
ICANN73 | Virtual Community Forum – 5 Years Since the IANA Transition: What’s Next?
Tuesday, March 8, 2022 – 16:30 to 17:30 AST

AMY CREAMER:

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With that, I will hand the floor over to Lise Fuhr. Thank you, Lisa.

LISE FUHR:

Thank you, Amy. And what a turnout of this session. First and foremost, Happy International Women's Day. For some of you it's already over now as it's the ninth of March somewhere. But second, as the chair of PTI, it's a great pleasure to welcome you to the session about PTI. And five years after the transition where do we stand as an organization, as an affiliate of ICANN, but also as a technical partner to the naming, the numbering in the protocol communities?

And this session is a first step in the further dialogue about the takeaways for the next five years, both the paths we want to keep but

also where we could be better in the future. And we hope to get some very constructive input from as many of you as possible, both today but also in the coming months.

You heard there's a few housekeeping rules for this session. There will be a Q&A session in the end so you can ask questions in the chat or raise your hand during the last part of this session.

As you can see on this agenda slide, this session is in six sections. I'll kick it off with a bit of background as the former co-chair of the CCWG on IANA stewardship transition. It's also a great pleasure to be chairing this session. And you know Jonathan Robinson was the other co-chair and we were leading a very hard working and quite large cross community working group.

I'll not be the only presenter to this session. It's done together with a great team of people. Kim and Marilia from PTI, James from the PTI board, and last but not least also Lars-Johan, Chair of the CSC.

Next slide, please. If we look at the background from ICANN's inception and until 2016, ICANN performed the IANA functions under a contract with the US government. This was never meant to be the governance structure for such a long term, so a multistakeholder process was started called the IANA Stewardship Transition to find a new governance and oversight structure for IANA.

And as I mentioned, there was a cross community working group within the ICANN community and they designed a nonprofit organization that operates the IANA functions called Public Technical Identifiers, PTI. And

this is where we are today and that's what we suggest reviewing, both today but also in the coming months, together with all of you.

Today, my overall message is that I believe we created a very solid but also manageable structure. But as things got implemented, we discovered things that could be different—not the structure itself, but there are gaps, things that are working well, but also certainly things that can be improved. Next slide, please.

So what is PTI? Well, PTI in short is the organization performing the IANA functions. We're hiring the IANA staff, we are a nonprofit organization created in 2016. And ICANN is the sole member, so PTI is an affiliate of ICANN. Next slide, please. We have a very small board. We have five members, board of directors, including two NomCom appointees, where James and I are the NomCom appointees.

PTI performed the both the protocol parameters, the number resources, and domain names. So we take care of all these three communities. But if we look at the structure with ICANN, ICANN is overall responsible for the IANA functions and ICANN is the one having the contract with PTI to perform the IANA functions. It also oversees our performance. And we do share both shared and dedicated resources within legal, IT, HR, finance, and others. And this is in order not to create a too complex PTI structure and keep it lean and very efficient.

The funding to PTI are done by ICANN. It's done in a way we don't have what you would call a normal budget. I think it's a budget where we are funded by what we use. So, of course, we do a budget every year, but those money that are not being used are not belonging to PTI. ICANN

operates additional accountability mechanisms, such as the customer standing committee, but also the IANA naming functions reviews.

So that was a very quick overview of the background from my side. I'm going to hand it over to Kim to take it from there. Over to you.

KIM DAVIES:

Thanks, Lise. So I'm going to just use this opportunity to just review the last five years that lead us up to where we are now. Next slide, please.

So if we think about how the IANA functions are conducted today and for the last five years versus how they were conducted prior to the IANA transition in 2016, how do we summarize those changes? I think the first and foremost change is that there is now direct accountability to the community. In the past, with a different structure, we certainly communicated with the community and there was a lot of discussion. But now there's real meaningful direct accountability where the community has the tools available to set things like SLAs and expectations of the IANA functions in a way that didn't exist prior to 2016.

Another thing that's changed is that processing of root zone change requests have been streamlined. The pre-2016 approach required additional forms of authorization that are no longer there. And that has made a meaningful difference in how quickly root zone change requests can be processed.

