TORONTO – NARALO Capacity Building Session 1
Sunday, October 14, 2012 – 07:00 to 08:00
ICANN - Toronto, Canada

[testing microphone]

MALE:	One, two, three, four, five… Can the translators hear me? Yes, that's thumbs everywhere. Thank you very much. I'm still hoping to see some thumbs go in the air, one two three four. Thank you.
GARTH BRUEN:	So Louie clued me in on a secret, there's coffee in the back of the room. So it looks like we have a quorum at least and the quorum has coffee. So we probably will get started in one minute. Thank you. It looks like we're having connectivity issues.

[background conversation]

GARTH BRUEN:	It's a good sized group. I see almost everybody. All right, can everybody hear me over the microphone? Good, good. Well good morning everybody. My name is Garth Bruen and I am the chair of NARALO.
	Sitting next to me to my left and to your right is Darlene Thompson our secretary. Sitting to her left is Olivier Crépin-Leblond, Chair of ALAC. And we have staff in the other corner to my right.

Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.

DARLENE THOMPSON: There's like four of them, staff.

GARTH BRUEN: If this is your first meeting, welcome. If you're not familiar with the format, we raise our hand to speak and then you push the little red button on the microphone in front of you. And you say your name because all of these are all recorded and transcribed.

And the translators behind us are translating into French and Spanish. I'm sorry there is a difference between translator and interpreter and I forget that. Forgive me.

Many of us are wearing yellow according to the pins to identify ourselves to potential new members. We should all have these yellow folders and accordingly if anybody gets out of line, I will give you a yellow card.

I am from the United States, but my mother's family is from Quebec and Prince Edward Island, okay? So I've got feet in different places. I really hope to be able to do some good work and get you all to do some good work and earn your trust.

It's very, very important to me. I just want to say a few words about the previous chair, Beau Brendler. Beau Brendler got me to join at large. He talked me into it and he recruited me. Even though there has been a little bit of a conflict, I still consider Beau my friend.

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And as far as I'm concerned, he's welcome back at any time. Hopefully we can just put all of this behind us and just move forward. Now, oh please Olivier.

OLIVIER CRÉPIN-LEBLOND: Thank you Garth. It's Olivier for the transcript. Do you consider Beau still your friend even though he got to you to join this committee? I mean that's nice.

GARTH BRUEN: I wasn't going to specifically mention the disagreement or whatever that took place; I was just going to move past it as much as we could. One of the things I want to focus on this week is dispute resolution within our own group.

Specifically because of the problem we had over the summer between Beau and some of the members and also since then what I've heard about some disputes between members in LACRALO, in EURALO, in other regions.

I'm somewhat taken aback by this. I'm a little shocked because we should not be fighting each other. We are volunteer members of the community and we should be working in concert.

Certainly we disagree about certain topics and different things but we need to find ways to get along. If we can't get along with each other, if we're too busy fighting each other, we're not going to be able to fight against the forces of evil on the Internet.

We want to keep the people's voice off and this is where we should be focusing our energies. Today, in particular, I think everybody has signed up for some time on the table. I will be there as much as possible during the breaks and we are going to be trying to recruit new ALSes.

Glenn should have given everybody one of these, right? Everybody should have one of these with their times on it. If you don't know where the table is, I don't know exactly where it is yet, but it is by the reception by the vendor hall where the registration was.

[background conversation]

GARTH BRUEN: Do you want to talk about it, Glenn?

GLENN MCKNIGHT: Okay, really? Glenn McKnight for the record. Yes, it's exactly next to the escalators where you got your badges at the reception. You'll have to go across the other side and we should be there for 10:00. We have lots of people signed up for 10:00. So, thank you.

GARTH BRUEN: Okay, and just so everybody knows everybody else and who they're going to be working the table with and working with over the week. I want to go around the room and have everybody introduce themselves. I'm going start with Eduardo at the end of the table, pour favour. Just introduce yourself.

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EDUARDO DIAZ: Eduardo Diaz. I'm from Puerto Rico. I am part of NARALO. I'm the president of the Internet Society there. Welcome everybody.

