

# CEO Report to the Board

Period Covering: 6 May to 6 December 2024

6 January 2025



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# OFFICE OF THE CEO

*Sally Costerton, Senior Advisor to President and Interim President and CEO*

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ Received 247 applications in the first cycle of the [ICANN Grant Program](#).
- ⦿ Hosted the [ICANN80 Policy Forum](#) and the [ICANN81 Annual General Meeting](#).
- ⦿ Announced partnership with UNESCO to collaborate on [UA Day 2025](#).
- ⦿ Signed [Memorandums of Understanding](#) with EDP University in Puerto Rico and Smart Africa.
- ⦿ Hosted a [half-day forum](#) for members of the [WSIS+20 Outreach Network](#).
- ⦿ Marked one year of [Registration Data Request Service](#) pilot program, receiving more than 2,100 requests.
- ⦿ Launched Applicant Support Program and Registry Service Provider Evaluation Program as part of the [New gTLD Program: Next Round](#).

## OVERVIEW OF ACTIVITIES

The end of 2024 marks a new beginning for ICANN. I've completed my service as ICANN's Interim President and CEO, and we're all excited for the next chapter, with President and CEO Kurtis Lindqvist at the helm.

The [WSIS+20 Outreach Network](#), which ICANN launched in preparation for the 20-year review of the World Summit on the Internet Society Outcomes (WSIS+20), continued to inform its members and stakeholders. ICANN org published three fact sheets and organized four webinars during this reporting period, as well as hosting a [half-day forum](#) in Washington, D.C.

During this period, ICANN hosted the [ICANN80 Policy Forum](#) in Kigali, Rwanda, which included the fifth [High-Level Government Meeting](#), and the [ICANN81 Annual General Meeting](#) (AGM) in Istanbul. The AGM had the largest in-person attendance figures since ICANN63, with 1,982 in-person attendees and 722 virtual attendees.

The inaugural [ICANN Grant Program](#) application cycle closed in May, garnering 247 applications. The ICANN organization (org) program team will complete the evaluation and assessment of applications by the end of the year and submit the recommended final slate to the ICANN Board of Directors.

ICANN org continued to support the Board in developing the next five-year [ICANN Strategic Plan](#). A Public Comment [proceeding](#) on the draft Strategic Plan and Operating Plan Framework opened in July and received 10 submissions.

On 1 October 2024, ICANN [announced](#) it will be collaborating with the U.N. Educational, Scientific and Cultural Organization (UNESCO) on this year's Universal Acceptance (UA) Day. This collaboration builds on ICANN and UNESCO's 2009 [Cooperation Agreement](#) to support and encourage Internet inclusivity.

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Moreover, ICANN signed two new [Memorandums of Understanding](#) (MoUs) during this period, including one with Smart Africa Alliance that represents a significant partnership under the [Coalition for Digital Africa](#).

In November, the Registration Data Request Service (RDRS) two-year pilot program reached its halfway point, and the ICANN org program team shared an update during an ICANN81 Prep Week [session](#). During the first year of the pilot, RDRS received more than 2,100 requests.

Also in November, ICANN org launched two key components of the [New Generic Top-Level Domains \(gTLD\) Program: Next Round](#) – the Applicant Support Program and Registry Service Provider Evaluation Program.

As I conclude my tenure as Interim President CEO, I want to recognize ICANN org’s incredible staff. This year, we’ve had to make some difficult decisions to ensure we can continue to deliver our mission sustainably. Yet, despite the challenges and uncertainty, your dedication never wavered. Thank you all.

# ORGANIZATION: FINANCES

Xavier Calvez, SVP, Planning and CFO

## EXECUTIVE SUMMARY

### FY25 Full Year Forecast – Total ICANN by Segment

USD in millions Unaudited	FY25 Full Year Forecast					Total ICANN
	ICANN Operations	New gTLD Program	SFICR Projects	Grant Program	Reserve Fund	
<b>Funds Under Management - 30 Jun 2024</b>	\$34	\$48	\$25	\$228	\$183	\$518
<b>Funding</b>						
Full Year Forecast 4+8	\$142 - \$146	\$36	\$3	\$2	-	\$182 - \$186
Full Year Revised Budget	\$145	\$36	\$3	\$2	-	\$185
Full Year Adopted Budget	\$145	\$35	\$2	\$2	-	\$183
<b>Expenses</b>						
Full Year Forecast 4+8	\$144 - \$152	\$36	\$3	\$2	-	\$184 - \$192
Full Year Revised Budget	\$145	\$36	\$3	\$2	-	\$185
Full Year Adopted Budget	\$145	\$35	\$2	\$2	-	\$183
<b>Average Headcount</b>						
Full Year Forecast 4+8	388 - 398	47	6	3	-	444 - 454
Full Year Revised Budget	399	47	6	3	-	456
Full Year Adopted Budget	407	46	4	4	-	460

Funding displayed in black is collected in the current year. Funding in purple was collected in prior years.

The table above is a summary of ICANN's full year forecasted FY25 financials by its segment components:

- ⦿ ICANN Operations, including IANA/PTI.
- ⦿ The New gTLD Program, which includes the 2012 round and the next round.
- ⦿ Supplemental Fund for Community Recommendations (SFICR) projects, which include Specific Review Prioritization Implementation and the Registration Data Request Service (RDRS).
- ⦿ The Grant Program.
- ⦿ The Reserve Fund, which is also shown to reflect a full view of Funds Under Management as well.

This information reflects four months of FY25 actuals ending 31 October 2024 and eight months of forecast.

For ICANN Operations, full year expenses are currently forecasted to be \$2M to \$7M higher than funding. All other segments have separate funding sources and are aligned to budget.

The funding forecast will be assessed in detail every quarter after ICANN's quarterly billing cycle. If necessary, changes to the funding forecast will be made at those times or sooner if a known occurrence impacts funding in between quarterly billings.

Expense forecasts will be assessed in detail every month and will be updated accordingly. Forecasted expenses will consider year to date actual results and an estimate for future months based on actual results and known information.

## FY25 Full-Year Forecast – ICANN Operations

USD in \$M	Adopted Budget	Forecast Range	Notes
<b>Funding</b>	<b>\$145</b>	<b>\$142 – \$146</b>	<ul style="list-style-type: none"> <li>Current projections at \$144M, re-evaluated Quarterly. Excludes potential benefit of fee increases.</li> </ul>
Personnel	(90)	(80) – (83)	<ul style="list-style-type: none"> <li>Budget assumed org-wide salary increases; Forecast reflects very few increases and promotions.</li> <li>Forecast is also lower driven by May 2024 RIF.</li> <li>Forecast range reflects remaining departures to achieve remainder of the annual \$10M run-rate savings target.</li> </ul>
Non-Personnel Expenses	(58)	(58) – (59)	<ul style="list-style-type: none"> <li>Forecast range reflects differences in timing of reaching an annual \$2.5M run-rate savings target, mainly IT Tech Rationalization.</li> <li>FY25 impact of the savings is projected to be \$0.5M to \$1.5M.</li> </ul>
Contingency	(5)	(4) – (7.5)	<ul style="list-style-type: none"> <li>Forecast assumes increased contingency to manage hard-to-predict costs, \$2.5M has been earmarked for Legal expense and \$0.5m for <u>Afrinic</u> matter.</li> </ul>
<b>Total Expense</b>	<b>\$153</b>	<b>\$142 – \$150</b>	
<b>Excess/(Deficit)</b>	<b>(8)</b>	<b>(5) - 0</b>	<ul style="list-style-type: none"> <li>Budget included unidentified cost savings target of \$8M.</li> <li>Funding and expenses forecasts are independent so projected Excess/(Deficit) range is a separate estimate.</li> </ul>
Severance	0	(1.5) – (2.5)	<ul style="list-style-type: none"> <li>Forecast scenarios assume severance from departures to achieve the \$10M personnel annual run-rate savings target.</li> </ul>
<b>Total Excess/(Deficit)</b>	<b>(8)</b>	<b>(7) – (2)</b>	<ul style="list-style-type: none"> <li>Including restructuring costs</li> </ul>

## FY25 Year-to-Date Actual – Cash Flow by Segment

ICANN Cash Flow		Segment Reporting for the Four Months Ending 31 Oct 2024					
In Millions, US dollars	ICANN Operations	New gTLD Program	SFICR Projects	Grant Program	Reserve Fund	Total	
Cash Receipts	49.5	-	-	-	-	49.5	
Cash Paid to Employees	(24.0)	(3.7)	(0.7)	(0.2)	-	(28.6)	
Cash Paid to Suppliers	(13.8)	(4.9)	(0.1)	(0.2)	-	(19.0)	
Payments for Equipment Purchases	(0.4)	-	-	-	-	(0.4)	
Investment Income/(Declines)	0.5	0.8	0.4	4.8	6.6	13.0	
<b>Net Cash Flow for the Period</b>	<b>3.4</b>	<b>(4.2)</b>	<b>(0.4)</b>	<b>4.4</b>	<b>6.6</b>	<b>9.8</b>	
Funds available at the Beginning of the Period - 1 Jul 2024	34.4	48.5	24.8	227.9	182.5	518.2	
Funds available at the End of the Period - 31 Oct 2024	37.8	44.3	24.4	232.3	189.1	528.0	
<b>Net Increase/(Decrease) in Funds</b>	<b>3.4</b>	<b>(4.2)</b>	<b>(0.4)</b>	<b>4.4</b>	<b>6.6</b>	<b>9.8</b>	

## FY25 Year-to-Date Actual – Total ICANN by Segment

USD in millions Unaudited	FY25 Year to Date Actual					
	ICANN Operations	New gTLD Program	SFICR Projects	Grant Program	Reserve Fund	Total ICANN
<b>Funds Under Management - 30 Jun 2024</b>	<b>\$34.4</b>	<b>\$48.5</b>	<b>\$24.8</b>	<b>\$227.9</b>	<b>\$182.5</b>	<b>\$518.2</b>
Funding	49.5	8.6	0.8	0.5	-	59.4
Expenses	(41.5)	(8.6)	(0.8)	(0.5)	-	(51.3)
Investment Income/(Declines)	0.5	0.8	0.4	4.8	6.6	13.0
<b>Funds Under Management - 31 Oct 2024</b>	<b>\$37.8</b>	<b>\$44.3</b>	<b>\$24.4</b>	<b>\$232.3</b>	<b>\$189.1</b>	<b>\$528.0</b>
<b>Average FTEs</b>	<b>403</b>	<b>39</b>	<b>9</b>	<b>3</b>	<b>-</b>	<b>453</b>
<b>End of Period FTEs</b>	<b>395</b>	<b>43</b>	<b>13</b>	<b>3</b>	<b>-</b>	<b>455</b>

Funding displayed in black is collected in the current year. Funding in purple was collected in prior years.

The table above is a summary of year-to-date (YTD) actual results covering four months of FY25 unaudited financials ending 31 October 2024. Below is a summary of each segment.

### ICANN Operations

- YTD Operations expenses are \$0.4M above the revised budget, but \$9.6M below the previous year. In FY24, the ICANN78 Annual General Meeting (AGM) took place in October, but the ICANN81 AGM took place in November, accounting for \$3M of the year-over-year variance. There is also savings of \$1.3M in personnel cost; other savings are spread across various cost categories.
- Funding is \$1.5M above the revised budget, but \$1.7M lower than prior year. The variance to budget is driven by \$1.6M higher-than-planned new gTLD transaction fees and \$0.5M higher-than-planned registrar fees, partially offset by \$0.5M lower-than-planned legacy transaction fees.

### New gTLD Program

- New gTLD Program: 2012 Round is \$0.8M under budget due to lower spend on UA and Trademark Clearinghouse (TMCH) database expenses. TMCH expenses are due timing while the UA expenses will remain under budget for the year.
- New gTLD Program: Next Round is \$2.4M under budget program to date, with \$1.7M of the underspend occurring in FY25. The lower spend is due to decreased hiring of planned new hires as well as delays on planned contractors and delay in start for some of the systems and tools development.

### SFICR Projects

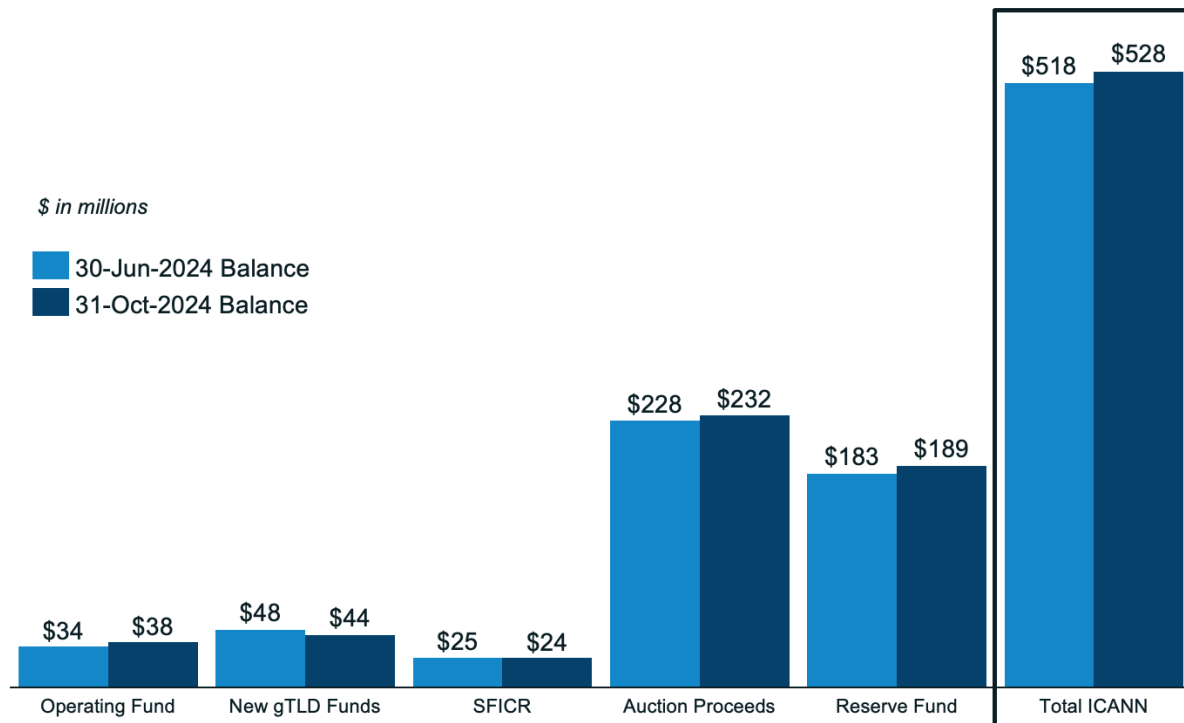
- Specific Review Implementation Activities are \$120K lower than budget primarily due to planned external expenses that are no longer required. It is anticipated that the effort will conclude in FY25.
- YTD RDRS expenses of \$221K are aligned to plan.

## Grant Program

- ⦿ The Grant Program is relatively flat to the FY25 budget and the overall program budget to date with total expenses incurred of \$2.4M. It is anticipated that the first cycle of grant awards will be disbursed in early calendar year 2025 in installments over a two-year time frame.

## FY25 YEAR-TO-DATE DETAILS

### Funds Under Management



Funds Under Management as of 31 October 2024 increased \$10 million since the beginning of the fiscal year due to investment gains, partially offset by operational expenses.

Below is a summary of activity for each fund:

- ⦿ The Operating Fund has increased \$3.4M since the beginning of the fiscal year due to cash expenses being lower than deposits. The Operating Fund also pays for New gTLD Program and Grant Program expenses, which are reimbursed quarterly.
- ⦿ New gTLD Funds decreased \$4.2M driven by \$0.7M in cash payments for direct expenses and \$4.4M in ICANN operations reimbursements, partially offset by \$0.9M in investment increases.
- ⦿ SFICR has decreased \$0.4M since the beginning of the fiscal year due to \$0.8M in expenses, partially offset by \$0.4M in investment gains.
- ⦿ Auction Proceeds have increased \$4.4M driven by investment gains, partially offset by \$0.4M reimbursement to the Operating Fund.
- ⦿ The Reserve Fund has increased \$6.6 million from the start of the fiscal year due to investment increases.

