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ICANN

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USA

Public comment on Evolving ICANN's Multistakeholder Model and the draft Issues List

ICANN asked for public comment regarding input on the draft Issues List concerning how to evolve ICANN's multistakeholder model.

It is possible to summarize the main issues in the following table:

<p>ISSUE 1: Timing of decision-making: ICANN's processes take too long</p>	<p>Loss of volunteers. Loss of continuity. Loss of expertise. Zero willingness to look for solution. Lack of progress considered a win. Overall slowdown in the work.</p> <p>Organized in order to not get things done. Leaders don't feel empowered. And whenever our decision needs to be taken, they say that, okay, we'll wait for the community process.</p>
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	<p>Endemic lack of preparedness. Makes discussions intensely slow and painful.</p> <p>Constant repetition is a problem.</p>
Issue 3: Culture	<p>Not working together. Lack of progress considered a win. Wait to be pushed and pushed hard by external forces instead of being the thought leaders. Problem of being stuck with no mode of change. Immature risk management is immature. Long series of crises and large issues that we have lurched between. Not being able to change structure. Past conflicts color future interactions. Lack of trust.</p>
ISSUE 4: Prioritization of Work	<p>Prioritizing is actually one of the hardest things to do at ICANN.</p>
ISSUE 5: Demographics	<p>Have a lot of new talent but not doing a good job of developing people to move into other roles.</p>
ISSUE 9: Consensus	<p>Biggest issue is the lack of incentives for stakeholders to compromise.</p>
ISSUE 10: Precision in Scoping the Work	<p>If unclear or too wide open, it causes problems for working groups to actually focus and get their work done in a timely manner.</p>
ISSUE 12: Transparency	<p>Need more transparency around the costs of policy-making and work of the Community and ICANN org.</p>
ISSUE 19: Work Processes	<p>Lack of project management skills.</p>



ISSUE 20: Holistic View of ICANN	There is no place where we have a holistic view of the organization where we can have a global view.
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As a preliminary remark, we bless the ICANN organization that acknowledge the management issues of the organization. As I explained in my book *The Universal Garden of Emuna*, confessing one's misdeeds, if someone acted in the right way or has something to improve, is a high degree of behavior and also a very important step in the process of becoming righteous.

After reading the draft Issues list, an obvious question rises. The technology field attracts very clever people, wealthy, with outstanding management skills. Under the management of such people, we would expect ICANN to be an efficient, quick, advanced, expert and successful organization. The issues which have been noted by the organization itself show an opposite phenomenon: slowness, lack of success, lack of leadership, fear of progress, lack of trust.

Why such acute management issues affect an organization where the most talented people are working?

Before we suggest an answer to this issue, I shall be happy to introduce myself.

My life is one big story about finding faith, emuna. Although my biographical details and background might sound different from yours, you'll soon see that we have much in common. How can I make such a statement so confidently? Simple – you are my brothers and sisters. You don't have to be a PhD in genealogy to understand that people with the same father are brothers and sisters. You and I have the same father – our beloved Father in heaven. As soon as we discover this important fact of life, we can live in true peace – not only with ourselves, but with every other human being on earth.

I received my elementary education in a secular French school called "Alliance". Notwithstanding, since my parents were believers, religious tradition permeated our home and our family. In 1970, I was inducted into the army and I became an airborne medic Air-Force helicopter pilot-rescue squad. As soon as I received my honorable discharge from regular service in the military, I applied to



university. I was accepted to a leading local university where I began studying economics and accounting.

On day, I received an alarming telegram. Five of my very best friends – brothers in arms from my old unit were killed in a helicopter crash.

The Creator instilled humans with a certain trait – we can't stand doing anything that's pointless. That led me to search for my purpose on earth. With innocence of a new-born baby, I began firing away a series of questions in the direction of the gold and crimson horizon at sunset: "Creator of the world, are you for real? Are you really there? Do You hear me? Do you care about me? Do you love me?"

I wanted a sign, but I didn't know what to ask for. In searching for the truth and in trying to clarify things for myself, I made my first request: "Creator of the World, I want to believe in You but I can't see You in the corporal sense. Show me that You really control everything. Please show me that You control my brother's brain too. Please instill in my brother's brain a desire to visit me right now, as soon as possible. Give him a strong desire to visit me. That same day (!), my brother came to visit me. I was startled by the Creator's astonishing deed: The Creator is here and He controls all of humanity!

