DUBLIN – Newcomer Sunday
Sunday, October 18, 2015 – 10:00 to 16:15 IST
ICANN54 | Dublin, Ireland

JANICE DOUMA-LANGE: Good morning everybody. We're going to start in a couple of minutes. We're waiting for some others to arrive. Sit back, relax, and we'll be right with you. If you need a headset for language interpretation, we have them over here to my left – the gentleman has his hand up – and so we'd encourage you to grab a headset at this time.

VIDEO VOICEOVER: What does ICANN do? To reach another person on the internet, you type an address into your device – a name or a number. That address must be unique so computers know where to find each other. ICANN maintains and administers these unique identifiers across the world. Without ICANN's management of this system, the domain name system or DNS as its known, we wouldn't have a global, scalable internet where we can find each other.

Within ICANN's multistakeholder model, civil society and internet users, the private sector, national and international orgs, governments, research, academic and technical communities are all represented. ICANN's community-driven

policy – to keep pace with dynamic technologies and rapid innovation, ICANN enables consensus-driven, multistakeholder policy development with broad representation from the global internet community.

Competition and choice – from accrediting over 1,000 registrars, to introducing new TLDs, ICANN works to expand consumer choice by fostering competition and innovation in the domain name marketplace. Which functions does ICANN coordinate? The domain name system, internet protocol address allocation, the protocol parameter registry, root server systems, generic top level domain name system management, country code top level domain name DNS, and time zone database management.

Security and stability – ICANN supports DNS security through technical training and engagement, coordinating and collaborating with the community in the implementation of standards such as DNSSEC. Interoperability – ICANN's work enables new technologies to flourish while maintaining interoperability across the internet. For example, management of the unique protocol identifiers allows communication using secure connections between users.

Contractual compliance – ICANN oversees the contracts it maintains and enforces consensus policies developed through the community-driven process. ICANN's contractual compliance

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function seeks to ensure compliance with the agreements and the consensus policies. Who's involved? A number of groups – each of which represents a different interest on the internet. All of them come together with the Board of Directors. The Supporting Organizations on addressing, country code names, and generic names. The Advisory Committees – At-Large, governmental, the root server system, security and stability. And the technical advisory bodies – the Technical Liaison Group and the Internet Engineering Taskforce.

How do I participate? Sign up for updates at ICANN.org. Join one of the many public forums on ICANN's website, attend ICANN's public meetings in person or online, to provide input at a public forum, or join one of ICANN's Supporting Organizations or Advisory Committees.

JANICE DOUMA-LANGE: Great. Welcome. This is the Newcomer Sunday. We are - Jeannie Ellers to my right, and myself, Janice Douma-Lange – are happy to be your hosts for the day and take you on a walk through the ICANN maze, and pretty much get you set up for a week, which we think will be fulfilling, exciting, full of content and experiences. We're here to welcome you and begin that journey. I'm going to turn the morning over to Jeannie. I'll be

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back this afternoon at 13:30 to take you through the second part. Jeannie, it's your show.

JEANNIE ELLERS: Good morning everyone. My name is Jeannie Ellers. I work for the Global Stakeholder Engagement Team at ICANN. I'm going to run over a few housekeeping things for you. In this session and others throughout th4e week, there will be interpretation available in some. This room is the main room, and translation headsets are available. In any session that has interpretation you'll be able to find the translation headsets. If you're speaking in any of those sessions or asking questions, try and speak slowly, say your name and our country for the record, speak slowly and clearly, use your own language, turn your phones off, put your computers on mute.

Questions and interaction are always encouraged. That is the point of being here throughout this week. Make sure that you ask your questions, interact with colleagues, meet new colleagues, and just relax. Take deep breaths. I remember my first ICANN Meeting. I'd been at ICANN for five years already, and I was not relaxed during my first ICANN Meeting, and I wish I had been.

The goals of today really are to enable everybody who's here to take a quick deep dive into real engagement here at ICANN and

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learn about how ICANN works, what the structure is, how it operates processes, and what this community is about. One thing everybody has in common is that we've all been to our first ICANN Meeting before. For some of us, we came as staff. For some of us, we're here as part of this community. We're all here to provide mentorship for you.

There are people in this room who can provide insight – staff members, returning community members, coaches, fellowship alumni. There are networking opportunities here for you, there are guidance opportunities if you're lost. Staff members have these blue badges. We're happy to help you. WE can help you find your way to a room, to a session. If you have any questions about what an acronym is, where to find anything you're looking for, where to find a person, we can help.

You walked into this room – that was a good first step. We want to send you out of this room this afternoon with a better frame of mind than when you walked in. We want to make sure that you have an opportunity to ask questions of our speakers today, if there's anything you don't understand, if there's something that's confusing you, we want to make sure that you have an opportunity to ask questions in a safe place.

Throughout today we're going to talk about what the Newcomer experience is, ICANN and the internet ecosystem, and how ICANN

fits into that ecosystem, as well as some of the other organizations within the ecosystem. The multistakeholder approach, the work that ICANN does, what this week is going to be like – aside from just exhausting –, staying engaged, and how you can really take what you've learnt here this week home with you. That's the important part. I always say at these sessions my favorite part of an ICANN Meeting is when it's over, and that's not just because it's done and over with. It's because I've learnt something new and I can take it back to my job at ICANN, apply it to my life, apply it to my job, and get back to work.

Getting things started – this is my 15th ICANN Meeting. I had been at ICANN five years before I came to a meeting. My first ICANN Meeting was only 300 miles away from my house, and it may as well have been on the moon. Like I aid, I thought I knew quite a bit about ICANN, having been here five years at that time. I've been here eight years now and I still learn something new every time I come. I sit in sessions and I listen to the community, and I take in what they're saying.

When I first came to an ICANN Meeting there were so many sessions I wanted to attend. I had my agenda and I felt so prepared. I had my calendar stacked. It was one meeting right after another, and I went to every single one of them. I remember walking out at the end of the week trying to digest everything, wondering what the heck it was I'd just done. I don't

recommend that. I recommend coming here today and listening, and thinking about what really makes sense to you. There are Newcomer tracks. Don't stack your agenda too hard. Hydrate. I didn't do that either, and I didn't feel well after the end of the week.

Like I said, everyone in this room, even if it's your first ICANN Meeting, everyone here has been to their first ICANN Meeting before, and we've all been there. So I take an opportunity to let some of our fellows who have the mics to talk about having been to their first ICANN Meeting before, and a little bit about what that was like. Some of it is everybody knowing what everybody else is doing, and feeling that there are little groups that already understand, and there's lots of hugs going on and lots of people already talking, and you're not quite sure where you fit in.

There are lots of different rooms to walk into, and when you walk in you're not quite sure what everybody's talking about. Hopefully at the end of today you'll be able to have an opportunity to understand, when you hear certain words like Internet governance, GNSO, ccNSO, CCWG, ICG, you'll walk into a room and hear those words and you'll know, "I know what that means. I understand that."

JANICE DOUMA-LANGE: I do have two of the alumni from the ICANN Fellowship Program who have mics – Wanda and Jason. I'll ask them to stand up for just a moment and introduce themselves. They are real world experience. They're the ones that Jeannie and I, or staff, and you can say, "Yes, you were staff and you had a first time, but that's just different." But these two individuals walked through the doors the same as you did. The Fellowship Program is a Program that's nine years old.

It brings individuals from least developed nations into the ICANN communities, and we do provide travel funding, and they have a whole week of these kinds of sessions every morning at 7:30 – we're the early risers – and everyone can join us to get the experience that they're able to get, talking intimately with chairs of the different organizations who come and spend time just with a smaller Fellowship group. But we are an open session. Jason, if you wouldn't mind introducing yourselves?

Then Jason and Wanda will also have the mics for the whole day today. Any time you'd like to stop us because you're hearing an acronym that doesn't make sense, that we've said something that you can't get into context or you'd like a little bit further explanation of, just raise your hand. This is that session where we aren't going to say, "Wait until the end and hold our question." We don't want you to. We want you to get used to being on the mic, be confident coming up to the mic and asking a

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question. You can look around. We don't have that full of a room right now.

I hope everybody will be back in the afternoon and more people come in to be registered, but the idea here is that, as Jeannie was saying, you're looking around at the same faces, the same people who are new to this experience. So why not ask your questions that you might not feel as comfortable asking later in the week here? We are friendly. We are here because we feel it. Jason, just a quick introduction?

JASON HINDS: Hello. I'm Jason Hinds. I'm from Barbados, an island in the Caribbean. Great to be here. My first time as a fellow was about four meetings back as a fellow. The first time was daunting in terms of the number of meetings going on, the amount of people. I come from a small island, so it's not usual to have such a big conference, so many people at a conference. But everyone was friendly, and I tried the first time to get in a lot of things. I don't know if that was really the best approach in terms of my jet lag at that point, but it was such an interesting but daunting experience in terms of learning all these new acronyms for the first time and trying to be a part of the community.

But everyone was helpful along the way, and that is our role as coaches and fellows, and helpful ICANN staff, and everyone in

the community was approachable. You could stop someone in the corridor and seek help and have interesting conversations. I hope it's like that for you. It's been a family ever since the first meeting, and on the mailing lists since then, and on the Facebook pages and so on. Enjoy.

WANDA PEREZ: Hello. Good morning everyone. My name is Wanda Perez. I'm from the Dominican Republic, an island also in the Caribbean. This is my third time in an ICANN Meeting, my first time as a coach. Since my participation at ICANN 51 in Los Angeles I immediately fell in love with ICANN and [unclear 00:16:23]. I started working with the ISPCP constituency, and I am part of the Board of the Internet Society, the Dominican Republic Chapter. I immediat4ely, in that job that we're doing locally, introduce ICANN.

We are going to every university in the Dominican Republic to talk about internet governance and Internet ecosystem, and we cannot talk about Internet ecosystem without talking about ICANN. In those lectures we are going to give in every university there is a part of them where we talk about ICANN, and how we can get involved with it. I think one of the best things we can have in these meetings is working with colleagues. Since my first participation I made so many contacts. I used to talk with Jason

from Barbados, [Stevan Lascano] from Argentina, and we have been making this big network that can help us to do our local job better.