## Funding

Funding Four Months Ending 31 Oct 2024 (Unaudited)					
In Millions, US dollars	FY25 YTD			FY24 YTD	
	FY25 YTD Actual	Revised Budget	Inc/(Dec)	Actual	Inc/(Dec)
<b>Transactions</b>					
Legacy transaction fees	\$27.7	\$28.1	(\$0.5)	\$28.4	(\$0.8)
New gTLD transaction fees	5.1	3.5	1.6	4.7	0.4
<b>Sub-total</b>	<b>\$32.7</b>	<b>\$31.6</b>	<b>\$1.1</b>	<b>\$33.1</b>	<b>(\$0.4)</b>
<i>Volume: Legacy transactions (millions)</i>	59.7	59.4	0.3	60.4	(0.7)
<i>Volume: New gTLD transactions (millions)</i>	11.0	9.8	1.3	9.7	1.4
<i>Sub-total</i>	70.8	69.2	1.6	70.1	0.7
<b>Registry Fixed Fees</b>	<b>\$9.4</b>	<b>\$9.2</b>	<b>\$0.2</b>	<b>\$9.5</b>	<b>(\$0.2)</b>
<i>Count of Registries/TLDs - YTD Average</i>	1,124	1,108	16	1,140	(17)
<b>Registrar Fees</b>					
Application fees	\$0.0	\$0.0	(\$0.0)	\$0.6	(\$0.5)
Accreditation fees - annual	4.0	3.5	0.5	4.4	(0.4)
Per-registrar variable fees	1.1	1.1	0.0	1.1	0.0
<b>Sub-total</b>	<b>\$5.2</b>	<b>\$4.7</b>	<b>\$0.5</b>	<b>\$6.1</b>	<b>(\$0.9)</b>
<i>Count of Registrars - YTD Average</i>	2,825	2,590	235	2,741	84
<b>Contributions</b>					
SSR Contribution	\$1.0	\$1.0	-	\$1.0	-
ccTLD	1.1	1.5	(0.4)	1.3	(0.2)
RIR	0.0	0.0	-	0.0	-
Meeting Sponsorships	0.2	0.1	0.1	0.2	0.0
<b>Sub-total</b>	<b>\$2.3</b>	<b>\$2.6</b>	<b>(\$0.3)</b>	<b>\$2.5</b>	<b>(\$0.2)</b>
<b>ICANN Ops Total</b>	<b>\$49.5</b>	<b>\$48.1</b>	<b>\$1.5</b>	<b>\$51.2</b>	<b>(\$1.7)</b>

Funding for July–September is based on actual data. Funding for October is estimated based on September data.

### Versus Revised Budget

Funding is higher than planned by \$1.5M driven by:

- ⦿ \$1.6M higher-than-planned new gTLD transaction fees.
- ⦿ \$0.5M higher-than-planned registrar accreditation fees.
- ⦿ Partially offset by:
  - ⦿ \$0.5M lower-than-planned legacy transaction fees.
  - ⦿ \$0.4M lower-than-planned country code top-level domain (ccTLD) contributions due to timing of contributions.

### Versus Prior Year

Funding is \$1.7M lower than prior year due to:

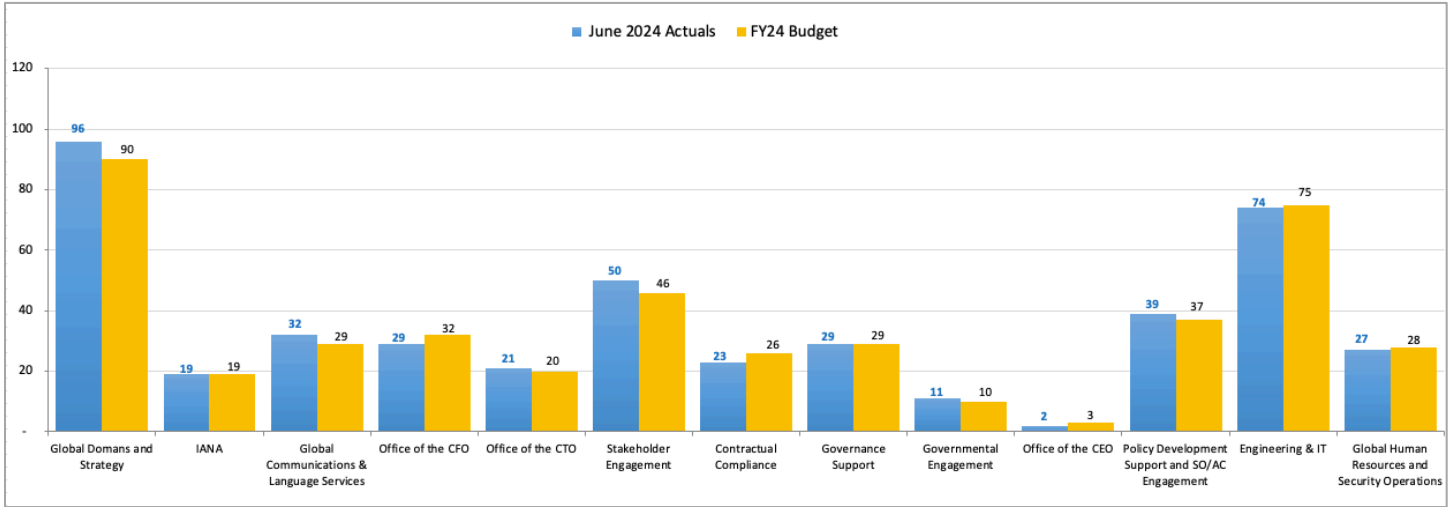
- 
- ⦿ \$0.9M lower registrar fees due to \$0.5M one-time applications in July FY24 and the timing of accreditation fees in October FY24.
  - ⦿ \$0.8M lower legacy transaction fees.
  - ⦿ \$0.2M lower registry fixed fees.
  - ⦿ \$0.2M lower ccTLD contributions due to timing of contributions.
  - ⦿ Partially offset by:
    - \$0.4M higher new gTLD transaction fees.

# ORGANIZATION: PEOPLE

Henry Meyer, VP, Global HR Operations, and Interim Head of HR

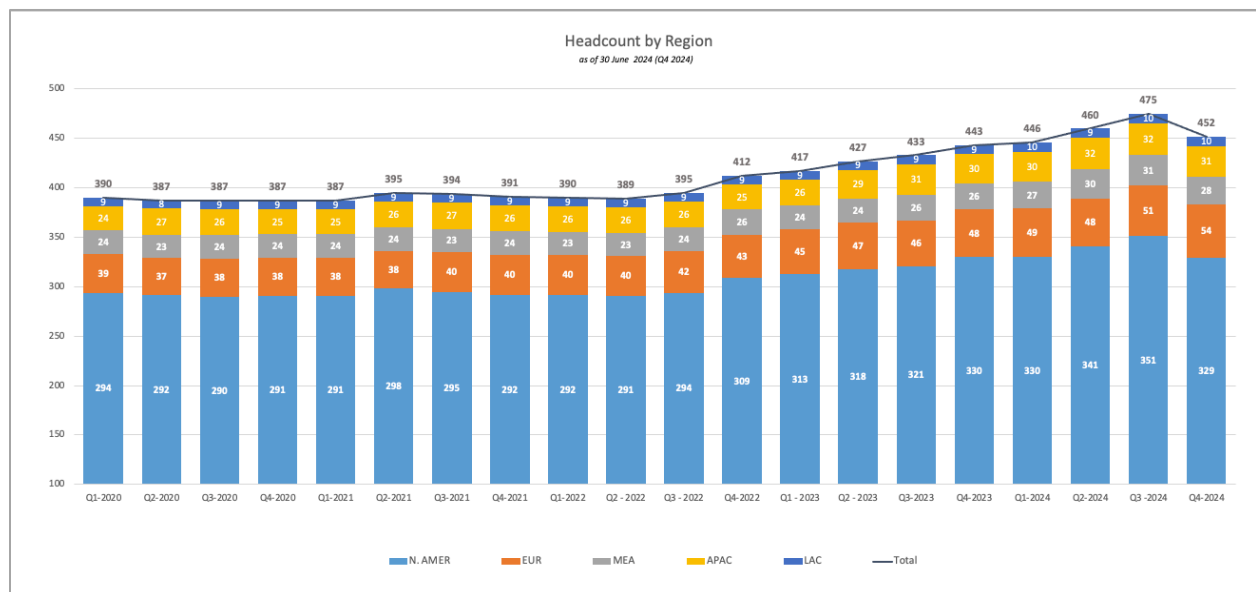
## Headcount

As of 30 June 2024, ICANN org had a headcount of 452 active staff. There were seven pending new hires confirmed beyond 30 June.



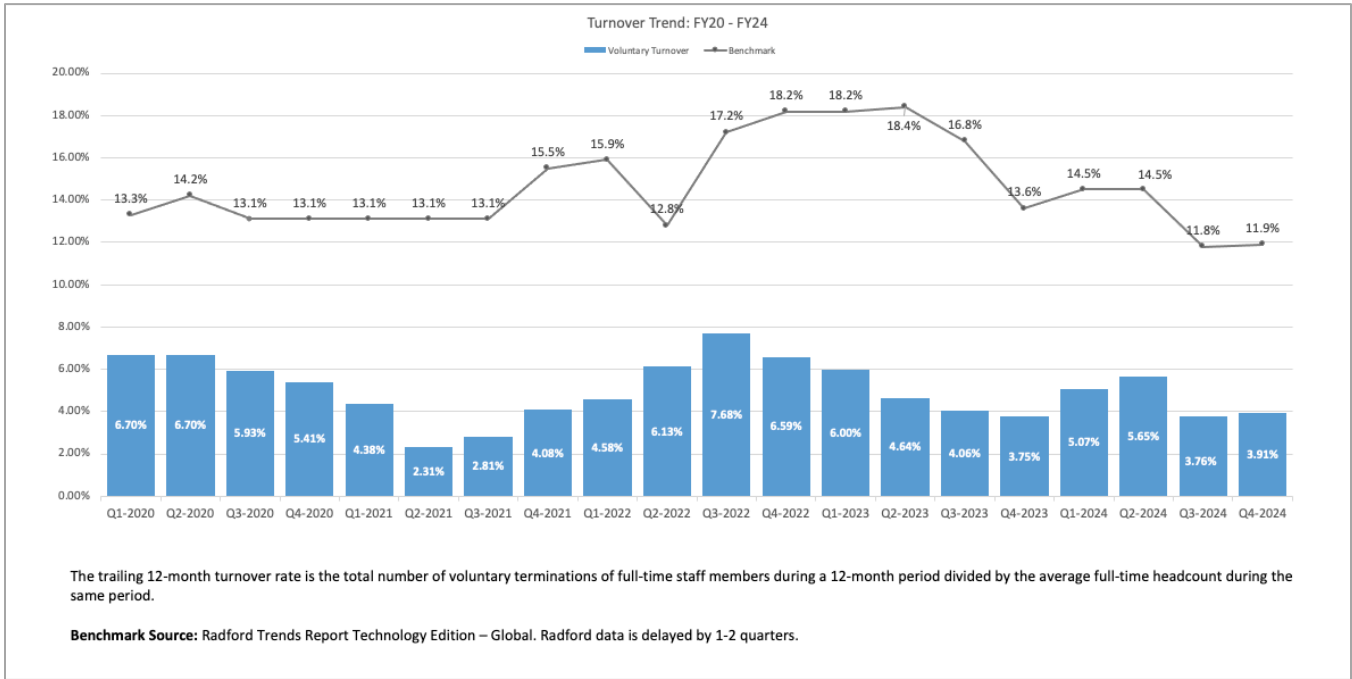
All new positions are held in an unallocated pool at the corporate level. In some functions, headcount will appear to exceed the FY24 budget, but that is not the case. The FY24 budget allots 18 unallocated positions held at the corporate level. Total ending headcount in the FY24 budget is 462.

As of 30 June 2024, the staff distribution by region was 329 (73 percent) in North America, 54 (12 percent) in Europe, 28 (6 percent) in the Middle East and Africa, 31 (7 percent) in the Asia Pacific, and 10 (2 percent) in Latin American and the Caribbean, for a total of 452.



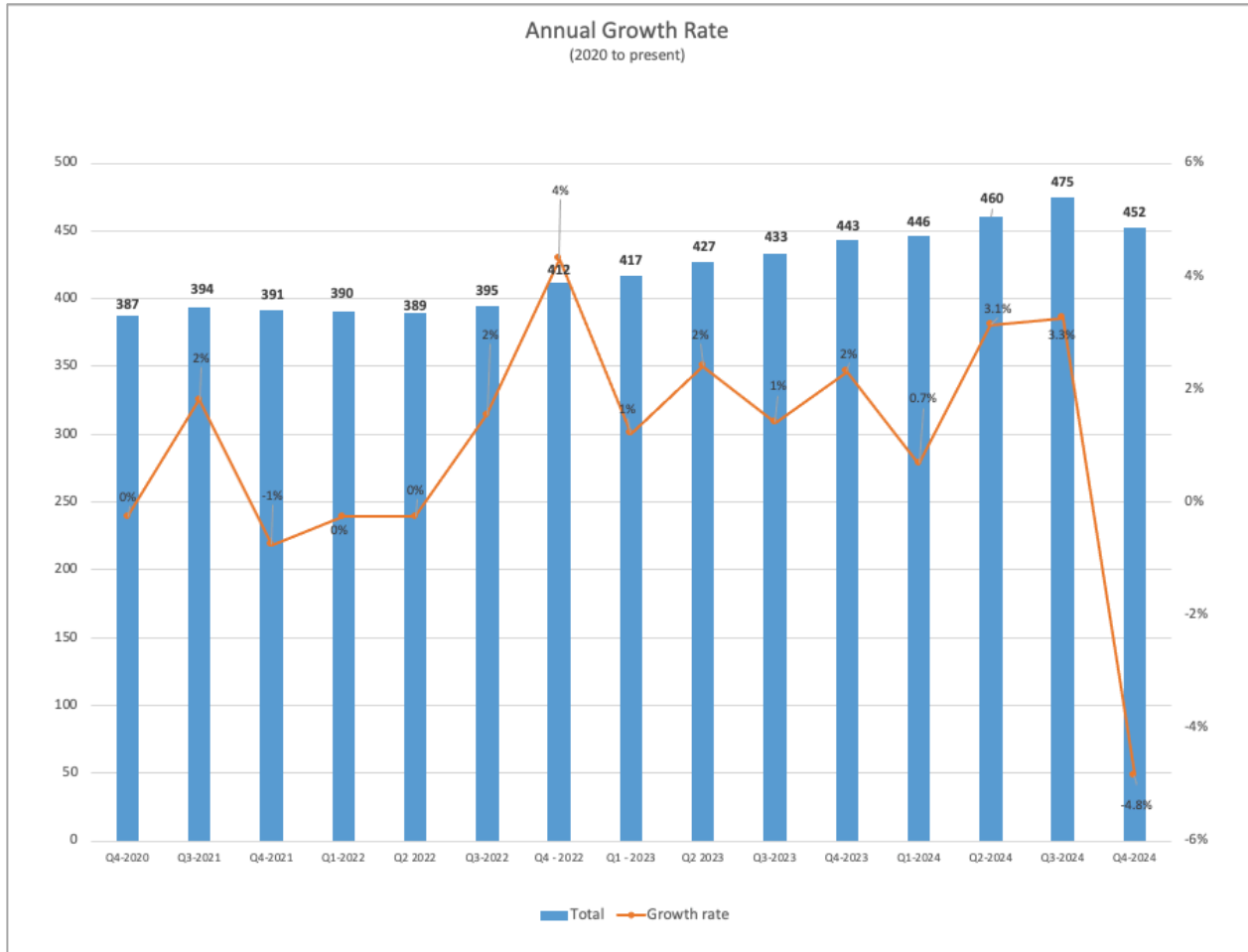
## Voluntary Turnover

As of 30 June 2024, voluntary turnover was 3.91 percent and increased slightly from the previous quarter-end rate of 3.76 percent. Voluntary turnover has remained substantially lower than the worldwide voluntary turnover benchmark.