As I told in my book *The Universal Garden of Emuna*, the Creator's signs came back when I succeeded on the final exam on Introduction to Economics, and after the excruciating headaches of my mother were cured and also my toothache, etc...

In order to understand the answer to the question "Why such acute management issues affect an organization where the most talented people are working?", I shall emphasize that there's one universal answer to all of the questions – emuna. By way of emuna, everything is clear and understood: there is a Creator and a Director of the world, who watches over every individual with special Divine Providence. What does the Creator want from you? Essentially, God has only one simple request from each of us – that we get to know Him. A person comes to the world to perform a mission. His life in this world is not his permanent life; it begins and ends in accordance with the task that person must accomplish. The belief in the world to come is a foundation of true emuna. Many riddles of life look completely different as soon as a person understands that this world is only a phase of a much broader scheme that started way before the individual was born, and is destined to continue after he dies.



Everyone has emuna, but most people fail to "live" their emuna. In other words, they don't know how to apply the powerful concept of emuna – man's greatest asset – to daily practice. We tap our cogent resources of emuna once we begin speaking to the creator and asking for all of our needs. Wherever we speak about emuna, we are referring to prayer. This is one's ability to connect and communicate with the creator in a direct and personal relationship, speaking to Him and confiding in Him actively, whenever you like, in your own languages and you own words.

As I explained in my book *The Universal Garden of Emuna*, Emuna can be divided into three main levels:

Basic-level emuna: This is the firm belief that everything comes from God by way of perfect divine providence, even the tiniest and most seemingly insignificant event. That is what the Creator wants!

Intermediate-level emuna: In addition to flawless basic emuna, the intermediate believes that everything God does is for the very best.

Upper-level emuna: In addition to solid basic and intermediate level emuna, the upper-level individual believes that God does everything for a specific purpose. A person with upper-level emuna tries to understand the message within whatever God does.

The third or upper level of emuna is that the Creator does everything for the specific purpose of enabling an individual to attain enhanced proximity to Him. Therefore, everything that happens to a person in life is a message of how one can better connect to the Creator.

According to the third level of Emuna, the Creator does everything for the specific purpose of enabling an individual to attain enhanced proximity to Him. A person who has tribulations should check himself, if he is happy with his lot in life and pleased with himself. A person who can't see his or her own beauty is incapable of believing in the Creator!

The Creator frequently employs the policy of a turn for a turn in order to teach a person why he or she is suffering. He sends a person a certain type of tribulation that clearly indicate what that person has done wrong. A person's wife suddenly shows uncharacteristic disrespect toward him; he can be sure that he himself has shown disrespect to the Creator.



Before I suggest an answer to the question "Why such acute management issues affect an organization where the most talented people are working?", I shall review briefly the dangers of the Internet since this issue is closely connected to the answer to the question.

Internet Addiction is a global problem that transcends culture, race, age, and gender.

(The Evolution of Internet Addiction Disorder, Kimberly Young in C. Montag and M. Reuter (eds.) (2015), *Internet Addiction, Studies in Neuroscience, Psychology and Behavioral Economics*)

Internet addiction disorder (IAD) results in personal, family, and occupational problems that have been documented in established addictions such as pathological gambling (e.g., Abbott, 1995), eating disorders (e.g., Copeland, 1995), and alcoholism (e.g., Cooper, 1995; Siegal, 1995).

Marriages, parent-child relationships, and close friendships were also noted to be poorly disrupted by excessive use of the Internet. Students experienced significant academic problems which eventually resulted in poor grades, academic probation, and even expulsion from the university.

(Internet addiction: the emergence of a new clinical disorder by Dr. Kimberly S. Young, *Cyber Psychology and Behavior, Vol. 1 No. 3., pages 237-244*)

Internet addiction can be decomposed into several subtypes of behavior and impulse control problems, namely,

- Debauchery: Debauchery and internet porn
- Cyber-relationship addiction: Social media, online dating and other virtual communication;
- Net compulsions: Obsessive online gambling, shopping or day-trading;



- Information overload: Compulsive web surfing or database searches;
- Gaming: online game playing.

