Get To Know ICANN
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Seoul, South Korea

Speaker: Hello! So, we're going to start this session about five minutes late with an introduction ICANN's Vice President of Corporate Affairs, Paul Levins. Paul?

Paul: Hello. My name is Paul. I'll just allow these people to come in and take a seat. Now, this is going to be an odd question, the first question I'm going to ask. Hands up if this is your first meeting. Not necessarily. Someone said it has to be, not necessarily, but at the last session that we held at our last meeting in Sydney, we found that we had quite a number of people for whom it was their second and third meeting.

The reason that's the case is because as you probably have understood by now, this is an incredibly complex organization. It really is a very complex organization. The issues are complex. The various organizations that form the policy, which you'll hear about in a moment, are complex. Some of the language is complex, and there's a lot – there's almost a soup, an alphabet soup of acronyms, GTLDs, IDNs, GNSOs, CCTLDs. You name a collection of letters, and there will be some institution or issue at ICANN that those letters represent.

But, if it's your first time as the majority of people are saying it is, what you'd also be discovering, I hope, is that it's a very exciting organization. Why is that? Why am I saying it's exciting? Because after all, we're sitting in a windowless room when we could be strolling the boulevards of Seoul enjoying ourselves, why are the issues exciting?

It's because for forty years now, there has been this marvelous piece of technology called the internet. Forty years this year, it was established. For the early years of its life, it was a research project. It was actually developed and funded by an institution, another acronym called DARPA in the United States, which stands for – and I'm going to get this wrong, others might be able to help me out – Defense Agency Research Projects.

They funded this project to see if two computers or many computers could connect with each other without a central hub, and the reason they were doing that was because in the event of a nuclear war, they were anxious to make sure that if one hub was taken out, that communication could still continue. It could route around that central hub that had been blown up.

So, what started as something that was a insurance policy in the event of something destructive happening has become as a result of its own almost organic growth, it has become something which is an enormous source for creativity in the world. You all know that. It's second nature to us now to be able to access not only our favorite shopping site, but our friends on the other side of the world, news in an instant. It's an enormous fountain of ideas sharing, and ideas generation. It's turned people who are – it's turned us from a populous – I know myself – it's turned us from being simply consumers to being producers. I can put my views up on a blog for all to read. I don't have to sort of write a letter to the editor.

So, those issues I think are fundamentally exciting for us. In the spirit of what I describe as no point of central control for the internet, there is no point of central policy control for the internet either.

What ICANN does is coordinates a policy effort. It does not control it. It is not a control point. It doesn't manage the internet. It doesn't control the internet. Our head office is in Marina Del Ray in California, and apart from a great big switch in the basement where we can turn the internet on and off, and apart from a very large plug in an electrical outlet where occasionally for kicks a bunch of times we pull the plug out and the internet occasionally goes down. Apart from those things, it is simply an effort at coordination.

You're joining at a time where it is still not only developing in terms of applications. A new application seems to appear every minute for us to be able to use on the internet. It's not just growing in terms of its application power, but it's continuing interestingly in a push on internationalization. So, we tend to think of it as an international organism, and it is, but there are still fundamental elements of its internationalization that are taking place right now as we speak. This meeting is crucial to that.

Two big issues that are being discussed at this meeting – there's many issues, but two of my favorites, and I think it is as standouts at this meeting. One, the likely approval on Friday at the board meeting of a fast tracked process to be able to allow country codes to be able to be expressed in characters that look like native languages; we'll be able to see KR in Hangul rather than in what looks like English.

An enormous, I think an enormous step forward for internationalization particularly when you look at growth figures for the internet, if you look at the growth figures for the internet, in the United States where I live in spite of my Australian accent, if I look in the United States, you'll discover that there about 250 million people online. They all have access to the internet. That's about 78%, I think, 75% of the population.

If you look at the Asian region stretching from Austral-Asia is part of this region, from Austral-Asia up to the top most part of what we understand to be Asia – Istanbul. There are currently 500 million people online, and that number is growing enormously, and that represents fifteen, one-five, percent of the population of that region.

So, you can see where the growth and the expansion is taking place in the internationalization of the internet. So, that measure is very important. The other measure that's being discussed that's crucially important, something that's happened but for which we need you to keep us honest as an organization is a thing called the affirmation of commitments. It'll be discussed tomorrow afternoon in a forum where you can provide public comment and you can hear people talk about its impact.

The affirmation – ICANN has been alive for eleven years. It is US based, California based, not-for-profit organization, and over that eleven year period, the United States Department of Commerce has been the sole reviewer of the organization for that period of time. So, every three years there would be a review point. There'd be a review point every three years since the organization was formed in 1998.

At the end of that three year period, there would be a review and commerce would say, "Well, we're not sure that the organization's reached its maturity. We're not sure this is the right model yet. Let's give it a nother three years." So, the organization has been operating under some uncertainty for that eleven year period of its life, some – if you like – almost lack of confidence for that period of its life.

What happened on the thirtieth of September of this year was that that process ended. No more reviews by one entity, no more perception of oversight by the United

States government alone, and an affirmation, as the title suggests, that this is the right model to coordinate those unique identifiers. So, a great step forward for internationalization because the reviewers will be all of you. The reviewers will be people in review teams that will hold the organization accountable for its transparency, for the operation of the IDNs and GTLDs, for Who-Is policy, how we're doing on that. So, it's very much a how are we driving type approach where you are the driving instructors and assessors.

So, you're joining at a very exciting time for the organization where as a result of these internationalization opportunities that are taking place. There will be expansions of the way business is done on the internet.

So, thank you and we need you. This is an organization that has to be refreshed. We need you. That's why we're devoting the best part of a whole morning to this process. That's why you're going to have detailed description of how the policy processes work. That's why you're going to listen to expert panelists on a crucial issue, security.

Without further ado, I think I was under a pretty tight time frame, so I just wanted to say thank you for coming, and enjoy, participate. It can be very daunting – one last thing I'd like to say which is it can be very daunting because there are many people so committed to this cause and to this organization that they've been here participating, coming to every single one of these thirty-six meetings that have taken place over eleven years. So, they know the alphabet soup by heart. They know the personalities by heart. They know the ways to operate the system of by heart and to participate in the system of by heart.

They're familiar with the forums. They're familiar with the styles. They know when they things are on and certain days, all those things. We need you to challenge that. We need you to refresh the organization. We need you to stop us when we talk in an alphabet soup. We need you to challenge some fundamentals. We need you to challenge the fundamentals because it's only through that critique that this organization generates ideas. It's only through that participation and diversity that we will get and be able to prepare for the innovation and the participation and contributions of a global community that use the internet. So, thank you and enjoy. I'll hand you back to Kieran McCarthy.

Kieran: Thank you very much Paul. That's a good introduction, a good reason as to why it's important to have new people coming in, why it's important that you understand the organization. I just remind people as they're coming in to pick up one of these headsets if they haven't already because we will be speaking in a range of different languages unless you speak English and Spanish and French and Korean and Chinese, if there is someone here that does that, then you're going to have a little bit of difficulty understanding people. We don't have a scribe screen in this case, so you will need this if you wish to understand what is being discussed.

So, a quick breakdown of what the agenda is here today. What is ICANN and how does it work? I'll be doing that and just explaining briefly what this organization is and how it works.

Then, we're going to have a roundtable discussion. We actually - when you registered, you said, "This is the sort of topics that I would be interested in hearing about." So, I ran through them, and to my surprise security came out as the number one topic that you wanted to talk about. So, I put together some security experts from the different parts of the organization who will be sat here. The others will be turning

up shortly and will be running a round table discussion which you'll also be able to ask questions after that.

Then, we have a break, so you don't have to sit here for hours, have a cup of tea or coffee. Then, we'll have a brief discussion of that security round table, if we felt that we ran out of time or you have more questions. Then, we want to know after that, why you are actually here as first-timers. We want to get some feedback from you which is why you'll find we have the different languages on the table as we wanted you to discuss with one another, and then to tell us what you're here and what you want and how we can improve things and any questions you might have about ICANN and so on and so forth.

So, the reason why we put these languages on the table was so you could discuss easily with one another, and then tips for understanding ICANN will be presented by Scott and Scott is the Director of Policy Communications, and he'll talk to you through the actual nitty-gritty, the actual work that we're doing and he'll explain a couple of things of how to understand the work that goes through ICANN. Then, after that we'll have just a question and answer session in which you can ask anything at all that comes into your head no matter how daft it sounds, ask anything at all, and we'll give you an answer as far as we can.

So, what is ICANN? It's complex, so this is the best language I think we've managed to come up with despite several attempts to come up with a simple explanation. This is the best stuff we've got so far. It's an explanation which is to reach another person on the internet, you have to type an address into your computer, a name or a number. This is how you browse the internet.

That address has to be unique so the computers can find another. It's just a simple explanation of how the domain name system works. ICANN coordinates these unique identifiers across the world. Without that coordination, we wouldn't have one global internet. That's the closest we've got to explaining ICANN's role is that you have to have unique identifiers for the domain name system to work, for the internet to work.

What ICANN does is it coordinates that. It doesn't control it. It doesn't decide how it works. It coordinates it so that it works, so that the internet continues to work without interruption. It continues to only have one unique number for people, so that you don't type one URL and end up with a different place each time. It's a coordination process. That's ICANN's central role.

So, we were formed in 1998, and we're a not-for-profit organization. So, there is no commercial incentive for us to push things one way or another. All over the world, so the reason we're having a meeting in Seoul, and the reason the next meeting will be in Africa, and the reason why the next meeting will be in Latin America is that the basic philosophy is that anyone who is impacted by the domain name system should be entitled to find out what ICANN is doing and also to input into our processes. So, that means anyone around the world on the internet, whether you're a business or a government or just an average internet user, should be able to participate in ICANN, should be able to provide input to review what the work is and to respond what that work is. That's the basic philosophy that we have.

We don't control content on the internet. For a long time, with people getting used to this concept of the internet being coordinated and not controlled, people would view ICANN as somebody that could control things they don't like. So, spam, no one likes spam or pornography on the internet, but a lot of people would say, "Where is this body that can remove this?" ICANN isn't that body. ICANN doesn't do that. What

ICANN does is it makes sure that the infrastructure works, the names and the numbers work and they can be expanded and you have policies so that infrastructure isn't abused.

In terms of content, it has nothing to do with this organization. It is very important that you understand that because if you want to put forward that point of view, you need to go to different organization. ICANN is the organization which helps the basic infrastructure work and continue to expand and continue to grow.

So, how does ICANN work? We call it a multi-stakeholder model, which basically means that there's a whole range of different groups that get involved. So, governments would be one stakeholders, businesses another stakeholder. Then, you have the people that run the registries, the dot-coms on the generic side of things. Then, you have the country codes. So, I'm not sure what Korea – oh, dot-kr. So, you have the country code. You have the dot-uk, which is where I'm from.

Then, you have your average internet users, and you have academics. You have different groups of people that sort of self-organize, and what ICANN does, it brings those people together in that multi-stakeholder model.

