
Janice Douma Lange:

My name is Janice Lange. I have been with the ICANN team for four years, and I think it was probably about a year ago that I actually requested to help out and do an introduction to ICANN, or a “Welcome to ICANN.” And it came about two different ways: one is that I experienced it myself, what it feels like to come to a meeting, know no one; no faces are familiar, doors seem to be shut. I don’t know what the agenda is, I don’t really know why I’m there after a while and the pool is looking really, really good.

The second reason is that I was blessed in my sixth month of ICANN to be given a program called the Fellowship Program. And this Fellowship Program has been running four years now, and it’s a grant program. It’s basically a Travel Support opportunity for men and women from underdeveloped and developing countries to come to the ICANN meetings and become more immediately immersed into the ICANN community in a very fast way by being kind of hand-held through the process.

So the combination of being a newbie myself and having that fear factor, and then being able to shepherd 25 or so individuals three times a year through the process, I said “This needs to be more available to everyone. We need to make sure that anyone who wants to walk in the door of an ICANN conference – which is free, so why not walk in and learn – we should be able to offer these folks an opportunity to learn as quickly as possible, as early as possible in the week, how to navigate the week and what we’re really all about.”

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So that's why I'm here in front of you today, because I really feel very passionate about welcoming each and every individual who comes through the ICANN doors into the ICANN community. And thanks to [Trang], who's jumped in here at the last minute.

So when we say "Welcome to ICANN" tomorrow morning, Monday at 9AM at the Welcome Ceremony, I want everyone to understand we truly mean welcome. And who is it welcome from? It's welcome from the staff. We're about 130 strong now; when I joined five years ago, about 50. We're growing at a rapid pace because the internet is growing at a rapid pace, because the demands of the individuals who are joining the internet community are growing at a rapid pace. And so we need a couple more individuals to stand and to help and to implement the work that the community needs to get completed.

So we have the staff that really wants and needs you here. We have the community that's already established that's been coming to ICANN meetings for the last ten years, and some of them are getting tired. So they're welcoming you in. They'd like to get some new blood; they'd like to get some new energy. They'd like to get young and old, experienced and inexperienced but willing to learn individuals into the fold.

And I also have up here sponsors. Now, across the way, across the quad you'll see laid out sponsors and those individual businesses and opportunities that have a stake in ICANN, and they would like to have you be here. They want you to understand their business. They want you to understand why it's important to be part of this



community. So all three of us have a reason to say really “Welcome” to everybody today.

To start out with, on the ICANN website you will find when you hit the tab “About” on the ICANN website, you will find this pop up at you. And this is the model of ICANN. It is the multi-stakeholder, bottom-up model of including everyone in the community into the ICANN process. And so what we have are of course the ICANN staff; we have the Advisory Committees and the Supporting Organizations. So to the top right is the Governmental Advisory Committee known as GAC. Acronyms will become familiar to you at some point in the next millennium, but there are many and I get to that later in the presentation. And we will tackle it with you because there is a key and a secret that not many get to get shared, so if you come here or are virtually listening online you’ll figure this out.

So the GAC, the Governmental Advisory Committee, is one of the Advisory Committees to the ICANN Board of Directors. Coming down towards – I’m going to jump again to the bottom left, the Address Supporting Organizations: all the regional internet communities are represented to the Board. The Generic Name Supporting Organization is a Supporting Organization, Generic Names – that’s the funky line color there that looks like my sweater. And in that you’re going to find contracted and non-contracted parties represented, all belonging to the GNSO.

We call those parties the gTLD, generic Top-Level Domain registries. If you were here earlier with Karla Valente, she was



talking about to the right of the dot - .com, .net, .org, etc. We have I believe with .xxx 23.

So you've got the registries, you've got the generic Top-Level Domains registrars, the middleman as she was referring to them, that sell the names on the registries. You have the IP – internet protocol – interests. You have the internet service providers, ISPs – they have their own constituency or stakeholder group. You have the Business Constituency and you have the Non-Commercial Business Constituencies. And so what the Generic Names Supporting Organization is trying to be is a home for all of these contracted – registries and registrars; they are making money, giving us money and making money – and the non-contracted parties all get a voice. They have chairs, vice-chairs, committees, working groups – everyone to get a voice.