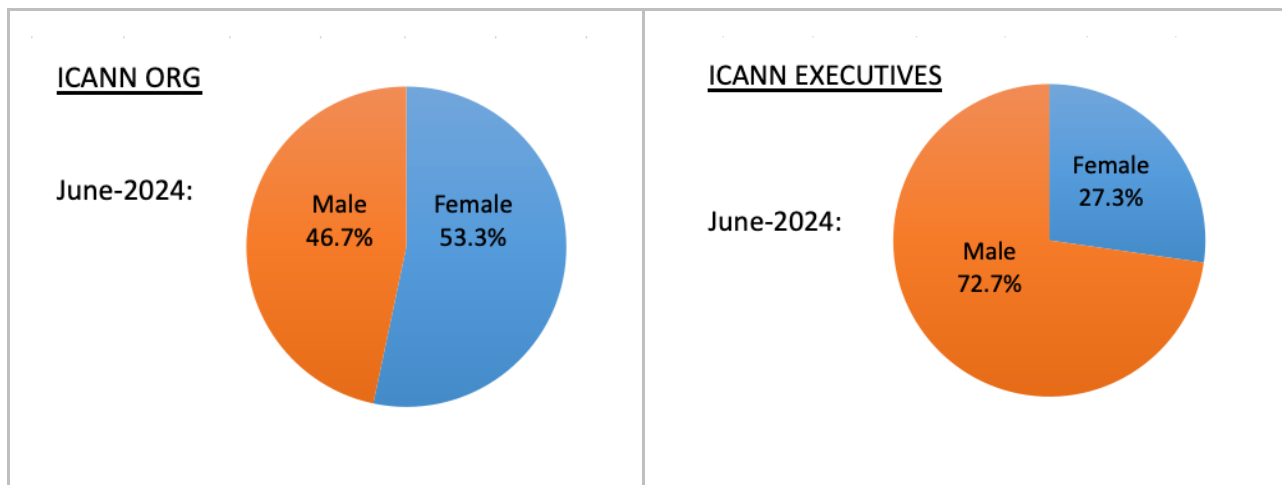
## Annual Growth Rate

Over the last three months, 16 staff members joined ICANN Org and 41 departed, resulting in a growth rate of -4.8 percent.



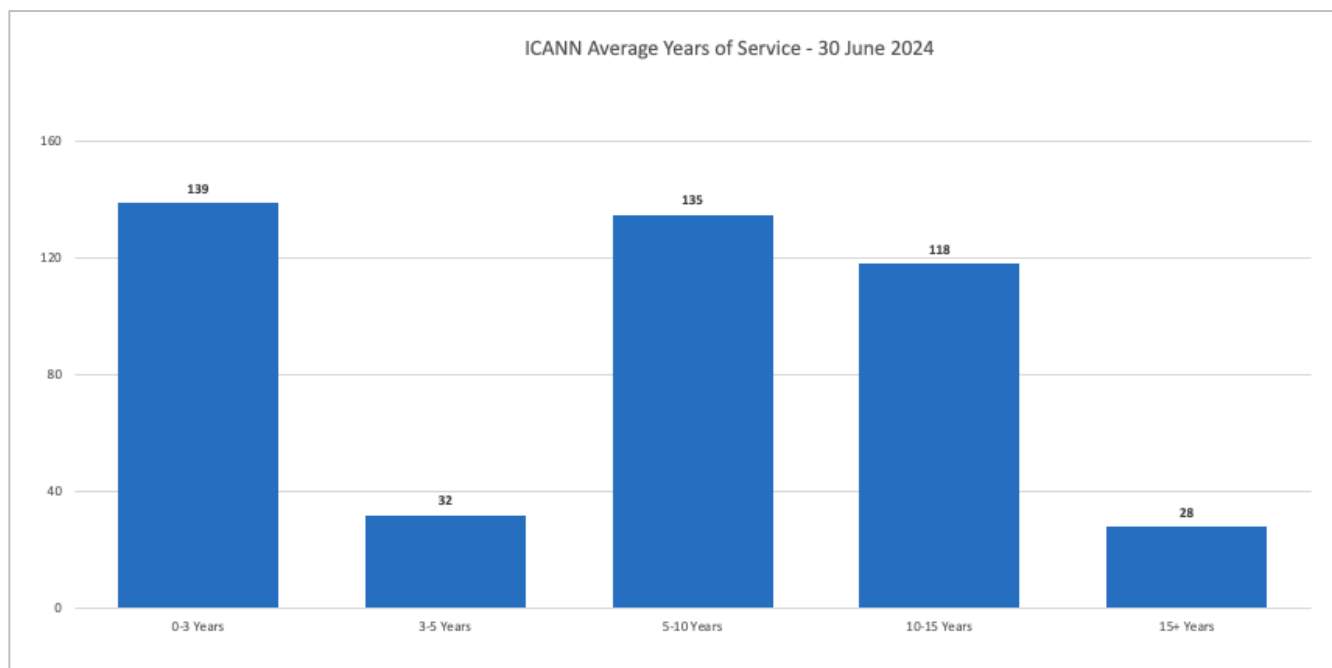
## Gender Distribution

ICANN org's gender distribution continues to be well-balanced, with females (53.0 percent) having a slight majority. ICANN org is committed to building a culture of diversity and inclusion at all levels of leadership.



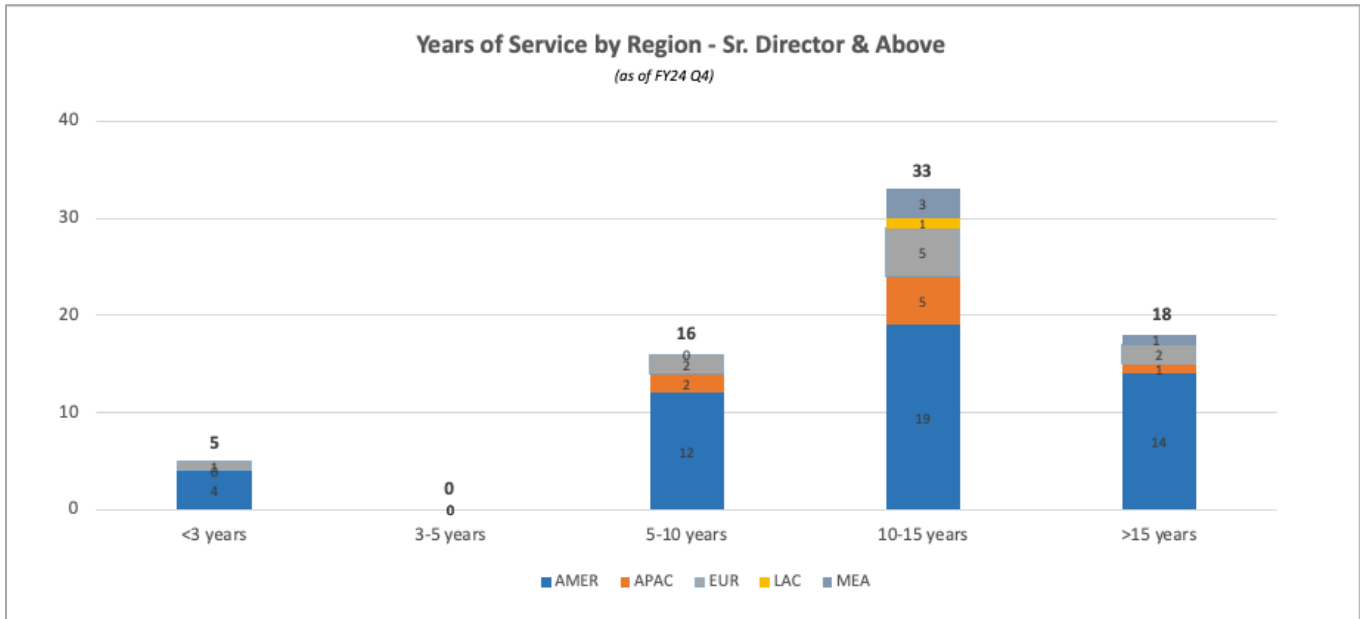
## Age Distribution

The age distribution has also been stable over the last four years, averaging approximately 45 years of age and representing the typical midpoint of most professional careers. The organization's average years of service as of 30 June is seven years, reflecting consistent growth and stability in ICANN org positions.



## Years of Service

The global distribution for senior directors and above has remained stable for the last couple of years, with the largest population having 10–15 years of service. This reflects ICANN org’s depth of experience within senior leadership.



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# GOVERNANCE

*John Jeffrey, General Counsel and Secretary*

## OVERVIEW OF ACTIVITIES

### Board Operations

- ⦿ Facilitated the pre-ICANN80 Board workshop and ICANN80 (7–13 June), the Los Angeles Board Workshop (6–8 September), and the pre-ICANN81 Board workshop and ICANN81 (8–14 November).

### Complaints Office

- ⦿ Received six new complaints during the reporting period, of which several were about ICANN's processing of Contractual Compliance complaints. Work is ongoing to assess whether any recommended improvements are needed to address the concerns raised.

### Global Stakeholder Engagement, Strategic Initiatives, and Implementation of the IANA Stewardship Transition

- ⦿ Supported the negotiation and signing of MoUs with Smart Africa Alliance and UNESCO, while providing legal guidance for the Coalition for Digital Africa and assisting with the development, release, and implementation the ICANN Grant Program.
- ⦿ Provided legal support for all review-related activities, including the evolution of reviews, the initiation of the Pilot Holistic Review, work on the Continuous Improvements Program, and continued legal guidance for ICANN's strategic engagement and communications efforts concerning WSIS+20.

### Dispute-Related Matters and Internal Services

#### **Independent Review Process (IRP) Matters**

- ⦿ Namecheap IRP No. 1 (.biz, .info, .org) – After review of the Panel's Final Declaration, the Board directed ICANN org “to retain an economist to provide input regarding the current [DNS] marketplace as it relates to the market power of .INFO and .ORG.” ICANN retained an economist, who provided two reports for the Board Accountability Mechanisms Committee's (BAMC) and the Board's consideration. On 10 November 2024, the Board determined, in part, “that the 2019 .INFO and .ORG Registry Agreements be maintained without price control provisions.”
- ⦿ Namecheap IRP No. 2 (.info, .org): In September 2024, Namecheap initiated a second IRP arguing that ICANN has not complied with the Panel's findings and recommendation in Namecheap IRP No. 1 and requesting that the current IRP Panel, among other things, “[o]rder that ICANN annul its [decision to not include] price caps in [the] .org and .info registry agreements.”

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## Litigation Matters

- ⦿ Ongoing litigation matters involving ICANN as a defendant include a California lawsuit related to single-character domain names, four trademark lawsuits in India, a lawsuit filed by a former ICANN employee, and a California case filed by Namecheap seeking to confirm the IRP Panel's decision in Namecheap IRP No. 1.
- ⦿ Managed and responded to various requests, including one Reconsideration Request currently undergoing procedural evaluation for the BAMC; a request submitted under the ICANN Documentary Information Disclosure Policy; 14 subpoenas regarding information on IP addresses, domain names, and reserved or Special Use IP addresses; and provided continued advisory support to business units on a range of related matters throughout the reporting period.

## Other Support

- ⦿ Support for the GDS Function to renew the .com and .xxx Registry Agreements.
- ⦿ Support for the New gTLD Program: Next Round to: (i) finalize preparations for the November 2024 launch of the Applicant Support Program and the Registry Services Provider Evaluation Program, (ii) prepare the preliminary working draft of the Next Round Base Registry Agreement, and (iii) support activities to develop the Applicant Guidebook.
- ⦿ Supported and advised the Policy, Global Domains & Strategy (GDS), and Office of the Chief Technology Officer (OCTO) functions on matters including: (i) the feasibility assessment of the Name Collision Analysis Project (NCAP) Study 2 recommendations, (ii) consensus policy implementation-related issues, including a revised approach to implementation of the consensus policy recommendations concerning Privacy and Proxy Services Accreditation Issues and the operation of the Registration Data Request System ("RDRS"), (iii) registrar and registry agreements with ICANN, including renewals of .COM and .XXX Registry Agreements, contractual compliance enforcement issues, Emergency Back-end Registry Operator (EBERO) transitions, and ICANN efforts to modify fees.

## TOP ISSUES AND MITIGATION

The team provides support and briefing documents in ongoing litigation and in support of Independent Review Process filings. The litigation issues are mitigated by maintaining a litigation readiness plan for relevant legal filings as well as utilizing the Risk Fund for costs associated with ongoing matters related to the New gTLD Program. The team provides an attorney-client privileged version of a litigation report to the Board under separate cover. Ongoing litigation activities are published on the [litigation page](#) on the ICANN website.

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# GLOBAL DOMAINS AND STRATEGY

Theresa Swinehart, SVP, Global Domains and Strategy (GDS)

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ Marked one year of Registration Data Request Service (RDRS) operations with community discussions at ICANN81.
- ⦿ Completed renewal of .com Registry Agreement, following the Board's consideration and approval.
- ⦿ Provided first working draft of the Base gTLD Registry Agreement (RA) for next round of new gTLD applications to the community for feedback.
- ⦿ Initiated a [plan](#) to increase registry and registrar fees; updated registry fee levels go into effect 1 January 2025.
- ⦿ Completed renewal of .xxx RA from legacy form to Base RA.
- ⦿ Completed a Public Comment proceeding on the Data Processing Specification associated with the Registration Data Policy.
- ⦿ Launched Applicant Support Program (ASP) and Registry Service Provider (RSP) Evaluation Program as part of the New gTLD Program: Next Round.
- ⦿ Launched access to the Monitoring System Application Programming Interface (MoSAPI) and Registration Reporting Interface systems for registrars, including access to detailed Domain Metrica data for each contracted party.

## OVERVIEW OF ACTIVITY

### Data Protection and Privacy

#### Registration Data Policy

- ⦿ ICANN org is making updates to internal procedures necessary to support updated data formats in accordance with the policy and continues to support the contracted parties and other stakeholders with questions and clarifications on the policy requirements.
- ⦿ The effective date for the Registration Data Policy is 21 August 2025.
- ⦿ Completed a [Public Comment](#) proceeding for the Data Processing Specification associated with the policy. Discussing with contracted parties to finalize the specification based on community input.

#### Registration Data Request Service

- ⦿ Published monthly Usage Metrics Reports since January 2024 on the [RDRS](#) page.
- ⦿ Since launch, the number of participating registrars has increased from 56 to 91, covering 59 percent of gTLD domains under management.
- ⦿ The RDRS reached the midpoint of its two-year pilot period in November 2024. The ICANN Board has begun a conversation with the community about the value of continuing with the RDRS as a possible permanent solution for access to nonpublic gTLD registration data.
- ⦿ Outreach and communications efforts are ongoing and include RDRS discussions at more than 70 public events, regional webinars, blogs, social media campaigns, and monthly metrics reports that reflect service usage and community-requested clarifications and improvements. In addition, there have been multiple community discussions regarding enhancements for both requestors and participating registrars, several of which have been

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implemented since the launch or will be rolling out soon. Examples of these improvements included better error messaging for unsupported top-level domains, increased open text field characters, and “click” reductions to improve the user experience.

### **Proxy and Privacy Services Policy Recommendations**

- ⦿ Convened Implementation Review Team (IRT) to assist with advancing the work on the Generic Names Supporting Organization’s (GNSO) 2016 policy recommendations on Privacy on Proxy Services Accreditation Issues.
- ⦿ The IRT is meeting regularly and is focused on a set of threshold questions to determine which, if any, areas of the 2016 recommendations need to be revisited in light of interim developments relating to data protection and privacy.

## **New gTLD Program: Next Round**

### **Implementation of Adopted Policy Recommendations**

- ⦿ Policy Implementation Workstream (WS1) continues to work with the IRT to draft the next Applicant Guidebook (AGB). In this period, the IRT held 52 full and 15 sub-track meetings, covering most of the remaining Subsequent Procedures topics, and held a second Public Comment proceeding on nine AGB topics. In parallel, ICANN org is continuing its review of AGB language with the IRT.
- ⦿ The [IRT Internationalized Domain Name \(IDN\) Sub-Track](#) launched on 1 August 2024, with the objective to discuss the implementation of the [IDN Expedited Policy Development Process \(EPDP\) Phase 1 Recommendations](#), and a number of meetings were held.
- ⦿ WS1 also held a [community discussion](#) on the resolution of contention sets on 12 and 14 August 2024. The goal of this discussion was to consider which mechanisms should be established for the resolution of contention sets in the next round of new gTLDs. The Board reviewed the outcome of the community discussion during its workshop on 6–8 September 2024, and provided [a path forward](#). The Board [confirmed](#) the prohibition of all forms of private resolution of contention sets in the next round during its meeting at ICANN81.

### **Applicant Support Program**

- ⦿ Adoption by the ICANN Board and publication of the Applicant Support Program Handbook.
- ⦿ Completed development of the ASP Application System.
- ⦿ Finalized the ASP Funding Plan, per the Board’s resolution to use up to US \$5 million from the 2012 auction proceeds to fund half the costs of direct support to qualified applicants.
- ⦿ Opened the ASP application window on 19 November.

