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SINGAPORE – Newcomer Welcome Session  
Sunday, March 23<sup>rd</sup> 2014 – 10:00 to 17:00  
ICANN – Singapore, Singapore

SPEAKER: This is March 23<sup>rd</sup> at 10:00 am. This is the Newcomer Welcome Session in the Canning Room.

JANICE DOUMA LANGE: Good morning everyone. Just before we start our Newcomer Session we do have interpretation in this room, so if anyone would like to go to the side of the room, if you need to grab the headset, we do have English, French, Spanish and Chinese. So if you'd like to get a headset for this room, please go over to the side. We'll be starting in just a moment. Once again, good morning everyone. All right. This is a very different session. Let's start out that way.

This is a session where you take a deep breath, breathe it out, and just get relaxed for the next couple of hours. Good morning everyone! That's awesome. I'm Janice Douma Lange. I'm the Manager for the Fellowship and the Newcomer Programs here at ICANN. I've been here seven years, and seven years ago I was in your seat. I was the newcomer. I was the one who was looking for advice, looking for some mentors, looking for someone to open doors for me and give me a little advice and direction.

This Program became formalized in 2011 to do just that – to make sure that anyone who wants to come to an ICANN meeting can come in, feel welcome, start to learn about ICANN at a level that's comfortable for you,

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and we're here to walk you through the steps of how to survive the ICANN meeting week. Today what we're going to do is divide up into two parts. Our morning, from 10:00 until 12:00 will really set the base for this experience in explaining first hand, "What is ICANN?"

We come here from a lot of different sectors, different countries, different regions. You come with different concepts and ideas, depending on whether you're working in Internet governance, whether you're working in academia, whether you're working in the technical fields. You come in with a different perspective of what ICANN is.

This morning we're going to have two representatives from the Asia Pacific region; the Vice President for Asia Pacific Australasia and the Vice President for Asia, for the Stakeholder Engagement Team. They'll be here and they'll walk you through the Internet governance ecosystem, ICANN, and where ICANN fits into that system, and then they're going to talk about the multistakeholder model, which is how we get our work done here at ICANN.

So we'll do that for the morning, and kind of set the base for you for the day. We'll come back in in the afternoon and start to look at what we call the pillars of ICANN. That's our remit. The work that we are mandated to do. Again, this is a place where there's many misunderstandings about what it is that ICANN does, and we're here to clear that up. We'll talk about bottom-up policy. We'll talk about security and stability and resiliency of the DNS. We'll talk about what it means to have competition and choice in the operation of the domain names.



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Then we'll take a walk through the ICANN meeting week, and help you to understand how to set your own agenda; an agenda that will work for you. Then we'll set you off into the world of ICANN. The first thing we'd like to do is to have a welcome from our President and CEO, Fadi Chehadé.

FADI CHEHADÉ:

Hello! I'm very happy to greet you this morning, before we start this great week at ICANN 49. I wanted to tell you that at my first meeting, when I arrived in Prague, now almost two years ago, I was frankly quite lost, until a group of ICANNers took me. They started walking with me and shepherding me through various sessions. It made a world of difference. ICANN can be overwhelming. There's a lot going on. There are many sessions. There are many people who have been there for many years.

As a newcomer I was anxious to get involved and to put my hands around the key processes and the key events that shape ICANN. You are at the meeting where all of these great activities of ICANN get shaped. This is where it happens. It is very important that you know that we're here to make this as easy as possible for you, so that you can participate fully and bring the most to ICANN, and take the most from the ICANN activities. This is a two-way street.

That's why we're happier here. Welcome to ICANN. Get the most out of it and make sure, if you see any of us who are with the ICANN staff, that you stop us, throughout the conference, ask questions and give us your ideas. We need them. This is how ICANN works, and that's why we're happier here. Have a wonderful week. I will see you tomorrow at the



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welcoming ceremony, and at many activities, as the week goes by. Thank you.

JANICE DOUMA LANGE:

Fadi actually does a personalized welcome for each of the ICANN meetings. This isn't taped from Durban or from Buenos Aires. Fadi has come in here, like he said, as a newcomer himself, and he feels very strongly that the people I'm looking at right now, from my perspective, are the next set of engaged participants. They're the voices from the regions and from the countries that perhaps we haven't yet heard from. His passion is sincere and real.

My experience with Fadi for the past year and a half has really been insightful and amazing. He has a leadership vision for ICANN, as any CEO of any company would. We, as staff and as a community, are trying very hard to keep up with him to follow that. He moves very fast. I don't know anyone that's travelled around the globe as much as he has in the last year and a half, with purpose and dedication to get to all of the countries, regions and areas where the Internet happens.

He makes sure that your experience gets into the ICANN world. I'm very pleased that he takes the time to do this welcome. When he says to "Grab him in the hallways" he's also very sincere. His staff goes crazy with him at these ICANN meetings. They can't get him anywhere on time. It's like having a rock star at your disposal. He really does want to shake everyone's hand, say hello and meet you.

If he has to say, "It's great to meet you, I have to run to this next meeting," find him again. He'll remember the face and have that



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conversation with you. At the registration, and at the ICANN booth across from registration, we have the green newcomer ribbons. I know some folks coming into registration say, “I don’t want one more ribbon or one more thing setting me apart or making me look different.”

Well, the newcomer ribbon is something that our Board Members, and our senior staff, staff and community leaders have come to recognize as, “This is a hand I need to reach out and shake.” It really is an entrance vehicle to getting to our community, our staff, Fadi, Akram and the rest of our global leadership. So I’d wear the newcomer ribbon proudly. If you didn’t pick one up, we have them at the booth and again, at registration.

Our staff and our community are really geared into looking for that green ribbon, to welcome you here and to answer any of your questions. As we go through this day our goals are really very simple. We want to make this an effective, successful week for you. We want to take this time to give you the proper introductions and the proper base, so that you will have a very successful first meeting. If you’re coming back for the second time after being away for a little while, again, it’s a nice refresher into how to set yourself up for this crazy meeting week.

We want you to really understand the structure of ICANN. Not second-hand information but first-hand information and actually getting engaged in the structure of ICANN by being here. The Newcomer Program provides you access to alumni of our Fellowship Program. The Fellowship Program is also a fast-track entrance into the ICANN world. It is born out of an online application. The next application is in April. You can find it on our website at [ICANN.org/participate/fellowships](https://www.icann.org/participate/fellowships).



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The Fellowship Program provides airfare, hotel, and a side fund to help cover expenses, and the opportunity to fast-track a week of an ICANN experience, with morning meetings, a chance to meet chairs of the ICANN ACs and SOs. This newcomer experience is the best that we can get to a larger group of people. So today is going to be condensed from what we normally do over a full week for the Fellows into one day. But the alumni of that Program volunteer in the ICANN booth so that they can share this experience with you.

They can give you the advice, guidance and mentorship that they received through their experience and they want to share back with you. So stop at the booth that's across from registration any time during the registration hours; between 8:00 and 18:00 every day, through Wednesday, as many times as you like. They'll help you build a schedule, just give you advice, or help you get set back on your day. The last is really sending you off in a better place.

We can't perform miracles here. We're not doing rocket science, but we are human beings all here in these rooms, in 220 sessions during a week. We are all here for the same purpose, and we want to make sure that after you leave here you have a better understanding, you feel more confident about the knowledge that you have, that you are eager to go into the ICANN website and learn more, and eventually find your place in the ICANN community.

I often tell people, "You don't have to be at an ICANN meeting to be an active ICANN community member." You can perform remote participation if you can't be here. You can blog about ICANN. You can participate in public forum comments about the work and the policies



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that are being built. There are many different ways to participate in ICANN, and we're here to help share with you all of those, and hopefully to engage you to stay with us for quite a long time.

From my experience in 2007 in San Juan, I really did feel like this... I was just like, "I'm the only person here. My reflection is my best friend." The San Juan experience was, for me, I thought, really difficult, and I was from staff! But when you start to try to comprehend how you're going to take in this entire experience, when you look at the number of sessions, when you look at acronyms and terms that you don't understand. When you open doors into a room and it seems like you're back in high school, where you're the new kid in school and everyone turns to stare at you and make you feel like, "What the heck am I doing here?"

Well, I felt that experience. I knew what it was like, and that's why a couple of years later, when given then opportunity, I partnered with others at ICANN to help build this program. I don't want anyone to feel that way when they come to an ICANN meeting. The doors are open for you. The only closed doors are the times when our communities – the active, engaged participants of those communities – need to close the doors in order to have private discussions.

In order to come to consensus of their own and have an opinion to feedback to their council, or perhaps to our Board. So when you see a "C" next to a session, and it means closed, do not consider yourself closed out. Consider that those individuals are closed in, and for a reason. Some day you'll be part of that "closed in" as you work to come



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to consensus and work with the community. It is a bit of a unique experience here, and the language is strange.

When you become more experienced at ICANN, it seems as if you want to use the acronyms more and more to confuse others around you. We create your acronyms on a weekly basis. We've come up with something called "Quizlet". Quizlet puts into different sets the many acronyms that we use. We're going to unlock the secret passageway. At the ICANN booth there is a set of business cards, and it says "Quizlet" and it has a barcode on it. Pick up that card.

You'll either be able to scan it, if you have the capability, or enter the URL. Go to Quizlet and go to "ICANN language" and you will have the doors open to you of all the acronyms that you'll be hearing this week. Any time that you're in a session and you're confused by what's being said, you can just look up that app and see what the words are. What it seemed like to me in San Juan was that everybody else knew somebody else; in the hallways, in the session rooms, grabbing lunch. Everybody had a partner but me.

One of the things we want to do with this newcomer experience is have you understand, looking around, that there are many others just like you. A lot of folks travel here alone, as newcomers. So don't hesitate... Again, that newcomer green ribbon helps with this as well; just to have somebody to go into a session with, or grab a lunch with or a dinner with. It's a very long week if you're here doing it alone. So as a newcomer experience we're bringing everybody together and putting you all at the same starting point.





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Again, stop in at the booth to the Fellowship alumni. They have no problem. They're good eaters, so they don't mind going along with you for another meal. A little bit later we'll go through exactly how to work through the maze of the ICANN meeting as a newcomer. So we'll catch you up before we let you out of the door on some good tips on how to get through the rest of the meeting week, and some good sessions for you to attend as a newcomer.

But for the rest of the morning I am going to turn the microphones over to our Vice Presidents of Asia and Australasia. They will take you through, as we talked about earlier, the steps of the Internet ecosystem and ICANN, and how ICANN works within that system. But here's what I want you to know. If you have questions at any time, we have two handheld mics that we'll bring around to you. This isn't the kind of session where we just talk at you for the next hour and a half. That's not what we're here to do.

We're here to have you breathe, relax and feel like you're in your own living room. We're inviting you to learn something that we know, and that we want you to learn more about. You can only do that by asking questions. There are no dumb questions in this room. This is a place where you're safe to ask anything. We know that there are people in here that are brand new. There are people in here that are already engaged in the ICANN community but your first time here at a meeting.

There are various levels of expertise in this room. We know that from doing this session many times. But because of that, we're going to start talking to you at a level that will have you understand the base. If you know that, and you want further information, raise your hand and say,



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“I’ve got that part, but give me the next steps, give me the next part.”  
Or, “You already went past my expertise there. Can you back up and tell me what you meant by that word, or by what you said?”

We want this session to be interactive. We don’t want an audience looking at us and us looking at you. We want you to be interactive. Ask us the questions, and ask us the hard questions. What’s going on in Internet governance right now? What’s going on in all the discussions about IANA? It’s pertinent information. We’re going to talk about IANA this afternoon with a member of the IANA team. So any of those questions you’ll be able to ask Kim Davies from the IANA team this afternoon, on the function of IANA and what’s going forward.

But otherwise, really, avail yourselves, as Kuek and Save are here and walking you through this. Don’t be shy. Jump in. We’ll be going around with the microphones. Ask us the questions. All right. With that, gentlemen, I’ll hand it over to you. Just let us know when you need to move the slides forward.

KEUK YU-CHUANG:

Thank you. Hi. My name is Kuek and I’m ICANN’s representative in the Asian region. I’m joined by Save, my colleague who takes care of... I’ll let him introduce himself. He takes care of Australia, New Zealand and the Pacific. First and foremost, a very warm welcome to Singapore. I’m from Singapore. I’m very excited to have so many people from all over the world come to our very small city for this set of meetings. If you are here for the long-haul and you join us in the ICANN community, you very often find yourselves in rooms like this, where the lights are dark and unnatural.



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But I hope over the course of the week you'll have time to go out and see the city, because ICANN brings its meetings around the world so that we can have increased touch-points with all the participants. Frankly, everyone should be engaged with our conversations, because the Internet touches so many people. Frankly, anyone who has an involvement with the Internet should have an opportunity to comment, critique, or help us in the process in talking about Internet policies.

Let me start with a personal anecdote. As a person I get annoyed quite easily. Most of you guys have traveled a long way. I get annoyed at small things like, "Why can't we just decide, as a global community, which side of the road to drive on?" I end up in some cities and I open the wrong car door, and sometimes I'm just frightened to drive. Why can't we just decide that as a world we'll just decide that this is the way we drive?

The thing that really gets at me are these electric plugs. Why can't we have a universal thing to make sure that I only need to bring one plus? As someone who travels so much, the thing that gives me comfort is that most of the time the Internet experience that I have, regardless of where I go in the world, is the same. This is precious. Most of us take it for granted that, "I take out my phone, I take out laptop, I check out what my friends are doing on Facebook. They could be living elsewhere."

We take this for granted, but these things come about only because there's a process that brings such universal standards across the world. The luxuries that we have now, in terms of the way we transact, we communicate, we learn about the world on the Internet, is really



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premised on these standards. I'll shift into the main theme of what Janice has tasked me to talk about; and that really is the Internet ecosystem.

The Internet as we know it is successful due to open technical standards. If different jurisdictions decided on different standards – we go back to the plug issues. We have freely accessible processes for technology and policy development. But the last point is the important point; that we have a transparent and collaborative governance. I'm fairly new to the role. I've only been here seven months. In my previous lives I've gone for a lot of negotiations between different parties. I've gone for global conferences.

I've really seen nothing like the ICANN model, that's so open and inclusive; where registration is free. If you can't make the destination Janice's team gives out Fellowships, and if all that fails remote participation works as well. I've never seen anything like that, and I'm really excited that we have you here to be the new blood and spread the word. Because if you enjoy the Internet as you know it, we need champions to go out there and spread the word.

Then when these things are possibly under attack, for whatever reason, we have spokespeople that can say, "I like the Internet the way it is, and I think some processes should remain for that to happen." The next slide is a little scary. It's a busy slide. But I think this is one of the best attempts of talking about... When we talk about the ecosystem, what are we talking about?

ICANN doesn't run everything in the system. It really is a group of organizations, individuals and processes that shape the coordination and



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management of the Internet. Now, these are highly inter-dependent. ICANN has a very specific and narrow mandate that relates to the root zone. We don't do contents, we don't govern the application layer, we don't do standards, for example. ICANN is one of these many organizations out there.

In general terms, the functions of the different organizations include the technology and engineering organizations. When you walk around the rooms over the course of the week you'll hear a lot about the IETF, and they come up with a lot of the technical standards that we know. There are network operators, the ISPs, and for people who are new to this space we also have a lot of NOGs – network operator group meetings – around the world, that discuss those sets of issues.

We have users, we have educators, we have policy makers. All of us have, over the years, found a kind of rhythm to establish different rules in administering the functions of the Internet. There is a lot of coordination. The kind of coordination we currently enjoy between the different bodies is something precious and, if I may say so, even fragile. Tomorrow when we do our opening ceremony you'll see our colleagues from the regional Internet registries – the RIRs – as well. They are our close friends in IP number allocations.

You'll get to see the Internet Society colleagues in these rooms as well. So we all play a different role. The way these relationships have been built is something that's quite precious. Over the course of the day we'll explain this a lot better. But let me jump straight into the next slide. I've talked about this overarching umbrella. For parts of the ecosystem we have different players come together.



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What exactly is ICANN's role? ICANN is responsible for the coordination of the unique identifiers, to ensure that the Internet, this network of networks, works in a secure and stable way. This is my last slide, Nigel. The next one is yours. So, what does this really mean when we talk about the unique identifiers? In order for you to reach a destination online, whether it's on a tablet, a smartphone or your computer, you need to type in an address.

This could be a name or a number. It could be google.com, or if you so choose it could be 195.22. ... You know, the IP address. Now, these addresses must be unique so the computers know where to find each other. ICANN is the body that coordinates these unique sets of identifiers. If you didn't have this coordination you wouldn't have one global Internet. If these identifiers were not unique, and this happens from time to time as well, because of malicious activities.

Possibly they bring you, the user, to the wrong place, then the system as we know it breaks down. It's important to note though that despite all these operations, ICANN staff is actually quite small. We are growing rapidly but we're still a fairly small group. I think we're around 250 people for the entire operation. It's important to know that ICANN staff do not create policy. Instead, we support and resource the community. We hope you'll join us and be part of this group.

To determine policy in a bottom-up manner, what do we mean? When you walk across the rooms over the course of the week, you'll see the SOs and ACs. We really rely on the community to come up with these policies, as well as ACs, to critique these policies. Think of staff as people that facilitate this process and implement this outcome. Our



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mandate is to make competition and choice available in a safe operating environment.

A good example of this would be... On the slide you'll see "IDNs". That means internationalized domain names. Internationalized domain names means that if you wanted to type in a URL, it doesn't necessarily need to be in Latin script. It could be in Chinese script, in Cyrillic, in Arabic, in one of the multiple Indian languages, for example. Now, this idea came from the community. It wasn't ICANN staff that decided, "This is something that we're hearing and we want to do." This came from the At-Large Advisory Committee, for example.

So when you become a volunteer and a member of this group, and if you so choose to participate in the process, you're driving real policy that emerges. Many people might think that our work is static, but really there are many dynamic innovations, even within the DNS. All this is possible. My personal belief is that the Internet has thrived over the years simply because we have this mechanism, and we have a platform that allows for universal standards and policies to emerge.

[Sneezing] Nigel is sneezing now. This is my colleague, Nigel, my counterpart in Europe. He's going to talk more about the structure as we know it, and Internet governance. I'm going to pass the mic over to Nigel.

JANICE DOUMA LANGE:

Kuek, before you go – when we look at the things... In very simple terms, "here are the things that ICANN does," what are the things that ICANN doesn't?



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KUEK YU-CHUANG:

What are the things that ICANN doesn't? Well, too much. We don't control the way we drive across the world, because if I had a choice we'd all drive in the same way. We do not control the plugs, because I see no reason why the world cannot have one set. But on a more serious note, in the content space for example, what does the world think about privacy or data protection? What does the world think about copyright protection on the Internet space? The debate on net neutrality – what kind of responsibilities should online service providers provide? What kind of services should the ISPs take up?

ICANN, as part of the ecosystem, is very interested in these issues, although because of our Mandate we want to make sure that we focus on the work we do. Thank you Janice for the lead-in, because this brings us to the broader Internet governance debate. There are many issues that we need to look at. If I can let Nigel take the floor from here?

NIGEL HICKSON:

Hello! Good afternoon to you all. Anyone from London? No one's from London. Anyone from Scotland? Anyone from Europe? Always good to see a few people from Europe. I'm Nigel Hickson – not that that's remotely interesting. I'm one of the members of the Global Stakeholder Engagement Team. I work out of the Brussels office, so I cover the European Union and a few other countries, and it's really good to be with you today. Coming to these ICANN meetings is always difficult for the first time. I recognize that for you.





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I hope you're really going to get a lot out of this ICANN meeting, and try to familiarize yourself with some of the difficult issues that are on the agenda. It's full of acronyms, isn't it? I'm going to give you some more, but I'll explain the acronyms, and at the end of ten minutes we'll have a test to see if you've remembered any of the acronyms at all. So – ICANN's role in Internet governance. What is Internet governance?

We could spend hours discussing Internet governance, but it's helpful to divide it up. There is two types of Internet governance. There is the governance of the Internet; the nuts and bolts, and that's really our area, as Kuek was explaining. We're the numbers people, we're the addressing people. We're the people that manage the top-level domains, whether they're country codes or generic. So that's it. We're the governance of the Internet.

Then there's governance on the Internet – the issues, the public policy issues and the other issues, that are on the Internet; that talk about content, privacy, child protection issues, cyber security issues, fraud issues, intellectual property protection issues. Those are the issues, if you like on the Internet. As Kuek said, some of those issues we're not experts in, and some of those issues don't affect us. But sometimes those issues do affect us because we are concerned about cyber security.

