

Filiz Yilmaz: Thank you, and thanks for the questions. We will now continue with the next presentation because we have a packed afternoon, remember, and that will be my colleague from the Policy Department who is an expert on policy discussions. So he can tell you more about what's coming up this week and which sessions will be opened for which conversations and discussions you may want to be following. So Rob?

Chris LaHatte: Thank you, Filiz. I should add I have some pamphlets about my office which I will leave at the back.

[background conversation]

Rob Hoggarth: Greetings and good afternoon, everyone. My name is Rob Hoggarth. I'm one of the Senior Policy Directors on the ICANN Policy Team. So welcome. I look forward to the opportunity. I see a lot of new faces and so I hope I'll be able to share some new and basic information with you. I also see a couple of old faces back there, so welcome to those of you who have been here before as well.

Our goals for this session and what I'm interested in helping you to come up to speed on is giving you a perspective on some of the

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major policy topics that are going to be discussed in various sessions and meetings this week. I'm also going to talk to you a little bit about some of the general highlights, and my intention is to build on Janice's presentation – sort of take you through the week, identify some specific areas about particular policy issues that might be of interest to you. And I'm more than happy as well to answer any questions that you have during this session or later in the week.

One of the goals I think of this Newcomer's Track that Filiz and Janice have set up is that you get at least a couple of familiar faces, and so you will have the opportunity to reach out to us during the course of the week.

Janice showed you a chart earlier of the ICANN structure. What I'm going to focus on is one particular area of that chart, and that is the organizations that make up the policy making function of the ICANN organization. The organization is set up in two fundamental tracks from a policy perspective. We have organizations who are responsible for establishing policy – those are called SOs or supporting organizations.

Those organizations are supported by advisory committees who because of their particular population or community, because of their particular areas of expertise, they're in a position to provide advice to the SOs and to the Board of Directors to help inform the policy work.

On this slide you see that we've got three major policy making organizations: the GNSO – the Generic Names Supporting Organizations; we've got the ccNSO – that's the country code folks and their Names Supporting Organization; and then we have the Address Supporting Organization. And so you see how it all neatly comes together: ICANN, the International Corporation for Assigned Names and Numbers. So we have all that in the same organization.

There are a variety of policy topics that are going to be coming up this week. I'm just going to touch on a couple of them in a broad sense for you and then we'll work through the week itself. This first slide shows an area in the generic names space where there will be substantial discussions for the GNSO. There is a brand new policy development process that the GNSO Council is going to be discussing this week and likely passing on that recommendation to the Board of Directors. It's an important component I think that you should understand about these supporting organizations.

What they do is they work in a broad comprehensive way in that they create working groups, task forces, drafting teams who come together and make recommendations to the GNSO, in this case the GNSO Policy Council. Then what the GNSO Policy Council does is it sends its recommendations on to the Board of Directors, so each of these individual organizations is essentially making recommendations to the Board and then it's the Board's responsibility to actually take the action or to follow the

recommendations, to adjust the recommendations and take another course of action.

But again, it's the general concept of policy development and our goal and mission as members of the Policy Team is to help the community to develop policy from the bottom up; the concept that the Board of Directors doesn't dictate what should happen but that the community works together and the policy development work flows upward. And this policy development process is quite frankly an important aspect of that. It's in the bylaws of the organization and there has been a group of community members who have been working for almost three years now on developing a new policy development process.

One of the pillars of that process is to fundamentally discuss issues before they get decided on by the Council, and so there is a working group structure that recently went into effect probably in the last six or eight months, where when the GNSO Council has an issue and they establish a working group, all members of the ICANN community are given the opportunity to participate.

An invitation goes out, an announcement is published that says that the GNSO has established a new working group; and it's very exciting because literally if you have an interest in one particular issue, two particular issues, you can focus on that, contribute to the policy development process either through the telephone calls, email lists, coming to public sessions at ICANN meetings like this. And it's an excellent opportunity for particularly people who may be new to ICANN but who bring community expertise, technical

background or extra knowledge. And so again, the spirit is to invite as many possible and interested people to participate.

The GNSO Council has been meeting this weekend, and one of the areas that they were pointing out that's very important is constantly getting new participants; making sure that the system works by having a broad number of people participate at the initial stage of policy development. So this working group concept that is in the policy development process is a very important one for us.

