

Public Comment Summary Report

Draft PTI FY27 Operating Plan and Budget

Open for Submissions Date:

Tuesday, 16 December 2025

Closed for Submissions Date:

Thursday, 12 February 2026

Summary Report Due Date:

Thursday, 02 April 2026

Category: Operations

Requester: Other

ICANN organization contact(s):

planning@icann.org

Open Proceeding Link:

<https://www.icann.org/en/public-comment/proceeding/draft-pti-fy27-operating-plan-and-budget-16-12-2025>

Outcome:

ICANN received submissions from four community groups. They were categorized into 18 specific comments across the following three themes:

1. Scope of Work
2. PTI FY27 Budget
3. Other

This *Public Comment Summary Report* includes ICANN and PTI's responses to the comments received. All received comments have been taken into consideration, and where appropriate and feasible, will be incorporated into the Proposed for Adoption PTI FY27 Operating Plan and Budget in mid-April 2026.

Section 1: What We Received Input On

Public Technical Identifiers (PTI) is an affiliate of ICANN, set up to perform the operations of the IANA functions through contracts and subcontracts with ICANN. PTI's Bylaws require it to develop an annual Operating Plan and Budget (OP&B). The PTI OP&B includes all costs directly related to PTI's delivery of the IANA services: performing day-to-day operations, developing and evolving tools and systems, reporting on performance and customer satisfaction, and maintaining the security and integrity of key elements of Internet infrastructure.

Once the PTI Board adopts the PTI OP&B, it is incorporated into the IANA OP&B, which the ICANN Board considers supporting the broader operations of the IANA functions.

ICANN and PTI published the Draft PTI FY27 OP&B on 16 December 2025 for Public Comment. This proceeding closed on 12 February 2026. It received 18 comments.

This report includes ICANN and PTI’s responses to the comments received through this Public Comment process.

Section 2: Submissions

Organizations and Groups:		
Name	Submitted By	Initials
At-Large Advisory Committee	ICANN Policy staff in support of the At-Large Community	ALAC
ccNSO Strategic and Operational Planning Committee	Irina Danelia	SOPC
GNSO Registrars Stakeholder Group	Sarah Wyld	RrSG
GNSO Noncommercial Stakeholder Group*	Farzaneh Badiei	NCSG

*The NCSG submitted comments on the Draft PTI FY27 OP&B in its submission to the Public Comment proceeding for the ICANN FY27–31 Operating and Financial Plan and the ICANN/IANA FY27 Operating Plans and Budgets. These comments have been extracted and counted as a submission to this proceeding.

Section 3: Summary of Submissions

There were four submissions to the Public Comment proceeding on the Draft PTI FY27 OP&B. The submissions constitute a total of 18 comments. To gain a better understanding of the comments, ICANN grouped them into three main themes: the scope of work, the PTI FY27 Budget, and other.

