention and informal resolution that's a way or a model of handling your challenges or your complaints. We start informally via a process. The process that was built on the right side of the slide is a process that we built together with all the ICANN Stakeholders. Not just compliance, building it behind closed doors.

We listen to the communities' expectations and what they want from compliance, but also what they want from it as it relates to their own specific interests. We built a process that has been in place for about a year now, but before we implemented it it's that bottom-up Multi-Stakeholder approach. We sought input from the ICANN Stakeholders and the different community members to the process. Everybody now speaks the same language about the process.

And that's very important, because for Contractual Compliance to be able to deliver to the expectations, we have to have a consistent process; we have to have a consistent language across everybody. We deliver a very unique service and we need to be able to be trusted by the community that we are doing our work. So this process is known across everywhere at ICANN and everybody knows that in the informal resolution we address the issues directly with the contracted party and with the complainant or the reporter and all that is done confidentially.

The process has three steps. The first, second and third are steps of collaboration, to get to a resolution. If, by the third step there is no collaboration then we truly move to what we call the enforcement phase. We issue a breach of notice and it's at that point when the

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community sees who is doing what and who has been breached. At this point we publish it on the website and it's a very fact-based decision-making. We publish the breach notice and it has a chronology of when it started, what are the different elements of the breach and why. And then we track it.

The process is time-driven, it's standard and it's very repetitive. So we are consistently delivering to that timeline and to the process steps. It's mindboggling to see the level of complaints we receive. This chart – I'll let you look at it on your own time – but what we want to show is these are the five regions that you see here are what we call the ICANN regions. And the numbers – the legend is on the bottom – but the numbers that we are reflecting here are from October 2012 through February 2013.

You look at the number of domains registered. You look at the number of complaints, the number of Registrars in the region and all this gives you the percentage of complaints received per region. So again this is information for the community we always share at a trimester level. The next few slides talk about the scope of Contractual Compliance. If you have a Domain Name that's registered, you know the different steps you went through to register it. So this slide is available on the web. We took it to just share with you that the Contractual Compliance ensures that ICANN's contracted parties are delivering to the agreements and consensus policies during the full life cycle. From the beginning to end there is a part of the agreement that touches every aspect of it, or a consensus policy.

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One element that always seems to cause us some challenges to the newcomers or even sometimes to existing ICANN Community Members. There are different types of Domain Name issues that exist. You can look at what we call the use issue and these are related specifically to website content, spam, cyber crime. Those are not within the contractual obligations. Those are usually dealt with by law enforcement or Consumer Protection Agencies.

Sometimes they do come to ICANN and ask for help and what we do is we take the scenario and we see is there a contractual obligation that is not being fulfilled? Because ICANN does not ensure content. ICANN ensures that the contractual obligations are being delivered. And usually if you have a bad interaction in one place there's got to be something in the contract that they're not delivering to and we're able to partner and follow-through on those matters, but again from a contractual perspective.

The area we focus on is really again the contract and the obligations. This slide is provided for your reference. Please go on our website. We publish lots of information, we have an audit that's currently underway. We also provide monthly updates in all six UN languages; we have an Annual Report that's provided also in six UN languages. We also have a link to how you can go and file a complaint for contractual compliance. With that Janice, I'll take any questions.

JANICE DOUMA LANGE: I don't even know how there could be any; that was crystal-clear. [laughs] I just learnt a lot right there. But Caitlin we do have a question,

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or Carol, right over there? And if anyone else does have a question just raise your hand, I can take a look and get a microphone to you.

VIVEK: Hi, I'm Vivek from Valiance Industries Limited, India. Thank you very much, as Janice said it was crystal-clear. Just a follow-up question on one of these things. We have applied for a couple of gTLDs so I understand completely that when we do the Registry agreement with ICANN that will be your Organization that will be involved. What about the Registry and Registrar Agreement?

You touched on that but I wasn't clear on your involvement on that. Like, will you vet every agreement that we do or will you give us a template and then it's our responsibility to handle that? Where will you come in and how can you help us in doing that?

MAGGIE CERRARD: Vivek, I'm sorry I'm trying to understand the question. Do we oversee both Registrar and Registry agreements?

VIVEK: So I understand you will do the Registry and ICANN agreement with us, that was clear. Regarding the Registry and Registrar agreement that we will do with various Registrars, where do you come in and what kind of support can you provide for us?

MAGGIE CERRARD: Okay, thank you. Do you want to address that Carlos?

CARLOS AVEREZ: Regarding the Registry / Registrar agreement ICANN does not have a direct participation; it's up to the Registry to enforce it and also the Registrar on its own side to enforce the Registry Liaisons before the Registrar. However, when a Registrar has its Registry / Registrar agreement and these, for all the other participants in this meeting, this is the agreement that a Registry operator has with the Registrars that are accredited to raise their domains under their specific TLD. Like, for example if I am the Registry operator for .carlos, which is a vertical TLD, and Owen owns the Register that's called [Owen LLC? 01:21:45].

We both have an agreement that allows Owen LLC to register domains on .carlos. If Owen LLC has the Registry / Registrar agreement terminated and that as a consequence means that he's not able to provide Registrar services, then ICANN can terminate his Register Accreditation agreement. It doesn't by default mean that the Registry / Registrar agreement will by default mean that the Registrar Accreditation agreement between the Registrar and ICANN will be terminated, because that Registrar can have agreements with other Registries for other TLDs and that means that that Register will still be able to register domains under other Top-Level Domains. I hope that was clear. It was not?

MAGGIE CERRARD: The short answer is no. [laughs]

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JANICE DOUMA LANGE: Please remember to state your name.

SREY MAN: Yes, [Srey Man inaudible 01:23:03] from [Tiari Oman? 01:23:04], they're just responsible for .om and not .oman. My question is please can you comment on restricted list of Domain Names? What is your approach on that? Do you leave it to the Registry and the reserved list as well?

CARLOS AVEREZ: Some current Registry agreements include an already-defined list of reserved names, however there are some Registries that can have their additional, if you want, list of reserved names. But that exceeds... The new Registry agreement under the New gTLD program is yet to be finalized, so we in Compliance are still...

SREY MAN: So ICANN doesn't have a list of restricted names?

CARLOS AVEREZ: No.

SREY MAN: Okay.

GABBY: Hi Maggie, I'm Gabby from Argentina. I would like to ask you this question. What is the labor of these Teams related to complaints

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according to needs, law enforcement and Registrants for example?  
Sorry. [laughs] Do you understand?

MAGGIE CERRARD: Hi Gabby. May I...? It's Gabby right? That's my daughter's name.  
[laughs] So let me try to restate your question and please let me know if I got it right. What is ICANN's role when it comes to complaints between the Registrant and law enforcement?

GABBY: To balance the needs between both parties; law enforcement's needs and Registrant's rights related to WHOIS issues. Yeah?

MAGGIE CERRARD: Okay, so let me try to address it very, very simply. When we receive a complaint – and we receive complaints from everybody, everybody. It doesn't have to be a Registrant, it doesn't have to... Everybody. We examine every complaint – if a complaint is outside of our scope, like I was saying the content, we refer them. There is a process today where we look at it. If it is not in the contractual scope we refer it to law enforcement.

If a complaint comes from law enforcement to ICANN what we do is the first thing we ask is 'have you looked at that complaint directly with the Registrar or the Registry?' Because we don't want to get in the middle. But we ask that a professional courtesy be given and if they say 'yes, I tried to work with the Registrar but they are not responding' then we

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look at the complaint. If it is a Contractual Compliance scope, believe me, we follow the process immediately.

