

## Staff Report of Public Comment Proceeding

Latin America and Caribbean (LAC) Regional Strategic Plan for FY2021-2025			
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<b>Public Comment Proceeding</b>		<b>Important Information Links</b>	
Open Date:	1 Jun 2020	<a href="#">Announcement</a>	
Close Date:	14 Jul 2020	<a href="#">Public Comment Proceeding</a>	
Staff Report Due Date:	28 Jul 2020	<a href="#">View Comments Submitted</a>	
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<b>Section I: General Overview and Next Steps</b>			
<p>The LAC Strategy Council under the support of the Global Stakeholder Engagement team for Latin America and the Caribbean (LAC GSE) have develop a new Regional Strategic Plan in line with <a href="#">ICANN's 2021-2025 Strategic Plan</a>.</p> <p>The LAC Strategy Council identified four of the five strategic focus areas set forth in ICANN's Strategic Plan to be of relevance to the LAC region:</p> <ul style="list-style-type: none"><li>• Security of the DNS</li><li>• ICANN's Multistakeholder Model</li><li>• Unique Identifier Systems</li><li>• Regional Geopolitics</li></ul> <p>Under each key area of interest, there is a set of goals that are of relevance to the LAC Region, which were adjusted to fit the needs and demands of the region. The LAC Strategy Council then identified targeted outcomes and actions for each key area of interest. In executing this Regional Strategic Plan an Action Plan will be developed.</p>			
<b>Section II: Contributors</b>			

*At the time this report was prepared, a total of [number] (n) community submissions had been posted to the forum. The contributors, both individuals and organizations/groups, are listed below in chronological order by posting date with initials noted. To the extent that quotations are used in the foregoing narrative (Section III), such citations will reference the contributor's initials.*

**Organizations and Groups:**

<b>Name</b>	<b>Submitted by</b>	<b>Initials</b>
Business Constituency	Steve DelBianco	BC
LACRALO	At-Large Staff	LACRALO
Non-Commercial Stakeholders Group	Rafik Dammak	NCSG

**Individuals:**

<b>Name</b>	<b>Affiliation (if provided)</b>	<b>Initials</b>
Flavio Wagner	Individual	FW
Anthony Harris	Individual	AH

**Section III: Summary of Comments**

General Disclaimer: This section intends to summarize broadly and comprehensively the comments submitted to this Public Comment proceeding but does not address every specific position stated by each contributor. The preparer recommends that readers interested in specific aspects of any of the summarized comments, or the full context of others, refer directly to the specific contributions at the link referenced above (View Comments Submitted).

**Security of the Domain Name System**

- We offer our full support in helping ICANN's regional team with whatever data and speakers we can provide. We are particularly interested in Objective 1.3, which aims to "increase cooperation" with local actors "to effectively identify and mitigate DNS security threats." **BC**
- Recommend a joint action with the ALSes incorporated in LACRALO to create Ambassadors of the Security of the Domain Name System in a similar way to the roles created in our region with the Ambassadors of Universal Acceptance. **LACRALO**
- LAC Roadshow is not the only space to achieve a partnership with regional organizations. LAC GSE should consider other spaces to provide awareness on DNS Security such as LACIGF or even, local IGF initiatives through the engagement of ICANN members on these territories (Local NGOs, ALS, SME, etc).
- This capacity building program is only including ccTLD operators, but we consider that is also important to add a program targeting Non-Commercial organizations as well to increase the awareness We consider that webinar series are not neither sufficient to increase LAC members' engagement. **NCSG**

**ICANN's Multistakeholder Model**

- We ask the staff to establish more active and effective communication with our Executive Committee, in order to help us engage with prospective members and facilitate their inclusion, something that is particularly relevant in these unprecedented times of social distancing. **BC**

- We recommend strengthening the LACRALO Academy initiative with objective 2.2.4 of the GSE Plan on Capacity Development Session at ICANN meetings. **LACRALO**
- Include other spaces we mentioned above. We also recommend considering other spaces such as LACIGF or even, national IGF initiatives through the engagement of ICANN members on these territories (Local NGOs, ALS, SME, etc). **NCSG**
- As part of NCSG mission consists in actively participating in Policy Development Processes, we would like to emphasize that we have many people involved in these processes who can support the coordination of planning for these PDP spaces in ICANN meetings. **NCSG**