DARLENE THOMPSON: Please anybody that's not sitting at the table, please come forward and sit at the table.

SYLVIA HERLEIN LEITE: Hello, good morning. I'm Sylvia Leite. I'm from LACRALO, another region of ICANN. I'm here to learn from you. Thank you.

SERGIO SALINAS PORTO: Hi good morning. I am Sergio Salinas Porto, ALAC member and from Argentina.

MALE: Hello, I'm from Gabon. I'm coming to the ICANN, learn ICANN. Thank you.

FEMALE: Good morning. This is my first meeting with ICANN. Thank you very much I would like to learn from you.

SERGE: Good morning. I am Serge [Akamai] from Gabon. I come here to learn how it works.

GORDON CHILLCOT: Gordon Chillcott, I'm from a Linux user group here in Toronto. I come here from Vancouver originally, along with two other friends from my same high school. Welcome to Toronto.

GLENN MCKNIGHT: Glenn McKnight, I'm a NARALO member, ICANN Academy and the NomCom representative for NARALO.

LOUIE HOULE: Hi my name is Louie Houle, president of ISOC Quebec member of NARALO and it's not my first meeting.

DANA BERRY: I'm Dana Berry from Nova Scotia. I represent the Community Access Program and it is my first meeting.

ALLAN SKUCE: Good morning. My name is Allan Skuce. I represent British Columbia and the Yukon and the Pacific Community Networks Association.

OLIVIER CRÉPIN-LEBLOND: Olivier Crépin-Leblond, ALAC chair.

DARLENE THOMPSON: Darlene Thompson, NARALO Secretariat from NCAP in the (Inaudible).

GARTH BRUEN: Garth Bruen, in addition to being NARALO chair, I run a service called New John which helps end users with their abuse issues. It helps them navigate the bureaucracy.

HEIDI ULLRICH: Good morning, I'm Heidi Ullrich. I'm the Director for At Large. This whole team supports everyone At Large.

SILVIA VIVANCO: Good morning. My name is Silvia Vivanco. I am the Manager of Regional Affairs NARALO. Thank you.

GISELLA GRUBER: Good morning, Gisella Gruber, At-Large staff.

MATT ASHTIANI: Hi I'm Matt Ashtiani, At-Large Coordination Officer.

EVAN LEIBOVITCH: Good morning. My name is Evan Leibovitch. I'm with the ALS, the Canadian Linus Users' Exchange, and the first chair of NARALO when it was created. I'm currently sitting on the At-Large Advisory Committee.

In my day job I spend half my time working with a new startup and the other half working at York University dragging academics kicking and screaming into lecture hall.

DEV ANAND TEELUCKSINGH: Good morning. Dev Anand Teelucksingh. I'm from the Trinidad and Tobago Computer Society and a future ALAC member from LACRALO.

SETH REISS: Good morning. Seth Reiss from Honolulu. I am part of NARALO   and   I represent the ALS of Intellectual Property lawyers in Hawaii. Thanks.

RANDY GLASS: I'm Randy Glass with NARALO, with America at Large.

GARETH SHERMAN: Good morning. Gareth Sherman, I represent the ALS Tele-communities Canada.

MAY SHERMAN: May Sherman, Victoria Free-Net Association.

PETER KNIGHT: Peter Knight, ISOC DC and Brazil. I graduated from the World Bank 15 years ago to the private sector and have been active in Internet matters in various countries. Thank you.

GARTH BRUEN: I guess Peter seems to be our At-Large at large. So in terms of events today, and if you're new these are some good opportunities for you to jump right into policy development and see how everything works.

There is a whois working group meeting at 11:00 in this room. This is a very, very important policy. It doesn't matter what your viewpoint is on whois, you should be involved. New gTLDs and actually have the working group chair with us here in the room. Dev is running the working group on new gTLDs. This is also a very current and hot topic. That's also in this room at 3:30.