That's one of our missions – to keep the Internet secure and resilient. We are concerned about issues like net neutrality and the open Internet, because the open Internet is so important to us. Having one, open Internet is what gets us up in the morning, if you like. It's so important.



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So some of these other issues do affect us. I'm just going to talk a bit about Internet governance and what's happening at the moment.

We are in a critical phase for Internet governance, and I know people overuse the word "critical", but Internet governance is something that's being discussed. Ministers, prime ministers, presidents are discussing Internet governance. This is incredible! For someone my age, 15 years ago I couldn't even get a UK Minister to talk about the Internet, let alone Internet governance. They said, "The Internet!?! No, that's just a passing phase! Come on young man, let's discuss something sensible!"

I suspect you've had the same in your countries. The Internet, for a long time, wasn't seen as particularly important. It was seen as geeky, a bit over the top, or, "Full of pornography and terrible things!" which it probably was. But now of course the Internet is fundamental to policy making, it's fundamental to everyone's lives. The governance of the Internet is becoming the same. The governance of the Internet is becoming important to us all, and we're at a critical phase.

There are several tracks to our interest in Internet governance. I'm going to try and go through them very briefly. I know there are some acronyms, but you can look them up later on. Let's go for the first track. Here we are, you see, full of acronyms from the start. The first one is the Internet Governance Forum. Who's heard of that? A few of you. The IGF is absolutely fantastic, because it's a meeting, essentially, a forum, where every year anyone can get together and discuss Internet issues.

The IGF was created out of the WSIS agenda. I won't go into that, but back in 2003 and 2005 – and some of you are old enough to remember



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2003 and 2005 – there was something called the World Summit on the information Society, organized by the UN and the ITU. This World Summit produced an agenda. World Summits have to produce something, don't they? If they didn't produce an agenda people would be very unhappy.

It produced an agenda and it was called the Tunis Agenda. Why do you think it was called the Tunis Agenda? Well, it wasn't held in Oslo, was it? The second of these summits was held in Tunis, so it was called the Tunis agenda. That agenda created this thing called the IGF. The IGF, as I said, is the predominant discussion forum. It is incredible, because it gets everyone together. We're all at the same level – governments, businesses, academics, parliamentarians – everyone comes together and discusses the important issues of the day.

Last year it was in Bali... Anyone from Bali here? That was fantastic, going there. I didn't swim much but it was a fantastic place. This year it's going to be in Istanbul, in September. So the IGF is something that's very important, because it's the occasion where everyone can discuss things. We then had the Net Mondial Conference, the Brazil Conference, which you've probably heard quite a bit about. I'm not going to go through it in detail. You'll probably hear more about it this week in some of the sessions.

But the Brazil Conference taking place next month – only a month away – is a conference that the President of Brazil... Anyone from Brazil here? No? No. It's only a small country, Brazil(!) So the President of Brazil has called this meeting to talk about the future of Internet governance, because Internet governance is an important topic. She



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called it for particular issues, to do with surveillance and other issues, but whatever the reasons for calling it, it's an opportunity for people to come together to discuss the future of Internet governance.

This is one track. There's a Panel that ICANN has set up, a high-level, Internet governance Panel, and that's producing a thought piece. It's produced a paper as an input to this conference, and there's 188 papers that have gone in to be discussed at this conference. So it's quite an important... Right.

The second track then is the UN track. Come on, UN, United Nations? Got that one? Yes, that's quite an easy one, isn't it. The UN track is important, as I've said, because back in 2003 and 2005 we had this WSIS, and it's legitimate of course for a body like the UN, representing all the governments of the world, to have an interest in the Internet. Of course they have an interest in the Internet, and they have an interest about how the Internet is governed.

There we have it, the first bullet: the review of the Tunis Agenda. As I said, this World Summit was in 2005 and they had to put something in this Tunis Agenda, so they put, "Right, we'll have a review in ten years' time." It's great, isn't it, how politicians and policy makers, if they create something, at the end of it you say, "We'll review it in ten years' time," and everyone says, "That's fine," because we can forget about it because we won't be here in ten years' time.

Then ten years' time comes and you say, "Oh no, we've got to review it now." So there's a review going on at the moment of the Tunis Agenda. There are Working Groups being set up to review this whole area of Internet governance. ICANN is involved in this preparation phase. There



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was one conference last year that the UNESCO hosted, and there is a conference that the ITU are hosting in June this year, in Geneva. That's going to discuss this review of the WSIS Agenda, and there are various other things going on as well.

There is a bit of uncertainty, that I've reflected here, about how this final review is going to take place, and whether there'll be a big presidential Summit, whether the leaders of our countries will come together, or whether it will be a bit more working level. Our view is that it should be a bit more working level. We want to continue this process we have of this multistakeholder approach, and we want to continue this governance of the Internet in the way it's going.

There's another Working Group going on in the UN on Enhanced Cooperation. Enhanced cooperation is something you might hear of from time to time. It's how governments can better work in this Internet governance space, and it's very important that governments have a role. After all, governments set public policy. They have a responsibility to their citizens for public policy.

As you know, in the ICANN model... I've just come from the GAC meeting; that's going on. Over 130 governments are involved in that Committee, but in other areas of Internet governance sometimes governments don't have enough input or don't have sufficient input. That's one of the issues that's being looked at.

The third track is the ITU track. I promised that this is going to be very quick. This is the last track. The ITU is the International Telecommunications Union. Has anyone been to or heard of the ITU, in Geneva? It's not a bad place. Lake, Swiss chocolates, mountains,



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exorbitant price of beer, incredible price of coffee. You go into a Starbucks with change in your pocket and they say, “Have you got a credit card for a coffee?” Incredible price, Geneva, but great place.

Anyway, the ITU is in Geneva and it’s 150 years old next year. That should be an excuse for a party, shouldn’t it? 150 years old and some people are still there. But it’s an organization that of course has been responsible for telecommunications policy, spectrum policy, and it’s done an incredible job over the years; especially on wireless and spectrum and satellites, and coordination of bands and everything like that. They’re doing work on telecoms and work on broadband.

Some incredible important stuff is going on. But there has been a debate of course on what the ITU role should be in terms of Internet governance. Should they have a management role, if you like, for Internet governance? Should they oversee the work of ICANN in terms of distribution of names, or oversee the work of the RIRs in terms of distribution of IP numbers? Obviously we think that they don’t need to have that role, because that role is effectively being carried out by ICANN and the RIRs, with the help of ISOC and the other organizations.

But it’s a legitimate question that has to be asked, and is asked from time to time. I’ll skip the third bullet, but there’s a major conference coming up at the end of the year, in Busan, and every four years the ITU has this plenipotentiary. It’s a great word, isn’t it? I didn’t know what it meant. I didn’t even know it was an English word. Plenipotentiary is just something that happens every four years, basically.

At this plenipotentiary the ITU has the opportunity to sit down, elect new officials and review what it does. They can change their



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constitution and their convention. They can say, “We’ve been doing telecoms for 150 years, let’s do restaurants, or let’s do skiing.” They’re not going to do that, but they can change their role, they can change their scope of work, and at the plenipotentiary Internet governance will be discussed.

We’ll be there, and we’ll be arguing along with others that in general, Internet governance seems to be reasonably successful, in the way that the Internet is governed through the RIRs, through ICANN, etcetera, and that we want to have an enhanced working relationship with the ITU, because the ITU does this important work on broadband. It does important work on cyber-security, it does important work on educational development issues. Therefore we want to have a relationship with it. We do have a relationship with it.

That’s it really. There’s a lot going on. A lot going on in ICANN, but a lot going on in the wider community, and you’ll all have a role to play. Everyone has a role to play. It doesn't matter whether you’re an academic, it doesn’t matter whether you’re a student, it doesn't matter whether you’re an official in the government or a business, or whatever. This is the marvelous thing about the Internet. We all have a voice, and we need to use that voice to maintain this precious gift that we all use. So have a fantastic week. Enjoy yourselves. I don’t suppose you’ll get to see much of Singapore, but enjoy the ICANN meeting. Thank you.

JANICE DOUMA LANGE:

Nigel, I hate it when you speak, because I can never speak after you – it’s just not that exciting. But you know what, Nigel’s energy, I love having him come and speak with the newcomers. It makes being a geek fun,



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but it also brings to light the fact the very simple thing, that the Internet is every single one of us. We all have, once again, that voice, and it's not just the voice in ICANN, it's the voice of Internet governance.

I love the way, Nigel, that you talk about Internet governance of the Internet, and Internet governance – there's also such terminology for everyone to get their hands around, and a good understanding. So I encourage everyone... Again, if there are any questions, ask them, but really listen this week. Terminology is so important, and in what environment things are being said, people get caught up in the moment here too, because everyone's very passionate about their voice and their opinion.

Not only their individual opinion, but the opinion of an SO or AC that they're representing. So it's easy to get cut off, and terminology sometimes can get a bit turned around if you take it out of context. So transcriptions of each of these sessions is really important, to make sure that you've really understood. You can question the terms and where those terms were used and what was said. A little twist of words can mean a lot here, just a reminder. Take it all in.

But ask questions if you don't understand it. Don't assume that you heard something that sounds a little unusual to you, or an acronym or something was being used that you don't understand, and you want to take it into context of the whole session. Please do that. Nigel, thank you so very much. If there are no questions thus far, I'm going to have Save take this back over, and... Carole, do you have the mic? No, that's okay, we want it for the record, on the transcript. I'll be right there.





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AUDIENCE MEMBER:                    Actually, I have two questions for those gentlemen. One is, why is the role of ICANN the “coordination of the unique identifiers?” It doesn't say “the management of”. So what is the difference between coordination and management? I read something that said ICANN actually manages the IP addresses and manages domain names. But here it says “coordination”. Is there such a difference between these two words?

Actually, I think my question is more about what is the relationship between ICANN and the registries and other things; root zones, servers and... My second question is for Mr. Nigel. I think ITU is a specialized agency under the UN, so what are the differences between these two tracks? You've divided it into three tracks, so supposedly there should be differences. What are they? Following this, are those three tracks in competition? They're my questions. Thanks.

JANICE DOUMA LANGE:                You've stumped the panel.

KUEK YU-CHUANG:                    Oh, I thought Nigel was going to lead us through the discussion. I think when we use the term “coordination” here, we really want to make sure that it's understood that for the Internet to work, for this network of networks to work, it really isn't just one player. It's really a concert that ICANN has to play, together with the RIRs, for example. For example, within the root zone, when you think about the IP addresses or the transition from IPv4 to IPv6 – this is something that ICANN does and cares passionately about.



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But we only do this in coordination with the RIRs, for the actual allocation of individual IP addresses, or in the new blocks and chunks. This is done in concert, or in coordination with the RIRs. For our region, that would be APNIC. That would be my response to the question. If Nigel wants to...

NIGEL HICKSON:

I think Kuek answered it. It's interesting isn't it, management and coordination, but I think "coordination" is the right word, because we coordinate with others. Yes, there's a bit of management involved in these issues, but "coordination" I think is the word really. On the ITU and the UN, I arbitrarily divided my slides into tracks because I've got a very simple mind and that's the way it goes. But of course you're right – the ITU is a specialized agency of the UN. It's the specialized agency for telecommunications, and therefore it's an integral part of the UN network.

But there are parallel discussions, because whereas the ITU discusses telecommunication issues, and has a mandate to discuss these issues – and that of course includes issues like cyber-security and IPv6 and spam and other issues they discuss. The UN also has this higher level track, if you like – an institutional track – that reports through, up to the UN GA. There are things like the CSTD, which is a Working Group on Science and Technology.

Then there's an Economic Committee that the CSTD reports to. So there's an institutional track that's also discussing Internet governance issues. So there's a lot going on.



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JANICE DOUMA LANGE: If you could say your name for the record?

[GITA HARAHAREN]: Yes, my name is [Gita Haraharen? 01:02:37]. I'm with the Center for Internet and Society from India. I have a question about what role the governments play in ICANN. For instance, when we talk about domain name systems, or the management of the domain name systems that ICANN does, what do the governments do, or do they have a say? Especially in the regard to the recent controversy with the US Governments question.

If so, what can governments do with regards to their base infrastructure in their countries? I've a feeling I'm mixing up a bunch of issues about network infrastructure and about the Internet architecture, but I'm not really sure what the connection between them all is.

NIGEL HICKSON: I'm not sure. I think there might be some more slides later on explaining the role of the GAC. We're not trying to get away from that. But if you just went next door – I know you can't, because Janice won't let you go anywhere – but you'd see the GAC in action. The governments meet, they come together at an ICANN meeting, and they discuss lots of issues and give advice to the ICANN Board. Sometimes they have a consensus advice. They say, "We want X," or, "We want Y," and the ICANN Board have to listen to them.



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133 governments are representing on the GAC. I know there are more governments than 133, but that's still a considerable number of governments. You'll hear more about how that works. On your question of the architecture, and the role of the Internet structure, well, the governments can give advice on any particular issues. They can give advice on gTLDs, or they could give advice on IPv6, or on cyber-security issues pertaining to ICANN's role.

So within ICANN's remit, they can give advice on how that should be structured. If it comes to the network architecture, if it comes to Internet service providers and that sort of thing, that's outside of ICANN's role, and that discussion would take place at the ITU or in other fora.

JANICE DOUMA LANGE: I think we're good, Save.

SAVENACA VOCEA: Good morning all. Very nice to see you all. I'd like to first introduce myself before I go onto the next topic, which is on ICANN and the multistakeholder model. My name is Save Vocea. As Kuek said, I represent the ICANN staff in the Oceanic region, which includes Australia, New Zealand and the Pacific Islands. In terms of engagement, we belong to this Global Stakeholder Engagement Team, and that's one of the reasons why we're sitting up here. Kuek and myself look after Asia Pacific.

It's always good to see new faces at ICANN meetings. Seven years ago I was also a newcomer to ICANN. I joined from my regional Internet



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registry, called APNIC. In the early days when we joined, ICANN was setting up the team for engagement in the region, and we were called liaisons. Our role was to get out into the regions that were lowly represented in ICANN, to see if we could share information about ICANN and raise the awareness of what's being discussed in ICANN.

We also were to help the participation of those countries, stakeholders and the community members from those regions, to come to ICANN meetings. In our engagement, one of the things that we often here is, "Okay, that's all good ICANN, but how can we participate? You have these meetings three times a year, all over the world, and it's really hard for us to afford that. How do we come?" From that feedback we were able to put together the Fellowship Program that Janice has mentioned.

As we gain more and more newcomers into the meetings, we understand that newcomers get lost in ICANN. So it's great that we have these sessions where we can talk about what ICANN does. So just getting back to the slides, ICANN is a global multistakeholder private sector organization that manages Internet resources, as we've talked about, for the public benefit. The way they work within the government structure is that it looks like this; as you see on the screen.

It has staff that is headed by the President and CEO, and we are the staff that work with the community. It also has SOs, ACs, liaison group, and we have the GAC. So in the ICANN structure, the ICANN Board, we have a Board of 21 Members that are selected from various organizations, from the SOs and also from the ACs. The Board is a global board, and when they are picked to be on the Board, even if they come from the SOs or the ACs, they are there to represent ICANN as an organization.



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So their interests are to ensure that they don't have conflict. They are there to represent the organization as the organization. From the SO's structure we have the Address Supporting Organization, which is made up of all the five regional Internet registries. For this region we have APNIC. In the African region we have AFRINIC, and in the European region we have RIPE NCC, and in the Latin American region we have LACNIC. In the American region we have ARIN.

They have representations in the ASO. They choose the number councils and they also come to these ICANN meetings where they present on the policies; whether they develop their own policies, and bring it up to ICANN. In the Country Name Supporting Organization we have all the country-code top-level domains, that you might hear called the ccTLDs. They also have sessions here at ICANN where they bring together all the ccTLD peers and they have meetings.

They also input policy decisions into ICANN, when they have issues around ICANN. It was really from the ccNSO where the IDN policy was developed too. There was a program called the IDN Fast-Track, where they introduced the IDN into the ICANN framework because... It was actually in Asia where IDNs were first proposed. In Asia people would get onto the Internet and when they wanted to browse a website they'd have to type in the website in Latin script.

So this was an opportunity; when you created IDN at the top-level, that you could have the whole URL in their own natural script. Also we have the Generic Name Supporting Organization, which is the gNSO. The gNSO is a group that develops policies and makes recommendations related to gTLDs, to the ICANN Board. As you know, in the New gTLD



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Program we received about 1930 applications, and there is a session after lunch where we'll hear more about the policies and the New gTLD Program updates.

We have four broader stakeholder groups that represent a variety of groups and individuals in the ICANN community. They come from the Commercial Stakeholder Group, like the Registries/Registrar Group, the Non-Commercial Stakeholder Group. They have a 23-member gNSO Council that governs the policy development. From the gNSO they nominate two Members to sit on the Board. From the government side we have the GAC. They provide advice to the Board and other SOs and ACs on issues of public policy.

As you can see in this week, the GAC is having their meeting here as well. For some time in the past they used to have closed meetings, but now they've had some open sessions where if you're interested in hearing more about what the governments are talking about then you're welcome to those sessions. The GAC Membership is open to all national governments, and one of our roles in the region is to try and get more governments to participate in ICANN processes.

Membership to the GAC is free for governments, so if you're here as a government representative and you don't have a GAC Member yet, we encourage you – if you can go back to your countries – to make contact with the governments that they need to participate in ICANN. We're also doing that as staff, to talk to the governments out there; that they need to participate in ICANN to understand what's going on.

As Nigel said, it's close to 133 GAC Members now. They send a non-voting representative to the Board. Currently it's the Chair of the GAC.



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Their advice has special status. When the Board receives the advice from the GAC, they will look at the advice, but if they do not necessarily listen to the advice, then they have to send advice back to the GAC on why they did not agree on some of the advice from the GAC. But in many cases they do work together with the GAC for their advice.

Now, when it comes to the individual end users, you also have a role in ICANN. The At-Large Committee was set up as a form for where individual users can come in and have a formal mechanism to fit into the ICANN structure. They had developed that countries or communities could form what's known as an At-Large structure. Currently there's over 150 At-Large structures, and if you're interested in the Internet you can form an At-Large structure, if you're interested, to fit in through the ALAC.

Kenya has just formed an ALS for this meeting. They also send voting members to the Board, and one thing that we, as Engagement Officers do, is we also go out to the regions to help to gain more users, so that they can participate in ICANN as well. There are various ways to participate. Next? The multistakeholder model really is... This is another reason for... Every stakeholder has an interest in how the Internet is developing.

You see that with the multistakeholder model there is a board, and then you have ICANN, where we have staff and policy-making processes. That is fed from the various community members, from the governments, through the GAC, through the business, through the Generic Name Supporting Organization, where they have the NGOs and non-profit organizations. We have the civil society grouping, a





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[specialist? 01:15:27] from At-Large, the security and stability advisors and root server operators.

Also, from the registries and registrars, and the ccTLDs... They all help in developing policy for ICANN. We have staff that facilitate and support them in this policy development. Everyone, as a stakeholder, is welcome to drive policy in the ICANN bottom-up process. We have regional staff here, like myself, that are available to talk to you about how they've also engaged in their regions. Kuek and I have been talking about how we engage in Asia Pacific.

One thing that we've found, while talking to the region, was that they wanted to have more meaningful participation in ICANN. One area that has evolved is to allow the community to form regional strategies. Some of the regions have done that. Regions like Asia Pacific are working on that, and also the European region is also working on a regional strategy. But we'll hear from the other colleagues on what they have done, on how they could engage more stakeholders to participate in ICANN work through the regional engagement strategy.

I'll invite my other colleagues who are here; Nigel and Chris, for North America, to talk a little bit more about how they're doing in their regions in terms of engagement. I'll get Chris to introduce himself.

CHRIS MONDINI:

Hi. Thanks Save. My name is Chris Mondini. I'm Vice President for global stakeholder engagement in North America, and I look forward to meeting those of you who are from the North American region. On a different facet of the matrix I also deal with global business engagement.



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I was actually going to talk a little bit about business engagement, if that's okay. Does it fit here? I know a number of you come from businesses or the private sector, because I've looked at your registration information.

I wanted to say welcome. We're delighted that you're here. As Save just showed on the last slide, there's a great diversity of stakeholder categories that have a great diversity of interests in ICANN. You may be a business which is a multinational corporation, that depends on your global systems and services, and uses the Internet for all kinds of operations. You may be a small business that's just starting to have an online presence in your country and reaching out into new markets.

