Q1 Which ccTLD do you represent?

Answered: 8   Skipped: 0

#	RESPONSES	DATE
1	VI	6/10/2020 3:59 AM
2	.fr	6/5/2020 5:01 PM
3	.IT	6/5/2020 10:51 AM
4	.ng	6/4/2020 2:42 AM
5	.SN (Senegal)	6/2/2020 11:00 AM
6	.am, Armenia	5/31/2020 9:27 PM
7	CI	5/31/2020 4:27 PM
8	tr	5/29/2020 6:36 PM

Q2 Kindly select the region of your ccTLD

Answered: 8   Skipped: 0
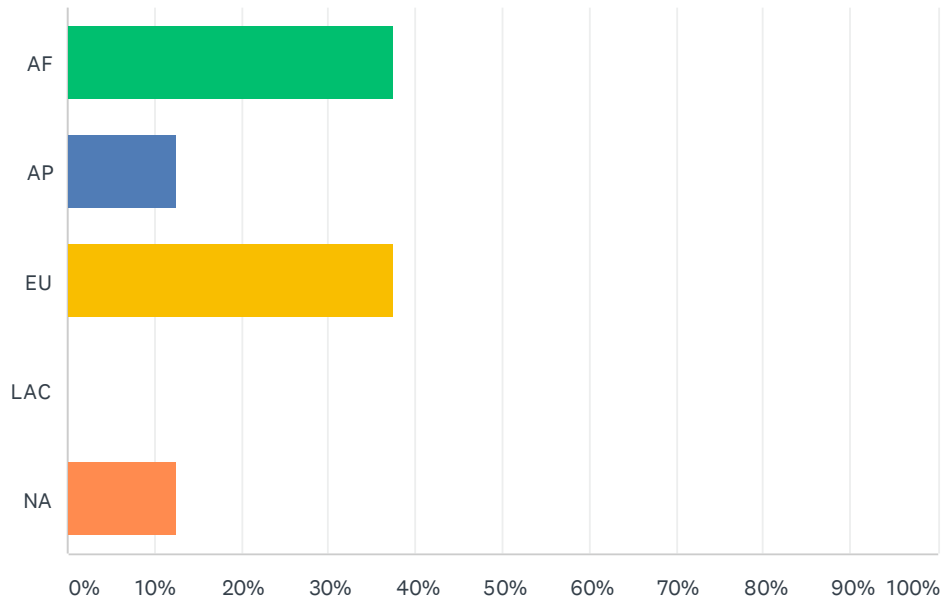
ANSWER CHOICES	RESPONSES	
AF	37.50%	3
AP	12.50%	1
EU	37.50%	3
LAC	0.00%	0
NA	12.50%	1
TOTAL		8

Q3 What does capacity building mean, for your ccTLD?

Answered: 8   Skipped: 0

#	RESPONSES	DATE
1	Capacity building is the practical implementation of continuity planning in breadth and depth.	6/10/2020 3:59 AM
2	Transfert of knowledge from the registry to various stakeholders on our expertise (Internet Governance, technical aspects, cyberseurity, online presence). Also helping our collegues from underserved areas.	6/5/2020 5:01 PM
3	Capacity building is intended as the development of a strategy by which the organization can improve the skills of people, the knowledge and abilities, the tools, the equipment, the infrastructure development and other resources which are needed to perform activities more competently.	6/5/2020 10:51 AM
4	CSR activity, upskilling staff and recruiting registrars and registrants.	6/4/2020 2:42 AM
5	organisation events to increase Awareness of stakeholders on policy, technical (Ipv6, DNSSEC, security), entrepreneurship on DNS Business in my local community and for the Registry - registrars teams	6/2/2020 11:00 AM
6	teaching, learning	5/31/2020 9:27 PM
7	capacity building can help cctld: --Improving the number of domain names -secure domain name management platforms -improve the administrative management of registers -Strengthen the partnership between registry and registrar with tools	5/31/2020 4:27 PM
8	Enhancing the current capabilities, provisions, products or services or adding the new ones. Moreover, reducing costs by which providing the same services with discounted prices.	5/29/2020 6:36 PM