### Unique Identifier Systems

- Our proactive interest in Universal Acceptance and new domain names is clear, as demonstrated by the deep engagement of the Latin American members of the constituency in these themes, including in the engagement with other SO/ACs. We support the furthering of these objectives in full and would like to see more LAC-directed projects coming from ICANN that address these concerns. **BC**
- We consider it essential to deepen into any action that promotes raising awareness of the use of domain names in the region, focused on improving the unique identifier systems of the Internet and, consequently, providing a better service to a broader and more diverse worldwide user base. **LACRALO**
- Produce templates and best practice guides for nations, ISPs, universities, and companies in the adoption of IPv6 and UA. **NCSG**

### Regional Geopolitics

- Regional geopolitics need to figure more prominently in ICANN's planning and interactions with the LAC region. **BC**
- We believe in the importance of the articulated work with the Internet Users Organizations linked in Latin America and the Caribbean for the approach and deep work with actors of the regional ecosystem such as; public policy makers or key actors such as legislators, regulators and stakeholders who will be highly important to know about ICANN's mission. It will be highly relevant to the promotion of various regulations that guarantee the stability, resilience and good functioning of the Internet ecosystem. **LACRALO**

### Other comments

- We suggest including some introduction or background to give a better sense of the goals of what the Regional Plan is proposing as we had in the 2018 plan. **NCSG**
- This plan should include key performance indicators (KPIs) to measure the rate of increase of domain name penetration on the continent. **NCSG**
- Perhaps it is a good time to consider some strategies that can help people to adapt to this digital transformation which has been forecasted for several years and now, due to this pandemic, has become an urgent necessity. Domain names constitute the most professional way to have a digital identity, and people, in general, may need to be reminded of this option and how they can access a domain name and benefit from adopting one. **AH**

- Identification of “ongoing” and “new” Projects is unfortunately missing in the LAC Strategy Plan 2021-2025. I propose that the new LAC Strategy 2021-2025 clearly identifies which Projects are “ongoing” and which are “new”, with regard to the LAC Strategy 2018-2020. **FW**
- A short report on the status and outcomes of the Projects that were planned for the 2018-2020 cycle. **FW**

#### Section IV: Analysis of Comments

General Disclaimer: This section intends to provide an analysis and evaluation of the comments submitted along with explanations regarding the basis for any recommendations provided within the analysis.

#### BC

Comment	Analysis
<p><b>Key areas of interest</b></p> <p>In addition to the four points listed as key to the region (Security of the DNS, ICANN’s Multistakeholder Model, Unique Identifier Systems, and Regional Geopolitics) we would like to further add two issues:</p> <p><b>a) “Data protection and Privacy.”</b> Data Protection and Privacy are strong themes when one considers LAC, being heavily represented in its regional forums and schools of Internet Governance, as well as being an active concern for businesses that need to adapt to these often open-ended laws, something that is often overbearing for companies that already struggle with regional problems. In this sense, we suggest the inclusion of this theme as it relates to ICANN during engagements and on further planning exercises, seeing as it is an essential and ongoing discussion.</p> <p><b>b) “COVID-19 Crisis: Challenges and Opportunities.”</b> Latin America as a region is coming online fast with connectivity and ecommerce growing quickly. That said, the region still has a large number of newer users. The COVID-19 crisis presents real challenges for this user base and will almost certainly have lasting effects on the region as many countries are likely to see significantly increased distance learning</p>	<p>We welcome the recommendations and found it pertinent to consider in the LAC Strategy implementation phase. The two points would certainly impact activities in a horizontal fashion, and it will be taken into consideration.</p> <p>During the COVID-19 health crisis, all engagement activities have been and will continue to be held remotely. ICANN org expects this to continue being the primary means of engagement for some time.</p> <p>Some activities held by LAC GSE since COVID-19 health crisis began include 18 virtual technical engagement sessions to regional ISP/research associations and the ICANN LAC Talks covering topics related to DNS Abuse, 5G Technology and the DNS, and Universal Acceptance.</p>