Every group can comment on the work produced by every other group. This is one of the basic tenants is that if the DNSO, which is one of the bodies – you'll understand these terms as you get used to them. If they create a piece of policy, they think this is what we should do with this part of the domain name system, every other group is entitled to comment on that. They can say, "That's fine. I agree," or "I think you've got that slightly wrong," or "I really disagree with that."

The idea is by the end of the process, by the end of everyone looking at and agreeing or making changes, you end up with an approach that everyone can agree with. Often, people don't think it's the best possible approach, but they recognize the fact that they've reached a consensus view. They recognize having taking into account everyone's views, this is where we've ended up.

So, everyone can agree this is what we'll do, and that's what enables the internet to keep operating with agreements with different groups, you all agree, "This is what we'll do." Without anyone saying, "You're going to do this," that's how the internet continues to work.

It's a complex, sometimes frustrating, sometimes lengthy process, but it's incredibly effective, and it's enabled the internet to grow and expand at an unbelievable rate without falling over.

So, typically what happens is the staff produce papers from input from the community, and those papers are posted online and put out for public comment typically thirty days. Then, people email in comments. They read the paper. They email in comments saying, "I think this. I think that." Then, the staff put together a summary analysis of those. Then, they take that and they go back to whoever the body was, and then they sit and discuss what changes need to be made. That's typically the approach. There's many variations as Scott will tell you, but in the very broad sense, that's how it works.

Then, the board, there's an ICANN board, it makes the final decision, and the board is made up of representatives from all the different groups, from all the different parts of the world. They're a very representative twenty-three person board, and they ultimately make a decision so there is somebody that says, "Yes, we agree," but the

board will typically refuse to make a decision until there is agreement amongst all the different groups. They will typically say if they're not sure, "Go back and make sure everyone is happy." That's the role that the board takes, which can sometimes be frustrating as Scott knows.

So, this is the structure. I still don't like this graphic. We've been through several graphics to explain how this all works, and this is what we've got currently. As you can see, we have the board of directors at the top. I don't think those should be so big, seeing as they act as the will of the community more than anything else, but you can see the different seats. Those little squares represent the different seats on the board of directors, and you can see who put the different board members up there.

So, you have – I'll start at the bottom left. We have the ASO, and that represents the regional internet registries, the people that provide IP blocks, IP addresses, the people that allow each region to function in terms of the underlying technical infrastructure. So, they choose a person that goes on the board.

You have the GNSO, which is the main policy area for ICANN and that comprises – actually, it's under reform at the moment, but that comprises of registrars and registries. Registrars are the people that, the company that you get your domain name from. You type it in, and you say, "I want XXX.com," and it's a registrar that will get that domain name for you.

Then, you have the registries, which are the people that run the dot-coms, dot-orgs, dot-kr's. That's registries. Then, you have the non-commercial elements. So, one part of what ICANN tries to recognize is that you shouldn't just have the people making money from the internet. You need to have the people that just use the internet that aren't making money from the internet. Otherwise, you could end up with an imbalance. So, the GNSO pulls in non-commercial users as well as commercial users into one body, and that's the main policy making body for ICANN.

Then, you have the CCNSO which represents the people that run dot-kr, dot-uk, dot-etc, the country code registries. That's a body for them to talk about their particular issues, and they choose and put people on the board.

Then, you have a series of advisory committees. You have the root server advisory committee, and they – if you don't know about the root servers, root servers are basically thirteen locations on the internet that have the biggest, the main address book for the other address books on the internet. It's about how the domain system works.

They store a file that says, "If you want to know where a dot-com address is, you need to go to this computer." "If you want to know where a dot-kr address is, you need to go to this computer," and there's thirteen locations on the network that have this piece of information, which is – it's not technically that difficult, but it is very, very important. So, they have their own advisory committee.

Then, you have the security and the stability advisory committee who focus purely on how do we ensure that the internet remains stable and it remains secure, which is obviously of crucial importance. ICANN typically tries to balance competition and expansion and the ability for people to do what they want with the internet, which makes it so powerful with the requirement that it remains stable and it remains secure. So, if you did a huge expansion in one direction, and it meant that domain names stop working in that area or that root servers didn't work, that would destabilize the internet. So, they play a crucial role as well.

Then, you have the at large advisory committee, and they represent just the average internet user, which is a difficult task because obviously there's billions of people and only a certain number of people will be interested in the work that ICANN does, but they try and get all that information together and say, "This is the view of internet users out there," obviously a crucial part of deciding the domain name system. What do the people that actually using it everyday think?

Then, you have the liaison from the technical liaison group. You have the IETF task force. They put someone on the board. These are the technical sides of the internet, the people that design the protocols, run the infrastructure.

Then, in terms of the functioning, we have the president and CEO who is the main figurehead of the organization, and under him we have the staff which I'm a member, and the staff basically does the drafting and organization, and it helps people come to agreement, and writes a lot of the material so that people can review it and so on and so forth.

Off to the left, we have the ombudsman who play a crucial role which is to if someone has a concern or a complaint about what the organization has done, they can go to the independent ombudsman and say, "I think that in this case it's wrong," or "A bylaw has been broken," or, it's a check, one of many checks on ICANN. You can go to them.

Then, you have – oh, I missed the governmental advisory committee, which is the governments, large group of governments from around the world. I don't know what we're up to now. We're up to eighty or ninety governments from around the world, and they put their input into the board of directors.

So, I'm chewing up a lot of time. Please prod me Patrick if I'm running out of time.

How do ICANN meetings work? So you were all at the ICANN meetings, so this is a very brief rundown of how these things work. If you're anything like me on the first ICANN meeting, you'll be completely overwhelmed and confused as to what is going on, and there's dozens of rooms and dozens of different sections, and everyone seems to know what they're talking about, and they're talking some weird language which doesn't appear to make much sense, and following what appear to be almost insane rules, which everyone goes along with and you've got no idea why they just did what they just did.

It takes about two or three meetings to start grasping how it works. So, typically in a session, we try to give you like a first indication, so that you at least start to understand the first bit of how this works.

This is a breakdown by day. So, we have Monday, hopefully you were at the opening ceremony yesterday which was interesting. It was fun with the guy playing guitar. That's the opening day. We have the welcome ceremony. We have the local dignitaries, and so on and so forth. Then, as soon as that welcome ceremony is over, we get the rest of the day dedicated to the main topics that the meeting will be dealing with. Yesterday, the main topics were the IDN's fast track which is basically a new internet extensions in other languages – Chinese, Korean, Arabic, etc, because that's going to be hopefully the board will approve the process by which the first ones will be introduced to the internet on Friday. So, that was a big issue.

The second big main issue which came out yesterday was the introduction of new generic top level domains, which again is more internet extensions. You can apply for a dot-whatever you think, and the rules apply that are surrounding that. So, these are the big issues.

Then, there were various sub issues within those big issues. There was an interesting debate yesterday about the split between the registrars, the people that your register your domain names with and the registries, the people that run the infrastructure. There's a debate about do we need to change the relationship between is one allowed to own another. These are sort of – it may sound archaic, but actually these roles is what define how you can get a hold of domain names, and how they work, and how parts of the internet will work. So, the decision by which these little rules are made can be quite important and a lot of people get very confused.

That's Monday. The main issues are brought out. Today is typically called constituency day, and it's when all the different groups which I showed you the ASO, the GNSO, CCNSO, etc, that's when they all meet together within their groups to decide, "Well, what do we want to do with this meeting. What's our stance on this? What's happened since the last meeting?" They get together and they have a discussion. They decide what they want to get out of this meeting, if they want to respond to other groups, so on and so forth. That's broadly done today, Tuesday.

Then, Wednesday is when those groups who have had those discussions make decisions. They say, "This is what we think. This is going to be our response to this. This is going to be (inaudible 34:44). The GNSO has a council meeting. This is when all the decisions are made on Wednesday.

Then, Thursday has the public forum, which I recommend you all come to, which is very interested. It's another crucial element of ICANN which is that the board will be up on stage, and anyone can get up and ask them a question or make a comment. This comes from a philosophy of anyone should be entitled to speak directly to the board.

So, there you just come into the room. We typically split the time up which is four hours between the main subjects that people want to talk about, and then you can walk up to the microphone and you can ask your question or make your comment directly to the board. That's typically quite a lively event.

Then, we have workshops. I don't recall the workshops at this time, but basically the workshops typically raise upcoming issues. They say, "This is something that's going to come up. This is something that's happening on the internet that we need to start talking about. This is something that we've noticed that we may want to review, whether we want to have a look at this and see if we need to make some changes." The workshops typically flag up upcoming issues, flag up, "This is a problem, or we think it might be a problem." Sometimes it is not. Sometimes it is.

Then, Friday, we have the board meeting when the board has a public meeting and they get up and they discuss the various things that are in front of them and they decide whether to approve it or not approve it, or they decide whether to send it back to someone, but it's the formal board meeting and you can see all the board members, and you can hear the decisions in front of them, and whether they make that decision.

So, for you, as first time attendees, this is my sort of boiled down advice, which is view this first meeting as a learning experience. As Paul was saying earlier, there's a lot of complex issues, and there's a lot of people that are going to spend a lot of time discussing them and going through them. So, you may well find that it can be typically quite confusing because these people have been working very hard for long periods of time. It's not just meeting where the work happens. Typically, people that get more deeply involved in ICANN, then can start on all – they put themselves in one of the working groups, or they put themselves on the mailing list, and they're discussing these issues all through in between meetings, all through the year. So, an enormous amount of work gets done and typically when you have a small group of people working very hard on one particular issue, they start creating their own language.

You often have to learn that language before you can come to figure out what their thinking was. Often, their thinking is very good, but it starts translating to its own language. I pretty much guarantee you that you'll find that confusing for the first meeting because it's just a totally different language and a totally different approach and no one will sit and explain it to you.

So, I would tell you the first meeting is sort of a learning experience, grasping how it works, grasping how people interact with one another, and then the good thing is you can ask anyone questions. It's not that it's closed off, and you're going to be cut off. It's that you may stand up and say something that you think makes perfect sense, and you'll see everyone's eyes around the table glaze because it's something that they've been discussing for eight months.

So, you think a question will occur to you. If it occurs to you from one meeting, it's pretty likely that it's occurred to them and they have worked on it for hours, months sometimes. So, I just warn you about that.

The discussions are often building on previous discussions and on documents. So, typically how we work is do you have a session, there's a document produced which people discuss. So, this is an issue. They've looked at it. They've produced a report that's been reviewed. They produce another report, and then you have a session on that. Typically, there's a document somewhere that people are discussing in a session.

My strong advice to you is to pick out your sessions, to find that document and read it because then you'll understand much clearer what's going on and what they're talking about. There's a lot of people with a lot of – I would say expertise, but a lot of real deep awareness of all of the issues in ICANN, and because of that when they're talking to other people with that same deep awareness of the issues, they will tend to jump very quickly between different points and make connections between one thing and another thing, between one session and another session. They'll jump around, and it's very hard to follow unless you know what's in the documents, until you get used to the language. It can be very confusing.