Q4 When I think about capacity building for my ccTLD, I think about …. (mark all that apply)
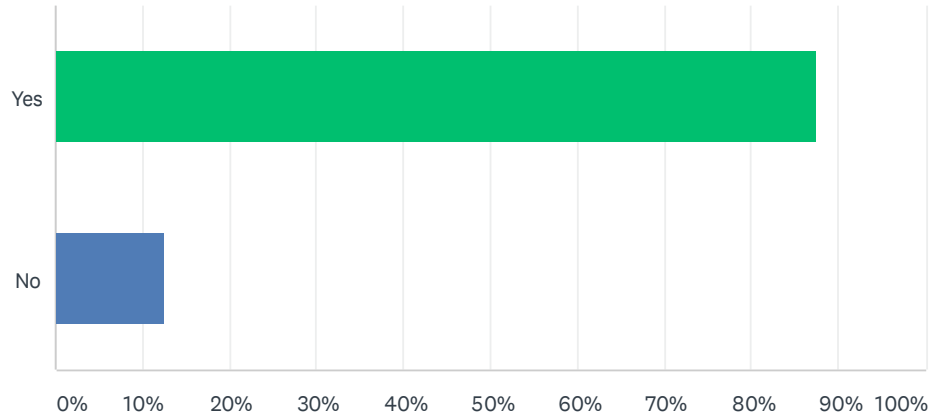
Answered: 8   Skipped: 0
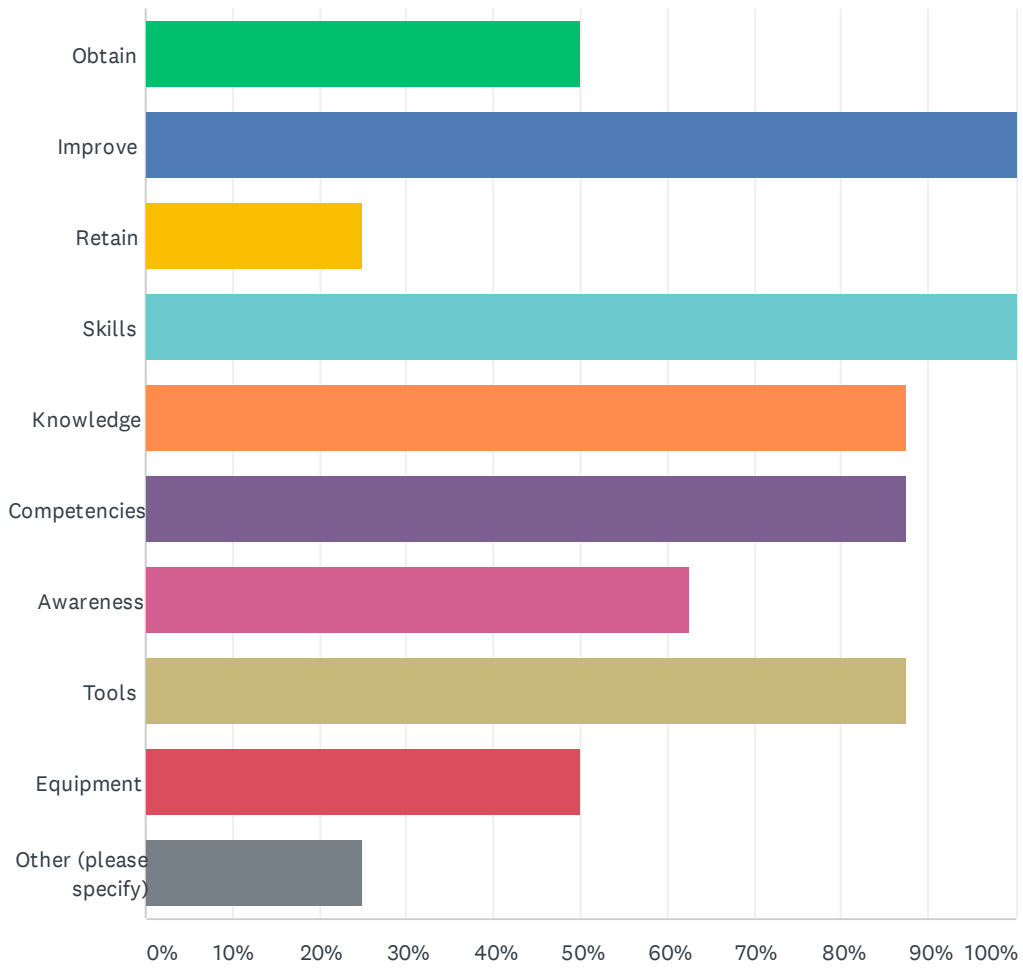
ANSWER CHOICES	RESPONSES	
Obtain	50.00%	4
Improve	100.00%	8
Retain	25.00%	2
Skills	100.00%	8
Knowledge	87.50%	7
Competencies	87.50%	7
Awareness	62.50%	5
Tools	87.50%	7
Equipment	50.00%	4
Other (please specify)	25.00%	2
Total Respondents: 8		