<p>and distance working. The BC recommends that the strategy be updated to take into account the added stresses caused by this crisis, which could present opportunities for business and policymakers to create more “socially distant” opportunities in new areas, provided we continue to enhance and communicate the community’s focus on maintaining the safety and security of the DNS.</p>	
<p><b>1. Security of the Domain Name System</b></p> <p>This is certainly a key area of interest, given how historically cyberattacks have both affected and originated from the region, an ever-increasing trend. We would particularly like to stress that recent data from Sophos3 demonstrates that 30% of the cybersecurity breaches that transpired in the region originated from malicious websites, surpassed only by malicious email at 33%.</p> <p>In this sense we would like to stress that DNS Abuse is a topic we hope to see addressed with the attention it demands and offer our full support in helping ICANN’s regional team with whatever data and speakers we can provide. We are particularly interested in Objective 1.3, which aims to “increase cooperation” with local actors “to effectively identify and mitigate DNS security threats.”</p>	<p>Indeed, this is a very important area of interest of the LAC Strategic Plan, we invite and encourage members of the Executive Committee to participate in the implementation phase. As mentioned above, ongoing virtual engagement with regional and academic associations are, among other things, intended to raise awareness and laid the ground for advanced DNS security talks.</p>
<p><b>2. ICANN’s Multistakeholder Model</b></p> <p>As pointed out in “Building Sustained Business Constituency Participation in Latin America”, it remains difficult to recruit business actors from the region, and even more so to subsequently keep them engaged in our policymaking process. The matters of “complexity” and “language” came up as significant barriers of entry in our report, and we wish to convey that many efforts have been taken by this group to be more accommodating of entrant</p>	<p>We fully appreciate this constructive offer. It's important to mention, the LAC Strategic Plan will have a new Implementation Committee, we look forward on having members of BC's Executive Committee participating in the implementation phase.</p>

<p>members, and we will continue to offer support in their smooth entry into this ecosystem.</p> <p>In this sense, we ask the staff to establish more active and effective communication with our Executive Committee, in order to help us engage with prospective members and facilitate their inclusion, something that is particularly relevant in these unprecedented times of social distancing.</p>	
<p><b>3. Unique Identifier Systems</b></p> <p>Our proactive interest in Universal Acceptance and new domain names is clear, as demonstrated by the deep engagement of the Latin American members of the constituency in these themes, including in the engagement with other SO/ACs. We support the furthering of these objectives in full and would like to see more LAC-directed projects coming from ICANN that address these concerns.</p>	<p>This is an important topic in the LAC Strategic Plan and the good leadership from BC regional members in early initiatives are inspiring efforts from other constituencies, which is very appreciated. We expect to combine these synergies to implementation phase.</p>
<p><b>4. Regional Geopolitics</b></p> <p>This point seems to be presented as less relevant than the others, but an important finding of “Building Sustained Business Constituency Participation in Latin America” is how deeply governments and local Internet Governance actors are intertwined in the region, making it a very important point in our vision. The regional cooperation dynamics often result in scenarios in which potential participants in the ICANN ecosystem will think that “my government already does that”, underscoring the importance of the multistakeholder participation that this institution is known for.</p> <p>Regional geopolitics need to figure more prominently in ICANN’s planning and interactions with the LAC region.</p>	<p>This key area of interest is no less important than other key areas of interest, we believe that in coordination with our regional community we will develop important activities.</p>

## LACRALO

Comment	Analysis
<p><b>1. Security of the Domain Name System.</b></p> <p>We consider it appropriate that the GSE Plan 21-25 for LAC accompany the dissemination of knowledge about the importance of Domain Name System Security with a strategy that involves the regional At-large Structures (ALS). In this sense, we recommend a joint action with the ALSes incorporated in LACRALO to create Ambassadors of the Security of the Domain Name System in a similar way to the roles created in our region with the Ambassadors of Universal Acceptance. The Ambassadors would participate from the perspective of End Users of the Internet, to contribute to raising awareness of these issues in each of the countries of the region, accompanying the fulfillment of the objectives set forth in the Plan. To do this, ICANN must provide a budget line to meet this objective. We also consider opportune a previous evaluation of the Security Situation of the Domain Name System in our region with the contribution of LACNIC and LACTLD to direct efforts to the countries that present themselves in the worst situation.</p>	<p>We appreciate LACRALOs effort to get involved in this topic, we suggest keeping engaged in the implementation phase of the LAC Strategic Plan and present this initiative to the working group. The recommendation regarding the Ambassadors of the Security of the Domain Name System could be further explored during implementation phases in conjunction with other departments within the organization.</p>
<p><b>2. ICANN's Multistakeholder Model</b></p> <p>We agree on the proposal to support regional stakeholders and provide necessary tools for them to become active and significant participants in the ICANN structure and PDPs. In this regard, we recommend strengthening the LACRALO Academy initiative with objective 2.2.4 of the GSE Plan on Capacity Development Session at ICANN meetings . That regional initiative, LACRALO Academy, is being developed by the LACRALO Training Working Group.</p> <p>We also consider it important to convene other actors such as LACTLD with whom this strategy could be reinforced or with</p>	<p>Again, we appreciate LACRALOs effort to get involved in this topic, we suggest keeping engaged in the implementation phase of the LAC Strategic Plan and present this initiative to the working group.</p>

