



ICANN | 53 
Buenos Aires

21-25 JUNE 2015







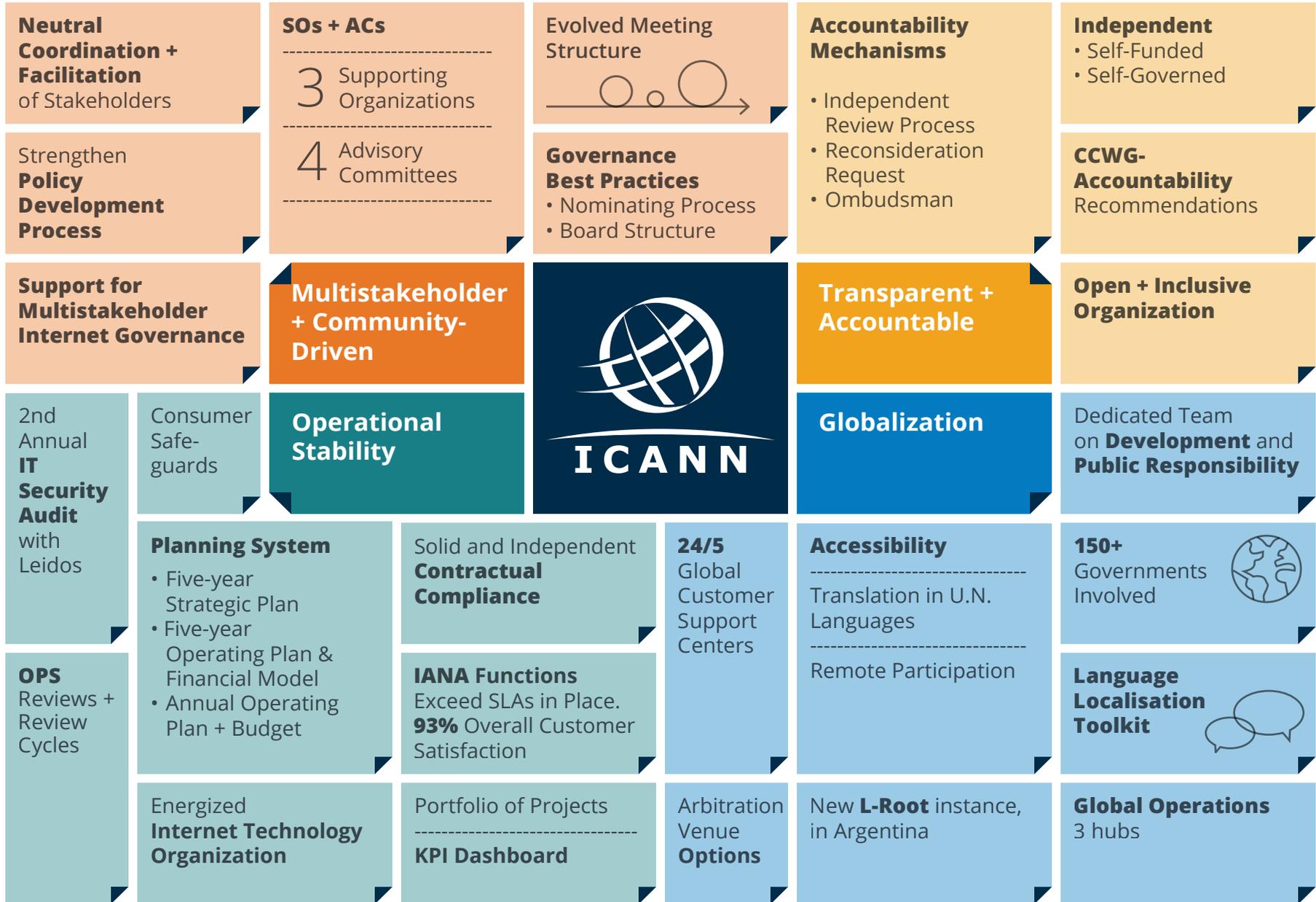
Continue
to **improve**
ICANN

Continue to
support our
community

Continue to
strengthen
bonds with
technical
community

A large, solid dark blue circle is centered on a white background. Inside the circle, the text "Continue to improve ICANN" is written in white. The word "Continue" is in a regular weight, "to improve" is in a bold weight, and "ICANN" is in a very bold, all-caps weight.