Going down the list here, and I'm not going to talk about each one of them as long as I just chatted about that, but the GNSO works on a number of very technical, detailed issues. Some of you may come to ICANN and say "Internet policy? Internet governance? This sounds very exciting," but the reality is that ICANN as an organization is really focused on making sure that the domain name system – the DNS – works. And that requires discussions and reaching agreements on some very specific technical aspects of what happens when a registrant wants to get a domain name.

And so the next two issues, for example – Inter-Registrar Transfer Policy and Post-Expiration Domain Name Recovery – refer to some very specific activities that take place. In the case of Inter-Registrar Transfer Policy, ICANN has a policy in place that this group is currently reviewing that basically determines what happens when you as a registrant want to transfer your domain to another registrar. And there are some very specific process and technical steps that registrars need to follow when a registrant comes to them.

The IRTP, which is what we refer to as the Inter-Registrar Transfer Policy, governs what a registrar does in those circumstances. But the other aspect of ICANN that you'll quickly see and become familiar with this week is that built into the bylaws, built into the system is this concept of review – making sure that things are working. And with the IRTP, there was a component of that policy that says it should be reviewed on a regular basis.

Basically what happened is the GNSO took up that responsibility and began to review the policy, and now is working over a series of working groups and working teams to basically evaluate that policy and make changes to it. So there's going to be a special session this week and the GNSO is talking about it today and will be talking about it in their meeting on Wednesday afternoon.

Post-Expiration Domain Name Recovery – a similar detailed technical area where what happens when a registrant doesn't renew their domain name? What happens when a domain name is about to expire at a registrar? Specifically, post-expiration refers to the fact that the domain name has now expired – well, what's the process that a registrar should take to inform a registrant? What sort of specific actions should take place? These are the types of issues that the community looks at and in the case of Post-Expiration Domain Name Recovery the GNSO Council has made a recommendation now to the Board about what to do about making improvements to that process.

The next bullet item is fairly broad. It just says “Discussion Paper on Best Practices” – well, that can cover a multitude of sins. In

this case, it refers to an examination that the GNSO is making about the best practices that should be followed in a number of areas but in particular registrant rights – what sort of right does a registrant have? And there's another track of discussion that's going on that examines how registrars should handle situations of abuse, where someone is not using the system for the best intentions but is actually maybe using it for some fraudulent activity or acting in a way that's not lawful. And what the GNSO is trying to do is to develop a set of best practices that registrars can follow to ensure that consumers, registrants are protected.

The last three issues are some broader ones that you see on this list here – the UDRP refers to the Uniform Dispute Resolution Policy, which helps parties who are concerned about how the process has worked and how disputes are resolved. The WHOIS Studies Effort looks at how the WHOIS directory service of basically keeping track of who owns domain names is administered and followed. There are tremendous fundamental issues in terms of the UDRP and WHOIS that members of the GNSO have been working on for many years; and it's an issue that if you're a newcomer today, when you're a seasoned veteran five years from now you'll still be hearing about issues involving UDRP and WHOIS.

The bottom line item there – WHOIS IRD WG – refers to a working group that is looking at how WHOIS works in the IDN world, because as the IDN process and as IDNS – internationalized domain names – become much more distributed and taken up over and throughout the DNS, the issue becomes that right now WHOIS

only works in Latin characters, Roman characters. What happens when you've got other alphabets, when you have Arabic or Chinese symbols, and how does that get processed? The WHOIS system wasn't built to handle those and so there's a working group that's actually looking into how technically that system can be updated and improved to manage itself much more in the new world of IDNs.

I don't intend to give short shrift to the ccNSO or the ASO in this slide but just to point out to you that there are fundamental issues that these groups deal with. In the case of the ccNSO, an important area that they're looking at in addition to IDNs, which is fundamental to a lot of country code operators, is how the system works on delegating and in many respects re-delegating the cc's, the country codes to various parties. It's a very important issue on the part of the ccNSO community, and there's a working group that's focused on that.

The ccNSO issues tend to be very focused, and that community is a number of players who are quite similar in that they all have the same type of business. They all speak, if you will, the same language. I contrast that with the GNSO community where that community is made up of a variety of players – registrars, registries, representatives of consumers and registrants. It involves contracted parties, non-contracted parties, and so that's a very rough and tumble area where there's a lot of debate and discussion because people are coming from different perspectives, have different goals.