<p>LACNIC with whom LACRALO has a current Cooperation Agreement.</p>	
<p><b>3. Unique Identifier Systems</b></p> <p>We are aware that more than half of the world's population uses the Internet and that number of users grows every day. We understand that ICANN will continue to play a critical role in ensuring a unique, stable, secure, and interoperable infrastructure. We see a great opportunity for joint coordination between the LAC Regional Initiative on Universal Acceptance and IDN and objective 3.1.1 of the Plan ( Research Projects on Universal Acceptance (UA) ) .</p> <p>The LAC Regional Initiative is being developed by the LACRALO Working Group on Multilingualism and Universal Acceptance, in addition to having a group in Brazil, where another LACRALO member participates in the studies for ICANN on UA and its developments.</p>	<p>LACRALO has been involved well involved in Universal Acceptance regional initiatives and current efforts could be greatly utilized during the implementation phase of the LAC Strategic Plan, including the expansion participation to other countries in the region.</p>
<p><b>4. Regional Geopolitics</b></p> <p>From LACRALO we believe in the importance of the articulated work with the Internet Users Organizations linked in Latin America and the Caribbean for the approach and deep work with actors of the regional ecosystem such as; public policy makers or key actors such as legislators, regulators and stakeholders who will be highly important to know about ICANN's mission. It will be highly relevant to the promotion of various regulations that guarantee the stability, resilience and good functioning of the Internet ecosystem.</p>	<p>It will be important to have LACRALO involved the implementation phase of the activity about raising Awareness among legislators, regulators and stakeholders about ICANN' s mission and the effect of regulations and other proposals on ICANN ecosystem.</p>



<b>Non-Commercial Stakeholder Group (NCSG)</b>	
<b>Comment</b>	<b>Analysis</b>
<p><b>1. Security of the Domain Name System</b></p> <p><b>Provide general awareness on DNS security and threats during the next iteration of the LAC Roadshow with the partnership with regional organizations</b>            We consider that LAC Roadshow is not the only space to achieve a partnership with regional organizations. LAC GSE should consider other spaces to provide awareness on DNS Security such as LACIGF or even, local IGF initiatives through the engagement of ICANN members on these territories (Local NGOs, ALS, SME, etc).</p> <p><b>Establish regional capacity building programs on DNS security</b></p> <p>This capacity building program is only including ccTLD operators but we consider that is also important to add a program targeting Non-Commercial organizations as well to increase the awareness We consider that webinar series are not neither sufficient to increase LAC members' engagement. We want to emphasize that the Non Commercial Stakeholder Group has several experts on these topics that can help to build these capacity-building programs for our region.</p>	<p>We appreciate the comment, indeed the Roadshow is not the only space organized with partnerships with local and regional organizations or stakeholders. The LAC Strategic Plan will have a new Implementation Committee, we look forward on having members of NCSG participating in the implementation phase.</p> <p>There's an activity in the LAC Strategic Plan that focus on partnership with relevant stakeholders and promote a coordinated approach to effectively identify and mitigate DNS security threats, this is a great opportunity to cooperate with NCSG.</p>
<p><b>2. ICANN's Multistakeholder Model</b></p> <p><b>Engage new people and organizations into ICANN's multistakeholder model from different sectors and countries to fill gaps in participation</b></p> <p>Our suggestion is to include other spaces we mentioned above. We also recommend to consider other spaces such as LACIGF or even, national IGF initiatives through the engagement of ICANN members on these territories (Local NGOs, ALS, SME, etc). On the other hand, it is not clear what are the gaps which this objective aimed to fills it</p>	<p>We appreciate the effort to get involved in this topic, we suggest keeping engaged in the implementation phase of the LAC Strategic Plan and make these suggestions to the working groups.</p>

