

Five Years in Focus

Middle East and Africa

Regional Office in Istanbul



ICANN

FOREWORD



Nick Tomasso
***Managing Director of the Middle East
and Africa Regional Office in Istanbul***

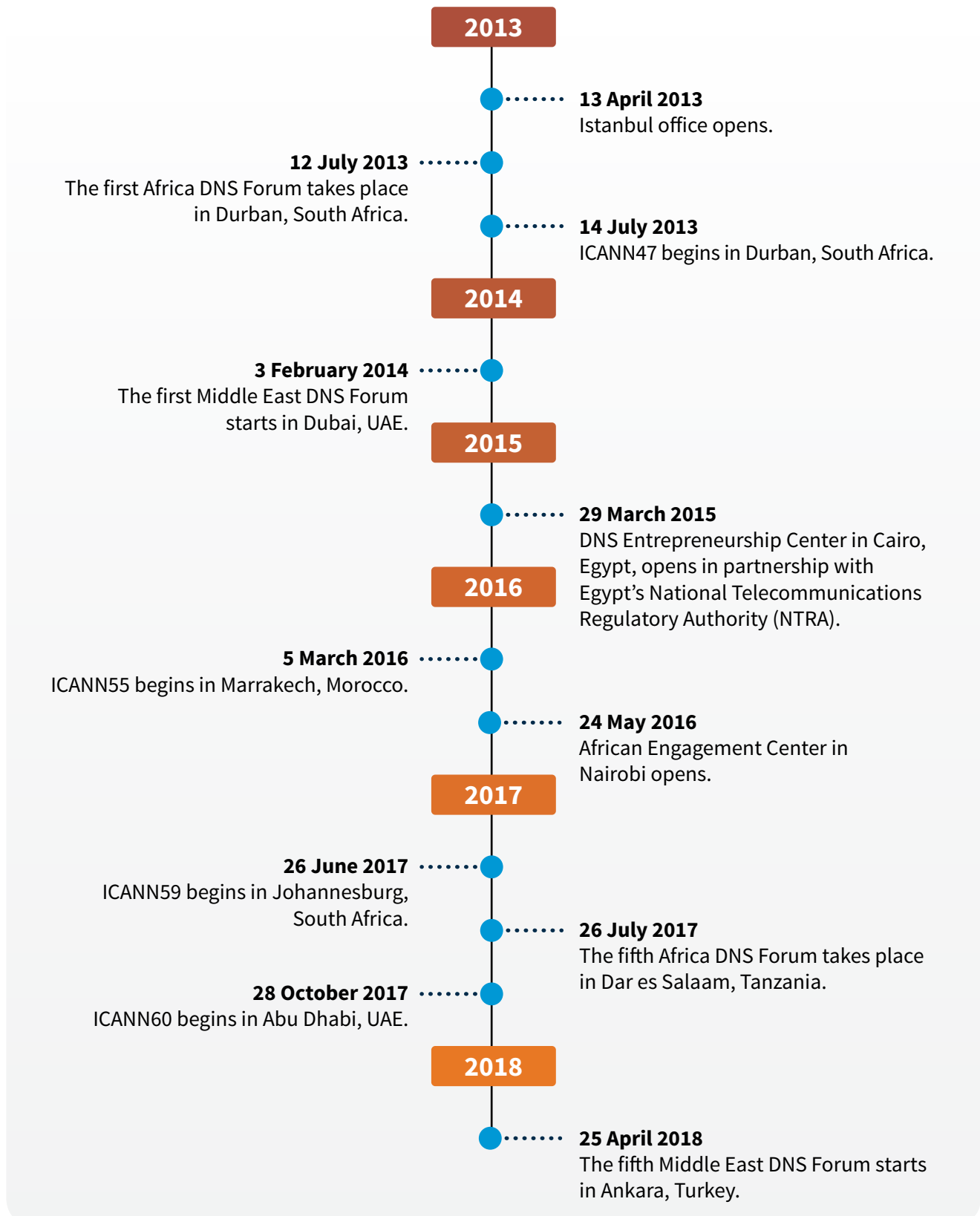
ICANN's regional office in Istanbul has grown substantially since its establishment in 2013. Five years in, we want to celebrate this milestone with the ICANN community. We are grateful for the community's contribution thus far, and will continue to rely on their active participation to spread awareness about ICANN's mission.

This report illustrates the efforts made by the Middle East and Africa (MEA) teams to serve and engage with the local and regional communities. The Istanbul regional office – which has grown from one employee to twenty-five – has become the focal point for our regional stakeholders and community members. We have expanded and strengthened the skill set locally, which helps us deliver increasingly efficient support and expertise to the region.

I hope for many more years growing together. Congratulations to all!



Istanbul Regional Office Timeline



Istanbul Regional Office in Numbers



FUNCTIONS

ICANN functions represented in the Istanbul regional office.

