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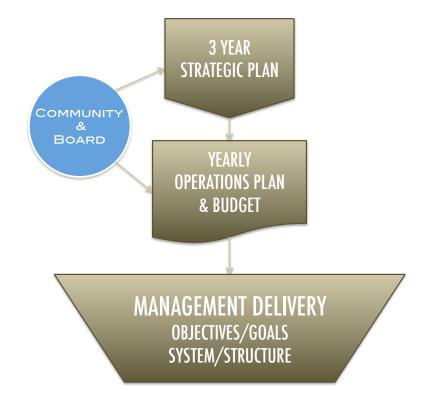


A NEW SEASON October 2012





FROM LISTENING TO DELIVERY







MANAGEMENT DELIVERY: OBJECTIVES & GOALS

DELIVER CORE INT. FUNCTIONS

ACT AS STEWARD OF PUBLIC INTEREST

ENGAGE IN IG ECOSYSTEM

DEEPEN PARTNERSHIP WITH I-ORGS.

- 1 AFFIRMATION OF PURPOSE
- 2 OPERATIONS EXCELLENCE

MODEL EVOLUTION

PROMOTE ETHICS & TRANSPARENCY

- 3 INTERNATIONALIZATION
- OPTIMIZE POLICY DEV. PROCESS
 INCREASE/IMPROVE PARTICIPATION
 EVOLVE SO/AC STRUCTURES

INSTITUTIONLIZE MGMT. DISCIPLINES

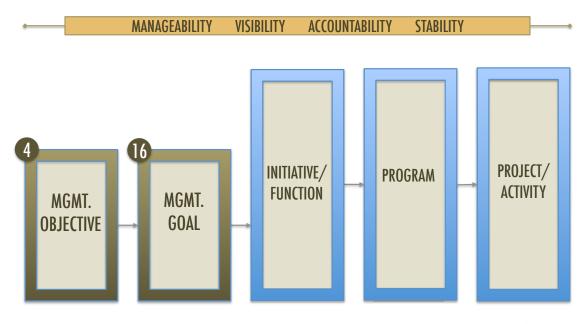
MATURE ORG. SUPPORT FUNCTIONS

OPTIMIZE R&R SERVICES

PLAN FOR SCALE, SECURITY, CONTINUITY

ENGAGE STAKEHOLDERS GLOBALLY COMMUNICATE CLEARLY & LOCALLY INTEGRATE GLOBAL/REGIONAL RESP. EVOLVE GOV. RELATIONSHIPS









MANAGEMENT DELIVERY STRUCTURE

INTERNATIONALIZATION **CLARITY SCALABILITY** INTEGRATION GLOBAL LOCAL RESPONSIBILITIES **RESPONSIBILITIES** PUBLIC/STAKEHOLDER ENGAGEMENT Listening, Advocacy, Rel. Bldg., Capacity Bldg., Collaboration Platform TECHNICAL FUNCTIONS IANA, DNS, Security/Stability/Resiliency **REGISTRY & REGISTRAR SERVICES** Account/Contract Mgmt., Policy Implementation, Service/Support, Growth CONTRACTUAL COMPLIANCE SERVICES Prevention, Complaints Processing, Enforcement **COMMUNICATION SERVICES** Media, Press, Internal, Meetings, Translation ORGANIZATIONAL FUNCTIONS Finance, HR, IT, Internal Security, Procurement, Meeting Operations STAKEHOLDER SUPPORT Policy Development, SO/AC Secretariats **GOVERNANCE SUPPORT** Legal, Board Support, Strategic Planning/Projects, Reviews/AoC





NEW SEASON LEADERSHIP





GLOBAL LEADERSHIP

- Public/Stakeholder Engagement
 - Capacity Building
 - Collaboration Platform
- Communications
 - Media, Press, Internal, Language Services, Meetings







- Core Technical Services
- IANA, DNS, SSR
- Organizational Support
 Finance, HR, IT, Security, Procurement, Meeting Operations



- Government EngagementIG Ecosystem

 - GAC Support



- Policy DevelopmentSO/AC Secretariats











- Strategic Planning & ProjectsMulti-Stakeholder Model Reviews/AoC



Registry & Registrar Services New gTLD

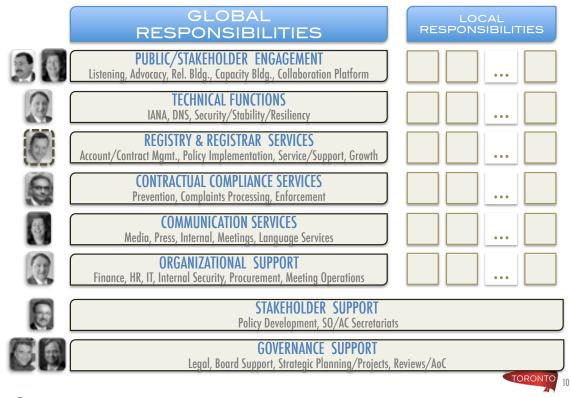


- Legal
- **Board Support**





MANAGEMENT STRUCTURE





BOARD + STAFF: WORKING TOGETHER