The ccNSO, the country code Names Supporting Organization, is all of the- We're talking about the actual countries who are being represented – the .hk, the .jp, the .us – I'll get myself tripped up here but you get the idea. And then you have the At-Large known as ALAC – At-Large Advisory Committee.

And I'll say the same thing, I'll stop a second and just say the same thing that Karla did toward the end: all of our presentations all week long will be archived on the Singapore remote schedule website. So you will be able to find this presentation, you'll be able to find a transcript of this presentation; you will be able to find a recording of this presentation. I think by the end of the day, my Fellowship who are all around here will have heard enough of



my voice because I have them coming to each of these meetings, but you can hear it again and again if you'd like. So the idea is if you'd like to just take this all in and not worry about writing it down, not just for me here today but for all of the meetings, please just let it flow in and you can get all of the information later.

So the At-Large or ALAC, it's the end users. It's you, it's me. It's everyone around the world who touches a mobile, who touches their computer, who touches an iPod, an iPad – we're all the users of the internet. We all have a voice and a stake in this. We may be making money, we may not be making money but we all have a stake in what's happening with the internet, and that's the At-Large group.

Then we go into the Security & Stability Advisory Committee called SSAC, and the Root Server System Advisory Committee called RSAC; and again, committees that have a voice concerning the running and the security of the DNS or the Domain Naming System – all important voices. We're also associated with the Internet Engineering Task Force, IETF – helping to develop protocol for the internet. We take our cues actually from them. A section of ICANN actually takes our cues from them in the policy development for protocol. And we have a TLG, a Technical Liaison Group.

In the very center – Nominating Committee. The Nominating Committee is our super-secret society – sounds funny but I kid you not, they kind of are. My roommate at work works with the Nominating Committee and really it is the committee that works



behind the scenes to advise and select who will be our next Board members. And they have to cycle every three years, a Board member cycles every three years. They have to represent all the different organizations, Advisory Committees and Supporting Organizations. And they don't have to be the people that are at every ICANN meeting. Three times a year they get Travel Support to come here, have a business interest in it.

These are ladies and gentlemen from around the world, some with more experience, some with less; some from an academic background, some from a technical, some from a business. But the Nominating Committee has to be looking at the diversity of our Board all the time because the Board is representing the world and the internet. We can't be having a biased, single-focus Board. We have to be looking at all nations, all regions, all concerns; everyone who has a stake in the internet needs to be represented and have their voice heard. That's ICANN. That's multi-stakeholder, that's bottom-up. The Board has to hear that and be representative.

So those are the different groups. And I talk about "inside ICANN's community," in that taking a cue off of Hilary Clinton who took a cue from someone else, but it takes a village to raise a child. Well truly it takes a community to create and implement policy. And ICANN, as staff, are the implementers of the policies that are developed by the community and by these Supporting Organizations and Advisory Committees. We are not ourselves 130 and growing strong the creators of. We are the guiders, we are



liaisons; we help support the development but we are not the ones who are the creators. That is all of you.

When you take a part in the ICANN community you take a part in developing policy – what’s important to you, to your region, to your community, to your university, to your whatever’s happening in your part of the world. You have to raise your voice, and your voice goes to the Generic Names Supporting Organization who helps to develop policy like generic Top-Level Domains. That’s eight years old now with a policy development coming up through the GNSO, and then was handed to the ICANN staff to implement. And we are continually checked and balanced through the community through those what, nine versions of the Applicant Guidebook. And that’s one example.

The IDNs – Internationalized Domain Names. We have a Fast Track that was approved and a Fast Track for IDNs, Internationalized Domain Names in 2009; November, 2009, that was launched after policy was being developed then realized that the community was moving faster than we could. And so there are demands for internationalized domain names that we couldn’t get to quickly enough. So we launched the Fast Track as policy was being developed, and now there are IDN guidelines.