You may be a business that works in the actual business of domain names; buying, selling and registering them. All of these businesses come to ICANN to find out how ICANN's work affects them, and how they can contribute to the work of ICANN. Besides the categories of businesses that are interested, the different topics that are of interest range everywhere from, "How can I best maximize and make use of my company's name or brand using the domain name system?" or it may be something that's more technical, on the security side.

We have ACs that work on security and stability issues. That may be very important for your organization. So really the point is that all of business is welcome. If you've identified yourself as a private sector organization and you're here in the Newcomer Program, you will have received a flyer that talks about a few of the events that are of interest. We had a great showing on Friday of some local Singapore businesses; mostly small and medium enterprises.



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They learnt things about how to, for example, protect their trademarks through the mechanisms that ICANN has introduced, which is applicable to anybody that has a trademark. So there's a lot of information to impart. You're all very welcome. We have a business newcomer welcome luncheon on Monday, and again, you should have received the information in some mailings that we sent out to you. I look forward to meeting you, if you're from the private sector.

As Save said, and as Nigel and others have explained, I have responsibility for a number of stakeholder categories across North America. I actually enjoy talking across different stakeholder groups and bringing these different streams of communication together; to answer questions, to increase involvement, and really to just raise awareness about ICANN. So the fact that you've traveled as far as you have, and that you're here today, is a great testament to our future as an organization, which will be all the better for your participation. Thanks.

NIGEL HICKSON:

I'll be very brief indeed. Certainly other people have got more to say, and as you've heard from Save, being involved in the region is incredibly important to us. We have the privilege in ICANN to have such a diverse stakeholder group, so my own role in Brussels, apart from drinking beer and eating chips, one day I can be meeting a member of the European Parliament or a Commissioner, or a Senior Official in the Commission.

Or I could be meeting a Government Representative that's coming through Brussels. Or I could be meeting a ccTLD, the Belgium ccTLD operator or others in any part of Europe. I've had the privilege to travel to many countries in Europe, including in Eastern Europe; countries like



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Moldova, the Ukraine and Romania and Bulgaria. It's been a real pleasure to meet people in those countries. What we're doing in Europe is we're developing an engagement strategy.

This is a slightly different strategy from some of the strategies being developed in the Middle East and Latin America and Africa. In Europe we have slightly different sets of problems. This engagement strategy – and there's a session on this engagement strategy later in this ICANN meeting – will try and coordinate European positions on certain policy issues, on certain ICANN issues, as we go forward.

We'll try and reach out to those people that perhaps can't make ICANN meetings. We have a European view on things before ICANN meetings take place. I think it's really important that we, in the Global Stakeholder Engagement Team, as Save and others have said, really reach out to the community and meet everyone. Each one of you has got one of us. You're very unlucky if you've got me, but each one of you has got someone in the Global Stakeholder Engagement Team in your region to talk to. Thank you.

SAVENACA VOCEA:

Thank you Nigel. I'll introduce Fouad as well. Fahd, can you introduce yourself?

FAHD BATAYNEH:

Thank you Save. Good morning everybody. I'm glad to be here. My name is Fahn Batayneh. I'm from Jordan. I work for ICANN as a Stakeholder Engagement Coordinator for the Middle East. My colleague, Baher Esmat, who's the Vice President for Stakeholder



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Engagement in the Middle East couldn't make it to this ICANN meeting. He had a last-minute injury but he sends you his greetings.

In our region in the Middle East, the region we cover is Western Asia mainly; Egypt and Sudan, and we work with Pierre Danjinou closely, who's the Vice President for Stakeholder Engagement for Africa, on other countries that are in North Africa. So within the Middle East we have a Middle East Strategy Working Group. The Working Group was formed in late 2012. The group identified there are three key issues to deal with, and that is to strengthen the domain name industry in the region, make people aware of the multistakeholder model, and delve deeper into Internet governance issues.

Of course, the group consists of 21 members from around the 12 countries of the region. We have a three-year strategy. We have a one-year implementation plan, which is for FY 14. We are currently working on another implementation plan for FY 15. There is a lot of capacity building thrown in there. We did a DNS forum last February, which was last month, in Dubai. We plan on doing annual DNS forums. We're working on a summer school on Internet governance tailored for the region.

Within the Middle East Strategy Working Group we have two Task Forces. The first is the Task Force on Arabic script IDNs. The region mainly uses the Arabic script to communicate. Improving the usage of Arabic script on the Internet is a key aspect, especially in terms of domain names, so the Task Force is working on that. They have been creating waves of appreciation and applause around the IDN



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community, because they are leading initiatives that other linguist communities have not worked on before.

Then the other Task Force we have is the Task Force on Capacity Building and Awareness. It just kick-started a couple of weeks ago. The plan is to develop content tailored to the region, content that focuses on the domain name industry, whether technical or business aspects, as well as Internet governance – and then deliver those courses to the local community within our region.

Of course, one of the initiatives that is expected to come out of the Task Force on Capacity Building and Awareness is “train the trainer” model. We need sustainability on the long-run. We need experts from the region to actually deliver future courses. That is what we’re up to in the region. If you’re from that region and you’d like to talk to me, I’ll be available all the way through until Wednesday evening. So please feel free to drop me a line. Thank you.

SAVENACA VOCEA:

Thank you. So, to conclude, the multistakeholder model is really open. It’s open to anyone. We’re not closed. It’s bottom-up, it’s an open model. If you care about the Internet and you’re new to ICANN, please participate through the ICANN processes. There are other tools that ICANN has developed to make participation more effective for people. If you’re challenged to travel you can also participate online. You can follow the Tweets.

There are these new tools like ICANN Learn and ICANNLabs and also MyICANN, which will be introduced to you during the course of the



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week. You can just sign up and log on, and then you can receive as much information as you can to help you guide yourself through the big world of ICANN. From the Pacific Islands, Australia, New Zealand, we've also started a Working Group.

Now, in the past when I started my work with ICANN there was very little participation from the Pacific, but we've had participation from Australia and New Zealand and they're very active in the ICANN community. You see a lot of leaders that are coming from the Oceania region, through Australia and New Zealand. But one thing that we've identified is that coming from these small island countries they are resourced challenged.

There is a lot of competing meetings to go to. As you know, some of the organizations are very well established in the region. As ICANN, when we come in, we try to share as much information as possible, and if they are unable to come to the ICANN meeting we go out and share this information. We maybe speak at forums, at meetings, and have one-on-ones.

As Nigel says, one day you could be sitting with a government official, and another day you could be sitting with a ccTLD because they want to update IANA/WHOIS information and they're unaware that they should do this through the IANA platform. Or if there are interested parties that want to get into how they can manage their ccTLD better, like there's an interested party that wants to manage a ccTLD and they think, "Why is the other party doing it?"

So we do see those kinds of scenarios, and we discuss how the parties can come together and follow the IANA process. In other ways we try



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and reach out as much as we can, to ensure that there's more engagement and more participation from those regions and countries that are not participating in ICANN. Janice, back to you.

JANICE DOUMA LANGE:

Thank you. Just to follow on with that, the regional teams, part of the GSE Teams, are really the jack-of-all-trades. They're your one-point contact in each of the different ICANN regions. We have representatives, as we were talking about, in Europe, in the Middle East, Western Asia, in Africa. We have a Vice President of Russia and the CIS regions for Asia and Australasia, Oceania. So we're trying to cover the globe.

The other initiative that came with Fadi a year and a half ago was to beef up this GSE Team, because they were mostly a one-man-band trying to cover large regions. So we've been able to add a lot more managers and support for the GSE Teams. With one-stop-shopping, [engagement@icann.org](mailto:engagement@icann.org), we can get you in touch with any one of your regional team members, to ask any of these questions. They can get you connected to anyone specific in ICANN if the questions are more specific towards something like an IANA function or a registry contract or something like that.

But in general, these teams are meant to be an extension of ICANN in your region, living in the region and being there, and understanding the regional needs. We talked a little bit about the regional strategies. Each of these regions are listening to the people there. There's no single answer across the globe. The needs are different depending on the community and the region. Your voice is very important, to say: "This is





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what is missing in Sudan.” “This is what’s missing in Tonga.” “This is what we need here.”

The other thing that we can bring to you are capacity training, to learn more about the DNS and DNSSEC. We can bring speakers into your regions and help to build forums, like the DNS forum that was just held in February. All of these things come from the voice of the people. They come from the initiatives that you ask us to do. You tell us what you need. We’re here to facilitate and implement it, and it’s really important that you know that.

When you go onto MyICANN there is a master calendar of events around the globe, and you can see where we might be a member of one of these regional teams, or other members of ICANN speaking on certain topics. You can see where forums are being held, events are being held. Even with that, you can still write back at [engagement@icann.org](mailto:engagement@icann.org) and say, “Hey, I see a bunch of stuff happening in Europe and I see nothing happening in South Africa. How do we get these kinds of events and initiatives, this kind of information to where I live?”

One of the things we really want to stress here, and we mentioned it in the slides, but ICANN – I often say – is the community, plus staff, equals ICANN. The staff is here to be your resource, and to facilitate and implement what you, as a community, as us to do. It’s not for staff to dictate what that is. It’s for you to tell us what that is. So your voice, being a brand new person into this ICANN system, you come with fresh eyes and your own needs. You’re here for reasons, and we’re looking for you to tell us what it is that we can do, and how we can help.



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We give you a lot of information this whole day. Some of it's going to be floating up there. The ICANN booth is here – I say it again – to help you when you can even come and say, “Gosh, somebody said something about regional strategies,” “Somebody said something about a DNS forum.” We're there at the booth to help interpret what you're telling us, and help you to find the answers to the amazing amount of knowledge that you're getting here. Are there any questions at all, for the rest of our regional team? Carole?

[DAHUL CHAMEN]:

Good morning. My name is [Dahul Chamen 01:34:19], I'm from the [inaudible 01:34:21] Council of India. I'd like to take forward Gita's question. You mentioned about all stakeholders having an equal say, and their voices are being equally voiced, and then you also said that the GAC has special status. Do we see a conflict in this approach – when one set of representatives are getting more status than the other? How do you clarify that?

SAVENACA VOCEA:

In the ICANN process, everyone is free to come into the ICANN meetings in the physical setting, or using ICANN tools where they can voice their opinion, through the ICANN process; whether that be policy development, whatever's being discussed or the flavor of the month in ICANN. There is no distinction about conflicts there. What we, as the GSE Team do, when we go out to the regions, is try to explain more about why that's happening, or the participation from the regions that's required, or the voices that are needed, to help drive the policy decisions or the PDP that's been going on in ICANN.



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If we are having more of one view from maybe a developed country, and developing country views are missing, then one of our roles as GSE is to try and go out there and say, “Hey, do you have an issue with what’s being discussed?” “Is this really an issue, or if you don’t want to talk about it then maybe not.” But we can also feed in the feedback from the community that we engage with, to feed back to the ICANN process. I hope that helps.

AUDIENCE MEMBER:

My name is [inaudible 01:36:12] from Nigeria. I want to make a comment first before asking a few questions. I think it’s very critical and perhaps fortunate for the Fellow for ICANN 49 to have come in at this time, because this is the time when ICANN is going to be experiencing a lot of change; especially as a result of the [NCI? 01:36:41] announcement. I think it’s an opportunity for us, as Fellows, to really understand the structure of ICANN, so that we’ll be able to positively contribute to the development process.

I’d like to ask some specific questions in relation to the Board. You mentioned that there are 21 members and 15 are voting members. I’d like to know what the other six do. Do they just drink beer like Miguel, or do they just attend the meetings and come back, that’s all? I really need to know what the roles are of the 15 members. When you say they are voting members, what are they voting for? As for the non-voting members, what are they really doing as Board Members?

You also mentioned that the Board Members are selected based on... They are sent in from the constituencies. That is, the constituencies send in their representative. I also was speaking with one of the alumni,



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who mentioned that although they are sent in from the constituencies, they don't represent the constituencies, or they don't necessarily give the view of the constituencies. So I don't understand.

By constituency I mean, for example, At-Large sends in a Board Member, but they don't necessarily give or represent the views of At-Large. So I don't understand the contrast. Is it that Board Members, once elected, are immune against any...? [inaudible 01:38:42] gets accountable to the constituency with which they are representing. The final one is in relation to the Board and the staff.

What is the... I'd like to know how strong the Board's role is in making sure that staff are accountable, especially following the process that's been developed by the community. How was this strength of the Board in ensuring that... Apologies if this is going to be talked about in the next sessions. If so, perhaps you could name the sessions so I can also attend those sessions, to get more understanding of the structure. Thank you.

SAVENACA VOCEA:

Thank you for your intervention. I agree that with the newcomers and the fellowships coming into the Program that you need to learn more about ICANN and how you can participate. Through the ICANN Fellowship Program there has been mentoring that's available. There is a lot of information that's been shared to Fellows to try and help them to really work closely with ICANN.

I think your questions were coming in about the 21 GAC Members, where we have 15 voting Directors and six that are non-voting, because they're from the Liaison Group and also the GAC Chair. They don't vote.



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The 15 Members that vote, they will vote on policies that have been adopted through the community, that have come up to the Board that they need to vote on. For example, the New gTLD Program, where they voted on.

Only 15 of them will vote, where the six that are non-voting Members they won't vote on that particular issue, so the vote will be counted from those 15, if that answers your question. One thing that I forgot to share was that through the NomCom, they go out to the regions of the world to select eight Board Members to be in the Board Director position.

The onus is on them to pick the best candidate that they feel could be representing the At-Large community, the NomCom, the global community, to be represented in the Board. ALAC also has one Board Member that they pick from all of the At-Large.

JANICE DOUMA LANGE:

I'll just add here – yes, we will be going into this in the Fellowship morning meetings. The NomCom will be sending representatives – I believe it's on Wednesday – to talk to you about this nominating process, and how we do this worldwide search for Board Members and for appointees to the Board to represent the At-Large and the ccNSO.

SAVENACA VOCEA:

I think your other one was on the relations between the Board and staff, and ensuring that we implement other policies as what's stated in the policy. The CEO, the President of ICANN, also sits on the Board. All staff will have to implement what's come out of Board decisions. We all



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report to the CEO, who ensures whatever's come up needs to be implemented through the process and gets done. That's an accountability measure. Do you want to add something?

JANICE DOUMA LANGE:

I was just going to say, the unique nature of ICANN, when you're first coming in, to try to compare it to other structures is rather difficult. Often the question will be, "Where does the power lie?" There has to be some center of control. There has to be someone who has a larger voice than another; someone who makes the ultimate decisions. In any structure you have to have that. I think a lot of people come into ICANN grasping at that, "Well, there's got to be an ultimate answer or person?"

Of course there does. We have to reach consensus within the individual communities. It's up to them to reach consensus on a particular policy, or topic, or decision or discussion, and to bring that up to the Board. The reason that we have, like most corporations, the rotating Board seats, and the reason that we have NomCom... NomCom goes out to find members of the community who may not have any knowledge of ICANN at all, but they have the right sensibility, the right attributes, to come onto a Board and make educated and fair decisions based on what's come up from the community.

It's built consensus amongst the community and then brought to the Board. I struggle with the word "power" when you come to something like ICANN, because everything comes bottom-up and from the community, and then we, as staff, implement, and the Board in-between. I think it's a really important thing. There is a diverse Board to make the best decision possible based on the information that they have



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available. But it's about the remit of ICANN. Is it important? Is it right for ICANN?

One interesting thing, since I've been here, to have witnessed over a series of years was .xxx. It was a really interesting decision, and yet it wasn't, in that we had a rotating Board throughout many of the discussions on .xxx. There were many people that heard, "Why should .xxx become a top-level domain?" What it really came down to was it was about what it is that makes it correct? To be a top-level domain, what do you need to be, what do you need to do?

The Board had to make a decision not based on their personal opinions, but based on actual information of what was right per ICANN bylaws, per what we stand for for our remit for competition and choice. Those are the kinds of things we struggle with, and that the Board struggles with. These are not individual decisions. These are decisions that are made by a team of people that have to look at the content put in front of them, and by the bylaws of ICANN – whether this works for security and stability, the DNS, and for competition and choice. Nigel?

NIGEL HICKSON:

Let me just add one point to this discussion. I think it was an excellent question. You've got a whole week ahead of you, so you don't want to cover everything on the first morning, but this gets to the essence of the multistakeholder approach, which is a term that we'll use. The multistakeholder approach is, in essence, what ICANN does, it's how it operates. It's a process. It's a process that's quite difficult, actually, when you analyze it. I always try and think back to processes I've been involved in before.



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In governments – and some of you are from governments – how do governments make decisions? Ultimately governments make decisions. That’s what we expect governments to do; make decisions. They make decisions through different ways. They might make a decision at a cabinet meeting, at a group of ministers together, and say, “Yes, this country needs to do X, Y or Z.” Or they may consult, they might put out a paper, they might ask their citizens what they think of a certain issue and then make a decision.

They might form a Working Group. They might have a conference. There are lots of different ways in getting advice to make decisions. ICANN has a particular way of doing it through this multistakeholder approach, through these different groups. As Janie says, .xxx was a point in time. We’ve got another issue at the moment that’s being looked at by the Board, and that’s this issue of .amazon.

In the new gTLD space there were lots of applications. Applications were for geographical places – .london, .paris, .brussels, etcetera. Applications were for generic names like music, or news, or sex or... I don’t know why I always say that. Something like that... There were brand names. Lots of brand names. Shell, BBC, KPMG, and Amazon. Amazon the company said, “Yes, we’ll have a brand name; like the BBC, like Shell, like Microsoft,” like other brands that wanted their own gTLD.

But of course, Amazon is more than Amazon. Amazon is a company, obviously, we all use Amazon. Well, we don’t all use it, but some of us use it I suppose. But it’s also obviously a geographical area. It’s an important river. It’s an important cultural identity. It has many other cultural associations to it. The governments under this gTLD program





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that ICANN has introduced, had a set responsibility under the terms of the gTLD program to give advice on names, if they so wished.

Now, they didn't give advice on every single name. It would have taken them all day. But there were certain names where, collectively the governments thought, "Well, we don't think it's necessarily such a good idea to have this name go forward," or, "If this name goes forward we think there should be some conditions to this name." The GAC have given advice, often very sophisticated advice to the ICANN Board. The ICANN Board has to listen, as Janice said, and has to decide on the basis of that advice.

But they also have to decide on the basis of other advice that they might be getting from the ICANN constituency, and also with respect to the bylaws and everything else. So the Board has a tremendous responsibility to weigh the different areas of advice they're getting, and they have to do that on .amazon. They have to do that on a number of other issues. So this is the essence of the multistakeholder approach. Someone has to take a decision in the end, but everyone is involved in that process before decisions are involved.

ANTHONY NIGANI:

Hello, I'm Anthony [Nigani? 01:51:38] and I'm one of the mentees in the program. My question is – it might be twofold or multifold, but it talks about users – within my community our philosophy is, when we plan and talk we're planning for seven generations. Now, Nigel talked about the UTI, which is 150 years old, which is, technically, seven generations. So we can see within the process that can exist. When I'm listening to



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everyone talk, and reading the information, I'm starting to see that the largest user group seems to be left out.

It's left out maybe because of policy. Maybe because of legality. That group are children and youth. Children and youth. These are the group of people that are actually growing up in this ecosystem. They may have a perspective that can be added to the policy makers or whatever it may be. Is there a process put in place to be able to gather their perspective when it comes to the governance of the Internet? Because they will be the future leaders, and if they understand at a younger age what's going on, then they are better prepared to lead into tomorrow. Thank you.

KUEK YU-CHUANG:

Thank you for your question. That's really interesting. There is initiative called NextGen@ICANN, which was previously called Youth@ICANN. Actually they're holding a week full of meetings. There is this blog post on the ICANN website. You go to [blog.icann.org](http://blog.icann.org) and there is this blog post that was written by the APAC Team called "Countdown to ICANN 49". So they do mention this initiative, and there are links to their website so you might want to access their website.

They have this agenda while in Singapore, so you might want to look at their agenda and see what they're up to. Can you just speak into the mic please?

ANTHONY NIGANI:

The only thing I didn't see in that was "children".



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MATT ASHTIANI: I'm sorry to interrupt you. Can I please remind all participants to state their name before speaking, and please speak slowly.

ANTHONY NIGANI: Okay. The only think I didn't see in that documentation was "children". I'm looking at those that are nine, eight, seven. Those that the Internet is just inherently part of their lives. So they have a perspective, but how do we grasp that perspective?

