

## Response to ICANN CEO letter 21 April (Agenda item 7)

The chair of the ccNSO received a letter from ICANN's CEO and President on continuity plans and crisis communications strategies. At its meeting on 10 May 2011 the ccNSO Council resolved to respond to the letter, and Becky Burr volunteered to draft a response. The draft is included and submitted to the council for adoption.

Draft letter

Dear Rod:

Thank you for your 21 April 2011 letter regarding business continuity and crisis communications planning.

ccTLD operators understand and appreciate the importance of continuity planning, and the need for business continuity plans appropriately tailored to the size and complexity of the organization, and the nature of its operation. In fact, the ccNSO Incident Response Working Group report, presented in Cartagena, stressed the importance of maintaining alternative communications channels to ensure the ccTLDs can communicate with each other, with CERTs, and with other resources during a crisis. Security issues are considered in all ccNSO meetings, and regularly include "lessons learned" presentations from ccTLDs that have been affected by natural disasters and malicious conduct. Satellite phones have played, or could have played a role in some but not every case, which is not surprising given the very diverse environments in which ccTLDs operate.

Your letter has been made available to the ccNSO membership, and to all ccTLD operators on the ccNSO page on the ICANN website.

Sincerely,

Lesley Cowley OBE, Chair ccNSO