

25 October 2021

Kim Davies  
PTI President

### **Draft FY23 PTI-IANA Operating Plan and Budget**

Dear Kim,

The GNSO Council welcomes the opportunity to comment on the draft fiscal year 2023 (FY23) Public Technical Identifiers (PTI) & Internet Assigned Numbers Authority (IANA) Operating Plan and Budget, both of which were published 15 September 2021.

At the request of the GNSO Council, a Standing Committee of Councilors and GNSO subject matter experts thoroughly reviewed these documents and examined the proposed budget allocations, focusing particularly on aspects that directly relate to the GNSO Council's activities and priorities. This statement is submitted by the GNSO Council in the absence of objection.

These comments are intended to complement any input that may be provided on the FY23 PTI-IANA Budget by GNSO Stakeholder Groups (SGs) and Constituencies (Cs).

Based on our review, the GNSO Council would like to provide the following feedback:

#### **General Comments:**

The GNSO Council recognizes and takes seriously its responsibilities as a part of the Empowered Community in ensuring ICANN's accountability not only to the GNSO's communities, but to the global community overall.

These comments are focused on issues directly related to the role of the GNSO Council. As set forth in ICANN's Bylaws, the GNSO "shall be responsible for developing and recommending to the Board substantive policies relating to generic top-level domains" and the GNSO Council "is responsible for managing the policy development process of the GNSO." As highlighted in last year's comments a significant aspect of the GNSO Council's responsibilities is to serve as a manager of the various policy-making and implementation projects. The GNSO Council has accordingly narrowed the scope of its comments this year noting that other GNSO Stakeholder Groups (SGs) and Constituencies (Cs) may provide comments on an expanded topics and issues. With this remit in mind, the GNSO Council provides the following specific comment(s):

The GNSO Council notes the restructuring of reporting for FY23, which aligns with the objectives defined in the strategic plan published in September 2020, and which divides reporting into four areas: Operations, Operational Excellence, Technical Services and Governance. We believe this categorization will assist in better articulation of PTI work going forward. We also note that within Operational Excellence, as stated on Pag 12 of the Draft PTI FY23 OP&B that "FY23 work is planned to stay consistent with previous years with structural enhancements to align with the PTI Strategic Plan and overall maturity level of PTI:"

In the GNSO Council comment for FY22, we stated our expectation that PTI will continue to focus on service improvement as a culture and that PTI will continue to invest in incremental improvements to its service delivery platforms; for which \$600,000 was allocated to include modern tooling to improve the customer experience, provide new self-service capabilities, reduce the risk of error, and improve operational workflows within the processing teams.

For FY23, while many of the items from our previous submission would appear to be divided among Operations, Operational Excellence and Technical Services; there is no reference to budgetary allocations to individual incremental improvements that would demonstrate consistency with previous years other than the assignment of FTE staff.

While FY22 provided details of specific improvements, FY23 does not. Accordingly, GNSO Council requests clear understanding of improvements planned for the coming year and the identification of budget allocated to each and, where appropriate, start and end dates for each improvement.

Additionally, In the SCBO's review of the draft materials, it appears that the PTI Board is not funded for travel to the ICANN meetings. Whilst the GNSO Council understands that the PTI board has historically not been funded to ICANN meetings, it is concerned that PTI's ability to interact with the ICANN policy-making process could be negatively impacted as a result. Therefore, the GNSO Council has the following questions for PTI:

1. Can PTI provide information as to why the PTI Board have historically not been funded to ICANN meetings?
2. Are there any duties for PTI board members that would directly and significantly benefit from their participation at ICANN meetings?
3. Is it important for the PTI Board to attend ICANN meetings in person to be informed of GNSO policy efforts so that they can carry out their duties to the corporation?

Lastly, the GNSO Council notes that additional components of the FY23 IANA OP&B are IANA support activities that are performed by ICANN org and excluded from the FY23 PTI OP&B, including "support for policy development work that will have a direct impact on IANA service delivery." Therefore, the GNSO Council looks forward to submitting future comments as they relate to ICANN's finances and budget-related proceedings.

Yours sincerely,

Philippe Fouquart  
GNSO Council Chair