



ICANN
59

JOHANNESBURG

26–29 June 2017

POLICY FORUM

By the Numbers

ICANN | PUBLIC MEETINGS

What is an ICANN Public Meeting?

ICANN Public Meetings provide the opportunity for an internationally diverse group of individuals and organizations to come together to discuss and develop policies for the Internet's naming systems.

ICANN's international meetings have been a staple of ICANN's multistakeholder bottom-up consensus-building model since its formation in 1998.

Why do we publish technical data from ICANN Public Meetings?

Just like any other event, ICANN meetings need to innovate, adapt, and evolve to meet their purpose: to support ICANN's multistakeholder model. One of the challenges that conference organizers face is to improve the conference, meeting after meeting, and maximize attendees' engagement and satisfaction.

This is where meeting data comes into play. This data provides reliable information on what attendees want, what ICANN is doing well, and where ICANN has opportunities to improve. By leveraging this data, we can be a stable and transparent organization that is responsive to our community's needs.

For ICANN59, beyond the graphs and charts, we have published the raw data for each area. One of our biggest challenges is to standardize the information that we collect to ensure that data is consistent. Over the past few meetings, we have automated the collection of data through improvements in the registration system and meeting management software. Ultimately, our goal is to continue to improve on our metrics and to provide our community with more valuable data.

If you would like to learn more about ICANN Meetings Technical Services or have questions about this technical report, please contact: mts@icann.org.

Where can I find more information about ICANN Public Meetings?

Each meeting has a dedicated website that acts as a broad guide to the conference with details on the venue, information about the local area, a program of social events during the week, and answers to frequently asked questions about ICANN meetings.

To find out how to participate, go to <https://meetings.icann.org/en/about>.

To learn more about the Fellowship Program, go to <http://www.icann.org/en/fellowships>.

For a schedule of past and upcoming meetings, go to <http://meetings.icann.org/calendar>.

For the press page, go to <http://www.icann.org/en/press>.

If you belong to an organization that is interested in having an exhibit at a meeting or in sponsoring a meeting, please contact: meeting-sponsorship@icann.org.

Table of Contents

1. Attendee Profile

2. Session Statistics

3. Mobile App Statistics

4. Schedule Website Statistics

5. Remote Participation Statistics

6. General Information

7. Network Operations Center

8. Network Statistics and Client Profiles

9. Appendix

ICANN59 By the Numbers

Attendee Profile



Attendee Profile

Attendee Profile for Johannesburg, South Africa

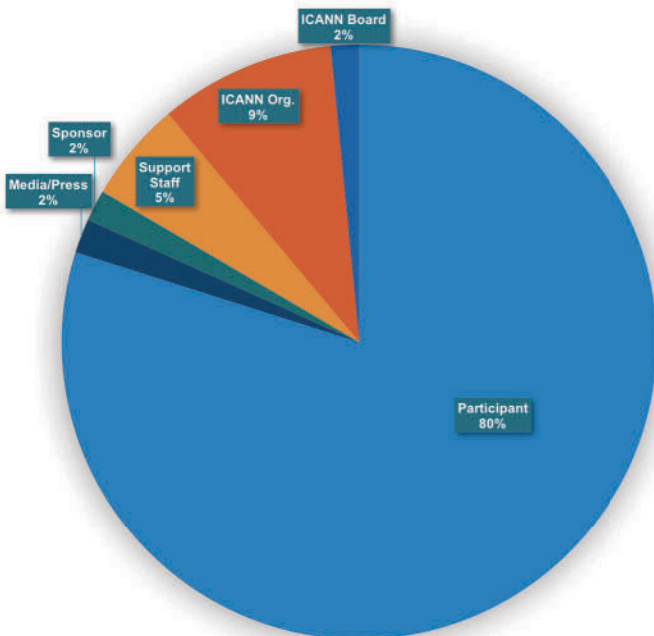
ICANN59 had 1,353 attendees, with 498 coming from the African region. Of those, 328 were attending an ICANN meeting for the first time.

ICANN Public Meetings are a central principle of ICANN's multistakeholder model because they provide a venue for advancing policy work, conducting outreach, exchanging best practices, conducting business deals, interacting with members of the ICANN community, and with ICANN Board and staff, and learning about ICANN.

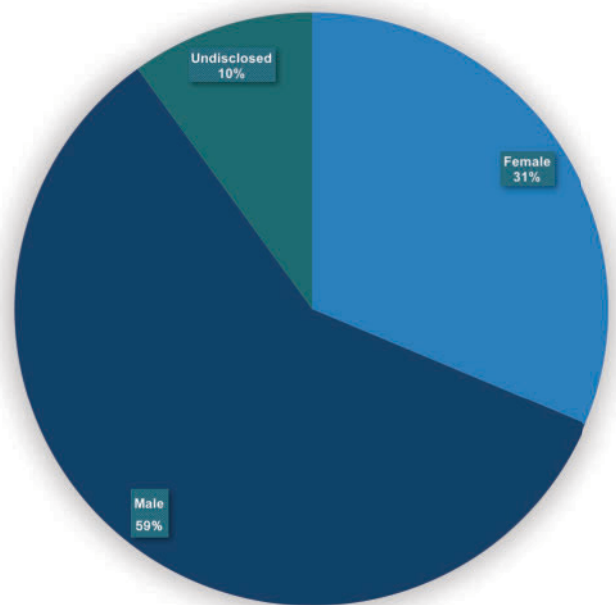
For this section, the attendee profile metrics are derived from data that users provided during the meeting registration process. Attendees were not required to answer all questions.



ICANN59 Attendee Profile by Badge Type

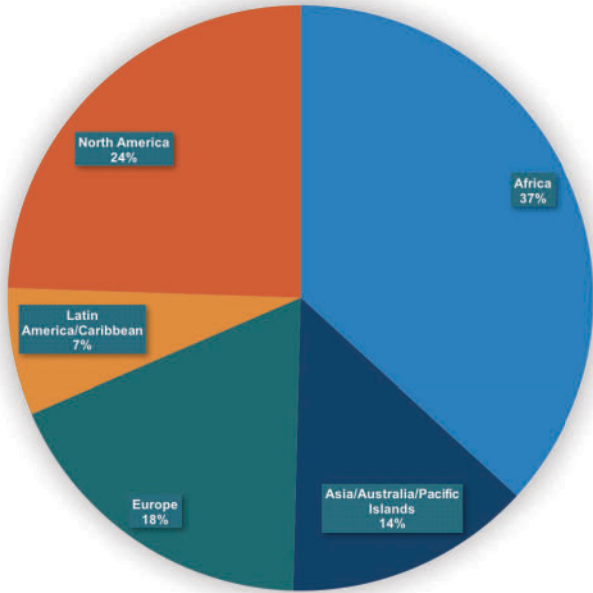


ICANN59 Attendee Profile by Gender

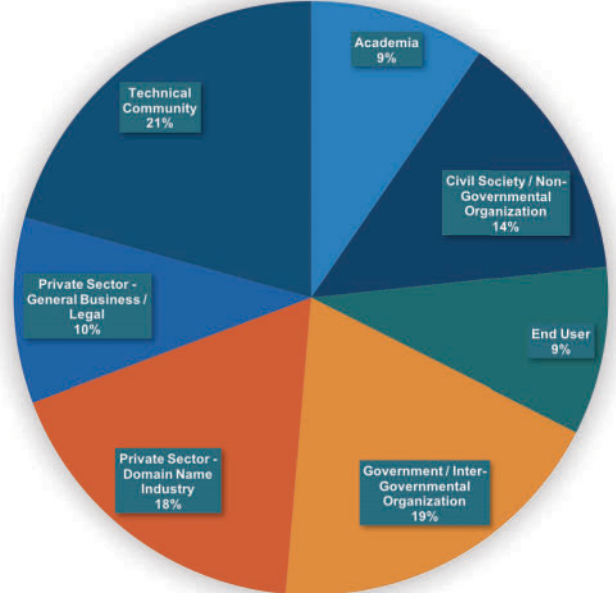


Attendee Profile

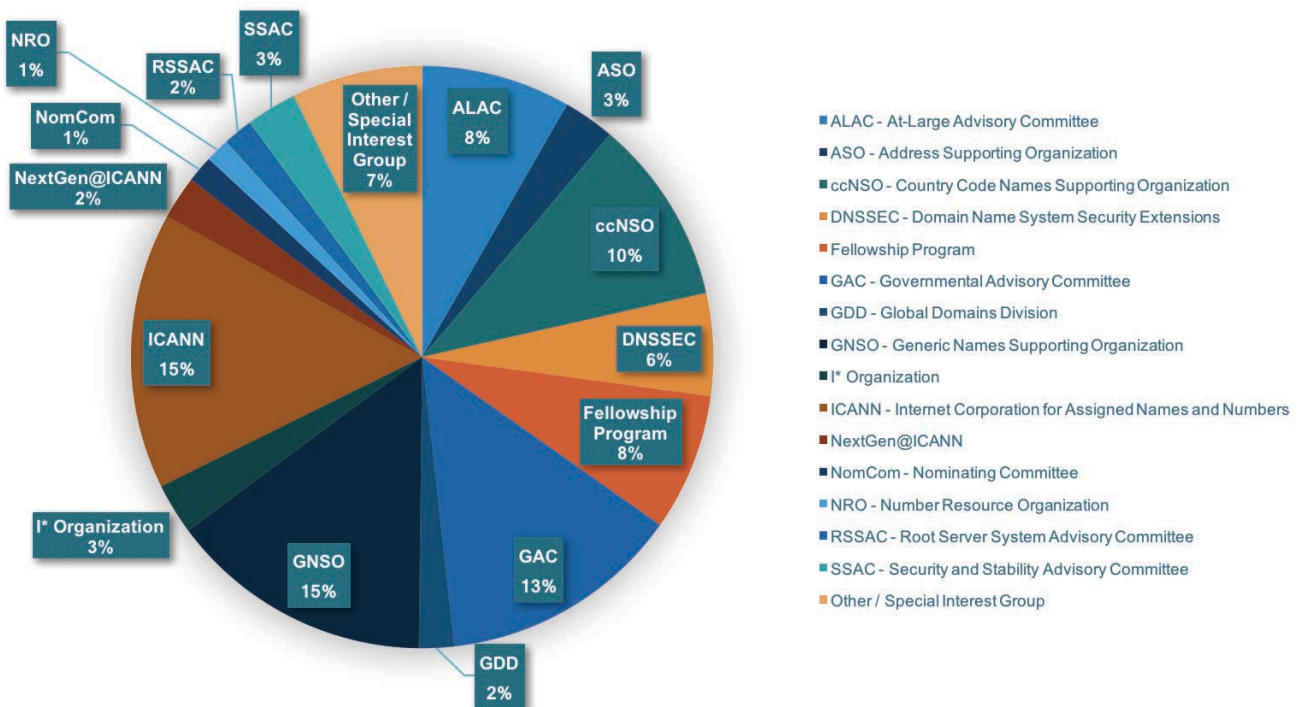
ICANN59 Attendee Profile by ICANN Regions



ICANN59 Attendee Profile by Stakeholder Classification



ICANN59 Attendee Profile by Groups of Interest



- ALAC - At-Large Advisory Committee
- ASO - Address Supporting Organization
- ccNSO - Country Code Names Supporting Organization
- DNSSEC - Domain Name System Security Extensions
- Fellowship Program
- GAC - Governmental Advisory Committee
- GDD - Global Domains Division
- GNSO - Generic Names Supporting Organization
- I* Organization
- ICANN - Internet Corporation for Assigned Names and Numbers
- NextGen@ICANN
- NomCom - Nominating Committee
- NRO - Number Resource Organization
- RSSAC - Root Server System Advisory Committee
- SSAC - Security and Stability Advisory Committee
- Other / Special Interest Group

Attendee Profile by Region

Attendee Profile by ICANN Regions

Geographic diversity is fundamental to the ICANN organization. The ICANN Bylaws (Article VI, Section 5) currently define five geographic regions: Africa, Asia/Australia/Pacific, Europe, Latin America/Caribbean, and North America.

The ICANN geographic regions were originally defined to ensure regional diversity in the composition of the ICANN Board. Subsequently, these definitions were also applied to the Generic Names Supporting Organization (GNSO), At-Large Advisory Committee (ALAC), and the Country Code Names Supporting Organization (ccNSO).

The attendee profile metrics for ICANN59 are derived from data that users provided during the meeting registration process.

Selections are based on the five ICANN geographic regions shown on the map below.

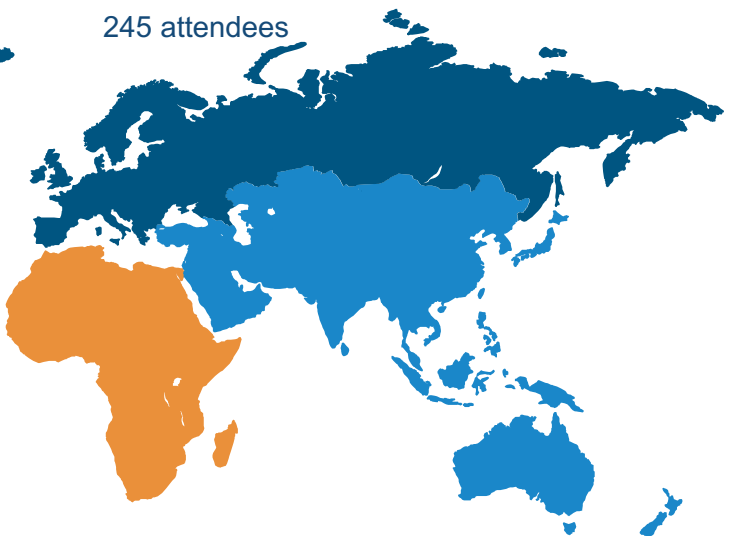
North America

331 attendees



Europe

245 attendees



Latin America/ Caribbean

95 attendees



Africa

498 attendees



Asia/Australia/ Pacific

184 attendees



Africa: Regional Attendee Profile

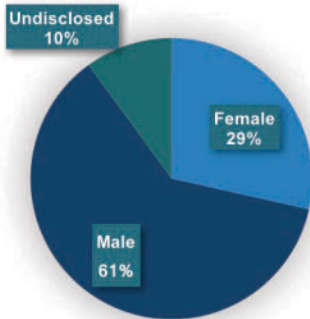
Attendee Profile for Africa



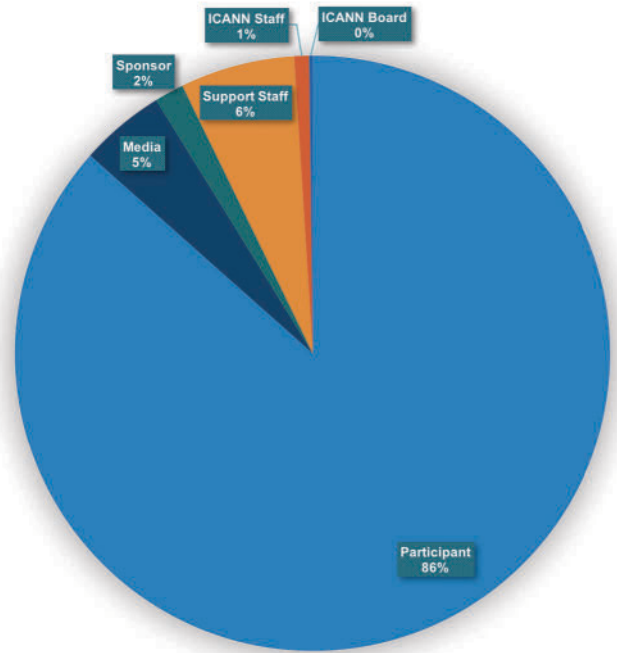
The attendee profile metrics for ICANN59 are derived from data that users provided during the meeting registration process.