KUEK YU-CHUANG: Okay, so coming to my second point, we have an initiative within the GSE Team that is actually targeting academia and youth. We're engaging with universities, we're engaging with students, with academics, and it could even go as far as actually engaging with schools and school students. That is part of our strategy and we're all working on it actually, so thank you for the note.

SAVENACA VOCEA: Can we take it to Calvin who's back there? Maybe he wants to talk about the Next Generation Youth Forum?

CALVIN: Hi everyone. I'm Calvin. I'm ICANN. I'm [inaudible 01:55:00] outreach and public responsibility. Actually, with us here, it's a budding group of 20-30 youth delegates. The NextGen@ICANN is a week-long program that runs alongside ICANN. These folks will actually sit throughout the week-long ICANN. They'll immerse themselves in discussions and get



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themselves confused. This will come late on the Thursday session, a public session, where they will have a model Board meeting.

That's happening at 10:00 am on Thursday. You're free to join us and see what the youths have to say about ICANN and about Internet governance and what have you.

SAVENACA VOCEA:

I think if we can ask them to please stand up, we should applaud them for coming to the ICANN meeting. [applause] I know in the last... The Beijing meeting, we had some youths that turned up just before the ICANN meeting. They were having something in parallel, but it's great to see that now they're part of the actual ICANN program, and perhaps in the future, when we do have ICANN meetings in the other regions, we could replicate this and bring in more youths from that region.

DAVID:

Hi everyone. I'm David from .asia. [inaudible 01:56:22], which is the Fellowship Program for .asia. NetMission is the program that encourages more youth to engage in the Internet governance discussion. Yes, last year we organized the other program, which was the Children and Youth Forum in ICANN, to engage more youth and children in the discussion for the policies. Maybe you guys can also share with [inaudible 01:56:47] in a little time and they can share postcards with you guys.

Please come to our sessions for the [01:56:53]. This will be on Thursday. Also go to our website, which is [www.ngi.asia](http://www.ngi.asia), to check up with us. We also have a Facebook account. You can just keep a check on us. The



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other thing is, I agree that the situation for children to participate is a big difference. There needs to be more engagement for not only youth, but also children themselves. NetMission is doing something like engaging the younger generation into the discussion.

But we very much appreciate that the AP hub for ICANN has cooperated with NetMission to organize this program. We'll see to engage more youth and the younger generation in the future into ICANN discussions. Thank you.

AUDIENCE MEMBER:

Hi, my name is [Raul Tanavatu? 01:57:49] from Telecom Papua New Guinea. I first wanted to make a few comments, and if I got the picture wrong from Nigel or Kuek or Save, if you could correct me before I ask my questions...? From the earlier slides I understand that ICANN's primary mandate is the operation of the root zone, of the DNS? That's one. Two, that ICANN does not create policy, but it supports and resources worldwide stakeholders to develop that policy and actually roll it out to the rest of the Internet [other world? 01:58:51].

Number three was, the ITU... I was a bit confused as to how the ICANN GAC and ITU actually collaborate. I'm just a bit confused in that area, because I believe most governments, especially from third-world countries, are very much involved with the ITU, but on the Internet front not as much with ICANN. That brings me to my question. Does ICANN have any plans, or is there anything in place where they have a special interaction with third-world countries, in the area of implementing policies that are developed from these forums?



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Because you can agree and admit that regions such as Europe, Asia and in fact Africa, are quite advanced in the operation of the DNS and the Internet in those particular regions. Whereas other third-world countries are not as much. So does ICANN have a special thing for countries that are not up to date with what's actually happening out there? Because just to close off, I can say that every country has a government and a government has resources.

Everybody in the country pays taxes, so obviously the government has the ability to implement a policy and roll it out, [inaudible 02:00:51] infrastructures to where they should be at a global level. That's my question. Thank you very much.

SAVENACA VOCEA:

Just on the clarification for the root server, ICANN operates the L-root server, but for the Internet as a whole we have the authoritative root server that ICANN coordinates any changes that gets onto the authoritative root server, and then it has to go through this process, where it will use the US Government oversight into determining the changes that are inputted in to the WHOIS database. Then VeriSign, as another party, would also input that into the L-root, where it becomes replicated throughout the other 13 root servers.

So with ICANN managing the L-root, it has this program that it can offer hosting of L-root servers throughout the globe, to replicate the anycast of these root servers in the L-root space. But what it does is, the L-root has a copy of whatever is in the authoritative root, which is [A-root? 01:02:33]. When it comes to the policy development in the developing



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countries, I would say that for the DNS development in the countries, many of it is managed by the ccTLDs.

In my work, when we get to the Pacific, who have some small ccTLDs and maybe some other policies that haven't been changed or developed to move with the times, all we can support them in is to show them that these are the policies that have been developed by other ccTLDs out there. Or we could get them to work with the regional top-level domain communities. Like in the region we have the APTLD. Or just to provide them with information about who they can contact in the region that has very sound policies that they can replicate or work together in.

Also, how they can also develop policies within their own national jurisdiction, and also to share with them that they can come in and join the ccNSO so that they can be fully aware of what's going on in the cc community. I think you had a question about the ITU. I'll give that to Nigel.

NIGEL HICKSON:

Yes, thanks. Your question overall was very interesting indeed. Very thought-provoking. As Save said, a lot of work goes on in the community, and certainly in the developing world, the strategies that ICANN has developed with the community in the Middle East, and in Latin America and Africa, have, I think, been incredibly useful. In terms of the ITU, yes, it's an interesting question. GAC is the Government Advisory Committee of ICANN, so it has no institutional relationship at all with the ITU.



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But of course governments – those same 133 governments that are represented on the GAC – also go and vote at the ITU. Now, I'm not suggesting that it's necessarily the same people, but it's the same governments. One would hope that within a government, whether it's Fred or Joe that's sent to a meeting, so to speak, that there is some coordination at the higher level. This is something that I often talk to, when I talk to government about it.

I say, "You come to ICANN. You debate issues at ICANN. You're involved in this multistakeholder process at ICANN, and yet sometimes at the ITU you talk as if ICANN shouldn't exist." I say that with a certain amount of tongue-in-cheek, but some countries do oppose the ICANN model. There's nothing wrong with that. There's nothing wrong with countries having views on anything, but yes, the governments that are in the GAC obviously also go to the ICANN meetings.

What we're hoping is that by demonstrating that the governments here can have a role in influencing the governance of the Internet... Do you remember what I spoke about before? That if the governments here, through the GAC, can have that influence, which they do have, then the governments will see that this is a legitimate place to discuss Internet governance. This can be a place that governments can feel that they have an involvement in.

SAVENACA VOCEA:

If I can also add, in the region that we're working in, Oceania, of course the ITU does good work in the region in terms of capacity building, providing for broadband policies, working with the regulators in developing the policies for the countries, and also they have capacity





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building meetings that they organize in the regions. Of course, as ICANN GSE staff we take that opportunity to also get to the region, to work closely with the ITU in terms of trying to reach out to those governments that are there

We also try to show that ICANN has these issues that they can talk about, or how the regulators could also work on developing policies that center around the way the Internet is run or managed in their own jurisdiction. So there is coordination and collaboration going on at that level as well, within the regions, when we work with ITU.

JANICE DOUMA LANGE: Thank you Save.

AUDIENCE MEMBER: [Raul? 02:07:41] here again. Thank you for your answers. I'd like to ask if you could excuse my ignorance for the work that ICANN is already doing in the region; especially the regional engagement group. Also I'm sure APRALO's doing a lot of work so thank you for that.

JANICE DOUMA LANGE: Thank you. We really do appreciate the fact you joined into the conversation, all of you that asked questions. That's the whole purpose of today. You get experts here in front of you and ask the questions. Don't shy away from it. We are going to close for this morning. This afternoon at 13:30 we start with a clean deck. We have Rob Hogarth, our Senior Director of Policy. He'll be here to talk to you and answer your questions about the consensus-building policy part of ICANN.



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Kim Davies will be here. Kim is, again, a Senior Director of IANA, so I'm sure that will be an interesting point, if you'd like to bring any of those questions to Kim this afternoon, regarding the IANA function. We'll also have several representatives from the Global Domain Division staff. They'll talk to you a bit about, and answer your questions that have to do with, the new gTLDs, with IDNs, with the registries or the registrars.

Lastly we'll have John Crain. John will be here to talk about the Security, Stability and Resiliency Team; everything from the security of the DNS to cyber-security and everything that we cover. Again, if you want to think of any questions ahead of time and start to think about what's going on in your region, or things that you're excited about to ask, this is a good time to start getting those together.

We'll end the afternoon with a little bit of walk-through of the week, but also an opportunity to sit with some of the alumni from the Fellowship Program who've volunteered their time. They'll tell you a little bit more about what they're involved in in the ccNSO, the GAC, the gNSO, and give you a one-on-one experience, if you'd like, at the end of the day, this afternoon. Thank you all so very much for the morning, and have a great lunch. We'll see you back here at 13:30.

[CHANGE OF TAPE TO NEWCOMER-1-23MAR14-EN]

JANICE DOUMA LANGE: Good afternoon everybody. That's good, I'll take that. I hope everybody got a good lunch and is ready to go. This afternoon, as promised, we have several of our key staff members here to engage you in discussion.



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When we say that we're serious. We'd really like you to come up with the questions and discussion points that you'd like to engage with, with our staff members here, on policy and the IANA function. Our Global Domains Division and Security this afternoon. Without further ado I'd like to introduce Rob Hogarth, who will introduce himself, and start off our session on policy.

ROB HOGARTH:

Thank you Janice. Good afternoon everybody. Welcome back from lunch, I hope it was a good one. As Janice said, I'm Rob Hogarth. My title at ICANN is Senior Director of Policy and Community Engagement. As such, one of the primary areas of my responsibilities is the Policy Team. We're a fairly big team and I'll tell you a little bit about that group towards the end of my remarks.

We'd like to kick off the afternoon session with an overview of one of ICANN's core areas, and that is policy development – the recognition that all of you, your colleagues, the people that you know in the ICANN community, are really the engine of what ICANN truly does in a substantial way. That's, in a bottom-up way, develop policies for governing the work of the DNS, governing the work of ICANN.

So when we look at the overall slide of everything that ICANN does, I like this slide because I see policy right in the middle of it – almost as a lynch pin for a number of the different activities that go on within the community and the organization. We certainly look at ourselves, as members of the Policy Team, as being that glue that focuses a lot of the work of the community and a lot of the work of ICANN in the general activities and issues that we work on.



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What I'd like to do today is share with you the overall philosophy of the approach that ICANN takes to policy development. I'll show you a couple of examples of the types of structures that operate within that policy rubric. I'll talk to you a little bit about what the policies look like, and describe to you a little bit about who the Policy Team is and the type of work that we do. I recognize that many of you are from different communities within ICANN. You bring different perspectives.

Each community has different cultures and different approaches to things, so I'm hopeful that we'll be able to tease some of that out today. How? How do we do policy? There are these four principle approaches that we take from a policy perspective at ICANN. The first critical one is that it's multistakeholder. What does that mean? It means that we've got a variety of different players, interests and perspectives that different members of the community bring.

The ICANN meeting is a very good way to experience that. You see the various tracks and communities with their specific agendas, and there's a real opportunity as a newcomer to observe all of those – to take a little slice of the ccNSO, the gNSO, and that's something we like to recommend for those who are new to the meetings, because it gives you a sense of the different approaches that the different communities take to policy development.

The other critical aspect of course is that policy development is intended to be bottom-up. What does that mean? It means that the processes, the procedures, are designed to enable the beginning of a PDP all the way up to the end. Contribution is not from the Board of Directors, not



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from the senior ICANN staff – that would be top-down – but literally from the bottom up; from the individual members of the community.

There are a couple of different ways that that happens at ICANN. I'll use the gNSO as an example. With the gNSO, any member of the gNSO Council can introduce an issue, problem or concern. There's a very low threshold for discussion and for the ICANN staff to develop an issue report to talk about the issue, and to fully flesh out the issue so that there can be a discussion about whether there's any community interest in moving forward, whether there's significant or specific issues that need to be addressed.

Again, the concept is to make it easy to introduce an issue, to raise a topic, to express a concern. A second major way that policy can be initiated is through an Advisory Committee. An AC, which is providing advice to the Board, can suggest that an activity be reviewed, that a problem be addressed, that an issue be raised. In that context, the Board then directs the specific organization, in this case the gNSO, to take on that policy issue.

So the concept, overall, without getting into the specifics, is that the entry, the participation and the policy effort should take place among the people that know the most, that are most involved with the issues. Not the Board of Directors, not the senior ICANN staff, but the people who are involved in the process, who may be involved in the industry or the community that has a specific concern.

The other two points on this slide are often confused – open and transparent. Those sound pretty similar. The concept of openness is that the PDPs within ICANN are designed to be open to everybody.



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Again, I'll use the gNSO as an example, but it's true of the ccNSO and others as well. In particular, the gNSO is governed by a Working Group model of policy development. If you read the various agendas this week you'll see a lot of references to Working Group, Drafting Teams and other efforts.

The critical component here is that when an issue or idea is realized to the point of there being PDP in a formal way, when a Working Group is formed literally everybody can participate. There's a very open call for volunteers; for people with expertise, a particular passion, a specific interest. So that concept of openness is that people are invited to participate in a very broad sense, for whatever reason or interest they have.

I'll contrast that slightly with the concept of transparency. The idea about transparency, in the context of policy development, is that even if you might not be participating in this open concept of policy development, you might still be interested in what's going on. The example I like to use is that literally every step in a PDP is recorded, is transcribed. If you're on a conference call or in a meeting you know your voice is being recorded, your words are being written down.

So anyone who's not participating in a particular discussion can learn about it, can catch up. Maybe you miss a meeting. Maybe you're coming in halfway through a process that you weren't in the position to participate in before. You can go back and read every email that was a part of that Working Group's efforts. If you want to, you can listen to every recording. There are members of the community who put those



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on their iPods and listen to them on their commutes or plane rides or whatever.

The point being that every step in the PDP should be transparent, should be available for everybody to look at. Ironically, one of our biggest challenges as a community and as a staff is, how do we organize that information in a way that makes it easy for you to learn? Some of you might have looked at the ICANN website or tried to do some research on issues. There's so much information that sometimes that transparency is a challenge. That's something we're constantly trying to look at and solve.

Who? Who's involved in policy at ICANN? The overall general structure is that there are essentially four major organizations who participate in the PDP in a formal way. We've got three SOs. These are the real engines of the community who create policy. There's a policy organization for generic TLDs, the gNSO. You've got a policy community that's responsible for country code policy discussions; the ccNSO. You have the ASO, which focuses on the numbers.

There's a completely separate policy structure in place for the ASO, and a hand-shake working relationship with ICANN. Then you have four ACs who play key roles representing different parts of the overall community. I'll go from the bottom up. The Root Server System Advisory Committee. Those players in our world who operate the root zones. You've got the Security and Stability Advisory Committee.

Those individuals who are the technical experts, the people that know about security and know the DNS backwards and forwards, who dream about the technical aspects of the underlying infrastructure that governs



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all the work that we do. As you see, these are specific areas of capability or expertise that the Board calls on for particular areas of advice. The ACs, as the SOs, all have different operating procedures and approaches.

I could have a two-hour discussion on each one of these groups. We're not going to do that today. If you have interests about any of these particular groups, you should make an effort to attend their meetings, meet some of the people this week, just to introduce yourself or get to know a little bit more. Going up the list, the GAC speaks for itself. It's the representatives from various countries around the world who have interests in the work of ICANN. They provide advice to the Board on a wide range of topics that have particular interest or impacts on people in their worlds.

Then there's the At-Large AC, which is for want of a better word, a catchall. At-Large provides the opportunity for non-governmental organizations, for businesses, for non-commercial players, for just individuals who use the Internet. The At-Large AC oversees all the work that ICANN does with the At-Large community. So a very vibrant community formed of different community groups around the world, who form and come together to talk about particularly issues that affect the users of the Internet.

Very important component of the input to the PDP. That's the "who". We can go to the next slide, Matt. On the next slide I literally just want to put up a visual for you. Again, I could talk for two hours on each one of the policy processes. On the left you have the depiction of the ccNSO PDP. On the right our snake for the gNSO PDP as well. Two important considerations to appreciate, and I purposefully made them somewhat





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blurred so you don't get caught up in the individual aspects of it. Two really important components.

When there is a formal PDP – I'll emphasize this – there's the Working Group concept. The formal coming together of people with a variety of interests to really talk through the issues. Each Working Group is chartered so there's an agreement of what the issue is, what the ultimate goal is for that Working Group, and then a whole set of tools and capabilities for the members of that group to interact and work together – telephone calls, bridges, virtual meeting rooms, meeting facilities at ICANN meeting.

There's in-kind administrative support from secretariat teams to make sure that all the admin aspects of the work get done. So if you're a member of a Working Group you can focus on the substance. You can focus on the real debates and conversations about working to come to some consensus. Working to achieve some agreed-upon outcome that works for as many people as possible.

The other important aspect is that these PDP, in the context to being open and transparent, give a number of separate opportunities for community input into the work. If you accept the fact that policy development is a series of discussions and inputs about a particular issue, then you can immediately begin to see that there are a number of channels of input that can take place.

In the context of policy development, the Working Group is one channel. That's people committing the time, the effort, the conversations to really wrestling with the problem; debating, negotiating, coming to a solution. On the other side of it there's everybody else who either may



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not have the time or particular expertise or passion to work on a particular Working Group, but people have an interest in it.

There's another channel of input called the public comment process, that allows those who aren't directly involved in the work of a Working Group to contribute. We've got an entire public comment process that's set up for people to submit emails written comments, providing their perspective, their point of view, edits to a document, advice that you've gone completely in the wrong direction. Those comment opportunities come up on a fairly regular basis throughout the official PDP.

A Working Group doesn't want to get to the end of a process and then find out they were completely out of touch with the broader community. They may have a preliminary report. They may have an intermediate report. They may have a final report. Most of them do the final report. As a result there are these various opportunities for input; to hear objections, get advice on how to tweak a particular proposal, or otherwise redirect the direction that a particular process is going in.

That's what these visuals are designed to tease out for you. Again, if you're interested in particularly how the ccNSO works or the gNSO, the best approach there is to attend a meeting or two, meet some people, and step gently into the pool as opposed to completely diving in without understanding the ins and outs. Another example from the gNSO perspective – we've got ten-page documents about the procedures from a best practices perspective for how to run a Working Group.

The gNSO and ccNSO PDPs are in the bylaws of ICANN, so you can see the many paragraphs of process that any policy development discussion undergoes. That's very important. One of our philosophies in addition



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to being multistakeholder, bottom-up, open and transparent, is that everybody fully understand what the processes are and that everybody has a full and fair opportunity to participate.

It's very critical that those processes be consistent, so you can rely on the fact that this Working Group six months ago was operating the same as another Working Group today, and that there'll be similar processes six months or two years from now. So it's very important to have that level of consistency. A conversation I had with many people, talking about the policy processes, in many respects, the process is as or more important as the final result of some of these Working Group or PDPs.

Why is that? It's because that's ICANN's legitimacy. That's our legitimacy as a community; knowing that we have standard, fair, clear processes that give everyone the opportunity to participate, that are transparent. So at the end of the day, even if you disagree with the final result, there is an assurance that there has been a fair, open process that allows everybody to participate.

There's a number of us who help support this effort; 24 of us presently. The way we divide up our work depends on the size and scope of each community's efforts. We're across nine countries, five time zones. Members of the team speak 12 different languages, so we have pretty good coverage. Not perfect, but pretty good coverage. Depending on the time of day, one of us is always at work. We like to think we're 24/7. We often joke that we'd like a 25-hour day or an eight-day week.

We also supplement our staff work with various experts, either from the community or who can help us from an operational project basis, organizational basis. The reason for sharing this information with you is



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to underscore the fact that the ICANN Board and senior staff are very committed to providing the resources to support the work of all of you and your colleagues from a PDP perspective.

Why do we do this? Why do we have 24 people and many other colleagues within the ICANN staff helping us? Why is it important to have the structure? Well, from our perspective, in terms of the work that we do, there's three primary goals: helping the community, supporting you, and managing the processes. Again, taking us back to the perspective that when you step forward, volunteer your hard-earned time, brain power and commitments to an issue, we want you to have the assurance that we're providing the support.

We want you to have the assurance that you're getting the tools and help that you need, so that you can only focus on the work itself. I hope you'll see that this week, in terms of the staff who are involved in the various meetings, the maintenance of the agendas for the various Working Groups, Councils, Committees, because that's an important aspect and a clear commitment on ICANN's part to make all of this work. The support piece is very important too.