So, my advice would be to pick out a few sessions that you think that's interesting, and then go and try to find the documents for that session and read them. If you have trouble finding the documents, find someone in the community who is going to that session and say, "What are the main documents for this session?" They will typically help you out and point you where it is, or you can send comments to a mailing list, and typically you'll find people will help you out.

The other thing is ask a question, so ICANN is designed, the default is to have a question and answer session after nearly every session. So, people will do it, and they'll run through a document, and they'll run through their thoughts and typically every single session, there's a point in which they'll say, "So, we'll go to questions." That's a sort of – it's a basic philosophical approach to finding solutions to things, which is to make sure once you've all talked with each other that no one's got any queries or questions about it.

So, if you want to now what's going on, towards the end of the session, you can pick up the microphone and say, "I just want to clarify something." Feel free to do that, but take the public forum. The public forum enables you to get up and say anything, and it's very important, I think for us to hear the fresh voices in the public forum because it enables, like Paul was saying, it enables us to refresh the organization. Because it can be mildly intimidating to stand up there with a microphone and talk to the board, we typically have the people that have been to every single ICANN meeting saying many things that we've already heard before.

It's always nice when we get new attendees and they come up and ask a question. You think, "Someone's looking at this whole issue differently." It sort of gives a bit of energy to the room. So, I always like it when you get people and they say, "This is my first meeting. I just wanted to ask a question about this." I think that sort of refreshes us.

So, with that into, I'm going to hand over to Patrick who is going to moderate this security discussion. So, we have a panelist table here, Greg and Beau and Jim, and your moderator will be Patrick. Over to you, Patrick.

Patrick: Thanks Kieran. Just as we get our panelists seated here, one of the things that we've tried to do this morning is to make sure that we can seat people as much as possible in language groups. You'll notice on your table, we tried to put a little indicator of who might like to sit where. I know that a number of people have arrived late. We may have some tables where people are perhaps not as fluent in Korean as they would like to be. This is a chance to stand up and find a table that might be more appropriate for your language strengths, if you'd like to do that. There's a number of tables of there. There's a French and a Spanish one, and we have plenty of space here if we have more Korean speakers. Just give people a minute to move, if that's what they'd like to do.

If on the way in, you didn't get for yourself one of these, they're available at the door. You can do that now. Please come in, find a seat. Right, we'll make a start now on our security discussion.

We have seated around the table here, people from various parts of the ICANN organization, and the first thing I'm going to get them to do is just to introduce themselves, so that you have a bit of an idea who we have here. Then, I'm going to start asking some questions that might provide a little bit of very ICANN discussion about the issue of security or issues related to security.

So, first of all, I'm going to pass the microphone here to Greg Ratray. I'll let Greg introduce himself, and then we'll go around the table in that direction.

Greg: So, good morning everybody. My name is Greg Ratray. I'm ICANN's Chief Internet Security advisor on the ICANN staff. I have a staff of about five people that work with me on a wide range of security issues that relate to the particular domain name system security.

Patrick: Just to make something very explicit there, the big difference between Greg and the other people around the table apart from his good looks is that he is a staff person. He is actually employed by ICANN, and he does his work in that capacity.

Miguel: Good morning everybody. My name is Miguel. I come from a company on our own called Black Knives. We're a registrar and hosting provider. I think in the grand terms of ICANN speak, we'd be part of the GNSO.

Patrick: Terrific. Thanks Miguel. So, you are a volunteer, and perhaps with a little bit of help in your organization, you actually give your time and contribute to those debates. Thank you.

Norm: Good morning. My name is Norm Richie. I'm the CIO at Sierra, which is a dot-ca registry, and I'm almost the chair of the incidence response working group for the CCNSO.

Patrick: Right, so the way that you contribute Norm to the ICANN debate is as someone who has at least part of the responsibility for the dot-ca domain. So, you run a country code as opposed to Miguel here who is actually involved in the generic name space. These are generalization, but it just helps you locate who belongs where.

Beau: Hi, my name is Beau Brendler. I'm with the At Large Advisory Committee, that means I'm a volunteer. I've been doing ICANN work for about three years, which makes me more experienced maybe than you, but in the scheme of things, there are many people here who have been around for years. So, as someone brought up earlier, don't be intimidated, and I think a lot of people like to hear from folks that don't speak the language. So, please participate as much as you can.

Patrick: Beau, before you give that microphone away, you said you were a volunteer. So, you've come to the ICANN arena because you've got particular interests in the way the internet impacts end users. Is that right?

Beau: Yes, that's right, as does the At Large. The At Large committee is intended o be one of the groups that speaks for the public interest, and I originally came to that by doing work for consumer organizations, and as you will come to learn, there are some fairly significant consumer issues, I think within the ICANN arena.

So, one of them that I happen to be interested in and have some experience in is security.

Patrick: Terrific. Thanks, Beau.

Jim: Thank you. My name is Jim Galvin. I'm with Affilious, but I'm here today representing the Security, Stability Advisory Committee. I've been a part of the SSAC myself for quite a number of years, almost seven years now.

Patrick: Jim, you got to be a member of the SSAC for what reason? Do you have particular skills in the security area?

Jim: Yes, I've actually been a technologist all of my life, and I've been actively working with developing security protocols in a variety of areas, and DNS security has been an important part of my activities and my life since the beginning, going on over fifteen years, and with any luck, it's actually going to come over the hump here. We're

going to see some critical mass especially with the signing of the root and the number of TLDs that are signed, and we see more of them coming.

Patrick: Terrific, and all of the security problems will go away, Jim?

Jim: Yeah, yeah, let's go with that.

Patrick: Thank you. We don't have Michael in the room, do we? The other person we were hoping that we would have at our table was a government representative because that would fill out the ICANN picture, if you like. He may be running late. He may arrive late, but just to flag the other participant in the ICANN discussion is the government voice.

So, just to recap because this is a very nice little summary picture of ICANN, we've got people who come to ICANN because they have enormous technical interest and expertise. In Jim's case, that's to do with security. We have people who come to the ICANN space because they're related to or work for or are trying to start businesses that are related to the domain name space. I probably do a little injustice there, but as a summary, that's probably all right.

We have people over here like Norm who come to ICANN because they're responsible for running a country code domain. In his case, Canada, and they come because the people who run country codes like to come together to talk about things and one of those things is security.

We also have people like Beau who turn up at ICANN meetings and participate in ICANN policy debates because they have an interest as a user in how the internet works.

We also have people like Greg who are employed by ICANN, and in Greg's case, help to make the security policy discussion work, help develop ideas, and Greg also has interest in running and maintaining some of the infrastructure elements that work with that. So, many different voices.

Beau, if I can start with you, and I'll get Jim to pass that microphone across, why does security matter to internet users?

Beau: Well, security has a, I suppose, broad range of attributes to it, but primarily, I think when a lot of users think of the internet, they think of things that bother them about the internet, and often that can be fraud, it can be phishing, it can be spam, it can be lots of things they wish they didn't have to deal with. While those things don't necessarily in all circumstances directly come under ICANN's influence, a lot of them tend to have abuse of domain names as a common denominator.

So, when we talk about security in the sense of consumer interest, there's that aspect of it, but also I think consumers are interested in knowing about, for instance, what the (inaudible 52:05) might do to the structure of the internet, although they probably don't have to worry about getting it on their machine so much. They would be interested to know if something like that could take the internet down, and if so, how that could happen.

So, security is primarily defined I think for users as how much they need to worry about their personal data being lost, or someone raiding their bank account, or somebody convincing them to spend thousands of dollars to help some prince in a far off country move some money around. So, that's I think fairly close.

Patrick: The debates that happen within the At Large advisory committee and the At Large as a whole in the security arena focus on those sort of issues. They're the sorts of things that people talk about their concerns about their personal security, the data integrity, phishing and so forth. Is that right?

Beau: There is that. There's also more specific to ICANN. There's the registrar accreditation agreement, or RAA as you'll hear it referred to, and aspects of that that pertain security, and then there is also Who-Is which has been a controversial subject around here for many, many years. That is something of an issue in the At Large as well, how far to go with it, or whether it should go away, or issues with data and accuracy and enforcement and compliance.

Patrick: Thanks, Beau. If I can just get the microphone back to Jim here. Jim, how would you say that the conversations that happen in the security and stability advisory committee are different from the sort of things that Beau was just describing and how much are they the same?

Jim: I would say that the topics are the same, and the concerns are the same. The SSAC will deal with more issues than just what is of concern to the ALAC, but certainly the topics that are discussed within the ALAC are also discussed within the SSAC. SSAC will as a collective group through consensus create advisories, reports, commentaries on issues that we believe benefit ALAC in particular, but the other groups in ICANN.

So, I'd say the topics are the same, and we're looking for solutions or advice that we can provide to them in general.

Patrick: Now, having been to workshops in both of your areas, I know Jim that the people who work in the security and stability advisory committee often bring enormous amounts of very deep technical expertise. Is that something that the security and stability advisory committee is looking for?

Jim: Yes, and other expertise, too. The SSAC was originally formed largely with people who were focused on technology and technical issues and a very deep understanding of technical operations, but it's pretty clear now that business affairs and business processes and procedures are also becoming more and more important and we are interested in people with that kind of expertise who would be interested in joining particular people who know more about how registrars operate as well as registries, not just deep technical knowledge about protocols.

In addition, we have recently added a number of people from the legal community. So, people who have law enforcement expertise is also quite valuable. It's important to understand what is criminal activity, what's not, what kinds of information you need that's helpful to those communities so we can feed that back into the policies and business processes within ICANN.

Patrick: Now, so far I'd like you to learn probably three things. One is that if you have the interests of a user in the way that Beau has described, the At Large Advisory Committee is a very valuable way for you to contribute. If you have a very deep interest in the technical aspects, that may not mean you're a technical expert. You may be a legal expert. You may have other expertise, but if you're interested in the very technical aspects, the security and stability advisory committee would be one place that you might contribute.

The third thing is very important though. What we're starting to see already is that all of these issues interrelate. So, the issues that are of concern to the users are of interest to the more technical people, and as we talk around here in the security area, you'll see that these issues have lots of common threads that will appear in many different parts of the ICANN organization.

So, when Beau is speaking a moment ago, he talked about the importance of the registrar accreditation agreement for security. Miguel, can I get you to talk about how the GNSO talks about those sort of issues?

Miguel: Well, what the registrar accreditation agreement is the contract that the registrars have with ICANN, and governs I suppose the broad parameters of which we operate, but ultimately registrars are businesses. So, if the – if our users aren't happy for whatever reason, then we lose money. If we lose money, then we go out of business. So, there's a symbiotic relationship, and Beau for example is involved with ALAC as are quite a few of the other registrars. We would talk to the guys in the ALAC because ultimately if there's no users, there's no business. If there's no business, there's no money. if the security is ass ways and the entire thing falls apart, nobody is going tot rust it. If nobody trusts it, they're not going to grow. If they don't grow, they don't spend money. If they don't spend any money, I can't buy a Porsche.