498 Regional Participants
328 Newcomers

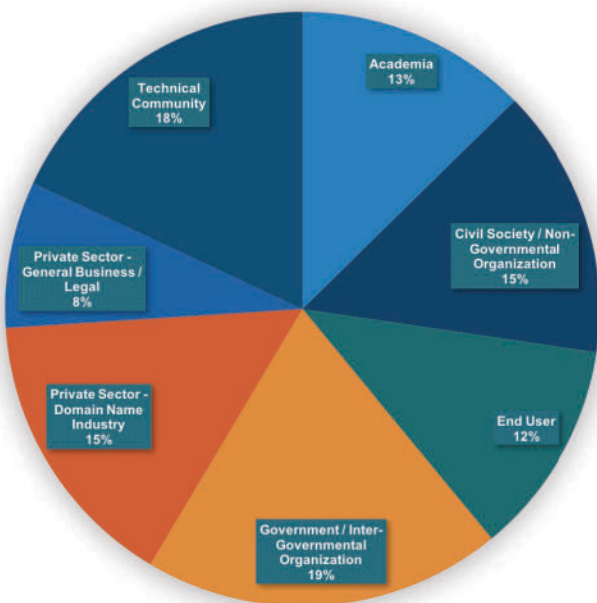
ICANN59 African Region Attendee Profile by Gender



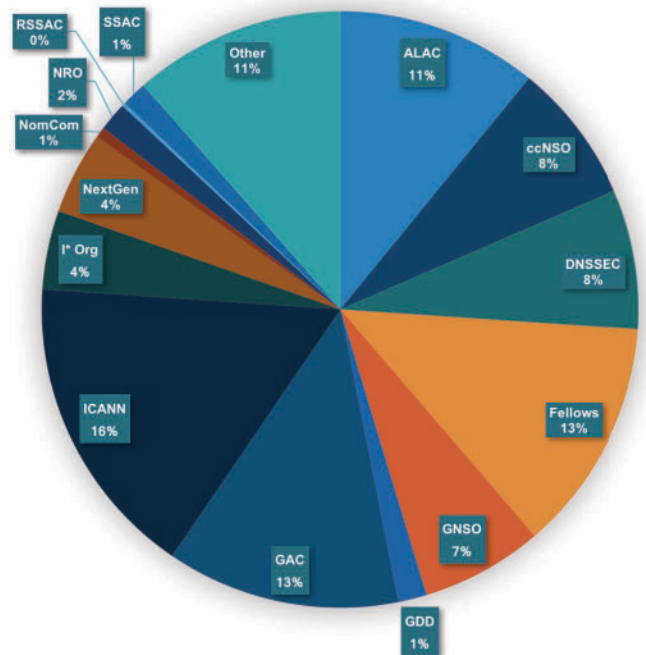
ICANN59 African Region Attendee Profile by Badge Type



ICANN59 African Region Attendee Profile by Stakeholder Classification



ICANN59 African Region Attendee Profile by Groups of Interest



Asia/Australia/Pacific: Regional Attendee Profile

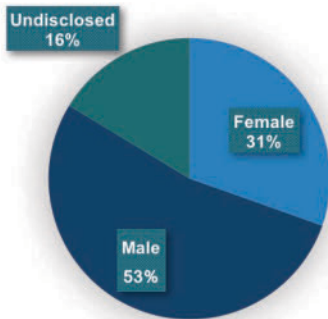


Attendee Profile for Asia, Australia, and the Pacific

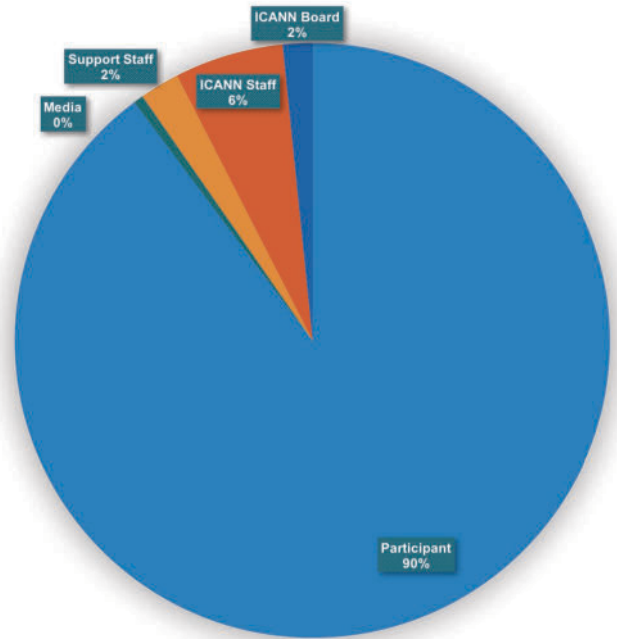
The attendee profile metrics for ICANN59 are derived from data that users provided during the meeting registration process.

184 Regional Participants
55 Newcomers

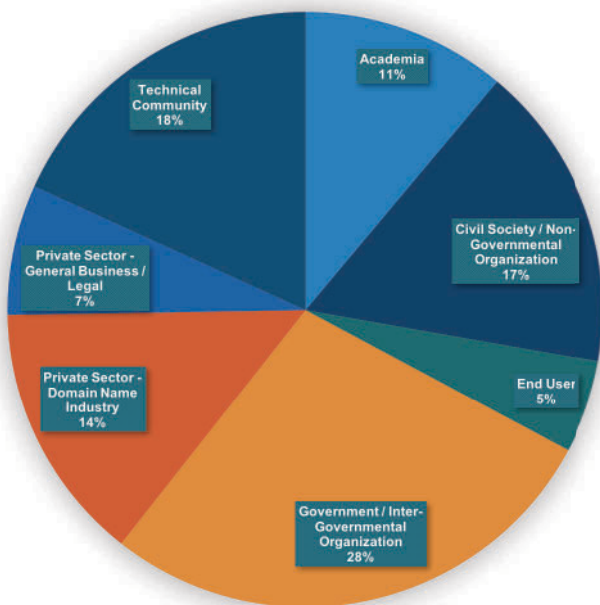
ICANN59 Asian/Australian/Pacific Region Attendee Profile by Gender



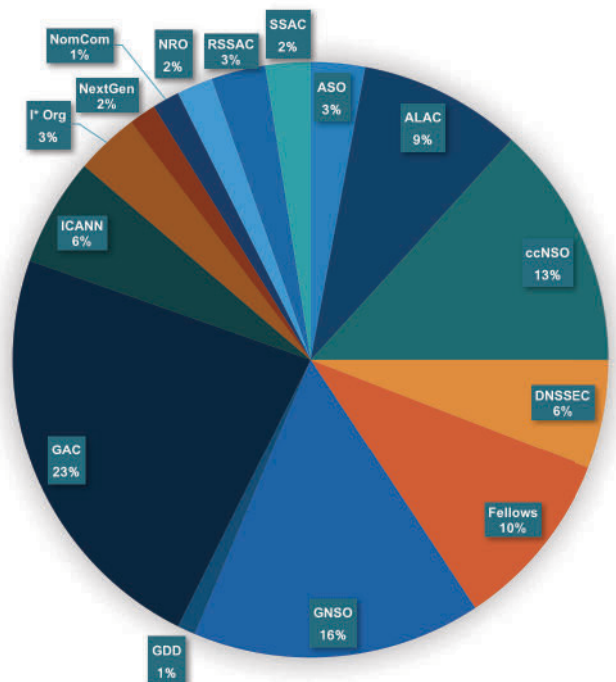
ICANN59 Asian/Australian/Pacific Region Attendee Profile by Badge Type



ICANN59 Asian/Australian/Pacific Region Attendee Profile by Stakeholder Classification



ICANN59 Asian/Australian/Pacific Region Attendee Profile by Groups of Interest



Europe: Regional Attendee Profile

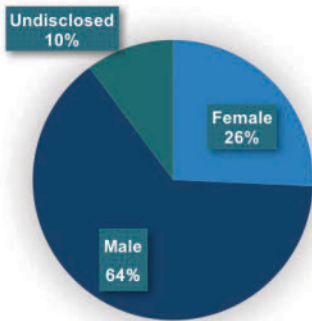


Attendee Profile for Europe

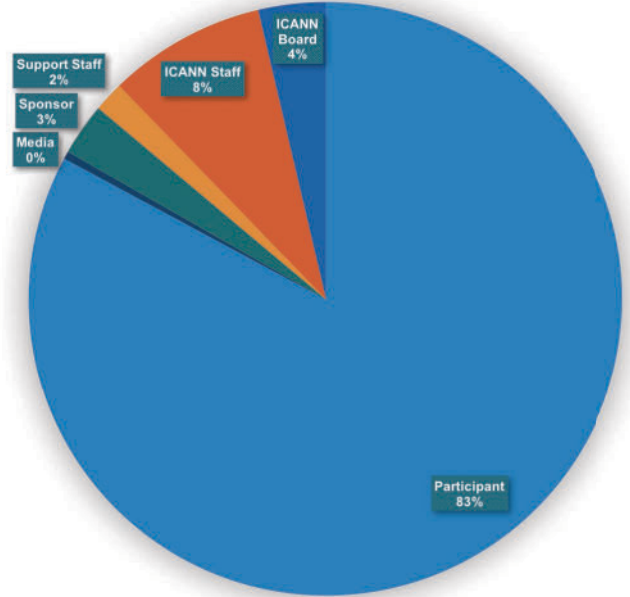
The attendee profile metrics for ICANN59 are derived from data that users provided during the meeting registration process.

245 Regional Participants
19 Newcomers

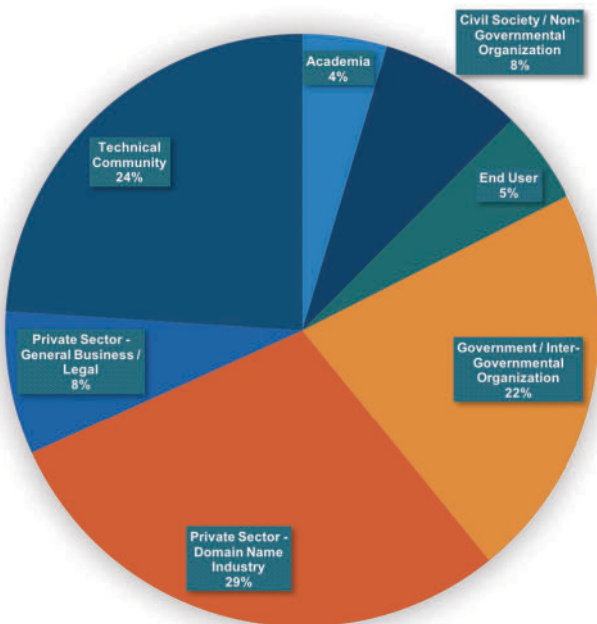
ICANN59 European Region Attendee Profile by Gender



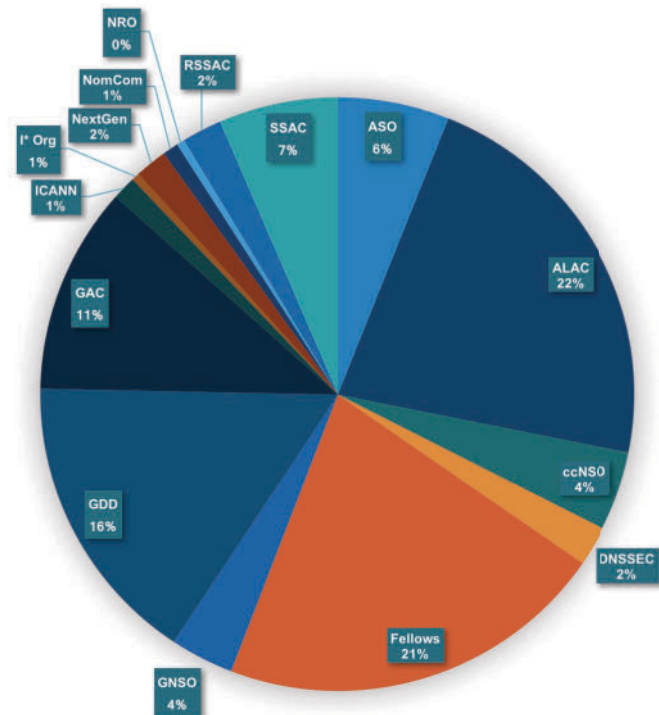
ICANN59 European Region Attendee Profile by Badge Type



ICANN59 European Region Attendee Profile by Stakeholder Classification



ICANN59 European Region Attendee Profile by Groups of Interest



Latin America/Caribbean: Regional Attendee Profile

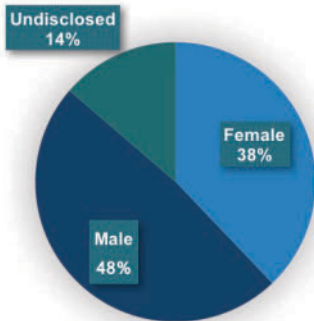
Attendee Profile for Latin America and Caribbean Islands



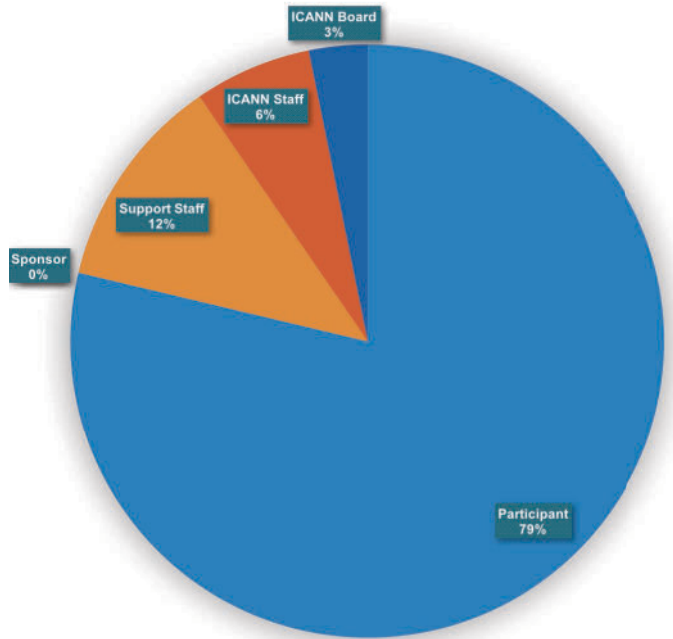
The attendee profile metrics for ICANN59 are derived from data that users provided during the meeting registration process.

95 Regional Participants
7 Newcomers

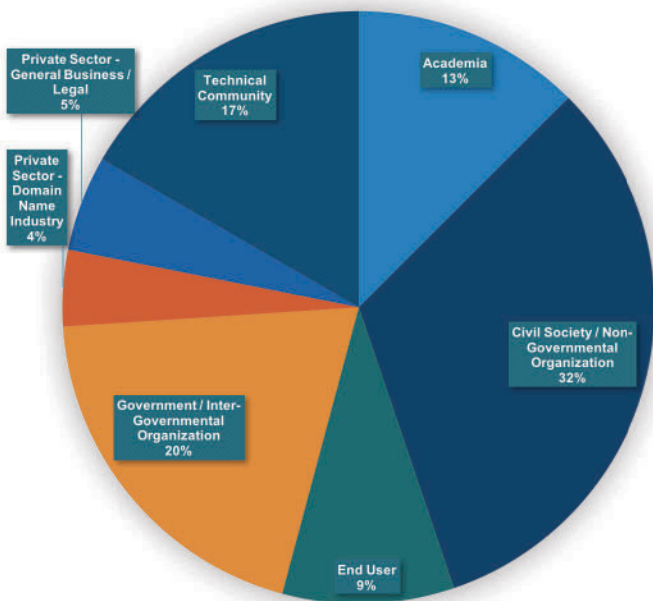
ICANN59 Latin American/Caribbean Region Attendee Profile by Gender



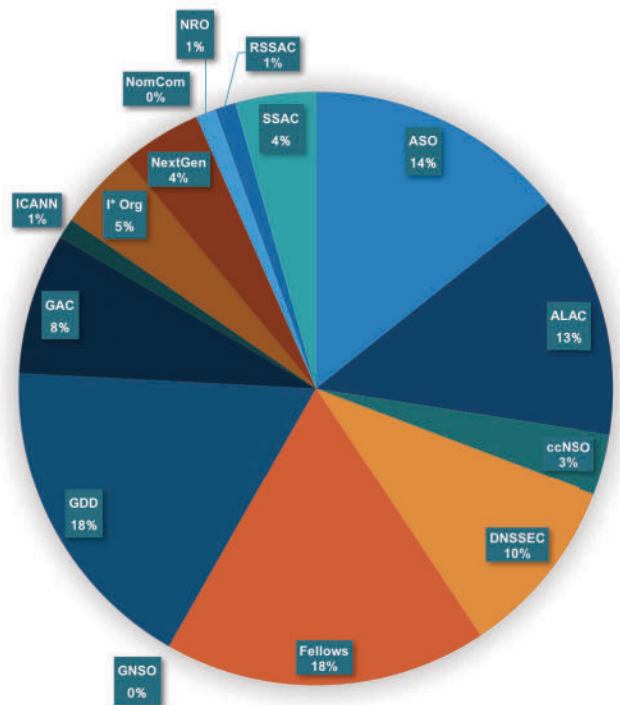
ICANN59 Latin American/Caribbean Region Attendee Profile by Badge Type



ICANN59 Latin American/Caribbean Region Attendee Profile by Stakeholder Classification



ICANN59 Latin American/Caribbean Region Attendee Profile by Groups of Interest



North America: Regional Attendee Profile

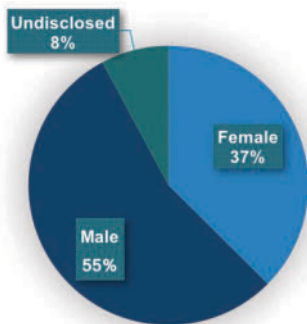
Attendee Profile for North America

The attendee profile metrics for ICANN59 are derived from data that users provided during the meeting registration process.