A PDP alone is almost the end result of a lot of discussions, education, information. You'll hear from a number of my colleagues this afternoon who help in those efforts by providing information and education, by being subject matter experts on particular issues. So it's really not just a commitment from our team, but on the part of ICANN staff as a whole. There's also a great partnership... I see some of you in the room, who I always wonder why you're here when it's a newcomer session, but it's always very welcome.



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There is tremendous input, interest and passion from members of our community on these issues, and we really have a very good partnership between the staff and the community. Particularly the policy staff, to drive these policy development efforts to conclusions – that’s something that we always want to acknowledge and applaud. Finally, taking us back again full circle on the importance of the processes, as a member of the community you can’t know every paragraph and sub-section of a particular group.

It’s our job to know that it’s a 21-day public comment period and then there’s a reply period. “If you want to make a motion you have to do it eight days before the meeting, and please make sure that you publish the notes of the meeting or that we get the transcript of a particular session within 24 hours after the meeting.” These are all very important aspects of our work that we, as staff, take very seriously.

Managing the processes and making sure they’re fair, transparent and work, is a critical element of all of our commitments; not only as community members but as staff as well. That’s just a very general overview of the type of work that we do and contributions that we make. I’ve purposefully... Janice does a very good job of keeping me at a high level in these sorts of presentations.

I’m happy now, or at any time during the week, if you have specific questions about a SO, an AC, you want to talk about a particular public process that’s taking place, a comment form or anything like that, I’m more than happy to spend five minutes, an hour, chatting with you about it. Please don’t be shy to ask questions now or later. This is one



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of the highlights of my week; getting to meet some of you and welcome you to ICANN. Thank you very much.

JANICE DOUMA LANGE: It's never really a surprise to me when people don't ask questions right away when it comes to policy, because it does seem like that world of "What?" One of the most important things here is stressing – Rob did that a couple of minutes ago – the volunteer nature of our work. We often get asked, "Why does it take so long to develop a policy? Why does it take so long to get the response and the answers?" Part of it is because we're demanding this work out of our volunteers, who have day jobs.

They're trying to do their day jobs, as well as doing the very important work of ICANN. We here on staff are facilitating and resourcing that work. The real work comes from the folks who are already on a 7:00 to 18:00 job cycle, trying to fit family time in there somewhere, and then getting this work done. So we're really appreciative as a staff, and very respectful, of the community's time and their investment. Rob?

ROB HOGARTH: To echo that, you're going to hear a lot this week about challenges on community time. I think it's something that we all experience in our professional lives, in all the work that you do outside of the ICANN community. This is a very unique time from ICANN's perspective, in terms of not only the scope but the literal amount of work that's being done. We have a couple of different ways for you to stay updated, with respect to the work that we do.



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We have a monthly policy update, provided in all six UN languages. It's proved to be a useful tool for those who can't stay involved on a weekly basis; who may just check in every other month or so. Please take advantage of that. It's a free subscription. It ends up being about 25-30 pages a month, but it's got a table of contents with anchor links and you can click back and forth and use it to get updated fairly quickly on different things.

I'd certainly encourage you to do that. Right now I think we have around 8,000 subscribers, so clearly there's an interest in it, and we hope that all of you will find it useful as well.

JANICE DOUMA LANGE:

Thanks very much Rob. I see one question back here. As a reminder, this morning Rob helped to point out that all week, when you step to the mic, please always tell us who you are, just so we can have that for the transcript. Thank you.

[MISS MOUYO:]

Hi, I'm [Miss Mouyo? 00:43:53] from Information, Training and Outreach Center for Africa. I wanted to ask how you handle a situation where the various stakeholders do not agree on a certain policy. How do you address that situation? Thank you.

ROB HOGARTH:

Thank you. One of the critical elements of the decision making process is, how do you know when you're done? There are many issues that are quite contentious. The way most of the Working Groups operate is



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using a consensus model. If there is disagreement, the negotiations and discussions continue until eventually everybody gets maybe not completely meeting, but where if it's not to the point that we call "full consensus" then at least substantial consensus.

That's the approach that's taken within the community. Many of you may have heard this metaphor for ICANN, that ICANN is an arena. That carries with it aspects of conflict, fighting and differences of opinion, but candidly that's what we are, right? We're a multistakeholder community with people who come from different perspectives. Some of them are based on money and business. Some of those are based on principles and rights, and not everybody starts in the same place.

Sometimes there's legitimate conflict of point of view and everything else. So the entire process is designed to not move forward, ultimately, until there is that consensus. We as staff – and I think part of your question touches on the facilitation component – are generally there to manage the processes, but one of the things we've been focusing on more recently is experimenting with facilitated discussions.

Basically having somebody who's professionally trained, who can tease out from different perspectives and help people reach common ground. Ultimately we expect there to be conflict. The processes and Rules of Procedure are designed to handle those situations, and ultimately, if there's not consensus achieved through the bottom-up process, unfortunately there will end up being top-down results – whether that's an action by some other body, or ultimately by the ICANN Board of Directors.





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There are some issues that we're still talking about almost 10 or 15 years later because they aren't completely resolved. WHOIS might be an example of that. So there's always the goal; the expectation that consensus will be reached at some point, but there's no guarantee. I hope that answered your question. Thank you.

[MARIO ALAMAN]:

Hello, my name is [Mario Alaman? 00:46:50] and I'm actually asking a question from the perspective of the NGO sector. With regards to the policy-making decision making, which is very important, who has taken the last decision or the last word? Is it the Board of Directors? Is it every Working Group that recommends a Board Director? Or, in case there's a new initiative, is there some part of the Working Group not taking part in this policy making?

Or, if there is the [soup? 00:47:24] group – because I understand in every Working Group there are [soup] groups – are mandatory to take part in every part of an initiative, or if some of them are actually restrained? Thank you.

ROB HOGARTH:

Very good question. Ultimately, if you say, Rob, give me three words, it's Board of Directors. The entire approach is structured so that the ultimate and final decision making is done by the Board of Directors. Now, what feeds that? The SOs, the policy they create, is technically a recommendation to the Board. Based on the procedures as they exist, depending on the vote that came out of the SO, the Board has certain options.



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A very general example is if a policy recommendation is made by the ccNSO or gNSO and it's a super-majority decision, then the ICANN Board needs almost a super-majority to overturn it. So the structure is to give the full sense of the community to the Board, in the form of recommendations, and at least in all the time I've been here, six years, the Board accepts the recommendation.

There might be a contentious issue where the Board says, "Whoa, you guys still need to work on this. We're going to give you more time," but the ultimate arbitrary decision maker is the Board. Again, as we've moved towards this Working Group model of policy development, the challenge has been what to do with anything less than full consensus. What happens if there's not a super-majority or this real groundswell of interest?

Again, it comes down to the Board of Directors, and that's why we work so hard as staff supporting the community, to help manage a process that results in consensus. Again, it's a situation where the Board is not likely to ever go against the consensus of the community. That's just not in the DNA of ICANN. Another question over here?

[ZACH HUSSAYED]:

My name is [Zach Hussayed? 00:49:48] and I'm representing the non-profit sector. I'm from Pakistan. My question is actually about the term "multistakeholder". You've been using this quite a lot, if you go to ITU it's "multistakeholder", if you go to IGF it's "multistakeholder", recently I was at the India ISOC – probably Matt was there – ISOC also "multistakeholder". There is this stakeholder called user, right?



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The users, say for example in the emerging economies or developing economies, like India, for example, there's only 10% using the Internet who are actually connected. They are represented in this multistakeholder model, right? What about the rest of the 90%? Are they being represented at ICANN? If yes, can you tell us something about that? If not, is there anything in the pipeline that ICANN is planning to represent the communities that are unconnected?

ROB HOGARTH:

Thank you. The primary vehicle for those conversations now is the At-Large community; the general term that's used within ICANN, that's managed by the At-Large Advisory Committee. The way that ALAC is set up is that the ALAC is made up of five separate regional At-Large organizations, or RALOs; five different geographic spreads around the world. Within each RALO, each RALO is made up of ALSes - At-Large structures – and it would be useful for you to participate in some of the At-Large activities this week, particularly given your background.

There are active conversations about how does At-Large conduct that outreach? How do more and more people participate? In reality it is a representative structure. For example, an ALS applies to the ALAC for recognition as a formal At-Large structure. There's a wide variety of ALSes that come forward, representing various parts of different communities. It's really been neat over the years to see the At-Large community evolve, because more and more you're seeing precisely what you're referring to.

It's not just people who are using the Internet, or who are registrants, but actually people who are impacted by the businesses that run on the



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Internet, people who are citizens of a country that may be looking to promote a new e-government initiative or something like that. I think it's a very important point for all of us to remember, from an ICANN community perspective, that the ultimate people who are impacted by the work that we do are the end users.

One of the challenges of course is your grandmother, my grandfather, other people, in particular over the last week, how many of you were contacted about IANA and ICANN and things changing? Most of the world doesn't know about the work that we do. What's the right balance to alert people to what's going on at ICANN? To allow them to understand what's going on in the policy process, or just alone what is ICANN doing?

Candidly it's a balance, right? What we're hoping to achieve from a staff perspective is thoughtful, reasoned policy input. If we can have a system where some of the participants in that are representative of, or are very cognoscente of the interests of the end user, then we have what we need. You raised an important point of multistakeholder, do you have a seat at the table, and is that point of view being heard? So I think that built into the system we have that, and there are a number of checks and balances.

I didn't get into the details of the makeup of the various ACs and SOs, but there's a component with the ICANN structure called the Nominating Committee, and one of the jobs of the NomCom is to identify where there may be gaps or opportunities in the structure to bring people in on the Board of Directors, in an SO or AC, who can bring a different perspective. So I think that's another vehicle where folks



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who may not currently be on the internet are getting their perspectives paid attention to.

JANICE DOUMA LANGE: I hate to say this but in respect to time...

ROB HOGARTH: Wow! I've got too many questions this time!

JANICE DOUMA LANGE: You do, it's very impressive, but I do want to respect the other presenters who are coming today, who are already here waiting, and their time. We do need to wrap it up. Can we take one more? I know there's a question over here. I suggest maybe you walk Rob to the door when we move to our next presenter.

AUDIENCE MEMBER: I'm [inaudible 00:54:49], I'm from India. I'm representing NPOC and [TKPF?] in this forum. You have already answered my questions. I have a supplementing question to what you have answered to my previous friend. The question is, how are you wanting to make it more inclusive, when there is a digital divide in the society? If you want to really make it inclusive and really make it meaningful for all the users it's going to impact, how are you going to make it more inclusive?

That's my first question. Number two is that [you have rightly told? 00:55:35] most of the people don't know what ICANN is doing, and how you are going to [inaudible 00:55:42] that problem, because ignorance



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deters the community in being engaged. If I am ignored, I'd never be engaged with the process. Thank you.

ROB HOGARTH:

Thank you. Your question encompasses a variety of challenges that ICANN has, that are being addressed through our policy work in a couple of different ways. The challenge is, you're right, inclusiveness. A term that we loosely throw around within the community and ICANN staff is "outreach". What are the vehicles or the mechanisms for the outreach? How much can we realistically do as a community or as a staff to conduct that outreach?

We've tried to identify different approaches over time. When I shared with you my title I stumbled a bit because I have a newer title than I had six months ago. It's Senior Director of Policy and Community Engagement. One of the areas that we're trying to work on now is making sure that everyone from a staff and community perspective has not only the mindset, but the tools and resources to do more outreach, and to do it in a way that candidly is realistic and practical.

By next week we're not going to have 1,000 new people involved in ICANN. Two years from now we're not likely to have 5,000 new people in ICANN, unless we engage in processes now, unless we start thinking ahead. From a structured standpoint within ICANN there's the capability – and you may appreciate this from the NPOC perspective – NPOC was our newest constituency in the ICANN community in about ten years. Why?



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Because the Board of Directors created a capability and a process by which it was easier for stakeholder groups and constituencies to come into being. Now, that's of group of already interested people. We instituted a pilot program this past year called the Community Regional Outreach Pilot Program, designed to provide some tools and resources to the communities; to expand their outreach, to go to various conferences, to travel to different activities to promote the work of ICANN and what we're doing.

So the answer is it's a collective effort on all of our parts. If ICANN is going to remain a legitimate organization it needs to assure the world that it is truly multistakeholder, that it takes into account the points of view of all the people who are going to be impacted by its work. So we're trying to address it in some structural ways, and in through some operational and organizational ways. We're all completely open, if any of you have ideas about additional programs, additional approaches that can be taken.

One last example is that we have a relatively new GSE Team. Those of you who follow ICANN, and you've met a number of them today, have seen a number of new Regional VPs responsible for stakeholder engagement. They've slowly been hiring people to help them in the various regions to reach out to existing stakeholders, as well as new people. So there's clearly the interest, but it's something that we have to reinforce and identify on an annual basis, as we look at budget, and resources and structures.

So please, any input that you have, or others, would be very welcomed, so that in each ICANN meeting we can fill this room with newcomers,



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and that will literally be a regular occurrence at ICANN meetings.  
Thanks.

JANICE DOUMA LANGE: Thank you very much Rob. [applause] Now I'll ask Kim Davies, who's here with us... Director of Technical Services was the last title I had for you, Kim, and in the evolution of ICANN, if you have another one, please step up to the microphone and let us know.

KIM DAVIES: Hi. As Janice mentioned, I'm Director of Technical Services at ICANN. What that really means is I'm on a small team within ICANN that we call IANA – the Internet Assigned Numbers Authority. You might have heard that the Internet is something that doesn't have any sort of central control, and that is something that's allowed the Internet to prosper and allowed it to be a very effective communication medium. For the large part that's true.

The Internet doesn't have a central coordination or control, and the Internet is successful because people have been able to add to it, connect to it, and grow it into the network that we know of today. That being said, you can imagine the Internet wouldn't be very successful if each one of us could claim our own domain name, our own website, and we didn't coordinate with each other to make sure that only one person is allocated a particular resource.

Say for example I wanted to get Microsoft.com, if I was able to go and grab it and take it for my own, it wouldn't be very useful if some other party could do the same thing and that wasn't guarded against. So at its





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heart, what ICANN is here for, and in particular what IANA is here for, is to globally coordinate Internet identifiers. Now, that doesn't mean controlling the Internet or regulating it, it means making sure that the addresses that we use on the Internet are coordinated in such a way that only one party has access to one at any given time, that they all interoperate, and that they all work successfully around the world.

Each one of you in the room I'm sure has a web address, has an email address, and you expect that to work no matter where you are. When you type in the web address to your website here in Singapore, you expect to get to the same website that you'd get to if you typed in that same web address back home, where you came from. So that interoperability is really at the heart of ensuring that the Internet functions the way that we expect it to.

Let's break that down a little bit. Internet identifiers. Well, we tend to divide the Internet identifiers that we coordinate into three broad categories. The first is what we call the DNS. The system of identifiers that we use for web addresses and a number of other services on the Internet. The DNS involves coordinating a central file that we call the root zone. What this root zone includes is the list of all the TLDs that have been assigned. CcTLDs is part of that.

Every country in the world has at least one ccTLD. For example, Singapore has .sg as its ccTLD. But Singapore also has a number of other domains. It has its country name written in Chinese, for example. So there is about 285 ccTLDs as of today, off the top of my head. We also have gTLDs. These include .com, .net, .edu, which have been around for



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a long time, but also include hundreds of new gTLDs that we're adding literally as we speak. We're adding new gTLDs every day.

We added .london to the DNS at around 3:00 this morning. There's a constant evolution of this DNS and of TLDs. Coordination of that high-level list of TLDs is part of the remit of what we're coordinating for Internet identifiers. Another kind of Internet identifier is what we call IP addresses. Every computer on the Internet has its own unique address. The way the Internet functions is that to send information between computers, these unique identifiers are used to ensure the data transmission ends up at the right place.

Generally, as a user of the internet, you wouldn't see what an IP address is. The DNS has done a good job of hiding that complexity from you, but underneath the covers, your computer and every computer on the Internet is assigned an IP address. If we dig even deeper there's actually hundreds of different identifiers that your computer uses to successfully use the Internet. For example, when you send a file attachment to someone, how does the computer at one end know that that file attachment is a music file, a PDF or some other kind of content?

Well, there's a registry of all the different kinds of content that can be in a file – something that we call a media type. That registry of different file types is something that we maintain. Again, that's not something that you would see necessarily, as a user of a computer, but nonetheless something that needs to be coordinated globally to ensure that it works correctly.

Another kind of protocol registry is what we call port numbers. The Internet is not just websites. We have all sorts of different protocols.



We have emails, we have Skype doing voice calls – there's hundreds of different applications that we can use on the Internet, beyond the web. How does your computer know that the transmission it just received is an email, a web page, or something else? The way it does it is it tags every piece of information that comes to it with a port number, and this port number helps it understand what kind of communication it just received.

So there's many more things like this that you might not immediately think of, but if they weren't coordinated the Internet just wouldn't work. This is what we mean when we talk about unique identifiers that ICANN is required to coordinate. One other interesting function that I think is worth noting is what we call the time zone database. Based here, we're in a particular time zone, and perhaps many of you, your phone or computer was able to determine, once you told it you were in Singapore, it was able to adjust the time zone to make sure all the dates and times in your calendar appeared correctly.

The way it does that is it actually has a file that lists all the different time zones around the world. It has rules about when daylight saving time begins and ends... This is all stored in a database that's also maintained by ICANN, called the Time Zone Database. Again, all these are small little pieces to the puzzle, that ensures the Internet interoperates in an appropriate way.

Just to drill down a little bit into the domain name services. The DNS is a huge system. There are many different companies that manage different parts of it. What we don't do within ICANN, in the IANA department, is manage all of it. We're just responsible for a few key



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pieces of it, that are essential to its operation. Most importantly is that root zone. It's the file that contains the list of all the TLDs that have been issued. In turn, for each one of those TLDs it gets assigned to another registry. That registry is then responsible for further management of that domain.

So on this slide we have .com, .uk, .nz. Each one of those has a different operator. In turn, those operators – something we call a registry – will then issue domains underneath those. Our job within the IANA is to receive requests for assigning these TLDs. We make sure that whatever request we receive is in compliance with policy. If it is in compliance with policy we then establish a technical relationship with the company that's running that, and then we enter it into this root zone file.

We then do the day-to-day maintenance to ensure that domain continues to function. I mentioned IP addresses; those unique numbers that are assigned to computers on the Internet. There are two kinds that we tend to use right now. We call them IPv4 and IPv6. IPv4 is the predominant numbering system used on the Internet today. It's been around since 1983. The problem with IPv6 is that there's only about four billion numbers.

Sounds like a lot, but with six or seven billion people on the planet, you can do the math and realize that as Internet penetration increases and increases, that number is rapidly running out. There's going to be more than four billion devices on the Internet, and that's not sufficient for need. So in the 1990s a new, much larger numbering system was developed, called IPv6. IPv6 runs in parallel to IPv4 and provides a lot



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more address space, so that growth of the Internet can continue, without being limited by that four billion number.

Another kind of number that we manage, that you've probably not heard of, is what we call autonomous system numbers. You can think of this as a postcode that we assign to ISPs. ISPs don't track every single IP address in the world. It would be a phenomenally large list, so instead of doing that, each ISP is assigned a single number, that we call an AS number. They exchange these AS numbers instead of exchanging IP addresses.

I mentioned a little bit about all those other protocol registries; those media types, port numbers and so on. There are hundreds of these. The end user of the Internet is probably not aware that they exist, and that's perfectly fine – that's the way it's designed to work. We manage these in cooperation with the Internet Engineering Task Force. What the IETF does is they're the primary standards body for creating technical protocols on the Internet.

The commands that computers need to run in order to send an email, or transmit a web page, these are developed within the IETF that creates those technical standards. Once those technical standards are developed they then coordinate with us to ensure that those registries are established that are required to support the protocol. Rather than go through them, you can look at the IANA website and see the list of all of those if you're so inclined.

So that's the end of my slide deck, but just to summarize a little bit, IANA is really why ICANN exists. That's perhaps a bit of a provocative statement, but the IANA was created prior to ICANN, in fact prior to



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almost every other Internet organization that was out there. It was created in the 1970s by the academics that were inventing the Internet at the time. They recognized that for the Internet to work there needed to be central coordination of those numbers that are used on the Internet.