Continue
to **improve**
ICANN



Neutral Coordination + Facilitation of Stakeholders

SOs + ACs

3 Supporting Organizations

4 Advisory Committees

Evolved Meeting Structure



Accountability Mechanisms

- Independent Review Process
- Reconsideration Request
- Ombudsman

Independent

- Self-Funded
- Self-Governed

Strengthen Policy Development Process

Governance Best Practices

- Nominating Process
- Board Structure

CCWG-Accountability Recommendations

Support for Multistakeholder Internet Governance

Multistakeholder + Community-Driven

Transparent + Accountable

Open + Inclusive Organization

2nd Annual IT Security Audit with Leidos

Consumer Safeguards

Operational Stability



Globalization

Dedicated Team on **Development and Public Responsibility**

Planning System

- Five-year Strategic Plan
- Five-year Operating Plan & Financial Model
- Annual Operating Plan + Budget

Solid and Independent **Contractual Compliance**

24/5 Global Customer Support Centers

Accessibility

-
- Translation in U.N. Languages
-
- Remote Participation

150+ Governments Involved



OPS Reviews + Review Cycles

IANA Functions
Exceed SLAs in Place.
93% Overall Customer Satisfaction

Language Localisation Toolkit



Energized **Internet Technology Organization**

Portfolio of Projects

KPI Dashboard

Arbitration Venue **Options**

New **L-Root** instance, in Argentina

Global Operations
3 hubs



New L-Root instance, in Argentina

**Neutral
Coordination +
Facilitation
of Stakeholders**

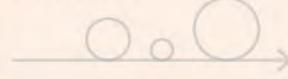
Strengthen
**Policy
Development**

SOs + ACs

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**Open + Inclusive
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**Transparent +
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on **Development** and
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**IT
Security
Audit
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Stability

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**OPS
Reviews +
Review
Cycles**

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**Support for
Multistakeholder
Internet Governance**

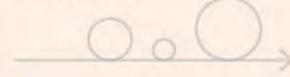
SOs + ACs

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**Multistakeholder
+ Community-
Driven**

**Evolved Meeting
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Independent
Legal
Advice

Actions
As in Place.
All Customer
n

of Projects
Board

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Planning System



Planning System

ACHIEVEMENT & PROGRESS REPORTING

- Quarterly Stakeholder Calls
Next call: August 20th
- ICANN KPI Dashboard
BETA Launch: August 20th





Dashboard

Objectives & Overall Status

| | | |
|----------|---|-----------|
| 1 | Evolve and further globalize ICANN | 76 |
| 2 | Support a healthy, stable and resilient unique identifier ecosystem | ... |
| 3 | Advance organizational, technological and operational excellence | 87 |
| 4 | Promote ICANN's role and multistakeholder approach | ... |
| 5 | Develop and implement a global public interest framework bounded by ICANN's mission | 81 |

How to read and understand the charts :

Problematic
Immediate Actions Required

0-49

Below Target
Corrective Actions as needed

50-84

On Target
No corrective actions required

85-100

The number reflects the weighted score of the dashboard charts per goal.