So, that's what it boils down. Ultimately, it doesn't matter what way you split it up. You've got guys here like James is with the SSAC, security, stability. He's also with Affilious that runs a registry. Affilious also runs DNS services. These are things that are fundamental, but everybody overlooks them. The DNS is fundamentally broken, but it somehow magically works, and you can argue about it for days, but ultimately, there are lots and lots of that.

The great thing about ICANN is it's got no power, but it's a great unifying force. So, I can discuss things with somebody like Beau and we might disagree and argue and go at each other's throats, but afterwards, we can go to the bar, knock back a few beers, and get it all sorted out.

Ultimately, it doesn't matter which structure you fit into. It's the thing that we're all trying to just get along and make a potentially broken system work.

Patrick: Let me try and just change the language there a little bit – not so much a broken system, but a system with a number of inherent tensions in it.

Miguel: Well, I was referring more to the actual fact that the internet because it's so distributed, and because it's so empowering, it is in itself, not something that can be controlled. I'm not talking about the ICANN structures which people may or may not like. I'm talking about the actual thing itself.

Patrick: The infrastructure of the DNS.

Miguel: Exactly.

Patrick: That's fine. You mentioned on the way through that lots of people in the GNSO run businesses. What sort of businesses are they?

Miguel: There's a lot of different businesses. This is one of the things that people have issues understanding. For example, with ourselves, we offer email services. We offer hosting services to anybody and everybody ranging from small little businesses

through to multi-national corporates. Other companies would offer services which are maybe for advertising.

So, you take say for example a very large company like Demand Media. Demand Media has a registrar, but they also have an advertising business. You take a company like Two Cars, and it's all wholesale, but they also have email services. Just giving a couple of very silly examples, but the thing is that there are different business models depending on what they're trying to do.

Ultimately, we're all trying to make money, but there's different ways of doing it, and sometimes people seem to think that registrars and hosting companies, we're doing things that are dubious, and we're doing this and we're doing that, and a lot of times, it just because you've misunderstood. Of course, it's very easy for us to say that.

Patrick: So, the next thing to flag as an important lesson for first time ICANNers is that if you have an interest in business related to the internet or the way that businesses use the internet, or you have an interest in the way that trade names might be used in the internet space, or you have an interest in other legal aspects of the way the businesses operate using the DNS, or if you have a non-commercial interest in that as well, then the GNSO would be the best place for you to participate. So, users, security and stability, technical expertise, things related to business – they're the three voices we've heard so far.

Norm, you run something that's the same but quite different, why does security matter in the CCNSO world?

Norm: As a CCTLD, we're different than the GTLDs in tat we set our own policies, we implement those policies, and then we enforce them.

Patrick: I'm just going to put you on pause and make the point because it's something that people initially find a little confusing. So, here we're talking about two different types of TLDs. We're talking about those that are run by countries, in Norm's case, Canada, dot-Kr would be Korea, dot-au is Australia, dot-uk is the United Kingdom and so forth. Then, the generic ones who have their own organization which Miguel was just talking to us about, then the dot-com, dot-biz, dot-org, dot-net and so forth.

So, your speaking with the voice of someone who runs a TLD, a top level domain for a country.

Norm: A CCTLD, correct. So, just like any other TLD though, security and stability is our number one concern, especially because we run the authoritative DNS as well as a registry that or even more so concerned about the security of DNS and perhaps a registrar maybe because a problem there would have a bigger impact.

There are cases, though, I know we worked more or less independently. There are cases where we need to come together and collect on tactics such as conflicker. Conflicker was a great I think wake up call to for the CCTLDs. For those of you that don't know what, there was a possibility that Conflicker would use – I think it was 106 different CCTLDs, and there's a preventive action that came together. It was actually an amazing exercise that showed that we could organize, but it also showed us that we weren't prepared for that.

So, enter that, I think there's been a strong realization that the CCTLDs have to be more coordinate on the side for security initiatives.

Patrick: Norm, I also know from my contact with the CCNSO, is that one of the things that the CCNSO does that's very valuable in the security area is training for CCTLD managers. Would you like to talk just a little bit about what that is and why that matters?

Norm: There's different types of training that goes on. The CCTLDs tend to be not-for-profits for the most part. We're a very giving group. We do a lot of sharing with one another. For the most part, the larger CCTLDs try to help out the emerging ones as best they can. They share a lot of information with them, best practices, things to avoid.

We have a tactical working group and a tactical workshop that coincides with every one of these meetings and covers technology and operations of a registry. There is also training that's coordinated through actually Greg on contingency planning and disaster recovery.

Patrick: Thanks Norm. So, the next little piece of the puzzle – if you are someone who either manages a CCTLD or is associated with the management of a CCTLD, then the place to where you can perhaps best contribute to ICANN is through the country code name supporting organization, the CCNSO. That's the place where people who have that interest come together to discuss many things, one of which is security. Now, if we can get a little more, Norm.

Norm: One more point on that, we're right now – the CCNSO is 99 members. So, they can be number 100.

Patrick: There's the big opportunity, your moment of fame. Greg, I'll get the microphone across to you. Norm a moment ago mentioned the Conflicker worm, and he mentioned a coordinated response. Would you like to talk a little bit about the threat that that posed, and the way that you with everyone's help were able to coordinate a response?

Greg: Thanks, Patrick. I actually think it's a great example of a couple of things. First, the worm raised a profile of security related issues for the domain name system. The domain name system is an integral part of how almost everything on the internet works. Unfortunately, the internet wasn't designed to be a highly secured system, and neither was the DNS from a fundamentally technological perspective.

So, therefore, people who want to use the internet for bad purposes, increasingly have figured out how to leverage some of those features. One of the features that they've figured out how to leverage is the domain name system. So, this worm called Conflicker actually was attempting to use the domain name system to provide control over the estimated five million remotely controllable computers out there in the world.

So, as there came to be an increased understanding of how this code that was out there and placed in five million computers worked, we came to realize that it was going to seek resolution through domain names, and then create command and control channels. Initially, that was a pretty small set of nine TLDs, both generic and country code TLDs. We figured that out only a few days before they were actually going to try to use domain names and coordinated actions fairly quickly.

ICANN's fairly unique position working with everybody around the globe in terms of the registry's having to work with the ICANN staff, or the coordinating staff for the route zone, allowed us to reach people that were difficult to reach. So, we had Western Samoa, China and the United States all have to quickly coordinate actions in their TLDs in order to respond to that worm.

The next iteration of the worm which evolved over about six weeks, went from nine TLDs being implicated, and it's pretty clear that the worm's authors understood some of the challenges here, to 106 country code TLDs. So, the effort that Norm mentioned, and with this security community outside of the domain name system and people that don't tend to be ICANN's room, security researchers, Microsoft, who was the vendor for the software whose vulnerability was being taken care of, providing us the information about how this worm was working. We worked with the CC Community to push the information out to all the operators that would actually have to take action to block the worm.

It's generally been accorded as a major success in the cyber security area, proactively stopping – unfortunately just one vector for the spread of the worm because the worm spreads in other ways, but it's the most effective vector would be to use the domain name system.

So, it's an example of ICANN – the second major point is that ICANN and its staff serves as facilitators, enablers of security working with all the communities that have been discussed, leveraging the advice of the security and stability advisory committee to try to help those who operate the domain name system, do it in a more secure and resilient fashion. I guess I will take the mike to add in addition to ensuring that the domain name system is not misused by criminals, we also need to make sure that it's resilient in the face of attack itself, and we do see attacks against people who operate root servers and top level domains, and we see a crucial portion of our mission of the domain name system is key infrastructure that we need to make sure that that system will continue to function under a wide range of threats.

Patrick: So, Greg, from a staff perspective, you were able to add value there by contributing to that coordination.

Greg: That's exactly right.

Patrick: Right, so we spoke earlier, Kieran spoke earlier about ICANN as a coordinating mechanism. What we've just heard from Greg is exactly that sort of coordination function. So, in the face of a major security threat, with the help of Greg as a staff member, but also the help of the country codes, the technical experts, people within the GNSO protecting the interests of users, we were able to coordinate a response to what could have been a quite major catastrophe. Is that a reasonable summary, Greg?

Greg: That is a reasonable summery with the exception of the last statement. Patrick, I just want to make everybody aware. Conflicker remains out there. It's a latent threat. Norm and other CCTLDs have to continue to block its spread and it could erupt basically at any time. So, the fight is still on in regard to that specific situation.

Patrick: Just to take that a step further, it seems because of the nature of the system, that security will always be a significant issue for ICANN and its responsibilities for the DNS. Is that likely to be true?

Greg: I think that's clearly true. I didn't see any sort of near to mid-term future where even though there are advances to be made, the implementation of what is called domain name system secure extensions usually referred as DNSSEC, is finally starting. So, a major technological improvement in security, this system will continue to be a major place where cyber security issues have to be fought through.

I would say in the last year to eighteen months, the demands upon ICANN to play that coordinating and facilitating role because of rising concerns about cyber security have increased, and certainly we have been trying to reach out to the community much more vigorously and enable responses to significant threats.

Patrick: That's great. Jim.

Jim: Just to add some data to the comments that Greg made. Verisign gave a security briefing yesterday, and they had a number of interesting statistics available that they put out there and the one that sticks in my mind here is they were talking about there are 10,000 attacks a day against DNS systems.

I think it's a very compelling and telling number. I don't know. They had a reference there for their source for that data, but it's important to appreciate that the DNS is an infrastructure protocol, as Greg said, everything depends on it, and so it will always be at risk. It will always be something that an attack vector. People always use it and try to leverage it in bad ways.

So, as we improve, the attackers will improve, too, so there will always be more to be done.

Patrick: Jim, while you've got the microphone, we've spoken a little bit there about Conflicker. There must be a number of other things that the security and stability advisory committee is working on. You might like just to give the top three or four issues that they're working on at the moment.

Jim: Yeah, DNSSEC implementation is something which stands out right now as probably the most significant issue, and it's obviously very important to the ICANN Community in general as the signing of the root as something that's coming around.

There will be the DNSSAC workshop tomorrow morning, and so you'll be able to get an update on the status of ICANN's role and Verisign's role in the signing of the root, and you'll also hear from a number of regional country codes about their activities and what they're doing with respect to DNSSAC.

This particular workshop has actually been held at every ICANN meeting for the past couple of years, and it's an opportunity for everyone who is active in that space to talk about what they're doing, their time frames, and how they're going about it and showing experience. So, it's been very popular.

Patrick: I'm just going to get you to hold there for a moment. I'm going to give the microphone back to Greg. You told us a moment ago what the DNS character string meant, and you say that again, and just tell us why it matters for security.

Greg: So, the particular technology being implemented, DNSSAC is the only way to ensure that there's authentication at a technical level transactions that occur across the domain name system. This is particularly important because at a conference referred to as Black Hat where people discuss security, vulnerabilities, upcoming threats, last August, so fifteen months ago. A security researcher named Dan Cominsky demonstrated a major vulnerability to the domain name system to basically corrupting the data transactions or the transactions between DNS computers.

