Transcription ICANN Durban Meeting

Chief Operating Officer

Sunday 14 July 2013 at 10:00 local time

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Jonathan Robinson: Okay, everyone, if we can encourage you to rejoin us at the table. Following on from Fadi we've got - we're very fortunate to have Susanna Bennett here who has very recently joined, as you'll be aware, as the Chief Operating Officer working with Fadi as he described a moment ago.

We've got Susanna here so welcome, Susanna. I suspect we will hear from you a little about your first impressions. I know it's very, very early days so let's...

((Crosstalk))

Jonathan Robinson: Can we get the councilors back at the table please? If you could make your way back to the table and if anyone else in the room if you could just keep your conversations limited in volume so that we can do the courtesy of hearing from Susanna. Thank you.

Susanna, over to you. Let's hear about your first thoughts and where you come from and what you're feeling right now. Thanks a lot.

Susanna Bennett: Well thank you very much. And hello, good morning, everyone. Really appreciate this chance to meet all of you. I think all of you know or most of you know that I joined ICANN on July 1 and that was last week, Monday.

And I feel very fortunate I have this opportunity a few days after I joined your organization be able to meet the community and the Board and learn a lot and very quickly. Definitely there's a lot to learn about the organization, as you know. But I'm very, very excited at this to join the organization at this point.

Let me give you just a brief background where I came from and why I decided to join ICANN especially at this time. And definitely welcome any questions you may have afterwards.

I was born in Shanghai and left Shanghai when I was very young to Hong Kong and then to - came to the - went to the United States when I was a teenager and educated in US and start my career there.

However as soon as I start my career I joined technology companies and international companies and feel very, very fortunate to be tied with technology all my career life.

And also feel very fortunate that at very early in my career I was able to extend from the finance (deal) which was my education, very quickly to be responsible for the other part of the corporate functions including HR and administration, facilities, IT, basically all the administration functions very early on in my career.

And that really gave me a good overview of the organization and also through the career I had opportunity to be with start-ups and turn-arounds and I've gone through IPOs and many mergers, acquisitions and be able to be with private and public companies and with growing companies and established, mature companies.

So really feel I have a good overview - a very broad overview of various companies and be able to contribute in various ways especially I believe in corporate excellence and that is absolutely fundamental for healthy organization.

When I heard about the ICANN opportunity I was very, very excited for several reasons. And the key reason is really this is an ultimate technology organization and be able to be joining ICANN at this point of the strategic growth and expansion it's absolute a golden opportunity then to be able to contribute to organize the corporate functions and to increase the transparency and the excellence of the organization and I feel very passionate about.

So but I have lots to learn and I really welcome your ideas to, you know, to build a much stronger and much more organized ICANN to fill the community. Okay. Any questions? Open to questions.

Mason Cole: Thank you, Susanna. I'll take a queue. Wolf.

Wolf-Ulrich Knoben: Yeah, thank you. Wolf-Ulrich Knoben speaking. Thank you, Susanna, for the introduction. We heard also from Fadi a small - big overview on splitting up the functions in the new GDD division. So could you a little bit more focus on the so-called administrative operational part you are now responsible for which are the parts and the other relations then to the GNSO? Thank you.

Susanna Bennett: Very good. Thank you. The area that I'll be responsible for including finance and HR, facilities, administration, PMO, the program management - project management team, and the meetings arrangement team and also enterprise risk management.

And of course having responsibility over this group really giving us - myself and the team - the opportunity to look at cross functional efficiencies, processes, systems and the contribution we really focusing on is to build the - the foundation for the organization to increase efficiency so that the team, the community facing team, will be able to operate much more efficient and so would not have to be bogged down with processes and whatnot so that's our focus.

Mason Cole: All right thank you, Wolf. Other questions? Wow, Susanna gets off easily today. Thank you, Susanna, for joining us very much. We have an opportunity, I think, to get a little bit back more on time here and on our schedule. So thank you for joining us today.

Susanna Bennett: Thank you very much.

END