We have the Future Challenges Working Group which is run by our own Evan and I believe that is also in this room. I think I got the time wrong for the new gTLDs, that's at two. Evan's group is at 3:30, okay. Do those overlap? No? Okay, thanks.

We have Rules of Procedures which I believe is Cheryl from APRALO, very important working group ongoing. Then tonight we have the Anniversary Showcase in this room at 7:00. This is important. This is a celebration of all the work that we do and a celebration of our group, specifically in the last five years.

The anniversary event the five years that we've been around, I haven't been around five years. Many people in this room are founding members and you're actually going to be honored tonight. So all the RALOs are going to be honored, but the five years are going to be celebrated.

Now I'm going to shake things up a little bit but in a good way. I want to make full use of all of our opportunities to engage ICANN. One of the areas that had dropped off in the past year was the chairs' monthly reports.

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We should always be putting a report out there. And I will dedicate myself to having a monthly report after each monthly call. So the monthly call can kind of be the closing of the month's business and I'll put out the report.

In this particular case, I'm going to do it after the actual ICANN meeting. I'll put up the results of everything that happened over the week in that report. What I'm going to add to this report is the chairs' notes on ICANN functions. We're going to start tracking as much as we can the actual effectiveness of ICANN functions.

I want to hear from all of you on this. I want you to tell me if you think an area of ICANN is operating the way that it should. We're going to put these items into the monthly report. We will keep addressing them until they're fixed.

What I also want to see in the monthly reports is what you are doing in your own communities. It's going to be very, very important for all of us to understand what everybody else is doing. We each come from a different community perspective, we have our own agendas, and we have things we want to get accomplished.

And other people in the room, people in other ALSes can support us and help us do what we need to do. Many of the things I've been able to succeed on, I was able to succeed on because I had the support of Evan, Darlene, and other people in the group.

If there's something that you want to see done, I want to hear about it. We'll figure out a way to get it done. And we'll figure out a way that it

fits in with ICANN's mandate. This isn't just going to be the group that you show up at and hang out. I want everybody to be engaged.

This would be item number four specifically. Managing our community, getting ALSes on the record, and enfranchising our members, what good is this representation as an At-Large community if we're not actually getting your work done?

I think we're going to find there's a lot of overlap of what people want to see in the community. There're going to be many, many opportunities for all of us to support each other. Item number five, I mentioned this briefly. This is an idea that I came up with when I started hearing about the issues within different RALOs.

if two people within a particular region are having a dispute, it may be very, very difficult for other members of that RALO, other members of that region to resolve the issue. Because people end up taking sides, it becomes very political and very fractious.

So what I'm proposing is a plan to allow someone from another RALO, for example maybe somebody from NARALO can help people in EURALO or a different region resolve a dispute. Because presumably the person in a different RALO doesn't have a side to pick, their only interest is in making sure that the community works.

I just want you to think about that and maybe we can even talk about ways that online and offline we can start, get that going. I was hoping that Chris, the Ombudsman, would be here to discuss this. But that's okay.

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While we're waiting to find out what's going on with the ombudsman, I'll just move on to item six which is homework assignments.

[background conversation]

GARTH BRUEN: Homework assignments, we want to focus on recruitment. I personally would like to see our membership double by this time next year. I think that's a reasonable goal. I think there are enough people out there and enough organizations that are concerned about Internet policy that we can get them on board.

What I would like you to do is over the day, before tomorrow because tomorrow morning at the same session we're going to be discussing recruitment and recruitment strategy. I would like everybody in this room to think of ten organizations that we can reach out to.

Now it doesn't have to be a lock. It doesn't have to be a completely flushed out list, just some ideas. If there's overlap between all of us, that's good. That's a consensus.

That's something we agree on and that's probably a good organization for us to target. If you can't come up with ten, we need to figure out why we can't come up with ten.

DARLENE THOMPSON: I can't come up with ten.

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GARTH BRUEN: That's why I'm giving you the day to think about it. now let's say for example in the United States we have the AARP. Now other people in the room may think of the AARP which is the American Association of Retired Persons.