- **Communications**
- **Contractual Compliance**
- **Global Domains Division (GDD)**
 - **Internationalized Domain Name (IDN) Programs**
 - **Registrar Services**
 - **Registry Services and Engagement**
- **Global Human Resources**
- **Global Meeting Operations**
- **Global Support**
- **Global Stakeholder Engagement (GSE)**
 - **Africa**
 - **Middle East**
- **Policy Development Support**
- **Security Operations**



STAFF

Staff Members

25 ¹⁸ (Istanbul)
⁷ (Remote)
As of the end of 2018

Interns

3 ¹ (GSE)
² (Contractual Compliance)
As of the end of 2018



CONTRACTUAL COMPLIANCE

38,494

Total number of compliance tickets processed by the Istanbul-based contractual compliance staff from December 2013 to November 2018



GLOBAL SUPPORT

10,283

Total number of cases handled by the Istanbul-based global support staff from August 2015 to September 2018



Meet the MEA Team

ISTANBUL

Communications



Luna Madi - EMEA Communications Director



Buket Coskuner - Global Communications Coordinator

Contractual Compliance



Zuhra Salijanova - Sr. Manager, Contractual Compliance



Seher Sagiroglu - Contractual Compliance Specialist



Selim Manzak - Contractual Compliance Specialist



Holida Yanik - Contractual Compliance Specialist

Global Human Resources



Nida Gumussoy - Sr. Operations Administrator

Global Meeting Operations



Nick Tomasso - VP of Global Meeting Operations & Managing Director of the Middle East and Africa Regional Office



Erhan Kiraner - Meetings External Relations Sr. Manager

Global Support



Seda Akbulut - Lead Global Support Analyst



Gozde Aydin - Global Support Analyst I

Policy Development Support



Ozan Sahin - Community Services Sr. Coordinator



Yesim Nazlar - ALAC-At Large Operations Support Sr. Coordinator



Gulden Tepe - GAC Services Coordinator



Evin Erdogdu - Policy Development Senior Coordinator

Registrar Services



Mukesh Chulani - Registrar Services Sr. Manager

Registry Services & Engagement



Aysegul Tekce - Registry Services and Engagement Manager



Mert Saka - Registry Services and Engagement Manager

REMOTE

Global Stakeholder Engagement-Africa



Sagbo Pierre Dandjinou - VP of Stakeholder Engagement in Africa (Benin)



Yaovi Atohoun - Stakeholder Engagement & Operations Manager in Africa (Benin)



Bob Ochieng - Stakeholder Engagement Manager in East Africa (Kenya)

Global Stakeholder Engagement-Middle East



Baher Esmat - VP of Stakeholder Engagement in the Middle East (Egypt)



Fahd Batayneh - Stakeholder Engagement Manager in the Middle East (Jordan)

IDN Programs



Sarmad Hussain - IDN Programs Director (Pakistan)

Security Operations



Andrew White - Event Security Sr. Manager (South Africa)

REFERENCES IN THE REPORT

- **Engagement:** All activities conducted by ICANN org such as training workshops, presentations at conferences and events, meetings with community, lectures at universities, etc.
- **Bilateral Meetings:** One-on-one meetings between ICANN org and different stakeholders in the region





*Baher Esmat,
VP of Global Stakeholder Engagement
in the Middle East*

The Middle East



Watch Baher Esmat talk about ICANN efforts in the Middle East [here](#).

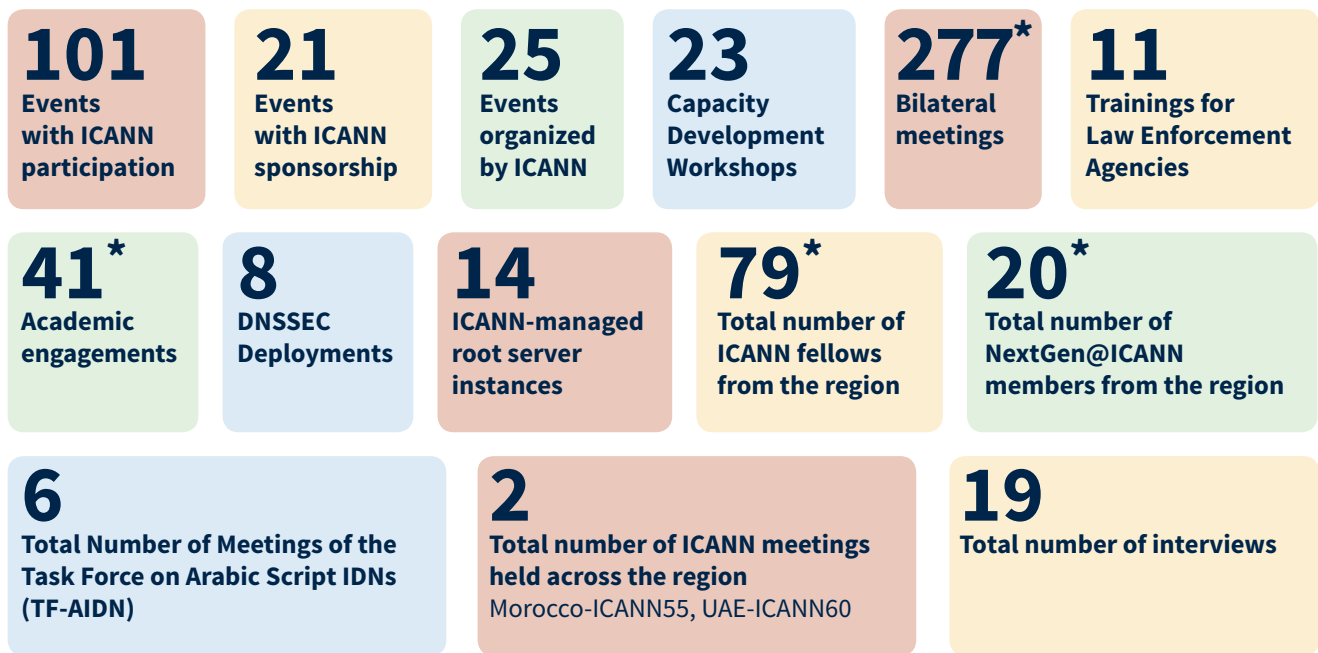
Since we first developed the Engagement Strategy in the Middle East and Adjoining Countries (MEAC) in 2013, our objective has been to raise awareness of ICANN and the domain name industry across the region. With the support of our community, we have made great strides towards that goal.