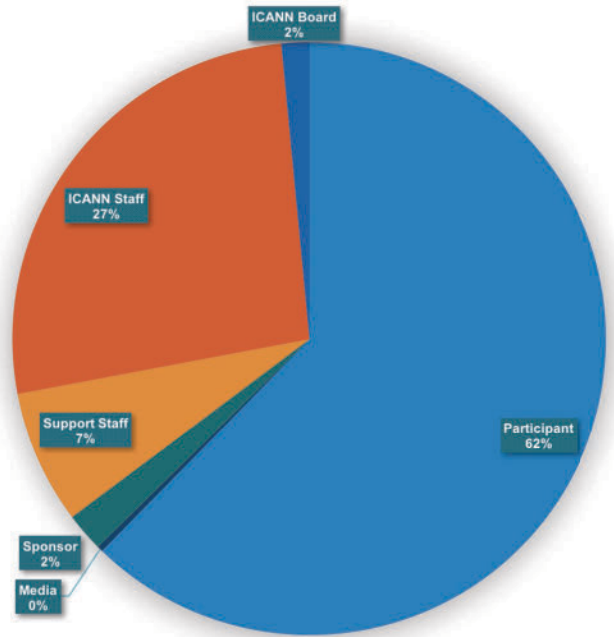


331 Regional Participants
39 Newcomers

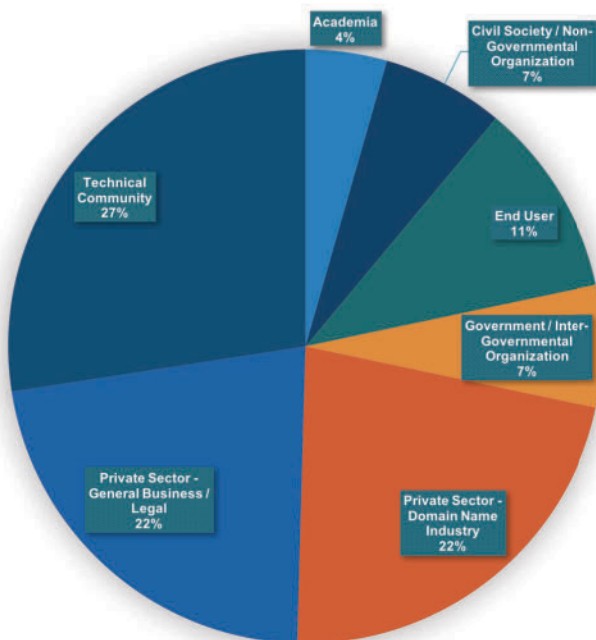
ICANN59 North American Region Attendee Profile by Gender



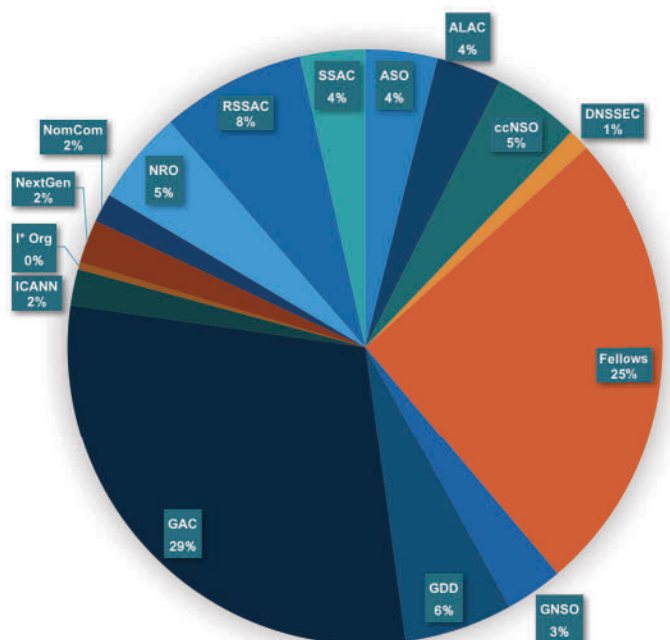
ICANN59 North American Region Attendee Profile by Badge Type



ICANN59 North American Region Attendee Profile by Stakeholder Classification



ICANN59 North American Region Attendee Profile by Groups of Interest



ICANN59 By the Numbers

Session Statistics



Session Statistics

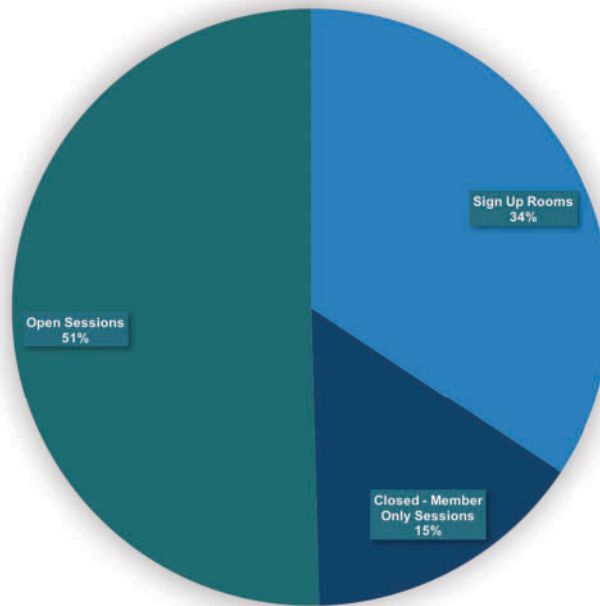
Session Statistics for Johannesburg, South Africa

Each “type” of session has a different structure and purpose:

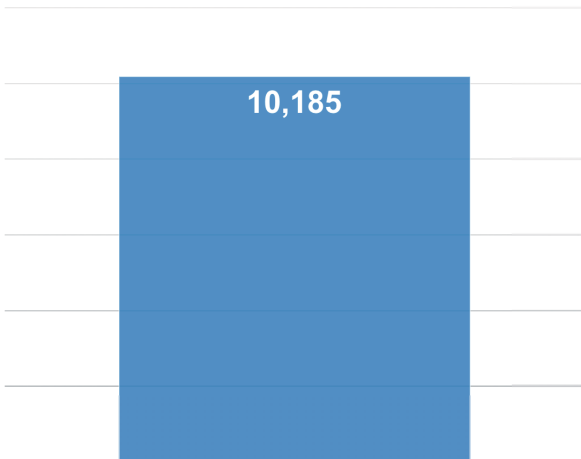
- Open sessions are open to everyone, and are supported with remote participation tools for additional outside participation.
- Closed sessions are typically open only to members of a specific group, and may have limited remote participation.
- Sign Up Rooms are on-site impromptu meetings, held in session rooms that have open time slots.

This chart breaks down meetings conducted by session type.

Counts by Session Type

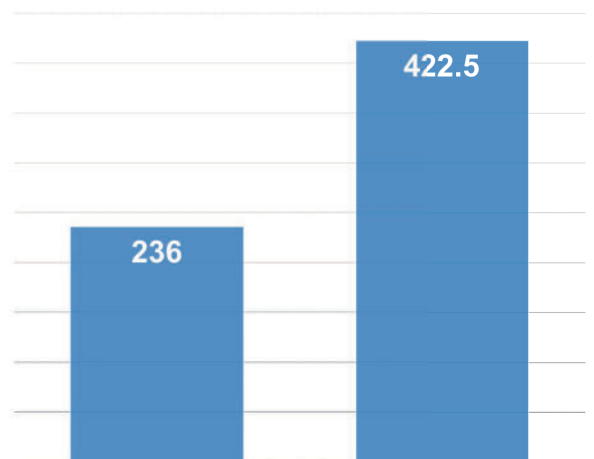


Actual Attendance for All Sessions



Based on Hourly Counts of Session Rooms

Session Count and Session Hours



TOTAL SESSION COUNTS TOTAL SESSION HOURS

Session Statistics

Session Attendance – Top 50 Sessions

This list ranks the top 50 sessions based on attendance. The attendance number comes from midsession manual headcounts done every hour. The count includes only people who were physically present in the session room at the time of the count.

Session Title	Wireless Clients
1 GDPR and its potential impact: looking for practical solutions	680
2 Cross-Community Discussion on Next-Generation gTLD Registration Directory Services (RDS) Policy Requirements	523
3 Who sets ICANN's priorities?	454
4 GAC Meeting with the ICANN Board	451
5 GAC and GNSO Meeting	425
6 GAC Session on 2-Character Country Codes as Second Level Domains	421
7 GAC and ALAC Meeting	414
8 GAC Working Group on the Protection of Geographic Names in Future Rounds of New gTLDs	412
9 GAC Human Rights and International Law Working Group Session	408
10 GAC Meeting to Discuss CCWG Accountability WS2 Matters	402
11 GAC Session on the Implementation of new Bylaws (Session I)	392
12 GAC Session on the CCT Review Update	380
13 GAC and ccNSO Meeting	373
14 GAC Session on New gTLD Policies	365
15 GAC Session on the IGO/Red Cross Protections Update	365
16 GAC Public Safety Working Group Update to GAC Plenary	360
17 Cross Community Discussion - Geographic Names at the Top-Level Session II	358
18 Empowered Community's Cross Community Forum on Proposed Fundamental Bylaws Amendments	346
19 GAC Underserved Regions Working Group Session	327
20 GAC Meeting to Review Items for the GAC Communique	325
21 GAC Preparation for Meeting with the ICANN Board	324
22 GAC Communique Drafting Session (3)	322
23 GAC Opening Plenary	295
24 Board GAC Recommendation and Implementation Working Group Session	285
25 GAC Public Safety Working Group meeting	285
26 GAC Communique Drafting Session (2)	285
27 GAC Operating Principles Review	269
28 GAC Session on the KSK Rollover	265
29 GAC Meeting on the Independent Secretariat	263
30 GAC Meeting with the Brand Registry Group	261
31 GAC Session on the Implementation of new Bylaws (Session II)	256
32 GAC Communique Drafting Session	255
33 GAC Meeting on the new GAC website	248
34 GAC PSWG Update to the GAC Plenary	224
35 ccNSO Members Day 1 (part 1)	207
36 GNSO New gTLD Subsequent Procedures PDP Working Group Face-to-Face Meeting	202
37 Cross Community Discussion - Geographic Names at the Top-Level Session I	202
38 GAC's Participation in the NomCom Working Group	190
39 GNSO Review of all Rights Protection Mechanisms (RPMs) in all gTLDs PDP Working Group Face-to-Face Meeting	185
40 ccNSO Members Day 2 (part 1)	180
41 WS2 CCWG ACCT Face to Face Plenary Meeting	177
42 ccNSO Members Day 2 (part 2)	177
43 DNSSEC Workshop	171
44 GNSO Council Public Meeting	171
45 Tech Day (Part 1)	168
46 At-Large AFRALO Showcase	167
47 Tech Day (Part 2)	161
48 ALAC and Regional Leaders wrap up Part 1	161
49 GAC Commonwealth Meeting	160
50 ccNSO Members Day (part 3)	150

ICANN59 By the Numbers

Mobile App Statistics

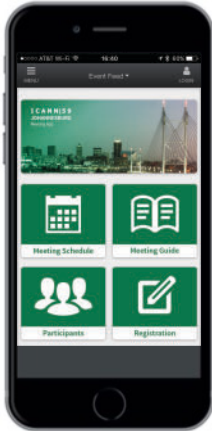


Mobile App Statistics

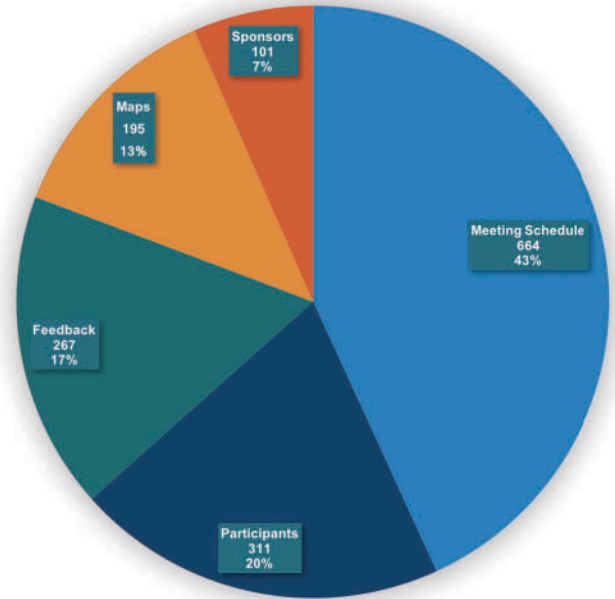
Mobile App | meetingapp.icann.org

The charts on this page show the ICANN meeting mobile app usage. We provided the first mobile app in a beta state for ICANN54 in Dublin, Ireland. The ICANN59 mobile app was the fifth iteration, and was available in the various app stores.

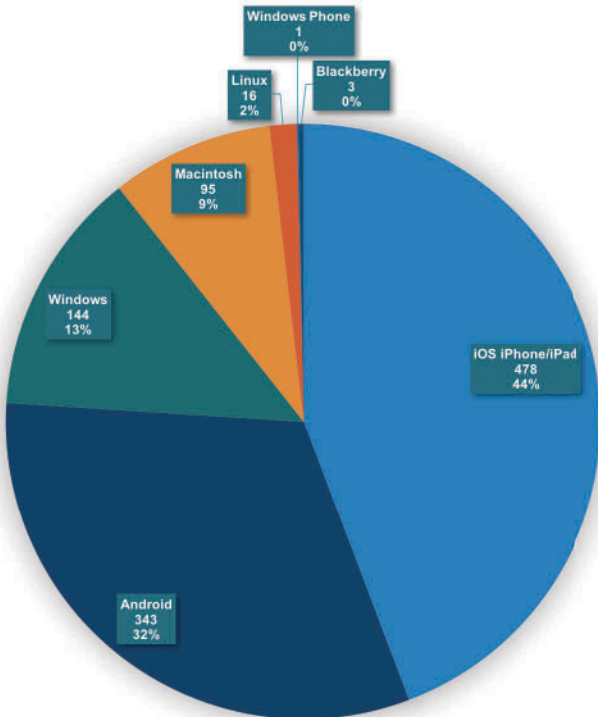
ICANN will continue to enhance the participants' mobile app experience.