There may be opportunities to recruit members of different veterans groups. There may be opportunities to recruit people with limited access. One of the things that I have been wondering about is how do people with disabilities make full use of the Internet? How does the blind make full use of the Internet.

We don't have a large disability membership here and I wondered sometimes as I climb up and down the stairs at different ICANN venues how would somebody in a wheelchair get to these events. I've actually never seen somebody in a wheelchair at an ICANN meeting.

[background conversation]

DARLENE THOMPSON: Cheryl has informed me that there have been people in wheelchairs at these venues. Especially at the last venue when there was Cheryl Langdon-Orr, sorry.

And this is Darlene Thompson for the transcript record. She has mentioned to me that there are wheelchair people that have had horrible times at these events.

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GARTH BRUEN: Okay Darlene, so what you're saying, this is Garth again for the record, what you're saying is that the access has actually been difficult for them.

DARLENE THOMPSON: Yes, very much so. If you look at the event that was just held in, where did we last go? Costa Rica where there's all the stairs everywhere and there was very little ramps or anything. The main venue was upstairs, up some stairs. Wheelchair people had a hard time getting there.

GARTH BRUEN: Of course, the reason I bring this up is that somebody with limited mobility, they may spend a lot of time at home on the internet. There may be many opportunities not only to get them engaged but to use them as a resource, make good use of their abilities.

Then, actually to get them out and get them to a meeting, this is the kind of opportunity I want you to think about. Many of us came from a specific technical background and this is the source of our engagement. We want to see the Internet flourish in a technical capacity.

of us are single-minded about policy issues. We're concerned about privacy. We're concerned about cybercrime and this is what got us involved. Some of us are very focused on language issues. We want to see more translations.

What I'm talking about is changing the way we view the possibilities for an At-Large group. And getting all kinds of people involved, for example blogging communities, people who just write for the sake of writing.

They're not necessarily thinking about Internet policy but they're rights and their access to the Internet is extremely important. And if we can reach out to these groups, let's do it.

Now I see that Chris has joined us so we're going to roll back to dispute resolution. Chris is going to introduce himself and hopefully give us some good advice.

CHRIS LAHATTE: Welcome, my apologies for not being here earlier. I think there was a communication glitch somewhere. But one of the issues that I must address as the ombudsman is of course resolving some of those human disputes that arise from time to time between the communities.

They often occur because of communication issues of one sort or another. Thankfully as often as not, the issues work themselves out once you reestablish communication. That might sound slightly obvious but to the parties involved in a dispute, sometimes they're talking past each other and not to each other.

That's where my role comes in. I notice I came in when we were talking about diversity issues. A lot of disputes in my view arise because we're not necessarily recognizing diversity and that can be in all sorts of ways. Often there are significant cultural differences in the way we say things.

For example, you might have noticed that I don't have a North American accent. I might from time to time use slang or particular turns of phrase out of my variety of English that might be misinterpreted.

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Those are the sort of issues that an ombudsman can be brought in and assist in a sort of a cultural translation, a diversity translation. Just opening with that, are there any specific issues that people want to talk about in relation to use of the ombudsman and dispute resolution?

GARTH BRUEN: Chris, one of the things I was discussing just briefly was disputes within RALOs between different members in the regions. And the possibility of allowing other members of other regions who don't have any kind of stake in who wins, the only stake being that they want the community to cooperate, that a member of a different region might be able to help them resolve the dispute.

CHRIS LAHATTE: In that case my office is always available to help and facilitate those differences. It can be something positive as well where there are difficulties arising.

From time to time people might not know how to make connections between the groups. I can do that as well as perhaps the more negative side of resolving an actual dispute.

GARTH BRUEN: Right, so what we're saying is you don't have to actually come to the ombudsman with a complaint. You can just come to discuss.

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CHRIS LAHATTE: Absolutely. My role isn't just dispute resolution. It's really as much as anything as peace and harmony. And I can certainly facilitate communication.

GARTH BRUEN: That's fantastic. And I've actually met with Chris before at different meetings. He's an easy person to talk to and even if you're not necessarily hot under the collar about some kind of problem.