This report illustrates how we have been building regional participation in ICANN policy development processes. While we are gratified with the progress thus far, we are always looking for new opportunities to further strengthen regional engagement with ICANN.

I want to thank all our community members and stakeholders for the mutual achievement these numbers reflect. Above all, we are grateful for what we have accomplished that is not measured purely by numbers: a regional community that is becoming more effective partners with ICANN.



The Middle East in Numbers



*This number represents unique entities.

MIDDLE EAST ENGAGEMENT MAP (participating countries since April 2013)



*These countries are also listed in Africa GSE engagement as they are pre-dominantly Arabic and French speaking. Engagement in these countries are headed by both the Africa and Middle East GSE teams.

MIDDLE EAST COMMUNITY PARTICIPATION

(Number of active community members involved in ICANN as of November 2018)





*Pierre Dandjinou,
VP of Global Stakeholder Engagement
in Africa*

Africa



Watch Pierre Dandjinou talk about ICANN efforts in Africa [here](#).

ICANN is marking many milestones in 2018, including the 20th anniversary of our formation. We are also celebrating the fifth year implementing our community-driven Africa Strategy, ICANN's first regional strategy to be developed as a tool for engaging with the continent.

Africa is a vast continent with fifty-four countries and a population of over one billion people, but historically has had limited participation in ICANN activities. The Africa Strategy aims to increase participation and engagement. As this report shows, the African ICANN community has grown significantly over the past five years.

The ICANN Africa Strategy also seeks to build capacity amongst stakeholders to help grow the regional domain name industry. Several flagship projects have been implemented in Africa as part of the Strategy. We have seen the number of registrars grow and more capable registry management. These developments make us eager to build upon our success.

There is still a long road to travel, but our achievements over the past five years give us hope for the future. We'd like to thank all those walking with us.



Africa in Numbers

200

Events with ICANN participation

35

Events with ICANN sponsorship

15

Events organized by ICANN

35

Capacity Development Workshops

200

Bilateral meetings

5

Trainings for Law Enforcement Agencies

25

Academic engagements

15

DNSSEC Deployments

14

ICANN-managed root server instances

208

Total number of ICANN fellows from the region

14

Total number of NextGen@ICANN members from the region

3

Total number of ICANN meetings held across the region
Morocco-ICANN55, South Africa-ICANN47 and ICANN59

18

Total number of interviews

AFRICA ENGAGEMENT MAP

(participating countries since April 2013)



*These countries are also listed in Middle East GSE engagement as they are pre-dominantly Arabic and French speaking. Engagement in these countries are headed by both the Africa and Middle East GSE teams.

AFRICA COMMUNITY PARTICIPATION

(Number of active community members involved in ICANN as of November 2018)

Non-Commercial Users Constituency (NCUC)

128 in several working groups

17

Country Code Names Supporting Organization (ccNSO)

18

Cross-Community working groups

32

Generic Names Supporting Organization (GNSO)

100

At-Large Community













About ICANN

ICANN's mission is to help ensure a stable, secure, and unified global Internet. To reach another person on the Internet, you need to type an address – a name or a number – into your computer or other device. That address must be unique so computers know where to find each other. ICANN helps coordinate and support these unique identifiers across the world. ICANN was formed in 1998 as a not-for-profit public-benefit corporation with a community of participants from all over the world.

Find out how you can participate by visiting:
<https://www.icann.org>

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One World, One Internet