The PDP, the policy development process is still going on for those domain names – you’ll hear about it this week. IDN variants are still being worked on for a long-term policy for internationalized domain names. So within that community, is everyone working towards the goals that you – the community – need and set for us?



The work of ICANN: it is that we are responsible for the global coordination of the unique names and numbers. That's it. We are the only entity. We know that someone else could do this potentially. ICANN is made up of who we are today but could someone else do this? Yes, absolutely. Do we need to earn it all the time? Absolutely we do. We don't take this for granted. What we know is that there has to be an entity that is responsible globally for the coordination of these unique names and numbers; that we do know. And for right now the guardian is ICANN.

Within the work of ICANN we talk about names, numbers, protocol – those are the three basics. You look on the website and you will see in the mission and values of what makes up ICANN names, numbers, protocol. So the names – it's all about the registries, the registrars, the registrants who are you and I. The numbers – the internet protocol, the actual 192.095.xxxx that none of us can deal with so it gets turned into names that we can deal with.

And protocol development – I said earlier we work with the Internet Engineering Task Force in developing and coordinating with their policies and their developments for internet protocol. We all have to have guidelines. There has to be something that is familiar globally to run the internet. And then we have the root server operations, which is the RSAC, back to the RSAC. And so we are coordinating the domain name space and we do have an eye towards security, stability and resiliency of the internet. We are the guardians right now of that.



Continued work of ICANN: okay, the basic is names, numbers, protocol; security, stability, resiliency. That's just the basics, right? Behind the scenes back home, Marina del Ray, Brussels, Washington, D.C., Palo Alto, Sydney, and with regional managers spread throughout the world, what else does ICANN do? We do policy development, support and implementation. Again, I emphasize support and implementation. We take what is given, we take the policy developed; we support it; we implement it.

Global partnerships and outreach – this is about the fact that we put our hand out to all of the other internet entities. It is the internet governance, the ITU. We mentioned before the IETF. We work with the United Nations, and of course ITU associated. But ICANN is not here alone – we get it. We are not the end all, be all of the internet. We are the guardians right now of security, stability and names, numbers, protocol, but all these other internet groups are out there working their mission, their angle – maybe technical, maybe academic, maybe business, maybe for end users. But we need to reach out.

Contractual compliance I added here as a point. It's a point that all week you'll hear about contractual compliance, compliance auditing, who's watching the store. And our Contractual Compliance Department, though small, is mighty and growing all the time. And it is our responsibility to work with the community who are registrants, because we have contracts with the registries and we have contracts with the registrars. The registrants have a contract with the registrars – that's for you to manage. We are to



manage the global coordination that we have guidelines set that there's a method to the madness, and that everyone is following the same standards as a registrar, which is about 1000 now registrars; and the registries. And so that's Contractual Compliance. They're watching that out.

And then lastly I put Support Services behind the scenes – what is that? That's me. I work with a Project Office at ICANN, I work with a Finance Team at ICANN. That's our Legal Team, that's our Human Resources, our Administration, our Travel Support. So all of that is behind the scenes that you don't see but help the ICANN experience come three times a year to the communities.

Now that's kind of the basics of ICANN, that kind of gets you there. Now you're here, it's Sunday, mission critical, got to get your way through the week and it's a crazy ride. So as I tell my Fellows, and they'll hear a little bit more about this tomorrow morning... I work them very hard. They work six days a week starting at 7:00 am Monday through Friday, and it's about the work but it's about the fun. And I'd like to emphasize that to everybody here because it's about networking and it's about community, and it's about developing a community and becoming part of that. And that's coming to sessions and taking it in and asking questions, but it's also about coffee breaks, bar talk, lobby talk, reception tonight right outside here – so there's a lot more to it.

Inside the ICANN community, number one – most of you are here because of the newcomer track which started in the San Francisco/Silicon Valley meeting in March. And we create a



schedule that kind of leads you through the week, that says for those new to the system, here are some basics. Here are some things that are probably going to help you through. One is “Welcome to ICANN” – it’s going to give you some tips.