### **Registry Service Provider Evaluation Program**

- ⦿ Adoption by the ICANN Board of the RSP Handbook and the RSP evaluation fee during its meeting on 28 June 2024.
- ⦿ Opened the RSP pre-evaluation window on 19 November.

### **gTLD Application Processing**

- ⦿ The gTLD Application Processing project, which encompasses enabling the gTLD application process from submission to contracting, is in progress in all three areas of work (business requirements, system capabilities, and vendor procurement). The project team is currently developing a strategy for overall application processing and approach to vendor sourcing,

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## Outreach, Engagement, and Readiness

- ⦿ Working collaboratively with the Global Stakeholder Engagement and Global Communications teams, finalized a detailed engagement matrix for the 14 countries targeted in the initial ASP engagement efforts. These efforts are aimed specifically at regions that are currently underrepresented in ICANN.
- ⦿ In response to Governmental Advisory Committee (GAC) communiqués from ICANN79 and ICANN80, and community interest, the Engagement Team has established a monthly cadence for reporting to the IRT on all next round engagement, outreach, and communications activities. The first such update was held in September 2024.
- ⦿ A new Readiness Team was formed in August 2024 to focus on the preparedness of gTLD applicants and ICANN staff. This includes creating education and training resources. Recent updates to the [New gTLD Program website](#) include ASP webinars, a FAQ section, and a Champions Toolkit with fact sheets, slide presentations, and other outreach material. Additionally, the team is working to coordinate support across several internal ICANN functions including Global Support, Service Delivery, and E&IT.

## ICANN Org Activities in Support of the Board

- ⦿ Supported Next Round Board Caucus meetings and presented information; prepared Board papers and scorecards about the New gTLD Program: Next Round during three Board Workshops.
- ⦿ Supported Board-GAC consultations on ICANN81 GAC advice in relation to ASP and contention resolution.

## Next Round Program Governance

- ⦿ In addition to overall program management activities, the Program Owner and Program Manager also assisted the team in critical discussions with the Board, as well as community discussions on topics such as the gTLD evaluation fee, RSP evaluation fee, ASP funding plan, and contention resolution.
- ⦿ A Vendor Strategy consulting team with extensive experience in sourcing was onboarded to develop a comprehensive vendor strategy.
- ⦿ The Program Leadership Team is working with Program Sponsors and Workstream Leads to define the operating model for the processing phase, which started with an assessment of the 2012 round staffing model and lessons learned. The team is preparing for an operating model design workshop in the coming months to include identification of the governance model and alignment of work to ICANN functions for the processing of applications, as well as planning for a subsequent round.
- ⦿ The Implementation Manager is working closely with the RSP Evaluation Program and ASP leads to prepare for launch. A governance process, or stage gate process, is being established.
- ⦿ Delivered a status report on the next round of the New gTLD Program Implementation two weeks prior to every ICANN Public Meeting, including before [ICANN80](#) (24 May) and [ICANN81](#) (30 September).

## DNS Abuse Mitigation Program

- ⦿ New DNS Abuse obligations came into effect on 5 April 2024.
- ⦿ ICANN's monthly DNS Abuse reports provide regular updates on complaints and enforcement actions, broken down by type of abuse. In November, ICANN published a six-month report, "[ICANN's Enforcement of DNS Abuse Mitigation Requirements](#)," detailing its

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enforcement actions under the new DNS Abuse mitigation requirements. For more info on compliance enforcement, see the [Contractual Compliance section](#).

- ⦿ Launched a beta test of [ICANN Domain Metrica](#). This platform is an evolution of the 2017 Domain Abuse Activity Reporting project and will provide a place to store, combine, and compare metadata related to domain names. A formal launch of the system is expected to occur in late 2024 or early 2025.
- ⦿ Presented the Domain Metrica platform and research project to the community to great reception at ICANN81 and will conduct further socialization and promotion of both initiatives.
- ⦿ During ICANN81, provided an [update](#) on a research project it commissioned, the Inferential Analysis of Maliciously Registered Domains, which systematically analyzes the preferences of cyber attackers and identifies possible measures to mitigate malicious activities across top-level domains.

## Internationalized Domain Names Program

- ⦿ Continued to support policy development work on IDNs by the GNSO and the Country Code Names Supporting Organization (ccNSO).
- ⦿ The GNSO's [IDN EPDP Phase 1 Final Report](#) was approved by the ICANN Board (based on the scorecard).
  - ⦿ The GNSO's [IDN EPDP Phase 2 Initial Report](#) was finalized by the IDN EPDP team and submitted to GNSO for approval.
  - ⦿ The ccNSO [ccPDP4 Final Report](#) on the (de-)selection of IDN ccTLDs was approved by the ccNSO Council and transmitted to the ICANN Board. A Board caucus was formed to review the recommendations.
  - ⦿ Finalized three modules of AGB for the next round of new gTLDs, which were published for Public Comment: Internationalized Domain Names, String Similarity Evaluation, and Root Zone Label Generation Rules.
- ⦿ Coordinated the input from Chinese, Japanese, and Korean communities on [Han Script Single-Character IDN Generic Top-Level Domains](#).
- ⦿ Announced [IDN Guidelines Version 4.1 implementation timeline](#) and sent communication informing all the contracted parties.
- ⦿ Published [IDN Annual Report](#) for 2024.
- ⦿ Conducted evaluation and announced successful string evaluation for [Libya IDN ccTLD](#).
- ⦿ Finalized additional reference Label Generation Rules (LGRs) for Balinese script, Thaana script, and Inuktitut language after [Public Comment](#).
- ⦿ Published a blog on how [ICANN's New IDN Guidelines Help Strengthen DNS Abuse Mitigation](#).
- ⦿ Following the [Public Comment proceeding](#), finalized the process for [IDN Tables Review Process Without Reference LGR](#).

## Universal Acceptance Program

- ⦿ Supported the UA Day 2024 events planned for May, and published the [UA Day 2024 Report](#).
- ⦿ Announced the [call for UA Day 2025](#), for which 110 proposals were received.
- ⦿ Entered agreement with UNESCO to [collaborate](#) on UA Day 2025.
- ⦿ Published the [UA Readiness Report for FY24](#).
- ⦿ Engaged with the UA Steering Group (UASG) on governance matters – discussions are ongoing. A statement of interest was announced and implemented.
- ⦿ Continued to support the development of UASG's five-year plan.

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- ⦿ Took up UA remediation effort of the following open-source tools:
    - Email tools: Dovecot, PHP Mailer
    - Content management systems: Drupal, Joomla, Symfony, WordPress
    - Web hosting systems: cPanel
  - ⦿ Developed the UA Curriculum Program for adoption by universities.
  - ⦿ Conducted pilot faculty training for five universities in Bahrain in collaboration with the Telecom Regulatory Authority of Bahrain.
  - ⦿ Supported the ICANN org team during the dialogue on IDNs and UA at the World Telecommunication Standardization Assembly. UA was included in Resolution 48 encouraging member states to contribute to IDN implementation and UA promotion.

## Global Support

The Global Support team answered 1,905 phone calls and closed 8,016 cases. ICANN's contracted parties represented 11.2 percent of the case volume, while the remaining 88.8 percent was from registrants and the community. The team sent 64 notifications, including [contracted party communications](#), during this period. The overall customer satisfaction score for contracted parties was 4.8 on a five-point scale for the question, "How satisfied are you with the service you received from ICANN?"

## Contracted Party Service Delivery

A total of 817 service requests were completed during the period. 361 Registrar Accreditation Agreements (RAAs) and 290 Registry Agreements (RAs) were renewed. Eight RAAs (eight voluntarily and zero involuntarily) and four gTLD RAs (four voluntarily and zero involuntarily) were terminated.

Fifteen new registrars were accredited in four regions: 33 percent in Asia, Australia, and the Pacific (five registrars), 20 percent in Europe (three registrars), 40 percent in North America (six registrars), and 1 percent in Latin America and the Caribbean (one registrar). Six RA assignments were completed for six gTLDs; 15 Material Subcontracting Arrangement requests were completed for 20 gTLDs. Twenty Registry Services Evaluation Policy (RSEP) requests (including Fast Track RSEPs) were completed for 56 gTLDs, and four IDN Service requests were completed for five gTLDs. 99 percent of the scheduled approximately 2,500 registrars were transitioned to ICANN's Designated Registrar Data Escrow Agent. The remaining 1 percent is in the process of being resolved via ICANN's Contractual Compliance team's enforcement process.

## Board Advice

The ICANN Board received four advisories during this period related to At-Large Advisory Committee, Root Server System Advisory Committee, Root Zone Evolution Review Committee, and Security and Stability Advisory Committee advice, which equates to nine pieces of individual advice (advisories often contain more than one piece of advice). All nine items require action from the ICANN Board. Open Board advice can be found on the [Board Advice workspace](#), while open Board advice items for the GAC can be found on the [GAC Advice page](#).

## Correspondence

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ICANN org handled 272 cases related to the work of processing correspondence. Of those, 18 were letters resulting in substantive responses and were published on the [ICANN Correspondence](#) page. ICANN also published 19 letters directed to the ICANN community to inform the community or request information on various topics.

## New gTLD Program: 2012 Round

As of 5 December 2024, 28 applications remain in the 2012 round, with one application actively working toward contracting. During this period, one application completed contracting. During this period, no applicants withdrew from the New gTLD Program. ICANN org has reached out to all remaining applicants that are in a “not approved” or “will not proceed” status (25 applicants) to encourage withdrawal.

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# Review Support and Accountability

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ Community Coordination Group has progressed work on the Continuous Improvement Program (CIP) Framework, reaching agreement on the principles to be applied at the community level. A Public Comment [proceeding](#) on the Framework opened in November 2024 and will close in January 2025.
- ⦿ Community leadership appointed the Pilot Holistic Review Team members and leadership; work began in September 2024, as planned. The Board adopted the Special Pilot Holistic Review Operating Standards in September.
- ⦿ Operating Standards for Specific Reviews have been modified to address known challenges, improve efficiency, and achieve improved review outcomes. Preparations underway to socialize these modifications with community leaders prior to Public Comment proceeding. The Revised Operating Standards will be applicable to the upcoming Fourth Accountability and Transparency Review (ATRT4).
- ⦿ The Fundamental Re-evaluation of Specific Reviews developed a Thought Paper and initiated discussion with the Board. The paper seeks to capture suggestions and questions to enable a discussion on evolving Specific Reviews to be fit for purpose. Will discuss with community leaders after ICANN81.

## OVERVIEW OF ACTIVITIES

### Continuous Improvement Program

- ⦿ ICANN org continued facilitating development of a CIP Framework, with proposed principles, criteria, and indicators for community consideration.
- ⦿ The Community Coordination Group (CCG) reached agreement on five CIP Framework principles and decided that the CIP Framework should be applied at the Supporting Organization (SO), Advisory Committee (AC), and Nominating Committee (NomCom) level. The CCG agreed that continuous improvement efforts at the substructure level should continue as deemed useful by each SO and AC.
- ⦿ ICANN org pivoted to utilize internal org resources to develop a survey for the first CIP assessment and this work is underway, based on the five principles comprising the CIP Framework, as agreed to by the CIP CCG.
- ⦿ Draft CIP Framework was published for [Public Comment](#) in November. The objective is to gather community input on the Draft CIP Framework and how the program will be carried out by each SO, AC, and the NomCom, starting in 2025.

### Pilot Holistic Review

- ⦿ Supported and facilitated the Call for Volunteers and the appointment of [16 community volunteers](#) by the Supporting Organization (SO) and Advisory Committee (AC) chairs to serve on the review team. The Board [appointed](#) León Sánchez to serve on this review.
- ⦿ Supported and facilitated the selection of two co-chairs by SO and AC leadership.
- ⦿ The work began in September 2024, with cadence of meetings established and work progressing based on the previously established [Terms of Reference](#).

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## Lifecycle of Reviews

- ⦿ Ad Hoc Operating Standards for the Pilot Holistic Review [adopted by the Board](#) and introduced to the Pilot Holistic Review team in September 2024. These standards reflect several process improvements.
- ⦿ Drafted Revised Operating Standards and briefed the Board Organizational Effectiveness Committee (OEC) in October 2024, in preparation for the Public Comment proceeding in December 2024. The goal is for the Revised Operating Standards encompassing several significant process improvements to be ready for the start of ATRT4.
- ⦿ In addition to implementing the various process improvements to address known challenges with how Specific Reviews have been conducted, ICANN org developed a Thought Paper to reflect on ideas about reevaluating the current Specific Reviews and how they could be done differently to be more purpose driven. This Thought Paper was discussed by the OEC in [October 2024](#) and shared with the Board. During the August 2024 SO/AC Roundtable discussion, community leaders expressed their views that changes are needed in how Specific Reviews are conducted. They also expressed their interest to work together to find a better approach.

## NomCom2 Review

- ⦿ Facilitated and assembled an OEC briefing in May 2024 to update the Board on two NomCom-related topics in line with two prior Board resolutions (March and September 2023). There are two remaining recommendations from the second Organizational Review of the NomCom (NomCom2 Review) that have not been implemented: (1) Definition of “Unaffiliated” Director role and stipulation of the number of such seats on the ICANN Board, and (2) NomCom rebalancing. Both have significant governance implications for ICANN.
- ⦿ Facilitated and supported the OEC handover to the Board Governance Committee on “Unaffiliated” Director role on the ICANN Board in August 2024.

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# OFFICE OF THE CHIEF FINANCIAL OFFICER

Xavier Calvez, SVP, Planning and CFO

## Implementation of Non-Policy Recommendations and Ad-Hoc Projects

### KEY HIGHLIGHTS AND MILESTONES

- ⦿ Implementation of 45 out of the 71 recommendations is complete, while the remaining 26 recommendations are in progress.
- ⦿ Implementation of 54 out of the 65 recommendations in the org portfolio is complete, while 10 recommendations are in progress, and one has not started.
- ⦿ The [application window](#) for the first Grant Program cycle closed on 24 May 2024 with 247 submitted applications.
- ⦿ Preliminary admissibility and eligibility checks as well as the Independent Panel assessment are being conducted according to the plan.

### OVERVIEW OF ACTIVITIES

#### Specific Reviews

- ⦿ Coordinated the Board consideration of and action on four Competition, Consumer Trust, Consumer Choice recommendations on 29 July 2024.
- ⦿ Through Board [action](#) on the Name Collisions Analysis Project Study 2 report, commenced analysis work to address the remaining recommendation pending Board consideration.
- ⦿ Delivered progress updates to the Executive Team and the Board OEC.
- ⦿ Delivered Prep Week updates during [ICANN80](#) and [ICANN81](#) and released two quarterly reports on the status of Specific Reviews recommendations.
- ⦿ Supported the Review Support and Accountability function's work through contributions to the Lifecycle of Reviews process, Continuous Improvements Program, Operating Standards for the Pilot Holistic Review, and Operating Standards for Specific Reviews.

#### WS2 Implementation

- ⦿ Delivered updates on implementing the Cross-Community Working Group on Enhancing ICANN Accountability Work Stream 2 (WS2) recommendations to the Executive Team, WS2 Implementation Team, and the OEC.
- ⦿ Posted one [blog post](#) and delivered Prep Week updates during [ICANN80](#) and [ICANN81](#), and released two quarterly reports on the implementation status.

#### ICANN Grant Program

- ⦿ The [application window](#) for the first grant cycle closed on 24 May 2024 with 247 submitted applications.

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- ⦿ Completed the preliminary admissibility and eligibility checks as well as the Independent Panel assessment on the submitted applications according to the timeline.
  - ⦿ Published two blogs (in [June](#) and [September](#)) to update the community on the program.
  - ⦿ Followed up on the process to update the language of Recommendation 7 of the Cross-Community Working Group on New gTLD Auction Proceeds (CCWG-AP), and to amend the Fundamental Bylaws as per Recommendation 7.

## TOP ISSUES AND MITIGATION

All the projects have numerous sensitivities at community level. Since ICANN81, the Fundamental Bylaws amendment to address CCWG-AP Recommendation 7 has been going through the [Empowered Community](#) process, which is expected to end in early January 2025. This process as well as updating the language of Recommendation 7 are key dependencies for the completion of the Grant Program first cycle.

The Implementation Operations team continues to work closely to keep all the stakeholders apprised of the progress, mitigating possible issues, and resolving deadlocks, where possible.

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## Internal Audit

### KEY HIGHLIGHTS AND MILESTONES

- ⦿ Edited the Board Risk Committee (BRC) Charter to include changes to the Risk Management Function section and added a newly designed section on the Internal Audit Function's BRC oversight responsibilities. The Draft BRC Charter will be recommended by the BRC to the Board Governance Committee for review and approval in December 2024.
- ⦿ Developed and initiated the Implementation Plan for the Internal Audit Function.