However, if it is not we cannot say 'I can't help you'. No, we still reach out to the Registrar and we say 'hello! Can you please collaborate; there is a Registrant issue. We understand it's outside of our scope but you have the obligation to ensure the overall eco-system stability and security, so please collaborate.' And sometimes that does happen and we see collaboration. Did I answer your question?

JANICE DOUMA LANGE:

And actually that's going to be a great Segway to John Crain to talk about Security and Stability. So thank you Gabby and Maggie for making that so easy of a transition. So you see the faces and the names here from the Contractual Compliance Team of ICANN. They'll be here all week as Rob said. And as we talked earlier, it's as easy as `firstname.lastname@icann.org`. And Maggie has made it even more easy by providing the Contractual Compliance links at the beginning of the presentation and here. So please avail yourself of the Staff face-to-face or contact them via email or one of the links.

MAGGIE CERRARD:

If I may add... If your time permits on Wednesday morning at 11 o'clock, we are holding what we call an open update, a general update about the Compliance activities and the audit program. It is on the Agenda. Please join us and we should also have interpretation into different languages. Thank you for this opportunity and enjoy your week at ICANN.

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JANICE DOUMA LANGE: Thank you. [applause] Thank you Maggie and Team. And now we're at our... I've brought up our great map again. So we could take a look at the ICANN within the Internet eco-system and our last Pillar of hope is John Crain from the Security, Stability and Resiliency Team at ICANN. John?

JOHN CRAIN: Thank you. I'm not going to be colorful like the other people. I'm actually not going to use any slides. I hate PowerPoint Presentations and you've seen enough. So we have this one picture that I realize is fantastic when you print it out on big sheets of paper but not quite so clear on presentations so, huh, that's a good thing to learn. We'll fix that.

So I work in a small Team. I don't even know how many of us there are, I think there are six or seven of us spread mainly around the US, and I don't know if you can tell but I'm British but I actually live in California. And we deal with all issues of security within the ICANN realm. We basically split it into two sections. What you might refer to as corporate security – I think anybody that works in an organization has the horrible people in corporate security who make you follow policies and not do bad things and change your password every 22 years or whatever their rule is, and not use 'password' as your password.

We have a gentleman over here who's hiding and pretending to be on his phone, Geoff Bickers, he's the one who's telling everybody it's time to change their passwords. So we do all that kind of thing. We look at

whether our servers are secure, we do pen testing, we do exercising for our policies etc., all the things that a normal corporation would have around their IT security. We also do physical security; do the doors have locks on in our offices? Do people have keys? All those mundane things that come around with regular corporate security, and Geoff loves that stuff so that's why he gets to do most of that along with our IT and our operations people.

We also have another side to security, and security is maybe not always the right word for this so we use three terms; my title is Senior Director of Security, Stability and Resiliency. And if you look at the ICANN by-laws, one of the first principals from day one when ICANN was set up was that we should ensure – as far as we can because we don't actually run the Internet – but we should ensure the security and stability of the identifier systems. And I say identifier systems because people think that ICANN is only about Domain Names.

There are many, many identifiers used on the Internet. If you're a systems engineer you know about things like Port numbers. There's also something like 200 or 300 different identifiers that Kim talked about this morning I imagine in his IANA discussion. And ICANN has the IANA function and maintains all of these databases. We, in our group look at those protocols and changes in those industries and worry about how things are going to affect the security, the stability and often, more importantly the resiliency of those systems.

And the DNS is the big one. Everybody loves DNS because it's names, it's easy to remember, they're sexy – the other stuff, not so much. So as an example Karla in her presentation talked about something called the

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EBERO, which is the Emergency Backend Registry Operators. People from our group, actually myself, were part of that discussion. So we're an information group and advisors to the rest of the organization. But we also do this for the community.

So one of the projects that I lead is what we call capability building; what often is referred to as capacity building but if you say that in the Internet world they often think that you're laying fiber and going out and connecting networks, but we're about building the capabilities of people in the industry, and specifically in the Domain Name industry and other identifier industries. For example we do a lot of training around operational best practices and security best practices for country codes and other Registries.

So if they're a small Registry and they don't have access to this kind of training then we have experts either on Staff or on contracts that we can send to them to help them design and build better systems. A new protocol that you're going to hear over and over again at this meeting is DNSSEC, Domain Name System Security. So we have people in our group that are experts in deploying DNSSEC. We did it for the root; we have a DNS group that we cooperate with, who also help us on our trainings.

And we will go out to the Registries and help them understand the decisions they need to make around deploying this new protocol – which is an important protocol, because if you wish that the DNS is secure, at least in as far as the answers you're getting, then you need to make sure that people are actually doing the operations correctly,

because broken systems are generally not very secure. So we do that kind of outreach.

The other thing we do as a group is we write documents, not always popular documents – we're very good at writing things that we believe the industry needs to see but that nobody else is writing. So one of the ones that was interesting was that we wrote a document that was aimed at law enforcements agencies and their actions against Domain Name holders and trying to explain to them that when you wish to remove a Domain Name from the system, for whatever reason, there are secondary effects.

So we published a document that said 'if you are going to do this, here are the things that you must worry about so that you do not affect other end user.' So when we talked to you about... Someone asked about law enforcement and end users and the balance, we try to educate. So as a security group we are worried about typical IT and physical security, we worry about bringing up the capabilities of people out there and writing things that they can use as tools and what we also do, which is a large portion of our job is we facilitate communication.

One of the things I've been doing this week and in the weeks leading up to the meeting is working with law enforcement agencies who are having meetings here to make sure that they have a forum where they can go and talk about the policy issues. They typically work through the Government Advisory Committee but they also want to meet separately. So we've been facilitating that, to bring them into the bottom-up process so that they can go up to public microphones and make their comments and be part of the process.

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And we also facilitate – just like the last group that came to talk to you; the Compliance – we facilitate communications within the industry. So that could be from law enforcement to a Registry. It could be from Registry to Registry. It could be from corporations to Registries. So when we see problems in the eco-system that we believe could be a systematic threat to the system... Has anybody here heard of botnets? Botnets are basically compromised systems that are used by... I'm not sure they're criminals because they've not been to court yet – it's very hard to catch these people – but they're certainly not nice people. And they use these systems to do bad things to other people.

Now, some of these systems actually use the Domain Name Systems for their command and control and to manipulate people. So when we see people doing things like that inside the identifier system we consider that a systematic threat to the system because it breaks trust in the system and people are misusing it. So in those situations we would actually be one of the people that are trying to bring all the players together so we can fix things.

So we're sort of the man in the middle for communication around problems that you see out there. And people often ask us do you do X, do you Y, do you do Z? Especially around some of the law enforcement stuff. We generally don't know until we see the next thing. There's always new badness happening out there, people will phone us up or email us and ask us to get involved. And we always have to sit back and say, well, what's our role here? And typically our role is to make sure the right people are talking to each other.

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We don't tend to have an active arm. We don't for example do Domain Name takedowns. People write to us all the time saying 'can you take down this Domain Name?' And we say it's not what we do, you need to talk to the Registrar. And if the Registrar won't talk to you maybe you can talk to the Registry. So we help make those connections. And that's pretty much what we do. It's all very boring. But it's actually very fun. We're about a seven-person group, as I said.

We're here at the ICANN meetings, we also do some of the physical security for here, coordination, working with the Meetings Team. We work across the board within ICANN. Everywhere something is happening within ICANN they typically come to us to review any security issues or stability issues, etc. I'm not going to talk any longer because I've got a very droll voice; I'd much rather hear from you. I know there's also people online so if people have got questions online don't forget you can type them in.

JANICE DOUMA LANGE: Thank you very much John. There's nothing droll about you. You're very dapper in your hat.