Dashboard

Dashboard > Objective 3 & Goals

Objective Status

| | | |
|----------|--|-----------|
| 3 | Advance organizational, technological and operational excellence | 87 |
|----------|--|-----------|

Goals Overall Status

| | | |
|------------|--|-----------|
| 3.1 | Ensure ICANN's long term financial accountability, stability and sustainability | 94 |
| | Actual to budget reserve fund balance & utilization, and financial performance metrics | ● |
| | Internal control performance indicators | ● |
| | % Project completion indices (with emphasis on major projects) | ● |
| | Comparing actual to target – Staff voluntary attrition trailing 12 month trend | ● |
| | Comparisons of actual to target enterprise risk management roadmap achievement | ● |
| | ON-time delivery index of the ICANN Planning process | ● |

Objective Status

3

Advance organizational, technological and operational excellence

87

Goals Overall Status

3.1.1

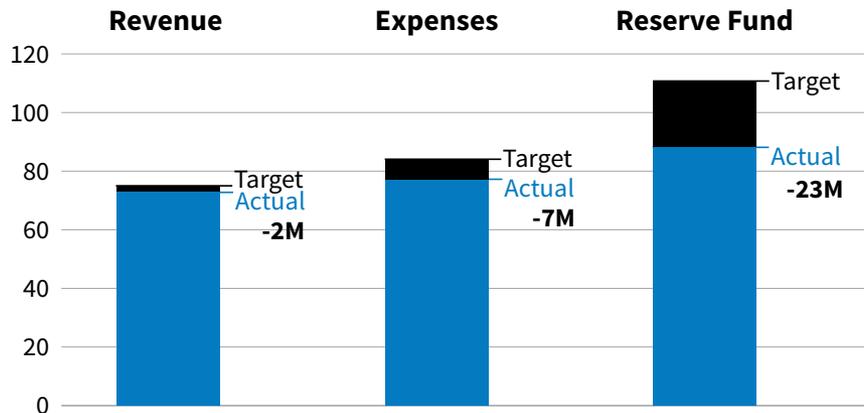
Actual to budget reserve fund balance & utilization, and financial performance metrics



KPI Status

Actual to target reserve fund balance & utilization, and financial performance metrics

Revenue/Expenses overall consistent with target.
Reserve Fund progresses towards target.



Planning System

Quarterly Stakeholder Call
August 20th

ICANN KPI Dashboard
BETA launches **August 20th**

www.icann.org/progress



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Technical Community

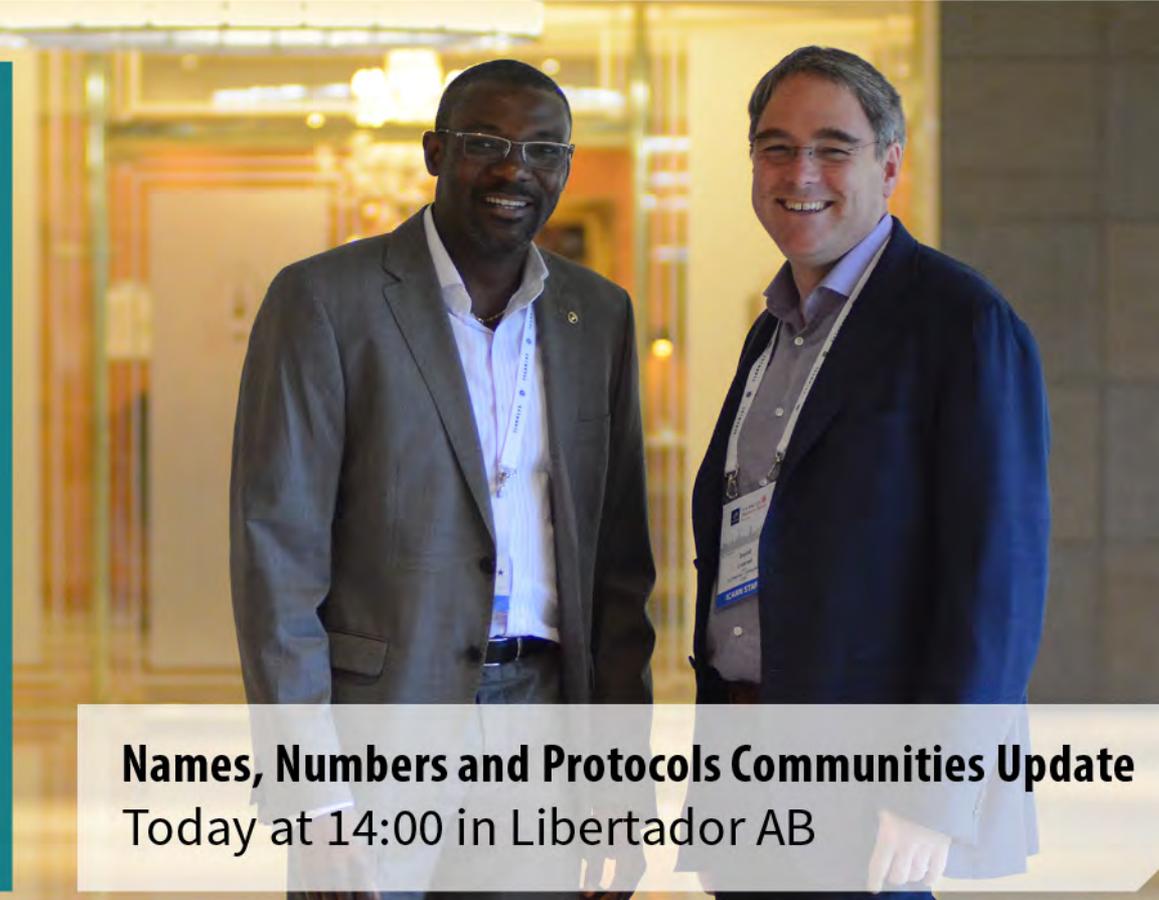
Energized Internet Technology Organization