### OVERVIEW OF ACTIVITY

While the Internal Audit function is being established, an Implementation Plan for the Internal Audit function has been developed. Progress on the Implementation Plan is regularly communicated to the Executive Team and the BRC.

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# Planning

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ The ICANN Board completed the development of the draft ICANN Strategic Plan for FY26–30 in July. The Public Comment proceeding was completed in September.
  - The current timeline aims to deliver the FY26–30 ICANN Strategic Plan for Board consideration for adoption no later than March 2025. Following the adoption, the plan will be subject to the Empowered Community process.
- ⦿ The Public Technical Identifiers (PTI) Board developed its draft five-year Strategic Plan with IANA and ICANN org staff and opened a Public Comment proceeding in November 2024.
  - The current timeline aims to deliver the FY26–30 PTI Strategic Plan for PTI Board consideration for adoption no later than April 2025 to ensure alignment with the ICANN Strategic Plan.
- ⦿ Public Comment proceedings on the draft ICANN, IANA, and PTI Operating Plans and Budgets opened in December 2024.

## OVERVIEW OF ACTIVITY

### Draft FY26–30 ICANN Strategic Plan and Operating Plan Framework

- ⦿ The ICANN Board led the development of the draft ICANN Strategic Plan for FY26–30 from January through June 2024. The ICANN org Executive Team developed the draft Operating Plan Framework, which complements the draft Strategic Plan.
- ⦿ Both plans were published for Public Comment from July to September 2024. ICANN received 10 Public Comment submissions, which provided input on the plans.
- ⦿ The Public Comment Summary Report was published in November 2024.

### PTI Strategic Plan

- ⦿ The PTI Board developed the draft PTI Strategic Plan for FY26–30 from May through October 2024.
- ⦿ The draft PTI Strategic Plan was published for Public Comment in November 2024.
- ⦿ Following the end of the Public Comment period in January 2025, a summary report will be published in March. This will be followed by PTI Board consideration by April 2025.

### FY26 Draft Operating Plan and Budget Process

- ⦿ The plan development phase was from July to November 2024, taking into consideration the input received on the draft ICANN Strategic Plan and Operating Plan Framework.
- ⦿ The draft FY26 plans for ICANN, IANA, and PTI were published for Public Comment in December 2024.
- ⦿ Implementation of the Management Framework, a reporting process to track the progress of strategic initiatives and functional activities, began in conjunction with the FY26 budgeting process.

# Procurement

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ [Launched](#) new financial reporting to include an [Annual Disclosure of Payments to Suppliers](#), starting with Fiscal Year 2022.
- ⦿ Contracted with several providers for various aspects of the New gTLD Program: Next Round.

## OVERVIEW OF ACTIVITY

### Procurement Operations

There were 602 purchase orders for the reporting period totaling approximately \$29.8M, which were issued to 412 unique suppliers with an average PO amount of approximately \$49,400. July and August both show a relatively higher PO monthly total of over \$7M, which is expected due to the seasonality of many annual contracts renewing at the beginning of the fiscal year. In addition, over the reporting period, approximately \$6.5M (22 percent) out of the total \$29.7M PO spend was attributed to POs for the New gTLD Program: Next Round. Lastly, over the reporting period, approximately \$5.7M or 19.1 percent of the total spend was attributed to POs for ICANN meetings spread over several meetings.

Purchasing Operations Metrics for Reporting Period (6 May '24 thru 6 Dec '24)								
Metrics	Reporting Period (6 May '24 to 6 Dec '24)	November '24 (until the 14th <sup>2</sup> )	October '24	September '24	August '24	July '24	June '24	May '24 (6th onwards)
Number of PO's	602	23	67	89	128	113	88	94
Total PO Amount (\$)	\$29,765,448	\$346,042	\$3,908,064	\$4,392,639	\$7,170,401	\$7,703,146	\$3,213,457	\$3,031,699
Average PO Amount (\$)	\$49,444	\$15,045	\$58,329	\$49,355	\$56,019	\$68,169	\$36,517	\$32,252
Average Cycle time <sup>1</sup> (days)	18.1	21.9	15.6	19.7	21.5	16.0	17.8	15.1
Number of unique suppliers that were issued POs	412	22	60	71	117	103	72	76

1. Cycle time is defined as the number of days it takes from submission of a purchase request in Oracle to creation of the associated purchase order (PO).  
Steps included: Approvals per contracting & disbursement policy; contract revisions by Legal-Contracting; and obtaining contract signatures.

2. The last date for purchase order transactional data considered for this report is 14 November 2024, which is the date this report was submitted for processing prior to circulation.

### Strategic Sourcing

Procurement continued to support the organization with the various phases of sourcing (RFP) activities throughout the reporting period. Six competitive bidding events (RFIs/RFPs) were concluded within the reporting period. In addition, six competitive bidding events (RFIs/RFPs) were worked on, and are currently in various ongoing stages (planning, preparation, live, evaluation, contracting). Hence, overall, Procurement was involved in coordinating 12 competitive bidding events. There was a slight decrease in the number of competitive bidding events in the earlier part of the reporting period, when budgets and funding was realigned. However, the number of RFPs is expected to grow significantly in the coming months as the vendor selection work related to the next round continues.

# Risk Management

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ ICANN Board adopted of the updated ICANN Risk Appetite Statement in November 2024.
- ⦿ Edited the Board Risk Committee (BRC) Charter to include changes to the Risk Management Function section and added a newly designed section on the Internal Audit Function’s BRC oversight responsibilities. The Draft BRC Charter will be recommended by the BRC to the Board Governance Committee for review and approval in December 2024.
- ⦿ Developed and initiated the Assessment Plan over the Risk Management Function’s maturity state.
- ⦿ Launched the Risk Register Update process with the completion anticipated by end of December 2024.

## OVERVIEW OF ACTIVITY

Activity Name	Activity Description	Frequency
Risk Management Framework	A Risk Management Framework: (i) creates a holistic, portfolio view of the most significant risks to the organization’s mission; (ii) unifies the various risk management activities across the organization for a comprehensive approach and identifies risk management gaps; and (iii) provides assurance to Executive Team and the Board that the organization is operating safely in support of ICANN’s mission.	Ongoing
Risk Register Update	This process involves identifying, assessing, monitoring, and reporting on risks impacting ICANN. Top or material risks (i.e., Organization Risk Register) are further evaluated, discussed, and reported to the CEO RMC, the BRC, and the Board as appropriate.	In progress
Continuity Planning	The Risk Management (RM) function is continually enhancing efforts to unify the organization’s continuity planning, integrating it with crisis management and disaster recovery planning.	Ongoing
RM Ongoing Support and Training	Org-Wide: The RM function provides ongoing support (advisory services), guidance, and training (as necessary and per request) on risk management methodologies.  Board-Level: The RM function conducts a Risk Board Workshop to offer both existing and new Board members a comprehensive overview of the	Org-Wide: Ongoing  Board-Level: Annually (in Progress)

	RM function, its framework, and the fundamental elements of risk management methodologies.	
RM Policies and Procedures Maintenance and Update	The RM function maintains a list of policies and procedures that support the RM Framework and is responsible for updating these documents as the framework undergoes enhancements and improvements.	Ongoing

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# CONTRACTUAL COMPLIANCE

Jamie Hedlund, SVP, Contractual Compliance and U.S. Government Engagement

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ Began publishing monthly [reports](#) related to the enforcement of the new DNS Abuse mitigation requirements and a detailed six-month report. The latter noted enforcement actions resulting in the suspension of over 2,700 abusive domains and the disabling of over 350 webpages.
- ⦿ Began enforcing the Interim Registration Policy for gTLDs, Stage 2, effective 21 August 2024, which allows contracted parties to continue to implement measures consistent with the Temporary Specification, implement the Registration Data Policy, or elements of both.
- ⦿ Completed a registrar audit and published the consolidated contractual [compliance audit report](#). Launched a registry compliance audit round that is the first to include questions to verify compliance with new DNS Abuse mitigation requirements.

## OVERVIEW OF ACTIVITY

### Notices of Breach, Suspension, Termination, and Non-Renewal

- ⦿ In May 2024, the registrar ALIBABA.COM SINGAPORE E-COMMERCE PRIVATE LIMITED cured the 27 March 2024 [Notice of Breach](#) issued for not complying with requirements related to reports of abuse, among other things.
- ⦿ On 1 July 2024, ICANN sent a [Notice of Breach](#) to the registry operator (RO) Asia Green IT System Bilgisayar San. ve Tic. Ltd. Sti. for exceeding the RDAP-RDDS emergency threshold described in Specification 10 of the Registry Agreements (RAs) for the top-level domains .nowruz, .pars, .shia, .tci, and .xn--mgbt3dhd. The RO's failure also led to ICANN placing the TLDs into the [Emergency Back-End Registry Operator \(EBERO\)](#) and initiating the mediation phase of the termination process.
- ⦿ On 16 July 2024, ICANN sent a [Notice of Breach](#) to the registry that operates .top for failing to comply with DNS Abuse mitigation requirements, with the Uniform Rapid Suspension system, and timely paying ICANN fees.
- ⦿ On 4 September 2024, ICANN sent six Notices of Breach to the registrars [MAFF Inc.](#); [DotMedia Limited](#); [DOMAINNAME BLVD, INC.](#); [DOMAINNAME FWY, INC.](#); [FLAPPY DOMAIN INC.](#); and [MAFF AVENUE INC.](#) The Notices of Breach were due to the registrars' failure to comply with data escrow and Registration Data Access Protocol (RDAP) Directory Service requirements.
- ⦿ On 20 September 2024, ICANN sent a [Notice of Breach](#) to the registrar Aceville Pte. Ltd. (owned by Tencent) based on Aceville's failure to comply with DNS Abuse mitigation, data escrow, and RDAP requirements of the RAA.

### Contractual Compliance Performance Measurement

- ⦿ Monthly dashboards available for this reporting period are accessible at [Contractual Compliance Monthly Dashboards](#).

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- ⦿ Trend Reporting for this period is available at [Contractual Compliance 12-Month Trends Reporting](#).

## Policy and Working Groups

Compliance assigns experts to participate in policy development and working groups' efforts and other initiatives to provide information, metrics, and input on concepts, contractual language (whether it is clear and enforceable), as well as on how to implement policy in an effective way once approved. Compliance currently has assigned experts to:

- ⦿ Rights Protection Mechanisms Implementation Project Team (IPT)
- ⦿ IDN Expedited Policy Development Process
- ⦿ EPDP on the Temporary Specification for gTLD Registration Data Phase 1
- ⦿ Transfer Policy Review Phase 2
- ⦿ Drafting of the Public Interest Commitment Dispute Resolution Procedure FAQ document to be released with AGB
- ⦿ Drafting of Next Round Base RA
- ⦿ Privacy and Proxy Services Accreditation Implementation IPT

## Contractual Compliance Outreach

- ⦿ May 2024: Contracted Parties Summit, Paris; presented data related to the enforcement of the new DNS Abuse mitigation requirements.
- ⦿ May 2024: Beyond the Digital Borders: Internet Domain Names and Rights Conference, Istanbul; discussed DNS Abuse and registration data accuracy obligations.
- ⦿ June 2024: ICANN80 Policy Forum; presented how to submit well-formed and actionable DNS Abuse complaints.
- ⦿ July 2024: APAC DNS Forum, Bali; presented data on the enforcement of the DNS Abuse mitigation requirements.
- ⦿ September 2024: Training workshop with contracted parties in Beijing, with a focus on DNS Abuse mitigation requirements.
- ⦿ October 2024: Meeting with contracted parties in Istanbul; topics included the DNS Abuse mitigation requirements and communicating with ICANN Contractual Compliance.
- ⦿ November 2024: ICANN81 Annual General Meeting; presentations and meetings on enforcement of DNS Abuse mitigation requirements, RDAP, data accuracy, PPSAI, and RO audit.

Additional information regarding all ICANN Contractual Compliance activities during this reporting period is available in the [Contractual Compliance Monthly Reports](#).

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# GLOBAL HUMAN RESOURCES

Henry Meyer, VP, Global HR Operations, and Interim Head of HR

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ Made 13 external hires to meet specialized skills and experience needs not available internally.
- ⦿ In response to sustained high inflation in the Republic of Türkiye, a special salary adjustment was applied effective 1 October 2024; the situation is being monitored quarterly.
- ⦿ To enhance resource management, operational efficiency, and financial sustainability, 33 staff positions were eliminated effective 30 May 2024.
- ⦿ The FY24 Annual Compensation and Merit Review process was suspended due to financial constraints.

## OVERVIEW OF ACTIVITIES

- ⦿ During this reporting period a total of 16 vacancies were filled, 13 through external placements to meet specialized skills and experience needs not available internally. Nearly a third of roles filled were outside of the U.S. Eight roles were for the New gTLD Program: Next Round.
- ⦿ Leadership and development activities included modules through the Leadership Education and Development program, including Coaching – Connect Through Conversations and Engaging & Retaining Talent. Continued to build networking and development opportunities for staff and leadership through HR’s monthly learning opportunities at ICANN. Topics of focus were emotional intelligence, presentation skills, listening skills, crucial conversations, receiving feedback, and having career conversations. Special diversity, equity, and inclusion events included celebrating Asian Pacific Islander Desi American Month and Hispanic Heritage Month. To support the effective on-boarding of new hires, activities included meet-and-greet sessions between new hires and the Executive Team, HR business partners conducting three-month check-ins, executives holding six-month check-in meetings, and the Director of Learning and Development completing nine-month check-ins. The Project Management Network holds a monthly Project Management Hour to continue to support the Project Management Framework.
- ⦿ Due to ongoing economic challenges in Türkiye impacting staff, economic factor monitoring and quarterly gap analysis continued. In September 2024, based on the accumulated gap analysis between inflation and currency exchange rate since January 2024, a salary increase was approved for Türkiye staff effective October 2024. Local economic conditions will continue to be monitored on a quarterly basis to see if further adjustments are required – this is common practice for many organizations in Türkiye.
- ⦿ The U.S. staff group benefits were renewed through open enrollment in October 2024, effective January 2025, and the Singapore staff group benefits were renewed in August 2024, with no changes in carriers or plan design for either after a market review.
- ⦿ ICANN’s Be Well health and wellness events included education supporting World Suicide Prevention Day in September 2024, World Mental Health Day in October 2024 for all staff, followed by a Retirement Workshop and onsite one-on-one counseling sessions for U.S. staff in December 2024.
- ⦿ FY24 SR2 at-risk payment was processed and paid out to staff on 30 June 2024.

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- ④ The performance management process was simplified by transitioning from a five-point percentage-based scale to a clearer four-point rating scale for the FY25 SR1 semester. This new scale reduces complexity, eliminates the neutral “middle” choice to encourage more definitive assessments, speeds up the process by requiring less nuanced decisions, and clarifies distinctions between achievement levels, particularly within “exceeds” ratings, to reduce ambiguity in evaluating high performance.
  - ④ ICANN suspended the FY24 Annual Compensation and Merit Review process due to financial constraints, providing a one-time lump-sum payment to eligible staff instead. Only exceptional salary adjustments and promotions were reviewed and approved.
  - ④ As part of a broader effort to evaluate costs and activities, focusing on resource management, ensuring operational efficiency, and achieving financial sustainability, effective 30 May 2024, 33 staff positions were eliminated across all functional areas and regions. This was an incredibly difficult decision, as ICANN org's talented, dedicated, and loyal employees are essential to serving ICANN's mission and its support for the community.

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# SECURITY OPERATIONS AND ADMINISTRATIVE SERVICES

*Simon Garside, VP, Security Operations and Interim Head of Administrative Services*

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ In accordance with California S.B. 553, supported the development of a Workplace Violence Prevention Plan.
- ⦿ Finalized ICANN's Hybrid Working Project recommendation.
- ⦿ Drove operational efficiencies in support of ICANN Meetings.