(Young, K. (1999), The research and controversy surrounding internet addiction. *Cyber Psychology and Behavior*, Vol. 2 No. 5 pages 381–383)

Internet gaming has been classified by the World health Organization (WHO) as a disease in the International Classification of Diseases (ICD) 11.

A new, more rigorous study confirms: the more you use Facebook, the worse you feel. Prior research has shown that the use of social media may detract from face-to-face relationships, reduce investment in meaningful activities, increase sedentary behavior by encouraging more screen time, lead to internet addiction, and erode self-esteem through unfavorable social comparison. Overall, the results showed that, while real-world social networks were positively associated with overall well-being, the use of Facebook was negatively associated with overall well-being. These results were particularly strong for mental health; most measures of Facebook use in one year predicted a decrease in mental health in a later year. The authors of this study found consistently that both liking others' content and clicking links significantly predicted a subsequent reduction in self-reported physical health, mental health, and life satisfaction. These results then may be relevant for other forms of social media.

(Holly B. Shakya and Nicholas A Christakis (2017), *Harvard Business Review*
<https://hbr.biz/2017/04/a-new-more-rigorous-study-confirms-the-more-you-use-facebook-the-worse-you-feel>)

"The short-term, dopamine-driven feedback loops that we have created are destroying how society works: no civil discourse, no cooperation, misinformation, mistruth." "It is eroding the core foundations of how people behave by and between each other. I don't have a good solution. My solution is I just don't use these tools anymore."



(Bill Snyder (2017), **Chamath Palihapitiya (former Facebook Vice-President)**: Why Failing Fast Fails, *Insights by Stanford Business, Stanford Graduate School of Business*

<https://www.gsb.stanford.edu/insights/chamath-palihapitiya-why-failing-fast-fails>)

Internet Addiction Disorder (IAD) ruins lives by causing neurological complications, psychological disturbances, and social problems.

(Internet Addiction: A Brief Summary of Research and Practice Hilarie Cash, Cosette D. Rae, Ann H. Steel and Alexander Winkler *Current Psychiatry Reviews*, 2012, 8, 292-298)

Internet addiction causes divorce and breaks-up families.

As we explained in *The Universal Garden of Emuna*, an international best-seller which was translated in English, French, Spanish, Russian and Dutch, lewd and negative thoughts result from misplaced lust. The Creator gives us a measure of lust in order to fulfill the commandment of marrying and having a family. Yet, whenever the means of fulfilling the commandment become a vulgar end of self-satisfaction, one's emuna (faith in the Creator) breaks down and he becomes exposed to all types of distortions and emotional difficulties.

Debauchery destroys the brain. Lust and promiscuity, explains Nachman of Breslev, lead to a breakdown of logic, common sense and even insanity. The proof is that in this decadent age, so many people are in need of psychiatric medication, whereas millions suffer from anxiety and depression. The eyes are the first offender. The heart lusts what the eye sees. All the people who are out of their minds, fell into the difficult disease of looking at women and all kinds of dirty newspapers and filthy movies on the Internet, on the iPhone, Facebook, etc., to the point of burning lust in real madness.

Debauchery on the Internet causes the lost of joy in life and destroys a person's wisdom and sound judgment. Genuine success will elude him. Married people who fail to guard their eyes suffer from their wives and are prone to divorce. One's income suffers. He lies to himself and lies to others. It



destroys a person's sense of justice and loyalty, to the extent that he'll neglect and even destroy his own wife and children in the most selfish and heartless manner just to satisfy his lust.

Regarding gambling, we explained in *The Universal Garden of Emuna* that gambling is a terrible sickness, even more addictive than alcohol, tobacco and drugs. It literally buries people and reduces them to a subhuman level. Gambling and emuna just don't mix. The lust for money is the root cause of gambling affliction, which not only drives a person insane, but makes him or her forget the Creator, truth and emuna in His Divine providence, Heaven forbid.

In truth, money derived from gambling is like stolen money, for it hasn't been relinquished willfully. Therefore, money won in gambling has no blessing; the gambler won't see any benefit from such gains, for gambling money is spiritually putrid.