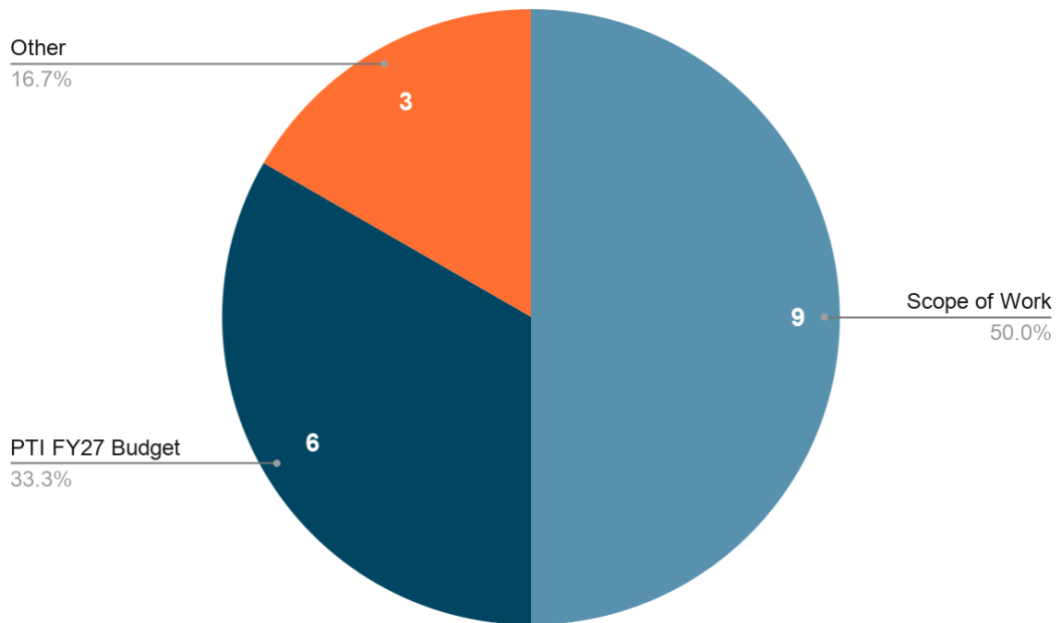


Exhibit 1: Submissions by Theme

Section 4: Analysis of Submissions

4.1 Scope of Work

Nine comments were received on the scope of work. This theme was broken down further into the three focus areas in the PTI Operating Plan.

Community Engagement

Four comments were received on community engagement. In the following three comments, ALAC stated that while the commitment to community engagement is noted and appreciated, it is somewhat vague and abstract. ALAC also recommended defining nontraditional stakeholders. It also urged PTI to consider increasing outreach efforts to underserved regions, educational initiatives that raise awareness, and introducing engagement metrics to assess the effectiveness of these efforts.

PTI notes that as stated in the Draft PTI FY27 OP&B, PTI plans to engage with stakeholders in FY27 through timely responses, accessible reporting, and active participation in community meetings, conferences, and events, and to enhance the availability and accessibility of educational materials and sessions. PTI will measure the effectiveness of these approaches through customer feedback mechanisms, tracking the number of engagement activities delivered annually, and by seeing an increase in outreach events or speaking engagements designed to engage underrepresented communities. For the purpose of PTI's work, nontraditional stakeholders refer to groups that lack familiarity with the IANA functions but whose awareness would contribute to better fulfilment of the services that PTI provides. PTI will clarify this definition in the plans.

PTI appreciates the opportunity to leverage ALAC's sessions during ICANN Public Meetings to exchange ideas and solicit more feedback on where the group feels PTI can add value for ALAC's stakeholders.

The NCSG also stated that given the importance of trust in the IANA functions, community engagement should be treated as a core operational requirement rather than an ancillary activity vulnerable to cost containment. PTI agrees that consistent, meaningful engagement with the community is a core component of successfully delivering its mission. This is also reflected in the [IANA 2030 Strategy](#), particularly under Strategic Goal 3.2, which includes a key indicator of sustained or improved community trust levels from long-standing partners regarding IANA's role in global interoperability and collaboration.

Innovation

Two comments were received on innovation.

ALAC commended the inclusion of important work such as website enhancements, strengthening the Root Zone Management System, coordinating the DNS security activities related to the root zone key signing key rollover, enhancing systems to support the New gTLD Program: 2026 Round, and partnering on technical engagement under PTI's FY26 Operating Plan and Budget.

ALAC stressed that for FY27, the need to prioritize and assess emerging technologies, such as the impact of artificial intelligence and post-quantum cryptographic resilience, to align with Goal 1.1 of the IANA 2030 Strategy. Evaluating internal and external capabilities is part of PTI's strategic planning process to respond to changes in trends such as new technologies. PTI will evaluate clarifying this in the Planning Assumptions section of its operating plan and budget.

Operational Excellence

Three comments were received regarding operational excellence.

ALAC supports the continued focus on and investment in operational excellence to safeguard the IANA functions, as they underpin the security, stability and resilience of the Internet and are essential for the protection of end users. ALAC reaffirmed its recommendations pertaining to staff training and the establishing measurements, stating that while it has observed progress in transparency and reporting structure, greater continuity between recommendations and implementation outcomes would strengthen community confidence in long-term planning consistency.

PTI has included key performance indicators (KPIs) in the Draft OP&B. These are documented under each focus area. For operational excellence, PTI identified key measures as percentage of service-level agreement compliance across all IANA functions; the delivery of SOC2 and SOC3 audit reports on or before contractual deadlines; and the resolution of audit findings within agreed timelines. On staff training and resilience, KPIs include the reduction or elimination of identified single points of failure as well as staff satisfaction scores in ICANN's annual employee engagement survey. Lastly, PTI measures impact by the customer satisfaction rates in IANA's annual customer engagement and post-ticket surveys.

4.2 PTI FY27 Budget

Six comments were received on the PTI FY27 Budget.