## OVERVIEW OF ACTIVITIES

### Security Operations

- ⦿ Provided on-the-ground health, safety, and security support for ICANN80 and ICANN81, in addition to many other events globally, such as the APAC DNS Forum in Bali, the LAC DNS Symposium in Santa Marta, Colombia, and the Contracted Parties Summit and ICANN Board Workshop in Paris.
- ⦿ Launched new health and safety systems and processes at ICANN meetings thereby optimizing incident management, patient handling, and service delivery.
- ⦿ Co-delivered an org-wide Workplace Violence Prevention Plan in accordance with California S.B. 553 on 1 July 2024.
- ⦿ Completed multiple risk assessments for staff travel to higher-risk destinations.
- ⦿ Effectively supported crisis management activities and successfully delivered scenario-driven tabletop exercises for office Emergency Response Teams as well as Emergency Response Plan maintenance.
- ⦿ Delivered ongoing staff training, such as first aid, as well as a Disaster Preparedness Event at the LA office attended by 80 staff.
- ⦿ Implemented two new intelligence tools to further enhance understanding of the global risk landscape.
- ⦿ Finalized the Hybrid Working Project recommendation in preparation for presentation to ICANN's new President and CEO.
- ⦿ Conducted a site visit to Seattle in preparation for ICANN82 in March 2025.
- ⦿ Further optimized team capabilities through training and conferences, such as the Association of Threat Assessment Professionals conference in Anaheim, California, and Kidnap Incident Management workshops with strategic risk consultancy Control Risks, in London and Singapore.

### Administrative Services

- ⦿ Supported the finalization of the Hybrid Working Project recommendation.

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# ENGINEERING AND INFORMATION TECHNOLOGY

*Andre Abed, Interim Chief Information Officer*

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ New gTLD Program: Next Round launched the Applicant Support Program (ASP) and Phase 1 of the gTLD Application Management System in November. These are critical foundation modules to the program.
- ⦿ The Tech Rationalization and Consolidation initiative continues to introduce efficiencies across ICANN systems and services. E&IT has uncovered almost \$2M in cost savings for the org and is working with Finance to calculate the reduction in operational run rate.

## OVERVIEW OF ACTIVITIES

### Relationship and Delivery Management Team

#### **Community Collaboration Systems**

The Information Transparency Platform (ITP) team deployed Matomo Web Analytics code as a replacement for Google Analytics in May of 2024, with dashboards and reports currently being finalized. The team also released the authoring experience, webpages, and content subscription feature for the Root Server System Advisory Committee (RSSAC) in July, Community in October, and Governance in December.

#### **Community Engagement System**

A limited release of ICANN Join that enables the Policy team to streamline community policy participation activities. Prospects launched in September to improve the process for accepting data privacy terms with less friction. ICANN Account deployed Mandatory Multi-Factor Authentication for ASP portal and RSP portal with a new recovery method and removal of voice call. OneTrust implementation to centralized cookie consent management across ICANN websites for essential and functional cookies is on track for the end of 2024.

#### **Contracted Parties Systems**

Delivered on 29 July time sensitive ETL updates to ETL tool used for legacy Naming Services portal (NSp) integrations like TLD Onboarding. Completed changes to registry and registrar questionnaire for Data Processing Specification (DPS) on Sept 17, pending launch approval. Launched NSp Automation with RootZone on 15 October for revoked and delegated TLDs. Delivered on 31 October an Okta/API call so Domain Metrica users can leverage NSp credentials to log in. Also launched Registration Reporting Interface (RRI) credential and Transport Layer Security Authentication on 19 October for single IANA updates. Streamlining Compliance Metrics project to improve operational efficiencies on track for 10 December launch.

#### **Technical Services Systems**

The Technical Services Delivery team is on track to launch in December the first phase of RRI refactoring to improve scalability and performance for ROs and data escrow agents for next round post-contracting. The team also added new functionality to the Service-Level Agreement

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Monitoring system and migrated the database to Persona MySQL to improve performance. The team also released a Domain Metrica V1.0 pilot on 26 September to track and report domain abuse and launched for contracted party data access on 19 November.

### **Back Office Relationship**

ERP evaluation project kicked off on 18 September. ERP team worked closely with HR to successfully complete the Open Enrollment 2025 project between September and November.

## **New gTLD Program: Next Round**

E&IT made significant progress across multiple systems implementations critical to the next round. The team launched the RSP Evaluation Program on 19 November to streamline the evaluation process for potential registry service providers and improve the efficiency of the application process. The ASP system also launched on 19 November to support applicant submissions and evaluation. This system, along with the New gTLD Program website updates, are in an operational phase and will provide an accessible platform for new gTLD applicants in need of financial assistance and support through the application process. Work continues on the Registry System Testing service and the Operational Test and Evaluation environment is available for use.

## **Software Engineering**

Implemented Coralogix to replace the previous tool, Splunk. This change produced cost savings without sacrificing efficiency or quality. Software Engineering rolled out a set of new metrics to aid the organization in planning and resource allocation for projects requiring engineering resources. These new metrics allow us to see the impact and work being done overall and down to an individual team level. This allows for more accurate capacity planning and general analysis for work growing the business versus maintaining it.

## **DCCO, MTS, EUS, and Back Office**

### **Data Center and Cloud Operations (DCCO)**

DCCO and Software Engineering began migrating ICANN's Kubernetes clusters to RedHat OpenShift Container Platform (OCP) to provide enterprise services with more stability and support. Software Engineering is continuing to migrate remaining applications to the OCP framework by December. Other work included installation of ESXi servers and switches to LA and Washington, D.C., data centers. Collected SOC2 evidence and completed Phase 1 of 2024 IANA Audit, with Phase 2 scheduled for December.

### **Meetings Technical Services (MTS)**

MTS provided hybrid meeting services for ICANN80, ICANN81, and eight additional meetings or events and completed the site inspection in preparation for ICANN82. MTS is working on a key service improvement, and cost savings, with Language Services to integrate interpretation into Zoom rather than providing the service via teleconferencing during intersessional meetings.

### **End User Support (EUS)**

EUS fielded 5,678 general support requests for the period of 1 May 2024 – 15 November 2024. During the same period last year, EUS worked 5,059 general support requests, representing a 12 percent increase. The trend of staff requiring increased technical assistance continues,

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despite a reduction in supported users. Of note, EUS onboarded 75 users, compared to 115 users during the same prior year period. This number comprises staff and fully supported contracted resources.

## TOP ISSUES AND MITIGATION

As ICANN works through approval of the E&IT FY25 re-submitted budget, E&IT must prioritize where to allocate its limited funds. As a result, E&IT work on L-Root clusters has been put on pause until FY26.

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# IDENTIFIER RESEARCH, OPERATIONS, AND SECURITY

*John Crain, SVP and Chief Technology Officer*

## Office of the Chief Technology Officer

### KEY HIGHLIGHTS AND MILESTONES

- ⦿ Published two documents related to blockchain and alternative names.
- ⦿ Hosted the ICANN DNS Symposium (IDS) 2024.
- ⦿ Observed and helped mitigate increased root server traffic for the unregistered “.scloud” TLD.

### OVERVIEW OF ACTIVITIES

#### OCTO Publications

Alternative name systems based on blockchain are a current topic of conversation in the community. Blockchain technology and name systems based on blockchain are complicated, not well understood, and there is a lack of documentation. OCTO decided to research these topics and produce documentation for the community. In October 2024, OCTO published two documents related to blockchain and alternative names:

- ⦿ [OCTO-039](#): Introduction to Blockchain Name System Technologies
- ⦿ [OCTO-040](#): Introduction to Blockchain Technologies

OCTO also organized two sessions related to these topics at ICANN81.

#### ICANN DNS Symposium

The seventh IDS was held on 25 September 2024 in Santa Marta, Colombia, with the theme “Navigating the Future: Innovations and Challenges in DNS Operations.” A diverse group of speakers presented 11 talks. Also taking place during the week at the same venue were ICANN’s LAC Domain Names Week and the DNS Community Day by DNS-OARC.

#### .scloud Issue

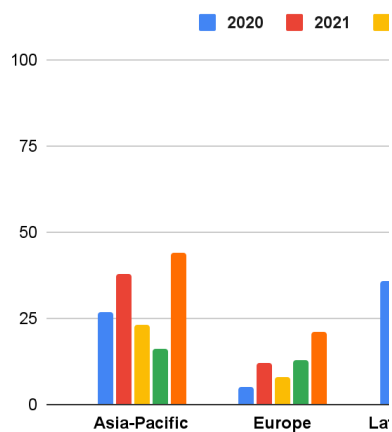
OCTO observed a significant increase in traffic to the root server system involving the undelegated TLD “.scloud.” After research and cooperation with Microsoft, OCTO determined that the traffic was caused by a bug involving the use of “.scloud” in the Teams app, released in April and May this year. After collaborative efforts, the issue was mitigated, and traffic levels have since returned to normal. This incident underscores the risks associated with squatting on TLDs, which can lead to unintended traffic and potential security vulnerabilities. Based on advice in the SSAC Advisory on Private-Use TLDs (SAC113), in August 2024 the ICANN Board

reserved the use of “.internal” for internal network naming to help prevent similar occurrences in the future.

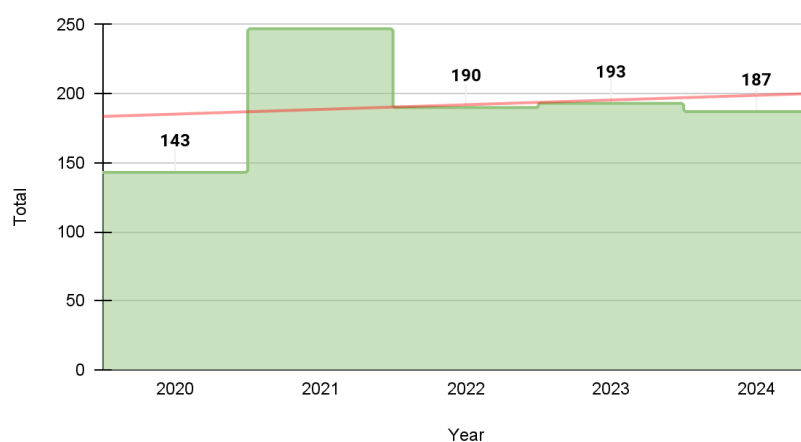
## Technical Engagement and Capacity Building

- ⦿ The Technical Engagement team has continued to deliver on its objectives and goals in different regions covered. Its focus the past semester has again been around DNS ecosystem security, with 1,114 new engagements during the period under review (177 total for 2023): 34 in Asia Pacific, 13 in Europe, 42 in Latin America and the Caribbean, 21 in Middle East and Africa, and four in North America.
- ⦿ The focus on Internet service providers particularly has also helped improve Domain Name System Security Extensions(DNSSEC) validation uptake in all regions.
- ⦿ Two new ccTLDs have signed their zones as the result of outreach and hands-on capacity-building workshops.

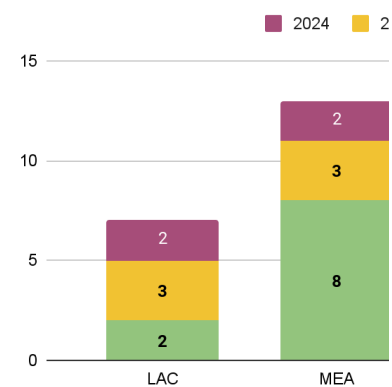
**TE Regional Engagements**



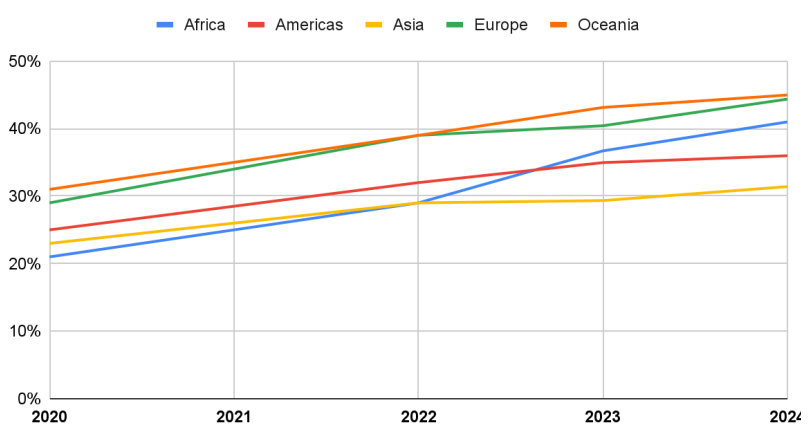
**Total Engagements/Year**



**ccTLD Zones Signed**



**Evolution of DNSSEC Validation**



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## KINDNS

- ⦿ During the period under review, 200 Operators participated in Knowledge-sharing and Instantiation Norms for DNS and Naming Security (KINDNS) by completing their self-assessment and downloading their personalized implementation report.
- ⦿ Their objective was mainly to know where they stand in their DNS operation practices and to convince their organization to better secure their DNS operations. OCTO continues to work with operators to help them actually get their assessment reviewed and formally join the program.

## INFERMAL

The Inferential Analysis of Maliciously Registered Domains (INFERMAL) project, funded by ICANN, aimed to deepen understanding of domain name abuse and the contributing factors. Guided by the Internet Identifier System Security, Stability, and Resiliency (SSR) Research team, this initiative is a key component of ICANN's [DNS Security Threat Mitigation Program](#). INFERMAL aimed to systematically analyze the domain registration preferences and patterns of cyber attackers. By examining proactive and reactive factors such as registration costs, payment methods, and bulk registration features, INFERMAL seeks to uncover patterns that could help mitigate malicious activities like [phishing](#). The project started in September 2022 and delivered a [Final Report](#) in November 2024.

The project final report concludes that from a list of 73 features encompassing three main latent factors – registration attributes, proactive verification, and reactive security practices – only a few show significant relation with abuse concentrations. The regression model shows that availability of free services, such as web hosting, are linked to a surge in phishing activities. Conversely, registration restrictions cut down malicious registrations, while registrars providing API access for domain registration or account creation experienced a rise in malicious domains. Finally, the study further highlights the complexity of this ecosystem and the fact that any policy change requires considering all of these features and their interaction with each other, which is something that this study falls short on.

## ICANN Domain Metrica

ICANN Domain Metrica is a system built to store, combine, and compare any metadata related to domain names. The platform has a dynamic dashboard with relevant statistics and visualizations, alongside an API to access raw data. The first module includes data on reports of DNS abuse and users can search for gTLDs, registrars, and individual domain names; contracted parties can also get access to lists of reported domain names under their control. Following an initial pilot release to a small group of external community members, Domain Metrica had a wider release to the contracted parties. Initial feedback was broadly positive although not without issues; the main one is that the definition of “spam” is too broad and does not match the contractual definition. This is being addressed by removing spam from statistics and filtering it out of the visuals; the work for this should be finished before the “general availability” release.

Main Features in Module 1:

- ⦿ Data and statistics for gTLDs and registrars
- ⦿ Searchable for gTLDs, registrars, and domains, with metadata on searched terms

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- ⦿ Shareable domain-level data
  - ⦿ Interactive visualizations and comparisons
  - ⦿ Abuse map
  - ⦿ Domain popularity ranking

Timeline:

- ⦿ 24 September: Pilot release to small user group (aim to seek feedback)
- ⦿ 29 October: Registry and registrar user launch (MoSAPI on 30 October)
- ⦿ TBD: General availability launch (planned for mid-January)

Future releases will include the output from SSR research projects like measuring abuse uptime and separating malicious registrations from compromised domains.

## IFR2 Review

The [Second IANA Naming Function \(IFR2\) Review](#) team continued to meet biweekly to conduct the review in accordance with the scope specified in [Article 18](#) of the ICANN Bylaws, which centers on a review and evaluation of PTI's performance of the IANA naming function against the contractual requirements in the [IANA Naming Function Contract](#). The review team has completed reviewing the contract and notating possible recommendations and incidental findings. With the help of the technical writer, the review team will start drafting the final report in December.

# Internet Assigned Numbers Authority

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ The IANA services have satisfactorily met service-level agreements for the period.
- ⦿ Significant updates were made to the Root Zone Management System, adding support for multi-factor authentication, API access, and enhanced customer identification. This addresses key community desires and concludes implementation of recommendations for IANA from the Second Security, Stability, and Resiliency of the DNS Review.
- ⦿ PTI, ICANN's affiliate that performs the IANA functions, is developing its next Strategic Plan. This plan is available for Public Comment and will identify the priority areas for the IANA functions for the next five years.

## OVERVIEW OF ACTIVITIES

### Performance in Brief

This represents a summary view of comprehensive reporting available on the [IANA website](#).