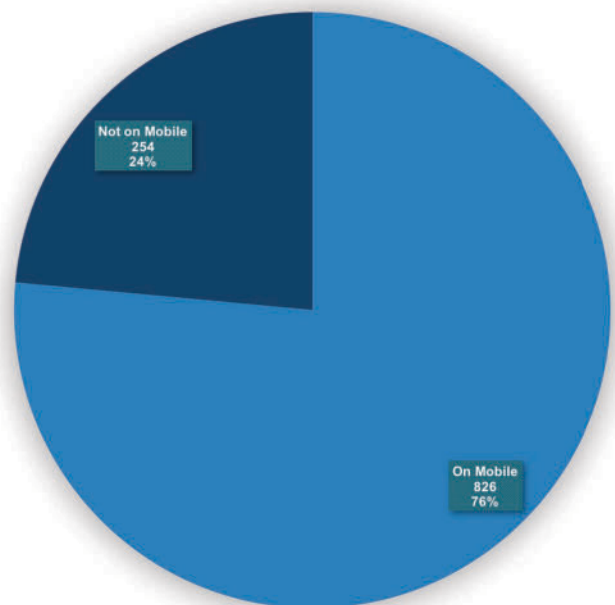
Top Viewed Modules



Mobile App Usage by Device

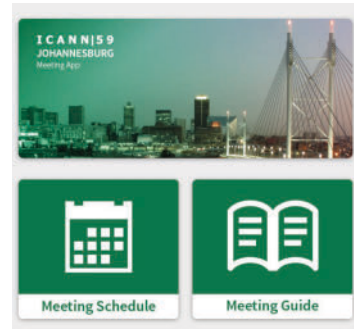
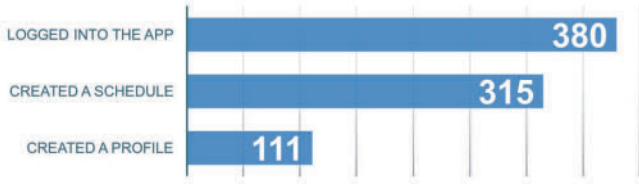


Mobile vs. Desktop Usage

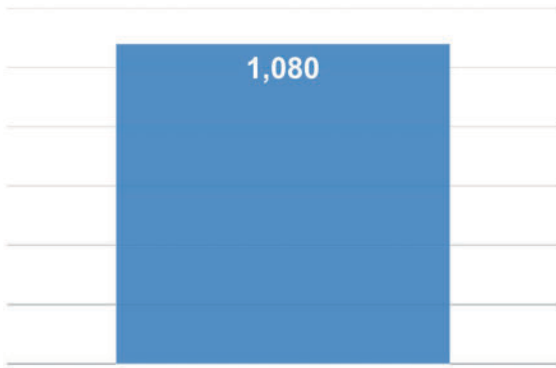


Mobile App Statistics

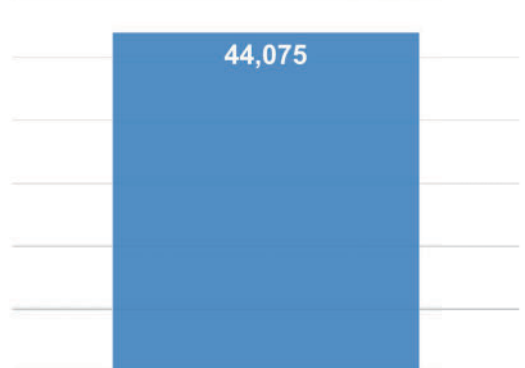
Mobile App Attendee Interaction



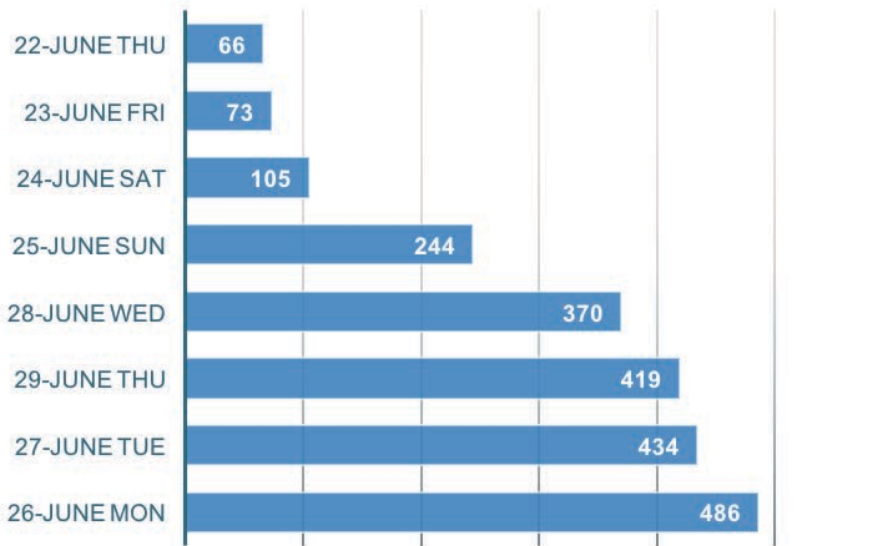
Total Unique Visitors (60 Days)



Total Page Views (60 Days)



Unique Visitors by Day



ICANN59 By the Numbers

Schedule Website Statistics



Schedule Website Statistics

Schedule Website | schedule.icann.org

For ICANN59, we used the SCHED platform for the fourth time, improving on the automated posting of the ICANN meeting schedule. The effort involved integration with ICANN's internal Event Management Software system database, eliminating hundreds of hours of manual data transfer.

ICANN will continue to enhance the user experience with the schedule website.



Schedule Website Quick Stats

Attendees Logged In

388

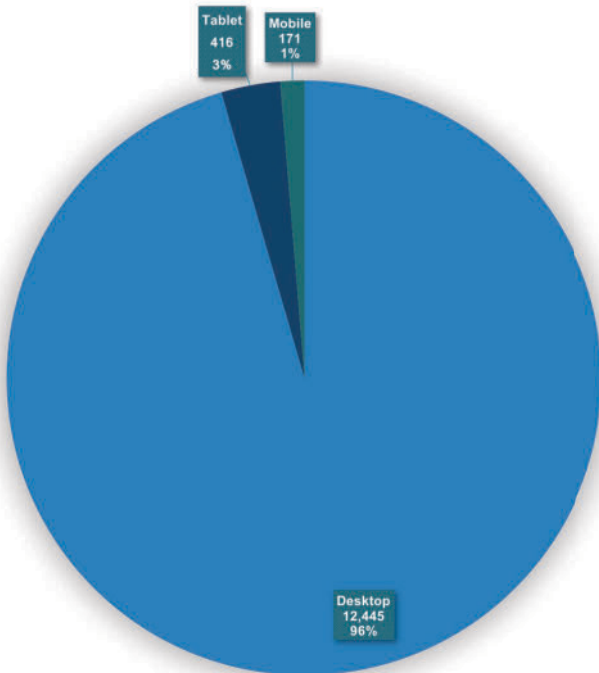
Schedules Created

324

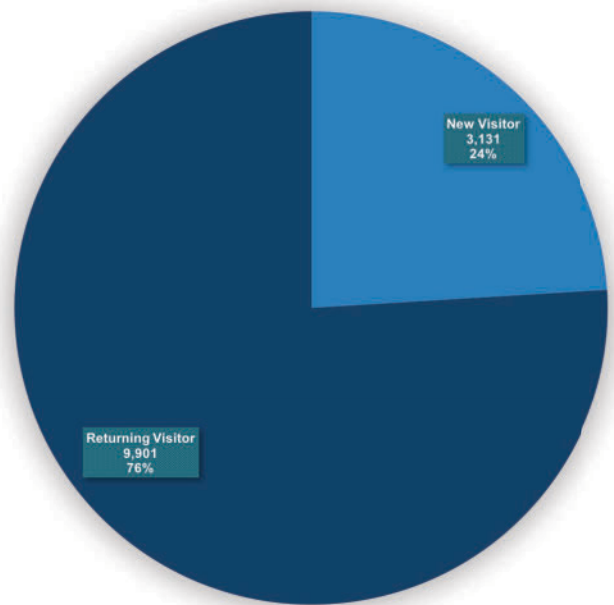
Average Session Duration

4.2 Minutes

Schedule Website Usage By Device Category



Schedule Website Traffic Type



Schedule Website Statistics

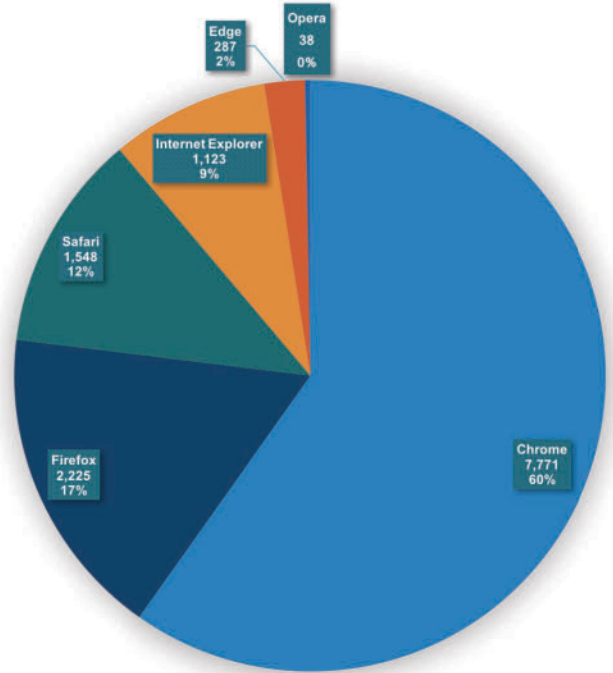
Schedule Website | schedule.icann.org

Before a meeting, the website includes language streaming links, remote participation links, and presentations. Shortly after a session concludes, the audio recording links are automatically posted.

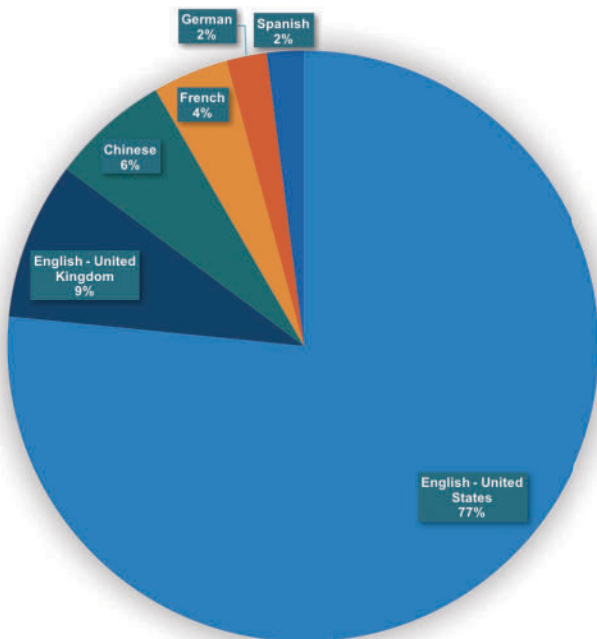
The Meetings Technical Services (MTS) team digitally tests all audio recordings before they are posted. Periods of dead air are removed so listeners don't have to fast-forward through gaps in a recording. When MTS completes this process, the Language Services Department processes and posts the associated transcripts.



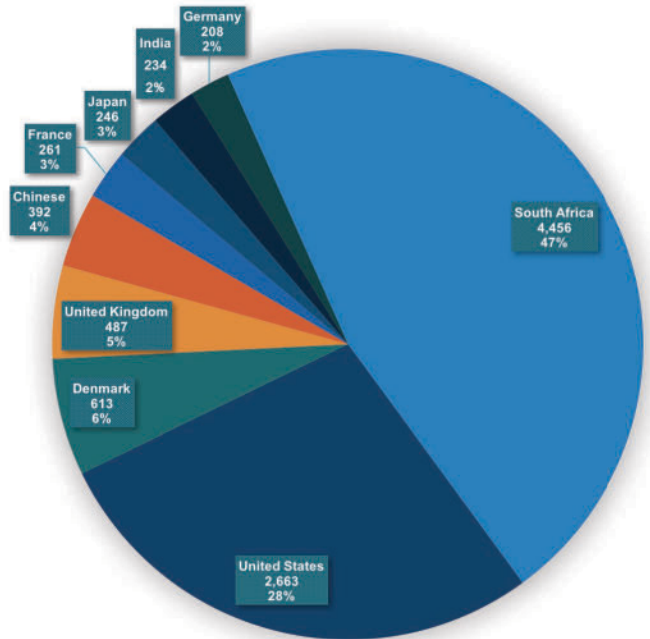
Schedule Website Usage by Browser



Schedule Website Users by Language



Schedule Website Top Usage by Country



Schedule Website Statistics

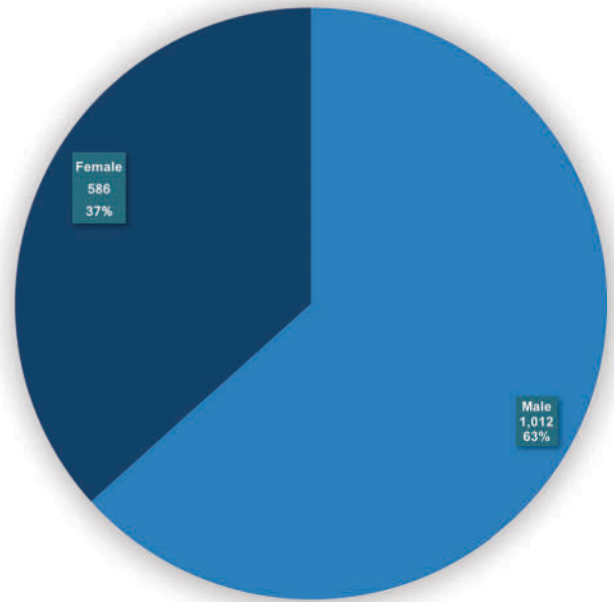
Schedule Website | schedule.icann.org

The use of Google Analytics permits ICANN to analyze data from schedule.icann.org in one place, allowing for a deeper understanding of the ICANN communities' experience with the schedule website.

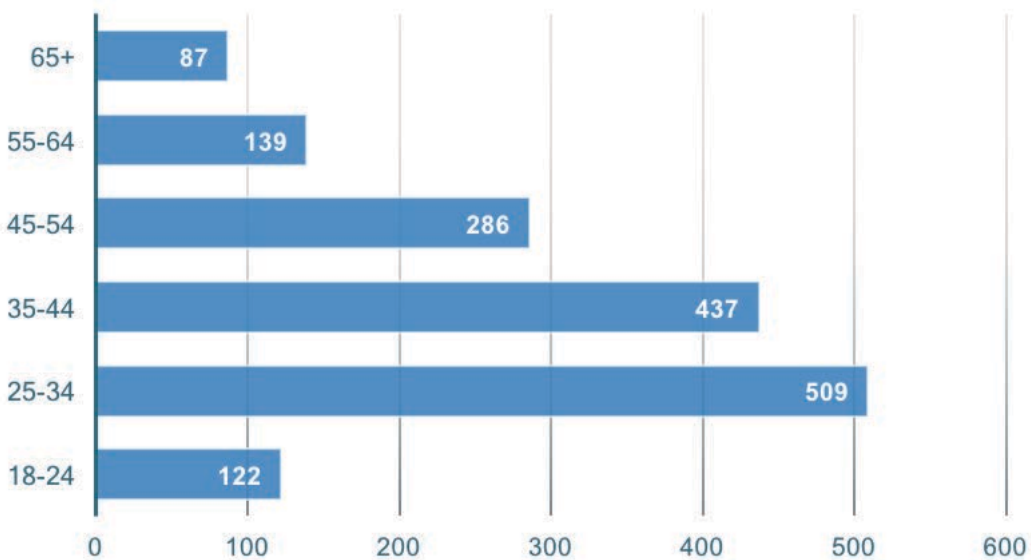
Google Analytics collects information about demographics and interests available in browser cookies. It uses Android or iOS Advertising IDs to generate identifiers that include information about demographics and gender. This data is summarized with data sampling and infers the characteristics of an individual visitor. For more information on Google Analytics, visit <https://support.google.com/analytics/>