Just as Janice said this morning, you don't need to be a member of the board of any constituency or supporting organization. You can go back to your home and do your local work there in your country. That is really important. Enjoy this meeting. I'm here to help with anything.

JANICE DOUMA-LANGE: Thanks Wanda. Thanks Jason. I hope that gives you a bit of a comfort level as we go forward. I also want to say that we understand that folks in the room have different levels of understanding already. We know that some of the things are basic, and you're beyond basic, you're just new to this meeting experience. So challenge us. If you've been there, you've done that, you know that piece of it, and you're looking for that next level, the speaker we're going to be bringing up – Andrea from our European region is going to be coming up now and helping us with the next part of the presentation, Nigel Hickson…

So these folks have the experience and they're looking to be challenged by you in your qu3etions. Please understand we start

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at the basic level because we have all different levels of folks coming into our week and into the session, but we respect the fact that we have people that are working in governments, working in their universities, working in their not-for-profits or their businesses, that understand the ICANN model. You're here to understand it on a deeper level or different level.

Please use the experience this morning and afternoon to raise your hand and challenge, because there's probably somebody sitting next to you that wish they were asking the same question or would like to go to that next level. I really wanted to get that out there – that I respect that there are people here that completely are understanding of it, but you're here to get something more. That's what we're here to give you. But we need to get your hand up in order to know the question you need to ask.

JEANNIE ELLERS: Just joining me her to my right is Andrea Beccalli. He's our Regional Engagement Manager. He is representing our European region. He's going to walk you through a little bit about what ICANN is about, and ICANN's role. If you want to take it away, Andrea?

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ANDREA BECCALLI: Okay. It's a bit intimidating to be up here. It feels I'm a very important person speaking on a very impressive stage. But it's not. We, as ICANN staff, we are very much a form of secretariat of the whole way that policy making is done, and particularly my role as Engagement Manager, my task is to get more people involved. I realize that speaking on a very imposing stage with an echo doesn't make myself more approachable, but that's not at all so.

The first thing I want to say is whenever you meet anyone with a blue badge that says "ICANN staff", don't be afraid to go up to him, ask him, and present yourself to him, saying you're a newcomer. Because really we're at your service. We want to have you feel comfortable in this community, understand and go beyond the barriers of languages, of acronyms, of groups of people that know each other and always stick together. Use us on that.

Okay. Let's go into some overview of what ICANN is and what ICANN does. I'll skip through the slides, but usually I'm not a big fan of slides. I think at least myself as a typical male, I can do only one thing at once. So I either read the slides or I listen to someone speaking. Thee are three really key essential elements of how the Internet works. We now take the Internet for granted. We have it every morning when we get up. We check our Facebook, we go and check which new messages are on

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WhatsApp, and then we log into Skype and have a call with our friends, or we check emails.

The Internet is something that's there, like the air that we breathe. But in reality, the technology is marvelous and it's based on very simple principles that make all these things possible, and then we can spend the rest of the day or the week trying to go even deeper into that. But the beauty of you participating in this meeting is that you're looking exactly at this level of how this thing is possible. Then, coming to the next step, this thing is possible, it's marvelous, I take advantage of it and use it every day, and actually I can shape it. I can be part of how this technology will develop in the future.

The three basic principles, there's this one – open technical standards. Since the Internet was developed, technology was meant to be open, so everyone could join this technology, join the standards that were made for this technology to work, and create new standards for that. The standards became widely used, and then we more people used the standards it became the standards and a building block. This is something that's still very true today.

At ICANN, we are not myself or a bunch of engineers saying, "Okay, that's the new format through which music files will be exchanged on the internet," and how everybody uses them.

That's not how it works. It's the other way around. People that participate at ICANN, with different experiences, they say, "I think this is a solution for that problem." You share it among the other peers. As more people get on consensus to this solution, it then becomes a standard. It's twisting up the process a bit.

It's a top-down approach that we are getting acquainted from using any other technology that communicates and links us – whether that be the railway system, or the telephone system, or the telegraph. There was always some central authority that said, "I'm going to make a train line from here to there, and then trains will go there." In this case, it's the users and the people that will push the policies the other way around. Then I'll skip that one. I've said enough.

These forms of technology development, it also very much influences the way the Internet is governed today. I think myself, using the word "government" and "governing" the Internet is also quite inappropriate, but that's the best word we came up with, because when we think about government we always think about some central authority, some buildings, some specific people identified, and that's where policy comes from. Then how these people are elected or how much they represent the population is another issue.

In the case of the governance of the Internet, the system is highly distributed. You don't have one single, central authority that decides the standards and process – who can do this and who cannot do that. It's not like that, because the design of the technology doesn't allow that. ICANN is not a central authority in this sense, but see ICANN as a hub, like an airport hub, where flights come in and are dispatched to other destinations. So basically, ICANN has this function of coordinating policy making from people like you - and hundreds of people this week – and other organizations that take care of different layers and different parts of the technology.

In this governance, we use this word of "ecosystem", and ecosystem is exactly what I was trying to explain before. We know ecosystem is in nature, and it's basically a composition of different elements, beings, animated or non-animated, plants and animals, that all live together and they all sustain because they all play together. The Internet works very much the same way. There is not a single ruler, center, that dispatches the orders to the periphery, but it's the other way around. In this ecosystem, ICANN is the organization that's quite visible, because it makes the naming and addressing function of the Internet happen.

I hate these slides. Not long ago I was a student – we're always students – and I go scrubbing around and I figure out right away

who's falling asleep and who was following. I have the feeling that these slide are the best remedy for insomnia! There is one slide that's not here – the one with the layers of governance. It's probably the one that makes everything make more sense. When we look at the Internet, as I was saying before, we take it for granted.

But in reality, we're going through a network of networks, and there are hundreds of thousands of them across the globe. These networks, they can be the 3G networks that connects your mobile phone, it can be your landline, it can be a satellite network, and each of these networks has its owner, its maintainer, but when you connect to the Internet, you're using this network, you go this place. Where is this place? It's something else in the outer space?

No, actually it's among these networks, but to you it looks like one single space, because all those networks use the single technology that is called the system of unique identifiers. That makes these networks communicate themselves, and therefore to be seamless and to look as one. What ICANN does is coordinate this system of unique identifiers that allow these hundreds of thousands of networks to each other, and to dispatch your information across networks in a random way, but without failing not even once.

So when you connect your computer and you want to go to Google.com or whatever website, you need to get there, but you don't know through which network you're passing. You don't have to know. You don't need to know that. The technology does that. But the fact that you can reach this website is because everybody is using this standard, everybody is using this technology. That's called the domain name system and system of unique identifiers. We have a slide that I hope will help you to understand that.

I think this is the key slide and key piece of information that if you want to take home, and if you want to understand and explain to other people how the Internet works, it's the piece to take with you. For the rest, I'll pass to my colleagues. I'll be around for the rest of the week, as I was saying at the beginning. Myself, and everybody who wears a blue badge with "ICANN staff", let's say we are your… You know the instant noodles where you go there and you just pour water?

Consider us like that – instant friends. Don't pour water, unless you fancy that! But you can really approach us and ask more details about what we're saying or what someone is representing, what a session is about, what an acronym is. Don't be afraid. Thank you.

JEANNIE ELLERS: Thank you Andrea. Thank you for the overview as far as the technical aspects. To talk a little bit about the components of the Internet ecosystem, I want to pass to my colleague, the Regional VP for Europe, who's going to welcome us to the region as well – Jean-Jacques Sahel. You weren't here earlier, so I'm going to remind you to speak slowly for our interpreters. Here is the clicker for the slides.

This next part is going to be a little bit about the whole of the Internet ecosystem and how ICANN fits into that, and ICANN's role in that. If there are any questions, please raise your hand. We have Jason and Wanda still with the microphones in the audience, so please just let us know. Jean-Jacques?

JEAN-JACQUES SAHEL: Thank you. Good morning everyone. Welcome to Dublin, welcome to Europe, and welcome to the 54th Meeting of ICANN. I come to the Sunday Newcomer Sessions almost every time, because for me it's quite a useful refresher and everything. I think that the whole session today might seem daunting because it goes on for the whole day almost, but it's really worth it, and I think you'll feel much more comfortable later on this afternoon. Now, I'll hopefully mingle with some of you later on, so I'll go back to the presentation. I've had the pleasure of meeting some of you last night already.

I would encourage you to be as proactive as they were in going to one of the cocktails and talking to people. Yes, I am looking at you guys! It's not just staff that are quite happy to speak to newcomers. It's pretty much everyone in this community, and the great thing is it's a diverse community with lots of different perspectives, and that's precisely what I'm going to talk to you about. So as Andrea has started explaining, we fit as ICANN within the Internet or logical layer of the Internet – so very much at the architectural level of the Internet.

Within that architectural level, which is what some people have called the glue that brings together those thousands of independent networks, that glue the bridges together to make up the network of networks that is the Internet, there's a number of institutions. For instance, the Internet Engineering Taskforce looks at standards, and there are a few other such bodies. And the role of ICANN itself is about unique identifiers.

It's being able to specify and to find a specific end point – a specific person, computer, device connected to the Internet – wherever they are in the world, so that they are uniquely recognizable and finable on the Internet, so that you can contact them and make sure it's them that you find. That's what really happens at ICANN. That's the basic role of this forum that is ICANN, which you will discover in the next few days.

Let's move to the next one. I started mentioning this. We are responsible for coordinating the Internet's unique identifiers, and it's mainly on two aspects – naming and numbers, plus some standards called protocol parameters, which underline basically how you route packets of data from one connection of the Internet to another. You'll hear more about the detail on IP numbers, internet protocol addresses, and the DNS in more detail later on, especially when you start talking about some of the current hot topics such as the IANA functions stewardship transition, which is all about the core management of these unique identifiers.