So, this technology, DNS SAC actually closes what's known as the Cominsky vulnerability. To be factual, the vulnerability has been known for a long time. Dan just managed to operationalize it in a very effective fashion that people could use more

effectively. So, this is the remediation of something that could potentially be misused to redirect domain name transactions all over the system.

Patrick: Thanks Greg. Jim, other important things that the security and stability advisory committee is working on at the moment?

Jim: Yes, so let me break into what we've been calling major themes of activity. So, DNS SAC is obviously one, and it's a significant enough activity that actually exists on its own as evidenced by the DNSSAC workshop tomorrow.

Another activity where you'll see a number of reports, if you look online, you will see all of the documents that SSAC has produced over the years, and another topic that comes up a lot is protection of registration. This is an issue with multiple subtopics. Who-Is is something that fits into this topic, and accuracy.

Patrick: Jim, I'm just going to get you to explain what Who-Is is in ten words of less.

Jim: Who-is is the ability to find out who owns the domain name, and it works for the most part assuming the data that's out there is accurate. So, that presents one set of issues. A very recent topic which has become very important is redirection or in technical terms, it's the synthesis of DNS replies. You will notice it's been a topic if you've been following the draft applicant guidebook for new TLDs. There is a definition of a high security TLD, and one of the requirements in there is that they do not allow redirection or the wild carding at the TLD level.

This becomes a stability issue for the internet. The DNS is well defined to either give you an answer or not give you an answer if it's not there, and it has become an issue for organizations that try to monetize that and essentially mislead users into thinking something's there that's not. This affects many services. When you do this at the TLD level, it affects many services on the internet, and that's been a problem.

Another topic of course is the root scaling study. You will be – there's a session coming up, is it later today? I forget. I'll have to look in a minute, and maybe I'll get a chance to get a plug for it later, but the root scaling study team, they had written a report. It's a draft report that's been put out there. There will be a meeting during which you'll get to see a summary of that. The issue here is as you add more TLDs, what is the impact on the root management system?

So, there's the request for changes to the system. The process by which ICANN goes through to evaluate those and improve them and make sure they're value and correct requests, and then they get published out into the root zone so they are available to the end users. One of the questions that comes up is if there are a lot of new TLDs, then that obviously will create some additional stress, tension or activity on the system, and so, the SSAC and the RSAC – the root server advisory committee had gotten together and jointly formed a steering group to create a report to do that.

Patrick: Just to follow up on Jim's comment, that session is tomorrow at 13:30. So, if you have an interest in the long term scalability of the root, that's a very important session to attend. Now, what I might do is just pick up another – there are other things that security and stability are working on, but I'd just like to pass the microphone back to Beau, and Beau one of the things that Jim mentioned there on the way through was protection of registrants and registration. That's obviously important for users. I know that the At Large has had a number of very valuable conversations with security and

stability advisory committee about issues. Would you like to talk about how that process works and why it's important for users?

Beau: Yeah, process for the At Large, talking to the SSAC is really through a liaison, made up of about eighteen people or so, and we choose liaisons to certain groups within ICANN and in fact, I think the liaison to the SSAC, Patrick Vanderwall is well respected for his knowledge in security. I think the way it works is within the ALAC meetings we discuss issues related to users and security, and Patrick does his best to convey them to the SSAC, and then it kind of comes back the other way in return.

Patrick helps the ALAC to understand what's – in certain circumstances – being discussed at the SSAC level, which is good because within ALAC there are people who have a lot of technical experience. There are people who have a little to know technical experience, but have legal experience or are interesting in intellectual property, a whole diverse range of things.

So, not everyone within the At Large is really all that interested in security, and that's good because the At Large's challenge or it's mandate is to basically look at all aspects of what ICANN does, not just security. So, does that kind of fit what you're talking about?

Patrick: That's great. Thanks, Beau. The important point there is that as you become more involved in one part of ICANN where you have an interest, so for example in the At Large area, you'll find there are formal communication channels into the other parts of ICANN, so people from At Large meet with people from security and stability. They meet with the government representatives. They meet on occasion with the people from the GNSO and so forth, so that just reinforces that this is a coordination mechanism, and there are lots of informal and formal channels for communication.

I'd just like to pick up one last theme before we close off. I mentioned earlier that we should have had a government representative here, but he's obviously been caught up on something else. I know that if Michael was here, and Norm this question I'll direct to you in a moment, Michael would say that one of the issues for governments is that the infrastructure of the internet is becoming much more critical for the everyday life of citizens. Therefore, governments are taking a much stronger interest in security as it pertains in their language critical infrastructure.

I know that that's a topic within the CCNSO, would you just like to talk about what the security implications are around critical infrastructure? You can have more than ten words.

Norm: That would be a big one. That's a many, many faceted response to this. So, it is a very complex response, but I'll try and keep it short. You're correct. The internet is engrained now, and the heart and soul of that is the DNS. That is really what is the critical infrastructure. That obviously is a lot of – we've talked about some of the security concerns around that, and the registry itself can also be an attack factor.

So, one of the things you have to be very careful is that someone is not getting into the registry and modifying a DNS setting, redirecting it and then changing it back again.

So, there is many different vectors to attack on that. I think one of the important things is that as a critical infrastructure, that's kind of a buzz phrase with some countries. It depends on the country. So, again, with the CCTLDs, although we're all – it's domain names and DNS, but the country where it comes from has different

rules of privacy, different forms of government, different views on security, different views on law enforcement. So, it becomes very, very complex when you're actually dealing with CCTLDs, but the underlying principle though is that you respect the rules and laws of the country.

So, you try and find the common ground where you can work together, but at the same time, respect how each country's government in essence functions.

Patrick: That's great. Quick comment there, Jim?

Jim: One thing I want to add is just a little observation about what is critical infrastructure. I think that people often don't realize critical infrastructure comes in many flavors, and it exists in many forms. Right down at the lowest level to even the wires and cables that are part of what make the internet run. Think about the submarine cables underneath the oceans and across that. You have satellites. So, you have your low level link technologies, and so providers that are part of that process are also critical infrastructure.

From there, you move up through the various layers of network services and network applications and each of those have a role in being a part of the critical infrastructure. So, I suspect there are many people here who in some way or another are a part of the critical infrastructure, and then as you move up, you have the things that we talk about here in ICANN – your registries, DNS service providers, the registrars themselves, they have a role to play in being critical infrastructure, too, especially DNS providers.

If you think about it, if the DNS providers should go off line, be subject to attacks and unavailable, then maybe your application, your country, if your DNS servers for your country go offline, then your country is hidden from the world.

Then, the top layer of that of course is law enforcement, privacy, criminal activities, those things are different in every country, and so what might be critical in one country is not critical in another because it's legal and it's allowed over there.

So, we all have a part to play in critical infrastructure, and it means something different to each of us, and I just want to point out that that's okay, and that's the way it should be.

Patrick: That's right. That's an excellent point, Jim. So, here we have an ICANN that is global, that seeks to represent and listen to the voices of countries from around the world, that brings together the views, experience, expertise of users, of technical experts, of people who have business interests in the DNS space, people who run country code domains, governments, along with some staff expertise, experience and coordinating capacity to try to solve, or at least mitigate, minimize the impact of significant issues in the DNS from a security perspective.

So, what we've seen this morning is a very small little picture of one part of ICANN that is in fact, a good representation of the broader ICANN. It would be a shame to lose the opportunity while we have all of these experts around the table for questions. So, I would like to take perhaps ten minutes now. If there are people at tables here who have questions while we have the experts in the room, please feel free to ask them.

Remember that for the magic of our interpreters over there, you'll be able to ask a question in Korean, Spanish, French, Chinese, or English, and they'll all be

interpreter through the headsets. So, please feel free if you've got a question to ask it now in any of those languages.

Greg: Unfortunately, I have to go brief the government advisory committee on our security stability and resiliency program. So, if there's a question right off the top for me, I can take that, but after I'm probably have to move on.

Patrick: I think we probably have enough expertise not to replace you, but to cover for you momentarily. If you'd like a question, put your hand up. There are some microphones. Kieran is our microphone fairy.

George: My name is George from Guyana (inaudible). My question is the CCNSO, those responsible for the country code, and I know they're also responsible for the GTLD, so my question is how are these two bodies coordinated so there is no conflict in their registration.

Patrick: Would either of you two guys like to talk about how the GNSO process and the CCNSO process talk to each other?

Norm: For a lot of parts, they actually don't need to, so that sounds odd. As far as keeping identifiers unique that's done within each TLD. So, the uniqueness is within every TLD. The purpose of the organizations here are to basically put birds of a feather together where they have common issues. The GNSO is contractually bound to – not GNSO, but the GTLDs are contractually bound to ICANN. So, they all follow contracts, whereas the CCTLDs may not have a contract or agreement. They can do pretty much as they choose.

So, the organizations quite often face very, very different issues, quite often the GNSO, they come up with consensus on some issue, and discuss that with ICANN, where as the CCTLDs tend to talk about issues that area common to all CCTLDs.

George: For example, if you take (inaudible) is a unique organization, and it's based in UK. If for example, under that country, you can (inaudible) with the country code UR, it should be a unique name. They are two unique names in different countries. So, would it be possible to have (inaudible).

Patrick: Would it be possible to have two country codes?

George: No, different country codes, but it's the same second level codes.

Patrick: I see. There are a series of rules that are based on policy that have been developed within the ICANN community to deal with exactly those questions. Now, I'm not enough of an expert to tell you exactly what the rules are, but I can tell you they will exist and we can find you the right person later who will have exactly the information. So, thank you for your question. Another question? There's a question there, and then there's one up the back.

Emil: This is Emil Merger (SP?) from Afghanistan. The question is that regarding the security issues. Other issues like ICANN and like (inaudible), cyber security is on top of their agenda for this year, or other organizations like (inaudible). How is the coordination between ICANN and all those organizations?

Patrick: That would have been the perfect question for Greg. Let me try and give a very quick response. One of the things that ICANN tries to do because it only looks after one

part of the broader internet, ICANN tries to work in partnership with other organization to discuss those issues, the security issues and many others.

So, ICANN is involved almost constantly in conversations with people from the IT, people from ISAC, people from IETF – Internet Engineering Task Force, and so forth to try to (inaudible) almost at another level, that coordination there.

So, yes, people are very aware that that coordination is necessary and it does happen, and again, if you have an interest in that, I could point you to the person who has that expertise. Greg will have a better answer. Back up there.

Mike: This is my participation in ICANN. I find this session very interesting because there's a lot to learn even if you were in that meeting before. (Inaudible) we have somebody from (Inaudible), but (inaudible) (Speaking French.)

Translator: I'm going to ask the question in French. At present, there's a country code where the country code is not being banished from an African country and it's not managed by someone who is within that country, and if I go on the internet, can I go and find information, but I would like to go and ask someone who is from the CCNSO to ask what other countries, the African countries where currently this problem is still current?