Schedule Website Demographics by Gender



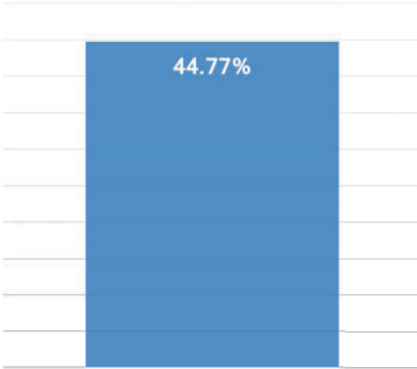
Schedule Website Demographics by Age



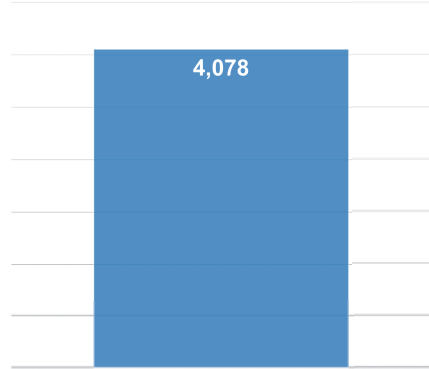
Schedule Website Statistics



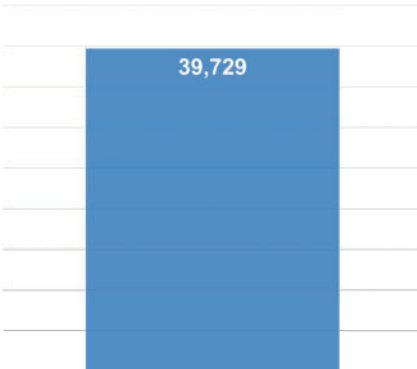
Schedule Website Total Sessions



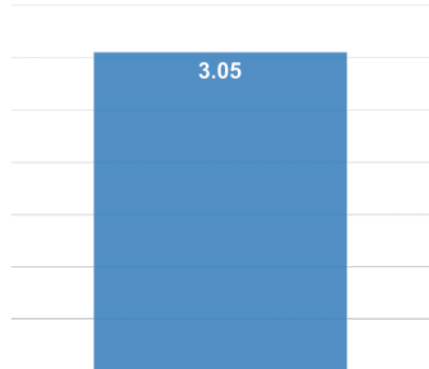
Schedule Website Total Users



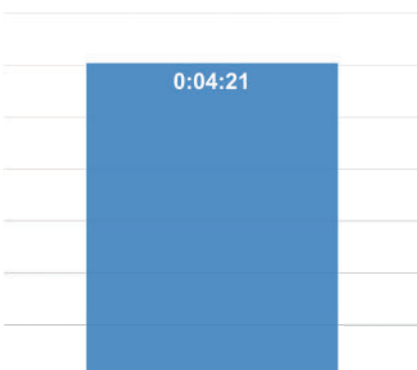
Schedule Website Total Page views



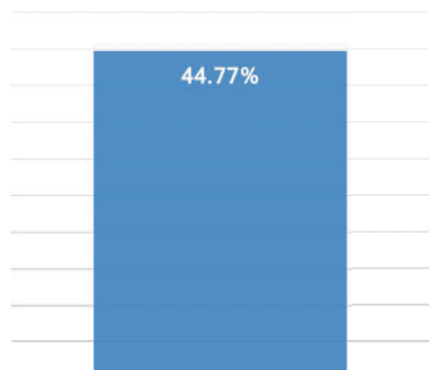
Schedule Website Average Pages per Session



Schedule Website Average Session Duration [H:MM:SS]



Schedule Website Average Bounce Rate



ICANN59 By the Numbers

Remote Participation Statistics



Remote Participation

Remote Participation

A very important facet of ICANN meetings is remote participation. This section presents metrics related to the services provided on-site during meetings.

Services Provided:

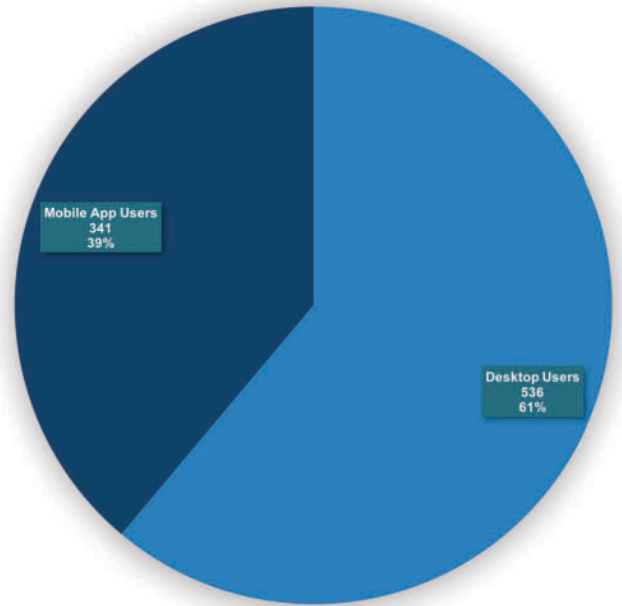
Adobe Connect – Visual platform with presentations, participant chat, video of session room, and other tools. Recordings of meetings are posted after the session concludes. A mobile app version is also available on app stores.

Video Streaming – Video and audio streamed live to Livestream.com, primarily for High Interest Topic sessions.

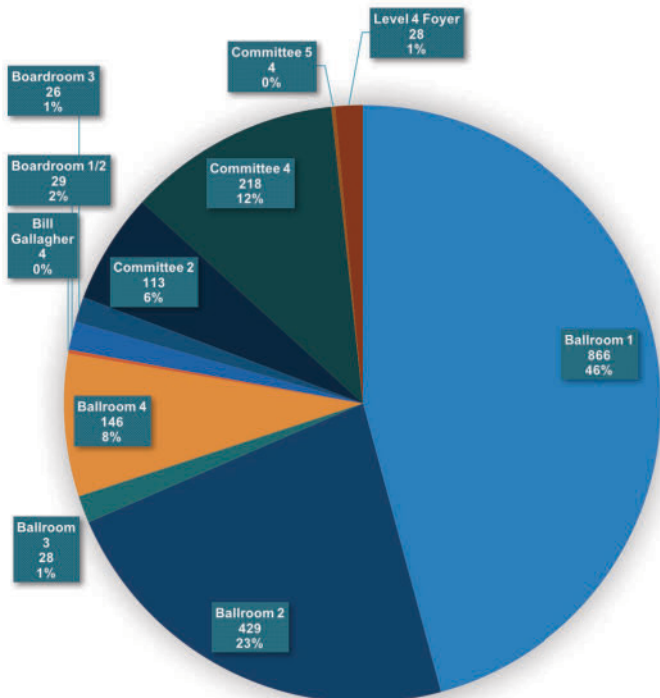
Audio Streaming – MP3 audio links for all languages available for a session, giving participants a choice of language. There are high quality streams for participants with broadband connections, and a low bandwidth stream for those with limited connectivity.

Scribing – Closed captioning is a live stream of text transcribed from the session’s audio, and is available in English for several sessions.

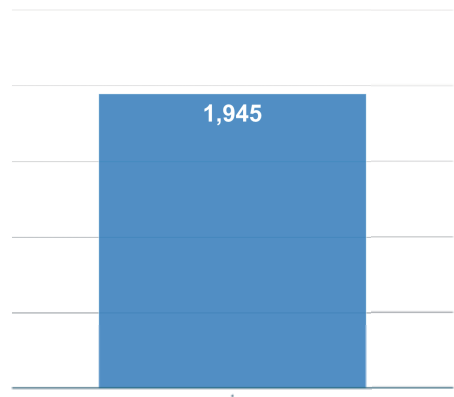
Adobe Connect
Total Unique Participants



Adobe Connect
Unique Users by Session Room



Adobe Connect
Total Unique Participants



This count includes participants connected on-site to Adobe Connect. For ICANN60, we hope to improve the breakdown of this data to include on-site participants vs. remote participants.

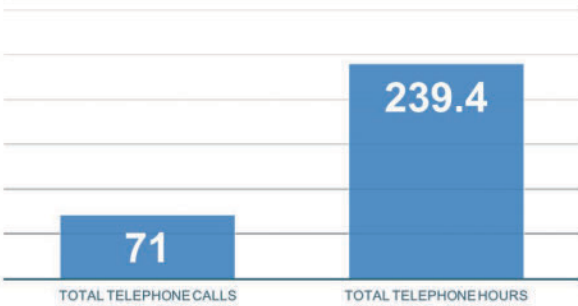
Remote Participation

Total Recorded Audio Hours of Meetings

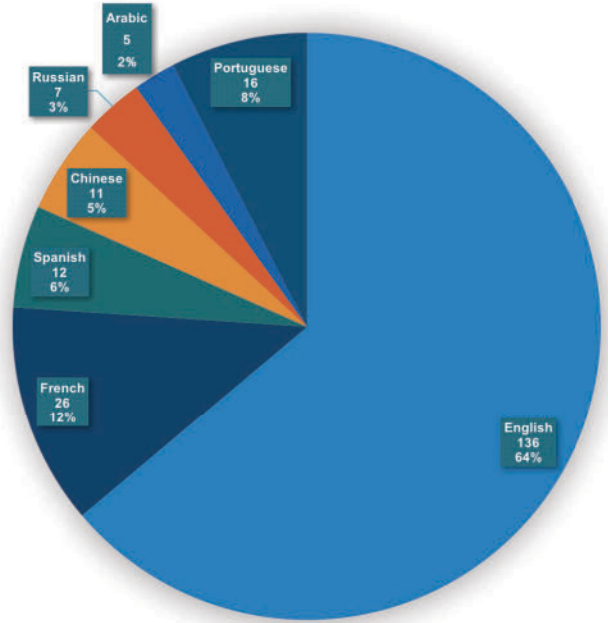
627.5 Hours



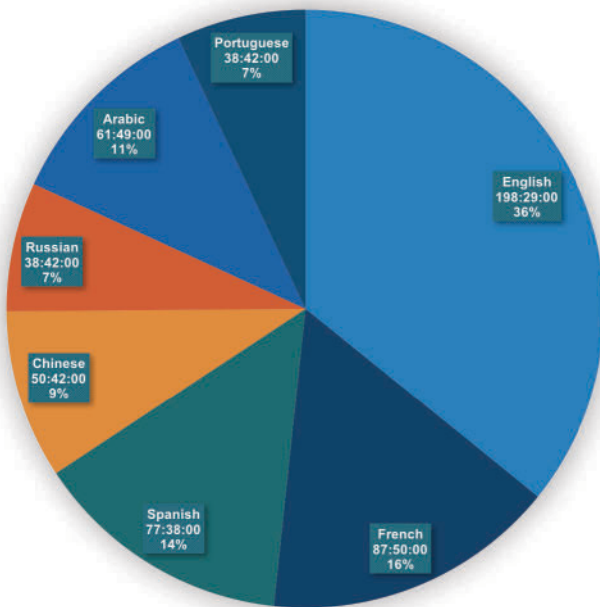
Total Telephone Calls & Hours



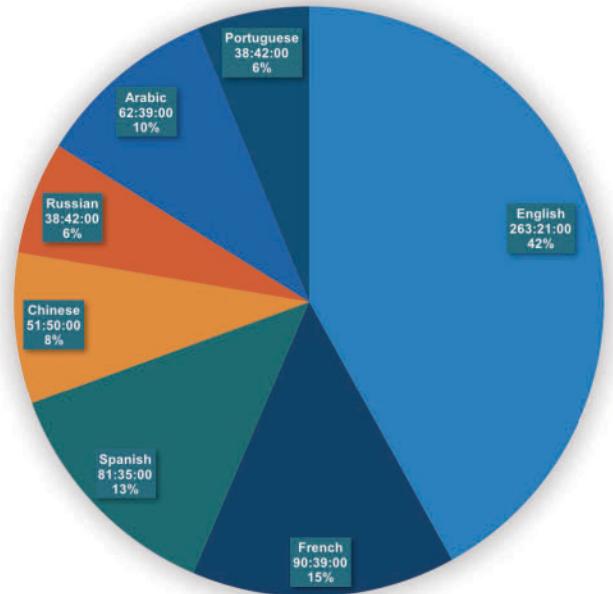
Total Streaming Audio Listeners by Language



Total Streaming Audio Hours [HH:MM:SS] by Language



Total Recorded Audio Hours [HH:MM:SS] by Language



Remote Participation

Remote Participation – Top 50 Sessions

This list ranks the top 50 sessions based on the peak count of listeners to the web audio stream. All open sessions provide web audio streams. Blank space denotes that a specific language was not available for a session. “- - -” denotes that a specific language had no listeners during the noted session.

Session Title	Web Audio Stream Listeners by Language						
	English	French	Spanish	Chinese	Russian	Portuguese	Arabic
1 GDPR and its potential impact: looking for practical solutions	8	---	---	---	2	1	---
2 Cross-Community Discussion on Next-Generation gTLD Registration Directory Services (RDS) Policy Requirements	7	---	---	2	---	---	---
3 GNSO Review of all Rights Protection Mechanisms (RPMs) in all gTLDs PDP Working Group Face-to-Face Meeting	6	---	---	---	---	---	---
4 GNSO New gTLD Subsequent Procedures PDP Working Group Face-to-Face Meeting	5	---	---	---	---	---	---
5 GNSO - new gTLD Auction Proceeds Cross-Community Working Group F2F Meeting	5	---	---	---	---	---	---
6 DNSSEC Workshop	4	---	---	---	---	---	---
7 GNSO - Commercial Stakeholder Group (CSG) Open Meeting	4	---	---	---	---	---	---
8 GNSO - new gTLD Registration Directory Services (RDS) to replace WHOIS Policy Development Process Working Group F2F Meeting	4	---	---	---	---	---	---
9 GNSO Wrap-Up Session	4	---	---	---	---	---	---
10 Cross Community Discussion - Geographic Names at the Top-Level Session II	4	---	---	---	---	1	---
11 Cap Dvlpmt Workshop for African GAC members on Law Enforcement and Consumer Protection (Day 1)	3	1	---	---	---	---	---
12 GAC Opening Plenary	3	1	---	2	---	1	---
13 GNSO-Registries Stakeholder Group (RySG) Membership Meeting	3	---	---	---	---	---	---
14 GNSO IGO-INGO Curative Rights Protections Policy Development Process Working Group	3	---	---	---	---	---	---
15 Cross Community Discussion - Geographic Names at the Top-Level Session I	3	---	2	---	---	---	---
16 GAC Session on New gTLD Policies	3	---	---	---	---	---	---
17 GAC Meeting with the ICANN Board	3	2	---	1	---	2	---
18 GAC Meeting to Discuss CCWG Accountability WS2 Matters	3	1	---	---	---	---	---
19 Who sets ICANN's priorities?	3	---	---	---	---	---	---
20 WS2 CCWG ACCT Face to Face Plenary Meeting	2	---	---	---	---	---	---
21 ALAC & Regional Leaders Working Session 1	2	---	---	---	---	---	---
22 GNSO-Registries Stakeholder Group (RySG) RSP Discussion Group	2	---	---	---	---	---	---
23 GAC Session on the Implementation of new Bylaws (Session I)	2	2	1	1	1	2	1
24 GAC Session on 2-Character Country Codes as Second Level Domains	1	2	---	---	---	2	---
25 Fellowship Program Daily Session	---	2	2	---	---	---	---
26 GAC Public Safety Working Group Update to GAC Plenary	---	2	1	---	1	---	1
27 Tech Day (Part 1)	2	---	---	---	---	---	---
28 GNSO - Registrar Stakeholder Group Policy Meeting	2	---	---	---	---	---	---
29 Tech Day (Part 2)	2	---	---	---	---	---	---
30 ccNSO/GNSO Joint Council meeting	2	---	---	---	---	---	---
31 GNSO - Outreach & GNSO Policy Briefing	2	---	---	---	---	---	---
32 Empowered Community's Cross Community Forum on Proposed Fundamental Bylaws Amendments	2	1	1	1	1	2	1
33 NextGen Presentations	1	2	2	---	---	---	---
34 ccNSO Members Day 1 (part 1)	2	---	---	---	---	---	---
35 GAC and ccNSO Meeting	2	---	---	---	1	1	---
36 GNSO - Non Commercial Stakeholder Group (NCSG) Policy Committee Meeting	2	---	---	---	---	---	---
37 GAC Working Group on the Protection of Geographic Names in Future Rounds of New gTLDs	2	---	---	---	---	---	---
38 ASO Review: Presentation of Draft Report	---	2	---	---	---	---	---
39 GAC and GNSO Meeting	2	2	1	---	---	1	1
40 Operational side of ICANN's OPS Plan and Budget	2	---	1	---	---	---	---
41 GAC Communique Drafting Session (3)	2	---	---	1	---	---	1
42 ccNSO PDP Working Group on Retirement of ccTLDs	2	---	---	---	---	---	---
43 GAC Meeting with the Brand Registry Group	2	1	---	---	---	1	---
44 Cap Dvlpmt Workshop for African GAC members on Law Enforcement and Consumer Protection (Day 2)	1	---	---	---	---	---	---
45 Security, Stability and Resiliency 2 Review Team Meeting - Day 1	1	---	---	---	---	---	---
46 GNSO - Outreach & GNSO Policy Briefing	1	---	---	---	---	---	---
47 GNSO - Non Commercial Stakeholder Group (NCSG) Outreach and Strategy Meeting	1	---	---	---	---	---	---
48 GNSO Working Session	1	---	---	---	---	---	---
49 ccNSO Guidelines Review Committee	1	---	---	---	---	---	---
50 GAC Session on the CCT Review Update	---	1	---	---	---	---	---

