1. Affirmation of Purpose
   - Deliver core int. functions
   - Act as steward of public interest
   - Engage in IG ecosystem
   - Deepen partnership with I-ORGS.

2. Operations Excellence
   - Optimize policy dev. process
   - Increase/improve participation
   - Evolve SO/AC structures
   - Promote ethics & transparency

3. Internationalization
   - Institutionlize mgmt. disciplines
   - Mature org. support functions
   - Optimize R&R services
   - Plan for scale, security, continuity

4. Model Evolution
   - Engage stakeholders globally
   - Communicate clearly & locally
   - Integrate global/regional resp.
   - Evolve gov. relationships
MANAGEMENT DELIVERY SYSTEM

MANAGEABILITY VISIBILITY ACCOUNTABILITY STABILITY

4
MGMT. OBJECTIVE

16
MGMT. GOAL

INITIATIVE/ FUNCTION

PROGRAM

PROJECT/ ACTIVITY

GLOBAL RESPONSIBILITIES

PUBLIC/STAKEHOLDER ENGAGEMENT
Listening, Advocacy, Rel. Bldg., Capacity Bldg., Collaboration Platform

TECHNICAL FUNCTIONS
IANA, DNS, Security/Stability/Resiliency

REGISTRY & REGISTRAR SERVICES
Account/Contract Mgmt., Policy Implementation, Service/Support, Growth

CONTRACTUAL COMPLIANCE SERVICES
Prevention, Complaints Processing, Enforcement

COMMUNICATION SERVICES
Media, Press, Internal, Meetings, Translation

ORGANIZATIONAL FUNCTIONS
Finance, HR, IT, Internal Security, Procurement, Meeting Operations

STAKEHOLDER SUPPORT
Policy Development, SO/AC Secretariats

GOVERNANCE SUPPORT
Legal, Board Support, Strategic Planning/Projects, Reviews/AoC

LOCAL RESPONSIBILITIES
New Season Leadership

GLOBAL LEADERSHIP

- Public/Stakeholder Engagement
  - Capacity Building
  - Collaboration Platform
- Communications
  - Media, Press, Internal, Language Services, Meetings

SALLY COSTERTON

AKRAM ATALLAH

- Core Technical Services
  - IANA, DNS, SSR
- Organizational Support
  - Finance, HR, IT, Security, Procurement, Meeting Operations

TAREK KAMEL

FADI CHEHADÉ

TBD

- Registry & Registrar Services
  - New gTLD

DAVID OLIVE

KURT PRITZ

JOHN JEFFREY

- Legal
  - Board Support
- Policy Development
  - SO/AC Secretariats
- Strategic Planning & Projects
  - Multi-Stakeholder Model Reviews/AoC
MANAGEMENT STRUCTURE

GLOBAL RESPONSIBILITIES

PUBLIC/STAKEHOLDER ENGAGEMENT
Listening, Advocacy, Rel. Bldg., Capacity Bldg., Collaboration Platform

TECHNICAL FUNCTIONS
IANA, DNS, Security/Stability/Resiliency

REGISTRY & REGISTRAR SERVICES
Account/Contract Mgmt., Policy Implementation, Service/Support, Growth

CONTRACTUAL COMPLIANCE SERVICES
Prevention, Complaints Processing, Enforcement

COMMUNICATION SERVICES
Media, Press, Internal, Meetings, Language Services

ORGANIZATIONAL SUPPORT
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STAKEHOLDER SUPPORT
Policy Development, SO/AC Secretariats

GOVERNANCE SUPPORT
Legal, Board Support, Strategic Planning/Projects, Reviews/AoC

LOCAL RESPONSIBILITIES

BOARD + STAFF: WORKING TOGETHER

Ethics/Transparency
Operations Excellence
Technical
ICANN People & Structure
Legal/Risk Strategy & Mgmt.
Finance/Audit
IG Coord.
Stakeholder Engagement
RIR Relationships
M-S Platform
cTLD Relationships
Int’l Growth/Development
Governmental Engagement
MS Model
New Season Tools

WORKING SMARTER

ICANN.ORG
COMMUNICATIONS
PUBLICATION
EDUCATION
STAKEHOLDER COLLABORATION

MYICANN.ORG
Personalized, Master Calendar, Single Sign-on

OPERATIONS
- Management System
- CRM
- Trouble ticket
- Contract Mgmt.
- Complaints Scorecard
- SLA Mgmt.

V1
- Beta (Toronto)

V2
- Beta (Beijing)

V3
- As systems come online
New gTLD
ATRT IN DNA
BALANCE
WHOIS
RAA
WCIT/WTPF/WSIS+10

(fill in the blank)