JOHN CRAIN: Do you like my stripy shirt? Everyone's been making comments about it. I am not a [Myman? 01:38:33] and I am not French.

JANICE DOUMA LANGE: [laughs] I think the accent pretty much gave you away on the French part. So John I just want to ask you this in conclusion because we are running a little bit late but that's great; that means that there are

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questions and you're engaged and so if I have to run late to have that I'm happy. But John, if somebody here in the room is saying, yeah, I just caught onto what you said, we're a small Registry or we don't have a lot of educational materials, how do they get ahold of you and say 'pick me as a candidate to come to Tonga, to come to Mauritius, to come some place and help us, teach us, get us a stronger infrastructure or training'?

JOHN CRAIN:

So there are two basic roads into talking to us. If you know your ICANN Liaisons, your Global Partnership Managers in your region, they always know how to get hold of us. And when they come to us and say 'hey, we have somebody in our region that needs help', we listen. We're a service body inside the organization so if one of the other parts of the organization refers you to us we will always take the time to come and talk to you. You can also just email us. We have an email [security@icann.org](mailto:security@icann.org) or I'm going to teach you probably the most important thing you need to learn about dealing with ICANN.

It's that if you get our first name and our last name with a dot in the middle – so [john.crain@icann.org](mailto:john.crain@icann.org) you will reach me. Most of our emails are built that way; so send us an email. If you're just looking for materials we have materials, if you're looking for training then we need to have a discussion about whether or not that is the correct thing for us to do within our Mandate and if so how are we going to leverage that to help more people.

I don't like sending someone to a country to help one organization, but if I can send somebody to a location to do a training and I can bring all the

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local Registrars or I can bring some ISPs or the local network community then we can gain more value for the community and that's the way we work. But just send me an email.

JANICE DOUMA LANGE: Sounds perfect. Okay, so I am going to ask... Thank you John. Thank you so very much and if you do have any questions for John, through [john.crain@icann.org](mailto:john.crain@icann.org), through [security@icann.org](mailto:security@icann.org) or [Janice.lange@icann.org](mailto:Janice.lange@icann.org).

JOHN CRAIN: Or find me in the bar. [laughter]

JANICE DOUMA LANGE: He's out. Don't entice them! I'd like to keep them here for the next little part. So I would like to invite Chris LaHatte, our own Ombudsman from down under and Joette if we could... I am going to murder your name and so I won't do it, I will let you come up to the mic. here and do that all by yourself. But Chris is going to talk about how wonderful it is to be an Ombudsman at ICANN. A reminder from the Multi-Stakeholder Model we talked about the Nominating Committee and the Ombudsman being part of that Multi-Stakeholder.

So these are our last two pieces to the Multi-Stakeholder and then we're going to talk about engagement beyond here. So Chris, with that, here you go.

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CHRIS LAHATTE:

My name's Chris LaHatte. Now that I've figured out the technology. One of the great things about ICANN is that you can hear all the different varieties of English – you've heard three in a row. And I'm from New Zealand and so I always welcome people from New Zealand by saying 'haramai [Maori phrase 01:42:15]', which is New Zealand Maori for 'welcome to the office of the Ombudsman'. So a lot of you will be saying what is an Ombudsman? And who am I?

ICANN has had an Ombudsman as part of the system for quite a long time, since 2004. I haven't been around quite as long. There's just me and I have an adjunct who's basically my spare tire, if I die or if I want to take a holiday. Apparently you're allowed holidays at ICANN, although I haven't had any yet; it's too much fun working here. I'll just tell you a little bit about what an Ombudsman is. It's a funny sort of office that was invented by some wise Scandinavians about 200 years ago.

They realized that their bureaucracy, all of the civil servants and all of the people who were pushing bits of paper around the office were often interfering with the ordinary citizens and getting things sorted out properly. And so the Ombudsman was devised to cut through all the red tape. And an Ombudsman is there to act for people in resolving those disputes in an informal sort of way, without having to go through courts or any of those horrible, litigious things with lawyers and lawsuits and all that expense.

And ICANN has also adopted this model so that I can cut through the red tape for you so that we can resolve these problems quickly and informally and without too much bother. So what do I do? I investigate complaints about unfairness, which is a pretty wide topic of course and I

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do that by reviewing the facts that come into the office. And how do I do it? A lot of the time I'm a mediator, that's what I mean by alternative dispute resolution. Alternative to what? You might say. It's an alternative to going to court and doing all that ugly lawyer stuff.

We've got other systems within the community as well; a Reconsideration Committee and an Independent Review Panel. But I'm the first port of call if you have a problem. So we've got some values. I always put up there 'protector of the people' because that's my function. I'm here to look after you; from the grassroots right through to the top. It doesn't matter where you are you can come to me and I'll help you sort out the problems.

How do I do that? I'm an investigator. Come to me with a problem and I'll find out what happened. I've got some important characteristics; I'm impartial, I'm neutral and it's absolutely confidential. I even have an entirely separate case management system from the rest of ICANN and I'll explain how that works in just a minute. We've got some values in the office; again confidentiality – I like to put that right at the top, just to reassure people that it is safe to come to me and that your problems, come to me and they stay with me.

I'm impartial, I'm independent, professional. Respect for diversity. Now, that's something that's also a very important part of being an Ombudsman. We have such a diverse culture within ICANN; people from everywhere and one of my jobs is to ensure that the cultural differences, the social differences, all of those things are respected. There's some legal stuff behind it all. I've got a bylaw that sets up what I can do. Actions, decisions or inactions, which sounds kind of dry but

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basically if something isn't happening, get in touch with me and I'll go around and talk to someone and try and get things moving again.

But perhaps one of the more important functions is as a symbol of good governance. And by that I mean we have all this wonderful structure; the Multi-Stake holder Organization, all of these different committees that you've heard about – and by the way there will be a quiz afterwards and you'll fail if you don't get at least 85%, and all of the answers, particularly the acronyms – but leaving that aside, I'm there as a symbol of good governance because if all of these systems don't work then you can always come to me and I will be able to investigate the issue and hopefully solve the problem for you.

Now, in PowerPoint it's compulsory to have at least one complicated slide and this is mine. You'll see right at the very top it says 'Ombudsman'. And I report directly to the Board. I'm not part of any of the organization, I'm not within the Staff and I can only be removed by 75% of the Board, and that's to ensure I have independence. To leave me free if I need to, to criticize decisions that the Board has made or that a Member of Staff has made or a member of the community has made, without fear of being dismissed out of spite. So I'm independent.

I've got some examples of complaints there but I mean the standard sort of thing that you can expect you can look at those further on. I'll just move on from them. I can also look at complaints on what they call your own motion. That means that I have to get up and do something. But if I see something going wrong then it's my job to go out there and investigate it and by that I go to the Board and say 'guys, there's a

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problem, I need to have a look at this.’ And the Board will then endorse my approach and I’ll go off and investigate it.

JANICE DOUMA LANGE: Chris, what if the problem is the Board. I don’t get struck down as Staff for asking that question do I? I guess I should have filtered myself before I did that, but [laughs] I just say what I think and I forget. But what happens if the problem is the Board and you report to the Board?

CHRIS LAHATTE: That’s an interesting question. If I did have a problem like that I would go ahead and investigate anyway, because I am independent and if I thought it was sufficiently important then that’s what I would do. Some things I can’t do. Don’t expect me to complain about internal administrative matters; the walls of your cubicle are closing in on you, that sort of thing. I’m not allowed to look at personnel issues; we have an HR. Department for that. Issues related to Membership on the Board, vendor or supplier relationships; that’s contractual and legal.