If you just want to talk about what he does and maybe he has some good ideas about how to recruit people. Randy, do you have your hand up? Please.

RANDY GLASS: Hey, Randy Glass America At-Large, I just wanted to say not about the dispute process but about the office of the ombudsman. Way back when all this was just first getting started, none of this actually would have happened without the office of the ombudsman. I don't know if anybody actually remembers that. But I just wanted to give credit to that office where credit is due.

CHRIS LAHATTE: And I should probably say that my predecessor Frank Fowlie was responsible for that. I can't claim credit for that. He did a tremendous amount of work in relationship and communication building.

GARTH BRUEN: Okay and where is your office right now during this meeting?

CHRIS LAHATTE: Dockside four which is in the level below this. I have a sea view, or a lake view to be precise. It's a large room with a table in it and it's available to anyone who wants to just call in casually. If I'm not physically there you can send me an email and ask for a specific appointment.

Also for today and tomorrow I have my adjunct ombudsman, Herb Way who is here. Herb, I think many of you will have met him. He operates as my backup if I'm on holiday or unavailable.

Then he's there to keep continuity within the office. Herb's actually been a part of this community for about six years. So he probably knows more about the job in some ways than I do.

If you come down to the office you'll probably meet both of us down. And Herb will be circulating among the groups today as well.

GARTH BRUEN: And this is Garth Bruen again. Just in my role, I would like us to if we actually have a real dispute and a conflict, to be able to avoid going to the ombudsman if we don't have to.

I want to hear about your problems. If you have a problem with another member, talk to me. If we can fix it, if we can find a way to fix it, let's do it. Sometimes just talking is the first step in getting something resolved.

I just kind of was thrown in the middle of all of this over the summer. We actually were able to resolve the dispute without it getting any

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further by actually just talking to the different parties. Glenn has a question, please.

GLENN MCKNIGHT: Chris and I spent some time the last couple of ICANN meetings. We produced together two or three really good videos of him talking about his role and what he does.

So just a quick question, I don't see the link. Is this set up now and functional? Yeah, so I'll post the links directly to the videos for Chris.

GARTH BRUEN: Just getting back quickly to our in-reach and outreach efforts, I've been going around and I've been asking all of our members three easy questions. I've already spoken to Darlene and to Dana and some other folks; I want to get to everybody.

If I haven't interviewed you yet, please come and see me. It's only going to take two minutes, literally. It will help me develop a mental picture of what our community is. I will store up here what your concerns are what your skills are.

We're going to manage this community really, really well and be effective. Now, before we close up for the morning, I want to give our ALAC members a change to make any announcements if they have any. No? And is there anybody with, Evan, please.

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EVAN LEIBOVITCH: Hi there. I just wanted to make the point that during the At-Large session that happened yesterday we had ICANN communication staff come into the room.

And one of the big challenges that I think we face as we do the kind of outreach that Garth is talking about is having a reasonable message in plain language.

Not only about ICANN itself but about the issues, Heidi I keep forgetting the number. How many policy statements did we turn last year?

HEIDI ULLRICH: This is Heidi. Last year ALAC produced 40 statements. That was a record at that time. So far this year, as of end of September or early October it was 37. So you're going to easily surpass that number again.

EVAN LEIBOVITCH: So the point I'm making, there's a staggering number of statements being made on a staggering number of topics. Some of which can be mind-numbing in their technical level and others mind-numbing in their level of bureaucracy and process.

One of the challenges that we have as our role within the ICANN multi-stakeholder model is trying to filter some of these issues. Make them palpable in a way that any of you could tell someone that is not engaged in ICANN, doesn't know how the Internet works let alone how to affect change.

To try to get messages on ICANN and on some of these topics that are in good language, easy to understand and easy to tell other people. You've

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got to be able to have nice, I don't want to say simple messages. But I want to say there's a need to simplify some of the things that come out of ICANN.