In the case of the ccNSO community, you see much more of an understanding of the issues and an ability to really be focused on process and planning, because that group tends to understand and have similar experience and perspective. And throughout the course of the week, those of you who may be involved with that community will see that there are many opportunities and a long list of work sessions that the ccNSO community involves itself in.

The ASO is, as Janice mentioned noting the transfer to IPv6, is very focused on what to do in this new environment where the IPv4 addresses have expired but they aren't completely gone. They're still being used so the ASO has a number of policy initiatives and discussions going on that involve what do you do with IPv4 addresses that get returned? How can they be redistributed in a fair manner? And so that's still an area where there's some substantial discussions in that community.

The ASO has also recently, over the last couple of ICANN meetings, really made an effort to make what it is doing understood in a much better way by members of the ICANN community, and so they have begun – and I'll flag it for you in a little bit – hosting a session each ICANN week to talk about what their processes are, what they are doing, and to give people an opportunity to sit and talk with members of the ASO community. And so that's going to be taking place this week.

Now, let's now turn to the schedule for this week and identify some things that you may want to focus on. Janice has basically walked you through the overall schedule and some of the

highlights so I won't focus on that. Let's just look at it on a daily basis.

What I tried to do is to take Janice's slides and overview, note what she had flagged and then identify some other areas that she might not have mentioned that you might have an interest in. And in this case, the Accountability and Transparency Forum is one that you may want to pay attention to. The ICANN organization recently signed an Affirmation of Commitments with the US Department of Commerce, and ICANN committed itself to really some very stringent requirements and expectations in terms of improving its operations and truly expanding the transparency and the accountability of its work.

There was a special team of members from within the ICANN community and outside the community who came up with a series of recommendations about what ICANN should do to improve its operations. The Board of Directors improved a substantial set of those recommendations, and the purpose of this Forum is to give the community an update on what's happening in terms of how those changes are being implemented, what progress is being made in that area. And so it's a very important session in that it demonstrates that ICANN and the Board of Directors as well as its staff are being serious about these commitments and keeping the community updated in terms of what's going on and what changes are being made.

If you look at the agenda for this particular Forum on Monday, you'll see a lot of it is focused on the activities of the Board of

Directors – how they reach their decisions, how the community holds ICANN accountable to those decisions. And so for someone new, I think it will demonstrate for you the overall philosophy of the ICANN organization, which is to tell the community what’s happening, to be clear about what goes into the decisions, to explain how the decisions are reached and then to give many opportunities not only for input but feedback in terms of how that work is going.

The top item on the agenda I should have put in red but I did not – JAS WG refers to a working group that has made recommendations to ICANN about support for applicants who are looking for support to apply for new gTLDs. The Board of Directors has recognized that there may be parties, individuals or communities out there who need help, need support in terms of making applications for new gTLDs. And so this session will review what the working group has recommended to the Board and there will be people there who can explain some of that process and what’s going on there.

Moving on to Tuesday, I love Janice’s description: it was “There’s many, many things going on and a real challenge to try to figure out what’s happening.” This day, and what we do on Tuesday is referred to as Stakeholder and Constituency Day, is that it really is and reflects a lot of the work that takes place between ICANN meetings; because what you see happening is the face-to-face interactions of the various ICANN communities. ICANN literally never sleeps. ICANN literally never stops working.

In between ICANN meetings there are working groups, there are task forces, there are various committees that are meeting on a regular basis. If you look at any one of these line items that I'm putting up in this presentation you can imagine that there are at least a group of five to ten people in a working group setting, working their way through some of these issues.

One of the exciting things about seeing newcomers is there's the opportunity to bring more people into that process because quite frankly it's a lot of work. It's a commitment from people with various pieces of expert capability – sometimes people who are just passionate about issues – and they are committed to getting the work done, making recommendations, getting feedback.

Stakeholders and constituencies are fairly broad terms and I'm sure in different languages some of them have different definitions. But in the ICANN language, stakeholders and constituencies refer generally to people who hold the same interest. That may be a business interest, it may be a particular passion for a policy or a point of view, but the concept within ICANN is that a recognition that there are various groups, various communities out there who benefit from coming together, from speaking in one voice.

And on Tuesday, those various groups that are recognized by ICANN – many who go through a process of being recognized – get together. And it takes place in many different levels. Within the GNSO there are constituencies, stakeholder groups and then the GNSO Council itself. In the case of the At-Large community you have ALSes who are local community groups in a particular

country or region who then get together and form parts of, as Janice described, the RALOs which are Regional At-Large Organizations. Then there's the At-Large Advisory Committee.