#	OTHER (PLEASE SPECIFY)	DATE
1	It can also be "internal capacity building", where Afnic collegues go to other places to improve their own capacities (especially on technological aspects). I would say, then, that the word "co-operation" is of importance in this list.	6/5/2020 5:01 PM
2	cost, efficiency, reach, products, services, provisions	5/29/2020 6:36 PM

Q5 My ccTLD currently performs capacity building activities.

Answered: 8   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	87.50%	7
No	12.50%	1
TOTAL		8

#	IF YOUR ANSWER WAS YES, PLEASE SPECIFY HOW	DATE
1	We are in the process of functionally implementing and changing our procedures and failover mechanisms on the one hand, and routinely (weekly) engaging in knowledge transference and internal learning. As we all reside in various areas we have already implemented a working flow mechanism akin to what many are just experiencing with working from home. In practical terms, this means we run a much more relaxed zoom session weekly vs say a typical CCNSO zoom session. In part, there are fewer of us on a call. These calls see knowledge, and history, transference occurring. Knowledge transference strengthens the ability of a small TLD to have any one person be able to step into the role of another as need be. The adaptation of competencies learned in other capacities is also relevant. It introduces knowledge and ideas which are not ordinarily available. In my case, recently taking on a public directorship means operational governance is now something to be shared, and perhaps help with continuity. On a technical level, it's an ongoing process to improve the customer journey while ensuring there is elasticity in our ability to deal with any number of concerns brought up both internally and externally.	6/10/2020 3:59 AM
2	- Free training (online during the crisis) on Online presence, but also tools given for autodiagnostic on cybersecurity (DNS configuration) and Online presence in the SMEs. - financing of co-operation and knowledge transfer on the automation of registry operations, especially in Francophone africa. - organizing meetings and conferences on internet governance topics, dedicated to a large public (Abuse on the Internet, digital solidarity) - through our Afnic Foundation fot digital solidarity, around 1.4 Millions per year for financing projects of digital inclusion, including a strong priority on capacity building.	6/5/2020 5:01 PM
3	Communication and Marketing: Since 2008, .it started a series of activities to improve internal and external communication, drawing up an integrated communication campaign every year. It has increased the initiatives and communication channels in order to encourage the dissemination of information on registration and maintenance of domain names. Educational strategies: For years .it has been committed to spreading digital culture and the right use of the Internet among young generations. It promotes a series of interactive activities and workshops in schools all over Italy to spread the culture of the Internet among the youngest and to educate to a conscious and safe use of the network. Organization of awareness events: .it works for broadening the awareness of the use of Italian domain names for promoting SMEs activities and brands. It organises a series of events on digital marketing from the north to the south of Italy, with the aim of explaining to SMEs and freelancers how digital transformation, and the tools of the Web, can help them grow their business and competitiveness leading to new opportunities. Media: having recognized the key role of the media in fostering community dialogue and in disseminating information, .it realizes several multimedia products for the enhancement of internal and external communication projects and for the events organized by .it Registry. Among them: Webtv, visuals, cartoons, radio production, press releases and others. Training for Registrars: every year, .it organises training courses, around Italy, dedicated to the Registrars. They are focused on several subjects like: Cyber security, DNSSEC, The new European regulation on the protection of personal data, the Accuracy of data and Authinfo code etc. Research Projects: Capacity building is also implemented through research activities that build knowledge and improve performance of all organizations that operate in the domain name environment. Some of the latest research projects have focused on: 'MoRSe: a Monitoring Registrar Services platform', 'GDPR compliance assessment tool', 'Domain auctions based on blockchain' and "Tools for self-assessment and risk analysis".	6/5/2020 10:51 AM
4	NIRA has an Academy where short courses for staff and other Internet stakeholders including the Media and Civil servants are organised from time to time. NIRA partners with NIGF, ISOC and NgNog to run school on Internet Governance and also DNSSC It trains civil servants on Website design and management. It runs regular resellers program.	6/4/2020 2:42 AM
5	- organizing workshop dedicated to the registrars - courses on DNS for universities engaging the registry team	6/2/2020 11:00 AM
6	We organize webinars on various topics.	5/31/2020 9:27 PM
7	Our registry enriched the communications chanelles with all stakeholders including registrars, registrants and ISPs. We organized many webinars and online meetings to ensure registrars on leniency policy regarding the customer complaints. Registrars are regularly audited by the registry and if there is found some irregularities (in terms of rules and regulations) in their network systems, databases or web inrterfaces, they are subject to penalties and enforcements. Moreover, they are obliged to resolve customer complaints in a specific time	5/29/2020 6:36 PM