	Apr	May	Jun	Jul	Aug	Sep
<b>DNS Root Zone</b>						
SLAs Met	100%	100%	100%	100%	100%	98.4%
Metrics Met	64/64	64/64	64/64	64/64	64/64	63/64
CSC assessed satisfactory or higher	✓	✓	✓	✓	✓	✓
Request Volume	411	317	76	198	71	108
TLDs in Root Zone	1448	1448	1447	1446	1447	1446
<b>DNS Root KSK**</b>						
Metrics Met	10/10	-	-	5/5	-	-
Scheduled Items Met	14/14	-	-	7/7	-	-
<b>.INT Top-Level Domain</b>						
New .INT registered	0	0	0	0	1	1
.INT modifications	2	1	1	2	2	2
Request Volume	18	11	13	10	19	11
<b>Protocol Parameters</b>						
SLAs Met	100%	100%	100%	100%	100%	100%
Met MoU requirement (90%)	✓	✓	✓	✓	✓	✓
Met internal target (95%)	✓	✓	✓	✓	✓	✓
Request Volume	300	221	257	247	293	239
<b>Number Resources</b>						
SLAs Met	100%	100%	100%	100%	100%	100%
Metrics Met	4/4	4/4	4/4	4/4	4/4	4/4
Met SLA requirement	✓	✓	✓	✓	✓	✓
Request Volume	1	0	0	0	0	1
<b>Label Generation Rulesets</b>						
New LGRs posted	0	1	0	0	0	0
LGRs modified	2	0	237	270	0	1
Request Volume	2	1	3	3	0	1
<b>General Enquiries</b>						
Request Volume	123	93	92	91	87	96

\*\* Only applicable to months where ceremonies are held.

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## Customer Satisfaction in Brief

	Apr	May	Jun	July	Aug	Sep
Response Rate	30.2%	30.2%	30.2%	39.0%	30.2%	28.2%
Satisfaction	94.7%	100%	100%	93.8%	87.5%	81.8%

## Updates and Initiatives

- ⦿ ICANN and the Regional Internet Registries (RIRs) have agreed to expand the scope of the service-level agreements for the IANA Numbering Services. These expanded metrics predominantly cover the operation of the reverse DNS services utilized by the RIRs (in-addr.arpa and ip6.arpa).
- ⦿ The rollover of the root zone key signing key is proceeding as planned, with the new key that was generated in the first half of 2024 pre-published for software vendors and network operators to adopt. The planned schedule will see the key additionally pre-published in the DNS starting in January 2025, leading up to signing moving to the new key in October 2026.
- ⦿ The “.internal” string has been reserved for private use, implementing SAC113. IANA is pursuing efforts to memorialize this reservation through an RFC.
- ⦿ IANA has commenced preliminary work in support of the next round of new gTLD applications. Significant implementation effort is expected relating to temporary delegation of domains for name collision assessments, and for implementing variants resulting from upcoming policy proposals from both the ccNSO and GNSO.
- ⦿ Active work is ongoing to modernize the IANA website, with a particular focus on improving the experience of navigating and interacting with the comprehensive IANA-managed datasets.

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# STAKEHOLDER ENGAGEMENT

Sally Costerton, Senior Advisor to President and SVP, Global Stakeholder Engagement

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ ICANN org supported the Board Anti-Harassment Working Group in updating the Community Anti-Harassment Policy to include a definition of harassment, provide additional examples of harassment, and updated Reporting and Complaint Procedures. The [updated policy](#) was released for public comment on 4 November 2024. A summary report of community input will be produced in January 2025.
- ⦿ The Meeting Operations team is actively working to confirm future ICANN triannual meetings for 2026 and 2027.
- ⦿ In June, ICANN conducted the ICANN80 Policy Forum in Kigali, Rwanda, with 1,638 attendees, 1,004 participating in-person and 634 virtually. For more information, see the [By the Numbers Report](#).
- ⦿ Travel Support launched the Funded Traveler Portal in three phases, with the new ticketing system and data management (CRM module) platform both being launched, the final phase is launching the Funded Traveler-facing portal.
- ⦿ GSE led the APAC DNS Forum in Bali, Indonesia, in July 2024. Plans are underway to host APAC DNS Forum 2025 in Hanoi, Vietnam, to be co-located with the Contracted Parties Summit and the May 2025 Board Workshop. The team also delivered a co-located [LAC DNS Week 2024](#) with the [ICANN DNS Symposium](#) in Santa Marta, Colombia in September 2024.
- ⦿ GSE completed MoUs with EDP University of Puerto Rico and Smart Africa Alliance.
- ⦿ In November, the team delivered the first ICANN Public Meeting in Istanbul, which had the largest in-person attendance figures since ICANN63 Barcelona, with 1,982 in-person attendees and 722 virtual attendees, representing 141 countries and territories.

## OVERVIEW OF ACTIVITIES

### Global Stakeholder Engagement

Global Stakeholder Engagement (GSE) facilitates dialogues to reach new stakeholders and represent ICANN org at events around the world. During this period, the team supported such as the Asia-Pacific Internet Governance Academy in Busan, Republic of Korea. More than 50 percent of APIGA alumni continue to actively lead and participate in local and regional Internet governance events. Other major regional events included: DNS and DNSSEC training with AGETIC in Bolivia; Middle East Space; UA Day 2024 events in Myanmar, United Arab Emirates, and Uruguay; Local APIGA 2024 in Taipei along with engagements on the New gTLD Program: Next Round; and Internet Measurement Days in Uzbekistan, Armenia, and Türkiye.

The team also participated in and supported the following: Nordic Domain Days, Domain Days Dubai 2024, 3rd APT Preparatory Meeting for WTSA-2024, PITA 28, Papua New Guinea DNS Forum, 7th Chinese IDN Innovative Application Forum, Interpol Global Meeting on Digital Piracy, CENTR Jamboree in Copenhagen; Arab Consultative Conference and Expert Meetings on WSIS+20; LACNIC 41; OAS CITEL; Philippine Youth IGF, Canada Youth IGF; and VNNIC Internet Conference 2024, among many other events.

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GSE led significant outreach and awareness efforts in the regions on the launch of the Applicant Support Program and Registry Services Provider Program for the next round. This included preparations for a global outreach and awareness campaign, targeted contacts and briefings for Governmental Advisory Committee members and the Implementation Review Team.

## Engagement Programs

ICANN org prepared new training for ICANN Learn, including the “How the Internet Works” and a skill-building course on self-confidence, and stands ready to launch when budget limitations allow. Additionally, the Independent Review Process Standing Panel coursework has been launched on ICANN Learn.

ICANN welcomed 39 fellows from 32 countries at ICANN80, and selected 39 fellows from 35 countries to participate at ICANN81. In addition, ICANN welcomed 12 NextGen@ICANN Program participants from six countries for ICANN80, and 12 participants from six countries for ICANN81.

Due to budget constraints, the March 2025 [ICANN Leadership Program](#) was postponed to 2026.

In June 2024, ICANN org presented the Board Strategic Planning Committee with comprehensive best-practice research and an environmental sustainability [strategy](#), detailing proposed actions to advance ICANN’s sustainability goals. Additionally, a public mailing list – [sustainabilitylist@icann.org](mailto:sustainabilitylist@icann.org) – has been created to facilitate knowledge-sharing, enabling ICANN community members, Board, and org staff to exchange best practices, resources, and foster discussions on environmental sustainability.

ICANN org has continued supporting the Board with the utilization of the [Global Public Interest \(GPI\) Framework](#) following the pilot in 2023 to demonstrate how and if specific recommendations and advice are in the global public interest. The framework is now available as a [checklist](#) for community groups that wish to voluntarily leverage it as part of their processes and facilitate a bottom-up multistakeholder-driven understanding of the GPI issues relevant to each Board decision.

## Meetings Operations

Planning for the ICANN82 Community Forum in Seattle, U.S.A., and the ICANN83 Policy Forum in Prague, Czech Republic, is in progress. In consultation with community leaders, the team is working to sustain the improvements to the hybrid meeting format and is committed to ensuring an inclusive meeting experience that provides an equal opportunity for all to engage on important policy matters.

For May 2024 through December 2024 ICANN Travel supported over 827 Funded Travelers to 16 locations. The travel team is implementing the Travel Modernization Project, having launched the new Zoho Desk ticketing system, and the Zoho CRM managing the Funded Travelers data, with the Funded Travel Portal currently being used with select funded travelers through the end of 2024, with a full public launch by Q1 2025.

Meetings Operations is preparing to conduct a site visit in Prague for ICANN83 and is reviewing options for host locations for future ICANN Public Meetings and regional events in 2026 and

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2027. Planning for the 2025 Contracted Parties Summit and APAC DNS Forum in Hanoi is underway. The meeting co-location project is continuing with opportunities for late 2025 and early 2026 under review.

For more information, see the [ICANN Meeting By the Numbers Reports](#).

## Regional Offices

On 8 October, the Washington, D.C., Engagement Center hosted an event on the future of the Internet Governance Forum, featuring ICANN Board and community participants. The office also hosted meetings for the Security and Stability Advisory Committee.

The Istanbul Regional Office hosted series of engagement events for local stakeholders ahead of ICANN81 in November 2024.

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# GLOBAL COMMUNICATIONS AND LANGUAGE SERVICES

*Sally Newell Cohen, Senior Vice President, Global Communications*

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ Published [video interview](#) with ITU Secretary-General Doreen Bogdan-Martin.
- ⦿ Developed and launched the [Internet Governance Advocacy Project](#) to promote the multistakeholder model, digital inclusivity, and capacity development.
- ⦿ Launched traditional media and paid social media campaigns in support the next round Applicant Support Program in seven target countries.
- ⦿ ITP Releases: New [Root Server System Advisory Committee page](#) and [Community page](#).
- ⦿ Achieved record-high email newsletter open rates. (See the [Social Media Report](#).)

## OVERVIEW OF ACTIVITIES

### Media

#### Press Releases

During this period, ICANN issued eight [press releases](#), which generated:

- ⦿ 9,752 release pickups across global media outlets.
- ⦿ 2.9 million release views.

ICANN also distributed local press releases in Brazil, India, Kenya, Mexico, Nigeria, South Africa, and the Republic of Türkiye in support of the Applicant Support Program launch. In total, the releases were picked up by over 200 media outlets with a potential reach of over 500 million people.

In addition to earned media through press release distribution, ICANN receives regular media mentions. During the reporting period, ICANN was mentioned more than 2,500 times across a variety of media outlets, averaging 11 unique mentions per day.

#### Announcements and Blogs

Global Communications is responsible for writing or editing all blogs and announcements published on the ICANN website. During this period, ICANN published 98 [announcements](#) and 77 [blogs](#).

### Creative Services

The Creative Services team completed 228 projects, including graphics, newsletters, photography, and social media campaigns. Please see the [Social Media Report](#) for metrics.

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## Information Transparency Platform

Initiatives completed and launched:

- ⦿ [Root Server System Advisory Committee page](#), the second Advisory Committee page to be released by ITP.
- ⦿ [Community pages](#), which replaces the existing Community page with an improved layout and user experience and introduces a new consolidated section for Community Recognition Programs.
- ⦿ Centralized Taxonomy Service, which allows users to independently maintain the ICANN Taxonomy without the need of a developer.

## Internal Communications

During this period, the team selected a new intranet platform for ICANN org staff and began preparing to migrate content to the new platform. The objectives are to deliver an intranet that is engaging, reduces barriers to finding content, is more modern, and integrates with the tools ICANN uses. Overall, it will improve internal communications and information-sharing within the organization.

Key channel metrics:

- ⦿ Monthly Internal newsletter – 70 percent average open rate, 23 percent average click rate
- ⦿ Monthly Info Calls (all staff) – 60 percent average attendance on the live calls, 20 percent watch the recordings
- ⦿ Monthly Team Leads Calls – 95 percent average attendance

## Regional and Functional Communications Support

### Asia Pacific

- ⦿ Third APAC DNS Forum (23–24 July):
  - Press briefing with co-host PANDI generated coverage by over 70 local media outlets.
  - Press release was posted 1,400 times, reaching a potential audience of 1.7B.
  - Produced three teaser videos and a series of organic social media posts.
  - Published two daily newsletters during the event.
  - Media doorstep on Day 1 generated coverage by 50 media outlets.
- ⦿ Provided talking points for the Board Chair for the Global Standards Symposium (14 October).

### Europe, the Middle East, and Africa

- ⦿ Provided comms support for the new European Informative Webinar Series Evolves, launched in August 2024.
- ⦿ ICANN80 and fifth High-Level Government Meeting (10–13 June):
  - Media coverage included 141 articles published regarding (or mentioning) ICANN80 and the High-Level Government Meeting (HLGM). (222 total pickups when including the press release pickup).
  - Press release had a total pickup of 363, potential audience of 5.8M, total release views of 7,446, and total click-through of 4,8
- ⦿ ICANN81 (9–14 November)

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- Three Press Releases – ICANN81 Press Release (1,331 total pickup, 3.6B potential audience), ICANN and Smart Africa MoU signing (362 total pickup, 5.7M potential audience), and ICANN Board appointment (1,283 total pickup, 2.8B potential audience).
  - Anadolu News Agency interview with Interim President and CEO (print and video).
  - Local media attended and covered the Welcome Ceremony.
  - Coalition for Digital Africa
    - Published the Africa Domain Name Study, accompanied by a series of five blogs that highlight key findings.
    - Distributed a press release on ICANN and Smart Africa signing an MoU.

### **Latin America and the Caribbean**

- Provided comms support for the LACNIC41-LACTLD meeting (6–10 May), including graphic design, social media promotion, and an ICANN booth.
- ICANN DNS Symposium and LAC Domain Names Week (23–25 September):
  - Dedicated LAC Domain Names Week [website](#) had over 30,000 visitors from 17 July to 27 September, showing a great click-through rate of the paid campaign.
  - Reached out to 57 journalists from Colombia and 41 from Brazil to share the press release and offer interviews with ICANN executives.
  - Paid social media campaign resulted in thousands of impressions and clicks on the IDS webpage and dedicated LAC Domain Names Week website, with better cost per click and click-through rate than the social media average for 2024.

### **North America**

- Provided communications support for ICANN’s week of activities in Canada (18–25 October), including announcement, blog, social media promotion in English and French, newsletter story, and graphic designs.

### **Finance and Planning**

- Compiled and published the [FY24 ICANN Annual Report](#).
- Provided communications support for developing the next [ICANN Strategic Plan](#), including announcements, blogs, social media promotion, and newsletter articles.
- Reviewed the draft Strategic Plan and draft operating plans and budgets for ICANN and Public Technical Identifiers.
- Reviewed the Public Comment Summary Report for the next five-year Strategic Plan and Operating Plan Framework.

### **Global Domains and Strategy**

- Next Round
  - Managed communications and developed supporting material for the launches of the Applicant Support Program and Registry Service Provider Evaluation Program.
    - Launched traditional media and paid social media campaigns in support of the ASP in seven target countries.
  - Created and published a [Next Round Champions Toolkit](#) that includes fact sheets, presentations, FAQs, and more.
- RDRS: Continued to promote awareness including via an organic social media campaign, updated FAQs, presentations, a contributed article, etc.
- UA and IDN
  - Provided communications support for the FY24 UA Readiness Report, EAI Self-Certification Guide, UA Day 2024 recap report, and UA Day 2025 Call for Proposals. Continued to manage all ICANN UA and UASG social media.

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- ⦿ Supported the publication of various IDN-related Public Comment proceedings, announcements, blogs, and key publications including the IDN 2024 report, IDN Guidelines Version 4.1, and generation panel updates.

### **Governance**

- ⦿ Provided communications support for the ICANN Board, including blogs and talking points.
- ⦿ Provided communications support for the Nominating Committee Operations, including the leadership selections [announcement](#).

### **Government and IGO Engagement**

- ⦿ Published [video interview](#) with ITU Secretary-General Doreen Bogdan-Martin and accompanying [blog](#).
- ⦿ Published several of the 101 planned fact sheets on the WSIS+20 Outreach Network [webpage](#), with more in development.
- ⦿ Developed and launched the [Internet Governance Advocacy Project](#), a six-month social media campaign to promote the multistakeholder model, digital inclusivity, and capacity development.

### **Identifier Research, Operations, and Security**

- ⦿ Updated the [OCTO page](#), the [Technical Engagement page](#), and the [SSR page](#).
- ⦿ Executed the communications plan for the phased launch of ICANN Domain Metrica, including a [dedicated webpage](#), a [blog](#), social media promotion, and a newsletter story.
- ⦿ Developed and executed the communications plan for the INFERMAL project, including a [blog](#), publication of the final report, a news feature on the homepage, a newsletter story, and social media promotion.

### **Policy Development Support**

- ⦿ Developed and executed a communications plan to support the SSAC workshop in September, including social media promotion, a [blog](#) authored by the SSAC Chair, and short videos production.
- ⦿ Community Engagement System: Published a [blog](#) introducing ICANN Join.