So you have multiple levels, varieties of different groups. They include the advisory committees that I pointed out, they include the supporting organizations that I described earlier. So it was really accurate when Janice said it was a real collection; and if you look on the schedule you'll just see meeting after meeting in all the various rooms.

What I recommend to you is that if you currently identify yourself with a certain community that you seek out and go to those various meetings. Take a look at the schedule, identify where you think you fit best, because what you'll find there is the opportunity that few people get to actually do the face-to-face interaction with individuals from those communities.

And I've been with ICANN for three years now. I was told I would never have the opportunity to meet every member of the ICANN community until I had been to probably four or five ICANN meetings, because everyone can't get to every meeting. And so when people do have the opportunity to interact they make the most of it, and I certainly hope that you'll take the opportunity to use Tuesday as the day to do that.

Wednesday, wow – it's all red. Why is that? It's because if you step back and look at the ICANN schedule and start counting, you'll see that there are over 100, almost 130 separate meetings

and sessions that are taking place this week. And Janice did a great job of identifying for you as a newcomer some of the ones that you would like to see or should take a look at to get a general perspective. When we look at it though from a policy perspective, and you may want to again look at the schedule, there are very specific areas where work will be accomplished, where negotiations will take place, where information will be shared.

On Wednesday there's going to be a discussion about WHOIS but from a technical point of view. There is a group that is getting together to conduct a technical survey of the WHOIS system. As I explained earlier, WHOIS is an ongoing issue in ICANN. It's got substantial policy implications, but there's also a group that's looked very specifically at WHOIS just from a technical standpoint to identify what's working, what may not be working, what can be improved in the future. And there's a group getting together that's going to be discussing "How do we survey the community? How do we collect the data that we need to make some recommendations to, in this case, the GNSO?"

Janice noted the New gTLD Program Update. That's an important aspect for a variety of members of the ICANN community and so I would reinforce that I think that would be a very useful session for you to attend as a newcomer. I noted earlier the ASO's interest in getting more involved and telling you more about itself. They're hosting a workshop on Wednesday. It's about two hours and it's very interesting because they give an overview about an area of the

internet that not too many people are aware of in terms of how the actual numbers that make up the DNS are used and allocated.

Wednesday is also the day for the public meetings of the ccNSO and the GNSO. You'll note when you look at the schedule, I think they overlap. So if you're a part of either of those communities you'll definitely want to attend your community's session. If you're not a member of either of those communities then you might want to go to one meeting before the other or go between meetings, because they both have a wide variety of things they're going to be discussing.

There are also going to be meetings of the African RALO. They're going to have their General Assembly and there's also going to be a joint meeting I understand of the AFRALO with AfriCANN, and that may be, particularly for a number of you from this region, a couple of sessions that you'll be very interested in attending to learn more about what's going on here in Africa because what ICANN does, and the importance of having meetings in various regions is it gives the region an opportunity to really promote itself, to let people know about the opportunities of ICANN in your particular region. So both of those meetings I think would be very useful for you.

There's also a real focus, and this is somewhat driven by the new gTLD process but really applies broadly for ICANN, is an initiative that the Board of Directors asked the community to pursue, and that's to look at consumer choice, competition and

trust; and really an examination of what sort of consumer issues ICANN should really be looking at and focusing on.

One of the real debates that can take place from time to time within ICANN is how broad is the ICANN remit? How broad is ICANN's jurisdiction? Should it only focus on the DNS? If it's just the DNS it's a very technical, very structured sort of discussion. But I think a number of members of the community also recognize that what happens at ICANN has substantial implications in a broader internet policy sense, and so this type of discussion and this session will explore I think some of those tensions, and it would be helpful for you to get a perspective on that. So that's an area that you'd like to look at I think as well, or to consider.

On Thursday there are a number of working groups that are getting together. That's another really jam-packed day in terms of there are a lot of sessions that are competing with each other for time, and I've highlighted a number that I think you might find yourself interested in.

The Security and Stability Advisory Committee, the SSAC, largely operates on its own. It's a number of technical experts who really understand the DNS in a very specific and technical way. They don't have many public meetings but they do get together whenever ICANN meets, and so to get some insight and a perspective of the topics, the issues that the SSAC is exploring would be a valuable one; because what the SSAC does as an advisory committee to the Board is the technical guys and women

get together and they identify issues that they are interested in exploring.