**Enhance collaboration with
all technical stakeholders**

**Expand our technical
exposure**

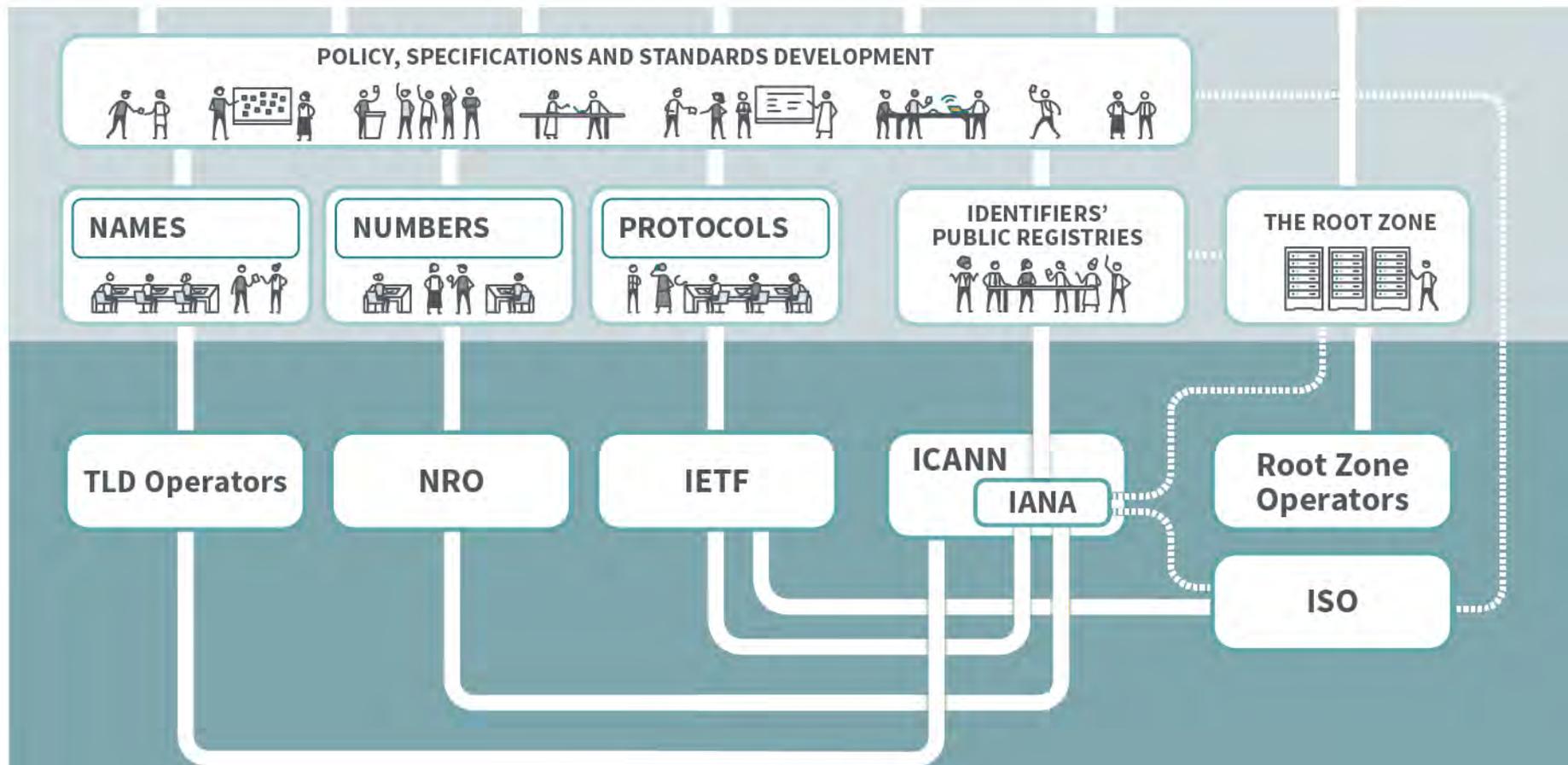
**Enhancing our
technical competencies**

