SO/AC:

Title:

Description:

Costs:

Expense type:
Staff Support, Expert, Technology, Language Services, Travel Support & Sponsorship

I.   Activity Type

☐   • Outreach

☐   • Research and Study

☐   • Education and Training

☐   • Travel Support

☐   • Meetings

☐   • Other

II.   Strategic alignment / Strategic Objectives
(Match objective(s) from request to one of the four Strategic Plan pillars below)

- DNS stability and security

    ┌───┐
    │   │
    │   │
    └───┘

- Competition, consumer trust & consumer choice

    ┌───┐
    │   │
    │   │
    │   │
    │   │
    └───┘

- Core operations including IANA

  [ ]

- A healthy Internet governance eco-system

  [ ]

III. Alignment with FY13 Priorities

☐ • Execute IANA contract follow up

☐ • Launch New gTLD Program

☐ • Ensure excellency in the management of DNS Stability, DNS Security, IP addresses and parameters

☐ • Build on Contractual Compliance

☐ • Strengthen globalization of Operations

☐ • Enhance infrastructure, processes and systems for effectiveness and efficiency

☐ • Integrate ATRT Recommendations into day-to-day culture

☐ • Enable effective and constructive early participation of the GAC in the policy development process

☐ • Effectively support SO/AC and Board increasing activities

☐ • Engage new stakeholders into the multi-stakeholder model

☐ • Support Law Enforcement engagement with Community

☐ • Advance Whois database policy and procedures

☐ • Evolve ICANN meetings

☐ • N/A

IV.   Clear Deliverable/ Outcome

(In the SMART format)

- [ ] • Specific

- [ ] • Measurable

- [ ] • Achievable

- [ ] • Realistic

- [ ] • Time Sensitive

V.   Success Metrics

(How well request can be measured against pillars of Strategic Plan)

1. DNS Stability and Security

Strategic Metrics: In summary, the strategic metrics for the Focus Area of DNS Stability and Security are:

- 100% L-Root availability
- Initiate community development of key performance indicators for measuring "100% DNS availability"
- Contract enforcement of TLD uptime service level agreements
- Number of global business continuity exercises
- Measure of progress toward certification for a global business continuity standard
- Number of DNSSEC TLD signings and broadly adopted by end of plan period
- Number of IPv6 awareness raising engagements in which ICANN participates
- Initiate an Internet number resource certification security effort and collaborate with the community on implementation within the plan period
- Define metrics to ensure that appropriate percentage of the ICANN budget is dedicated to DNS stability, security and resiliency

2. Competition, Consumer Trust and Consumer Choice

Strategic Metrics: In summary, the strategic metrics for the Focus Area of Competition, consumer trust and consumer choice are:

- Launch of the new gTLD program and timely processing of applications
- Number of IDN ccTLDs delegated annually
- New gTLDs and IDN Fast Track: Implementation of measures of success that align with ICANN core values and original program objectives
- Measure effectiveness of Rights Protection Mechanisms in New gTLD Program
- Describe the priorities of the regional education program and report progress
- Build, publish and execute a contractual compliance regime for addressing the new expanded TLD space
- Launch and timely progress of the Whois program enhancements, especially to address internationalized data
- Document and publish IDN guidelines in 2012
- Address the domain names that are not compliant with IDNA 2008 protocol

3. Core Operations including IANA

Strategic Metrics: In summary, the strategic metrics for the Focus Area of Core Operations including IANA are:

- Meet or exceed IANA contract service level agreement performance
- 2011 award of the IANA follow-on contract or replacement
- EFQM assessment demonstrating improvement over time
- RPKI deployment within the period of the plan
- 100% L-root uptime
- Organizational Effectiveness Program Benchmarks, Metrics and Results
- Definition of global stakeholder service level metrics
- 2011 implementation of a new ICANN finance information technology system
- Develop and publish additional metrics and reporting of contractual compliance performance

4. A Healthy Internet Governance Ecosystem

Strategic Metrics: In summary, the strategic metrics for the Focus Area of A healthy Internet eco- system are:

- Timely completion of the Affirmation Reviews
- Timely Board determination and action to implement Affirmation of Commitments reviews recommendations
- Continuation of a single authoritative root
- Formalized cross-stakeholder participation process in the multi-stakeholder model
- Improved ICANN Board of Directors feedback methodology
- Number of international Internet governance events with constructive ICANN participation
- Number and trend of ICANN Fellowships and the related increase and participation in ICANN processes
- Global and skill set diversity of the ICANN Board of directors meet the Bylaws requirements

VI.   Sustainability of Vision, Deliverables, Outcomes

- [ ]   Continued use for more than one fiscal year (transition to a recurring program)

- [ ]   Cost effective

- [ ]   Encompasses more than one constituency or stakeholder group

- [ ]   Continues to increase membership or participants

- [ ]   Elevates more participants to leadership roles

- [ ]   Provides continued training and development

- [ ]   Established efficiencies continue to function

- [ ]   Other (include below)