period, otherwise they may be subject to financial punishment. Yet, during thid pandemic, our registry informed those registrars that there will be no hard policy until everything goes back to normal and business is started to condected as usual. In addition to above, we increased the capacity of our call center to be more responsive to incoming calls, inquiries and questions. Number of inquiries incrased since the start of epidemic but our response time and rate werent affected thanks to increased capacity.

Q6 In case your registry currently performs capacity building activities, please specify the reasons for doing so.

Answered: 7   Skipped: 1

#	RESPONSES	DATE
1	For continuity.	6/10/2020 3:59 AM
2	It's our mission (in our bylaws). It's expected from our stakeholders. It's also a way to promote the usage of domain names and make us known in order to develop commecial services in the training and educational domains.	6/5/2020 5:01 PM
3	Capacity building activities allow the staff and the Registry itself to achieve goals and to perform at a greater capacity, stimulating a positive impact on the national ICT communities.	6/5/2020 10:51 AM
4	To achieve its mandate and CSR	6/4/2020 2:42 AM
5	To be more visible for the local community	6/2/2020 11:00 AM
6	We want to engage community and teach on topics of most interest.	5/31/2020 9:27 PM
7	TO ensure the smooth functiong of the domain name system.	5/29/2020 6:36 PM

Q7 What is the main target audience for the capacity building efforts by your ccTLD?

Answered: 8   Skipped: 0
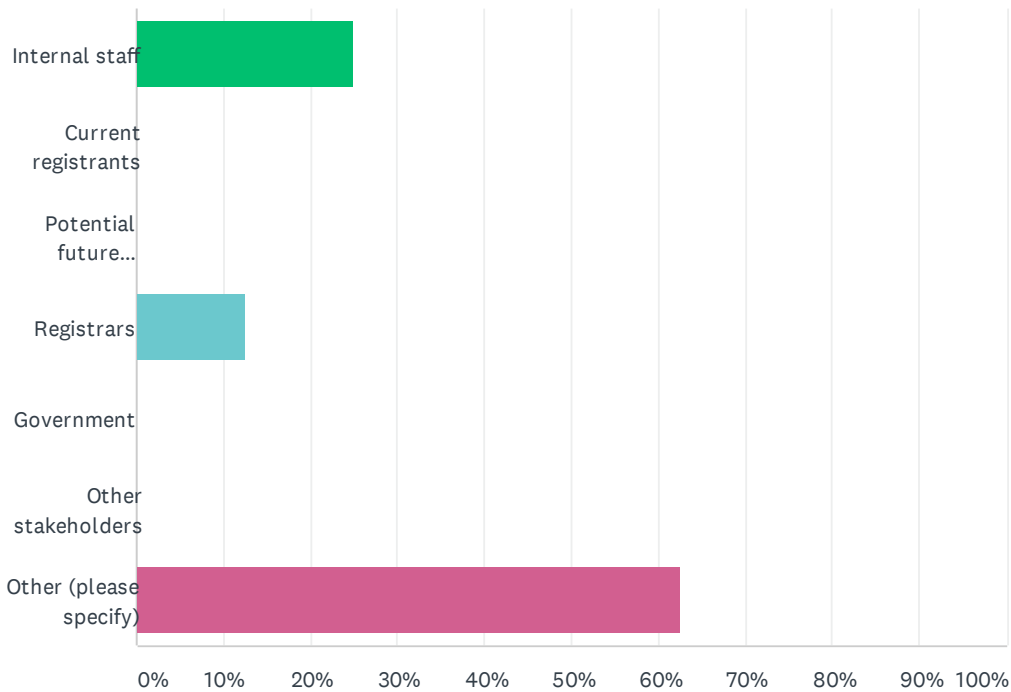
ANSWER CHOICES	RESPONSES	
Internal staff	25.00%	2
Current registrants	0.00%	0
Potential future registrants	0.00%	0
Registrars	12.50%	1
Government	0.00%	0
Other stakeholders	0.00%	0
Other (please specify)	62.50%	5
TOTAL		8