ICANN59 By the Numbers

General Information



General Information

General Statics for ICANN59



Average Flights Climbed
by MTS Tech per day



15

Average Walking Distance
of MTS Tech per day



6.05 **9.74**
Miles Km

Average Hours Worked
by MTS Tech per day



12

Waiters & Service Staff



497

Kitchen Staff



48

Coffee Machines



10

Available Eateries



17

Bottled Beverages Consumed



6,260

Water Coolers



489 **1,852**
Gallons Liters

General Information

Equipment Deployed for ICANN59



Conference Microphones



Wireless Access Points



Laptops



Mac Minis



Telephones



Switches



Printers



Registration iPads



International Power Strips



Routers



Broadcast Cameras



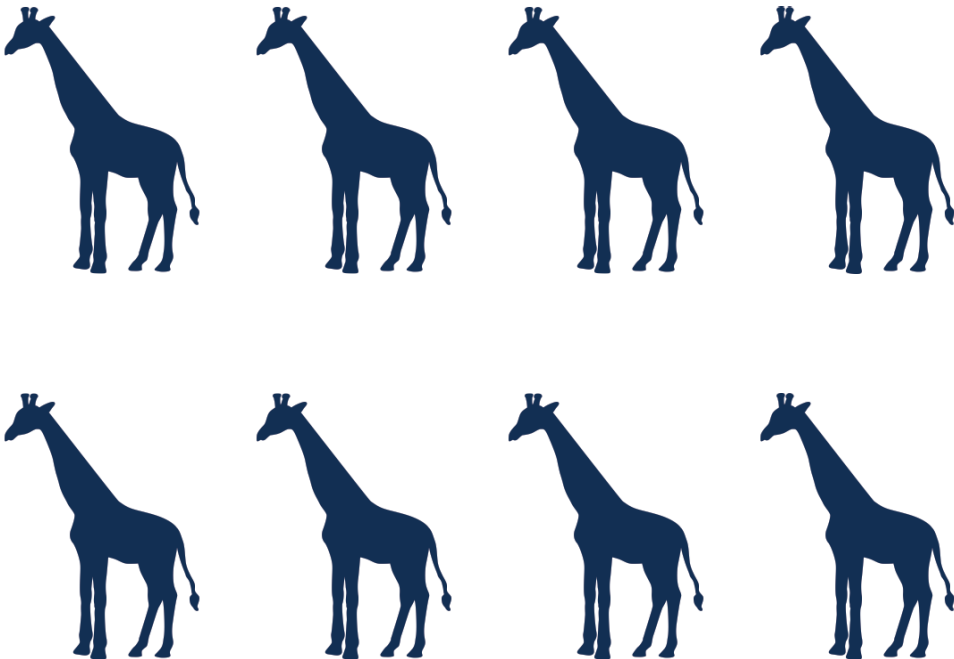
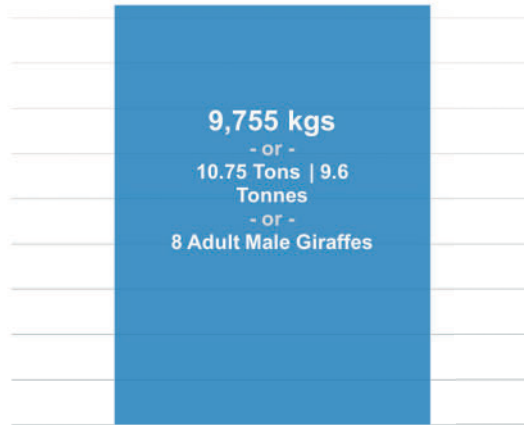
General Information

ICANN Equipment Shipped to ICANN59

Much like a touring band, ICANN learned over time that the most cost-effective method of ensuring that meeting participants have a positive experience is to sea freight our own equipment to ICANN meetings. We ship critical equipment, then rent the remaining equipment locally to help promote the local economy.

The following depicts the equipment shipped to ICANN59.

ICANN-Owned Equipment Shipment Weight



ICANN59 By the Numbers

Network Operations Center



Network Operations Center

Session Monitoring

The Network Operations Center (NOC) monitors all session rooms, including audio streams, recordings, Wi-Fi associations, connectivity stability, room temperatures, and technician status. At any time, NOC staff can look at the monitoring screen and get a real-time status check of any session room.

Below is a screenshot taken during ICANN59 of monitoring software.



The NOC uses InterMapper to monitor all active equipment deployed into various areas of the venue. The tool enables the NOC to respond quickly to power outages, network problems, and equipment failures. The NOC is where the Meetings team, Meetings Technical Services, and Security team all work together to ensure quick inter-departmental communications and coordination.



Network Operations Center

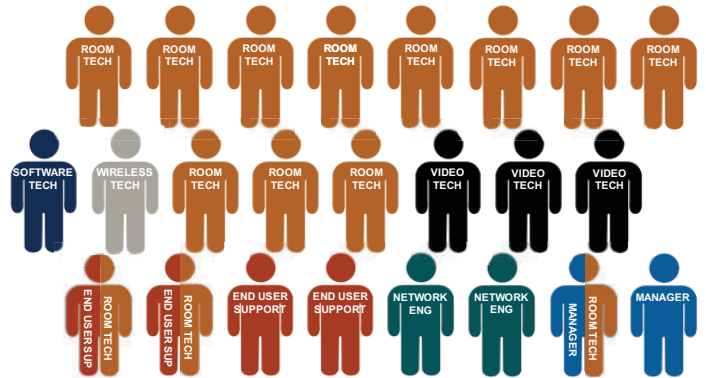
Meetings Technical Services Team

People are key to the success of ICANN meetings. Several teams of people help manage every aspect of a meeting. Our Meetings Technical Services (MTS) team includes: meeting managers, audio visual technicians, interpreters, scribes (closed captionists), remote participation managers, IT technicians, and video technicians. Many other teams outside the technical scope help make the meetings a success.

MTS Team Messages Exchanged



Breakdown of MTS Team by Role



Meetings Technical Services Team | ICANN59



Network Operations Center - Johannesburg



Shipment of Equipment

Over 99 cases ship around the world from meeting location to meeting location. This equipment returns back to Los Angeles, CA, USA, only once a year for restocking and repairs.



Typical Session Room Setup

A typical meeting room is set up with a VoIP phone, several Wi-Fi access points, two to four Mac Minis, and one or two switches.

MTS installs international power strips in all session rooms. ICANN carries over 650 six-plug power strips with over 6 km of power cable. This provides over 3,900 power outlets for participants during meetings.



Video Setup

Three operator-controlled PTZ camera systems are available for large session rooms. This system streams video via Adobe Connect, and in some rooms, via Livestream HD video.

At ICANN56 in Helsinki, Finland, we introduced new automated camera kits for all session rooms. These video kits operate in conjunction with the microphone system. All session rooms now have live video streams for open sessions.

Live video has been a major investment - ICANN is continually striving to improve the experience and interaction of remote participants.

Language Services – Interpretation

Interpretation

During every ICANN meeting, in many of the session rooms, there is simultaneous interpretation of the language being spoken in the room into several other languages. Headsets are made available in these rooms for participants to listen to the live session in their native or preferred language. This is made possible by several “interpreter” teams who work in small booths at the back of the session room. They listen in one language while simultaneously interpreting what is being said to those participants listening on headsets.

Interpreters speak, read, and write in at least two languages fluently. Interpreters and translators convert information from one language into another language. The difference between an interpreter and translator is that interpreters work in spoken language and translators work in written language.

	ES	FR	ZH	RU	AR	PT
# of Interpreters	7 Spanish	7 French	4 Chinese	3 Russian	6 Arabic	3 Portuguese
Hours Interpreted	63	90	41	36	63	36
# of Sessions	57	67	40	37	59	37
Total Hours Worked	180	215	91	86	147	86

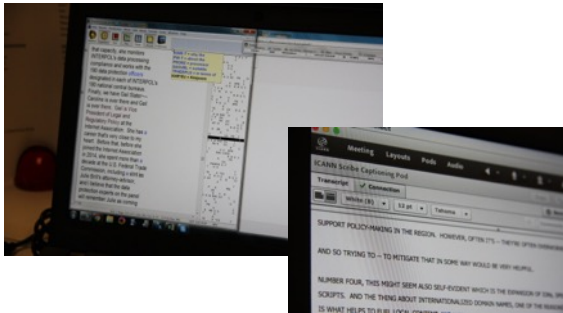


ICANN59 Language Services and Interpretation Team

Network Operations Center – Los Angeles

Closed Captioning - Scribes

During every ICANN meeting, in many of the session rooms, there is a display of live closed captioning. The live speech text on the screen in a meeting room is displayed mere seconds after the words are spoken. This is made possible by several “scribe” teams who work remotely in the Los Angeles ICANN office. These scribe teams work closely with the Meetings Technical Services team to be digitally connected to a physical room in the locale of the ICANN meeting.

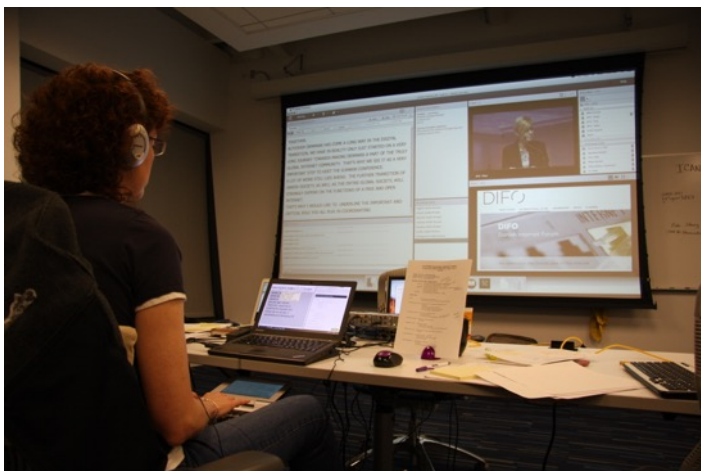


How It Works – Scribing from Los Angeles

Each scribe team of two stenographers is assigned a meeting that requires closed captioning. In Los Angeles, an MTS technician communicates with the MTS technicians at the physical meeting location to digitally connect the scribes via Skype. This audio allows for a clear connection to the speakers in the physical room.

As a participant speaks, the audio is streamed to a Los Angeles scribe team, and one of the two scribes begins typing in a specialized shorthand on a stenotype machine, which is instantly converted to real-time text. The switch occurs seamlessly, with no noticeable change to the participants viewing the streaming text. After a set duration, a new scribe team may take over, which is done by adding the new team to the same audio feed at a set switch point – generally when a new speaker starts speaking.

Once a scribe team has completed their current session, MTS will digitally switch the scribe team to a new session, which is often in another physical room at the meeting venue. This prevents the scribe teams from having to move around the venue – everything happens digitally.



ICANN59 By the Numbers

Network Statistics and Client Profiles



Network Statistics

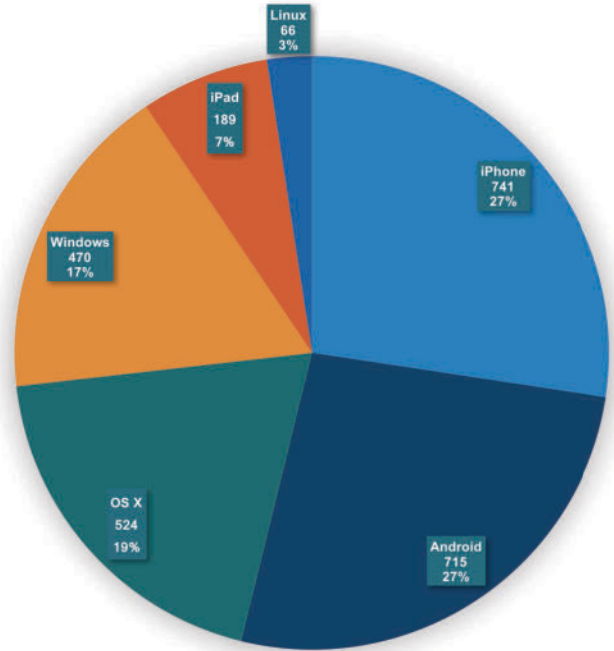
Overall Network Usage and Statistics

The ICANN Meetings Technical Services team operates only with Juniper routers and switches. For the wireless infrastructure, we use Aruba access points, including Aruba wireless controllers.

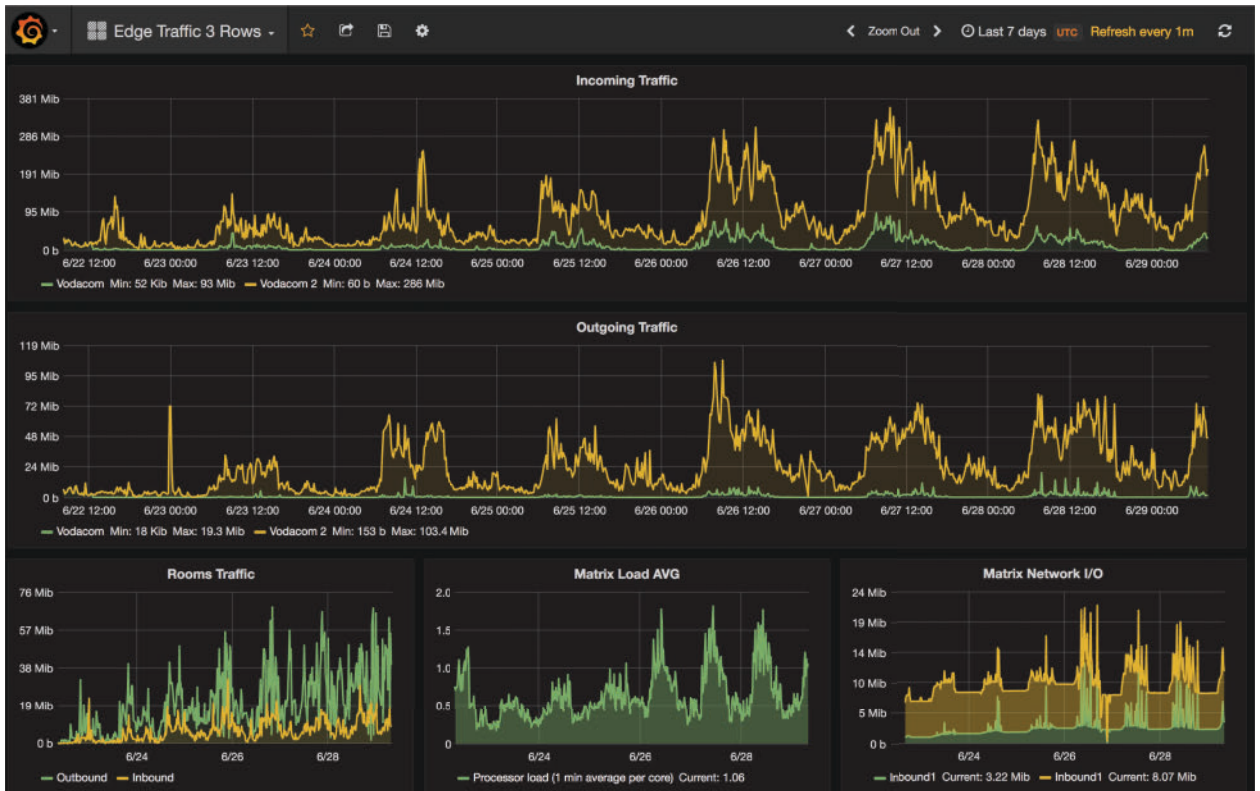
In the “General Information” section, we provide the inventory of IT equipment that ICANN brings to each meeting to meet the unique challenges of each venue.



Clients by Device Type



Incoming & Outgoing Traffic Graphs

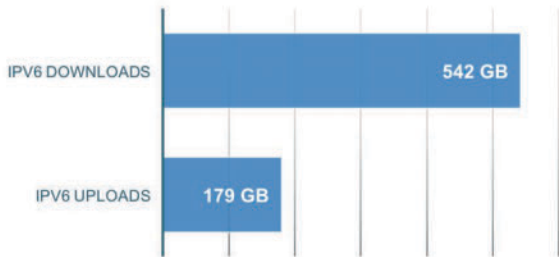


Network Statistics

Bandwidth Consumption and Allocation

These charts show the bandwidth that was provided and consumed, and the traffic allocation between IPv4 and IPv6.