Two, the “Newcomer Lounge,” which is right across from the registration area, that is available to you through Wednesday, end of day Wednesday. It is manned by alumni of our Fellowship Program who have had the benefit of the hand-holding through a week and now are wanting to share that with all the other individuals who don’t get that kind of one-on-one opportunity.

So anytime during the week that you feel like you need some help with understanding what a session’s going to be about, “What are those things they were talking about in ‘New gTLD Basics’ or what were they talking about in the ‘Welcome to ICANN’ or the ‘Beginners to DNSSEC’?” They won’t know all the answers but what they do know is where to find the answer because they’ve been here, they’ve heard it, they’ve been in it; they know the staff, they know how to get a hold of them.

So anytime all week, a simple question of food or directions to a room, or “What happens when...?” or “How do I keep up with this schedule? It seems to be always changing?” and it is, you can stop in at that booth and my folks, the Fellows, will be more than happy to help you. Always check on the ICANN website because the schedule is fluid, rooms do change. So please always keep up to date with it.



Closed and open meetings – a huge question to a newcomer. Again, when I went to San Juan every room looked like it was a closed room to me because the doors were closed. Doors closed because loud speakers like me get out there and interrupt other meetings. But most meetings in ICANN are open. The doors are shut from sound, you open them, you walk in, you're part of it. You're here, you're part of the community already.

The only reason a meeting is closed is because this meeting week is also the only time sometimes that everyone can get around globally around a table, and they have to kind of pound out their own constituency needs and updates. And so sometimes they are closed for that reason; they just need that time of preparation. So you will see them on the schedule "CLOSED." It's not meant to keep you out or exclude you or not be transparent; it's because these groups too only get together three times a year face-to-face and need some of that time, or like the Board and the GAC, need a chance to kind of get at each other before they open it up to the public. You know, we all need that time, politely, but we all need that time to go through that.

The last thing I have here is the glossary. Now, interestingly enough, this came from the GNSO and this link takes you to an amazing site. When I found out about it, it was better than the glossary that I was giving in my presentations because you put in an acronym and it tells you what it is. So there's no more mysteries; you're unlocking the mysteries of ICANN and nobody



else can hold you back from holding the mic anymore because you know what everybody else knows on the inside. So it's great.

You can type in TLD, you can type in GAC – you can type in any one of the acronyms that people are throwing around the hall to make you feel like you don't know what's happening. Beat them at their own game. Get to that link, type in the acronym, it'll give you the full definition.

So the Insider's Guide to the Week. We had earlier before the lunch break remote participation, which means whether you are away from the ICANN meeting or here, you can go to the ICANN schedule – the Singapore ICANN Schedule. You can go further, digging into the remote schedule and you can join a chat room to a meeting that's happening anywhere on this site. You're physically here but right now you could be mentally in another room. So remote participation works when you're here and you should be sharing it back home right now, saying "You can be with me virtually right now and be learning everything that I'm learning."

The Policy Update is coming right behind me here at 2:30, and that's going to give an overview of all the hot topics for the week: what are those things that the insiders know are coming up for this meeting week? It'll help you adjust your schedule perhaps a little bit – "Wow, I didn't know that's what was happening. I might be interested in that instead of this. This other thing I'll get off the transcript; that, I want to be in the room for. So the Policy Update's going to help with that.



New gTLDs The Basics we had earlier today. More gTLD meetings are the Applicant Guidebook Update – you can kind of get yourself updated to where we are today with the Applicant Guidebook. There are meetings with the Board and the GAC, several this week. The Board's having meetings with almost every constituency group this week as we're coming to a feeling of closure on the top-level domains. That doesn't mean I know anything that you don't know, I don't – I know zero about whether that's going to get approved or not. But we're at a point where the Board needs to be continually facing the SOs and ACs – the Supporting Organizations and Advisory Committees – and keeping them updated.