<p>about the number of members, topics lacking participation, lack of experts or countries without any impact for ICANN community members.</p> <p><b>Support and grow active, informed, and effective stakeholder participation</b></p> <p>We would note that several topics from the previous plan have not been included or it is not clear how they evolved since their first appearance in this Strategic Plan:</p> <ul style="list-style-type: none"> <li>• Policy Briefings for the LAC Region,</li> <li>• Coaching/Mentorship new community members</li> </ul> <p>We suggest to re-include them. As part of NCSG mission consists in actively participating in Policy Development Processes, we would like to emphasize that we have many people involved in these processes who can support the coordination of planning for these PDP spaces in ICANN meetings.</p>	
<p><b>3. Unique Identifier Systems</b>  Include in the 3.1.4 the following:</p> <ul style="list-style-type: none"> <li>• Produce templates and best practice guides for nations, ISPs, universities, and companies in the adoption of IPv6 and UA.</li> </ul>	<p>Again, we appreciate the effort to get involved in this topic, we suggest keeping engaged in the implementation phase of the LAC Strategic Plan and present these ideas to the working group.</p>
<p><b>Other considerations</b></p> <p>We suggest including some introduction or background to give a better sense of the goals of what the Regional Plan is proposing as we had in the 2018 plan. Some of the introduction should mention how the region is growing in terms of participation and engagement, what is the distribution of domains registrants per country and type of business and what is the current state of IPV6 implementation in the region. This plan should include key performance indicators (KPIs) to measure the rate of increase of domain name penetration on the continent. They should also include the Number of domain names registered, DNS availability/failure, Domain name pricing, Complaints /UDRP, among others. We</p>	<p>Thank you for the comment, we will include an introduction to the LAC Strategic Plan 2021-2025.</p> <p>We suggest keeping engaged in the implementation phase of the LAC Strategic Plan and present these ideas to the working group.</p>

suggest that for consistency and the ease to evaluate the results.

**AH**

<b>Comment</b>	<b>Analysis</b>
<p>I believe the LAC Strategic Plan should take into account the significant impact of COVID-19 on the way people conduct their business and personal affairs. The Internet has become an essential and predominant resource during these challenging times. For the last few years, the adoption of domain names has shown limited growth as social networks such as Instagram and Facebook have gained popularity as a means to securing identity in the Internet. Now, small businesses around the world have been forced to convert their business activities to online and e-commerce operations in order to service customers who are in diverse situations of lockdown. Perhaps it is a good time to consider some strategies that can help people to adapt to this digital transformation which has been forecasted for several years and now, due to this pandemic, has become an urgent necessity. Domain names constitute the most professional way to have a digital identity, and people, in general, may need to be reminded of this option and how they can access a domain name and benefit from adopting one. It would seem an opportunity for the LAC Strategy Group to contribute in helping Latin American communities to address their online needs.</p>	<p>We appreciate very much the comment, we invite you to participate in the implementation phase of the LAC Strategic Plan, there will be opportunities to suggest activities related to domain names.</p>

**FW**

<b>Comment</b>	<b>Analysis</b>
<p>The previous LAC Strategy 2018-2020 clearly identified which Projects were new and which were already ongoing. A large number of new Projects were proposed. If we look at the Implementation Plan of the LAC Strategy 2018-2020, we see 14 Projects identified as “ongoing” and 19 Projects identified as “new.”</p> <p>I would welcome, as an additional background material to this Public Comment, a short report on the status and outcomes of the Projects that were planned for the 2018-2020 cycle. This report could, in a very summarized way, indicate the status of each Project (“to be continued”, “did not start because of X”, “to be discontinued because of Y”, etc.).</p>	<p>We appreciate the comment, in the final version of the LAC Strategic Plan 2021-2025 we will show which activities are new and ongoing.</p> <p>We will also produce a short report showing the status of the projects of the LAC strategy 2018-2020.</p>