**Work with the technical
community to identify
key areas of improvement**



Names, Numbers and Protocols Communities Update
Today at 14:00 in Libertador AB

Technical Community





Globalization

Community Support Around the World



2012: 145

2015: 317

In 30 Countries

Globalization

Customer Service Centers



24/5

Globalization

ICANN Language Localisation Project



Korean
Hindi
Chinese
Bahasa Indonesia
Cantonese /
Traditional Chinese

Session

This afternoon at 15:15 in San Telmo



Between
Now &
The
Transition

Community Transition Work

Major Working Group Efforts



Phase 1

Community Proposal

Multistakeholder Community
Delivers

ICG
Proposal



CCWG-
Accountability
Proposal

Phase 1

Community Proposal

Phase 2

NTIA Review & Evaluation

Multistakeholder Community
Delivers

ICG
Proposal



4-5 Months



Final Sign Off

CCWG-
Accountability
Proposal

60-90 days

30 L-days*

NTIA Review Process

Congressional
Review

Bylaw Changes Drafted

Bylaw Changes Adopted

*L-days:
Legislative Days

Phase 1

Community Proposal

Phase 2

NTIA Review & Evaluation

Phase 3

Transfer of Stewardship

Multistakeholder Community Delivers

ICG Proposal



4-5 Months



Final Sign Off

60-90 days

30 L-days*

NTIA Review Process

Congressional Review

Finalize Implementation



CCWG-Accountability Proposal

ICG Proposal and CCWG-Accountability WS1 Operationalization

Bylaw Changes Drafted

Bylaw Changes Adopted

Accountability WS2 Proposal Process

*L-days: Legislative Days

Phase 1

Community Proposal

Phase 2

NTIA Review & Evaluation

Phase 3

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ICG Proposal



4-5 Months



Final Sign Off

60-90 days

30 L-days*

NTIA Review Process

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CCWG-Accountability Proposal

Finalize Implementation



ICG Proposal and CCWG-Accountability WS1 Operationalization

Bylaw Changes Drafted

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Accountability WS2 Proposal Process

ICANN 54

*L-days: Legislative Days

ICANN 56

Phase 1: Community Proposal

Multistakeholder Community
Delivers

ICG
Proposal



CCWG-Accountability
Proposal