So I won't go into too much detail. But that's just really our role – ICANN is about a DNS and numbering and protocol parameters. Now, I've mentioned this word "forum" because in fact, as staff here along this table, in Internet governmental organizations, or in governments, if you have staff in governments, policy officials, they develop policy – of course, with some direction from the politicians, from the ministers. Really, the policy officials are supposed to initiate policy, develop policy, start drafting legislation before it's submitted to parliament in effect.

We don't do that as ICANN staff. Here, we are servants of the community, and ICANN as an organization is very much this forum, an [unclear 00:35:50]. So where the global Internet technical community and technical user community comes

together, and decides and develops policies and procedures associated with the DNS and the Internet numbering space. We are, in many respects, a secretariat, and ICANN a coordination forum – not a governing body, as such. The governing body is the community as a whole.

You'll hear people talk of ICANN in different ways. Sometimes we'll say ICANN and we refer to ICANN staff, and ICANN as an organization, a non-profit corporation based in California. But really, ICANN is this big community. It's 2,000 to 3,000 people, and more, that gather regularly to discuss those policies. That's you, now, and going forwards. Again, you'll hear more about that during the day and see how it shapes. We'll come back in detail on gTLDs and IDNs, et cetera, so I won't touch on that just yet.

Now, I started mentioning this multistakeholder community. I suspect a lot of you in this room are familiar with this term "multistakeholder". The idea is that simply in the Internet, not just a global resource, one that's by nature trans-national, and where you need to have discussions at a trans-national, global level, but it's not a resource that's solely in the hands of a set of actors. There are a whole host of different actors, different groups, different interests, different stakeholders that are involved in the Internet.

That involves, for instance, telecom companies that will run the networks, that will sell you, as users, access to the Internet, all the way to the web companies, to governments that have a public policy responsibility about the Internet, to individual users. We each, as individuals, have a big stake in the Internet, and we have the wider economy, the wider society. So there's a whole range of people who have stakes in the Internet and the Internet's DNS.

How it works for many of the organizations and mechanisms in the Internet governance ecosystem, including ICANN, we have the ability to have open discussions involving all these actors, potentially – all these stakeholders. This is what you see here on this chart, where we try to have a very broad representation of the various people or groups involved, who have a stake in the Internet's DNS and numbering. So you can see, if you go around, it of course involves the technical community, engineers, network engineers in particular, cyber security experts, those sorts of people.

Then you go onto the wider business community and not just the tech or Internet businesses. We're talking about all sorts of people. We have banks here, who of course are increasingly dependent on the Internet, and pretty much any other sector of the economy has got an increasing interest in the Internet. So we've got wide representation from business. If you walk

around, you'll see some businesses who you probably wouldn't have thought would be there. We have Cartier, the watch makers, we have mentioned the banks, we have the music industry and all sorts. They're here, because the Internet matters to them.

You continue, and you have the governments of course, and various inter-governmental bodies who are represented. We have lots of academics, and I think quite a few of you are from academia. We have a lot of interest in these discussions. It moves onto civil society, and Internet users all together. Then the people who are in-between business and the technical community; who are the people called the registries and registrars. They're the people that really manage the domain names like .com – the people who operate the .coms, the .ie of this world, and the registrars are the people who effectively sell those domains to the wider public.

So you have this huge community, and not only are they able to attend the meetings – they're supposed to initiate and discuss policy, and negotiate it, and adopt it by consensus. That's how it looks. Again, you'll hear more detail about this, but this is the sort of overview of the key committees in ICANN. We call them SOs and ACs. I'll quickly run through some of them, at least. You can see at the top ccNSO. There's a lot of acronyms – be patient,

you'll get them. The ccNSO is for country codes. We mentioned .ie. There's about 220 or so.

It's the registries, the people who operate, who run those domains, who come together and agree policies that need some sort of global coordination. Then if you move to the right, it's the GNSO, the Generic Name Supporting Organization. That's the committee that brings together the registries and registrars that run the other names, like .com, .biz, or .pub, as you might have seen advertised at the entrance of the building, or .ninja, .guru, and all these new domains that are starting to appear at the moment.

Together in that same GNSO, which is possibly the largest committee, we have the registrars, but we also have academics, NGOs, and the wider business community represented. That's quite an important committee in ICANN and a very representative one. You've seen those colors coming together. If you remember, we have all these different groups in different colors in a previous slide, and you can see them merging and coming together in some of these committees to have discussions where you hear different perspectives.

So that whatever policy becomes adopted, it represents a consensus view – a view that should work with most constituents, with most representations, with most groups that

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have a stake in the DNS. When you go down you have a couple of committees who are very much specialized on technical aspects; root server management, security and stability of the Internet, and then you've got the ASO, and that's very much the addressing aspect. That's about numbering. It's IP addresses, how you mange those at the global level, coordinate their allocation at a global level, and then distribute them at a regional level.

Then you've got the At-Large community, which is very much focused on both individual end users and business users that can come in and have their voice heard in the ICANN community. Then the final one is the Government Advisory Committee. I think there's 155 governments – yes, we have Aruba. Three joined… Okay, so we're 155 governments represented, plus just over 30 observers – that's people like the Council of Europe, other inter-governmental organizations, like UNESCO and others. We've got more representations by governments than quite a lot of international organizations.

So we have an increasing very global representation both in the GAC and in the other committees. You'll hear more later about how ICANN is increasing the globalizing and making sure that as the Internet goes well beyond the three billion user mark, we have a community that's representative of that.

Okay, so how does it work? I've described briefly – and you'll see it working this week. I'd really encourage you to go in the meeting rooms, to sit at the back, see how it work, go to the ccNSO, go to the GNSO, go to the ALAC, see how it works. These guys, there are different perspectives and stakeholder groups come together, discuss policy, coordinate. And once they've adopted policy by consensus they then send the policy recommendation for approval by the Board of ICANN.

The Board of ICANN reflects that diversity that you see in the various committes in the community, because effectively the Board of ICANN is elected, is nominated by all these groups. Again, you see those cute little colors representing the different stakeholder groups. Because the Board of ICANN is not like a traditional corporate board, where it's just the largest investors that might be represented on the board. It is in fact each stakeholder group that's nominating its own representatives in a fairly balanced manner to the Board – plus there's a number of Board Members who are nominated by something called the Nominating Committee.

In the corporate world you might call them non-executive directors. So they're not nominated by the committee. They're nominated by a special committee, the NomCom, that wants to bring in even more diversity in ICANN – people who are not from the normal traditional ICANN community. They bring in another

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perspective and another set of skills to the Board of ICANN. It's the Board of ICANN that reviews the policy recommendations and officially approves them. So here you have the full names, and when you get the presentation there are links to more detail of all these organizations. Just to mention the technical advisory bodies? We need to stop?

JEANNIE ELLERS: A little bit later this afternoon – this is just to give us an overall structure. This afternoon we'll go into a bit more about the SOs and ACs that you see on this slide here, and the technical advisory bodies. Those different groups and sectors that Jean-Jacques was just talking about, they make up these SOs, ACs, that make up the ICANN community. Jean-Jacques can talk here about private sector and civil society – that's his area of expertize. Then we're going to move onto Internet governance with my colleague, Nigel Hickson. He is going to regale us all with wonderful talks about the structure of Internet governance and how that works in the ICANN world, and how it works across the Board.

Jean-Jacques, if you can talk a little bit about the private sector and civil society within ICANN? Then we're going to move to Nigel. If you can just give us a few points about that and where civil society fits in?

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JEAN-JACQUES SAHEL: I've mentioned a little about business. You've got the registries and the registrars who are really the core of how the DNS works. There are of course businesses, and then you've got the wider business community. Around the registrars and registries you have entities, businesses who are very closely involved and dependent upon the Internet – like telecom operators and the Internet companies. If you walk around, you'll see people like Deutsch Telecom or France Telecom, Orange, you'll see Google, Facebook and Amazon, and then you've got this wider business that I mentioned before.

When they come to ICANN, unless they are the technical experts who have their own dedicated committee, most of them meet in the GNSO. In particular, within the Commercial Stakeholders Group, that you see mentioned here, the wider business umbrella, there's then the Registrar Stakeholder Group and the Registry Stakeholder Group.   Then you have this Non-Commercial Stakeholder Group category, and that's civil society.

What we mean here by civil society is broadly speaking, because it's a fairly broad term, is NGOs – people who are for instance digital rights advocates, freedom of speech advocates, human rights groups. Or we can be academics who are interested in the Internet.   It can even be social science academics who are

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interested in what happens on the Internet and the domain name aspects of that. They come together. They've got two sub-groups that are in that NCSG.

Again, there was already an event yesterday that some of you got to, organized by the Non-Commercial Users Constituency. That's users of the Internet who are not businesses. Not necessarily individual end users, but it could be NGOs or universities, for instance. They come together and very much represent a voice of the wider user base of the Internet. You've got a sister group called the Not For Profit Operational Concerns Constituency, NPOC, who are organizing a couple of workshops later in the week, so you might want to pay attention to that.

That brings together people who are looking at how NGOs use the Internet, how much they rely on their web presence, and how important it is for NGOs to have a strong web presence, and therefore why NGOs need to be involved in ICANN – to make sure their web presence, the way they engage with donors, the wider population, to carry their message, is safe and maximized. That's how we've got this wider representation of society involved in ICANN. As I mentioned before, the GNSO, you'll have more information later, but they deal with those generic TLDs. So the vast majority of domains.

JEANNIE ELLERS: Thank you Jean-Jacques. The next part of this is about governments. Like I said, this afternoon we'll talk more about how these structures work and how they work in developing policy at ICANN, providing advice on the policy that's developed at ICANN. But I want to move onto other players in the Internet governance space and Internet governance and what's happening today. Nigel Hickson, if you could please get us started on this? This is my favorite part of the morning. It's always very interesting to hear this bit.

NIGEL HICKSON: Good morning! I quite like standing, talking from here, because you feel a bit like a president or minister up here. This room is dreadful, isn't it? No, this room is marvelous, but I can't really see you all. I don't know why some of you are sitting at the back. I suppose it's because you've got hangovers from last night. Who went to Temple Bar last night? You're a boring lot, aren't you? You really are! It's great, isn't it? Dublin is a fantastic… is anyone here from Dublin? You are? Excellent. I didn't know they let the Irish in actually, but it's really good that you're here. Where are you all from? Don't tell me individually. Anyone from Switzerland? Thank God for that – I can be rude about Switzerland.