As I mentioned, we have this direct accountability to the community and SLAs are a big part of that. We now have comprehensive SLAs

across our three different areas of operation, and those SLAs are being mutually agreed by those particular communities. We'll get to those a little bit later in the presentation, but there's a common understanding about how the IANA functions are meant to be performed and on what timeframe and that is represented in those SLAs.

Lise mentioned that we have a separate legal entity. One of the artifacts of the separation of the IANA functions into PTI is that there is now an independently defined budget, a PTI board of directors, and various other governance mechanisms associated with that. There's also more public accounting for performance as a result of this transition. For all the SLAs and other kinds of measurements we take, we now have comprehensive monthly performance reporting that is public. It's available on our website. Additionally, we've added real time reporting for a number of those measures that you can find as well.

And the last thing that's changed, perhaps in name, is the IANA staff are now employed by PTI rather than ICANN. So all of the IANA staff are now employed by that new nonprofit organization. So that's what's changed.

Moving on to the next slide, let's talk about what has stayed the same. So I mentioned that IANA staff are now employed by PTI but it is the same team. It's the same staff doing the same job for the same customers just as they were prior to 2016. In fact, apart from the name on the paycheck, it really hasn't been a significant shift at all for the IANA team. We're really operating our day-to-day roles in much the same way as we were prior to the transition.

Importantly, we continue to work with our colleagues in the broader ICANN org. We are dependent on a lot of their expertise to be able to successfully conduct the IANA functions. So, for example, the global stakeholder engagement team within ICANN is involved in a lot of the activity we do relating to things like ccTLDs. And we also work closely with policy, GDS, and some of the other departments that Lise mentioned earlier in the presentation.

I think it's fair to summarize there's been no adverse changes to the core request processing or the customer experience. I think we actually have a good story to tell about how there's been some incremental improvements there. But our assessment is that nothing has gone backwards and everything is the same, if not better than it was five years ago. And importantly, the scope of the IANA functions remains unchanged. They were clearly documented as part of the transition process and they're still that way today. Next slide, please.

Now, one of the results of the transition was a requirement that was put in the PTI bylaws that the organization have its own strategic plan. This strategic plan was first put into place by the PTI board in 2020 and it provides a document that helps us narrow down and refine our strategy in a way that's tailored to the IANA functions. We still support the general ICANN strategy as well. But having a dedicated PTI strategy allows us to have more focus on the elements that are directly applicable to the IANA functions.

You can find the strategic plan online. It's divided into five key drivers under which all of our strategic objectives are organized. They are trust,

security, delivery of services, operational excellence, and governance. We also used the opportunity as we were devising the strategic plan to refresh our vision statement. And our vision statement is, we are dedicated to a world where the internet works seamlessly everywhere through our trusted coordination of unique identifiers. We promote trust by delivering dependable services, satisfying our customers, and always finding opportunities for improvement.

So that, in a nutshell, is what we're trying to accomplish and it's something we look back on as we try to formulate or reflect upon how we should deliver our services. Next slide, please.

Here is just a high-level summary of some of the achievements over the last five years. I'm not going to walk through each and every one but I think I would summarize this as slow and steady improvements. Obviously, in the beginning, right after the transition, there was a lot of work establishing some of the new structures and entities that support the post transition IANA. For example, CSC and RZERC are both new committees that support our work. And they went through comprehensive processes of standing themselves up but also organizing themselves, setting up their rules and procedures and so forth. And that's work that staff supported as well.

Like I said, it's really a story of steady and incremental improvement here. And that's a story we wish to continue as we move forward into the next five years. Next slide please.

So this is a summary of the SLAs that we have, a very high-level summary. We have a comprehensive set of SLAs across all of our

functional areas. But if we’re to boil them down to the basics, we tend to measure our SLA performance at a high level based on how many of the SLA metric areas we hit in any given month or in any given year. And this gives you that breakdown.

So in terms of the protocol parameter functions that we conduct, back in 2017 we met SLAs 99.8% of the time. The last two years we’ve successfully met the SLAs 100% of the time. And as you can see, the request volume there is of the magnitude of 2 to 3000 per year.

Number resources, our role is fairly limited. We allocate large blocks to regional internet registries. We met our SLAs consistently throughout the entire period, but the request volume there is, obviously, a lot smaller.