They may be things that are focused on different operations of the DNS. They might focus on areas where there are security difficulties. They've been a big participant in the New gTLD Program to ensure that a substantial number of new names can be appropriately incorporated into the DNS. So there's a lot of very specific technical aspects of their work that you might find of interest.

An area that we've seen a tremendous amount of growth in is the increase in cross-community working groups in ICANN, and I've identified for you the GNSO, the ccNSO and the variety of advisory committees. The Board is asking a number of those supporting organizations now to work collaboratively and to work together, and this group is talking about "What's the best way for cross-community working groups to get together? How are they organized? How can they work effectively?" So that would also offer you a good look at public policy development.

I spoke earlier about Inter-Registrar Transfer Policy – there will be a session that day of the ccNSO's Framework of Interpretation Working Group. The group that I described earlier that's talking about delegations and re-delegations will be there.

And then the Geographic Regions Review Working Group will have a public workshop. ICANN is looking at its geographic regions framework which is arranged to ensure geographic

diversity within the ICANN organization, and they're working to make recommendations to the Board about how that framework can be improved. So they'll be getting together on Thursday afternoon right before the Public Forum.

Finally, in one of the areas that Janice didn't mention for Friday morning that takes place very early is that members of the Board of Directors actually sit in front of the community and talk to the community about the work they're doing on the Board in their individual committees. The ICANN Board is over twenty people, but they have individual smaller groups who focus on particular areas of the organization – how the Board governs itself, the organization's financing, how the organization is structured.

And so every Friday morning before the Board meeting, the Chairmen of those committees come up in front of the community and tell the community what they're working on. That's an excellent way for you, and particularly if you're making reports back to people where you want to report on the week. Friday morning is an excellent resource because you get an opportunity to see what the Board committees are working on and you get an opportunity right after that to hear from the leadership of the supporting organizations and advisory committees who provide a summary of what they've worked on during the week.

So if you're looking at an opportunity to really get the summary materials... I remember Janice saying "Don't take too many notes in meetings." If you go to these meetings, these are the places where you can take notes or get the PowerPoint presentations that

get posted on the ICANN schedule. And you have a really nice package that describes to you and that you can use to let people know what's going on.

I wanted to take a brief opportunity to give Filiz to tell you about some improvements that are taking place in participation and engagement, because as I mentioned, ICANN is really committed to the bottom-up policy development structure, and one of the critical ways of getting that input is public comments. It's finding ways for members of the community who may not be on working groups, who may not be on drafting teams or in the leadership of a Council or a supporting organization to express their points of view.

And that is the particular area that the ATRT – Accountability and Transparency Review Team that I talked a little bit about earlier – has focused on. They've made some recommendations and the chief implementer of that work is Filiz, and so I'll give you a couple moments to discuss that with the group.

Filiz Yilmaz:

Thank you, Rob. So, I just want to make a short call to you and direct your attention to where you can actually help us in improving these processes that Rob has been mentioning. What has happened is a review team a while ago reviewed most of the processes that ICANN is using to engage the community and take feedback from the community. And part of this, apart from the policy development processes that those groups – the ccNSO, the

GNSO are using within their own group where they develop the details of policies – often they are required to get out of their groups and ask the wider community what they think of those improvements they have brought to the table after they are policy development processes.

This is what we call the public comment process, so it's really the last step where before something gets approved it goes out there for everybody's review. And this is where, even if you are not sitting in one of those groups, those special interest groups I like to call them, like the GNSO or ccNSO, you still have a chance to review their work and have your say on it before it goes for further implementation, approval, or adoption.

So these public comment processes are very important for us to get the wider community involved on those more specific issues. Recently, this ATRT team, again that Rob has mentioned, they reviewed these processes and found out that they would like to make some recommendation in regard to more specifics of the way we are handling these processes.

One of them is stratification, meaning you have been seeing, and you are newcomers, right? We keep saying that to you, but even the third-timers, the second-timers – we all have trouble with following up these acronyms. I've been working for ICANN for a year now, and I have been in this industry as a related person for some fifteen years. I don't want to reveal my age but that's reality. So and I see have difficulty when I'm listening to Rob because GNSO is very specific in their topics and they know what they are

developing. They know the details; they are the experts on those issues but I'm an outsider.