#	OTHER (PLEASE SPECIFY)	DATE
1	internal staff, potential future registrants, governement are at the same level of priority.	6/5/2020 5:01 PM
2	Registrars, Potential future registrants, Other stakeholders.	6/5/2020 10:51 AM
3	It includes most of the options listed in this question.	6/4/2020 2:42 AM
4	I thought this can be on multiple choice. In fact we have various capacity building efforts for the following target groups - internal staff (some new online working tools), registrars (technical training), government (mostly on IG).	5/31/2020 9:27 PM
5	Both registrars and registrants	5/29/2020 6:36 PM

Q8 Did you notice an increase in capacity building activities by your registry, during the COVID-19 pandemic?

Answered: 8   Skipped: 0
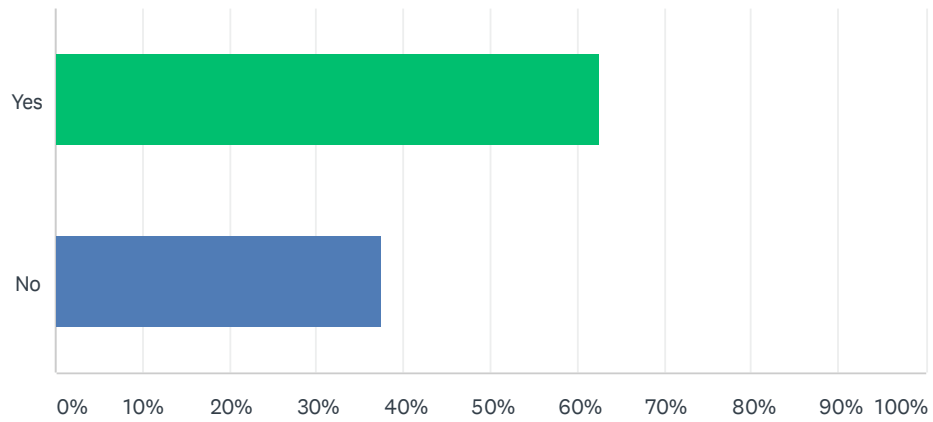
ANSWER CHOICES	RESPONSES	
Yes	62.50%	5
No	37.50%	3
TOTAL		8