For domain names, including root zone management, our SLA adherence is listed here. Generally speaking, we met our SLAs most of the time, with exceptions from time to time, and a request volume that is slowly creeping up around 3000 to 4000 per year in that category.

I think the important thing to surface here is not so much the numbers, but when we don't meet our SLAs 100% of the time in any given month or any given period, that spurs a dialogue with the community. That is a discussion that we have with our community as to why we weren't able to meet the SLAs. And in my view, it makes for a very constructive discussion about opportunities for improvement.

And we’ve found, with these new structures, there's always room for a dialogue with the community about the root causes of any SLA issues.

We use those forums to discuss why we weren't able to meet them, explain the rationale, and get guidance as to whether that is acceptable or whether there is an opportunity there to improve our service. Next slide, please.

We also measure more generally customer perception of our services in terms of satisfaction. We do this in two different ways. One is we conduct an annual engagement survey of key stakeholders and representatives in the community. Here you can see, over the last three years, we've had relatively consistent satisfaction rates, 3.9, 4.1, 4.0 out of five, but we've also had increasing participation over the last three years.

In addition to that annual survey of our stakeholders, we also survey individual customers. Once we've completed a request, we send them a short two-minute survey. And that is a good measure of sort of our real-time performance, if you will, in terms of customer satisfaction. Here we relatively consistently get around 90% satisfaction. And the participation rate for that survey is actually quite high. Around one in three or so of our customers tend to reply to that survey. Next slide please.

Some of the other things that are part of our team accomplishments, we have a third-party audit conducted, both using the SOC2 and SOC3 frameworks for different parts of our operations. I'm pleased to report that in every year that we've done those audits, we've had a clean audit, if you will. No issues were identified by the third-party auditors to

report, so that means we're adhering to all of our controls, as evidenced by the auditor.

We've been conducting KSK ceremonies throughout our operations successfully, and we've also made some significant adaptations to those during the COVID 19 pandemic. I think that's a real success story that we've been able to do those well despite the adverse challenges that COVID has presented.

We continue to measure, and monitor, and improve, our ability to maintain our core operations through exercising our Contingency and Continuity of Operations Plan. This is a plan that we have in place and exercise at least annually to make sure that should there be some impact on IANA operations, that we're able to restore and sustain those operations quickly and appropriately.

Another thing that PTI does that supports visibility and transparency is our annual operating plan and budget process. That is, again, done distinct from the broader ICANN operating plan and budget. And that is an exercise we conduct annually.

And lastly, we do follow business excellence practices, particularly the EFQM framework, and that's a driver for how we review ourselves internally and ensure that we're following best practices in that area. Next slide, please.

So I wanted to switch now to talking a little bit about customer perspective. And I'm going to hand over to Lars-Johan in a minute to talk about that. But before I do, next slide When we do our annual

surveys, we do have an opportunity to get some direct feedback from those customers. We also just get unsolicited direct feedback day-to-day from our customers, and we always make an effort to collect and categorize that feedback and feed that into our planning. And here's just a sampling of some of the customer sentiments that we get and catalog through those processes. I won't read them all out, but this is this is some of the complimentary feedback, if you will.

Moving on to the next slide, we also get constructive criticism, areas for improvement, suggestions on what we might want to be working on. And this is really valuable, it helps us prioritize and get a sense of customer demand so that our future planning can be well-informed by what our customers are looking for us to do next. Next slide, please.

So I'm going to now hand over to Lars-Johan. He is chair of the Customer Standing Committee and I think well placed to give some additional perspective from a customer point of view on how things are working. So without further ado, Lars-Johan, please.

LARS-JOHAN LIMAN:

Thank you. Yes, I am Lars-Johan Liman and I'm the current chair of the Customer Standing Committee. Good evening from my part of the world. So the Customer Standing Committee is one of many new accountability mechanisms that were formed in 2016. And this specific committee focuses on the domain name function that's performed by the PTI. And our role is to be a review committee or an auditing function, if you wish. So we oversee the performance within the domain name side, the performance of the PTI.

We are composed of representatives from the various IANA customers. There are typically two large customer sets. One is the ccTLDs and one is the gTLDs. And we also have members from other parts of the communities. It's a relatively small committee, or actually a very small committee, and we provide the mechanism of direct accountability to the community that didn't exist before 2016. Before then, there was a kind of accountability through the Department of Commerce. But since they released their hold on the system, this committee was put in place to do review in its place.