Norm: (inaudible) problem within African. That's other parts of the world having some of the same issues. Right now, there is a working group within the CCSNO called delegation, redelegation, which is exactly dealing with those issues. The best – I'm not sure who the chair of that is, but the best person to talk to would be Chris Despain who is the chair of the CCSNO, and he can get you in contact with the correct people there.

Patrick: I think that that's another really good example of the way that ICANN works. So, this is an issue for people around the globe, African countries but many others, and so within the ICANN process there is a working group who concentrates on that, and any stakeholders who have views to bring are able to do that. They can contribute to the debate. They can contribute to the development of policy and so forth. That's how ICANN works.

Norm: Just so you know. There will be an update from that group this afternoon in the CCSNO meeting as well as the other working groups.

Patrick: So, it's time for us to have a break. There will be tea and coffee outside, but before we do that, and I'll hand to Kieran in a moment to give you the details, I'd like us to put our hands together for our panelists who did an excellent job this morning. Kieran, the details on the tea and coffee.

Kieran: We're having a half hour break, so please come back in a half hour. Afterwards, we'll be doing several things. One, we want to know more information from you why you are here, what you hope to achieve, what you thought of the session, so on and so forth, and the reason why you have these tables is so you can talk amongst yourselves, get to know one another and also come with any questions.

Also, we will have Scott Pinson who will talk you through the work that ICANN is actually doing this week, and how that process works, how the actual decision making process works. At the end of that, we'll have a broad question and answer session where you can ask anything you like, and we'll give it our best answers. So, please come back in a half hour, and hopefully we'll see you when you get back.

Patrick: We'll reconvene at quarter past the hour.

Kieran: Thank you.

Kieran: Hello, so we'll start the session back up again, and this is the part where we want to hear from you. So, if you were hear the first part, and you listened to Paul Evans who is the Vice President of Corporate Affairs, he explained several times that the crucial impact that you can have on ICANN is that you're fresh faces, and we need new people and more people to refresh the organization, to bring in new ideas, to come up with new approaches and new thought patterns. So, we would like to hear from you what you think.

The reason that we have the languages on the tables is so that you have people that speak your language. What we're going to do is we want to encourage you to sit at a table with people that speak your language and talk amongst yourselves about what questions you have, what you think of ICANN, what would you like to know, and then we're going to go around to each table and ask someone from that table to explain what their group had been discussing.

So, the intent here is for you to be able to talk to one another about what you think why you are here in particular, who you represent, what you would like ICANN to give you, what you would like to get out of ICANN and any questions you have. So, if you wanted to deal with any of those issues in your group, then we'll go around and ask someone from your table to say what you have been discussing, and then we'll use that to have a broader conversation.

So, we've got Korean, Chinese, French, Spanish and English, and you can ask questions in any of those languages, and if you have your headset, you'll be able to hear what people say in any of those languages, if you choose the correct channel of course. I will give, how long do you think, Patrick? So, please spend five minutes just talking to the people at your table. Introduce yourselves, who you are and where you come from, and anything about ICANN that you think, any issues that you'd like to be raised, why you're here, anything like that, and then we'll come around and ask you what you've talked about, and I'm sure that'll be very helpful to get those different perspectives.

So, hopefully you had brief discussions. I'd like to go around the room, and pick up what you said. I'll tell you the discussion I had with my French colleagues here. They had to put up with my bad French, so I apologize for that, but they were discussing how come is it that ICANN is still so English oriented? Everything is in English. All the documents are in English. All the sessions are in English. Everything is in English, and how come the organization doesn't just understand the fact that you need to have other languages, and they need to be a part of the organization. So, that was our conversation.

I talked a little bit about what we're trying to do with translation and interpretation and these sessions, and small things like that. So, that was what the discussion that we had. I think that was accurate.

So, is there any table in particular that would like to summarize what they talked about? We're going to make someone. There you go. Thank you very much.

Kim: Hi, my name is Kim Van Wayguard. I am brand spanking new with PublicInterestRegistry.org. It's very important for me to be here. It's my first ICANN.

I'm new to the industry as well. So, this is all a little overwhelming, but we were discussing – we have a registrar at the table, registries as well, and just discussing the order of the events. I thought it might be useful to have this be my first session. I've tried to attend every session I can, but trying to absorb that as well as all the acronyms, what the important issues are.

So, we were discussing what would be helpful, actually finding that sitting here, I've learned probably a lot more than in the last five minutes than the five sessions I've been to since Monday. So, and that's it, just trying to get to know each other and finding that we have a lot in common even though we're from different sides of the industry.

Kieran: Thank you. So, we might want to look at having more sessions like this in which we bring people together to talk to one another rather than make them sit in ICANN sessions. Can I prod someone at this table to summarize?

Lynn: Hi, I'm Lynn. I'm from Nomad.net.uk registry. We were talking about how the (inaudible) are a really good opportunity to participate and also give your ideas forward of policy ideas, but what I think I'd like to see is to make sure that our contribution has been heard, and also that it's been valued, and hopefully in the policy development process, that we've added something to that.

My friend here from Dot Green were specifically coming to find out more about new TLDs, and the schedule for that, and also just to have more of a presence so when the application process does begin, they're already in.

Kieran: Terrific, thank you very, very much. I'm going to go to this table here. I saw some animated discussions. We have a spokesperson. Thank you.

Panch: Yes, I'll be speaking in Korean. Good morning. My name is Panch Ewar (S?) from Korean registrar Who-Is. I am participating at the conference from a different perspective. I think most of you are related to domain name system business, and I'm working in the communication department of this company, and so that's why I want to learn more about ICANN, and if I can provide communication materials based on this knowledge, expertise, I'd be better at my job. That's why I am here at this conference.

Through this conference, I hope to learn the overall operation of ICANN, but actually I'm not a security expert. What I hope to do is to learn something, but so far I don't think I have learned anything substantial yet.

I'm going to ask a question that might not be related to what we've been looking at. We're going to have new GTLDs so far, and I communicate about this, but so far the new GTLD initiative hasn't been very popular. Our company does a lot of works to generate profits, and I'd like to tell you that we've been discussing a very practical marketing race for new GTLDs.

Kieran: Thank you very much. Is there anyone else at the table – did that cover your discussion? Yes, thank you very much indeed. So, I'm going to go to this table.

Patrick: Kieran, you might like also to mention that there will be many opportunities during the week to learn more about new TLDs, and if you would like us to introduce you to people who would have more information, we'd be very happy to do that.

Kieran: That's certainly true. One of the advantages of ICANN staff is that we do know pretty much everyone through interacting. So, if you have a question, we can usually direct you to the person that has the best knowledge in that area. So, you come up to any ICANN staff and ask a question, they would help you out. So, if you have questions, please just ask. So, I'll go to this table here who are trying to avoid my gaze. I'm going to encourage you to speak. I'm not going to move. Would one of you like to just give a quick summary of what you discussed? Thank you.

Male: Good morning. I'm from Korea, and I'll be coming today and tomorrow. We've been talking about the following issues. We've been talking about marketing at companies, what kind of marketing we have at each of our companies and what kind of promotional events we have. We've also been talking at the human resources in the domain department of our companies.

We couldn't come to one conclusion, but what I'd like to know is whether everyone here in this room have any issues with a new GTLD, if they have any challenges in this, and what is their strategy in introducing the new GTLD. This is a first time for me at an ICANN meeting, and I understand that no decisions are made at ICANN conferences, but I came to get as much information as possible.

Kieran: That's two people that are talking about the introduction of new GTLDs, and I just ask you to raise your hand if that is the main reason that they came to this ICANN meeting for GTLDs and introduction. We have some. We have a few, so not all. So, I'm going to go around. I'd also ask you to say what the issues within ICANN that you are interested in so we have some interest in GTLDs and the practical introduction of them and finding out information about them.

So, presumably, you all here for a particular reason. So, I'd ask you to bring out what those other reasons are. We have a hand up.

Imran: My name is Imran Mashur (SP?). I'm from Pakistan, and from the Social Internet (inaudible), and I am here from these places to discuss and to protect the auto ID and CCTLDs, and as the GTLDs, and it is I who look to ICANN since last two years in a different proposals to remove the two letters that is (inaudible) limitations of the CCTLDs for ITN. It has happened.

Now, any ITN and CCTLD can apply, but the minimum two letters of the sixty-four letters for (inaudible) main script. The second achievement of my proposal was to reduce the cost of the CCTLD name script as (inaudible), and it has become reduced from one leg and 86,000 dollars to 26,000 US dollars, and even I wrote that some countries can't pay this huge amount instead of working on the local language script were meant for the browsing and for DNS security and DNS servers who were meant in their own local languages.

So, they can't pay a huge amount for (inaudible) for example, (inaudible) and Bangladesh, they can't pay this huge amount. So, I'm thankful to ICANN who have given the opportunity to submit their request for the (inaudible) or for the CCTLD fee which is now 26,000 US Dollars.

Now, I propose again and again even yesterday opening ceremony that I have requested to reduce the cost of the TLDs because if it is one hundred, it is 26,000 US dollars even these companies will come into this market, and when two or more competitors comes with the same name script to apply for example, if there are some people who are interested to obtain Dot Green or Dot (inaudible), if two or more

companies, organizations or individuals come to apply with the same name script, Dot Green, then who will be the winner?

ICANN policy is to conduct a bidding among themselves, but what will be happen at the end? The person who can be more like Microsoft is the richest organization, they can buy most of the GTLDs if they like. So, it is not a common and equal opportunities for us.

Kieran: Thank you. I think that's a wonderful example of the ICANN process where you as an individual were able to contribute to the policy debate and drive a very useful outcome to recognize that there may still be issues. So, you can continue to be involved in that process, and also to recognize that there are many other points of view, and all of these things will be sorted out in the policy process. So, thank you very much for your input, and we're pleased that you're here and have made those valuable contributions.

I'd also add that one of the amazing things about everyone coming to these meetings is that you have a conversation with people from very different groups. So, you could run into a government representative and make your case, and he'll say, "I agree with you entirely." They will then take that point to the government advisory committee, and if there's enough people that say that's an excellent point, then the policy changes. That's how ICANN works, that's why it's worth coming and it's worth participating and talking to people about your issues.

Even if it ended up that what you were after didn't happen, you would have understood all the other arguments as to why this and why that, and that's how it works, and that's why participation is such a crucial element of ICANN and the ICANN model. So, I will go to a different table now. So, is there anyone that would like to speak rather than me pressuring them? Thank you.

Mewa: My name is Mewa (SP?) I am from Asia Pacific Networking Vision Center, which is the responsible entity to distribute IP addresses and numbers. We don't distribute domain names.

The most important issues we are facing now from IP field is the IP address exhaustion, and I have worked quite a while. We see a lot of ISPs and network operators and so on in the Asia Pacific region, and I realize we really need to approach to the enterprise and customers who are actually using domain names. So, I'm here specifically to – with my interest to participate Tuesday afternoon's session, IMPBC six showcase (?), what kind of people will be on the floor to participate in this program. I would like to outreach those people and find out if possible how opportunities to collaborate to disseminate information, the importance of the deployment of IPB sic. I would like to know what we can do together, networking center like IP address registries and the domain name registry people.