In order for us to do our job well and to properly give back the input that ICANN expects from us as part of the bottom up process. So this is to me a particular thing. If we can't good messages then we can't get good messages out.

Then the outreach is going to have very limited use. One of the things that I think we need from everybody at this table, and that includes the people that are here observing and not from North America. This is an At-Large wide issue.

If you come across parts of ICANN that you find are either too technical, too bureaucratic, or otherwise too difficult not only yourselves, let alone bring forward to other people in your ALS or to others. Raise those issues. Bring those forward.

We need to know the kinds of things that need to be simplified, the kind of thing that need to be put in clear language, especially some of us that have been in ICANN so long that the acronyms and the buzz words, and the jargon become too common, too simple, too well understood.

We tend to sometimes forget that there are people that we're trying to reach that don't know what a domain name is, let alone what's the difference between thick and thin whois.

So we have a challenge here and it's necessary for us not to forget about that. We're doing a job. We're at the bottom of the pyramid and we need to make this very accessible. Thanks.

GARTH BRUEN:

Yeah, thank you Evan. Actually when I was talking to Dana earlier, he self-corrected himself and said, "Well, I don't know if that's an ICANN issue." Don't do that. You have an issue, put it on the table.

We'll decide if it's an ICANN issue afterwards. Staff has an announcement about what's going to happen next. I'm going to turn it over to Heidi. Thank you.

HEIDI ULLRICH:

Thank you, Garth. Actually before I talk a little about what's happening next, I'd like to just follow on from Evan. ICANN has produced a series of beginners' guides. Actually the At-Large community was a group that asked us for these. You can go on our website. They have one on DNS.

They have one on IPP6. The most recent At-Large one was how to participate at large. I have them; they are in English, French, and Spanish. I have a few copies here I can get more copies for you.

The one that was just produced for this meeting is *How to Participate in ICANN*. Not only At-Large but it covers all of the other ACs, Advisory Committees, and supporting organizations. We'll be able to give you copies of those.

So there are a number of ways and documents now that ICANN is producing in simple language to help you greater participate in the Policy Development Process.

Also on our website on Thursday we're going to be showing you how to go through our wiki. There's a load of information on that for you to

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use, to help you with policy advice development and participation in At-Large and within ICANN.

So if I could just continue with what's happening now and for the rest of the week through Thursday, from 7:00 to 8:00 each day you're going to be working here in this room on capacity building just for NARALO?

Then you're going to move over, except for today. Today is just an exception where it's only 30 minutes. Tuesday through Thursday it will be one hour with the fellows.

For those of you that don't know what the fellows are, within ICANN they've been there for five years. They bring developing country volunteers as a way to fast track them into ICANN.

Basically the meetings that you'll be joining them with are discussions and presentations by the ACSO leaders. Today I'm not sure who you'll be making the last 30 minutes.

But it's going to be Marilyn Cade, chair of the Business Constituency, Steve Metalitz, chair of the Intellectual Property Constituency, and Tony Holmes, chair of the Internet Service Providers.

That's on the other side of the hotel. Gisela in her yellow is going to be meeting you over that. That's again 30 minutes starting now. At 8:30 I ask that all of you go to the webcam ceremony.

That's going to be directly upstairs from where you are with the fellows. At that time the new CEO, Fadi Chehadé is going to be setting out his plan for ICANN so I encourage you to go to that.

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As well as you'll see in your yellow brochure, you have on the left side the entire schedule for At-Large meetings. I encourage you to go to those meetings as well.

GARTH BRUEN: Okay, and just one note. My interaction with ICANN started with some unpleasant interactions with ICANN staff and I had to kind of get over that prejudice. These people right here, Heidi, Sylvia, Gisela, Matt, they're very, very nice. They're super nice and they're here to help us.

MALE: What about Chris?

GARTH BRUEN: And Chris. Chris isn't usually sitting in the corner over there. No.

HEIDI ULLRICH: If you could please pack your belongings and follow Gisela. It's sort of a three minute walk to the other side of the hotel but you'll be staying there for the rest of the morning.

[End of Transcript]