We have monthly meetings where we review the IANA performance, we get long listings and reports with lots of numbers in them, and we assess the performance. It's usually very easygoing and very nice work because we are getting accustomed to see the number fulfilled to 100%. That's the norm for us nowadays and we are very happy about that.

The Customer Standing Committee works in a very collegial environment. We have very good collaboration between ourselves and also with the PTI. We have a very high level of trust. We have a very high level of mutual professional respect. We realize that PTI are very professional about the work that they perform and also the way they interact with both customers and us as a review panel. And we get a very good opportunity to explore issues in depth during our meetings. And whenever we request more information from the PTI they are readily providing that typically just for the next meeting already.

So in this dialog—because we actually see this dialog—and with this dialog with the PTI and with the IANA people, we get a chance to explore

whatever issues and problems there might be and actually also to foresee things in the future where we can adapt and help things to move smoothly because at the end of the day, that's what all of us want. We want a smooth operation where customers are satisfied and where things are performed in a timely and professional fashion.

So as mentioned before, through these five years, we've stood up the committee. We have created our own processes. And that also included actually creating new processes for changing the service level agreements that are in place because they were cast in stone, so to speak, from the beginning. And whenever you create something as a paper product, there are always minor mistakes, things that don't work as intended. So we had to create processes for mending and fixing the SLAs. And that took quite a bit of time but we had a very good dialogue with the IANA team and with the customers, the CCNSO on the GNSO. And eventually, we have now such procedures in place.

Over the years we have constantly been very satisfied with IANA's performance and also with the interaction that we have with the staff. It's easygoing. We are always met by competent people. We always receive satisfactory explanations when the SLAs are not met to the fullest. And we have also discovered some systematic problems with the definitions of the SLAs. Not with the performance of the IANA team, but with the definitions of the SLAs, which have led to small adjustments, which has made the SLAs more relevant and also made the life of the IANA team slightly easier, which means that they can perform better.

Thank you very much. And I think it's now turn for Marilia to talk a bit about the current strategy and operating activities. Marilia.

MARILIA HIRANO:

Thank you, Liman. Hello, everyone. Happy International Women's Day to all of us. So I just want to switch gears a little bit now. Kim has talked about what we've done since the IANA transition. And now we're going to talk about where we are today and some of the ongoing projects we have in our pipeline. And then a little bit later, Lise will talk about the future.

So if you can go to the next slide. As Kim mentioned earlier, one of the things that stayed the same, thankfully, is the team that performs the IANA functions is our team here. That's the same composition. We're somewhat broken down into the technical services team, the operations team, and then my team that we manage operational excellence and overall projects. So we are 16 right now, going on 17, 18. There's a position open and another that's starting soon. So the team has been broadly the same structure since before the transition.

So what do we all do and what are we all doing today? So since we published our dedicated strategic plan that covers fiscal year 21 to 24. We have aligned the commitments that had been made ready for FY21. The operating plan and budget, so we aligned it to our PTI strategic objectives as we do start planning for the fiscal year way ahead of time so we can align to ICANN's planning process. And therefore, when we did publish the FY21 strategy, that one had already been published. So we did make the alignments there.

We did work on re-prioritizing commitments in the FY22 operating plan and budget given the extended global pandemic. We made improvements to the fiscal year 23 operating plan and budget structure, which some of you in this call have seen and commented on and we did incorporate some of your comments to improve the overall structure of the fiscal year 23 plan, which now closely aligns with our strategic plan objectives.

We took steps to ensure that new initiatives and projects supported a strategic objective prior to being approved across the IANA leadership team and the PTI board. So right now we have a much—and I'll explain that in the next slide how we plan, and we monitor, and we review each one of our plans as part of a prioritization effort.

We identified strategic projects that will be owned by the PTI board, which Lise will talk about too a little bit later. And dedicated PTI staff managing strategic planning efforts in close collaboration with ICANN’s planning department. So ICANN has now a planning team and we work very closely together to make sure that our strategic objectives and our operating initiatives are in alignment with ICANN’s strategy and operating plans as well. Next slide.