I work in Geneva. Anyone been to Geneva? Some of you. Most people go there for a few minutes, and then leave again, but I live there. It's a great place. Switzerland is a great place. Anyway, I'm not going to rabbit on about irrelevant things. It's really good to see you all, although it's rather a spaced out room. Newcomers to ICANN. I was a newcomer of course. I've only been a member of staff since 2012, and my first day was at an ICANN Meeting, and that was very confusing for me indeed. I wish I'd been able to come to a Newcomer Session like this. It would have been very helpful.

I'm going to speak about Internet governance. What is Internet governance? Earlier, Andrea went over the Internet ecosystem. We often talk about the Internet ecosystem. ICANN occupies a small part of the Internet governance or the Internet ecosystem. We do names and numbers. A lot of organizations do a lot of other things. In the next 20 minutes or so we'll talk a bit about what some of those organizations perhaps do.

First of all, before we get into what other organizations do, I want to just ask you, what do you think Internet governance is all about? Anyone? Why do we have Internet governance? Why are we passionate about the governance of the Internet? Global standards? Yes, that's one thing. Anyone else?

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[SPEAKER]:	Hello. My name is [unclear 00:54:50] from Kenya, a second-time ICANN fellow. I think Internet governance is all about shaping the evolution, the user of the Internet.

NIGEL HICKSON: I like that. Shaping the evolution of the Internet. That's what we're doing. We're shaping the evolution of the Internet. The Internet is something that's evolved, as Andrea was saying earlier, from a network of networks, from individual networks, into this global ecosystem we have. For many of us that have grown up to know the Internet… When I was a teenager and at university there wasn't such a thing as the Internet. We grew into the Internet.

Therefore for my generation, we didn't ever take the Internet for granted. In the early days of the Internet – and this might seem strange for some of you – people used to argue whether the Internet was just a fad, whether it was something that was going to come and go. I remember working in the UK Government and talking to a minister, and he said, "Isn't the Internet a bit like skateboarding?" IN the UK, skateboarding went out and in, and one day you were trendy on a skateboard, the next day you were a nerd.

It was one of those things. The minister said, "Isn't the Internet going to be like that and just disappear?" It wasn't just

ministers. In the iTU they talked about the Internet as if it was something over there: "We don't need to worry about the Internet. WE do telecommunications. The Internet is over there. Let the Internet people get on with themselves, because they'll disappear soon.   We'll do telecommunications.   That's more important." It wasn't because they were stupid. It was just because the Internet was evolving.

Was it something that was going to stay? Was it something that was going to be important? For you today, how important is the Internet? Survey after survey is done. I don't read many of them, but you read these surveys where the questions are asked, "How important is the Internet to you? How often do you access your Facebook page? Do you take your smartphone to the toilet?" These questions are asked. Is Internet more important to you than chocolate? Is it more important than Guinness?" I can't believe that! These questions are asked. Of course, the Internet is important.

You think, "This guy is totally stupid." Of of course, the Internet is important. What happens if it was taken away? You go to some conferences and learned people say, "The Internet is a right." That's great, isn't it? We can all say the Internet should be a human right. I could say Guinness should be a human right, but the Internet is obviously incredibly important to people. But it's only there because it's evolved. It's only there because of all

the actors Andrea talked about. It's only there because of people's passion, people's intelligence, people commitment [audio jumps 00:58:09].

It could go away. No single right that we have to a single Internet. Therefore, that's why the governance of the Internet is important. That's why you're important, coming to this conference, coming to an ICANN Meeting, coming to understand about the Internet ecosystem – because we should all be committed, in my view, to ensuring the Internet stays singular, stays interoperable, stays accessible to all of you. You think, "That's obvious," but it's not that obvious.

A single internet is something that is absolutely fundamental to the ecosystem that we all thrive on. Of course, now it's economic, it's social, it's trade, it's political. It underpins all we do, and with the internet of things coming along, of course it's going to be even more central to our lives. This is important. There are many other players in the Internet eco-space. I'm not going to go through all these names, but you can look them up. ICANN is only one of the components. Some of you will have come across the Internet Society, which predates ICANN.

The Internet Society has a broad responsibility, a broad membership. Many ISOC Chapters around the world are promoting the concept of an open, single Internet that's there for

the advantage of all. The Internet Architecture Board Standards, as the gentleman said at the front here – the IETF is involve din standards as well. Open standards underpinning what the Internet is all about. The Internet Assigned Numbers Authority is part of ICANN. As you know, there's the great discussion at the moment about the transferring of part of the responsibility for the running of the Internet, or the basic architecture of the Internet, from the US authority to the global Internet community. You'll hear a lot more about that.

Regional Internet Registries that give out IP addresses that all systems are based on. Regional network operator groups that get together to discuss technical issues, and many more – the International Telecommunications Union, as I mentioned. There's a lot of organizations in this space. There's a lot going on. You can't be involved in everything. We can't be involved in everything. We need to be aware.

We need to have a basic understanding of what this is all about. It's like in many other aspects of life. It's no good shutting yourself in a room. Some people have said to me, "At ICANN, all we need to do is to do our job well, do our job efficiently, and that's fine. As long as we do our job well, people will respect us." Well, that's true, to an extent, but you have to do your job well, but you also have to contribute at school, at university. It's no good just being an excellent student. Of course, it's a good idea.

I was never one, so I can talk about excellent students. It's no good just being an excellent student, is it?   You have to contribute. You have to come outside of your box, of what you're doing, and involve yourself in other things, spread your expertize, help others, be involved in this ecosystem that Andrea talked about. That's the same with ICANN. Yes, we have to do our job well. Yes, we have to make sure what we do is excellent and professional, but we also have to be aware of what's going on elsewhere.

We haven't got time to go all through theses things, but I'll go through two events are happening on the Internet governance agenda, so at least you'll be aware of this global ecosystem that we're talking about.   The UN, you've all heard of the United Nations. In 2003 and 2005 they had so-called World Summits on the Information Society. Are you ware of this? Great. I know some of you probably weren't born in 2003, but anyway… They had the WSIS. We didn't talk about the Internet so much, we talked about the Information Society.

 These Summits were primarily about something that's fundamentally important, more important than what we do. It's about ensuring that everyone has connectivity to the Internet. We take the Internet for granted in the west, in Europe. For many people, they can't connect to the Internet.   I was talking to people in Nairobi.   I was talking on Internet governance in

Nairobi a few weeks ago, and someone from the audience rightly said, "You're talking to us about the governance of the Internet. What you're talking about is interesting, but can you talk about how we can get the Internet in the first place?"

I think that sometimes we have to step back. Sometimes we have to think, "What is it all about?" Yes, the governance of the Internet is important. The Internet is fundamental. There's many people that haven't got the Internet. There's many that have got the Internet, the connection is poor, unreliable, and very expensive. We shouldn't forget that connectivity, the digital divide, are fundamental issues we should all be concerned about.

That's what these Summits were about in 2003 and 2005 – primarily about connectivity to the Internet, affordability, accessibility. But they also touched on the governance of the Internet, because there's always been a concern, as the Internet became more important and, as I said, in the early days, governments didn't really care about the Internet in that it wasn't something that touched the lives of their constituents or citizens.

But gradually, 2000, 2003, the creation of ICANN in 1998, governments became more concerned about the impact of the Internet, and of course wanted to understand how it should be

governed. There's always been a debate about whether the Internet should be governed by governments in the UN, in the UN process, or whether it should be governed in a multistakeholder way. As Andrea and Jean-Jacques explained, in ICANN we govern in a multistakeholder way. In other parts of the Internet ecosystem, governments have more of a role. That's okay.

One of the debates at these World Summits was on this issue of whether governments should be involved, through the UN or ITU in the governance we do at ICANN, and the governance generally of the Internet, or whether it should be stakeholders. In the 2005 Summit there was something called the Tunis Agenda, which laid out a lot of these tenants about fundamental aspects of Internet governance, as well as talking about the digital divide, and the Tunis Agenda called for a review of this whole WSIS process in 2015. The UN is holding this review later this year in December.

This is important, because it's the first opportunity [audio jumps 01:06:00] for all the governments to specifically gather to discuss Internet governance. [audio jumps], which was a conference hosted by [audio jumps] last year, which was also an opportunity, but this [audio jumps] is a more formal opportunity for all [audio jumps] with stakeholders to discuss the future of [audio jumps] issue of connectivity, affordability. All I wanted to do is highlight this. I won't go through the detail of it. But to highlight this sort of issue is important, so when you hear these

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words banded about you can at least think, "Yes, there is some other relevance."

Let me finish. I think I've already mentioned about some of the other organizations in this area. Some of the international governmental organizations as well in this area – the UN, the ITU, the OECD, which as you know has a number of countries in membership and is very influential in this area, then we have the World Trade Organization that deals with electronic commerce issues, WIPO, that deals with intellectual property issues, the World Band… Many other organizations touch on Internet governance issues, the ICANN community, which we've been talking about, regional organizations – the African Union, the European Union – deal with these issues.

Business organizations, of course, as Jean-Jacques was saying, business is very involved in the Internet space, and many other areas. I think I'll leave it here, and just finish by saying if you have any questions, I don't know if we've got time in this session, but I'd be delighted to address them. Please, during this week, as Janice said right at the beginning, do take an opportunity to talk to people.

Do take an opportunity to find out what's going on, both at ICANN and more broadly. This is a very pivotal time for ICANN. It's a very important meeting, this one in Dublin, where we're

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deciding, the community are coming together to decide on this transfer of responsibility from the US to the global Internet community for this particular technical function called the IANA function. It's a very important time.

It's a very important time for Internet governance in general, and debate at the UN. So be involved, be committed, and if you feel passionate about this, get involved. It's great to see you. Have a good week!

JEANNIE ELLERS: We have some questions. Please remember to state your name and where you're from.