And I don't want to be maybe a GNSO expert but I want to be able to understand what they are looking at, what the issues are and provide my feedback if I feel I'm going to be effected, right? This is why stratification became very important because the ATRT Review Team found out that sometimes these issues are bypassing us because we don't know if we are interested in them. And they said if we can provide some mechanism to put some categorization over these issues so that the user or the participant can have a look and say "Oh okay, I feel myself relating to this subject and I want to comment on it," then you go and do this through the process.

The other thing is prioritization – again, is this something important for you? Just putting them on the list maybe is not catching your eyes, so can we do something about this to make it more [prior] to you, jumping at you?

The third issue was about comments and reply comments structures. At the moment, the public comment processes are handled in a flat way, meaning say they open a twenty-day or thirty-day period and everybody posts their comments. During that period, there is no interactive discussion or room for responding to an earlier comment. Often people make statements and they are just there, and that also results in sometimes, some participants just commenting on the very last day. And then say Rob made a comment on the 10th of October, the period closes on the 20th of

October and I came and made a comment on the 20th just one minute before the public comment closed.

And Rob saw that and you know, he wants to respond to my comment but he doesn't have a chance anymore because the period is closed, right? So the Review Team said "Provide some extra time in the cycle so that those last-minute comments can be addressed by those earlier participants." This is the whole idea.

While we were working on these process improvements and the ideas on them, we also as staff realized maybe the community can make use of some threaded discussion. So you know the modern forums that I'm sure you all use today – instead of sending mails to an archive or an email address, the idea could be people are posting their comments in a forum and they see each other's comments as they come in.

This wasn't specifically requested or recommended by this Review Team, which was a community review team, but as staff we think this may also help towards these recommendations. So what we have done is we have put our ideas on these, all of them in a report, and we published it on the 31st of August; and we have received some very valuable feedback from those participants who were curious about these processes. And now the period is over and what we want to do now is if you want to have a look at the report that will be very useful. You can find it in the recently closed public comment pages.

And the other thing I want to ask you is if you are willing to work with us on a community Wiki-based Public Forum environment as a test to test that threaded discussion environment, please at the end of this session come and let me know or send a mail to participate@icann.org because your new eyes are very important – your critical eye – to get your opinions on the systems and how they may work, and seeing and having a comparison from your perspective. That will be very useful so this was my kind of advertisement slides in between. Thank you, Rob, for letting me do that.

Rob Hoggarth:

Thank you. As Filiz noted, the public comment piece of the policy development process is a very important one. It can also be a useful tool for someone who is new to ICANN or new to ICANN meetings because typically a public comment period is initiated by the staff or by the community or by the Board and it's based on a document. And from a research perspective it can be tremendously valuable to have that document, and the community comments that go with it can give you a tremendous research opportunity to really see the broad community reaction to, responses to a particular issue.

Usually the final report documents or the draft report documents that the comment period is based on give some very substantial background information, provide some really useful context about issues; and so if you're interested in just beginning to learn more about ICANN just click on the "Public Comment" page. Every

public comment forum back for eight or nine years is archived and the community comments are there, the original documentation that started it; and so it's a really useful resource particularly if you're looking to come up to speed on things that have already happened.

Now of course the other side of that is staying updated on things that are going to happen, and I'm going to give you a couple of tips about that. You may see on a couple of the ICANN tables this week the monthly policy update that's produced by our Policy Team. What we try to do every month is share with the community what are the critical issues that are going on from a policy perspective in all the various communities.

It's available online, it's also available by free subscription – you basically just have to put in what email address you want ICANN to send it to on a monthly basis. And while there's usually a vacation time around the end of the year, every month it comes out so it's about eleven issues every year. It's about 20, 25 pages but it's divided up by topic, by community, and so it's a very helpful tool for you to come up to speed on an issue.

Typically what the group produces is a document with links in it that can also take you to the background information about a particular issue. So while you see that something has just gone from an initial report to a final report, there's often a link there that also gives you the broader background and perspective about that issue.

A couple of years ago we made the effort to expand the delivery of the publication into a variety of UN languages and now we're up to all six UN languages: Arabic, Chinese, English, French, Russian and Spanish. And what's been interesting to see over time is the growth that we've seen in subscribers to all of those versions.

The other way of course to stay updated is the ICANN website, and there's some development that's taking place there. Our Communications Team is working on a complete redesign of the www.ICANN.org space so we hope you'll see some improvements in that area within the next six to eight months. There's also an effort to improve the GNSO website that's currently underway. For those of you who've only become familiar with ICANN in the last six months or so, you wouldn't have seen the changes but a couple of the communities – both the At-Large community and the ccNSO community are proud of some changes that they've recently made to their websites.