So as I said, we now have a much better structure and I think the dedicated strategic plan has helped in that regard. We're able to get input from all of the ICANN initiatives in their planning cycle, as well as the results from our surveys, what our customers are saying. Kim shared a little bit of that feedback there. And also the assessments that we do, organizational assessments as input, when we are developing

our strategy. And then we use the strategic plan and the progress report, all of that as input into our annual operating plan and budget development.

Then we have to implement everything we put on the plan. So our team gets assigned their projects into their goals and we monitor progress across the team throughout the year. And then it starts again. So we go back and we look at what we've accomplished, now how much resources have we freed up, and how many projects can we start again, and what are the priorities? So it's a cycle that the dedicated PTI strategic plan has allowed us to build and continue to grow on this structure. So next slide.

So we have quite a few projects going on right now. On the operation side it's an ongoing work that you're all familiar with. We have our request processing. We are constantly monitoring our SLA. And Liman has mentioned we do report those on those SLAs to CSC as well as to the IETF. And we do publish our results on our website. And also the traditional engagement with our stakeholders. We're also maintaining systems and the processes to make sure that they're working properly, that they're fit for purpose so that there's a lot of work that goes on operationally in IANA.

Then we have the projects that are on our pipeline right now, which is registry workflow system platform for the private enterprise numbers. Right now we're developing that system that will replace the PEN application, which is in the protocol parameter area.

We are also doing a rewrite of the root zone management system that's in progress. We have been working on IANA website improvements. This year, we're focused on optimizing user experience and working on service availability on the website. If you go on IANA.org, you'll see in the performance page that there has been some changes. As Kim mentioned, we're providing real time results of our SLAs there. There's a dashboard, a visual, which was work that we've done in the past year.

And then enhancements to key management facilities. Of course, travel permitting our cryptographic business operations team, [Aaron] and [Andreas], they have been working hard to make these upgrades happen even with the pandemic restrictions in place.

So those are some of the current projects that we have going on. We also have initiatives that involve monitoring and reporting. Next slide, please.

On the operational excellence bucket, on the operating plan, we use the EFQM framework to run our internal organizational assessment and that serves as input into how we develop our strategic plan. We have the surveys, as Kim mentioned. We have two information security audits. And then we also are working on maturing our project and program management capabilities, documenting procedures within the team, developing the skills, using more collaborative tools as we work on cross functional projects and day to day personnel management, which include investing in staff development.

And then on our last bucket, we have the ongoing work on governance in budget administration and risk management. We have the support

that we have for the PTI board, regulatory compliance, the work on strategic planning and reporting, as well as serving as subject matter experts to ICANN-wide and community initiatives that are laid out in ICANN’s operating plan. So we do dedicate subject matter experts from IANA into these different projects. Next slide, please.

And just project condition at a glance there. So you can see that we have everything laid out based on the areas of work in our operating plan. And we’re tracking the condition of those projects and making sure that we develop a structure—and Lise will talk about that in the looking ahead—on building those reports and providing those more frequent reports on the status of our projects and our key initiatives to the community more frequently with a more structured cadence of reporting.

So this is just a glance of what we have going on that are started, that are in progress, some of them that are a little bit late, or at risk. So we are tracking all of those. There are some that haven't started yet that were identified as key board priorities, which is a segue now to Lise’s next slide. She will be talking about some of those PTI board priorities and what's next for the IANA team. So, Lise, the floor is yours, thank you very much.

LISE FUHR:

Thank you, Marilia. I'm actually going to also ask James to help me on this one. But next slide, please. Every year in January, the board do an annual strategy workshop. We do this to take a step back and see what

is going well according to our strategic plan and what do we need to change?

Of course, every year we discuss progress against strategy. But also, as an affiliate with ICANN, aligning with ICANN strategy is important. And I think a strategic plan is only alive if we keep it embedded in our daily work and regularly take stock of the targets if they're met, but also if new targets are emerging and we need to change the strategic plan.

This year we did a bit of a different exercise, as we also did a deep dive into a five-year anniversary review. And we created a list of things that could be changed to be more efficient but also aligned with both ICANN and the different communities. So the outcome of this has been that we have prioritized areas of work that require requires PTI’s board oversight execution or approvals. But also we evaluated if our current strategies is fit for purpose. And now we will discuss the suggested adjustments with you in a short while.