Over time, as the Internet grew, the IANA function was maintained within the academic sector, but in the 1990s there was a recognition that the Internet is huge, it's becoming commercialized, there are stakeholders from all over the world that need to participate in how this is coordinated, and that was really the genesis for why ICANN was created. In fact, before ICANN had its name it was referred to as the "new IANA". So there's going to be a lot of discussion this week about continuing the oversight of IANA.

The US Government has played a role in overseeing IANA as well. Without preempting that discussion, really what IANA is about is coordinating these names and numbers on a technical level. I think it's just useful to keep that in mind as you go into the discussions this week about why the IANA exists. Focus on how we can do our jobs well and better and be accountable to you, in assigning these names and numbers in a way that meets the needs of your communities. Hopefully that's a brief introduction, but I know there are questions, so I'll be happy to dive into those.

JANICE DOUMA LANGE: Or not. You may have stunned them into silence. Right here?



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[CHEN CHI]: My name's [Chen Chi? 01:14:06], I'm from China. Is it correct to characterize that IANA is a technical department. The ICANN make policy decisions and then IANA translates the policy decision into technical directives? Then you also have to send the directive to the maintainers of the root zone, like VeriSign? But the US Government is then in the middle. Is that a correct characterization for now?

KIM DAVIES: Yes, for the most part. It's slightly simplified but that's in essence what happened. We just had Rob talk about the policy-making functions of ICANN. IANA is not its own separate organization, it's a department with ICANN. But we have a technical mandate. We don't create policy. We're here to basically be the record keepers. We receive requests to add and remove records and we look at the policies that govern those records. You could come to us and say, "I want this top-level domain." We would look at the policy to see if you were eligible. If you wanted a gTLD that would involve, "Have you gone through the gTLD application process?" If you wanted a ccTLD it would involve making sure you were an appropriate representative of the country and so on.

We would then update our records based on the request, making sure that it aligns with policy. In the very unique case of the root zone there are other players involved. As you mentioned, there is a process by which it goes to the US Government for authorization. Following authorization it then goes to VeriSign, who do the publication process of the root zone, which is then in turn sent to 12 organizations that run what we call the root servers, which ultimately make it appear on the internet.



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JANICE DOUMA LANGE: Any other questions?

AUDIENCE MEMBER: Hello. I wanted to ask a question in French. Please be prepared. My name is [inaudible Pasqual? 01:16:53]. I wanted to know, at the beginning of March the NTIA announced that there would be a transfer of some of its activities to IANA. What I wanted to know is how is this going to happen? What will be the impact of this announcement on the way that IANA is going to work, and what is the relationship between the activities of IANA and the American Government, especially as it relates to the NTIA? Thank you.

KIM DAVIES: I missed the first half of that question but I think I know the part I missed. The IANA functions have been overseen by a contract between ICANN and the US Government for the last 15 years. This is essentially an oversight contract. The US Government allows us to perform the IANA functions within a certain framework. That framework involves us reporting to them the job we're doing, and it also has certain requirements such as where to implement policy that's been agreed by the multistakeholder community here.

The announcement that the US Government made about a week ago now, that they're inviting the community to develop a new oversight framework for the IANA functions, to possibly replace the US Government's role... The takeaway is it doesn't change the way the IANA functions are being performed at all right now. It's starting a





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dialogue about what is the correct evolution of the oversight mechanism of IANA. My takeaway is, for me as IANA staff and our team, we're doing our job the same way today as we did last week, as we did last month, and we'll continue to do so.

In the coming year or two we may have new accountability mechanisms, we may have different ways of reporting to the community, but I suspect fundamentally, the way we do our day-to-day job will remain the same. It's unlikely, as a user of IANA services, that the way we deliver service will change in any significant manner. I encourage you to think about how you, as the community, would like to oversee the IANA functions and what would be an appropriate mechanism to do that with.

AUDIENCE MEMBER:

[inaudible 01:20:05]. I understand IANA is a branch of ICANN that takes care of the TLDs, and the registries have to take over at a certain stage. I wanted to find out, is there some form of control or code of conduct that the registries have to adhere to, or are they are allowed to operate any way they feel like?

KIM DAVIES:

There's broadly two types of TLDs. There are the ccTLDs and there are gTLDs. For gTLDs it's relatively straightforward. ICANN has a set of policies that the registries are required to adhere to. These are policies that are developed at these meetings, and ICANN enforces those by contract. So to run a gTLD you execute a contract with ICANN and that contract spells out all the things you're obligated to do.



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If for some reason you're not doing them satisfactorily, there's a Contractual Compliance Department within ICANN that comes to agreement about how to remedy the situation. When it comes to ccTLDs it's quite different. One of the fundamental principles is that country codes belong to their countries. They're not something that ICANN is very involved in. Really in essence there, each country needs to come up with its own set of rules and criteria about how their own country code is run.

In terms of how IANA processes country code requests, in answer to your question, we don't really monitor how country codes are operated. We leave it to the individual countries to decide how they do so. In essence, countries should be devising their own accountability mechanisms within their country. Most countries have laws or regulations that govern how their country code is operated. They have local organizations much like ICANN, but at a local level, that govern how their country codes are operated.

So we really defer that kind of oversight to within the countries to manage. It's quite a unique governance model. I don't know anything quite comparable, but as opposed to many of the other things that ICANN does, there's no global policy when it comes to how individual country codes are operated. Does that answer your question?

AUDIENCE MEMBER:

How is the IANA contract that ICANN signs with the IANA different from the Affirmation of Commitment Contract?



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**KIM DAVIES:** I think in summary it's quite different. The IANA functions are a specific technical function of ICANN's. It deals with very specific roles that we play. It's online, you can read it. It's not a secret by any means. It really governs how very specific technical functions are performed. The AOC on the other hand broadly talks about all of ICANN and how is to evolve its multistakeholder model. So they add two different layers. I could go into a lot more detail. I'm happy to do so to you directly, but in essence I'd say they're really trying to target two different parts of ICANN's operation.

**AUDIENCE MEMBER:** My name is [Boukala Fowley? 01:24:28]. Sorry, I'm getting some things mixed up with IANA and ICANN. initially you said that IANA had been in existence before ICANN came to be, but from the look of this, IANA is now really [knitted 01:24:34] into ICANN as a small body now. Is it because ICANN is open for public contributions, or...? [inaudible 01:24:42] IANA is more technical? [inaudible] into ICANN per stakeholder engagement, or ICANN is owned by IANA as a body?

**KIM DAVIES:** I know it's confusing. IANA is not a separate organization and it never has been. It's just that it's a name that's stuck for this central coordination of the technical identifiers. If we go back 20 or 30 years, when the Internet was really first being created, the IANA name first started to appear and it was really being run by academics; people in universities. There was a man called Jon Postel and he was really the IANA for a long period of time.



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Jon worked at several universities; ultimately at the University of Southern California. If you're wondering why ICANN is based in Los Angeles, that's the reason. Prior to ICANN, this IANA function was being run in Los Angeles at a university. In the mid-90s there was a recognition that... There was more than just universities participating in the Internet at this time. There were non-profits, companies, all sorts of actors.

So ICANN was created to be this multistakeholder forum to firstly govern how IANA was run, but also do a lot of other things that we've come to know; like accredit registrars, oversee expansion of the DNS, and so on. So ICANN has many responsibilities, of which IANA is one, but it's just a piece of ICANN's operations. In answer to your question, IANA's never been its own thing, but it is something that ICANN has now been operating for the last 15 years.

In terms of the structure of ICANN I can say that we're a Department within ICANN. We have our own little corner in the office, and we have a team of about eight or ten people that perform the IANA functions.

AUDIENCE MEMBER:

You said that ICANN operates IANA. The basis of the contract between ICANN and the US Department of Commerce... The contract expires, like every three years you have to renew it. So does it logically say that even theoretically only, that the US Government could withdraw the contract to reallocate the IANA authority into another organization, even if they [weren't true? 01:27:43] to do that?



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Ten days ago, America decided to ask ICANN to perform a proposal to internationalize this IANA authority. Does that mean that the US have decided to give up their authority on this IANA authority? They are basically my two questions.

KIM DAVIES:

Theoretically, under the current oversight arrangement, yes. There is an IANA contract that's valid for a certain period. At the end of that period the US Government may choose to give that contract to some other party. That being said, as you identified, last week the US Government signaled its intention to get out of the business of issuing this contract at all.

So following a successful process within this community to define a new oversight model, if an acceptable model can be found, they've signaled this intention to basically end this contract and walk away. I don't want to characterize what they've said for the, but that's the opportunity that the multistakeholder community has right now – to come up with a better model to replace the model of having a contract-based oversight by the US Government.

JANICE DOUMA LANGE:

Kim, we're going to take one more question. All the way in the back?

[BRAM]:

Thank you. I'm [Bram? 01:29:24] I think you've answered part of my question, which he asked, but I just wanted to... You said IANA's been operating the same and it will still continue, even though there's been



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this announcement by the US Government to [waive a? 01:29:43] oversight into IANA activities. I just wanted to find out...

There's been a lot of comments and excitement from other countries when the UN Government announced that announcement, so what I wanted to find out was it looks like people are happy. What effect will it bring to the Internet governance issues when the US Government stops their oversight over your day-to-day jobs? Thank you very much.

KIM DAVIES:

I'm not sure I fully captured your question, but I would say that the day-to-day job of IANA right now is we receive multiple requests per day from all manner of people across the community – domain registries, software engineers that are developing new Internet tools, ISPs that need IP addresses and so on. We receive these requests every day. Our staff review these requests, they review our policies and they issue registrations as a result.

Irrespective of this discussion, I don't see that changing in any fundamental way. That's going to continue the way it is today. Really this discussion about the US Government role and so on is about oversight. It's about how can the community be confident that IANA is doing its job correctly? How can the community have the correct reportings so that they know we're doing our job well, we're doing it in a timely fashion, we're doing it in an accurate fashion? And so on.

This is my take from where I sit, but this is a very important discussion to have, but will it change fundamentally the way IANA executes its role? I don't believe that's what's envisaged. We're quite proud of our record



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of doing the IANA job, almost under the radar. One thing we joke around about at the office is a sign that IANA has done its job well is that people don't know we've done it at all.

That's the nature of the job, that the normal end user of the Internet doesn't need to know we exist, as long as the Internet works and things they want to get to work, they don't need to know that there's this thing called the IANA and it does its job. It's only when we mess up that people hear about us. So the less people hear about us the better. Obviously there's oversight and there's a community of people here at the meeting this week who are particularly interested in Internet governance and unique identifiers.

We need to be accountable to that community. As a team we expect that in the coming years we intend to keep doing what we've been doing in previous years, which is providing service uncontentiously day in, day out, following the policies that the community has set for u.

JANICE DOUMA LANGE:

Kim, thank you very much. As we've said before, if this starts to ruminate and you start to think about this and come up with another question, we are here all week. As staff we are here to respond to the community, so it's our job to be here and be ready to answer questions and help you understand all that we do. Please stop by the ICANN booth if you think of it later, and we'll make sure that we get you in touch with Kim for any other questions. Thank you so very much.

I feel like calling a stretch break. When I was teaching and the third-graders would start looking at me cross-eyed I'd be like, "Everybody out,



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let's stretch!" You can do that if you'd like to. We'll let you. Now we're going to talk about the DNS services. We have with us [Any Mashita? 01:34:07] from... Oh, and Caitlin. Come on up, gang! Gosh, they're multiplying. They heard what a great group this was and they couldn't wait to get here.

We do have several members of our DNS Services. They work with the GDD, the Global Domain Division, and the Compliance Team as well. Guys, go ahead and start. If you'd just introduce yourselves and the function that you have at ICANN? Then we have the first slide up for you.

HAN CHUAN LEE:

Good afternoon everybody. My name is Han Chuan. I'm from the Registry Services Team in ICANN. As you can see on the screen, what's in red, I'm from the DNS Services. I have two great ladies beside me, and they're from the Registry Services and Registrar Services as well. We'll talk about their functions later. When we talk about services the question is who are we servicing? We service the contracted parties of ICANN, namely the registries and registrars.

What kind of services do we provide to them? As you can see from this picture in front of you, it starts from the left where you have the multistakeholder model and the community-driven policies. We basically take the policy that the community has developed and we look into the implementations of this policy into what we know as the services or products to the contracted parties of ICANN.





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We look at what kind of processes are needed to be developed; what kind of systems we need to build so as to support the services, and look at how we can provide these services to our contracted parties, which is the registries and registrars. So there is a bit of coordination work that's happening there. Let me go into compliance. We are looking to ensure that the contracts we've signed with our contracted parties are enforceable. This is where the compliance table that you see on the screen there comes into play.

Now we'll look at what kind of relationship we have in the entire ecosystem. On the top-most part of the diagram you see ICANN and two arrows joining to the left the registry agreement and to the right the Registrar Accreditation Agreement, or what we term the RAA. So what kind of relationship does ICANN have with its contracted parties, the registrar, or the kind of contracts we've signed with these parties? Inside the RAA it spells out what kind of obligations the registries or registrars have to perform under the contract.

This is where we manage the registries and registrars. It's all based on contracts. Further down the line, let's look at the left-hand side. After the Registry Agreement of course you have... The RA is signed with the registry operator. The registry operator will also sign contracts with the other providers, like the data escrow provider. Sometimes they don't run their own registry systems so they'll have a Registry Service Provider Agreement as well.

You'll see the relationship can get many layers down the line from ICANN. If you look at it in terms of contractual relationship, we only have one directly with the registry. On the right-hand side, the RAA, is



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the same thing. You'll notice there are two lines joining the registry and registrar, which is the Registry/Registrar Agreement. Before the Registrar can sell a TLD of a registry, they have to sign an agreement between the two of them so that they have contracted obligations between these two parties as well.

Down the line you'll see you have the registrars, and note that that registrar also has a contractual relationship with people who buy a domain name, the registrant, the Internet user. When you buy a name from the registrar you are signing an agreement with the registrar, so you have to be aware of what you're signing with the registrar. That's an obligation that the registrar has on you, and that's an obligation you have on the registrar. It's all bound by contracts.

The registrar may also have a contract with a reseller downstream. Basically they resell whatever the registrar is reselling. How should we look at this relationship? Think of it this way. We all have phones, right? Think of Apple as the registry. They sell Apple phones, Samsung sell Samsung phones. Think of the manufacturer as the registry. They only sell Apple iPhones or Samsung Galaxy phones, right? Who will be the registrar? The registrar in this case will be people like the ISPs.

The ISPs will have a contract with the phone manufacturer to say, "I want to sell your phones." So the ISP may have a contract with Apple and Samsung, to say, "I will sell both Samsung phones and also Apple phones." That's where the registrar comes into play. You as a registrant will then go to the ISP and say, "I'll buy a phone and at the same time I'll buy a line." Sometimes we do not go directly to the ISPs or to the mobile operators to get our mobile phones, right? We go to a shop or



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we buy it online. These are resellers of parties that have a contract with Apple or Samsung, and they get it from there. So think of the relationship as a manufacturer, an authorized agent, and then you have the retailers, which are the resellers. That's where the relationship is being managed in that sense. It's the same thing when you talk about registry, registrar, reseller, registrants. The relationship is more or less... You can think of it in that way. Yes?

JANICE DOUMA LANGE:

I just want to break in here and say to all of you, seven years at ICANN and what we're talking about here in this diagram is probably one of the most complicated things for me to have gotten through my head; this and DNSSEC. When the light bulb finally goes off about either one of those, you feel like it's this huge achievement – like, "Oh my gosh, I finally got it. I can talk to other people in the staff room with some level of intelligence."

So when you get this first pass of this information, don't be feeling like you're the only one in the room saying, "What?" This diagram I actually found on someone else's PowerPoint and I grabbed it because I thought, "This is one of the most clear diagrams I have seen in my seven years that talks about these relationships." I just wanted to stop a minute because I can see on some faces, "Wow!" You should feel that way, but then again you shouldn't.

I think it was stated very well. It's about contracts and it's about relationships. ICANN strives to have excellent relationships. It's a really important word for us. Whether it's with governments, registries or registrars, registrants. What we're talking about here is really



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understanding ICANN's role in all of this. As we keep talking about ICANN's role and Internet governance and the Internet ecosystem, it's really important that all of you leave with a basic understanding, and clear up any misunderstandings, about our role.

So this slide set is on the ICANN website within this slide deck. It's a great one to play off of to ask further questions during the week. There will be registry and registrar sessions on Tuesday, constituency day, and these folks will be there, amongst others. Let this sink in, and think about the words contracts, ICANN, registries, registrars, registrants. I am so proud of myself, I have to tell you! That took a really long time! Clear your head. It's a lot of information. You have all week to get back and start to ask questions about it as we go along.

HAN CHUAN LEE:

Thank you. What this registry... You have up there the definition of what a registry is. The first point, we talk about an authoritative master database of all registered domain names. Think back to... My example is you have a manufacturer, right? They need to track how many products they actually made and sold. They need to have their own inventory of, "I've made so many cars this month. These are the cars and the colors," and whatever they make.

It's the same thing with a registry, where they have to keep a database of all the registered domain names that they have registered under them. That's one of the first points; they need to have an inventory. The registry operator runs the database and contract of ICANN, in the sense that they are responsible for running this database. They can outsource it, but the responsibility lies with the registry operator, and



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they do this with a contractual relationship with ICANN. So by contract they have to run this database.

It talks about registrar, but it also generates the zone file [inaudible 01:45:45]. It's a little bit technical in that sense. What is a zone file? Think of a zone file as the Yellow Pages, or a directory of names that maps one entry to another entry. In order to route your traffic... You serve through ICANN's website. How does your ISP or operator know where to fetch this data? It needs to route that traffic through the Internet and find where the data is and bring it back to your laptop.

There's a slide. You're hungry, you're craving for a pizza and you tell your wife, "I'm hungry. Get me a pizza." She looks it up and says, "Okay, this is how I get a pizza." She checks her street directory, she knows how to drive there, gets it, brings it back to you. There's your pizza. In that sense, the computer also needs to know how to navigate the traffic. Do I go by route A, then I go to route B, turn left at route C, then make a right turn at route D. In that sense, the computer needs to know how to get from server to server and machine to machine to route the data.

How does it know how to route the data? Same thing as you check your GPS or your street directory that will tell you how to get there, that zone file also contains information about an IP address, condensed information of what are the name servers of a particular domain name. With this information you are able to know for a particular domain name, like ICANN.org, what is the name server that is responsible for giving the IP address data, the authoritative name server. You ask the authoritative name server, "What is the IP address of www.icann.org?"



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The authoritative name server will tell you that the IP address of [www.icann.org](http://www.icann.org) is this IP address, and then your computer will know, based on that address, how to get this piece of data for you. Just as if I was going to give you my postal code, you know how to come and find me. I give you an IP address, they know how to find you. It's the same kind of analogy. The registry operator will have to generate the zone files that the computers are able to use, to know how to find the websites or email servers, or FTP servers, that are being operated under this TLD. That is also the job of what the registry operator has to do.

What is the New gTLD Program? Surely you've been hearing about the New gTLD Program when you first came here. This New gTLD Program has been developed by the multistakeholder model, which I'm sure has been spoken about before. The Program is making sure that security and stability is taken care of and making sure that there is also innovation.

So what are better ways to make use of the Internet, of these domain names? As some of these registries launch you will find that they have very interesting and innovative ways of running the registries. That's good, because that's what the whole New gTLD Program has to achieve; the new ways that people want to sell domain names that no one has ever done. We also want to give a little bit more choice, so things like internationalized domain names. What are IDNs? Basically it's a domain name that's non-Latin.

What's non-Latin? For example Chinese. You can have a Chinese domain name. You can have domain names in complete Arabic. You do not see an [Arabic.com](http://Arabic.com) or [Chinesedomainname.com](http://Chinesedomainname.com), but really the entire



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string that you see on your browser would be purely in Chinese, or in Arabic, or Cyrillic, etcetera. There are a lot of languages out there. With this New gTLD Program is trying to give consumers more choices.

In some communities out there, where English is not the first language, or where Latin is not your first language, the ability to serve the Internet now in a language that I grew up with, really brings a lot of choice to me. Now it's, "The Internet is not just for those who have a very good command of Latin languages," but to me, as a [Tema? 01:51:15] speaker, I now have more options when it comes to use of the Internet.

This is the largest number of TLDs that we've ever seen, so in the past the largest number was [inaudible 01:51:26] TLDs. We have over 250 ccTLDs. The gTLDs were actually a little bit lower with 22 strings. Now that is no longer the case. We have more than 1,000 new gTLDs that are being launched and delegated. This is a huge, good expansion of the Internet space when it comes to domain names. With such a big expansion, this now also means that you have more competition and choice.