### **Stakeholder Engagement**

- ⦿ Compiled the Hot Topics and Topics of Interest briefing documents for ICANN80 and ICANN81.
- ⦿ Reviewed new funded travelers videos

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# Language Services

## Language Support

### Translation Projects

Type	No. of Projects	No. of Words
General	274	2,469,684
GAC	71	1,541,376
Board	57	1,568,283
Newsletters	16	56,730
Press Releases	9	12,583
Announcements	89	122,213
Blogs	83	182,529
IANA	12	13,625
Next Round	88	525,991
Total	699	6,493,014

### Teleconference Interpretation

No. of Calls	126 (with at least 3 languages/call)
No. of Interpreters	27
No. of Minutes	16,778

### Transcriptions

Type	No. of Calls	No. of Minutes
GNSO	149	9,608
ICANN General	170	21,735
ALAC (RTT)	58	4,304

## ICANN Meeting Support

Service	CDA Meeting	HLGM	ICANN80	ICANN81
Languages	EN, FR (2)	AR, EN, ES, FR, PT, RU, ZH (7)	AR, EN, ES, FR, PT, RU, ZH (7)	AR, EN, ES, FR, PT, RU, ZH, TR (8)
Simultaneous Interpretation	6 sessions	2 sessions	53 sessions	106 sessions
Real Time Transcription		6 sessions	23 sessions	40 sessions
Transcription		3,005 minutes	27,000 minutes	42,000 minutes
<b>Staff</b>				
On-Site Interpretation	4 interpreters	18 interpreters	31 interpreters	44 interpreters
Remote Simultaneous Interpretation			44 interpreters	44 interpreters
Real Time Transcription		2 captioners	4 captioners	4 captioners
Tech Support		2 tech experts	8 tech experts	8 tech experts

## Regional Meeting Support

- ☉ LAC DNS Week (23–27 September)
  - Service: Spanish interpretation (in person)
  - Staff: three interpreters and one technician

## LS Projects

### Neural Machine Translation (Generative AI)

Phase I of the project was successfully completed and a report on the findings was submitted to the Comms and LS SVP, and in July LS shared and discussed with the InfoSec team. After a thorough review, the LS team received approval to proceed to Phase II, and it are currently undertaking that work.

### Teleconference Interpretation Migration

This project was a joint effort LS embarked on along with Meetings Technical Services, aiming to accomplish cost savings and a better and more friendly environment for the end user. The team has completed the successful migration of the technical side of this service, from using and the iiPHER Interpretation interface to using the Zoom environment.

The LS team tested the service for approximately six months and was also trained to manage the technical side of the service to avoid the need for additional resources.

### Sign Language Support

The GAC Human Rights and International Law Working Group presented a proposal last year to provide sign language support at ICANN Public Meetings in response to the Cross-Community Working Group on Enhancing ICANN Accountability Work Stream 2 recommendations.

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The LS team produced a report of its initial findings, including points to consider and a clear plan recommending the next steps needed to evaluate the specific needs and carefully assess the enhancements that integrating sign language at future meetings will represent.

**ICANN in YOUR Language**

This is a project the LS team began many years ago in an effort to reach more people with the help of the community. Now, with new technology available and the growing need to provide services to underserved communities, the team is working to relaunch the program to assist in the translation for the next round and ASP projects.

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# POLICY DEVELOPMENT SUPPORT

*Sally Costerton, Senior Advisor to President and Interim Head of Policy Development Support*

## OVERVIEW OF ACTIVITIES

### Policy and Advice

- ⦿ Assisted the Address Supporting Organization (ASO) with the planning and opening of a Public Comment proceeding on “Proposed Internet Coordination Policy 2 (ICP-2) Version 2 Principles.”
- ⦿ Supported the ccNSO in submitting the policy on the (de-)selection of IDN ccTLD strings to the ICANN Board in June 2024.
- ⦿ Facilitated the process to provide responses to questions from the ICANN Board caucus on the recommended policy for a review mechanism for decisions pertaining to the delegation, transfer, revocation, and retirement of ccTLDs.
- ⦿ Supported the GNSO Council in delivering the Final Report of Phase 2 of the Expedited Policy Development Process on IDNs, which the GNSO Council approved during ICANN81.
- ⦿ Facilitated the development of 19 comments from the At-Large Advisory Committee (ALAC), including 14 ALAC statements in response to Public Comment proceedings, three pieces of correspondence, and two pieces of advice to the ICANN Board.
- ⦿ Managed the process for an ICANN Board-GAC consultation regarding GAC consensus advice involving the next round of new gTLDs and facilitated the development of GAC consensus advice on two topics: the Applicant Support Program and the resolution of contention sets in new gTLD applications.
- ⦿ Facilitated an update of the RSSAC Operational Procedures and publication as RSSAC000v9.
- ⦿ Facilitated two SSAC work parties on DNS blocking and on open-source software used in DNS and domain name registration infrastructure. The SSAC published reports on registrar nameserver management and DNSSEC delegation signer record automation.
- ⦿ Coordinated the cross-functional Intergovernmental Organizations (IGO) Program to implement protections of IGO acronyms at the second level of gTLDs.

### Community Engagement and Capacity Development

- ⦿ Organized four GAC capacity-development sessions focused on policies of interest to participants in Africa for ICANN80 and the Middle East, North Africa, and Asia for ICANN81.
- ⦿ Planned and supported three events of the African Regional At-Large Organization during ICANN80.
- ⦿ Planned and supported four Asian, Australasian, and Pacific Islands Regional At-Large Organization sessions during ICANN81, which facilitated and coordinated ICANN policy-related discussions in the region.
- ⦿ Planned and supported a hybrid General Assembly of the European Regional At-Large Organization.
- ⦿ Planned and supported two cross-Regional At-Large Organization sessions focusing on the New gTLD Program: Next Round and the Applicant Support Program.
- ⦿ Approved five trip proposals as part of the Community Regional Outreach Program.

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- ⦿ Managed an average of more than 250 remote participation calls for each month in the reporting period.
  - ⦿ Organized a TLD-OPS tabletop exercise for more than 50 ccTLDs during ICANN81.
  - ⦿ Produced 64 issues of the ICANN Community Digest.

## Community Governance and Resourcing

- ⦿ Supported six Customer Standing Committee (CSC) meetings, facilitated implementation of the recommendations from the second CSC Effectiveness Review, and held a work session during ICANN81.
- ⦿ Supported the Root Server System Governance Working Group in the development of a staged approach for the establishment of a governance structure in its eventual recommendations.
- ⦿ Managed the Board Organizational Effectiveness Committee's consideration and approval of the Registries Stakeholder Group's amended charter.
- ⦿ Supported ICANN community implementation of the review efforts such as the Pilot Holistic Review and Continuous Improvement Program.
- ⦿ Managed 18 Public Comment proceedings, which received over 220 submissions.

## Community Readiness and Recognition

- ⦿ Completed Class 1, Term 2 of the Policy Development Accelerator focusing on developing skills to effectively contribute to policy and advice development with 25 participants and launched Class 2, Term 1 of the Policy Development Accelerator revisiting the topic of New gTLD Program Applicant Support.
- ⦿ Led four onboarding calls for new GAC members and one onboarding call for new RSSAC Caucus members.
- ⦿ Facilitated the presentation of the Dr. Tarek Kamel Award for Capacity Building to Rodrigue Guiguemde during ICANN81.
- ⦿ Facilitated the ICANN81 community recognition program for 64 ICANN community leaders who completed a term of service during ICANN81.

## ICANN80 and ICANN81

- ⦿ Led 97 of 110 (88 percent) total scheduled sessions held during the ICANN80 Policy Forum.
  - ⦿ Organized ICANN80 Prep Week, which featured nine webinars. Topics included the New gTLD Program: Next Round, IDNs, UA, the next ICANN Strategic Plan, and project updates from several ICANN org functions.
- ⦿ Led 156 of 193 (81 percent) total scheduled sessions held during the ICANN81 Annual General Meeting.
  - ⦿ Organized ICANN81 Prep Week, which featured 12 webinars. Topics ranged from blockchain name technologies, the New gTLD Program: Next Round, UA, and project updates from several ICANN org functions.

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# GOVERNMENT AND IGO ENGAGEMENT

Veni Markovski, VP and Interim Head, Government and IGO Engagement (GE)

## KEY HIGHLIGHTS AND MILESTONES

- ⦿ Contributed inputs to the preparations for the WSIS+20 review, including submitting reports and providing updates to the ICANN community.
- ⦿ Participated in public consultations with [comments to the U.S. Federal Communications Commission](#) and sent a [contribution to the Cybersecurity and Infrastructure Agency](#).
- ⦿ Participated in key U.N. events, including the World Telecommunication Standardization Assembly in India and open consultations of the International Telecommunication Union (ITU) Council Working Group on Internet.
- ⦿ Supported the GAC in holding its fifth High-Level Government Meeting alongside ICANN80.

## OVERVIEW OF ACTIVITY

### Asia-Pacific Region

ICANN organized the [annual APAC DNS Forum in July 2024](#), which was attended by 456 participants. Facilitated by ICANN, GAC members from APAC built closer relations in 2024 and convened around topics of interest. Participated at meetings of the Asia Pacific Telecommunity and ITU-APAC.

### Europe

ICANN submitted a [contribution](#) to the European Commission's consultation on the Implementing Act under NIS2, and continues to monitor the implementation of the Directive across member states. ICANN organized another iteration of the Internet Dialogue series in Brussels, gathering representatives of private stakeholders, industry associations, member states' governments, European institutions, and civil society organizations. ICANN participated in a working session of the EU Council Working Party on Telecommunications and Information Society, and presented on the organization, key stakeholders, and the multistakeholder model of Internet governance.

### Smart Africa MoU

ICANN signed an MoU with Smart Africa Alliance on the sidelines of ICANN81. Additionally, Smart Africa organized a peer learning session on ccTLDs processes, regulatory framework for governments, lawmakers, and Coalition for Digital Africa members on the sidelines of ICANN81, in collaboration with the European Commission and the World Bank.

### U.N. Processes

GE participated in Open-ended Working Group (OEWG) sessions and presented at the OEWG Dedicated Global Roundtable Meeting. GE took part in the concluding session of the Ad Hoc Committee developing the U.N. convention against cybercrime. GE [took part](#) in all informal

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[Global Digital Compact \(GDC\)](#) consultations and made a presentation. GE monitored deliberations at the U.N. General Assembly that touched on digital issues.

### **GDC**

ICANN followed the deliberations, and facilitated five webinars on each of the [GDC](#) revisions. The outcome of the GDC was [favorable](#) for the global Internet community with regards to the texts on Internet governance. ICANN staff have engaged actively with diplomats in New York and in Geneva to provide factual information on ICANN's mission.

### **WSIS+20 Review**

Ahead of next year's 20-year review of the World Summit on the Internet Society Outcomes (WSIS+20), ICANN published three factsheets on key issues and organized four webinars to keep members of the [WSIS+20 Outreach Network](#) updated on relevant developments. ICANN organized a smaller WSIS+20 discussion group with SO and AC members and also organized a [half-day forum](#) in Washington, D.C. GE updated the Board in a Board Workshop session.

### **WTSA**

ICANN attended the ITU World Telecommunication Standardization Assembly ([WTSA-24](#)) and coordinated with I\* organizations in the lead up to and at WTSA-24 on the text of the Internet-related resolutions. The final text of the relevant WTSA-24 resolutions does not impact ICANN's mission.

## **TOP ISSUES AND MITIGATION**

GE identifies and mitigates threats to ICANN's mission to ensure a single, stable, and interoperable Internet through the secure operation of the Internet's unique identifier system.

As an example, there were a number of threats that emerged in the ITU Standardization Sector (ITU-T) in 2024. For example, proposals for a repository of unique identifiers for Internet of Things (IoT) devices and for use cases of a new architecture to support the metaverse that was akin to [Huawei's new IP proposals](#). While these proposals could be mitigated at the pre-standardization stage, GE anticipates similar risks during the next ITU-T four-year study group cycle (2025–2029) that GE may not be able to directly mitigate given that ICANN is not a Sector Member of ITU-T.

Another type of threat comes from the misconception of ICANN's role. A recent [article](#) published on the Russian Foreign Affairs Council contains several inaccuracies about ICANN's work. To mitigate this, ICANN published [a blog](#) correcting the errors. GE expects similar misstatements by the Russian Federation and other like-minded countries to continue in the near future. ICANN will keep the Board and the community informed on any such developments.

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# ANNEX

## ICANN Social Media Report

*Covering the period of 18 December 2023 to 17 April 2024*

### Social Media Metrics: Prologue

Social media plays an important role in ICANN's engagement with global stakeholders and remains a powerful communication tool in expanding ICANN's reach to other audiences. ICANN's Global Communications team continues to invest time, resources, and budget to expanding ICANN's global social media reach. The team operates a total of 17 accounts and pages in multiple languages, as noted below.

Note: Engagement rate is an important social media metric that measures how many people interact or "engage" with ICANN's social media content via likes, shares, comments, or reactions divided by how many people saw the post. A higher engagement rate typically indicates that people found the content more relevant or compelling.

### Key Findings: Cross-Platform

- ⦿ **Overall Performance:** ICANN's primary social media platforms are X, Facebook, LinkedIn, and Instagram. LinkedIn and Instagram lead in follower growth and engagement.
- ⦿ **High Engagement Rates:** Engagement rates exceed industry benchmarks across all platforms.
- ⦿ **Slowed Follower Growth:** Growth slowed on X and Facebook, likely due to a previous period of rapid expansion, indicating the need to refine ICANN's social media strategy.
- ⦿ **Paid Campaign Success:** Paid campaigns were highly effective, especially for events like the Middle East DNS Forum 2024 and announcing the Registration Data Request Service.
- ⦿ **Top-performing Content:** Content related to specific events and programs, such as Universal Acceptance Day, the ICANN81 Fellowship Program, and ICANN79, consistently stood out as top performers across platforms, indicating the importance of event-related content in engaging the audience.
- ⦿ **Visual Content Effectiveness:** Posts featuring carousel photos on LinkedIn and high-resolution imagery on Instagram were particularly successful, indicating the importance of visual storytelling in driving audience interaction.
- ⦿ **Newsletter Engagement:** ICANN's regional newsletters recorded high open rates, showcasing the effectiveness of content strategy and social media promotion in driving engagement.

### Key Findings: ICANN79

- ⦿ **Overall Engagement Growth:** Achieved a 26.2 percent increase in mentions on X, indicating heightened engagement and community resonance.
- ⦿ **Strategic Content Curation:** Posts featuring Flickr albums, NextGen@ICANN programs, and industry conversations drove significant audience interaction across platforms.

- ⦿ **Effective Utilization of Visual Storytelling:** Leveraged high-resolution imagery and features like Instagram Reels to foster audience interaction.
- ⦿ **Cross-Platform Engagement:** Maintained high-engagement content across platforms, with Flickr posts driving above-average photo views and sustained audience interest.
- ⦿ **Newsletter Engagement:** Recorded record-high open rates of 59 percent, showcasing the efficacy of content strategy and social media promotion in driving engagement.
- ⦿ **YouTube Livestream Success:** Achieved the highest average watch time to date, with notable audience turnout for key events, fostering community dialogue and engagement.

## ICANN Social Media Accounts

Platform	Accounts	Details	Multilingual
<b>X</b>	8	English, French, Arabic, Russian, Portuguese, Spanish, ICANN President and CEO handles	Yes
<b>Facebook</b>	1	Multilingual platform in the six ICANN Languages, primarily focused on English	Yes
<b>LinkedIn</b>	1	English	No
<b>YouTube</b>	1	Videos in all ICANN languages	Yes
<b>Instagram</b>	1	English	No
<b>WeChat</b>	1	Chinese	No
<b>Weibo</b>	1	Chinese	No
<b>Youku</b>	1	Chinese	No
<b>Flickr</b>	1	N/A	N/A
<b>SoundCloud</b>	1	English	No

## Social Media Strategy

ICANN's social media platforms encourage engagement with and awareness of ICANN's content, events, and important milestones, in multiple languages. Audiences also interact directly with ICANN to pose questions or send comments. This allows us to create a direct dialogue with audiences that would otherwise not exist. The Global Communications team responds to hundreds of direct messages posted to ICANN's social media channels each month.

Social media is monitored daily, and the team regularly collaborates with other functions to create effective organic and paid campaigns, publicize announcements and blogs, and promote ICANN-related events. A metrics report is produced quarterly, which allows us to measure performance.



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