RITA: Hi. Thank you for that presentation. My name is Rita [unclear 01:09:09] from Samoa, Pacific Islands. Thank you very much for that presentation. That was great. I just have a question. That was the UN GA? What is that?

NIGEL HICKSON: Sorry, yes. I skip over these things. The General Assembly. So in the UN, the GA it's the top decision making body where all the high ups meet together.

SPEAKER: Hi. I'm [Killean]. I'm from Dublin. Nigel, thank you very much. I suppose the question is around the politics of the Internet. I'm curious about this, because you said earlier that when the Internet started, that politicians weren't necessarily interested. Is there a danger that it will become politicized from the transfer from the US? Is there any evidence that that's going on? Secondly, do we as the users or the community, are we dangerously naïve in taking the Internet for granted?

NIGEL HICKSON: Jean-Jacques and I used to work together. I always thought he was the same age as me, and then I I got much older. I never understood. Great question. Obviously a student of political science. On the two things, the Internet has become a political issue for many governments, and that's not strange. Has it become politicized? Yes, in some countries, governments deliberately interfere with the Internet for their own ends, either through tampering, filtering, censoring the Internet or doing things on the Internet. So yes, from that point of view it's become a political tool.

I think the interest of governments in the Internet is self-evident. It's important that governments do have an interest in it, because it does underpin the economic fabric of society. In terms of are users naïve, I think this is a very difficult question.

We're all users, aren't we? When we get up in the morning and switch on the light, we don't necessarily think of the electricity distribution system, and when we turn on the tap we don't necessarily think where the water is coming from and how the water companies interact with each other. We take certain things for granted.

When I talk to my daughter about the Internet, she's always saying, "The Internet is there," and when it's not there they get very frustrated. I don't think users are naïve. I just think we ought to understand the dynamics of all this. We ought to have a better understanding that the Internet isn't just something that's there for the good of… It's something that's been created, developed, and it's only there because of the commitment and organization of many different people.

JEANNIE ELLERS: There's another question in the back. Go ahead.

SPEAKER: Hi. My name is [unclear 01:12:41] and I'm from the Center for Internet and Society, India. I had a question that I've been trying to track through my work as well, but I still can't figure out the nuance of this out. There's a host of functions in Internet governance. There are different bodies that carry out different

functions. How do the separation of powers work within these groups? Who is there to regulate the people who are regulating? Who regulates the IETF? Who regulates ICANN?

JEAN-JACQUES SAHEL: I'll take the easy one. Who regulates them? I don't know. It's a bit like saying, "Who regulates the UN?" you could say, "Okay, the member states." "Who regulates the member states?" It's you, voting, which is debatable in some countries, but that's another story. I think when you look at the Internet, what's interesting is it's grown organically, the governance of the Internet. I don't like calling it governance of the Internet, because a lot of it is coordination, because what happens is you do have this variety of actors, and they work with one another.

It goes back to when the Internet was not nearly as big as it is now, when almost from its inception it was groups of academics, groups of researchers, that decided to collaborate rather than compete on developing different communication systems. They came together to try and agree protocols and standards so that technology could be better and interoperate in some cases. Some of the early pioneers were telling me they even had some discussions on whether to use the term "protocols". That's another story.

The point is that it grew organically into a governance that's unusual, perhaps. Going back to using this term "governance", which I don't think is totally appropriate – because you can't really compare it easily to governance in public policy terms. If you think about the IETF, it's standards development, and actually it functions pretty much like any other standards body in terms of experts coming together and deciding by consensus how a standard works. At the end of the day, as in other standards bodies, a standard works not because it's mandated increasingly, but because it's adopted by a vast majority of people, because it works.

So governance, or who oversees those, it's that community that oversees it, and it's open, and it's a wide community. So you can tae part in the IETF. They've got their own governance mechanisms – I'm not an expert – but I think they're coming to talk to you about it later on, so you can probably ask them for the detail. It's a different way of governing, and it's a pioneering experiment in governing in a different way.

Because the Internet is just so unlike any other resource. It is a technology that's inherently global and that involves different layers of society and different actors. It does therefore require a completely different way of coordinating. I think it's an inherently excellent question, because it's going to remain an unanswered question, in a way, for a long time. We're all

working on improving how we coordinate all this. See it as a collective experiment. It's not like it's distributed. You don't have a top body that says how it should all work.

It's a multistakeholder bottom-up exercise. You'll hear those terms again and again today, and I hope it will get clearer as we go forward. Maybe a last word, which is stemming from this, a point I wanted to make, which goes back to Nigel and I saying, "Please go and speak to people." There's a lot of people that talk about ICANN and Internet governance. They write essays, they write reports, some of them write books. I can tell you, a huge number of these people have never even been to an ICANN Meeting. They don't know what it's like.

They haven't talked to people. So take this opportunity here to talk to people who realize how it works and why it works the way it works, why we have some of the outcomes we get, and where it's all evolving, how it's evolving; this unusual model of governance. It's a great chance, and I hope you'll see that this week. Don't hesitate. Don't be shy. Just grab pretty much anyone. I'd expect they'd be quite happy to talk to you and share with you their perspectives.

JEANNIE ELLERS: We have a couple more questions. Go ahead.

SPEAKER: My name is [unclear Utaba 01:17:31] from Kenya. While we are still on Internet governance, last year there was an incident that happened in North Korea. Until today it's still a mystery of who was able to switch off the Internet. As the main Internet governance body concerned with the resilience and stability of the Internet, have you been able to establish who did the switching off of the Internet? There's been a lot of finger-pointing; some saying North Korea decided to switch itself off from the Internet, and others saying it was the United States of America. Would you please elaborate more on that?

JEAN-JACQUES SAHEL: You can't switch off the Internet, as such, but you can switch off access to the Internet by working with the entities that offer or provide access to the Internet. So it's Internet service providers – usually telecom companies. If you have a country with relatively small number of Internet providers, you can go there and stop the operation; stop them connecting to the outside world and transmitting the data. You can't stop the Internet, as such. If these people had access to another provider by satellite, they would still be able to receive it, unless the satellite signal was scrambled.

NIGEL HICKSON: Again, I think what Jean-Jacques said earlier about talking to people and not believing all you read in books… Sometimes, I read the odd headline before I joined ICANN: "ICANN switches off Iran," or, "ICANN does something to Syria," or something like that. Of course, countries have suffered blackouts of the Internet, mainly because of either accidents, or mainly because of cables, because the Internet is obviously provided to many countries through underwater cables, and they can be disturbed, or there's earthquakes or whatever.

So countries have suffered Internet blackouts, but not because of ICANN. ICANN has no ability to switch off the Internet, but sometimes it does get switched off for other reasons.

JEANNIE ELLERS: There's another question here?

NADIA: [Nadia unclear 01:20:07], Armenia. Thank you very much for the very interesting presentation. You've been speaking about the Internet in terms of human rights and in terms of being an essential digital environment in nearly every aspect of our life. During this Newcomer Session I'd like to ask a question, which is very frequently asked by children in our country, with whom we work. Is it possible to have a secure and open Internet at the

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same time?   If yes, which is the priority?   To have a secure Internet, or an open Internet?

NHI: I'll try to answer that, but Jean-Jacques will probably give a better answer. When the Internet grew up, the main question for most of us was getting Internet connectivity in the first place? Why do you want Internet connectivity?   You want to get to content. In the early days, getting on the Internet to any content was pretty marvelous.   Before the world wide web started, getting to Internet content was quite difficult. Now, of course, Internet content is everywhere.   There's always been an argument of what should be on the Internet? Should the Internet be full of good things?   Can we stop the bad things on the internet? That's always been a debate.

So for instance in the UK, we went from a situation where ministers didn't care about the Internet – who cares about the Internet? It's like a skateboard, it will go away! They went from that perspective to really worrying about the Internet. Why did they get really worried about the Internet?   It's because when newspapers started printing stories of content being on the Internet, that adversely affected people. It adversely affected children.   Of course, therefore there has to be concern about what goes on the Internet.

But what you have to look at the situation of is you can't have a situation where you simply ban all the content that's so-called "bad". You have to have a situation where education, where monitoring, where the ability of people to understand what they're accessing is introduced. Of course, things like child abuse images and other types of content on that should be filtered out. There are legal laws and there are policies to ensure that content is not available. Really, you have to look at generically how you're going to address this issue depending on who the audience is and depending on where you are. Jean-Jacques?

JEANNIE ELLERS: Another question?

ANNA: Good morning. I'm Anna, from Georgia. What I wanted to ask was, Nigel, you said we got used to it that the Internet will not go – so it's not something that comes and goes. It's with us, I hope, for more centuries. But what about Internet governance? Internet governance is not something we've been discussing for centuries or for decades. It's something very new. Will it go? Will it stay with the Internet forever? Will we be discussing Internet governance for how long?

We all know that we'll soon know whether the IGF Mandate is going to be extended or not, but we're also guessing that it will be. But even if we leave the IGF thing and we will talk about Internet governance in general, national Internet governance - we have so many regional ones – how long are we going to be discussing Internet governance? What will be the circumstances that would make us stop discussing Internet governance?

NHI: I'm sure people write books on this as well. Clearly, issues get discussed. If you look at a chart, at the moment there's a lot of focus on Internet governance, and there's a lot of focus on Internet governance because of this dynamic that we talked about, between whether it should be more governmental controlled, or whether it should be more controlled by stakeholders and other actors. That argument is going to be with us, and I think it's going to continue. To an extent, it's not a bad argument, because it does get people involved in the issue, discussing the issue.

So I don't think that Internet governance as a subject is going to go away. You're absolutely right to mention the IGF. I should have mentioned it earlier. The IGF has been the best creation, I would say, out of the WSIS in 2003 and 2005. The Tunis Agenda established the IGF, and the IGF is an annual event. It takes

place in Brazil next month. Even more importantly, it's spawned regional and national IGFs. How many people have been to a national or regional IGF? Yes, so quite a few of you. This is where Internet issues are discussed and where all sorts of issues are discussed.