DNSSEC for Beginners, an amazing session on Monday. It's like being at a performance, and they really do “skit” you, do a skit to bring you through the DNSSEC experience which would blow your mind until you kind of get it down to basics, and kind of go “Oh, okay, I could do that.” Trust me – if I can as a school teacher and someone who worked for Disneyworld for 25 years, and now I'm sitting in this world and I can get that? Come with me because that believe me took a while to get in there as I went through this experience, and it just brings you right to basics.

DNS Abuse, Domain Name System Abuse – a big thing around the world, very important to go to on Monday.

IDN Variants – if you are dealing with internationalized domain names, a great session for you to go to.



The FY '12 Draft Operating Plan and Budget, not just because I help manage that program but because it's part of being part of this community. That budget, which is \$67 million for FY '12, was actually approved by the Board Finance Committee yesterday morning. Final approval will be the Board meeting on Friday, but that's about the money that you want spent and where you want it spent, how you want it spent. What do you want us to do for you as a community and as a staff? And so it's really important to engage in this. Even though the FY '11 is just finishing and FY '12 is in the can, you need to start as a newcomer. Be familiar with the fact that you can have a voice all year long on how that plan's developed and where you think the money should be spent. So it's a good way to start.

Tuesday: Constituency Day. That's a crazy day for newcomers. It's like a Grr-animal approach. When my nieces and nephews, sons and daughters, they use the Grr-animal approach: "This top matches with this bottom; good enough, get out the door," you know? If that doesn't work I'm going to try the next set, you know, mix and match.

Constituency Day is a chance for a newcomer to jump around, mix and match, see what fits, what feels right, because each constituency is going after something different. Again, back to the original slides – Business, Non-Commercial, Academic, Technical. There's all kinds of things. This is not a place for just – I heard this this morning so it rings a bell – "just technical people." I've heard some people say that to me – "I'm not technical. I really



don't know why I'm here." Really? This is not about just technical – it's about political, it's about governments, it's about countries, it's about legal, trademarks.

.XXX just passed, right, in Silicon Valley. I mean that became an emotional thing. It has nothing to do with the decision, the decision couldn't be emotional, but that was emotional. That lasted years, right? You as a community are part of all this, and so Constituency Day is a chance to kind of taste the flavor of what the different groups are working on, and from what angle; give you a chance to kind of find your niche.

Wednesday: DNSSEC Workshop.

Working Group sessions – you'll see that a lot, especially on Wednesday. It seems to be that day. It's a strange place for a newcomer to walk in. Again, it's flavor. It's a chance for you to get a flavor of what the different constituencies are working on. Working Groups are developed, they need volunteers. They need people to step in and say "I'm interested, I'll help." It's a lot of time. The volunteer effort here, which is everything volunteer, takes a lot of time. And these Working Groups are working on super-important niche issues and you'll have a chance to kind of taste them.

IDN Practical Experiences, putting it in your own backyard. What do Internationalized Domain Names mean to me?

And the Internet Governance Workshop, again, bringing internet governance here to the internet community at ICANN.



Thursday: Public Participation Committee, which is one committee of the Board, but again it's speaking about outreach. It's speaking about how do we get the best experience for everyone involved? How do we analyze the work that we do and the impact that it has? What's the return on investment for everyone who's part of the ICANN community? And the PPC, the Public Participation Committee, is a big part of that.

Applicant Guidebook, Getting Ready – that's a great place to go to understand if you are indeed interested as an entity, not as an individual, as an entity. But if you as an individual, as Karla was saying, has an interest in how it's all going to work and how it affects you, it might be of interest.

Best Practices – Abuse Domain Name Registration, a huge interest globally on what are the best practices?

IPv6, which we depleted IPv4 earlier this year and now we're IPv6. If that's something you'd like to figure out "How does that impact me?" – a good session to go to.

All afternoon is Public Forum. Public Forum is a zoo, it's fantastic! It's like performance art. I just highly encourage you all to come. I mean it's like nowhere else. I have so many people who've come up to me, not just my fellows who we have that chance to interact on Friday, our last day and talk about the happenings; but turn to people and say "Oh my gosh, that was amazing!"