I actually lied before. There are two complicated slides, there might be another one. But this one just explains how it all works; how the complaint comes in, how I handle it and the process of doing so. I always go through the process of saying ‘do I have jurisdiction?’ Because I actually get a lot of complaints that are outside of what I can help with, typically there’s a lot that I refer off to Compliance but there are also some who don’t have anywhere else to complain to. And just as Maggie described a few moments ago and what John said, you don’t just

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tell them to go away, you always try to assist people to find the right place to deal with that problem.

So a lot of my problems come in like that and I just direct them to what I hope will be the correct place. What I also try to do when I have the problem is that I try to mediate the issue. Part of my background is as a mediator and we've had some good results here mediating problems. Those are the links – if you want to make a complaint that's the page. There's a blog. I'm also on Twitter and the home page has got all the details. So you've heard theory and practice. It's important that you know me and what I do because one of these days if you do have one of those niggling problems; something's happened that's unfair, there's a delay, those sorts of problems, you can come and see me.

And also remember the symbol of the office that overlooking all of this complicated structure there's someone that's been appointed under the bylaws to ensure that it doesn't get bogged down in red tape and I can cut through all of that if necessary. And that means that I have to be to some extent the conscience of ICANN. So... Yeah. So those are the contact details. Now, you'll notice something interesting about the phone and fax; they're actually New Zealand telephone numbers, but that doesn't matter because I'm based in Wellington, New Zealand but I receive complaints around the world, I'm at all the ICANN meetings and quite a few others as well and often, if you have a problem you can just ring me up.

Please try and do so within reasonable hours though. [laughs] Is that the last slide? Okay, so thank you very much and if you've got any questions...?

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JANICE DOUMA LANGE: Thank *you* very much Chris, that was great. Speedy, effective, much appreciated. I'll talk to you about my problem later, although he might be sitting at this table.

CHRIS LAHATTE: The fact that you have talked to me about a problem will of course be kept entirely confidential.

JANICE DOUMA LANGE: [laughs] And so of course that was off the record. Thank you so very much Chris and with that the Team Nominating Committee, if you could come up and join us? We like to go in packs if we can; possibly Chris and John bucked the system being alone. But... I told you I'm going to let you introduce yourself, I'm not going to try and say your name.

YRJÖ LÄNSIPURO: Ni hao. [Chinese 01:53:50]. What I try to say is that my name is Yrjö Länsipuro and I'm happy to be here in Beijing and be talking to you right now. I'm the Chair of the Nominating Committee and Olof is the Senior Staff person assisting the Nominating Committee. We are two Scandinavians but I don't know if we are so wise as you mentioned and we're certainly not 200 years old.

OLOF NORDLING: We're approaching that.

YRJÖ LÄNSIPURO:

[laughs] Anyway, Nominating Committee, what does it do in the ICANN context? ICANN has no Members, ICANN has no shareholders so it means that there is no annual general meeting of Members of shareholders meeting that normally in organizations, corporations would elect the leadership. Instead there is a Nominating Committee and in a minute I'll come to its composition and how it works. But what we do is that we fill ICANN's Leadership positions – not all but quite many – so ICANN's Board of Directors we fill eight seats and this year it's going to be three seats.

gNSO there are three NomCom appointees and this year we will select two new ones. ccNSO there are three and this year we will select one and ALAC there are five NomCom appointees and this year we'll select three. So this is what we do. I hope you can see one of these complicated graphics again but anyway it shows that the Members of the Nominating Committee come from all parts of the ICANN landscape, that is to say they are sent to the Nominating Committee by all SOs and ACs and the ALAC five come from different regions and of course the seven gNSO representatives come from different constituencies and whatever they are.

Here in Beijing what we do is, this is our last effort for outreach and recruitment because we would like to have a best pool of candidates and I'm sorry to say but this year we have less candidates at this stage than we used to have for instance last year or the year before. So that I would urge perhaps if as newcomers you might feel that this is the right time to apply but at least you know people that you think might make

good candidates for Directors, for gNSO, ccNSO, ALAC, please tell them because as I said, the only way we can return good people to the Leadership organization is that we have a good candidate place to work with.

We of course look for people of high integrity. People who are – especially when it comes to the Board they should have experience from similar positions, Board positions or comparable positions in non-commercial operations; universities, governments, whatever previously, and we look for all those good things that usually go with that level of positions. But in addition – and this is the word that was used by the CEO this morning when he was talking to ALAC – passion. We look for people who are passionate for the Internet and for ICANN and I think that's very true; you have to be that because otherwise... I mean there's a lot of work in these positions for the Board Members, for instance 20 hours a week, three annual meetings, a couple of retreats of workshops and so on and so forth and lots of responsibilities, lots of criticism from the community and no or very little pay.

So it's actually our job to try and sell these kinds of jobs. But every time NomCom has succeeded in returning Directors. So the final slide shows where you can find out more about us. Tomorrow we have an outreach committee meeting and on Tuesday there is a NomCom meeting of the full committee, and both of these committee meetings are open. This is a historical first because NomCom used to be criticized for being a black box, like those guys who elected the Pope, you know? And then white smoke comes over?

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And so instead we are trying to make our process as open as possible, as transparent as possible but of course the process is open but the data – that is to say names and the personalities of the candidates is still a guarded secret and as confidential as ever. And finally Wednesday please come to the public workshop, which is the last recruitment, outreach opportunity where people can find out what they need to do if they want to apply. Any questions? Do you want to?

JANICE DOUMA LANGE:

That's just another one that's perfectly clear. But you know what, the other thing is... I mentioned this this morning when we first started to talk about it, it's daunting just to come into the ICANN space as a newcomer so you already have that, and we get it. And I think what we're trying to say here is two big things from me – and to let you know my good friend and roommate Joette who is down here is also a very secretive person because of here work with the Nominating Committee, but you know we've worked through this together.

I've learnt more about the Nominating Committee and what it means within ICANN because of my relationship with Joette, and to hear that it's becoming more open and transparent signals to me to say to you 'go'. This morning we talked about closed meetings. Are they closing themselves in or closing you out? And when you have a committee who is now saying there are some things that we still need to keep private but they're reaching out and saying 'we need you'. 'We need to be open, we need to be welcoming to peoples' new ideas, questions'.

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Because even though today you feel like that isn't me, it may be you in years to come but it's certainly someone who is in your circle. Everyone sitting here is coming from a place of experience in your workplace, of knowledge, of working around people who have these kinds of experiences as Board Members. Of working in CEO offices. So think about that this week; this about who you know and who you network with. And there is valuable contributions to be made and we only become diverse by getting all of you to give us the people from around the globe who can help ICANN be stronger and better and more open-minded.

So wow, if I have two open meetings here as a newcomer I would love to go in and see what's happening and be able to share that. So that was huge to me to hear that, that's wonderful.

YRJÖ LÄNSIPURO:

Thank you. By the way I should have introduced also Joette Youkhanna, please stand up so the people know who you are.

JANICE DOUMA LANGE:

Thank you very much. I think we should have you all at every newcomer. This is very important; it's a really important piece of engagement so thank you so much. You're welcome. [applause] And so we're full circle, we're back to our Nigel. Would you like to approach? Well, come right on up. Nigel is the Vice President for the European region for the Global Stakeholder Engagement Team and I think it's marvelous you've jumped right up here. So we're really just full circle to

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where we've started this morning with the one world, one Internet, how does ICANN fit into the Internet eco-system?

We've gone through the different Pillars, we've gone through a little drill-down into the Multi-Stakeholder Model and I'm going to let Nigel just say a couple of words here because I love to hear his British accent. Now that we've heard three other English accents let's go for another one here. And then we're going to ask – and please come up now – Chris Gift, Carole Cornell, Andrew Merrium. If you would come up because we're going to talk a little bit about different ways to be engaged with the community. We don't want to have you leave here without knowing how to stay engaged, so Nigel, let me give you the floor first and have a couple of moments.