I think it's this bottom-up approach from the nations, to the regional, to the global, that's very important in terms of this dynamic on Internet governance. I'm glad you brought it up. The Mandate will, we think, be extended by the UN in this meeting in December. We hope so.

MONA: Hello. I am Mona from Jordan. I must say that this question thing is an amazing thing, because when I first raised by hand to ask a question I had three questions in mind, and when it's my turn it's only one because it was already answered by you. My question now is, you mentioned the ISOC and other companies, and there was a relationship between ICANN and these companies. Is ICANN on top of them?

NHI: No. So as Andrea said earlier, ICANN is part of this Internet ecosystem along with other organizations, and specifically we have a relationship with the other partners in the technical

operation of the Internet, the technical arc of the Internet. The Internet Society and the Regional Internet Registries – APNIC, AFRINIC – that give out IP addresses, the IETF, the W3C… We form a group called the I-STAR organization. We do collaborate, we coordinate. But no, no one's on top of each other, no one is subservient to another. We're all separate. But yes, we all collaborate together.

In the ICANN model, as you heard earlier, we have this At-Large organization. It's a very important part of the ICANN structure, users, and often those ICANN user associations locally cooperate, or are part of the ISOC Chapters locally as well. So there's good coordination.

JEANNIE ELLERS: We have time for one more question.

CHRIS: Hi. Chris, from Wales. It's quite a broad, open question, but with still a large amount of the world population to actually join the Internet, how do you reckon that will effect the ecosystem that we talk about with the Internet? Do you reckon there will be more change in privacy laws, and how that will be affected? Or do you reckon the Internet will become more broad, free and

open, because more people are using it, and that we'll then self-govern?

NHI: Jean-Jacques, you take that.

JEAN-JACQUES SAHEL: Just to understand the question, are you saying do we think having more people on the Internet would mean that we get more privacy laws?

CHRIS: It's more about how we govern it. Do you reckon there will be more privacy laws in place to try and help people utilize the Internet better, or do you reckon we'll self-govern the way we are currently doing it now?

JEAN-JACQUES SAHEL: I hope I understand the question. If I don't, grab me later. First, in terms of the next billion users, we've grown really rapidly with the Internet. This is a technology that obviously has reached more people than any other technology before. I think the figures are that it took 30-odd years for radio to reach 50 million people, 13 for the television, and four years for the Internet. It's extremely rapid. Within 25 years of becoming public, the

Internet grew from just a few hundred thousand to over three billion users. It's done well.

Now, the estimates for the next wave, if you will, differ a bit, because we're talking about slightly different demographics now and challenges. We're getting to regions where people have trouble getting electricity. How are you going to be able to access the Internet if you don't have a device that gets electricity? That's a major challenge. On the positive side, you have the fact that actually a lot of people now have got mobile phones, and a lot of mobile phones have got mobile access to Internet capability, and so a lot of people are going to benefit from the Internet thanks to mobile access – hopefully increasingly cheaply.

So some estimates are quite positive about how quickly we could get to 4 billion users. The hopes are it could happen in the next decade, possibly even in the next five years. Optimistically I'm saying it could go quite fast. How it might have an incidence on privacy, for instance, it's very difficult to say. I think if you focus just on privacy and you think about having a global understanding of privacy, it's difficult. It's difficult, because this is inherently something that goes back to values, to very core values, and [unclear 01:31:49] cultural values.

I live in Europe, and we have a European framework for data protection and privacy. It's not easy. There's a lot of divergences from one country to another, because our attitudes as individuals or societies to how we feel private differ tremendously. If you're in the Netherlands, for instance, you walk around a city like Amsterdam or the Hague, a lot of people will have their curtains open, you an see their living room, it's absolutely fine. Whereas I grew up in a country where people have got shutters on their windows, let along closing them with curtains. They've got big pieces of wood to stop people seeing in, for whatever reason.

That's within a couple of hours' drive. Now we're talking about how to harmonize or think about core values between people who live thousands of miles away with very different cultural mindsets. Yes, the right of privacy is a fundamental human right – at least that's how we see it in Europe – but when you take privacy or other core values like that, I think we have to be careful.

What we don't want to do – and I think this is one of the main dilemmas in global Internet governance – is that as much as we want the same levels of protection or good things for all users around the world, we don't want to impose someone else's culture onto another, and someone else's legal frameworks onto another, without paying respect to how they think. So that's the

sort of balancing action we need to take, a bit like going back to [Nareen's] question before – having a safer Internet versus privacy. It's not a versus, it's a balance, and it's a difficult one.

That's why having discussions like we have today; multistakeholder discussions, where we have the different perspectives around the table is super-important, because in the same room here at ICANN you will have a law enforcement person saying, "I'm going after really bad criminals and terrorists. I need all the information I can get." Then in the same room you have a privacy advocate that says, "Hold on, just a second." You have these people around the table, and together agreeing a policy by consensus, and people from different parts of the world…

Then, if you are able to agree consensus then you're in a much better position than with any traditional technique of governance in the past. So have a look around. There will be a lot of these sorts of issues being discussed this week. I hope that answered the question a bit.

JEANNIE ELLERS: Thank you Jean-Jacques. We're closing the queue after one question. I promised one more.

SPEAKER: Hi. My name is [unclear 01:34:20] from [Sudan]. Maybe it's a basic question, but… Still, I don't know how business associations or business sectors in general are involved in ICANN policy development.

SPEAKER: There's at least two main areas in which business associations are involved. If it's business associations that are looking at it from the perspective of users, as business users, they can sit in the At-Large community, ALAC, but I think in the main, where you'll find businesses and business associations will be in what's called a Commercial Stakeholders Group, which sits under GNSO. So if you are for instance a representative of a business association, we'd love to talk to you a bit more and explain to you how that works.

I think you'll have a dedicated presentation later today on that, plus at 16:00 we'll all break out into four different groups where you will meet with a person from our team who's focusing on business – one of the community leaders from the business community, one for civil society, one for government, and one for the technical community. So there you'll have half an hour to an hour to speak to those people in a smaller committee and go into much more detail. Normally I would think it would be a Commercial Stakeholders Group.

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JEANNIE ELLERS: Absolutely. Thank you to our European Engagement Team for joining us this morning. Nigel had to leave, but I'll thank him in spirit. If we can close with that. We've got about 15 minutes left before we break our Newcomer Session for lunch. One more thing I wanted to know is are there any of our other Regional Engagement Teams members from the other regions in the room this morning that can raise your hands? Can you come up here for me? We just want to talk a little bit about how ICANN's regional strategies are developed.

We have two different areas of regional work. One is the community driven strategies, and one is our regular day-to-day work plans. Really, we just want to stimulate multistakeholder engagement. We work with our partners in GSE, so that's the Internet Society Regional Top Level Domain Organizations. We have five community driven bottom-up strategies; in the Middle East region, the African region, the Latin American region, the Oceania, Pacific Islands region, and the Asia Pacific.

So these are strategies that have been developed with the community from ICANN strategic goals and objectives, and they have a regional focus with operations points and goals that serve the regions, and ways to foster multistakeholder development. Fahd here can talk a bit more about that for the Middle East

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region, although we can't really speak to all of them, but you can certainly talk about the Middle East strategy, if you don't mind?

FAHD BATAYNEH: Thank you Jeannie, and good afternoon everybody. My name is Fahd Batayneh. I come from Jordan. I've been working for ICANN for the past two years now, and before that I was a fellow. For those fellows who are in the room, you will learn a motto that says "Once a fellow, always a fellow". I always feel like I'm a fellow, and as my colleague Jean-Jacques said, every time I attend an ICANN Meeting I actually step into this Newcomers Meeting and I always find something interesting to learn. So it's really interesting.

Jeannie was talking a bit about regional engagement. I cover the Middle East and some adjoining countries, along with my colleague Baher Esmat, who's the VP for the region. The region consists of 26 countries. We have the 22 Arab states, in addition to Turkey, Iran, Afghanistan and Pakistan. In late 2012, some of our regional community members approached us and said, "Okay, let's have a regional strategy for the region, in a similar fashion to that of the African region."

Of course, Africa had started working on this strategy, I think in June of 2012. Of course, back then I was a community member, and Baher was working with the community. He said, "Okay,

let's assemble a group of experts who can work on defining what are the pressing needs of the region." Of course, we always believe that not every region has the same set of demands and needs, and that every region actually has its own set of demands and needs.

So we kept working as a group. I think we were 22 community members from 13 different countries of the region. We concluded that there were three pressing issues that we wanted to work on. One is the domain name industry. The other is the security, stability and resiliency of the DNS, and the third was Internet governance. Back then we felt these three areas needed more focusing and more zooming in. We came up with annual implementation plans. There is a strategy document on the website, on our Wiki space, and the group back then concluded that we can actually implement a strategy on three different phases.

At the moment we are into the third year of the implementation plan, which is the final year. Without talking more about the strategy, tomorrow we have a session on the Middle East strategy. I think it's at 15:15. I'd like to invite you all to come and attend. It's at Wicklow I think. Please be there if you're interested in learning more about the Middle East strategy. We have some interesting findings to share with you, and please bring your questions with you. Thank you so much.

JEANNIE ELLERS: Thank you very much. Nice plug there. Other sessions as well for the other strategies. If you look at the schedule, I believe Africa is having a session, APAC is having a session, and if you're interested in the sessions for your regions as well, I go to all of them. I think they're fantastic, I think they're great updates on what's happening in the regions, what's happening with the strategies, how the implementation is going, and what the actual goals look like, and how the communities are interacting in the regions.

We've got about eight minutes left before we're going to break for lunch. I want to encourage everybody to come back for the afternoon.   One thing we're going to talk about more this afternoon is we're going to dig a little deeper into when we say the multistakeholder model, what that means, how it works, how the efforts of this community that we learned about this morning and these different areas, how we come together under a common, shared goal, which was, as we said first thing this morning, the single, interoperable Internet that's supported by the stability and security of a resilient unique identifier system. That's really the basis of what we do here at ICANN.