Where else do you find an opportunity to stand up, have a mic and question a Board member and they have to respond back to you right there? They're accountable to you, we are, all of us. And it's your opportunity to step up and say "Here's what I read on your website. Here's what I understood this week by going to this session. Is that really what's happening? Is that really what you plan on doing?" It's your chance to question, to critique, to engage. Public Forum is an amazing place.

Peter Dengate Thrush, our outgoing Chairman, sets the theme; says "Here are the themes – we're going to talk about new gTLDs for an hour and a half. We're going to talk about internationalized domain names perhaps for 45 minutes. We're going to talk about WHOIS registration. We're going to talk about security and stability." And so you have this chance to kind of compartmentalize yourself and say "Okay, which of those, or several, right, that I want to question?"

Here's the thing. You need to have this or a mobile device and you need to understand that you're going to have two or three minutes to make your point. So be wise, write it down, computer, mobile phone, paper and pen. Talk it over a couple times in your head while you're sitting there – you've got four or five hours. But put down your thoughts because you're in front of the community, and this is a face and a voice that they're going to start to recognize and know.

So think about that and the impact that it's going to have. Come up to the mic, your name. Are you representing yourself, your



own personal viewpoint, or are you representing the viewpoint of the company you're working for, the registry? Who are you representing when you take that mic? So be very careful. You can come up two times, three times – come up as yourself, change the face; come up as who you're representing. But speak to that because it gets recorded, it's on transcript. So be very clear on whose behalf you're speaking. And then understand by the countdown clock whether you've got two minutes or three minutes because it depends on the pace of the Public Forum and Peter can change it from two to three.

So that's all really important. Get your act together. Everybody has a chance to be a voice. Don't be afraid of the mic but make sure you're prepared for the mic because you're going to be here for a long time, you want the community to recognize who you are and why it's important to listen to what you're speaking about.

On Friday, the Supporting Organizations and Advisory Committees, the chairs and the vice-chairs come up to the main meeting hall, and they summarize what's been going on all week. So again, if you weren't able to get to all of these sessions and you can't, this is a great place to get a summary for the week of what was important to these constituency groups.

And then the Board Meeting. I'm telling you, if you have an opportunity to be here for the whole week and then leave when the Board Meeting starts – and trust me, you look around and the room's empty sometimes. And I'm in stun mode! Where do you get to come... Three times a year the Board meets publicly and



when do you get a chance to do that – to listen and be part of a Board Meeting publicly?

Okay, so it's not like fireworks. You're not going to learn something so totally amazing that you're going to go home running in the streets and burning down buildings to make sure everybody hears you, but it is the summary of the week – why you came here – and it is going to tell you the resolutions of what is going to be accomplished or what was accomplished that week and what will be accomplished in the future. What are we setting our goals to be? I think it's pretty cool to be here and to be part of that.

Okay, I mentioned some fun, and I am the Queen of Fun. So I hope you all will take the time to do this, because all work and no play really makes for just a really long week. And you're going to go home and you're going to think "My head's full, I'm about to combust." Release it during the week, let it go.

We've got the Welcome Reception tonight by Neustar, right out here – a great chance to network, interact with everyone.

Tomorrow night is the Chairman's Goodbye. Again, everybody in the community will be there. Everybody has these, everybody's ready to have a hand reached out, talk to you: "I'm new, I'm new, I'm new," "Welcome, welcome, welcome."

The Fellowship Reception is open. It's Tuesday night starting at 6:00, some cocktails being served; followed by Music Night which is fantastic. It started in Seoul. Rod Beckstrom, our new CEO at the time had come onboard in Sydney kind of got the feeling that



“Everybody’s feeling a little bit stuffy here. I don’t think anybody’s letting it loose, letting their hair down.” So he let his hair down and we all let our hair down that night. It was fantastic and it’s continued ever since with a little bit of Karaoke, a little chance to get your jazz on. I’m up there. So it’s a lot of fun.