IPv6 Data Transferred In/Out

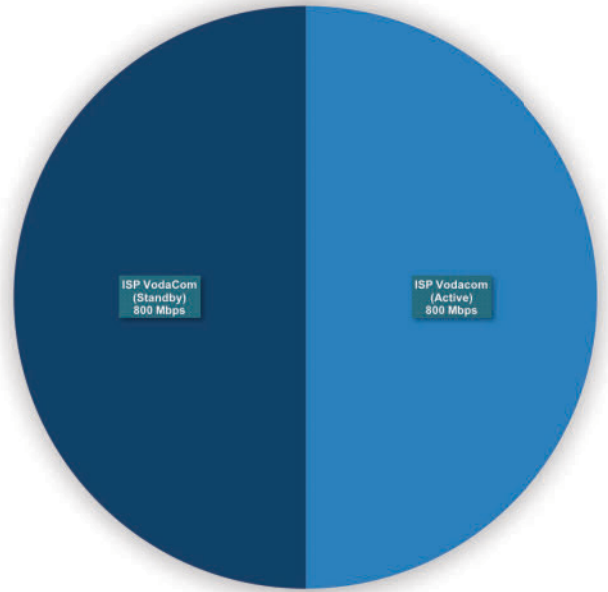


IPv6 Network Usage

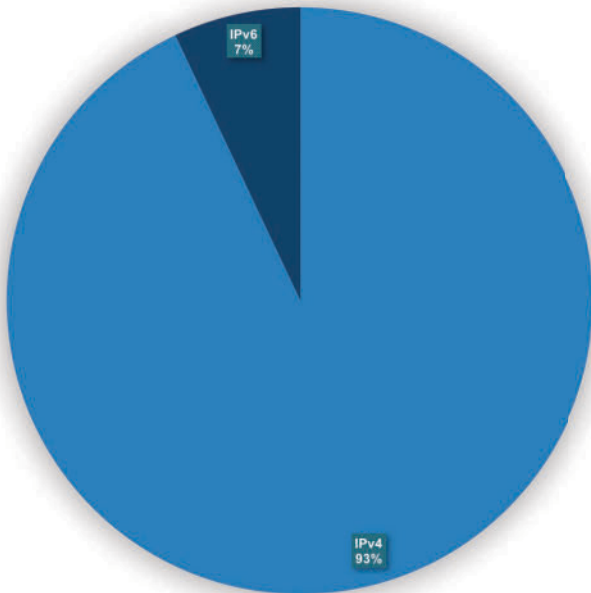
7%

-3% decrease since ICANN58 in Copenhagen, Denmark

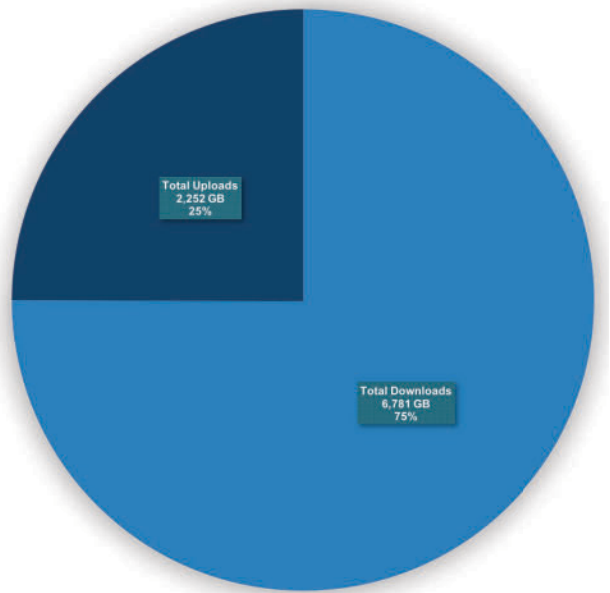
Internet Service Providers 800 Mbps Service Active / Standby Mode



IPv4 & IPv6 Traffic Allocation



Total Data Consumption



Network Statistics

Wi-Fi Client Associations and Bandwidth

During an ICANN meeting, the Meetings Technical Services team closely monitors the network load and Wi-Fi associations to each wireless access point. Alerts notify the NOC team when a maximum number of users are associated to a single access point. The team responds promptly by mitigating issues with access points or deploying more access points.

Great care and time go into the deployment plan for wireless access points. The team works closely with our wireless vendor Aruba to ensure the best possible configuration of device profiles.

Our goal is to ensure the highest quality experience for all attendees on the ICANN network.

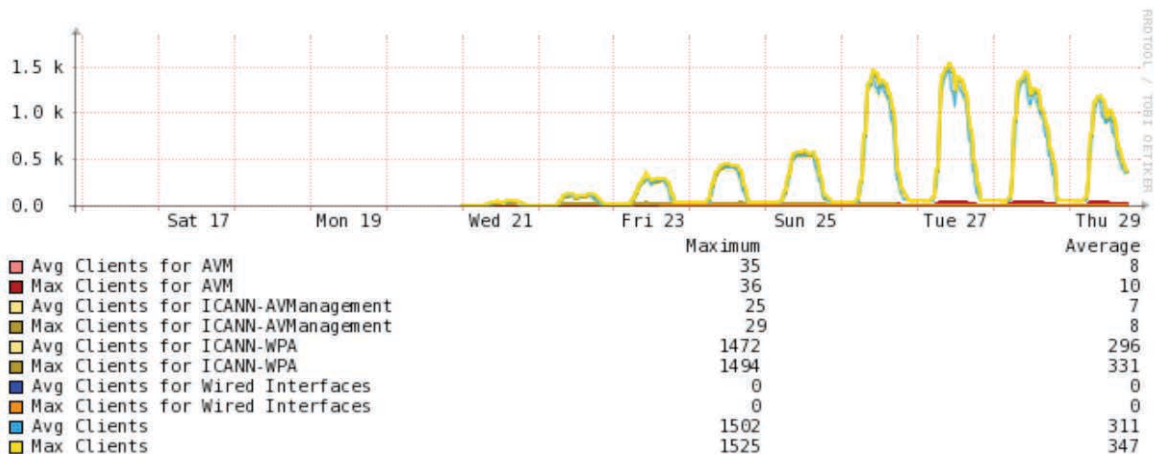
Peak Wi-Fi Associations
27-Jun-2017



1,525

Peak Client Associations

Wi-Fi Client Associations | by Day



Peak Bandwidth Utilization

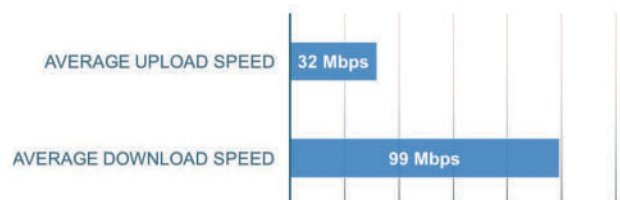
461

Peak Download Mbps
29-Jun-2017

157

Peak Upload Mbps
26-Jun-2017

Bandwidth Speed [During Business Hours per 30 min.]

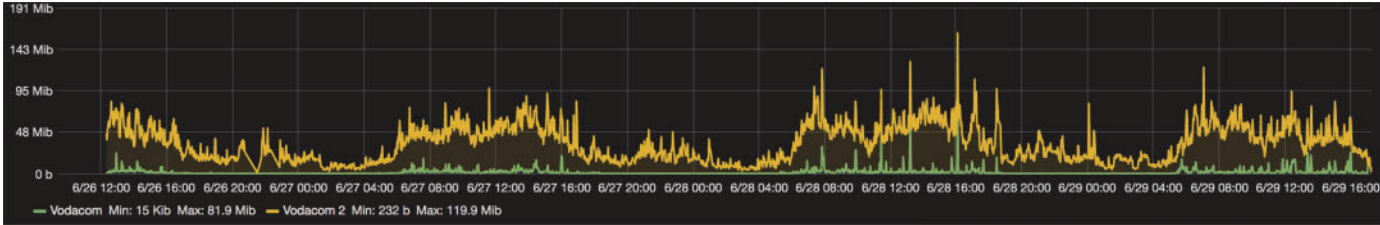


Network Statistics - Monitoring

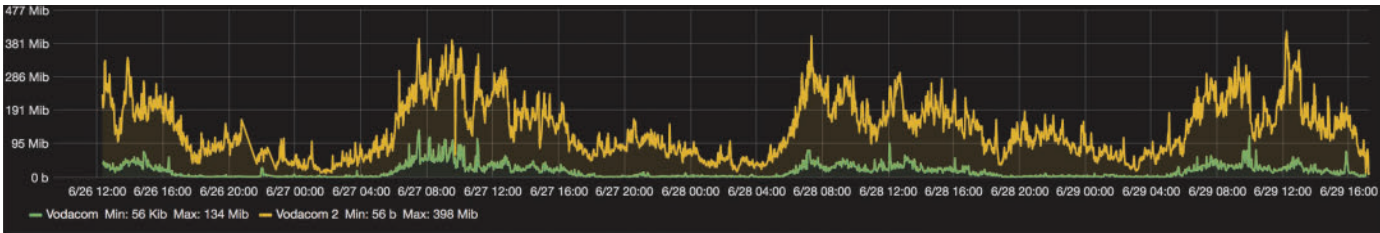
Bandwidth Utilization

ICANN runs our core network from two redundant routers. These graphs show the daily average bandwidth consumption for outgoing and incoming traffic. The bottom graphic depicts the top ten top level domains (TLD's) queried from the meeting network.

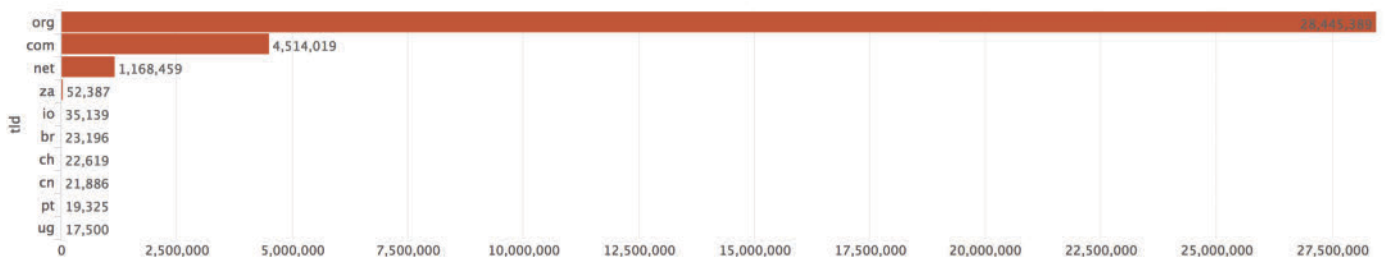
Outgoing Traffic



Incoming Traffic



Top 10 TLD's

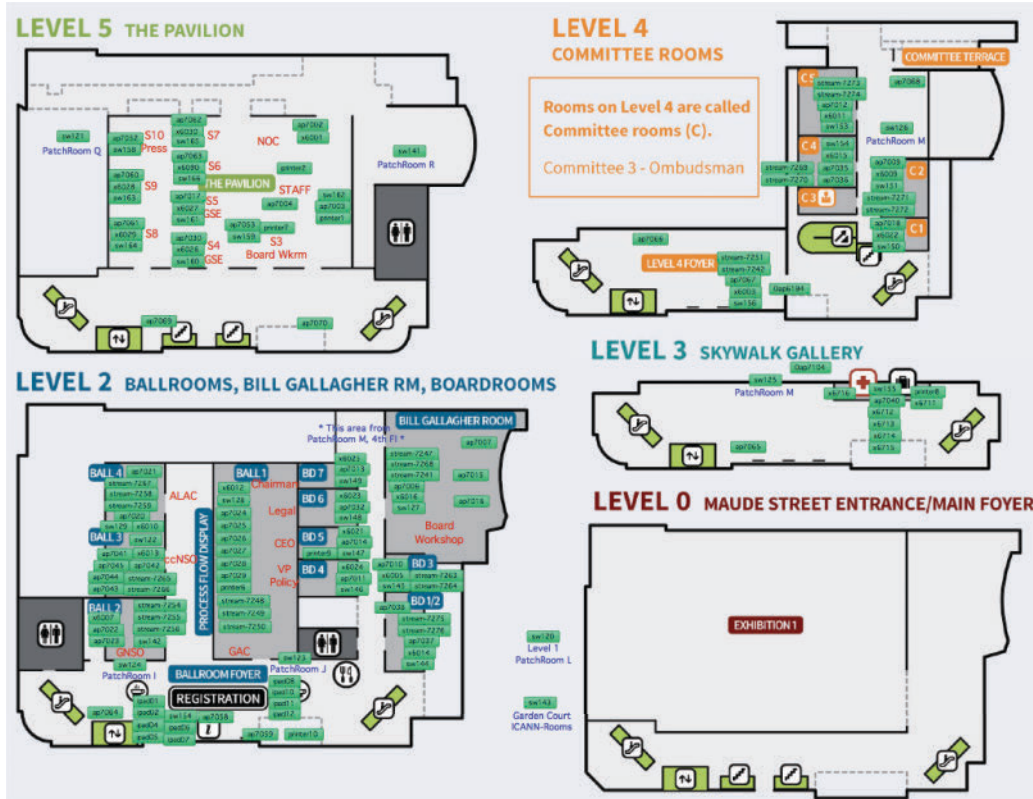


Network Statistics - Tools

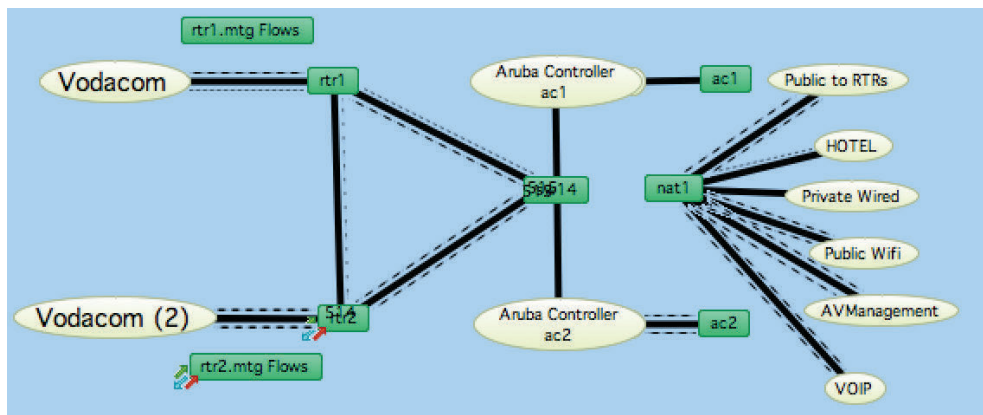
InterMapper Resource Monitoring Tool

InterMapper is ICANN’s tool to monitor all active equipment deployed into various areas of the venue. The tool enables the NOC to respond quickly to power outages, network problems and equipment failures.