With that, that's going to be my handover to James to take us through the priorities that we identified as PTI board, and that we would like to discuss with you. Thank you.

JAMES GANNON:

Thanks, Lise. If we can go to the next slide. So we've identified three areas coming out of our strategic planning workshop this year. And really, what we've tried to do is put some structure around how we as the board are going to shepherd and manage these topics along with, obviously, the PTI staff.

So the first one, which is jeopardy by Jia-Rong and by Lise is around the trust topic from our strategic plan. So really, what we want to focus on here is developing a structured engagement and outreach strategy that targets the broader community groups and really kind of tries to raise awareness of the critical nature of what IANA PTI does.

This is really building on the work that Kim and his team already do. You know, there's a great relationship there with the key stakeholders and with the customer base, but it's about taking that really to the next level and putting some structure and getting into a more of a structured engagement method with that. And obviously, having Jia-Rong there from the GSE side on the ICANN org piece is going to be a great multiplier for that.

And then the other piece around the trust topic is working with PTI staff to get a really structured reporting practice and how do we get these progress updates out to the broader community? There's a lot of one-to-one relationships and there's a lot of kind of traditional relationships. But opening that up to the broader community and getting in some very easily accessible reporting structures in place is another thing that we're going to focus on.

Second topic is shepherded by Kim himself and with Lise again. It's around the operational excellence pieces. So really we want to try and evolve some of these topics. We're five years in now. We've kind of settled in as an organization, and a board, and a group of staff members. So the next thing is really developing that long term staffing plan for PTI, looking at what the strategic project is coming up, what

are the areas of focus and what staffing might be needed over a long term to actually execute on those expectations?

And then the other thing is looking at some of the major ICANN-wide initiatives. We have SubPro coming. We have IDN variants. Really looking at what is the PTI staffing that's needed for that? Is there expansion needed in certain areas? Is there upscaling needed? Making sure that those resources are appropriate to those new policy initiatives that are coming out of the community on the ICANN org side. Can we go to the next slide?

The last one then is around governance topics, shepherded by myself and Xavier. So the first one is really around looking at aligning some of the PTI strategic planning timelines. There's two elements to this. The first is we at PTI have a four-year strategic plan, whereas on the ICANN side we have a five-year. So we think it makes sense now, at this point. that we have that kind of bedded-in maturity, to try and align those a little bit. So we'll work both with PTI staff and the ICANN board to look at ways that we might be able to improve that alignment.

Additionally, around that we'll look at how we can align the operating plan and budget cycles and those timelines, maintaining all of the protections that we put in during the CWG work, but looking to see where, five years in now, where we can make some savings and some operational improvements.

The next thing is looking around the intellectual property agreement and some of the oversight documents that allow more clear communication and transparency around some of the use of terms

such as IANA versus PTI, so another area of focus that will need to be looked at.

And the last topic is really working with ICANN and the PTI staff and legal to address some of the contractual requirements around where PTI is able to hire—making sure that as we go into the future and over the next few years PTI is really able to select the best staff from around the world and is able to target those perfect fit candidates as it starts to look at its staffing over a period of time.

So really, those are our three areas of focus as a board. And as you can see, we've aligned shepherds to those topic areas to work with PTI staff, and then obviously with our board hats on as well. As I'm the last speaker, I'm going to take a little bit of selfish privilege.

As somebody who was involved in the CWG, I've kind of now been, I think, the only person to run through all three of the IANA oversight functions. So I've been on the CSC, I participated in the IANA function review, and, obviously, now my current role is a PTI board director. And looking through the participant list, there's a lot of folks there that we worked together those five years ago, which seems crazy.

Particularly for me, just speaking on behalf of myself, having seen all three of those kind of major functions, we should be really proud of what we did. It worked. It was a big leap of faith back then. We put a lot of work into it but we didn't know if it was going to work or not and it really did. And we should all be proud of the work that we put in and the transition happened and it's been very successful ever since. And I think

we should pat ourselves on the back. for that. I'm very pleased to see how well it all worked out in the end.

So I think we're going to go to Q&A now, and I'll hand back over to Lise and Kim to shepherd that, I think.