We all know that competition, if done correctly, is actually better for everybody and you get more choice. I'm sure some of you might have heard that, or have personally experienced it. Maybe you've wanted to register a .com name or a .net name and it's like, "Wait, it's not available. It was taken by someone five or ten years ago." It's like, "When is this guy ever going to give it up?" But now with more choices you can go, "Okay, .com might not be my first choice. Maybe something that is more relevant to my business."



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For example, if I sell phones maybe I'll do a .phone, if I sell shoes I'll do a .shoes. It might be a better choice for me than doing a .com. So it gives people more competition and more choice. This is what the New gTLD Program is trying to achieve.

JANICE DOUMA LANGE: That's a great segue over to Caitlin, going from registries and gTLDs to the registrars who sell them all.

CAITLIN TUBERGEN: Hi everyone. My name is Caitlin Tubergen and I work in the Registrar Services Department as the Registrar Relations and Contracts Manager. This slide says, "What is a registrar?" As a very basic example, if I'm an Internet user and I wanted to register a domain name, if I want to register the name Caitlin.com I could register the name through a registrar, and if the name is available the registrar will then reserve the name with the registry, which is what Anne and Han Chuan do.

Registrars have a contractual relationship with ICANN, and that relationship is governed by what's called the Registrar Accreditation Agreement, or the RAA. The registrar also in turn has a contractual relationship with the registries. That would be a registry/registrar agreement. There are all sorts of registrars out there with various business models. There is over 1,000 registrars currently. As Janice said earlier, our department really manages the relationships with the registrars, so I wanted to talk about what that means on a day-to-day basis.





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How can someone become a registrar? There is an application on ICANN's website, and it's not just something where you can, "I want to sell domain names," and you're suddenly an ICANN-accredited registrar. There is a very thorough application that our department will check for quality assurance, to make sure the registrar meets certain financial baselines, they have certain operational and technical capabilities, and they have an understanding of the RAA.

If we ultimately approve that applicant, that applicant would then become an ICANN-accredited registrar and could then start selling domain names. Other things that our department does is we provide a bridge between registrars before they get to our Contractual Compliance Department. If registrars have questions about their RAA or any of our consensus policies. Rob may have talked about these earlier.

When policies come through the PDP and the recommendations are approved by the Board, the policies then go into implementation and our department actually implements those policies. We provide support to registrars to provide them educational tools, to help them understand these policies, what they mean for them, and hoping that they can effectively remain in compliance with the agreements. So we are subject matter experts with the consensus policies.

We provide support in policy implementation, and again we try to support them educationally before they end up at our Contractual Compliance Department. That's about it from me.



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JANICE DOUMA LANGE: I think that's enough. It's really interesting how you just weaved in the start of the afternoon to where we are now, because Rob did set the basis for PDPs, and how we and the multistakeholder model depend on, and are all about the bottom-up policies that then are approved by the Board and then implemented by staff. So you just came all the way around for us with a great example between all this. The other thing for the team here, one of the things that often is talked about, now it's been five years for IDNs, since they've come in. Han was talking about that.

We just wanted to give a little bit of a graphic up here just to show, and bring it back to one of the pillars of ICANN, which is competition and choice. It was alluded to by the team here. It's very important for ICANN to keep up with the growing community and with the needs of the community. It would actually make sense for a global, growing society that we are to serve.

That means not only new gTLDs, which bring about better competition and choice, but also the language, and making sure that we don't just hold to the Latin characters, but we open it to multiple languages. So we just want to give a graphic here that goes back to the root server. In the root we have both the IDN gTLDs and IDN ccTLDs. That's a helpful graphic. The IDN ccTLD process we talked about delegation with Kim, with the IANA function just a bit, and the focus on IANA on the ccTLDs.

I just want to emphasize for those new to the community, that it's not only ccTLDs, but also in your own language, IDN ccTLDs. Gosh, my fingers just want to get through this. The very last slide that we have – and if there are any comments from the panel here, from the DNS services – goes back to what Caitlin was saying about contractual



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compliance. We said that everything with the registries, the registrars and the registrants is about contracts.

With those contracts, there is oversight by our Contractual Compliance Department. This is really for everyone, but we're thinking about the registrant when we're talking about contractual compliance. You, as the end user. If there is a problem with a registry or a registrar, we have to go back and look at the contract. If there is a contract between the registry and the registrar, that's a compliance issue for the registry and the registrar. If there's a compliance issue between a registrar and a registrant, we need to take care of that between those two.

But if there is something between a registrar and ICANN, then we're talking contractual compliance. Between a registry and ICANN, contractual compliance. So contractual compliance is at the end of this whole cycle that we've been talking about, of building policies, implementing policies, our good example here today of policies regarding registrars, registries, and then making sure that the registrants, registrars and registries are all compliant with the contracts that they've signed.

How did I do, gang? Thank you so much. Are there any questions for our panel here? Mya?

[BUNFACE]:

Hello, my name is [Bunface? 02:00:18]. I'd like to know, could you please kindly talk about cyber squatting? What is the policy that regulates cyber squatting? For instance in my country I've seen cases whereby someone sees an opportunity, maybe a political party has such



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a name and then they rush to a registrar to book that name, so that when that political party wants to register the name, they have to look for where to register it. How do you resolve that?

CAITLIN TUBERGEN: I'm sorry, I didn't really understand the question. Can you repeat your question?

[BUNFACE]: Okay. Could you please talk about cyber squatting, whereby you find that a registrant steals someone's domain name, and then they go to register it so that... For example, I think uefa.com, there was a time when there was an incident where by [a Kenyan? 02:01:15] registered it. How do you resolve that?

CAITLIN TUBERGEN: There is a consensus policy called the Uniform Domain Name Dispute Resolution Policy, and if you are a brand owner and someone has cyber squatted your name, you can file a complaint with one of the ICANN-accredited UDRP providers. A couple of those are the National Arbitration Forum, the World Intellectual Property Organization, and there is a clear process on the ICANN website on how to do that. If you have any specific questions about the UDRP you can come and talk to me after and I can give you some more information on that.

JANICE DOUMA LANGE: Is there someone else over here to the right?



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HAN CHUAN LEE: Sorry, if I may just add to that? Under the New gTLD Program there are additional dispute resolution policies that have been developed, one of which is the URS, the Uniformed Rapid Suspension. Under the New gTLD Program there is now more dispute resolution processes that you can use for such cases as well.

[SHOON]: I'm [Shoon? 02:02:42] from Nigeria. My head is spinning right now. Before I get so confused about this whole domain name thing, I'd like to get clarification about a few things. You mentioned something about the authoritative and master. I'd like to confirm, who actually manages the gTLD in terms of, for instance, the .com? Does ICANN contract that out to the registry? If it does, who is the registry that actually manages the gTLD?

The reason why I ask this is ICANN is doing the process of the gTLD. Is it ICANN who actually manages the root zone of the gTLD names? Or do they contract it out to another registry to do? The other question is, in this New gTLD Program, how do you resolve the issues that have to do with language, translation and names. For instance, in my local language, what "goat" means may be different in my local language. The meaning of "goat" may be different if it's translated in English.

How do you resolve when a local dialect, when we apply for a gTLD, is it the English version alone that you accept, or do they apply with any language that they want? The translation of that language, how do you resolve it if it means something else? If it's something else that it meant,



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what if that's actually been taken by another applicant? My third question is on the contract, of course. That is very confusing. I want to get it straight.

Does it mean the following as contracts: registrar and ICANN, registry and registrar, registry and ICANN, and the last one, registrant and registrar. It looks like there are four contracts. Is that correct? Okay, thank you. If that is correct, why do we need so many contracts? It's a lot of work.

JOHN CRAIN:

John Crain. I'm going to be the next speaker. A lot of very complex questions there. I'm going to try and answer the last one first. We have a lot of contracts because lawyers have to be kept busy. As an end user you only have one contract, and that's with the person you do business with. You do business with the registrar. You don't do business directly with the registry, so you're not going to have a contract there. The registrar does business with the registry. There's the contract.

Both the registry and the registrar have business with ICANN. These are business relationships, that's really what they are. Wherever there's a business relationship, that is dictated by contract. No, I'm not a lawyer. I'm going to go backwards. You talked about translation between names. If you have two TLDs with the same meaning in different languages, from a technical standpoint they're actually completely different.

If the same registry was to have both strings, what they would actually want to do – there are technical ways to do this, and we can take it



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offline because it gets very complex – is they would actually map the two names together. There's no real live translation, so to speak, so it's very complex and there are technologies such as things called DNAMES, which allow you to map names in two different DNS zones down the tree.

If I go into that here you're all going to fall asleep. It's extremely complex, but there are mechanisms and those are under discussion. The kinds of technology you can use for that are actually very much in their early phases in the protocol development stage. There are no DNAMES at this time in the root zone. That doesn't actually happen at this moment, but there are technical mechanisms and discussions about how you can do that. So it's a problem that people are aware of, and there's not a clear answer yet as to how we're going to do that.

It's a problem in many countries. For example, between the traditional and simplified Chinese. You're in the same country. They are two very similar strings to someone who doesn't read them, but they could, as a matter of policy, be mapped. Or not. So that's very complex. Come and talk to me later and I will steer you to some people who are more involved in that. The last one is, who runs the registry/root, I believe.

A TLD is responsible for all the technical elements of running... The registry is responsible for the technical elements of running the registry for their specific TLDs. They are contracted to ICANN to do that. That's specifically with gTLDs. CcTLDs are slightly different in the relationship. But whoever is delegated a TLD, they are also given the responsibility for running that. They are running the technical infrastructure. ICANN doesn't run that.



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When it comes to the root zone, which is the level above, ICANN is involved in a multiple of ways, but we're not the only people involved at the technical level. There is an organization called VeriSign that has a contract to generate the root zone part of it. They hold a database. ICANN holds a database. Then there's the operational elements of pushing out the data to the users, so that the queries can be answered. There's a group of organizations called the root server operators. You hear of a root server.

One of my hats is I'm a member of the Root Server System Advisory Committee. In my career I've been responsible for various of the root servers. Those individual organizations run those, so there's no one organization that runs that, but ICANN is the coupling element there that has the relationships with everybody. I'm happy to talk to you off line over a coffee or something and get into details. This could be an extremely long and complex discussion.

JANICE DOUMA LANGE: Was there another question? I know we have one over here.

GEETHA: My name is Geetha. Good afternoon. I have a question that relates to accessibility and affordability for domain names in developing countries, for instance. If I, as an end user, was to buy a domain name in India, I would end up paying an equivalent of anywhere above \$1.5 to \$1. This is difficult for a large percentage of population in India, and I would presume in a lot of other developing countries.





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In my understanding, this has a relationship with the contractual fees, fixed invariable fees, that a registrar would pay to the registry, which would then have an effect on the pricing that a gTLD would have with ICANN. So does ICANN have a recognition of the difficulty that domain name pricing may have in the chain back to the end user? If so, is there any discussion in ICANN about affordability and pricing?

JANICE DOUMA LANGE:

All right, I'll take that hot potato. That's really something for me to go into. I would have to say this, because if I'm sitting on a panel where we're seemingly cautious about our answer, that means our best strategy is to go and find you a best answer. I'm not going to sit here and make one up. When we were doing the gTLD process, prior to accepting applications, when we were creating the gTLD Guidebook, there was a Working Group that was working on how we engage developing nations.

How would we engage those who can't afford to be in the process of putting in an application at \$185,000 a pop. So there was a JAS Working Group that was dedicated to this. It was determined that it would not be implemented in the first round, and I don't know where that is today. I think it's an excellent question and I'd like to get your email address before we go, and we in the panel here will make sure that you get an answer back on that. Thank you. That was a great question. I feel like I'm at "Stump the Panel" right now, but it was a great question.



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[VOUKALA]: Hello. My name is [Voukala 02:13:09]. I have two questions but one has been answered. The second one is, because of the many contracts between ICANN, the registrar, the registrant and all that, if a client is in business with the registrar, let's say the contract between the registrar and ICANN wasn't renewed. What happens to the client? Is there a policy that protects the client from any cut-off with ICANN? Kindly help to explain these things, because I have them muddled up.

CAITLIN TUBERGEN: That's a really good question. In the event that there is a contracted party, like a registrar, who is found to be in breach of their RAA, or the agreement that they have with ICANN, and it comes to the point where ICANN is going to terminate the agreement, we have a procedure called the De-Accredited Registrar Transition Procedure. There are many factors in this procedure and I'm happy to go into more detail with you individually if you're interested, but that procedure was designed with the protection of registrants in mind.

In the event that a registrar does go black or they are terminated by ICANN, we obviously are very cautious and understand that we have to protect the registrants, because you don't want to lose your domain names in the event that there's a bad actor as a registrar. So yes, that's called the De-Accredited Registrar Transition Procedure.

JANICE DOUMA LANGE: Great. Well thank you very much. On your way out, if you wouldn't mind grabbing that email... Is there one more, Mya? Okay, this will be our last one and then we'll move onto John.



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[JANGI]: I'm [Jangi? 02:15:13] from Bangladesh. Lots of rules are in the agreement I just read, but I need to add one bit of information for an agreement between registries and registrars. Are there any rules or, is there any option to promoting new entrepreneurs from developing countries, for registrants to make a business? Is there any agreement between registries or registrars to promoting developing countries' new entrepreneurs to create a business?

JANICE DOUMA LANGE: Anyone can apply to be an ICANN-accredited registrar, from any region, but they do have certain baseline requirements that they have to meet in terms of a financial baseline, technical and operational requirements, and as I mentioned before, an understanding of the RAA and ICANN consensus policy surrounding registrars.

HAN CHUAN LEE: If I may add to your question, actually registries are very keen to sign contracts with registrars, because in order for the registry to sell names, they have to sell it through the registrar. So whether they're a developing country or not, registries are actually very keen to sign up as many registrars as they can, because it means there are more companies out there selling their names.

JANICE DOUMA LANGE: We have one more, Mya?



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[JERSEN]: Hello. My name is [Jersen? 02:17:13]. I may just be making a confusion, but I'd like you to clarify for me please – is there any hierarchy between the registrars and the registries before the ICANN? I see that ICANN is at the top, then we have the registrars and the registries. Is there any hierarchy between these two before ICANN? My next question – the agreement between the registries and the registrars, is it supervised or controlled by ICANN? If we have a conflict coming from this relationship, who is solving this? ICANN?

ANN YAMASHITA: Hi. My name is Ann Yamashita from the Registry Services Team. To answer your first question about the hierarchy, I'm going to give a very broad example so we can understand what that looks like. At the highest level you have ICANN. ICANN has a contract with the registry. Let's take VeriSign.com. You have .com, and then if you go down to the next level, .com will have various vendors like Neustar, GoDaddy, Afiliat... There's a whole bunch of different types of registrars.

From there you have people like myself, like a registrant. Let's say I'm going to get married, so I want my own Annandsoandsowedding.com or something like that. From a hierarchy perspective I just gave a top-down of those relationships that exist, at a very simplified level. I hope from understanding what that looks like, that that example suffices. Was that helpful?

[JERSEN]: It was, thanks.



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ANN YAMASHITA:                    Okay, great. Going back to your second question, would you be able to repeat that one more time? I'm sorry.

[JERSEN]:                            I wanted to know about the agreement between the registrars and the registries. Is it supervised or controlled by ICANN? If a conflict come up from this relationship, does ICANN solve it, or is there another entity solving this?

ANN YAMASHITA:                    There are guidelines in terms of what needs to be part of that agreement, between the registries and the registrars. But truly, the actual contractual agreement goes between the two parties, but the template or baseline of it has to adhere to the various policies that we have in place. If there are any type of issues or concerns, it can be escalated to ICANN, in which then we'd have to go and do further research to see what those issues are, and to determine what the appropriate steps are. Thank you.

JANICE DOUMA LANGE:            Okay, thank you Mya. Thank you all very much. As you can see, this is a very good topic. I think throughout the week, if you need a central place to come and find out the email addresses of our team members, we are open to it. Like we say, it's the whole reason we're here. Stop by at the booth and any one of our folks will be able to get you hooked up with the email address and get some other answers. I think we all could really appreciate the complexity of what seems like a very simple



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diagram, but that it is very complex to understand these relationships, and it's very important to you understanding of ICANN that you do.

So keep the questions coming as far as that goes, another time. We'll let this panel go. Thank you all very much. [applause] Last, but never least, Mr. John Crain. John, do you want a roving mic?

JOHN CRAIN:

You're a hard crowd. Wow, those are some complex questions. Okay, so thanks guys. Good job. My name's John Crain. I've been at ICANN for too long, maybe 14 years or something. I've been involved in the formation of ICANN prior to that. Today my latest title is the Chief Security Stability and Resiliency Officer. It sounds nice when you say it out because you say SSRO. If anybody knows anything about Roman philosophy there was a gentleman called Cicero who unfortunately got his head chopped off. I'm hoping that doesn't happen to me.

So the remit of myself and my group, we're about six people. I took over this job at the end of last year. Didn't really have any staff but we're staffing it up. One of my newest staff members, Carlos, stand up and make yourself a target. Carlos Avez just joined my team. He came from our Compliance group, so he's very familiar with the registrars, etcetera. Our basic remit is to look at one of ICANN's core, fundamental, founding principles.

That's that we care about the security and stability of the identifier systems. Notice I don't say "DNS". DNS is just one of the identifier systems. That's what we as a group worry about. We worry about ensuring that the system is secure. If you think about domain names



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that we've all talked about, you may or may not be aware that the DNS is an unauthenticated system. When you get an answer inside the DNS there was actually no technical way to know that you got the answer you were sent.

You have to remember these protocols were built 20-odd years ago. Security was never considered, as a rule, in most of these protocols, including the DNS. It was only 10 years ago that the IETF Task Force made a rule that you must always specify a part about security in your documents when you specify a protocol. When the DNS was developed, and when TCP/IP was developed we didn't have to talk about security. That all came later.

We never thought people would actually use the Internet and do naughty things on it, but as we found out, where people are these kinds of things happen. So DNSSEC, which you may hear about this week, is about authenticating DNS answers, so you actually know you got the answer you were sent. So that's an example of an identifier security issue. Routing information has some of the same issues. How do you authenticate who owns a block of address base and how you can route it?

So there are technologies around that the industry is looking at, and inside ICANN it's our group that sits there and looks at these issues and says, "How does this affect the security of the system?" Then of course we also worry about the stability of the system. You all want your web browsers to work all the time. If the DNS or the routing or any of the other identifier systems were constantly going up and down and you



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couldn't rely on them, then the Internet would not be the vehicle for the economies that it is today.

You've all heard of the root system, right? We've talked about the root servers. You may be familiar with what we call "up time", when we talk about percentors. We talk about 5/9s or 4/9s, talking about the percentage of the time that a system is run. The root server system, answering the DNS, how long do you think the uptime for that system has been? Has it been consistently up for... Is it up for months? Years? The DNS is one of the most robust systems, especially the root. It's been up for 20 years.

The DNS service for the root has never gone down in all those years, so it's a very stable system. We rely on that. That is very important. We worry about things that affect the stability of the system. The "R" is for resiliency. Resiliency is that when something does break, how does it bounce back? How quickly can you get it back up? That's SSR. You're going to hear that term a lot. I made it up one day. It was for a business card.

If you look at the bylaws it talks about security and stability, but we always talk about SSR. I made that up for a business title. As I said, I change my title every year, so I added resiliency, so now you'll see SSR everywhere, which is good because it let me have this acronym that sounds like a philosopher, which his brilliant. So how do you actually make sure that things do stay stable, and resilient and secure? Well, we don't run the infrastructure.

ICANN actually does run one of the 13 root servers, but we don't run them all. We don't run the TLDs. We can put policies in place when we





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have contracts, but the other thing we can do is we can spend a lot of time educating people. One of the things my team does a lot is we train. We've spent years working with the ccTLD operators, giving them training on operations, best practices, and security matters. That could be a training concerning how to run a registry, what does a registry software look like, what are the elements, how do you develop code...

Or it could be a training on how to do disaster recovery; talking about that resiliency. We actually give trainings to registry operators about how to bounce back from a disaster, because we worry about resiliency. So trainings is one of the big things that we do. We also do a lot of collaboration work. Because we don't run a lot of this infrastructure we rely on partnerships. For example our training is not something that ICANN does in a vacuum or on our own. We will go and look for community groups that represent the areas we want to talk to.