NIGEL:

Hey, good afternoon. That's not very polite is it? As an Englishman I expect more. Who's from Europe? Wow! That's unusual actually. Well, welcome. Who's not from Europe? Okay, yeah. Well, you heard this morning from Baher a bit about the Global Stakeholder Engagement and you've got a session later in the week haven't we... You do? We do, you do. We have a session later in the week where you listen to the real experts so I'm not going to talk for long at all but I just wanted to say a couple of things about Stakeholder Engagement Globally, and particularly at this present moment in time.

And I think that slide is important, isn't it? And I usually stand up at this point but I won't. That slide, one world, one Internet. Because we are in a very interesting time in the development – I wouldn't say the

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development of the Internet, the Internet is developing all the time – but we are in an interesting stage of Internet governance. Now, a lot of you are new to this process but some of you will have been around and active in 2005 and between 2003 and 2005 we had something called the World Summit on the Information Society. Wow! That sounds good doesn't it? A World Summit on the Information Society.

Because that's what we used to call it, we used to call it the Information Society because we didn't have much information in those days. But we had a World Summit and this World Summit got all the leaders together and discussed the future of the Internet, it discussed Internet governance, it discussed what governing the Internet was all about and who should govern it and whether it should be governed and how it should be governed and what the future was. And these were quite important talks – well, I think they were, I can't really remember – but what came out of those talks was something called the Tunis Agenda.

And it's amazing where a conference eve is you have an Agenda coming out of it don't you, named in the place? So in England we have some important places like Scunthorpe or London or Brighton or... And you know anywhere you have a conference and something comes out of it you can have an Agenda. So I think we should have the Beijing Agenda coming out of this conference and then we can have the Durban one later in the year. But what came out of this World Summit that was in Tunis – we had the Tunis Agenda – what came out of it was this important document, if you like, which said we're not really sure how the Internet should be governed but we think as world leaders and society that probably it should be governed in a Multi-Stakeholder way.

And that was quite clever because Multi-Stakeholder was a big word to use in such an Agenda but we managed to write it properly, and what we meant by that is that the Internet ought to be governed, it ought to come forward, the ideas generating the future of the Internet should be generated by the people. [laughs] No, we didn't say that because that sounds like socialism or something like that, but what we were trying to get across was that the governance of the Internet, the ideas in terms of the development of the Internet should be in the hands – not just of business, not just of governments, not just of users, not just of civil society – but everyone that made up this eco-system, this wide world, this one Internet.

And I agree with my mate John Crain here that this slide – I tried talking to these slides at a conference here the other day and with my eyesight I couldn't understand what they said at all. And actually, even when they're about a foot from me I can't read them... So all I took from this slide is that it seems to have a lot of people standing in circles, talking to each other, which is what we do at ICANN conferences so I think this is entirely apt. But I think what it gets over is two concepts. First of all one world – now that's important because in terms of Global Stakeholder Engagement, what we're trying to do is to preserve a unique Internet.

Now, I know the Internet is made up of a network of networks, but for what we do, the DNS, having a global Domain Name System, having a Global Interoperable Internet is all important and I think that's what the policy makers in 2005 really wanted, that's what this Multi-Stakeholder governance is all about. And that's what's being debated at the moment. It was debated at an ITU conference in December, in Dubai

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the WCIT, and it's being debated again in ITU conferences this year and then at the United Nations General Assembly in 2015, when this Agenda that was set out in 2005 is due to be renewed.

So it's an important part of our history again, and you've got this important role to play – as I said to perhaps some of you six months ago or whatever in Toronto – because the future of the Internet, I know it sounds trivial, is in all of our hands. It is in the users hands. Some of you are young enough to have grown up in this Internet age where you absolutely take for granted – and why not? – You take for granted this innate ability to be able to contact people wherever they are, whenever they are, at what time scale they are and in what country; regionally or globally.

This ability to keep in contact with your parents, your partners, your work colleagues, your peers, whatever. They'll say to you 'where are you going this week?' And you'll say 'Beijing' and they'll say 'well drop us a Skype, drop us one of these...' What are they called? Yeah or a what's this new Twitter? Yeah, drop us a Twitter or... [laughs] You see I understand the Internet, it's important. But we take this for granted don't we? And it's good that we take this for granted because we have a single Domain Name System. We have a single, interoperable Internet and that's what we want in the future and that's what we must all fight for in this governance system, that we all have a role in this; we all have a role to play.

It's not just governments, it's not just users, it's not just business; it's all of us coming together in this Multi-Stakeholder approach. So in answer to the gentleman's question about our relationship with the ITU, yes of

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course we work with the ITU. We work with the United Nations, we work with the ITU, we work with the World Trade Organization. We work across boundaries, we work with regional organizations, we work with the African Union, we work with the Arab League, we work with all these bodies because we're concerned about preserving the mission that we think is important to have an open, secure and interoperable Internet. And I'll go at this point. Sorry.

JANICE DOUMA LANGE:

Wow. [laughs] [applause] Hey, I want you to come back for every newcomer session at 3 o'clock, wake us all up and two, I want to know where you got the coffee because I could really use the energy right now and I can't find coffee anywhere so that would be awesome. So Nigel thank you very much for that. And I'm looking around and I don't see another one of our Regional Vice Presidents to introduce you to. But again you will find them on Thursday at 11 o'clock. They are important for you to contact to know their name and to contact because they're ICANN's voice, they're the eyes and ears, their arms and legs in your region wherever you are from. So it's important that you do get a visual and understand who they are in your world.

So I am – because my wonderful other presenters have been so patient as we went a little bit late – I'm skipping ahead so that we can talk about engagement. And Carol, come on up. You're part of the Engagement Team, come right up here. She's so shy. So we just wanted to let you know that there are so many ways for you to be engaged when you leave this meeting week. All of you are going to be on a different path. Everyone's going to leave here with a different – we mentioned it this

morning – a different amount of time to spend, right now, in your current state – depending on your personal life, professional life – all of you have demands on you. We get it. All of you won't quite know where your niche is yet. We get it. But we want you and we want you to stay engaged on some levels. So we're going to give you a couple of different ideas here.

One idea is remote participation. So I'm going to jump over here very quickly and what I've brought up for Wendy, who is trying to keep up with me on remote participation for those folks who are right now global and listening on the live stream or along with us in the Adobe Connect room. If you are anywhere but here, meaning at an ICANN meeting, and you want to hear the presentations first-hand; you don't want to wait for the transcript or for the recording... God bless you.

For those not watching this I'm actually getting a cup of coffee for the first time today so thank you so much, you're hired, whatever you need it's all good with me. So if you're anywhere in the world but where the ICANN meeting is taking place; be it Durban, Buenos Aires, London, Singapore or here in Beijing you can stay connected remotely. You simply go to that meeting website, which you can get off of the ICANN homepage. You will see the full schedule, some of the many neat things you're seeing right here is the electronic meeting guide that I referred to this morning.

So you see the full schedule. And here I have the remote participation view of the schedule. And you simply go into... You can see how early this week's started. Someone mentioned – it might have been me – earlier today that the official start is Monday, unofficially we've already

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started Sunday. Others that were in the GAC have actually been here working since Thursday as well as some other groups. So let's just get into today. And I'm going to go into our track because I don't want to disturb another session.