LISE FUHR:

Thank you, James. I see there are two questions in the question and answer section. And the first one are what are the reasons why the IANA functions are provided by an affiliate entity and not within an ICANN working group?

I can give a quick answer, and then I don't know if James or Kim wants to add on to it. But back when we did the transition proposal, we wanted a structure that—kind of ring-fence the IANA function—so if anything went wrong, you could take that function out of ICANN and create a new structure. It was like the last option if everything went wrong and it wasn't one that was desired or targeted for. It was more to make this construct future-oriented.

So I don't know if, Kim or James, you want to add anything to this first one?

KIM DAVIES:

I can just add briefly that it was a community design decision as to the structure that was come up with. But I think the benefit of the structure that we have now is that the IANA staff continues to be integrated in ICANN. We can continue to be able to do our job the way people expect

us to do. But it did provide those additional accountability and sort of emergency measures, I guess, if you will, that the community was desiring from the transition. Thanks.

LISE FUHR:

And I can only echo that. Then we have a question saying the three areas of PTI were outlined along with the discussion of accountability. The accountability mechanism in this session was on names, the CSC. Mechanisms for accountability in the other areas? I'm actually going to hand that over to you, Kim, to describe because there are different relationship with the different communities. Kim?

KIM DAVIES:

Yeah. Thanks, Lise. Yeah, for each of the three main areas of the IANA functions, there are different accountability mechanisms in place. You heard about the Customer Standing Committee, and that's responsible for the naming functions. But we similarly have other structures in place for the numbering functions and the protocol parameter functions.

For the numbering functions we are accountable to the regional internet registries that we provide services to. The primary mechanism of reviewing performance there is they establish an annual review committee that is charged with reviewing performance over the previous year and we support that effort in the review.

For the protocol parameter function, these functions are largely provided for the ITF community. And our primary method of accountability there is there is an IETF IANA leadership group that

meets regularly and is responsible for reviewing our performance of the protocol parameter functions.

So each one is structured a little differently, but they mostly function in much the same way, that if there's performance issues or adjustments that need to be done, they're discussed in a very collegial way in those different communities and put into practice. Thanks.

LISE FUHR:

Thank you, Kim. Next question. Are there any risks that PTI has identified during the five-year post transition and are there any envisioned in the future? We actually did envision some risks in our strategic plan and tried to mitigate some of them. Part of it is due to technology, others, of course, security. But I'll also hand over to Kim to elaborate a bit on these.

KIM DAVIES:

Yeah, I think Lise highlighted the main point, which was we do identify risks at a strategic level in the strategic plan itself. I will note that, additionally, we do quarterly risk reviews internally within the team. So we're always trying to monitor for evolving challenges that we need to be prepared for. But risk identification is part of that. We probably don't have time to go down the rabbit hole of the details of those but happy to have a further discussion about them another time. Thanks.

LISE FUHR: Thank you. And there is a question. I actually forgot to say who asked them. But Alan Greenberg is asking, perhaps this will be covered. But as someone who was active in the CCWG designing the new IANA, I'm curious about what we got right and, more importantly, what we got wrong. We designed a camel trying to balance a various position and we tend to over engineer things. I know James is eager to answer this one.

JAMES GANNON: I have opinions on this.

LISE FUHR: Yes.

JAMES GANNON: So I think we got a lot right, and I think I spoke about some of those. I think on the things that we got wrong, I think you mentioned it in your comment, Alan. I think we over engineered some of the processes. And really, that's one of the things—you saw it on our governance board workstream this year—is to look at some of those things, particularly on the strategic planning, the operating plan and budget, the budget approval timelines.

There's opportunities there, not for us to take away the protections. That's super important to me, as anybody who was around me during CWG knows. But it's about I think we put too much slack into some of those processes and there's some areas where we did over engineer

them a bit, where we can actually gain some efficiencies and not lose any of the protections that are super important to us as the community.

And I think that's the only real failure, if we want to even mark it as that, that I've pulled out over the last few years of working around this. That was really kind of surprising to me. And I think that that's really kind of what prompted my pat on the back for everybody because our failures were mostly in the engineering space rather than any of the overall strategy space.

LISE FUHR:

And I agree. I don't see them as failures, more like gaps. And I think what we did not completely get right from the beginning was actually the alignment with the ICANN timeline. So for example, our strategic plan is four years, ICANN is five years. It doesn't make sense. We need to align on many of these things. So it's minor gaps.