So in the TLDs or ccTLD environments, you'll find that in each region there is an organization that brings those communities together. Not an ICANN organization but a TLD organization. So in this region it's the Asia Pacific TLD Organization, APTLD. So me and my team, along with our GSE folk, will work with in this case APTLD to train their members. So this is a place where we spend a lot of time, because that's how you improve things – slowly but surely by training people.

We also act as what we call a trusted introducer. When things do go wrong – and believe me things do go wrong; people get hacked, registries have problems, countries go offline. We've all seen these kinds of things in the news. None of this is ICANN doing anything, but what will happen is somebody will phone me or one of my colleagues



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and say, “Oh my, the world is ending. We can’t see this specific TLD, help.”

What we will do is we will introduce those people to the TLD people and say, “Hey, it’s John, we’ve got somebody phoning us saying that they think your registry’s disappeared. We’ve done some research and think they may have a valid issue here. Could you talk to them?” The general person off the street, or another government or something may not actually know these people. We tend to know pretty much everybody in the DNS industry. We’ll do the trusted introducer. We’ll do this, for example, if law enforcement have a problem, or the man off the street has a problem and he says, “I don’t know how to talk to my registrar,” or, “I don’t know how to talk to a registrar.”

You can come to us and if you’ve got a reasonable sane thing that’s going on, then we will be the trusted introducer and we’ll go and find a way to get people talking. We spend a lot of time getting people talking. That’s basically what we do. It’s a very simple set of tasks, but at the heart of it is that we’re constantly looking at what are the things that affect the security, stability and resiliency of the identifiers. So I’m not going to spend too much time on this.

Let’s see if there’s anything else we’ve got on this pretty slide. I hate slides. These are all the technical things. The other thing that we’ve done traditionally, that we’re actually going to hand off to our new CIO is we’ve worried about InfoSec, corporate infrastructure. ICANN has a network too, so we do worry. We’ve had stuff hacked. Who here runs a network? How many people have their own network or work on



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operating a network? A few people. So you've all been hacked at some time, right?

If you think you've not been hacked at some time, you've got a problem, because you have. Everybody gets hacked at some time. We have those problems too, and we work a lot with what we call the Computer Emergency Response Teams, or the CIRTs. They have these in many countries. They're organizations that deal with these kinds of incidents. We have an internal CIRT at ICANN, and we're part of that community too around the globe. Those are the basic things we do.

As I said, I've been around a while so that's why I was picking up other people's questions. Find me. Find Carlos. Find our other team members and come talk to us. We're happy to talk about any topic. Just look for SSR, that acronym, on any of the events that are going on this week. Come along and see what everyone is talking about. I make it sound very simple but there are a lot of complexities in these issues. With that I think we'll save time and go to questions, if that's okay?

JANICE DOUMA LANGE:

That would be great. While you think if you've had a question, John and his team are going to join us on Wednesday afternoon, and we'll be putting out a Tweet to all of the newcomers to let them know that we're going to give you another chance to think of questions and talk to John and his team on Wednesday afternoon. I believe it's 17:00 until 18:30. If you can't think of any questions now, it's an open session. It's an opportunity for the newcomers to download to us what worked this week, what didn't work this week.



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But it's also an opportunity for John's team – he always volunteers his time – to come and shoot the breeze, actually, that's what we do. You can ask any question and do it in a very small group setting. If you can't think of them today, don't worry. We'll be sending out information and you can check at the ICANN booth as well. We'll have that information up about the session and the time and the location. Are there any questions for John now?

JASON HINDS:

Hi, Jason Hinds, Barbados ICT Professionals Association. I was interested in your comment about the Computer Security Incident Response Team related stuff. If you could expand a little bit on it? I also recall, I think, locally in my country we're planning to establish a CIRT and I think that is a process that's going through ITU or NPOC, so I wondered if there was any relationship there of what you do and that type of thing. Thank you.

JOHN CRAIN:

Okay, so there are multiple organizations out there helping... CIRTs are very important firstly. Computer Incident Response are very important to not just governments. There are two types of CIRT. There are the very governmental CIRTs that just help governments, and then there are the more generic ones that will also help industry. Most of them tend to be the more generic type. They're very important, especially in a developing nation, where not everybody's going to have the skills to deal with being attacked.

What they really are are centers of expertise to deal with both when somebody gets attacked, but also passing out and disseminating



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information about the kind of threats that we see on the Internet. So ICANN has a CIRT. That is an internal CIRT to ICANN. It's for when we get attacked. As a CIRT we're a member of an organization called FIRST, which is the Forum for International Response Teams. It's a global forum.

Of course we're aware of impacts and the ITU things. They actually do a lot of very good training in this area, mainly in developing nations. We ourselves are not in the CIRT training business. FIRST does some of that. You'll find that in our group we're all a bunch of grumpy old men that have been on the Internet too long, so people go and ask us to help in other things. One of my colleagues sits on the board of something called the Commonwealth Cyber Crime Initiative, which is an organization that I'm not involved in.

They are doing training in former British Commonwealth countries on things like this, which includes CIRTs but it's also about governance and legal models for dealing with cyber crime, etcetera. So CIRTs are very important. If you're looking at how to build one, there is the ITU program, but also if you go to [first.org](http://first.org) they actually have packages of how to build a CIRT and it's actually fairly straightforward. They actually also have a lot of information on how to build a CIRT or a PCIRT or one of these incident response teams. I can direct you towards some of that information.

It's what we actually used to build ours. It's not really our expertise of "how do you build a CIRT" but we did have to build on, so obviously we learnt. Does everybody want to go to the bar? I see somebody at the back.



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AUDIENCE MEMBER: Hi. I just wanted to know some of the challenges that you are facing in your department, in as far as getting all the stakeholders involved in making sure that there's security, stability and resiliency. What I also wanted to find out from you is if there are those challenges. Of course we're hearing of a lot of issues in terms of security. I just wanted to know if they are mandatory to the stakeholders, especially in as far as deployment of DNSSEC is concerned, which is the heart of Internet security. Thank you.

JOHN CRAIN: Stakeholder engagement, which is a very vague term, is obviously critical to everything we do too, which is why my team works extremely closely with our GSE Team. In fact, two members of their staff are also part-time members of my staff, and we have full-time people to coordinate between us to make sure that we actually get out where we need to go. One of the things is that we also work in partnerships, as I said. We're six people, but with all the organizations that we work with, we actually get out to many, many places.

If you're a network engineer, or if you're interested in networking in general, there's something we call a NOG, a network operators group. These are on a regional basis, so if you're in Africa there's something called AFNOG. But they're also on national levels. There's NZNOG if you're in New Zealand, or UKNOF in England. We British are a little strange. For some reason everyone else calls it a group and we decided to call it a forum. So UKNOF. That's one of our ways that we push out technical trainings. DNSSEC is a very technical issue.



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It's actually also a very process-oriented issue. The actual technology behind DNSSEC is not that complex. Like everything, once you know it it's easy, right? But the actual procedures behind it are very complex. We just did a training here in Singapore, and we had about 30 attendees at a DNSSEC training. You'll see DNSSEC training. We're actually working on getting better information with where we're going with some of these, but we do do a lot of outreach and actual hands-on, physical training on how to deploy DNSSEC with both ISPs and basically anybody who wants to come.

But we also do a lot of work with the ccTLDs, everything from giving them training, to actually giving them what we call "hands-on engineering assistance" where we'll actually send an engineer to help them design, or find an engineer to help them design, those systems. So the engagement is critical. What I'm trying to do with the new group is try and let our GSE people handle all the relationships, and we're the subject matter experts. They'll parachute us in, if you like.

So if you talk to some of our GSE folks and you think there's a need for some kind of training to improve the capabilities in your area, they will come to us and ask us to go there. We do a lot of this, especially with our partners. There's an organization I always like to give a shout-out too, which is called the Network Startup Resource Center, out of the University of Oregon. They sent trainers here for this. They do 40-50 trainings of multiple weeks every years, all over the world, trying to build capability in this manner. We work very closely with those.

So I hope that answers the question, but you can come and talk to me if you have specific things you're interested in. That's the important



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message here as well. Come and talk to us. If you have questions, if you have needs or problems, our group are the guys you can always come and talk to. You'll find us in the bar or in the corridor. Just come and talk to us and even if we don't know the answer we will find somebody who does. Come and talk to us. We work for you, so come find us and we'll help you as much as we can. I think I see another question.

JANICE DOUMA LANGE: Okay, we do need to wrap this up. We had one here?

[MISS MOYA]: [Miss Moyo? 02:43:07] from [Itoka?]. Just a quick question. What's the relationship between ICANN and WIPO? In terms of the domain names, are domain names protected by copyright?

JOHN CRAIN: That's not really my area of expertise, but there's two things going on. One thing is, on copyright, we have something called a Domain Name Clearinghouse, which is related to the New gTLDs. There is a booth where all the people are giving stuff away over there, where all the other booths are in the main hall. I suggest you talk to them. With WIPO, somebody mentioned UDRP. WIPO is one of the adjudicators in that process, so we do have close relationships with them.

If you go into UDRP, one of the panels you can choose to actually adjudicate your issue is WIPO. So we do have close relations, but it's not my area of expertise. So go over to the Domain Name Clearinghouse





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and do talk to them, because that's all about trademark holders and how they get their names ahead of non-trademark holders.

AUDIENCE MEMBER: My name's [Itiro? 02:44:19]. I'm from Kyoto University in Japan. The recent discussion about IDNs, how has that affected the security, stability and resiliency of the service?

JOHN CRAIN: Kyoto University? I know a couple of professors there, it's a great university. Especially Mari san and some of the guys there, who you'll all know, I'm sure. He's a good friend of mine. So IDNs – and I'm going to get shot for this because I'm an engineer – they're just domain names. On the wire, which is what those engineers care about, an IDN is just an ASCII string. It happens, to start with, an identifier, which is XN--, which says the string after this is going to be a series of characters that will tell you which punycode you want to use and which characters to display.

So from a DNS perspective, IDN is no different to ASCII. When it gets to the application layer and you need to display that, that's where all the interesting things come. Now, when displaying IDNs, especially for example... This is really because of my ignorance about Kanji and some of the other scripts, but if we look at, for example, Cyrillic, there are a lot of characters that look very similar to ASCII.

For example you could have –and this is something that's been published so I'm not speaking out of school here – you could have something that looked, to the visible eye, to say, "PayPal.com" but it wouldn't actually PayPal.com, it would be some combination of ASCII



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and Cyrillic. So one of the things we said is that within a label in the DNS – I’m sorry if I’m going into geek mode here – within a single label of the DNS you cannot actually mix character sets.

So you could have Cyrillic.Latin, or you could have Latin.Cyrillic.Latin, but you can’t have a mixture of Latin and Cyrillic within the same label. So there were implications of how things were displayed, which are issues to the end user. If you’ve been following that discussion over the last year it’s extremely complex. I like to think I understand technology, but when I see IDNs my head explodes, because the issues around things like this and how you actually display a character...

Left to right? Right to left? I know how I read characters, but different people read them different ways. So it’s a very, very complex issue. Now, if you want to talk to some of our experts on IDNs, I’ll give you an introduction. I know that Naella’s here, and Nicolette is here. We’ve got a couple of people here that focus specifically on that, and we’ve also had a lot of focus within the SSAC. SSAC is one of our Advisory Committees on security, and they’ve done a lot of work on that. So I can also introduce you to some of the SSAC folks and get you up to date on that.

JANICE DOUMA LANGE:

I feel like I’m another advertisement. We do have a session with SSAC on Tuesday afternoon. We’ll have that Tweeted out and have the information at the booth. Patrick Faltstrom, the Chair of SSAC, and several of the Committee Members, also volunteered to speak with you casually, and that starts at 18:00 on Tuesday. Also on the Fellowship



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morning sessions, Patrick will be with us on Wednesday. The Fellowship Agenda is in the Singapore schedule.

Just click on the “Fellowship Meet and Greet Today” and it’ll pull up the PowerPoint and schedule for all of our speakers, all the different chairs that are going to come in and talk to the fellows. It’s an open session, so everyone is welcome. We’ll be in Collyer for the rest of the week, in front of the GAC. So please do check into the newcomer meet and greet, the Sunday schedule, today, and you’ll find the PowerPoint that has all of the speakers for the Fellowship, and SSAC is one. Thank you John, very much.

Guys, you have been amazing. This has been a really long day. The newcomers really get put through the grill. I don’t think anybody in the community has to sit as long as you have to sit and just keeping listening to people over and over. We try to be animated, but it’s a really long day, so let me just go through this really quickly to get you up and out of your chair. First of all, building your schedule. I’ve said it a couple of times I think in different ways, but don’t over-commit. Don’t feel like you’re here, “Oh my gosh, I’ve got to get those 220 sessions down,” don’t do that to yourself.

Build a schedule and be flexible to changing it. Don’t try to get everywhere. It will be impossible, it won’t work. You’ll be disappointed, you’ll be depressed, and I hate depressed newcomers. I like happy newcomers. So challenge yourself, yes, but challenge yourself to be present in the physical room that you choose, to align yourself with someone from the community. That’s a challenge. That means going



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up, tapping on a shoulder, putting out a hand, “Could I sit next to you? Could I get some of your expertise?”

It’s a challenge, but don’t challenge yourself to hitting more sessions in a day than your brain can take in. Remember, we are recorded, transcribed, translated. Everything pops up on the ICANN Singapore schedule. You do the same thing you do as if you were going to find out about that session this week. You do the same thing next week, the week after, the week after. Click on that session schedule. Everything will come to you – the recording, the transcription and the translations.

Meeting information. I know these things come out very light, unfortunately, when we tried to do our URLs for you. Go to the Singapore meeting homepage, find the schedule. There are very few scheduled changes. Buenos Aires was very unique in that because the community was demanding to know more about Net Mundial, Fadi said, “That’s it. Let’s clear it out. On Wednesday morning we’re all going to meet at 7:00.” That doesn’t happen a lot. I don’t know that it won’t this week, but our virtual rooms are tied to our physical rooms, and the remote participants who are not physically here, we need to be thinking about them all the time.

So we can’t be playing around with room spaces and where the session is on the schedule. So you can almost count on very few changes, but do keep updated. We also have a mobile site that you can use at .mobi to keep up with the schedule on a mobile. I gave a couple of suggestions. Again, this is in the PowerPoint, it’s on the website, so we won’t go into it too deeply. The Welcome Ceremony tomorrow morning sets the pace for the week.



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We have very interesting speakers always, but as I say, Fadi leads us in understanding what the week's theme will be. Tech Day, for the techies amongst the group... I want to say that a lot of people come to ICANN and think, "Wow, I'm overwhelmed, I'm not technical, I don't belong here." Please don't let that happen this week. The technical aspect is very important, but the human aspect and what we do is important as well. But for those techies we do have Tech Day.

DNSSEC for Everybody at 17:00 is one of the best sessions that ICANN has ever produced, and ICANN did not produce this session. These are community members that saw a need for this basic understanding of DNSSEC. They do the training through a play and a skit, and through cartoon slides. They're ready to take questions throughout the entire process. It's fun, it's enlightening. That's where my light bulb went off for me a couple of meetings ago.

Tuesday is Constituency Day. I talked about it a little bit earlier. Understand that you won't catch up with everything that's happening, so choose what you think best aligns with your agenda, and take the time to listen in enough to understand what's happening. Ask people around you for help that day. It's a great day to really understand the multistakeholder model and the many different voices in the model. If you're having any challenges, I'll keep going, "ICANN booth."

The alumni of the Fellowship Program have been in your shoes and are happy to help you to get on with your day. Wednesday, and update on Internet governance I think is going to be pretty high on everyone's schedule. Supporting the DNS industry in underserved regions is at a competing time. This is one of those things where you have to say to



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yourself, “Would I rather be in the physical room for this session, or get the recording and transcription later?”

Choose between the two. The other option – I normally don’t say this to newcomers – is when you click into the session site you’ll find the live stream Adobe Connect. With your computer speakers clicked off, you can sit in one room and be listening to the speaker, and watching the session and chat room of another session. So you can be in two sessions at once; physically in one, virtually in another.

It’s one of those multi-tasking things that I warn about sometimes, but you can keep up with the chat and the slides in one, while you’re physically in the room for another. That’s one way to get around this. This is the Download Session at 17:00 that John Crain and his Security Team will be in. It’s very casual. It’s not like this. We all just put chairs around in a circle and we sit back and chit-chat about the week and about security, in this case.

On Thursday I added in here the NextGen model Board meeting. That’s our group over here in lime green. I know that you’re welcome to be part of that there. A couple of different engagements. Nigel Hickson was here earlier. Save and Kuek. If you’d like to join them in either one of those engagement sessions. I myself will be at the 11:00 Global Engagement Update with the GSE Team. Here’s where we ask you, “What do we need to do for you?”

“What does staff need to do to resource you in your region and community for capacity building, awareness of ICANN and enhanced participation?” So it’s a good place to come and just have discussion. We break out into groups. We just have interactive discussions. Again,



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it's not one of these speaking at you, it's sitting with you, discussing ideas and how we can go forward. The Public Forum at 13:30, if you haven't been is going to feel Newcomer Day all over again. It's five and a half hours in a seat.

But it's the one time that you can be in an ICANN Board Meeting. The community gets to come up to the mic and ask the Board specific questions on topics. The topics are normally selected in advance and Tweeted out and posted out. The topics may be Internet governance, it might be the Brazil meeting, it might be trademarks in TLDs. The idea of the Public Forum is that you stick to that topic. Your question has to address that topic. Your question has to be two minutes long, no longer.

The best thing to do is put it on your computer, your tablet, your phone, write it out, but prepare ahead of time that question so that you can beat the clock. It impresses the rest of the community and the Board big-time because a lot of people are challenged to ask a question in two minutes or less. Then the Board selects members who are in Working Groups or have expertise in that particular topic and they answer the question back.

You do have an opportunity for one rebuttal back, and the Board has one back. This will be explained to you at the Public Forum. One of the most important things is, when you get to the microphone, clearly state your name. If you are speaking on your own behalf, that's a good word to say afterwards. "Janice Douma Lange, speaking on my own behalf." Then into your two minutes. If you have the authority to speak on behalf of a SO or AC, your university, your employer, your government, make sure you have that.



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You have to have that agreement, because this is live stream. This is recorded, transcribed, translated. If you don't have that authority it's going to come back and bite you. But if you do, state that to the microphone. I don't know if I've been very kind to our wonderful translators in the last ten minutes with the speed of my talking, but please think of the folks who are translating; whether you're speaking in French, Spanish, Chinese, English.

They're trying to translate so that everyone else can understand your question, and everyone can understand the answer. So please find a cadence that works, and I know that means your two minutes are a little bit shorter, but think of those who are trying to understand you in a second language, or trying to translate what you're saying. Those are the most important tips about the Public Forum.

We do play here a little bit too. It's really important, at the end of a day, to network, to have a little bit of fun and kick back. The gala's tomorrow night. The tickets, again, for those who didn't hear before, are at the ICANN booth. Transportation information should be available at the booth as well. Wednesday is the APRALO celebration. You're all invited. Thursday is the wrap-up cocktail sponsored by the Board. Keep yourself centered. Get some sleep. This is a long week.

This is only just the start of it. That being said, Nicholas beside me is a representative from Paraguay sitting at the GAC. He'll let you know that the play at night is just as important as the work during the day. You need some balance. This is the end of the Newcomer Session. I know, thank goodness. We hope we've helped you a little bit during the day. [Engagement@icann.org](mailto:Engagement@icann.org).





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I'd really appreciate the feedback: "This is too long," "The topic is too basic," "Topics are too complex," "Pick different speakers," "Shorten the day, here's my idea of how" – whatever it is that you can feed back to us, so that we can keep improving this session. We know it's long and we're trying to figure out a way to get you everything that we think you need to know as a base, in order to get through the week. But we need to keep learning in order to keep you engaged and participating.

Right now I do have a couple of folks here from the Fellowship alumni, Nicholas included. So as we conclude and stop the record, these folks will be available, if you'd like to have one-on-one time to understand about the GAC, about how governments get involved, what you could do to get involved as an observer or as a representative. I believe we also have Alejandra who's with the ccNSO. She can give you information about the ccNSO. Serena's also here from the GAC.

Alejandra also works somewhat with the SSAC, and she could give you some information and contacts for that as well. Alejandra, I'll just have you raise your hand there in the back and stand up. If you have any questions about that that you'd like to ask her... Nicholas and Serena are here. Thank you all so very much. I enjoyed being here with you today, and like I said, please give us feedback on how we can make this better. Thank you so much to all of our translators and to our audio crew. You guys lasted it out for us. Thank you.

**[END OF TRANSCRIPT]**