And the Gala on Wednesday, just always a fantastic experience put on by the local hosts. I heard there’s a night safari here that’s pretty good, and Thursday night seems to be open, as well as the casino across the street. So you might want to grab those, too. But grab new friends, grab old; get out there, play a little bit. You know, it really helps and you network the entire time.

Everybody’s working, everybody’s on their feet, they’re ready to answer questions whether it’s in the bar or in the lobby or at the Gala or at the Reception, so feel free because that’s what we’re here for all week.

My message to you at the end of all this is get involved. You may not want to do it. Again, as I say to my Fellows, “You may not feel comfortable doing it your first week going home, you’re kind of like blown away. Think about it, go back to the website, read back the transcripts. Look again at what each individual group does and kind of remind yourself why you got there.” You might say “You know, I really don’t have the time. I’m up to here, I just got a promotion at work,” or “I’ve got whatever else going on in my life.” Don’t worry about it right now.



And there's so many ways to be involved. You can be involved by blogging. You can be involved by tweeting. You can be involved by reading and writing public comment about proposals that are on the webpage, on the front webpage. That's being involved. You may not have the time for the working group now but we need you. We need the new voices, we need the new blood so think about it. And anyone in this room today can be sitting on any one of the Councils. You can be sitting on any one, you can be sitting on the Board. Seriously, it is that open to those individuals that want to step forward and do it.

Attend the webinars. We often have announcements of webinars on our website – attend the webinars. Participate in internet forums and workshops, not just ICANN. Get your mind open to everything going on in the internet. Start to take a look at other things happening in your region, in your country, in your state. Wherever you are, start to look at other ways to get involved in the internet, kind of expand your mind and reach into work. And it's important that everyone goes back to their own community and gets some work done there as well.

And lastly, where to find the information, and so I mentioned the remote schedule, going to the ICANN schedule and for more information in general; pages and pages and pages sometimes seems a little overwhelming but a lot there.

ICANN staff? We're really easy to find. When you go into "About," the first one I showed you of all the ICANN model, go to "Staff" – we're all posted there. I've got long hair. I look a little



different, I'm still there. All of our names – Janice.Lange@icann.org. So you meet somebody here, you say “Oh darn, I didn't get that staff member's card,” first name, last name, icann.org. And if you need someone and you can't find them write me and I'll find them for you, okay? But we're accessible, it's our job, it's what we do. So please, never be afraid to send an email to an ICANN staff on a question that you have. It's what we do, it's what we're there for.

So that is it for me today. I think I've talked long enough, but I'd be more than happy to take any questions if anyone has any. Or if I was that good... I was, yay!

Male:

(inaudible), Belarus. I have a question that concerns, is it available that a person involved in different parts of ICANN at the same time... I mean, they'll be a part of GNSO and ccNSO, not only one position held, for example?

Janice Douma Lange:

Yes it is, actually – you can be involved in more than one organization at a time. I caution you it's mind-blowing because it is time consuming, but there are individuals who are definitely involved. But one of the hard things is, is sometimes it's cross-purpose, too. You can mix and match in some ways. There are individuals who have a seat on the GAC and are also involved, as your example was, in the ccNSO from a country standpoint but



they may not be the key representative, because that would be just too difficult to run both positions.

But of course you're not going to find someone from say, the Intellectual Property Constituency being involved with the Registries – it's kind of a conflict. But totally possible – it's all about time and energy.

Alright, wonderful! I hope you all have an awesome week. In ten minutes, Rob Hogarth, sitting behind me who is one of our senior Policy Liaisons to the GNSO, the Generic Names Supporting Organization will be presenting the Policy Update. So if you'd like to stretch your legs or hang out here, trust me – it's a great update, a great time to kind of understand what's coming.

I'm here all week, as they say. The Newcomer's Lounge is here for you all week across from Registration, and I hope you all have an awesome time here. Take it in, love it, and I'll see you around the hallways.

[End of Transcript]