Then we have a question from Javier Rua who's asking, wonder if anyone knows if there is any other entity in the international transnational sphere that has looked at IANA's transition as a model for more independence and agency away from nation states. That's a tricky one. I don't have an answer to that one, I don't know if Kim, Marilia, or James, if you have any?

KIM DAVIES:

I'm not aware of anything that has followed in our model, to put it succinctly.

JAME GANNON:

No, but I will make a comment. I am aware of a number of other areas, particularly around things like environmental and social governance and things, that have taken a lot of the learnings from the multistakeholder evolution I think we did during this CWG and building IANA and have taken some of the learnings of that into how they're building new institutions. I don't think there's anything quite like what we did with the IANA transition. But some of the learnings and the things that we struggled with for a long time are mistakes now that other institutions are not having to make because they learned from what we did.

LISE FUHR:

I don't see any more questions right now. Actually, what I would like to add is that I think the IANA transition process brought the ccTLDs and the gTLDs and other parts of the community closer together. I think the cross community working group worked very well. And it was a test and a first of its kind together with, of course, the accountability working group too. I think it was a good experience but also a tough one. A lot of work went into it.

Okay, Steven Deerhake. Kim, do you feel that, at the end of the day, you are over monitored? How much staff time is required to pull together the monthly metrics? Over to you, Kim.

KIM DAVIES:

It's a very interesting question. I mean, there is a lot of monitoring, a lot of metrics that we measure against. I think, in hindsight, perhaps there's some categories of monitoring that are perhaps a bit superfluous. But the truth of the matter is it's all bedded down now. We have systems in place. Most of the metrics we have are automatically compiled. It does take a significant amount of staff time to pull together all of our reporting.

The metrics, like I said, are mostly automated, but the whole set of reporting we do throughout the month and the year is substantial. But we operate at the behest of the community and I think there's opportunities to periodically reevaluate that and evolve that. I don't think it's overly burdensome but I think there's an opportunity from time to time to look at what we're doing and see if it still fits the purpose. Hopefully that answers the question.

LISE FUHR:

Excellent. And there is another one from Sivasubramanian. I don't pronounce it correctly. Sorry. Is there any disparity between IANA's relationship with the gTLD registries versus IANA's relationship with the ccTLD registries? Are there any differences in terms of technical services compliance? Over to you, Kim.

KIM DAVIES:

Yeah. Thanks for the good question. We try really hard within IANA not to distinguish between gTLDs and ccTLDs. And I think, for the most part, the services we provide, the core root zone management services, the

experience, whether you're a gTLD or a ccTLD are the same. In fact, if you look at the documentation on IANA's website for root zone management, we don't have different business processes for either. It's all the same business process.

There's obviously some inherent differences between the two. gTLD registries are contracted parties with ICANN and their ability to be in the root zone is derived from that contractual relationship. The relationship with ccTLDs is very different. So there are accommodations in the policies when it comes to delegations and transfers where the process is quite different. But for the most part, it's the same service provided on the same timescale. And indeed, the Customer Standing Committee is composed of both gTLD and ccTLD representatives, so they all look at it through the same lens. Thank you.

LISA FUHR:

And we have one minute left so I think it's time to wrap up. And I would like to thank you all for participating in this session, but also for all the good questions. For me, it's extremely important that we keep on having this dialogue for the coming months. And I hope that we can have a session again, hopefully face-to-face in June in The Hague.

And I also would like to remind you all that my seat is going to be available because I have to step down from the PTI board because I've now been there two terms. So please, if anyone are interested, apply for this. And it's NomCom who's taking care of that part.

That's all for me. I don't know if Kim, Marilia, or James, you want to do a last goodbye to the attendees?

JAMES GANNON: No, just quick I'm really happy to see so many people here. This is a really well attended session and nice to see old friends and faces.

MARILIA HIRANO: Thank you very much, everyone, for attending.

KIM DAVIES: Yes. Thank you. This was fun.

LISA FUHR: And have a good day, morning, evening, night, wherever you are. Take care.

JAMES GANNON: Thanks all.

KIM DAVIES: Thank you all.

[END OF TRANSCRIPTION]