But you simply click onto the meeting that you want to be part of. You will find the information; make sure the time is right. You will see that a transcript will be provided in these four languages and there you see the remote or the virtual meeting room. You will simply click onto that meeting room and up would pop... This is very suspenseful because I'm wondering what will pop up. So up will pop an opportunity to log in. I have an account with Adobe Connect so I have my own password to log in. Very secret, Andrew look away because I don't want you to see my secret password. [laughs] If you don't have an Adobe Connect subscription you can sign in as a guest and when I come into the room – this is very suspenseful, really, because I never know if it's actually going to work.

So you would come into the room and see everything that the people in the room, the physical room are seeing. You will see everyone who is attending, who is presenting. You will see all the chats and be able to chat – see I didn't know how that was going to work – and be able to chat with everyone who is currently in the physical room and the people who are remotely participating like yourself. And so that's excellent opportunity for anyone who cannot afford to or for anyone who cannot for some reason be at an ICANN meeting, you can always participate remotely.

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So that's the number one. The number two way to participate is through the wonderful concept, myICANN.org. It's ICANN your way all the time. So Chris, I'm going to bring that up and if you would like to drive this is will hand over to you, but if you would like to talk through it? And Chris, if you could introduce yourself to everyone?

CHRIS GIFT:

I'll just talk about this momentarily but I'd like to take the opportunity to talk to everybody about a separate topic related to what I do. So my name is Chris Gift, I'm responsible for Online Community Services at ICANN and it is a new role at ICANN; one that was created about two and a half months ago in the new department of which I am the only person, in this department. We are hiring so go the to the website, by the way, and if you know any product managers or anything like that, send them my way. I am desperate for people in Los Angeles and also Istanbul. So in either location.

So what is it that I do or am responsible for? And then I'll come back to myicann.org in a second. So what Nigel had so enthusiastically talked about in terms of the Multi-Stakeholder process and the Multi-Stakeholder organization, it's my job and the job of my Team to make that process, the engagement, the working within that process as seamless and as easy as possible. At least when it comes to doing so online. So the organization ICANN is globally dispersed, we work in multiple languages depending on what it is that we're engaged on – ALAC Team works in three languages.

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And so what we're trying to do is develop new tools, buy them if we can afford them, if they're out there. Anything that will help you engage better in these Working Communities, Working Groups and create and improve and comment on policy and work on policy and work within ICANN as an Organization. So we do that across the board; for the website and for engagement as well as for the Working Groups. So that's kind of what the Online Community Services Group is about. So back to My ICANN.

My ICANN was really just a first tool and what you'll see going forward is that My ICANN is for all people who are actively engaged in ICANN, who has to do some work in ICANN will eventually come here. We're not going to have a scattered experience where I'm over at a Wiki doing something, I'm in a meeting for something else and I have six or seven log-ins depending on what it is I need to do or how do I need to engage with ICANN. So eventually you'll end up in one place and that's called My ICANN.

It's going to take a couple of years so please have a little patience. But what we have now is something very simple and that is simply a newsreader, if you will, as well as a centralized calendar. And the problem this set out to solve was that people came to all the various... So how many of you have looked at the website? I imagine all of you have, right? At some point or other. It's got to be more than five of you.

JANICE DOUMA LANGE:

Chris, do you mean the ICANN website or My ICANN?

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CHRIS GIFT:

ICANN.org? Yeah, everybody has right? So how many of you found it confusing? All right, about the same number. So you're not the only ones, it is confusing and it sort of reflects the organization itself and what it is we do. It can be confusing and it's dense. And it's diverse in terms of all the different websites and web assets that we have and all the different sub-organizations and groups. So My ICANN tries to bring all those together in terms of the documents that are published. So any document that is published on any of the web assets within ICANN – and by web assets I mean any kind of website – surfaces through My ICANN and is organized by topic.

So if you want to go to My Topics then you can just... If you just scroll down the left-hand side you can just see here are the topics that we have. So if you want to know anything, for instance what's on the public comment forum or if you want to find out ICANN news in your language you can. So click on that 'ICANN news in your language'. And then here are the various feeds that we have for the ICANN languages. So you can click on any one of those and you'll see all the news across ICANN, written in those particular languages.

So it's just a very easy way to access content and to follow. Then you can subscribe to this. So if you create a profile it'll allow you to subscribe to it and it will send the information to your inbox on the topics to which you subscribed. So if you're interested in WHOIS or gTLDs or any of those, you can subscribe to numerous topics. There's also an aggregated calendar that shows events from across ICANN, all the various groups. This is just this week. This is actually a different view into the calendar; I'm not sure why it's showing you that view.

Anyway, there's a lot more coming. We'll really be seeing something tomorrow. Fadi will be revealing some new features and new capabilities and we'll continue to move forward and implement. So what I need, I do need something from you, like everybody else; everybody seems to be asking something from you as newcomers. And that is to email me. And my email is just as John had described. It is [chris.gift@icann.org](mailto:chris.gift@icann.org). Sorry, take that one back. Exactly.

And email me with any problems that you have in terms of collaborating online or working with anything at ICANN.org or ICANN in general. I want to know about any issues that you face. And I don't mean technical issues, 'I couldn't sign in' or anything like that, but more along the lines of 'I'm having trouble engaging because I don't understand the toolset'. 'The tools aren't there and they're not available to me.' 'I'm in a low bandwidth area and I can't view the webinars and I can't participate effectively.'

Those kinds of problems I want to hear about because I need to go about solving them so that people like you do join ICANN and engage with ICANN on an ongoing basis.

JANICE DOUMA LANGE:

Chris, thank you very much. And I'm going to give you a second way to provide Chris's comment. On Thursday I'll be launching to all the newcomers a survey. And it's very quick, it's our basic Survey Monkey, it's about ten questions, you can get through it very quickly. But I'm going to add before it goes out a question from Chris. So they'll be a box there to provide any comments, any challenges that you would like to

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share with Chris – I'll add that textbox in the survey and so you can do one-stop shopping and put it in the survey as an alternative to [chris.gift@icann.org](mailto:chris.gift@icann.org).

But either way we do want to get the feedback, we do want to keep improving. Any questions for Chris? Great. Thank you so very much. And Chris alluded to the fact that My ICANN, as it evolves can become that one-stop shopping. But because we are evolving we currently have a web page or a Wiki site that engages the community currently. And Carole Cornell who is the Senior Director – I just went wait a minute – of the Project Management Office and my current boss. She helped develop and bring across the community Wiki and has done training on the Wiki and so I'm going to let her just speak to the values of this and lead you down the path of engaging on the Wiki.

CAROL CORNELL:

Thank you Janice. And I know it's late in the day so I will keep this brief and to the point because I'd like you just to know that it's there and make it accessible to you. If you were to go and do the community... If you'll do the URL? It's [community.icann.org](http://community.icann.org). And you can actually get onto here. If you have any problems at all if you send it to myself, to [carole.cornell@icann.org](mailto:carole.cornell@icann.org) or if you want to go to our tech support we can send you back a confirmation. It does require you to acknowledge that you have an email address.

But the benefit of this is it is bucketed on the tabs so if you wanted to know about the Board resolution or At-Large of gNSO or any of those, this site was done so that there could be a cross-communication

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dialogue on a topic and have a place to put all the information on that topic, for you to have one place at the time to go to. So that's what this is for. Up on the top right hand side, once you do, where it says 'add page' if you go Janice to right there and you click on it, it will allow you to have a dialogue with us.

You can also add comments by following those components there. Okay? And then it can also do it so you can bookmark it or flag it so that if any topic is available you can have it push out that information and you won't have to go in and search for it because it will send that to you on your email. I'm sorry, you must be logged in in order to get that information. I'm sorry I missed that. So as I said, this is very useful right now, until we push everything through the My ICANN web pages Chris alluded to.