The ccNSO SOPC expressed appreciation for the PTI Budget Variance by Function table. ALAC asked whether budget allocations were adequate and if they covered any contingencies. The ccNSO SOPC provided a similar comment, noting that the PTI FY27 Budget states that a considerable amount of work is expected for the 2026 New gTLD Round and that this should not impact the core work of PTI.

The FY27 PTI OP&B accounts for the resources that PTI currently anticipates being used within the fiscal year to support the 2026 Round while maintaining PTI's core budget resources.

If the timing changes for the usage of PTI resources to support the 2026 Round, PTI and ICANN are committed to evaluating the budgetary impacts and providing additional resources to PTI such that PTI's core work is maintained. Budgeted direct dedicated staffing for core PTI operations remains at 19 full-time equivalents (FTEs) of the 23.5 FTE for the PTI FY27 Budget. Additional PTI resources needed to address work on the 2026 Round is addressed through an increase in professional services in the FY27 Budget. PTI will add this additional clarification in the plans.

The ccNSO SOPC noted that the FY27 Budget does not see any increase in IANA team size and asked if this increase will happen in FY28. One of ICANN's FY26–30 Strategic Initiatives is to implement an IANA Long-Term Sustainability Plan. The analysis is underway, and any impact on the projected resources for IANA for an approved plan will be included in accordance with ICANN's budgeting practices. PTI's FY27 staffing reflected in the OP&B includes resources to support active policy implementation work and resources for the 2026 Round. To note, should there be a need for additional resources to account for the work on the 2026 Round, ICANN commits to making funding available to IANA.

The ccNSO SOPC suggested providing greater clarity on cost allocation, improving transparency around shared services, identifying and addressing potential risks related to budgetary dependencies, and considering if PTI should maintain its own Reserve Fund.

A comprehensive review of the allocation methodology for Direct Shared and Shared Services costs resulted in the reclassification of certain professional services and personnel expenses, along with the discontinuation of select third-party vendor contracts. As a result, Direct Shared costs decreased, while corresponding increases are reflected in the Shared Services category.

For additional explanations regarding the type of expenses included in Direct Dedicated, Direct Shared, and Shared Services, please see Page 18 of the PTI OP&B, which defines expenses that belong in each category. Both Direct Dedicated and Direct Shared Expenses are allocated based on the actual expenses incurred either within PTI or within ICANN functions directly supporting the work of PTI. Shared Services expenses are allocated proportionally to PTI based on the percentage of effort from shared services functions supporting the work of PTI.

The IANA functions serve the critical purpose of assigning unique identifiers for the Internet and are fundamental to ensuring Internet interoperability. ICANN prioritizes funding for the resources to carry out the IANA functions. In addition to PTI's contingency budget, if there were unavoidable, unpredictable, or unplanned events, the [ICANN Reserve Fund](#) could be utilized to support IANA/PTI. Circumstances that could cause PTI to need access to additional funds would also concern ICANN. Such events could result in an emergency sufficient in scope to authorize a distribution from the ICANN Reserve Fund.

4.3 Other

Three comments received were general in nature. The RrSG submitted one comment to the proceeding in general support of the FY27 OP&B.

ALAC noted that several of the concerns it raised in the PTI FY26 OP&B Public Comment proceeding remain partially unresolved, particularly regarding establishing KPIs, articulating staff training outcomes, and quantifying community engagement effectiveness.

Following the input received in the PTI FY26 OP&B planning process, the PTI FY27 OP&B includes relevant KPIs for its core operations and three focus areas under the Scope of Work section. For example, for the community engagement objective (Page 7), one of the KPIs to measure effectiveness is community satisfaction scores on engagement activities.

The NCSG expressed support for the focus on security, stability, and resiliency but cautioned against mission creep that overlaps with broader ICANN policy functions.

PTI's mission is to perform the IANA functions on behalf of ICANN. PTI is limited to applying documented policies, so while the NCSG is concerned about mission creep, so is PTI and PTI is keenly aware of its limited purpose.

Section 5: Next Steps

Following the publication of this summary report, ICANN and PTI will take into consideration the Public Comments received, and where appropriate and feasible, incorporate them into the PTI FY27 OP&B that is proposed for adoption.

The PTI Board will consider adoption of the PTI OP&B at least 90 days before the fiscal year starts. The PTI OP&B is not subject to the Empowered Community Process. If adopted, the PTI OP&B will be integrated into the IANA OP&B for ICANN Board consideration, which is subject to the Empowered Community Process after ICANN Board adoption.