One thing we want to also talk about is you're going to hear from staff leaders from all of the different areas. You're going to hear

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from the policy staff on the GNSO, the ccNSO. You'll hear from staff members from the Global Domains Division. You'll hear from staff who support our technical community. So you'll hear more about security and stability. You'll hear from staff also about the IANA transition and about the IANA functions as a whole, and what that means.

So when you hear about the IANA transition, you'll be able to put into real terms what that means, when we say we're transferring the IANA stewardship – how that relates to what the IANA functions actually are. You'll get a good information download on that. Are there any more questions about this morning, or about this afternoon, that may be coming up that hopefully we'll be able to answer for you?

SPEAKER: I have a question for all of you. Who's attending his or her first ICANN Meeting? Raise your hand. That's a great number. I remember attending my first ICANN Meeting in June of 2008. That was in Paris. This is my 15th ICANN Meeting. I just can't believe it. I remember during my first ICANN Meeting I was totally lost. I was all the time stuck to my regional manager, who at the moment is my boss. I told him, "Look, this is too big, this is too much. I'm totally lost. I don't know anybody, so I'll be stuck to you for the next week." He said, "Okay, that's fine."

If you feel at the end of this week that you really couldn't grasp what was discussed, that is fine. Just attend whatever sessions you think are of interest to you. Try to learn as many acronyms as you can. Try to learn as many topics as you can. Go back home, just take a step back, and maybe rest for a week, and then start debriefing. See what you've learnt here. See what your interest was, and then you can actually follow up. What you'll be doing here during the next week is really not much.

What you'll actually be doing is when you go back home. I think one of the best tools to follow what ICANN is doing is the news alert. You don't have to know each and every thing that is happening at ICANN. I'll be frank with you – I'm an ICANN staffer, but if you ask me on deep aspects of some topics that are being discussed at ICANN at the moment, like the accountability or the IANA stewardship, I would tell you I really don't have the deep details of that. I can always go back to my colleagues and I can get any extra information.

So the tip here is that you don't have to know everything. It's good that you know that, "Okay, at the moment, ICANN is hotly debating the accountability aspects, the IANA stewardship transition. Internet governance is a hot topic. New gTLDs is an old hot topic." Try to learn all this, see where our interests are, and then try to focus on a couple of aspects, and you should be okay. I hope that this is not your last ICANN Meeting. Make sure

that you attend more future ICANN Meetings. There are a lot of opportunities in attending these ICANN Meetings, and it just exposes you to a whole new world of this whole Internet governance thing.

JEANNIE ELLERS: I know everything. If you have any questions you can go ahead and ask me, and then I'll ask Fahd, and between the two of us we'll be able to figure it out. Similar to what I said this morning, which was my favorite part of an ICANN Meeting is when it's over, it means that I can go home and take what I've learnt and apply it to the work that I'm doing. That's not necessarily because I'm glad to be going home and glad to be getting some rest.

I think the last ICANN Meeting I was at, I averaged about two hours of sleep per night. I don't recommend that. I recommend hydration and as much rest as you can. Like I said, my very first ICANN Meeting, I did not hydrate. I tried to go to every session I possibly could. Don't over-stack your schedule. We'll be repeating this throughout the day. Go to the sessions that interest you. Go to some sessions that may not necessarily apply to you. You could learn something really interesting and really new. It's going to be overwhelming.

There are well over 200 sessions on our calendar. You can't go to all of them. Pick the ones that are relevant and pick some that

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just sound interesting. Try to learn something new. Some of you are here because your boss sent you here and said, "Go learn about this ICANN thing." So definitely learn the things that your boss sent you here to learn. Don't get in trouble. But pick something that also looks good. Pick something that looks interesting, because you can take that home and you can say, "By the way, I also learnt this."

We'll go ahead and we'll break for our lunch. Please come back at 13:30. Fellows, especially the new ones, you are required to be back here at 13:30, so we'll definitely see those faces back. Thank you for your attention this morning. We'll see you all back here at 13:30. Thank you.

[Part 2]

JANICE DOUMA-LANGE: Hi everybody. Good afternoon everybody. Thank you all for coming back, and welcome back to Part 2 of Newcomer Sunday. As promised, we have very dynamic speakers this afternoon with riveting information. It will be. This morning, the collective "we", as I exited stage left and my partner in crime, Jeannie, led you through with our GSE Team, we took you through the building blocks of ICANN – basically going over who we are, what our mission is, how we get our work done through the multistakeholder model.

We're going to dig a little deeper this afternoon and give you a better understanding of these pieces and parts of ICANN that you, the community, work in to get the work of ICANN completed. We're going to start. Let's go a little further here. We're going to start with policy support. I'm going to pass over to Rob Hogarth. I know he's going to talk a little further about that title and why that title is important about policy support – in what we do as staff, and what our expectations are, and what the community does in building policy at ICANN. Rob?

ROB HOGARTH: Thank you Janice. Good afternoon everybody. My name is Rob Hogarth. I'm with the ICANN Policy Development Support Team. My title is Senior Director of Policy and Community Engagement, and we may touch a little upon that later.   You may have mentioned this this morning, Janice, but we're not usually in a room this big. Nor are the chairs this comfortable, so I hope you all appreciate that. I will be watching to see if anyone's eyes are getting heavy right after lunch. But this really is very impressive in terms of space. Janice may also have told you that when we do have the main sessions, our Meetings Team is trying to limit us all to this space, so I'm glad to see that you've already got some good practice on that.

Today I'm going to spend a few minutes sharing with you what we do as a core function at ICANN. You've heard a lot about what ICANN is, you've heard about what ICANN does. But when you really get to the core work of our community, it's to develop policies, to make sure policies are implemented appropriately, and to make sure that all of the structures, all of the expectations of the community for how the DNS should be run are followed, and that things are done in a secure, stable way.

We have a number of community groups that are really focused on making sure not only that the mechanisms exist to oversee those policies, but also to affect changes, potentially, if there are unanticipated consequences, if there are changes in technology or practice that require change. So there are very elaborate processes that are set up within ICANN for creating new policies, changing old policies, improving policies.

I'm not going to go into any of those details with you today. What I'm going to do is take a step back, talk with you generally about who participates in the process, how they do it, what they do. I'll leave for you all to further do research in the ICANN Bylaws about what some of the specific processes are. Janice always counsels me that this should be a high-level conversation and discussion, and so that's where I'll try to keep it.

You've seen measures of that previous slide before, but what I want to dive into and spend most of my time on today is focusing on our four primary foundational elements of policy development at ICANN. That is multistakeholder, bottom-up, open, and transparent. There are different aspects of each one of those pillars, if you will, that are important for us to talk about. Concept of multistakeholder is very important in a lot of the conversations that are taking place related to the IANA transition discussions that are at the top of everybody's list here at ICANN, at the Dublin Meeting.

But multistakeholder, when we talk about the policy development support at ICANN is fundamentally to ensure that we've got the input and participation from every stakeholder group within the ICANN community to make sure their voice is heard, to make sure they have an opportunity to share their points of view, and to help collectively work on solutions. So the concept of multistakeholder not only impacts on you getting the word out to enough people, but it also includes are you getting active participation? Are you getting active listening or information that's being exchanged? It's a very important concept.

We'll talk a bit more about who those stakeholders are in a moment or two. Before I do that, I always like to get a sense of the room when we do these. We're all divided up into different

communities in ICANN. Can I get a show of hands for anybody who's here who would relate themselves to the ASO community? Thank you. How about the ccNSO community? Thanks. The GNSO community? The GAC? The SSAC? The RSSAC? Good. Thank you. That helps. I'll be able to direct my remarks. Some of you may be able to tell me more about your communities than I will, but what I want to do is set the stage and give you a context of everybody.

The second major foundational element in policy development work at ICANN is this concept of bottom-up. Sometimes people mispronounce it. Sometimes people call it bottoms-up, some people have different perspectives on it. But the underlying philosophy is simply that policy development work is not something that is developed at the Board of Directors. It's not something that's dictated by any aspect of the ICANN community. It's really a sense that policy ideas, concepts, changes in how we do our work come literally from members of the community – people who are directly experiencing or involved in some of those issues.

That's what underlies a lot of our work within the various communities. There are a number of processes that are set up in the Bylaws that create channels for different policy development activities to begin. We look at bottom-up from two perspectives. One, where do the idea come from? Where do the concepts

come from? Then two, how do we do it? What are the exchanges that need to take place? What are some of the activities and the underlying ways that we do those activities? How can we ensure that they really are coming from the community and going to the Board of Directors as recommendations?

Because that's essentially how it works. The bottom-up process produces recommendations that flow up through the community and are then basically reviewed by the Board of Directors, with the expectation that in most cases, if not a rubber stamp, which just recognizes, "Thank you, we'll take it," but that there is a recognition that processes were followed, that everyone had an opportunity to participate, and almost a certification by the Board to take on those recommendations, and then direct subsequent steps.

The third area is open, and I want to compare the two. Open and transparent don't mean the same thing. For folks who don't have English as their first language, they get confused between the two. The concept of openness relates back to multistakeholderism, and that is that all of the policy development processes are open to all of the stakeholders. The concept there of course is you know a proceeding is taking place, you know there's an issue that needs to be discussed, that you can have a voice in that.

Three, that if you don't choose to participate that you can be aware of what's going on, and four, that at every step at the process you have an opportunity to participate. The concept again of openness is really seen in an ICANN Meeting. You don't have to pay any money to come. When you do show up, almost all of the meetings, with few exceptions, are open – open the door and walk in. There's typically a microphone so that you can immediately participate; so you can express your point of view.

That's the concept of openness, and as a policy development support team, we work with community leaders to make sure that we're creating those channels, those opportunities, either through promoting a new Working Group or through working on documentation and opportunities for written input. But basically creating opportunities for people to know what's going on. One of the fundamental aspects of policy development in ICANN is we follow a Working Group model of policy development work.

The Working Group model assumes there's a very defined Charter that tells the group the expectations, what we want you to get out of it, how you should conduct your affairs, when we want the work done by. All that gets laid out. Then the Working Group model also assumes that there is active and ongoing participation. That means telephone calls, webinars, other ways of the group getting together or contributing points of view. All

of those are aspects of openness. We can talk for 15 or 20 minutes on each of those aspects, but I'm trying to keep it at a high level today.