But it is a great reference and we've done several dialogues here or even sent information back and forth and as you can see there's a lot of participation. So this is a useful way for you to engage if you have a particular topic or area that you'd like to actively participate in. Thank you.

JANICE DOUMA LANGE: And again, Carole, they can email you [carole.cornell@icann.org](mailto:carole.cornell@icann.org) in order to become a registered user?

CAROLE CORNELL: Correct. The other thing is once you're there, there is a place on one last tab called 'Help' and it does have some basic instructions on how to use

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this page and anything that you might need in terms of how to participate remotely. And you just go here. And if you see on the left-hand side it says 'General Training and Information', and you can find all of that material that we used to hand out as a hard copy, you can find it all here electronically.

JANICE DOUMA LANGE: Perfect. Carole, thank you so much. And to my left Andrew Merrium who some of you might have seen already when you registered and walked around the sponsor booth. But this is a whole different part of the ICANN Community and I'm going to let Andrew explain ICANN Wiki. It may not be what you think it is.

ANDREW MERRIUM: Yeah, hopefully it's not – I'm Andrew, good afternoon – hopefully it's not too confusing that there's an internal Wiki and an external Wiki. We are ICANN Wiki, we're the external Wiki and we're neutral and we're independent. And ICANN so graciously invites us here to every meeting. I think because they see the value that we add to the community. We're a unique reflection of the Multi-Stakeholder Model and that is community-run. People create their own articles, they edit articles and so we're able to cover a much broader spectrum than ICANN itself would. ICANN's far too busy to get into all the [inaudible 02:30:32] that we get into.

So basically I'll just show you the site really quickly. Why this is important for you is because earlier, when they were talking about background research and how difficult that is; going into a meeting

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where there's all the acronyms and etc., that we all love to use – we love to use the acronyms, if anyone says otherwise they're lying because it's fun, it's fun to know acronyms – so for example just pick your favorite acronym, type it in there and you can jump down to an explanatory page about it and then you can go into the different Stakeholder groups and Nominating Committee etc.

So why this is important to you is the background research aspect that you can figure out those acronyms. The other thing that we cover are actual individuals. You can put names to faces because you're going to meet so many people this week. I'm sorry Janice I'm going to pick on you. So you can come in here and get an idea of what Janice does at ICANN, where she fits into the community, a picture – we don't have here email there but now I'm going to put it on – and then we'll explain this real quick, this is our fun little giveaway to the community, we do caricatures to say thank you and give an inclusive, fun feeling to it all. So we have a booth here so please feel free to stop by and we can create an article for you, for your company and we can do the character thing too, so... Thanks.

JANICE DOUMA LANGE:

Andrew, thank you so much and let me just continue to say I use ICANN Wiki as an ICANN Staff Member. When I'm looking for a person this is where I look, actually. The cute thing about the caricatures is that you can also end up in a deck of cards that our community did and it was two meetings ago when I found myself as the queen of hearts, which was really cool. [laughs] So yeah, it's the fun side there to engage but this is, as Andrew said, this is a whole external to the ICANN but ICANN is part

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of it. I really see it as part of our whole eco-system and Wiki is really user-friendly and it's like a kinetic LinkedIn. I really just find it energized.

I can find community members, like Andrew said it's so many names and faces when you come here and this way you can come and find the people that you met by picture even. So I do urge you to stop by and to talk to Andrew and his Staff, get the great giveaway of the caricature but you're really learning that networking is how it works here, because the ICANN Wiki site really is all about networking. Everybody that you've met and who you'd like to meet, ICANN Staff included, is on this. So I really wanted Andrew to become part of our family here of welcoming the newcomers because it's a great way for your to engage. You're welcome, it was easy. It's easy to sponsor someone like you

CHRIS GIFT:

Another quick plug is that we put together a quick little mini-site in Mandarin so any locals out there that want to get a round-up on ICANN we do have a few offerings in that too.

JANICE DOUMA LANGE:

Fantastic. Thank you very much Andrew. Thank you Carole and thank you to Chris. And we are almost finished. All I'm going to do here, and it's not that I'm trying to get rid of you at all, but I just would like to finish up by doing this. So you've spent this day with us here and believe it or not we have to – it's just like the mom letting the 18-year-old go off to school, you finally just have to set the little ones free – so be open to this experience that I talked about this morning. Some of you may have set your sights on a certain Agenda before getting here.

You might have looked at the ICANN schedule, you might have talked to your employer, to peers who have been here before and had your mind set or even because I'm from the academic world or I'm from the business world and this is where I should go. Be open to changing that. Be open to stepping into a room that's not about what you are about. Look at ICANN from a different angle. If you are a lawyer, take a look at what it looks like to not wear the lawyer suit. Go to the trademark but then let's go and take a look at the not-for-profit. Let's go and take a look at the Non-Commercial Stakeholder Group.

I encourage you to take a look at your Agenda, if you've made one and be open to changing it. But it is important to set a path. You cannot possibly attend the 130 or 140 sessions. You would go certifiably mad. And you don't have to, that's the beauty of it. You can set your goals for each day, pace yourself through the week; both from a sessions standpoint and from a fun standpoint. Pace yourself to get through the week.

Remember that the recordings, the transcripts, the translations, they're all going to live in infamy on the ICANN website within the remote schedule. You will be able to go back and access them as many times as you'd like. If you're enamored with any of our voices here today you can just go back and keep hitting play over and over and you will find us. So don't stress yourself out here. Don't put yourself in that position of racing and trying to get everything. You will leave with a dead brain and have retained nothing. Set your priorities, understand you can't do it all but your resources will be there for you after. Be open to change.

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And again we have so many different ways within the ICANN Wiki for the acronyms. The new App that we showed you this morning for acronyms and the learning glossary is another acronym finder that's on the ICANN homepage, cleverly hidden at the very bottom where you can't ever find it, but it's there. [laughs] But there's lots of ways to discover more. So knowing that today you've already looked around and made some friends, some acquaintances, some people that have the green ribbon that will be walking the halls remember to keep engaging with them.

Someone came up to me earlier and said 'yes, I really do want to engage. How do I do it?' Don't be afraid to put your hand out to another person and say 'I'm a newcomer. This sounded interesting, can you take me along?' Don't think twice about stopping a Staff Member who has ICANN or someone who is a – bless you – or someone who has Board written on their card. Whatever it is don't be afraid of that. The worse thing that will happen is that someone will say 'I'm five minutes to my presentation but come and find me I'm in Function Room 5. Okay? That's the worst thing that could happen.

So get yourself out there. Tomorrow morning a DNS women's breakfast. This is open to all the women who are here, looking to network with other women who are working in the Internet eco-system. So it's a great opportunity to network. Gentlemen, you can do your own thing too. If you'd like to do drinks in the alley, let's all get together. [laughs] Whatever it takes. The women came up with it first, that's their benefit. But anytime you want to exchange ideas and get a different group going, do it. I think this started in Mexico City, Carol, that the women started to organize themselves and have a way to be together.

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The Fellowship meetings, we are joining with the Asia Pacific Regional At-Large Structures for this week of sessions. Our sessions are open. Even though you are not a fellow the sessions are open to everyone. We are going to engage each morning with different Chairs of the constituency and Stakeholder groups in a very intimate setting and you can come and sit with us and ask questions like any other open session. So please do stop by. We're in Function 6 from 7:30 to 9:00 each day. We will have different speaker so that you learn more about these constituency and Stakeholder groups, SOs and ACs.