Kieran: Thank you very much. Can I just ask are there other people in the room interesting in IPB four or IPB Six issues? We have the IPB Six table, excellent. I'm going to the Spanish table, and I'm looking. Yes, I see a willing participant here, if you could just tell us briefly what you had discussed and why you're at ICANN and what you hope to get out of it.

Natalia: Hello. I am Natalia from Paraguay, South America. This is my first time in ICANN, and I'm interested in everything basically because it is my first time and everything is new for me, so I'm jumping from one room to another and trying to get something there.

When I heard about ICANN, I'm (inaudible) information and (inaudible). So, I knew ICANN, but I didn't know so much in-depth, and what do we expect? I want to learn, and want to – everything I learn here, I want to go to my country and tell everybody and in college, our government to participate because (inaudible) no one from my country. Well, I would like to see everything, and I'm most interested in (inaudible) matters in cyber security, internet operability, also Who-Is, and everything.

Kieran: Could I just ask you the question, what could ICANN do and ICANN staff do to make it easier for you to encourage more people from your country to come along?

Natalia: I think and there is lack of information, and most people doesn't know about these kinds of meetings, and the possibility to participate in them, and I came through the fellowship, but I don't know if there a lot of people who know about it. I think that is basically it.

Kieran: Thank you very much. We're running out of time, so I'm going to scoot around quickly, and ask this table, what did you discuss briefly, and why are you at ICANN?

Male: Yes, I'll be speaking in Korean. I'm working with registrar business for four years until now. I've been doing working level job at my company. When I can develop the policy, in most cases it takes two years to five years minimum for it to be implemented. I understand it takes a long time. When we have a policy coming out of ICANN, I like to know about the decision making process and what kind of consultative process they go through to come to decision because it takes such a long time.

Kieran: That's actually an excellent segue into what Scott's going to participate, which is going to tell you exactly how that policy making process actually works. It may seem like it takes a long time, but actually ICANN often works quite fast, and with the long holds that there are occasionally is usually for very good reason, which maybe we don't explain better. Maybe we should explain the reasons better.

So, if there's anyone else dying to make a point or ask a question, now is your change, I have one here. Excellent. Last one before we move to Scott.

Wayuma: Hello everybody. My name is Wayuma (SP?). I'm from China. My organization name is China Organization Names of the Administration Center. We are in the charge of the management of all government branch and organization names in China. I'm a newcomer. This is my first time at ICANN. I think some questions from China, and actually I'm in charge of the marketing issues in our organization, and we have some media press recently just about the ITN of our – of the Chinese name and Chinese version of Dot-org, and dot-gov. There's a media just recently raised some question for us.

One is the in that process version, in China, most of the internet users use the IPB six, and they have the problem when they have news for us and it's fed back to us, that our we get your news, and we tried it, but it didn't work. So, I just have the concern and wanted to communicate with you guys how can we do that, and how could you give us some suggestions.

My second concern is about the three character limitation on the IDS, because we know our language is very rare, and we know especially some Asia countries. We see that two characters is enough for our users, and for our languages. So, we hope that ICANN will consider seriously about our concern. Thank you very much.

Kieran: Thank you. I'll ask Patrick. Is it worthwhile to give a very quick summary of those discussions before we move on to Scott?

Patrick: To me, the main point coming out of that is the diversity of the ICANN community. People come here with very many different types of experience, and they come here looking for many different types of things.

The way that ICANN moves forward is that people talk to each other, and I encourage you to do that with the people that you see in the meeting because the way that policy gets done, the way that best practice gets developed, the way that technical issues get solved is by people talking to each other, and I think we've had a very good example of that this morning.

Kieran: With that, I'll hand over to Scott. Scott is the director of policy communications at ICANN, and he's going to talk you through that aspect and the decision making process at ICANN. Thanks, Scott.

Scott: Good morning everyone. I have been an ICANN employee for four months. So, I am on the same path as you are perhaps beginning today. So, I'm very pleased to talk to you. I'm going to tell you some things that I really wish someone had told me when I began learning all about this.

So, I have a little three part agenda in the next few minutes. Let's talk about how you can understand the acronyms at ICANN. I'm about to give you a tip that will make you so glad you came to this class.

Part two, I'll explain a little bit of how the policy process works. We've heard a nice variety of issues and how can the issue that you brought with you get into ICANN's process and become something that changes how the internet runs. We'll describe that, and then as time permits, we'll just highlight what some of the current issues are in policy development.

So, first acronyms in ICANN. Who knows what this one stands for? Well, no one because I made it up. ICANN loves acronyms to death. Why do we have this culture where there are acronyms everyplace? You can not even read a sentence without going through three or four of them. It's bewildering. Well, we didn't do it on purpose to confuse you.

Let's say for example, you are a volunteer who has joined the post expiration domain name recovery working group. So, now you are writing a paper on post expiration domain name recovery, and every few sentences, once again, you have to type post expiration domain name recovery, and the more you type it, the more you go, "I'm not getting paid for this." So, all of a sudden, it's PEDNR, and this is how acronyms get born.

So, if you come along now, and you've seen everybody talking about PEDNR, you may have no idea what that stands for, and after enough acronyms, you might just sort of roll your eyes and say, "I give up." I want to encourage you that decoding these acronyms is worth the effort. To follow this one example, PEDNR, what kind of meaning is packed into those five letters?

Well, PEDNR actually answers the question, what happens to my domain name if I accidentally let it expire. Again, the words were post expiration domain name recovery, post meaning after it expires. So, you may be a registrant, and you didn't

get the letter from your registrar saying your name was expiring because you were traveling to the ICANN meeting in Seoul, and you lose your domain name. Can you get it back?

If you can get it back, how long do you have to recover it – a day, a year? From the registrar side, if you don't want it anymore, it's only fair that they should be able to put it back in the pool and resell, but did the registrar notify you that it was expired. So, all of these questions are what the post expiration domain name recovery working group is addressing so all of that in five little letters. So, it is worthwhile to try and find out what they mean.

So, here's a great tip for one way to get through them. We are working on a revamp of the GNSO's website, and as part of it, we're putting a tool on there called acronym helper. It is on ICANN's site yet, but it's here, and you probably should write this URL down.

How it works is as of this morning, there are 210 acronyms in it. It's just a little search string. You type the first letter of the acronym, and boom a drop down starts showing you all the acronyms that start with that letter, and as you continue typing it narrows it down, and all it does is just spells it out for you.

So, if you can't remember, "All right, which one is IRT, and which one is IRTP?," go here. Within two pushes of your keyboard, you'll have the answer. So, that alone, you're going to be so glad you went to this session.

And, if you start to put in an acronym, and it's not there, below the field, there's another field that says, "Suggest an acronym." So, you can tell us, "I need to know this one, too." This is how in just a week or two, we have built 210 acronyms from the community working together.

Okay, another tip I would like to give you, you've heard about all these different sub organizations, so it's helpful to realize if an acronym ends with SO, that means that it is talking about a supporting organization. What does that mean? Well, the supporting organizations are the groups that actually get to recommend policy to the board.

Now, if the acronym ends with AC that means it is an advisory committee, and they don't make policy the same way that the supporting organizations do. Advisory committees represent their particular community.

So, here are some examples. These are the supporting organizations. You've already heard about the CCNSO, the GNSO. There's been very little mention of the Address Supporting Organization, who are friends over here to probably get to know because they manage the numbers that are identifiers on the internet, and here are examples of the advisory committees, and we have spoken about most of those already.

So, for example, the At Large Advisory Committee represents the voice of the individual users of the internet at ICANN, so they would advise the board in a different way than for example country code operators would. So, SOs and ACS.

Then, here are just a couple that randomly chosen, but I guarantee you will hear about. WG, you see this in the documentations all the time. That refers to working groups. So, sometimes, in music that you can have a song that is a hit and then someone will do a remix, and it's the same song, but it sounds all different. We kind

of do remixes of acronyms here at ICANN. So, you'll see an acronym that you're used to and all of a sudden, it'll say WG at the end. Well, it just means it's the working group that addresses PEDNr, or whatever it is.

TLD I think you all know, top level domain. That refers to whatever string of characters comes after the farthest dot on the right in a web address. IDN, internationalized domain names, right now, web pages can be in just about any languages, but the actual URL that you use to navigate there has to be in a western script such as ASKI, and this week, we expect to see tremendous progress on getting those URLs so they can be in scripts that are not western characters such as Korean or Chinese or Arabian.

So, you'll see IDN a lot. You'll also see AOC, affirmation of commitments, Paul Levin spoke about that at the beginning of this session. This describes the things that ICANN commits to do, and part of its significance is that ICANN no longer reports solely to the United States government. It now reports to the world.

Registrar accreditation agreement, this is another one you'll hear a lot of discussion about. As you may or may not be aware, registrars and registries sign a contract with ICANN in order to be accredited. Through the existence of ICANN, there have been almost nine hundred registrars who sign the exact same agreement, and it's ten years old, and as a result, it needed to be modified. It was behind in the times. So, some amendments were made to the RAA, and folks felt that they did not even go far enough.

So, further amendments are being considered to the RAA, and bound up in this is a concept called registrants rights. If you own a domain name, what kinds of services should you be guaranteed. So, there's much discussion about the RAA, and one other technical term I want to draw your attention to underneath RAA, because the registries and registrars are bound to ICANN contractually, whereas other groups may find out about ICANN's policy and volunteer themselves to follow it, registrars and registries are contractually obligated and they're bound to follow consensus policy.

So, this is actually a loaded technical term in ICANN consensus policy means it's actually changing the contractual relationship between registries and registrars and ICANN. So, consensus policy gets a lot of discussion and debate because it affects how the registries and registrars do business. So, if you see that extra word in front of policy, you know it's going to be a well debated issue.

Then, one last one again, people refer all the time to the PDP. That is not a single document as it may sound in context. It's the policy development process. So, those are some that I hope will prove helpful.

Okay, let's see who has been paying attention so far. Would anyone like to say what this acronym stands for? All right, let's try it. That was fantastic – Internationalized Domain Country Code Top Level Domain Fast Track. You win a prize. Don't get excited, it ain't much. It is a lovely Korean snack. So, if you're sitting in one of those sessions where it's getting boring, and you feel yourself drooping, you can break that open. If you crinkle the paper and chew loudly enough, you'll probably get to know your neighbors, too.

All right, that's enough on acronyms. I hope you'll find that helpful. Next, how does an issue become a policy? So, we've heard people coming into the room, and I doubt that anyone comes to ICANN strictly out of detached intellectual curiosity. We all

come because we have something that we care about that we hope we can influence the world.

So, let's talk a little bit about how issues become policy at ICANN. As you've seen from the diversity, it's hard to just say, "Here's the one clean path," because there's so many different groups and interests and affinities represented.