I wanted to do my own little advertisement and offer you some perspective about the resources that go into policy development at ICANN, because it's not just me, it's not just Filiz. We've got a staff of 18 people in seven countries, and I think that's over eight or nine time zones so basically while ICANN never sleeps, our Policy staff never sleeps as well. We have folks in the US, here in Western Europe and Eastern Europe. There are people who are available at any point to answer your questions, to offer you a perspective.

Those of us here this week, it says “ICANN Staff” so if you have any question and you don’t recognize Janice, Filiz or me but somebody else, please feel free to seek them out, ask them questions, and they’d be more than happy to help you.

Again, I think it’s important from your perspective, just getting involved or familiar with the policy development effort and process to realize that every step, every meeting that you’re going to see or be involved with here at ICANN is one part of that process – whether it’s the beginning, whether it’s near the recommendation phase or whether it’s the actual implementation of policy. You’re seeing it face-to-face in a real life circumstance in every session.

So please keep an open mind, please be curious. Please don’t be shy to ask questions. We’re from ICANN and we’re here to help, so we’re more than happy to help you in your transition. I also have an email address here on the presentation: policy-staff@icann.org. If you misplace our business cards or don’t have another way to reach us, that would be the way to make contact with us.

So thank you all very much for being so attentive and looking interested. I’m happy to answer any questions you have now or afterwards, or in the halls throughout the week. Thank you all very much.

[Applause]

Ibra Sylla: Hi, thanks a lot. My name is Ibra Sylla from www.africhosting.com. First of all I would like to thank the ICANN staff for the fantastic job you're actually doing for the international community as well as for the internet community. My question was as a reseller, what will happen to my client if my registrar one day disappears?

Rob Hoggarth: My initial answer is "That's not my department" but I can give you a general perspective. ICANN has faced that situation in the past and has created a system and mechanisms to handle cases where registrars, the technical term we use is "fail." And so there are processes and procedures within the ICANN system where registries and registrars are required to maintain certain data and information, so that if something were to happen to that registrar that data would be protected and a solvent or a better-managed or a better business can then take over so that your customers don't find themselves without access to their technology and names.

Ibra Sylla: And what about their website? If for example their domain name is hosted by my registrar and his business stops, without having their domain name hosted somewhere they won't have access to their website. And myself, I could be liable on that.

Rob Hoggarth: My recommendation on that, because that goes beyond my expertise is if you come up afterwards I can give you some names for the folks who are responsible for that on staff.

Ibra Sylla: Okay, thank you.

Rob Hoggarth: Great, thank you.

Filiz Yilmaz: Just one more question from me on behalf of the chat room: “I don’t know if I’m getting the question right but there was a similar question in regards to the policies that are related to transfer of domain names if you can give some pointers about that?”

Rob Hoggarth: Yeah, a little bit more detail on the IRTP, the Inter-Registrar Transfer Policy work. The group that came together to make recommendations found quite a long list of items and so they basically had to break their work up into five pieces. And so they have five separate working groups – A, B, C, D and E – and only recently has the C Group begun its work.

For the person in the chat room, I would recommend that they take a look at the recent public comment period about Part C, and within that public comment period it identifies the staff and folks who are the real experts on that issue.

Filiz Yilmaz: Thank you, Rob. Any other questions? Alright, thanks a lot.

Rob Hoggarth: Thank you.

Filiz Yilmaz: One remark... Yeah, please. That was a great presentation.

[Applause]

Filiz Yilmaz: Well, one thing I want to say, first of all I want to thank you guys, too. I know it's a full day, it's the first day; you traveled probably a long time just before getting here. And this is one of the fullest rooms that we had. We have been running these Newcomer Sessions only for the last three meetings, and Rob has been supporting them by providing presentations and he knows what I'm talking about.

So thank you so much for sticking with us, and there will be a break now for fifteen minutes because I can read from your faces you may be needing some coffee. And we will come back here at 3:45 so that you can also follow the next two presentations. It will be about Compliance at ICANN, so registries' and registrars' ICANN relationships and contracts. And then the New gTLD

Basics, and I really recommend you to follow that session because it's one of the highlights of this meeting. And then that will enable you to follow the rest of the week.

Thank you. See you in fifteen minutes.

[End of Transcript]