The welcome ceremony is going to be packed. They are going to have an overflow room in case you can't get into the main room. Your last resort is that you go into the remote participation that I just showed you. So whether you're sitting in the Sky Club having breakfast or in the free open area or in the sponsor areas, you can open up your computer, click on the welcome ceremony and please put on your headsets. I heard one earlier today and the speaker was wide open. So during the week, if you are in a physical room listening to another room, please plug in your headset so the audio only goes to you but not to everyone else around you.

But for the welcome ceremony it will be packed so please, get there early or know that there's going to be overflow or that you just open your computer, put your headset in and watch. We talked about the New gTLD program and DNSSEC for beginners. There's also Internet Governance Global Agenda at 5 o'clock that day and you will also find in the schedule various other Working Groups that you can come and listen to and join.

Tuesday is crazy day for newcomers because it is that ongoing chatter amongst all of the Supporting Organizations, Advisory Committees, Stakeholder groups and constituencies and you may feel a bit overwhelmed by the stream of conversation. You should not hesitate to go into those rooms however because you may be able to get engaged with someone else and say 'I'm new, could I sit by you and ask you questions?' Or whatever it takes to get you involved.

So Wednesday a more advanced DNSSEC workshop. I work with ICANN's Finance Teams so I will plug the Finance update, because the Fiscal Year Budget sets the expectations in a way for how your money in a not-for-profit organization, is being spent. So you should be interested in how ICANN is allotting their money – what policies, what projects, what programs are we supporting. DNS engagement – we are very new to this in the sense that the New gTLDs and reaching out to larger businesses like Google to get them engaged in ICANN.

IPv6, if it's something that you're looking at for your region, to get more involved in. Again, additional Working Groups and council meetings. On Thursday, local engagement. The Chinese At-Large structure will be meeting at 8:00. Strategy for developing countries in Asia. 11 o'clock, again, from our perspective, it's the Global and Stakeholder Engagement Group talking about outreach and how we can get everyone engaged and involved. Public forum, 1:30. This is unique to ICANN.

I have been told by people in the past that they actually – and I mean this seriously – were moved to tears because they had never been part of an organization where they as an individual were allowed to speak to the Board directly. And it is. Three times a year there are open Board

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meetings. And so this is a fantastic opportunity, I want to share this with you. It's about four, four and a half hours long. And you can help set the topics. [forum@icann.org](mailto:forum@icann.org) is the email that you can use from now until Wednesday to help us to set the topics for that experience.

Something that you've heard this week, something that is you think a very hot topic or a very intriguing topic that is not currently being discussed or is being discussed but not being resolved. Your expectations. Write [forum@icann.org](mailto:forum@icann.org) for us to put it into consideration with our Chair of the Board, Steve Crocker to decide if it should be one of the topics. There's also an open-mic. portion of public forum. So if that topic that you wanted is not selected you can talk about your interest in the open mic. session of the public forum.

One more thing. Public forum. It is an opportunity for everyone; newcomers and those who have been in the community for more than one meeting or for ten years. It's an equal opportunity for anyone to step to the mic. and provide their thought, their comment, and their question. To newcomers I say two things: prepare and watch timing. Write down on your iPad, your iTouch, your iWhatever, whatever device you're using. Think about what you're going to say. Write it down.

We all get the case of nerves the first time we step in front of a public forum. So don't let that prevent you from stepping up. Write down your thought. It's two minutes maximum and you will be cut off. As a newcomer it's your first time and your face and name may be introduced to the community. Make it the best impression. Nothing's changed since your mother gave you that advice when you were younger. You get one chance at a first impression. So think about that

when you're coming into public forum. I encourage you to do it – if you have something you want to say, this is the place to say it.

But be prepared, keep it under two minutes. If you don't think the question was answered properly or someone else had made additional comment about it you do get an additional two minutes to come back up. But again, be ready, be prepared, make that good first impression. You will find some mature members of this community who do not follow that advice. Do not follow their pattern. Let's set a new standard for courtesy and respect in letting everyone share time on the mic. The newcomers, let's us set the standard. Again, start by stating who you are, your name, where you're from and whom you represent.

If you are coming from a university or a business or a corporation or maybe even a New Top-Level Domain, if you do not have the permission to speak on their behalf no not. This is a matter of public record. It's just like they say, there's not text, there's nothing you can do anymore, no photo, no Instagram, nothing that is not permanently on the record. It's the same with this, okay? So make sure that you say 'I'm speaking on my own behalf of I'm speaking on the behalf of...' But have the permissions to speak on the behalf of... Be careful of that, okay? But again don't let anything I'm saying make you say 'I'm backing off now'. Now you know. You have the tools and you know how to engage properly at the public forum.

And it really goes for any session. You walk into a session and there may be a table set up like this or in a U and all these mics. are set up. As a newcomer your first thought is 'oh, I don't have a seat at the table so I will sit in the chair at the back'. Not true. You have a seat at that table

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just like anyone else. There may be times when there is the committee leaders in the front or at a head table. That will be recognized by the name cards. Otherwise, you have as much of a right to sit at that table, at that microphone as anyone else. It's open for all. I want everyone to understand that. You have every opportunity to step up in any session.

For the record always your name and where you're from and what you're representing is the best way to go. Again, I engage you to go to public forum and to be part of that. There's some fun here too. I am the queen of fun. I'll put that right out there – I love a good party. And you need to get some release here as well as opportunities for networking. When people aren't busy with presentations and running from place to place. Coffee breaks, someone mentioned earlier today, are a great opportunity to grab people.

Monday, At-Large is having their showcase and it's open to everybody. There are drinks and food there. Tuesday is music night. It's a fantastic release. No food but drinks. [laughs] And music and the ability to walk up and wail. So if you like to sing or get a group together to sing or do some karaoke or just watch everybody else and relax a little bit, it's a great way to do it. Wednesday is the gala. Here be very careful. There are a limited number of tickets to the gala and walking out of the morning session a woman came up to me and she said 'hey, I've already got a ticket to the gala' and I said 'really? How did you do that?' And she showed me that she went to the local host booth, she got a stamp that said that she was going to be admitted into the gala.

There are limited tickets and you cannot get in as in some other meetings just by your beautiful face, your name or you badge. You have

to have that stamp. So I would run [laughs] and get that stamp before they're all exhausted because the gala is really a great experience. Usually there is a cultural experience, an entertainment experience, great food, great drink, great fun. Wrap-up cocktails are on Thursday, sponsored by ICANN and the Chairman of the Board. Again, a great way to exit out.

Participation, this is what we just went through, the different ways to participate. Again, if you cannot afford the time right now to do anything else but remotely participate, fantastic. Remotely provide public comment on policies or things going on? Fantastic, do it electronically. If you would like to start engaging in blogs with ICANN and its Staff, engage individual with Staff or certain members, if that's what gets you right now engaged and involved, that's fine.

But don't leave here feeling like you didn't have a place. I want anyone who starts to get through the week and not feel like you have a place, or feel disoriented, or feel confused, come and find me, go to the newcomer lounge on the first floor and find one of our Staff or Fellowship Alumni. Let us help you, guide you, mentor you, get you networked with other people. Do not leave here disengaged, disappointed, tired, and frustrated. Leave here energized, positive, can't wait, find my way, going back to tell others how this worked. That's how we want you to leave.

So I thank you all so very much. If you will please, when I put out the survey on Thursday please respond to it, take the two minutes, tell us how we did, tell us if the day was too long, too dense, not enough. Other ways that we could present to you to get you engaged and make

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you feel welcome. I have very thick skin and all I want to do is improve this program, improve the way that we welcome you and bring you here, so please let me know on the survey. Give me any critique that you'd like. Little pats on the back aren't bad either; I'll take those too.  
[laughs]

So again, thank you to all the presenters, thanks to all of you and please enjoy the week.

[applause]

[End of Transcript]