So, each supporting organization and advisory committee has its own process, and it decides within its own structure and the values they hold to how they want issues to rise and be developed, but at a high level, they all involve similar phases.

The first phase is one of analysis. In fact, I should go back one step and say usually what gets an issue becoming a policy is someone feels pain, something happens and makes them lose money or that makes them a victim, something brings the issue up, so they say, "I have a problem with this." I use this as a placeholder for any issue.

So, they go to their particular SO or AC, and say, "This is a problem." So, their organization says, "Well, we don't really understand what this is. We don't know how big this is, and we don't know if it happens all the times, or this only happened once." So, this time of analysis happens, and the analysis might be that they just make a task force to look into it, or they may ask staff to research and write an issues report, but somehow analysis happens.

When that period ends, the work product is pushed up the organizational chain, and if ICANN agrees, "Yep, this is an issue that needs addressing," then, the policy development process begins, and that is usually worked forward by a working group that focuses on that particular task or set of questions or issues to be resolved.

When the working group with their report or their product that they've been asked to deliver, let's say that it is then approved by the board. Then, you enter an implementation phase where the recommendations and the policies that were developed have to touch down in reality now. The implementation phase is usually carried forward by the staff and the registries and registrars. So, in the broad picture, analysis, policy development, implementation.

Let me show you an example of how one issue made it through all that because I think it will illustrate how this works. This issue that I'll use as an example was domain tasting. Domain tasting is registering a domain name in your mind temporarily in order to test it's profitability. Domain tasting was possible because the registrar accreditation agreement allowed for an added grace period.

What this was intended to do was let's say you wanted to register www.example.com, but you don't type very well, and you misspelled example and registered that. The added grace period was intended that you had five days to notice your mistake and return that domain name to the registrar and say, "Oops, I blew it. I don't want this," and you could get your money back.

The problem was that domain tasters were abusing the added grace period because it was never intended to scale, but they were registering millions of names per month, testing them to see which ones people would click on, and then returns millions of names.

Why is domain tasting bad? Well, it's bad for almost everyone. For a registrant, if you are trying to get a domain name, you check Who-Is, and it turns up as taken already.

Well, if it's being domain tasted, if you had checked tomorrow or the next day, it might not show up as taken, but it's all tied up needlessly by the domain tasters.

For the registries, they're incurring millions of transaction additional per month. They can't make any money off it. They can't recoup the use of their gear and equipment. For individual users, the domain tasters were moving so fast that law enforcement could not keep up with them, so they discovered they could make money even with a domain that's only up for four or five days, if you faked other people's brands, or you used it as the sight that a spam email referred to, or you could fill it with malware and spread your bot-net on to visitors.

For the internet as a whole, just having all this turn of names being registered and then returned and then re-registered and back, it just creates volatility and instability. So, domain tasting is bad for everyone.

So, now we have our issue. How does it work its way through ICANN? The At Large Advisory Committee were the ones that felt the pain from domain tasting, so they asked the board to investigate. Well, the board doesn't do the work. The board supervises the work. So, they asked the GNSO council to handle it. It makes sense, right? Generic Name Supporting Organization, that's where the domain tasting was going on.

So, inside the GNSO, in response to the GNSO council, members formed a fact-finding group, and they began investigation this issue to what extent it occurred, how real is it, and in the end, more than 200 people actually got involved in this investigation.

So, then, they come up with a report and they say it's real. It's a problem. It's an abuse of the added grace period, and now we know all about it. So, they made recommendations. These findings then go from their group to, in this case, the GNSO council. They look at it, and they approve it. They pass it up to the board, and the board now has this recommendation that says we think that people should still be able to get a refund on their domain names if they do it wrong, but there's no reason for them to have millions of returned domain names, so you should only get a refund on up to ten percent of the names that you register in one month.

There's more to it than that, but that's good enough for our example. The board passed this recommendation as consensus policy, so you know from my previous remarks, that's binding. ICANN staff then outlined a way that this new policy could be implemented. The accredited registries and registrars put it in effect.

This all was done about a year ago. In June, we went back and measured to see how affective it was at reducing domain tasting, and domain tasting had been reduced by 99.7 percent. In effect, our policy killed the practice entirely. So, there you go. That's how an issue works its way through the process. This all took about two years, and completely ended a practice that was harmful for the internet.

So, now you say, "Okay, I get how that works. How can I get my issue going?" Well, your starting point is you've heard about all these SOs and ACs. Find the one that relates to you. If you're here because you're trying to – we heard about people that want to make sure that the country code is only operated by one entity, then you probably want to join up with the CCNSO, the country code name supporting organization.

If you're hear the way Beau Brendler, our panelist, was earlier because you care about the individual internet user, you probably want to join ALAC. So, whatever it is, find the organization that relates to what you're here to do, start participating in it. You're already welcome to volunteer to be in working groups. When you see the announcements go by, you're qualified. If you want to do the work, come on in.

Start reading the ICANN site widely. As you know, there's a lot to learn, but it is out there for you to find, and I would also suggest in particular try Policy Update. That's a publication that I edit. It comes out every month. It gives you a summary of what's going on with every policy issue that's in development right now. There's a URL for it there if you're interested.

The other thing I would add is we already mentioned it's a bottom up process. What that means is that anyone can have a say, everyone has a say, that's why it takes so long. It takes a while to hear from everybody. That's not necessarily bad.

Then, we mentioned that as a multi-stakeholder, that's what makes it confusing. Lots of other entities you work with will only have one or two or three audiences. Here we have seven or eight or nine different groups. That's why it's confusing. So, bottom up, be patient with us while we all have a say. Multi-stakeholder, be patient with yourself while you're trying to make sense of all of this. But, most of all persist, the process works. It takes a while, but maybe it should because it affects the entire world.

So, that is my bit on how the policy process works, and then finally, let me just highlight a couple of current issues that are going on right now. I want to start by saying policy work is not geometric. What I mean by that is we've shown you these flow charts and who reports to what, and we have these great organizations and stuff. Well, reality is not squared off and clean and follows this perfectly straight path.

The world is not responding to our structures. Our structures are there to respond to whatever issues come up. So, it's not always a clean fit. Many issues in ICANN touch almost every one of the supporting organizations and advisory committees. So, don't worry if it's not all clean and perfect. Don't think that Kieran and I lied to you. It's just that there are so many variations on this, at least you have the general sense of how it works.

So, here are some issues you'll be hearing about this week. IDNCCTLD Fast Track, we already mentioned this. This is the country code operators at the top level domain are trying to make sure they can have internationalized domain names as soon as possible. That's what that is.

New generic top level domains, I think the room probably knows what that is. Many of you are hear specifically for that. Post expiration domain name recovery, I explained that. RAA, I've talked about. Who-Is studies has been touched on, in case you need the background, Who-is was originally founded as a way for website, or internet operators to get in touch with each other. If you find you're being spammed by someone, most cases, now it's a legitimate machine that's been hijacked by the spammer.

So, if you could find out who operates that machine, you could call them and say, "Hi, I'm getting all this email traffic from you. Are you doing this on purpose? Do you know that you're actually acting as a spam relay?" That's what Who-Is was for, but now there's questions like, "Okay, if you have a public list of everyone who runs an internet location, are the spammers actually using that to find new address?"

Here's another aspect of it. What do Mickey Mouse, Winnie the Poo, and Osama Bin Ladin have in common? According to Who-Is, they all run websites. Who-Is is not accurate. Some people have chosen purposely to disguise their identity because they know they want to use their website for something evil. So, they're not going to say who they are.

So, there's questions about accuracy. There's question about just the fact that there's so much data available. What if you are from a country that's at war with another country, and if you register a domain that says, "I love country A," you know you'll get visited by a death squad from country B. There might be good reason to have privacy in Who-Is, but as we know people are using privacy in Who-Is to commit crimes. So, you can see it's going to be talked about for years and years.

Registration abuse policies is another one. This has to do with cyber squatting and things that hurt registrars, and there's many more I could go into, and we now have thirteen work groups addressing different policies right now, plus we have SSAC and RSAC addressing security issues that have not entered the policy process yet, the PDP. So, there's a lot going on.

I think I will stop there rather than trying to list everything Let's open it up to you, and if there's a policy that you would like to know about, we'll try to answer questions on it.

Kieran: Thank you, and thank you, Scott, that was a very clear and for such a complicated topic, precise explanation. I'm sure that even with Scott's clarity there are questions. So, are there any questions from the floor remembering that our interpreters there are working very hard, and we're happy to take questions in any language that we've been working in all morning. We have one question there. We'll start over there.

Male: Thank you. I have a very specific question. Is it intended that the website of ICANN be in the languages of international languages, and if that's the case, when? When will that be? I'm not talking for IDN or document translation. I'm talking about the website. Is it planned, and is the translation planned and when for?

Kieran: I'm the person you want to speak about for that. So, we've been running a website usability study. If you have a look at the ICANN blog, I'm afraid that the blog post that I wrote in English only, we can get it translated it if you like, where we've come up with a whole new way of a design and a new approach to the website which makes it much, much easier to find things. Part of that has been how do we do it and make it available in different languages.

As you all know, it's very hard to find material in anything other than English on the website. We will have a very simple Francais, Espanol, etc, at the top, and you simply click that, and all the main pages will be translated into those pages including the navigation. From there, you should be able to find all the relevant documentation.

So, I would say in terms of time line, I would say definitely before the next meeting is probably the best way to say it, so before March.

Patrick: If I can add something there, I have for a long time even though my language abilities are very limited, been a strong supporter of a multi-lingual ICANN. One of the things that you people can do is to maintain the pressure, to make sure that we keep advancing because your ideas, your goals are absolutely right. We need to have an ICANN that can operate in many different languages very effectively.

We've tried to do that here this morning, but there is still a long way to go. So, anything you would like to do to support that, I'd encourage you.

Male: I'd like to add something. As we speak, and we talk about IDN, it is very important that we should talk about limiting the number of languages because the peril there is when the idea is going to work. The trend is somebody will give me a business card with their own languages, and I can't read it. It doesn't mean anything.

So, at the same time, we need to make sure that we limit the number of languages, or we even have a common language to communicate.

Kieran: I won't try and give a precise answer now, but yes you raise an interesting question. I think in a few years time, the world will be quite different, but thank you for your comment.

Joshua: My name Joshua. I am from Indonesia. I would like to ask about the consensus policy. ICANN has to make decision, and the question is what about if the members some of the members don't agree with that. So, is there an ascension for the members, or what actually ICANN do with them. Will ICANN say, 'Okay, this is not binding. You can follow it or not, or you follow it or otherwise you will receive this and this and that?"

Kieran: Excellent question. Thank you for that. At the working group level, they work by consensus. Consensus has different levels. At the working group level, there is unanimity, everyone agrees, or it can move forward on rough consensus which is basically three quarters of the people agree and the minority view also gets written down and reported.

In order for things not to just end in gridlock because maybe one person disagrees, the chair of a working group is allowed to move forward once he or she can tell that all the views have been expressed. When the conversation gets repetitive, then they see if there's consensus and they move one.

When it gets to the actual board-