#	PLEASE SPECIFY (IN WHICH AREAS/TOPICS? HOW?)	DATE
1	This has been an ongoing process in spite of COVID-19.	6/10/2020 3:59 AM
2	The trainings on online presence, done by webinars avec seen an in increase of 350% in participation ! 16 000 people trained in 2 monthes and a half, compared to 17 000 trained during year 2019.	6/5/2020 5:01 PM
3	Activation of an emergency plan: Since 24 February 2020, when the Italian Government implemented the first actions to control the coronavirus spreading in northern Italy, Registro .it activated an emergency plan to reconfigure its operations/procedures in order to be ready for smart working. According to this plan, Registro .it provided its employees with a laptop with Internet connectivity and VPN access to its computer network, and redefined its operations in order to be carried out entirely online. In this way, when the Italian Government started the lockdown of the whole country, Registro .it activities moved smoothly to the smart working paradigm. Response infrastructure: from a technical standpoint the Registro .it has not experienced any problem due to Covid-19 emergency, although it caused a sharp increase in the utilization of the Internet infrastructure. Specifically, Registro .it has developed a DNS organization for the ccTLD.it based on an anycast architecture to ensure the maximum resilience of this service. The anycast architecture of Registro .it exploits both a third party service and a proprietary infrastructure of 16 nodes – twelve nodes are currently in operation while the remaining four are "in progress" – carefully positioned around the world to intercept the Internet traffic in order to guarantee the responsiveness and the reliability of the DNS of ccTLD.it. Operations: Since the beginning of February 2020, the names of sites with the .it extension have changed in the wake of the pandemic, and terms such as coronavirus, covid19, covid, masks, mask, virus, Italy, free and antivirus have been registered. This is the constantly evolving data from the latest survey by the ad-hoc Observatory of the Systems and Technological Development Unit of Registro .it, which shows the registration of about 3,922 new .it domains related to the virus. Collaboration with national authorities The large impact of Covid-19 on the society and the economy reflected also on domain name registrations. At the end of March, .it received more than one thousand registrations related to Covid-19 and it has worked closely with the public authorities to prevent abuses associated with these domain names and to foster general awareness on these aspects.	6/5/2020 10:51 AM
4	Registration process	6/2/2020 11:00 AM
5	We found some necessity to mostly train about cybersecurity, cyberhygiene, digital literacy at large. We provide info on various remote tools, too.	5/31/2020 9:27 PM
6	DNS security, network capacity, customer call center	5/29/2020 6:36 PM

Q9 Did you notice a decrease in capacity building activities by your registry, during the COVID-19 pandemic?

Answered: 8   Skipped: 0
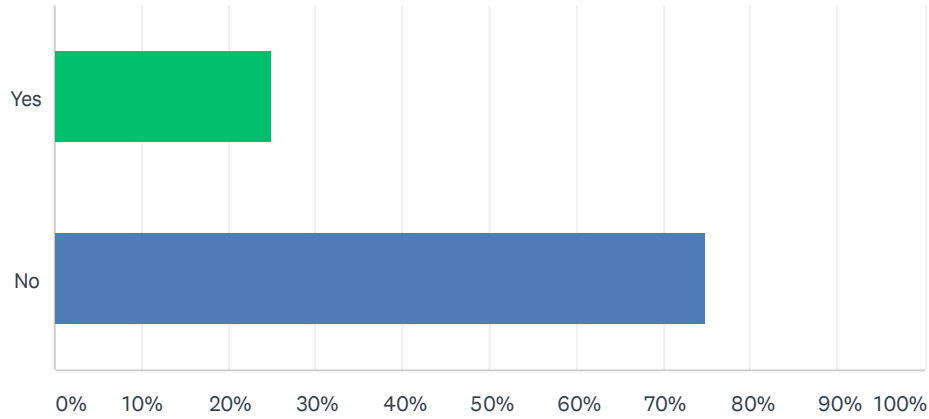
ANSWER CHOICES	RESPONSES	
Yes	25.00%	2
No	75.00%	6
TOTAL		8

#	PLEASE SPECIFY (IN WHICH AREAS/TOPICS? HOW?)	DATE
1	I would almost argue we're doing more as people are generally wanting to talk about more things, have more concerns.	6/10/2020 3:59 AM
2	Some intense trainings (especialy on high level technical topics such as IPV6, DNSSEC...) have been posponed.	6/5/2020 5:01 PM
3	None has happened since the COVID-19 lockdown	6/4/2020 2:42 AM

Q10 Any additional comments or remarks?

Answered: 4   Skipped: 4

#	RESPONSES	DATE
1	Question 7 required or than one answer	6/4/2020 2:42 AM
2	We are planning for the registry team capacity buildings on soft skills	6/2/2020 11:00 AM
3	Thank you!	5/31/2020 9:27 PM
4	no comment	5/31/2020 4:27 PM