Sandton Convention Centre
Device Deployment Map



InterMapper Network Monitoring Screen
Traffic Flow Monitoring



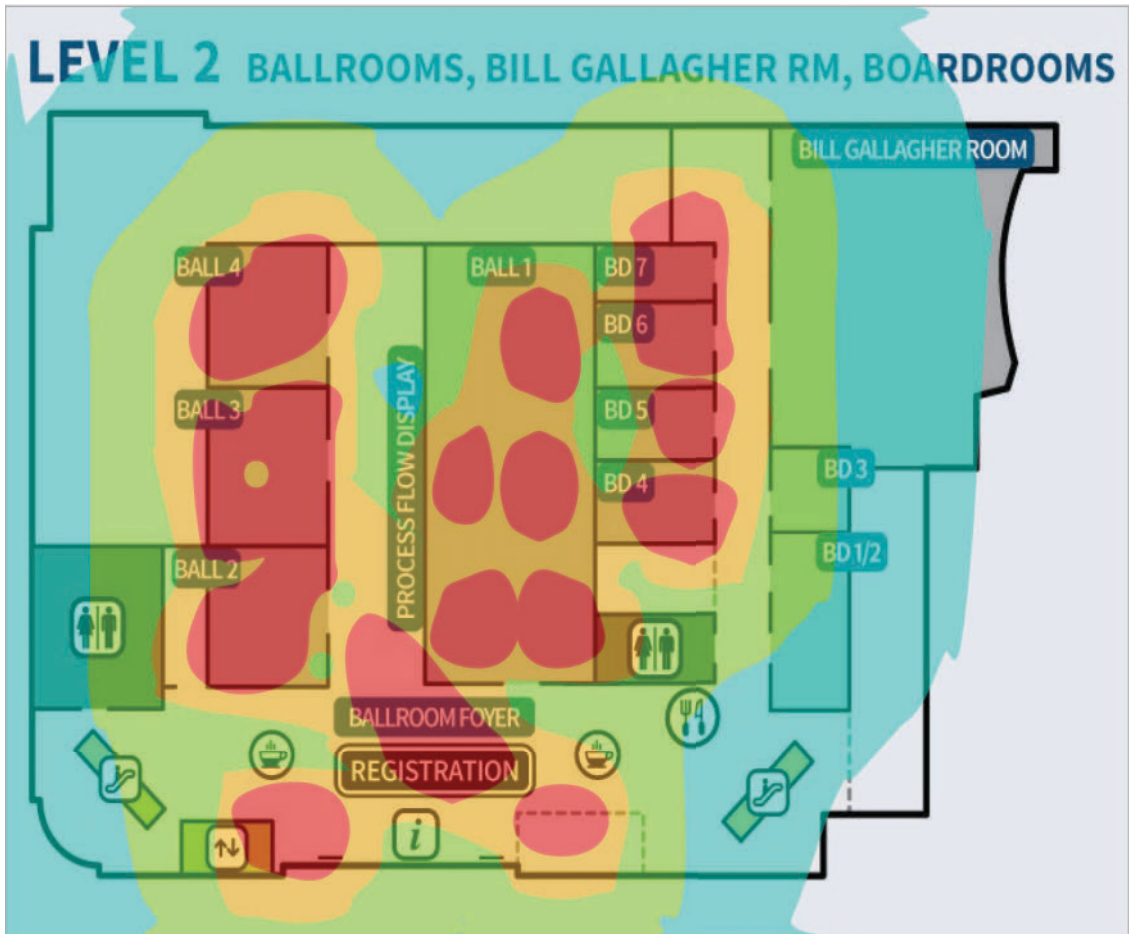
Network Statistics - Tools

Wireless Access Point Deployment – Heat Map

One of the primary services provided to the attendees at an ICANN meeting is free Wi-Fi. ICANN MTS takes this essential service seriously, and uses several tools and resources to ensure the highest quality experience for everyone.

Every meeting has a deployment plan depicting how many wireless access points are needed per room, and the strategic location of those access points. This is determined by several methods, one being a heat map shown below for Level 2, with focus on the ballrooms, boardrooms, and ballroom foyer. Heat maps show Wi-Fi signal strength, red being the hottest and closest to the Wi-Fi signal, gradually fading to orange, green, and blue as the signal strength diminishes.

Sandton Convention Centre – Level 2



ICANN59 By the Numbers

Appendix



Attendee Profile Data

ICANN60 Johannesburg	
Total Participants	1,353
First-Time Participants (Newcomers)	448
Returning Participants	905
By Gender	
Female	421
Male	788
Undisclosed	144
By Badge Type	
Participant	1,081
Media	25
Sponsor	23
Support Staff	74
ICANN Organization	129
ICANN Board	21
By Stakeholder Group	
Academia	122
Civil Society / Non-Governmental Organization	175
End User	117
Government / Inter-Governmental Organization	241
Private Sector - Domain Name Industry	228
Private Sector - General Business / Legal	129
Technical Community	263
By Interest Group	
ASO - Address Supporting Organization	38
ALAC - At-Large Advisory Committee	111
ccNSO - Country Code Names Supporting Organization	138
DNSSEC - Domain Name System Security Extensions	76
Fellowship Program	102
GNSO - Generic Names Supporting Organization	196
GDD - Global Domains Division	26
GAC - Governmental Advisory Committee	180
ICANN - Internet Corporation for Assigned Names and Numbers	205
I* Organization	38
NextGen@ICANN	32
NomCom - Nominating Committee	20
NRO - Number Resource Organization	18
RSSAC - Root Server System Advisory Committee	22
SSAC - Security and Stability Advisory Committee	38
Other / Special Interest Group	97

Attendee Profile Data

ICANN Five Regions

Africa	498
Asia/Australia/Pacific Islands	184
Europe	245
Latin America/Caribbean	95
North America	331

ICANN Meeting Seven Regions

Africa	498
Asia	127
Australia/Pacific Islands	38
Eastern Europe and Central Asia	9
Europe	236
Latin America and the Caribbean	95
Middle East	19
North America	331

Attendee Profile Data

	Africa	Asia / Australia / Pacific	Europe	Latin America / Caribbean	North America
Total Participants	498	184	245	95	331
First-Time Participants (Newcomers)	328	55	19	7	39
Returning Participants	170	129	226	88	292
By Gender					
Female	142	56	63	36	124
Male	306	98	157	46	181
Undisclosed	50	30	25	13	26
By Badge Type					
Participant	432	167	203	74	205
Media	23	0	1	0	1
Sponsor	8	1	7	0	7
Support Staff	31	4	4	11	24
ICANN Organization	4	11	21	6	87
ICANN Board	1	3	9	3	5
By Stakeholder Group					
Academia	68	22	10	12	10
Civil Society / Non-Governmental Organization	79	33	17	31	15
End User	63	10	11	9	24
Government / Inter-Governmental Organization	105	55	47	19	15
Private Sector - Domain Name Industry	83	28	63	4	50
Private Sector - General Business / Legal	43	14	17	5	50
Technical Community	97	36	52	16	62
By Interest Group					
ASO - Address Supporting Organization	18	6	8	0	6
ALAC - At-Large Advisory Committee	56	18	14	13	10
ccNSO - Country Code Names Supporting Organization	39	27	51	12	9
DNSSEC - Domain Name System Security Extensions	39	12	10	3	12
Fellowship Program	65	20	5	9	3
GNSO - Generic Names Supporting Organization	34	32	49	16	65
GDD - Global Domains Division	8	2	8	0	8
GAC - Governmental Advisory Committee	65	47	37	16	15
ICANN - Internet Corporation for Assigned Names and Numbers	85	12	26	7	75
I* Organization	22	7	3	1	5
NextGen@ICANN	23	3	1	4	1
NomCom - Nominating Committee	3	3	4	4	6
NRO - Number Resource Organization	8	4	2	0	4
RSSAC - Root Server System Advisory Committee	1	6	1	1	13
SSAC - Security and Stability Advisory Committee	7	5	5	1	20
Other / Special Interest Group	59	10	15	4	9

Session Statistics Data

Overall Meeting Statistics

Total Session Counts	236
Total Session Hours	422.5
Actual Attendance for All Sessions	10,185
Checked-In Attendees	1,353

Counts by Session Type

Sign Up Rooms	81
Closed - Member Only Sessions	36
Open Sessions	119

Mobile App Statistics Data

Top Viewed Sections	Unique Visitors	Pageviews
Meeting Schedule	664	16,235
Participants	311	1,122
Feedback	267	426
Maps	195	723
Sponsors	101	153
Info Booth	90	284

Top Views - By Date	Unique Visitors	Pageviews
26-June Mon	486	11,431
27-June Tue	434	7,715
29-June Thu	419	4,064
28-June Wed	370	5,949
25-June Sun	244	4,170
24-June Sat	105	1,796
23-June Fri	73	864
22-June Thu	66	749

Total Pageviews (60 Days)	44,075
Total Unique Visitors (60 Days)	1,080

Mobile App Device Breakdown	
iOS iPhone/iPad	478
Android	343
Windows	144
Macintosh	95
Linux	16
Windows Phone	1
Blackberry	3

On Mobile	826
Not on Mobile	254

Mobile App Attendee Behavior	
Created a Profile	111
Created a Schedule	315
Logged Into the App	380
Total Sessions Favorited	4,638
Total Notes	21

Schedule Website Statistics

Country	Sessions
South Africa	4,456
United States	2,663
Denmark	613
United Kingdom	487
Chinese	392
France	261
Japan	246
India	234
Germany	208

Device Category	Sessions
Desktop	12,445
Tablet	416
Mobile	171

Browser	Sessions
Chrome	7,771
Firefox	2,225
Safari	1,548
Internet Explorer	1,123
Edge	287
Opera	38

Demographics - Age	Users
18-24	122
25-34	509
35-44	437
45-54	286
55-64	139
65+	87

User Type	Sessions
New Visitor	3,131
Returning Visitor	9,901

General Stats	
Sessions	13,021
Users	4,078
Pageviews	39,729
Pages / Session	3.05
Avg. Session Duration	0:04:21
Bounce Rate	44.77%
% New Sessions	23.94%

Language	Sessions
English - United States	8,438
English - United Kingdom	949
Chinese	711
French	455
German	241
Spanish	222

Website Quick Stats	
Attendees Logged In	388
Schedules Created	324
Average Session Duration	4.2 Minutes

Demographics - Gender	Users
Male	1,012
Female	586

Remote Participation Data

Adobe Connect Remote Participation Stats

Adobe Connect Total Unique Participants	1,945
Desktop Users	536
Mobile App Users	341

Remote Participation - Adobe Connect

Total Unique Participants	1,945
Tablet Connections	7,795
Mobile Phone Connections	11,994
Mobile Users	341
Mobile Minutes	8,865

Overall Resource Usage

Adigo Phone Conference Bridge Calls	19
Adigo Phone Conference Total Hours	23
PGI/GlobalMeet Conference Bridge Calls	18
PGI/GlobalMeet Conference Total Hours	53.25
Verizon Conference Bridge Calls	34
Verizon Conference Total Hours	57.5
Remote Participation Manager Requests	119
Remote Participation Manager Total Hours	160.75
Telephone Calls Conducted	71
Telephone Calls Conducted Hours	239.4

Remote Participation Data

Web Streaming Listeners

English	136
French	26
Spanish	12
Chinese	11
Russian	7
Arabic	5
Portuguese	16
Total	213

Web Streaming Hours [hh:mm:ss]

English	198:29:00
French	87:50:00
Spanish	77:38:00
Chinese	50:42:00
Russian	38:42:00
Arabic	61:49:00
Portuguese	38:42:00
Total	553:52:00

Recorded Hours [hh:mm:ss]

English	263:21:00
French	90:39:00
Spanish	81:35:00
Chinese	51:50:00
Russian	38:42:00
Arabic	62:39:00
Portuguese	38:42:00
Total	627:28:00

Room	Desktop Users	Mobile Users
Ballroom 1	Not Available	Not Available
Ballroom 1 (Closed)	141	0
Ballroom 2	Not Available	149
Ballroom 2 (Closed)	23	2
Ballroom 3	Not Available	Not Available
Ballroom 4	53	93
Bill Gallagher	3	1
Bill Gallagher (Closed)	2	0
Boardroom 1/2	22	7
Boardroom 3	22	4
Committee 2	94	19
Committee 4	156	62
Committee 4 (Closed)	16	4
Committee 5	4	0
Level 4 Foyer	Not Available	Not Available

Room	Unique Users	Mobile Users	Desktop Users
Ballroom 1	866	Not Available	Not Available
Ballroom 1 (Closed)	7	0	141
Ballroom 2	429	149	Not Available
Ballroom 2 (Closed)	25	2	23
Ballroom 3	28	Not Available	Not Available
Ballroom 4	146	93	53
Bill Gallagher	4	1	3
Bill Gallagher (Closed)	2	0	2
Boardroom 1/2	29	7	22
Boardroom 3	26	4	22
Committee 2	113	19	94
Committee 4	218	62	156
Committee 4 (Closed)	20	4	16
Committee 5	4	0	4
Level 4 Foyer	28	Not Available	Not Available

Network Statistics Data

Bandwidth	Mbps	
ISP Vodacom (Active)	800	Primary Circuit
ISP VodaCom (Standby)	800	Failover Circuit
Total Bandwidth Available	800	

Total Data Transferred In/Out	GB	
Router 1 - Downloads	0	Failover Circuit
Router 1 - Uploads	0	Failover Circuit
Router 2 - Downloads	6,781	Primary Circuit
Router 2 - Uploads	2,252	Primary Circuit
Total Downloads	6,781	
Total Uploads	2,252	

IPv6 Data Transferred In/Out	GB
Router 2 - IPv6 Uploads	179
Router 2 - IPv6 Downloads	542
Router 1 - IPv6 Uploads	0
Router 1 - IPv6 Downloads	0
Total IPv6 Downloads	542
Total IPv6 Uploads	179

Total Traffic Allocation	%
IPv4	93%
IPv6	7%

Total Traffic	GB
IPv4 Downloads	6,239
IPv4 Uploads	2,073
IPv6 Downloads	542
IPv6 Uploads	179

Average Traffic Speed	Mbps
Average Download Speed	99
Average Upload Speed	32

Peak Bandwidth Utilization	Mbps
Peak Download Date	29-Jun-17
Peak Download Utilization	461
Peak Upload Date	26-Jun-17
Peak Upload Utilization	157

Peak Wi-Fi Clients	
Peak Date	27-Jun-17
Peak Devices	1,525

Clients by Device Type	%
iPhone	27%
Android	26%
OS X	19%
Windows	17%
iPad	7%
Linux	2%

Network Statistics Data

Wireless Access Points	Unique Clients	Max Clients	Total Data [GB]	Avg Usage [Mbps]
ap7059	2,006	124	145.72	1.93
ap7058	1,868	112	109.67	1.45
ap7037	1,826	77	97.43	2.19
ap7064	1,784	83	71.79	1.1
ap7026	1,711	194	407.88	6.23
Oap7104	1,626	90	40.8	620.26
ap7065	1,594	44	48.15	727.03
ap7040	1,545	49	94.98	1.35
ap7024	1,513	129	485.94	7.42
ap7025	1,489	114	336.05	5.13
ap7028	1,423	205	335.1	5.12
ap7018	1,399	48	78.27	979.43
ap7023	1,338	132	425.11	5.67
ap7038	1,306	67	62.79	1.41
ap7027	1,299	172	317.18	4.84
ap7011	1,253	50	66.07	851.99
ap7067	1,227	127	36.7	553.9
ap7066	1,145	113	27.49	468.49
Oap6194	1,094	117	16.3	372.37
ap7009	1,066	64	137.73	1.64
ap7022	1,055	95	287.01	3.83
ap7035	1,019	59	147.86	2.23
ap7014	1,000	22	41.13	530.57
ap7036	961	79	156.43	2.36
ap7041	928	73	275.43	4.31
ap7013	900	38	68.54	917.19
ap7070	893	18	17.14	260.6
ap7007	890	108	209.44	2.8
ap7043	878	65	142.64	2.75
ap7016	862	91	91.34	2.18
ap7069	847	22	17.55	268.51
ap7006	842	107	170.36	2.28
ap7020	832	4	323.7	5.8
ap7010	822	86	82.52	1.9
ap7030	817	21	27.78	325.59
ap7004	717	121	341.78	3.93
ap7002	691	84	874.13	9.28
ap7003	691	43	70.46	809.2
ap7053	641	58	109.67	1.57
ap7021	633	84	183.75	3.29
ap7012	624	39	84.18	1.28
ap7015	618	84	66.55	1.59
ap7042	613	63	176.7	3.4

ap#### = Aruba wireless access point model AP325

oap#### = Aruba outdoor wireless access point model AP270

Network Statistics Data

Wireless Access Points	Unique Clients	Max Clients	Total Data [GB]	Avg Usage [Mbps]
ap7044	597	42	129.96	2.5
ap7045	588	57	116.37	2.44
ap7068	555	40	41.53	647.3
ap7032	529	31	85.17	1.09
ap7061	474	22	92.34	1.2
ap7017	454	15	87.78	1.03
ap7062	441	34	113.92	1.34
ap7063	426	14	75.18	882.4
ap7060	316	15	57.21	670.87
ap7052	308	11	108.06	1.36
ap7001	48	7	24.45	259.5

ap#### = Aruba wireless access point model AP325

oap#### = Aruba outdoor wireless access point model AP270

ICANN59 By the Numbers

For additional information or for comments
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