The gambler is cruel to his family. The money in our possession is not truly ours; it is only a safe deposit in our hands, to use in a fashion that the creator intends. When he gambles, he steals from his wife and children. He takes the money that was earmarked for their sustenance and pours it down the drain of folly and fantasy. There is no one so cruel to a wife and children as a gambler.

The gambler thrives on the suffering of others. Gambling is more than problematic on the level of morality. In most cases, one person's winnings are another person's losses.

The owners and operators of gambling parlors are outright murderers. Their astronomical profits are the sum of sorrow of not only those who lose the money gambling, but their wives and children who pay the price. What's worse, the "benevolent" owners and operators help their clientele by loaning them money so that they can lose more money than what they own, murdering their clientele and their clientele's families. The conclusion we must arrive at is that a person who believes in the Almighty avoids even the slightest contact with gambling.



As mentioned, the question was: Before I suggest an answer to the question "Why such acute management issues affect an organization where the most talented people are working?"

In view of what I wrote above, the answer is clear: in the same that the ICANN organization foster Internet addiction, that paralyzes society, destroys life and break up families, the ICANN organization is struck by acute management problems that paralyze its activities.

I shall explain my answer according to the following table:



Effects of Internet addiction	Management issues of ICANN
<p>Internet Addiction Disorder (IAD) ruins lives by causing neurological complications, psychological disturbances, and social problems.</p> <p>It is eroding the core foundations of how people behave by and between each other.</p> <p>Marriages, parent-child relationships, and close friendships were also noted to be poorly disrupted by excessive use of the Internet.</p> <p>Prior research has shown that the use of social media may detract from face-to-face relationships, reduce investment in meaningful activities, increase sedentary behavior by encouraging more screen time, lead to internet addiction, and erode self-esteem through unfavorable social comparison.</p> <p>Debauchery destroys the brain. Lust and promiscuity, explains Nachman of Breslev, lead to a breakdown of logic and common sense.</p> <p>Married people who fail to guard their eyes suffer from their wives and are prone to divorce. One's income suffers. He lies to himself and lies to others. It destroys a person's sense of justice and loyalty, to the extent that he'll neglect and even destroy his own wife and children in the most selfish and heartless manner just to satisfy his lust.</p> <p>Regarding gambling, we explained in <i>The Universal Garden of Emuna</i> that gambling is a terrible sickness, even more addictive than alcohol, tobacco and drugs. It literally buries people and reduces them to a subhuman level. The gambler is cruel to his family. The gambler thrives on the suffering of others. The owners and operators of gambling parlors are outright murderers.</p>	<p>Loss of volunteers. Loss of continuity. Loss of expertise. Zero willingness to look for solution. Lack of progress considered a win. Overall slowdown in the work.</p> <p>Organized in order to not get things done. Leaders don't feel empowered. And whenever our decision needs to be taken, they say that, okay, we'll wait for the community process. Endemic lack of preparedness. Makes discussions intensely slow and painful. Constant repetition is a problem.</p> <p>Not working together. Lack of progress considered a win. Wait to be pushed and pushed hard by external forces instead of being the thought leaders. Problem of being stuck with no mode of change. Immature risk management is immature. Long series of crises and large issues that we have lurched between. Not being able to change structure. Past conflicts color future interactions. Lack of trust.</p> <p>Prioritizing is actually one of the hardest things to do at ICANN.</p> <p>Have a lot of new talent but not doing a good job of developing people to move into other roles.</p> <p>Biggest issue is the lack of incentives for stakeholders to compromise.</p> <p>If unclear or too wide open, it causes problems for working groups to actually focus and get their work done in a timely manner.</p> <p>Need more transparency around the costs of policy-making and work of the Community and ICANN org.</p> <p>Lack of project management skills.</p> <p>There is no place where we have a holistic view of the organization where we can have a global view.</p>

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In view of the above, we request from the ICANN organization to discontinue immediately any activity fostering Internet addiction, directly or indirectly, whether from a technical, business and legal standpoint, as we indicated in the public comments that we sent to the ICANN organization during the last months

Rabbi Shalom Arush
 Head of the "Chut Shel Chessed" Institutions