Now, let's relate that to transparency. As many of you know, you may not have come to an ICANN Meeting before, but you've observed what we do, or you're involved in the ICANN world in some way, shape or form, as a number of you who raised your hands suggested to me. You can't participate in everything, and one of the recognitions that we have at ICANN is that participating in ICANN may be equal to participating in a number of other organizations you're involved in. You may have a full-time job that's related to the DNS, or you may be a consultant, layer, member of government staff who has other responsibilities.

The concept of transparency is to make sure that you can follow or be aware of what's going on without necessarily having to participate at every step in the process. That's what we mean by transparency. Are we alerting you and alerting interested parties that an endeavor is beginning? Are we keeping you updated on what's going on? Can you go to the website to find our information about it? What type of information gets produced? That would include email updates, postings on webpages or Wikis. The concept that even if you aren't participating, that you can see what's going on.

Within Working Groups, our Team works very hard to not only produce those reports, but also produce the raw data. Most, if not all, of a Working Groups deliberations are recorded and transcribed. If you were very intensely interested in a particular issue, you could literally follow every word that's spoken on it. You can go back at the end and say, "Where did it start? What were the opinions expressed? Who expressed them?"

The other final important piece of that is that with all of you participating, ICANN wants to create an environment where everybody understands where everyone else is coming from. The important aspect there is every participate in the PDP shares with the other participants a Statement of Interest. It's very important, particularly in discussions, to understand where somebody else might be coming from. Some people confuse an SOI with a conflict of interest.

Most of the work that we do, we recognize that every one of you has an interest, and it's not a matter of a conflict of interest – it's that you're participating in the ICANN world because you want to promote a particular point of view, or because you want to get a particular policy put in place.

So the important aspect of an SOI is it gives you the opportunity to understand everybody else around the table; what position they're not only interested in, but more importantly where are

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they coming from, who do they work for, what's their background, do they have any financial interest. It's not to exclude anyone, but to help the discussions; how things are going along. I've spent a lot of time on that slide, so let's move on.

This is a very quick slide. I already went through it – essentially, who? You've shared with me "who?" But what's important about this slide is to share with you that there's a fundamental difference between two very critical types of group in ICANN policy development. You have the SOs, who are responsible for creating policy recommendations for the ICANN Board of Directors. Then the Board utilizes a number of different groups, [audio jumps 00:14:40] advice on policy development matters.

So the way it's set up is you have an SO responsible for the numbering issues – that's the ASO. You've got an SO responsible for generic TLD issues – that's the GNSO. You've got an SO in the ccNSO that's responsible for cc matters. So each of these groups has a particular culture, a particular group of people who are experts in that area and can focus on that work. Now, again, the Working Group model of policy development permits broader input, but the individual SOs take on the mantel or the jurisdiction to take on certain matters that are particular to their community.

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The ACs have developed over time. ICANN didn't always have four ACs. They all play critical roles. The At-Large Advisory Committee focuses on users of the Internet. We'll be having discussions over the next couple of years in the sense of ICANN accountability, and the IANA transition in terms of how users are structured, how that works, and how they're involved in a productive way.

The Governmental Advisory Committee – to provide the perspective of sovereign governments around the world and how they're impacted by changes in the DNS. Then, critical to the security and stability of the Internet, the Board has technical advisors in the Security and Stability Advisory Committee and in the Root Server System Advisory Committee, who provide very detailed information about the impact of policies, again when there are changes in technology, being able to advise the Board about the impact of certain policies.

In many respects, it's also important to note that while the Advisory Committees can comment or provide the Board advice on a particular policy recommendation, they can also initiate policy ideas. When an AC comes to the Board and says, "We think you should consider X and look into Y," then the Board will move to directing one of the SOs to make a decision or start a PDP. Al those are very important elements. Again, I could talk

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for 45 minutes about each one of the groups, but we'll keep it at that high level with those two channels.

This is just a pure, graphic depiction for you that there are very clear processes that exist and that are iron-clad in the ICANN Bylaws for how the GNSO and the ccNSO conduct their policy development activities. Not intended for you to be able to read any part of the snake or smartphone app there, with a couple of exceptions.

This is more a slide to key off for me the importance of reinforcing for you that when you look at a policy development process, and when you think back to the foundational elements, the pillars of policy development in ICANN, it's that at every stage of the process there's an opportunity for broader community input. Again, there's a Working Group that gets together.

Not everyone can participate, so at certain key points within these processes, a written document gets produced, put on the website, and interested parties have anywhere from 40 days plus to comment, participate. That's the "what?" of policy processes. At any point in time you can ask me about those, ask any of my colleagues about elements of that. But again, let's keep that at a high level. I'm already seeing heavy eyes. I don't want to get into the details of some of these, and then you'll all be asleep.

JANICE DOUMA-LANGE: Rob, I'll just say that you pointed out how small those graphics were. This presentation is in the posted schedule. If you click into this session, you'll find this presentation that you can download and read, but the smaller pictographs will come much more to life and stay there forever more. We never take those off. Any of these finer points you can go and reference later on for yourself.

ROB HOGARTH: Thank you Janice. Tools. We've talked a little about what we do, we've talked about how we do it, we talk about who participates in it. Fundamentally, we need a tremendous number of tools to help make this happen. These include, when you're looking at the Working Group model of policy development, primarily meeting support. That's telephone calls and in-person meetings, webinars and the rest.

Each one of these elements, you'd be surprised, takes a substantial amount of background activity. We calculate for every hour of community work there's about two hours of staff work. When you talk about preparing for the meeting, when you talk about producing documentation after any meeting. So there's a tremendous amount of commitment that ICANN makes,

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from a support standpoint, to make sure that communities have the resources that they need to get the work done.

These also include what I referred to in the past as public comments. I like to refer to them more as public input. Again, under this concept of openness and transparency, we want to make sure people have opportunities to provide their points of view about particular proposals that their fellow community member have updated. When many of you think about public comments, you probably think about typing up something or writing something. The critical aspect of an ICANN Meeting is that you're actually here in person.

Again, we're referencing the microphones you see in a lot of the rooms. When you know that everything's being recorded, everything's being transcribed, you've got staff taking note – basically, the opportunity to speak, in-person, in front of a microphone, is also a very important element. There are a number of reasons for that. While ICANN generally operates in the English language, we want to make sure people from all areas of the globe have an opportunity to provide their input.

Why we have a wonderful array of supporters for our in-person meetings – I see a number of you with the headphones – you may not be most comfortable speaking in English, or writing in English. So our infrastructure gives us the capability to bring in

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contributions from people for whom English is not their first language. That's very important again, when you talk about the population of Internet users, the majority don't speak in English. So it's very important as an organization to have a more global participation, literally from around the world.

The other pieces that exist – and it's interesting, this concept of collaboration mechanisms. What's that? That's the concept of constantly looking and trying to decide what else can be used. Can we use surveys to get input? We've had past meetings where we've used Twitter to get input so people can provide aspects of their work. We experiment with different types of streaming technology so the people who are participating can use video, and other mechanisms for interacting with their colleagues. That's something we're always looking to expand the horizons on, and some of you may have some really good ideas from that perspective, and I'd love to hear them.

The other things are much more traditional – publications and webinars. Just mechanisms and abilities for us, as a team, and for the community leaders, to share what's [audio jumps 00:22:35]. Next slide, thanks. We're not going to go through and identify and for me to give you a biography of every member of our team, but the reason I share this slide is to note that we do have a global coverage, in terms of the backgrounds of our staff,

their languages, their time zones, and the communities for whom they're responsible.

We structure ourselves in a way that specific staff are identified with specific communities for support. There are some of us, like myself – there are probably five or six of us – who aren't assigned to a particular community. We take on the broader responsibility of making sure everybody is resourced. We can look at perhaps a bigger picture and identify areas of concern, areas that need additional support, and that also works out quite well. We like to joke that we cover about 19 or 20 hours out of the day. Literally, one of us is actively on-call and working around most of the clock.

What's interesting, and one of the challenges that someone new to ICANN looks at is, "How long does it take all this to get done? What good is having 24-hour support service or 20-hour support service when your processes take six months or a year?" One Working Group that we're concluding our work on has been six years in the making. The important thing again is that many of you are not doing this on a full-time basis.

You don't have the time to wait for three weeks to get feedback, of that one time you're actively focused on it, you'd like an answer back fairly quick. So that's what we, a a team, like to try to do. We don't have the same SLAs like our GDD colleagues

have, where they want to be able to get back to you within a certain window of time. But we do have a commitment that we do some immediate follow-up and make sure that we answer questions from as many folks as possible, as quickly as we can.

The final box we have on the slide is that even though we have 27 people, we're not experts on every aspect of the DNS. I think we all appreciate that there are certain areas that we specialize in or know a lot about, but when you're talking about some more technical issues, you may not know all of it. So our resource allocation allows us to be able to go out and bring in experts. Sometimes they're members of the community, like all of you, and sometimes they're academics or more scientifically based folks, engineers, who can do that.

Ultimately, why do we do this? What's our job as a policy team? What it all comes down to, and one of the misnomers that even some employees have when they first start is, "Okay, I'm ready. Rob Hogarth is here. I'm ready to develop some policy." That's not how it works. The policy that is developed at ICANN is developed by the community. It's developed by you – by your colleagues, by other folks in the community. So our job, as an ICANN staff, is to help support that effort. That's our job.

It's not to come up with the concepts or ideas, but it's to help you focus on those times when you can really use your brains to

come up with ideas, to debate, to negotiate with your fellow community members. Our job is also to support you, to make sure that we've got enough people participating, that the calls are going out appropriately to tell people about what's going on, and then the very important aspect of course of managing the processes.

Community leaders can spend 20 hours a week, some of the chairs of the various SOs and ACs, between the actual policy work they do, between their communications with senior management, where they're constantly being asked for the sense of the community and for feedback on particular items. They spend a tremendous amount of time. Some of the Council Members on the different SOs and ACs spend 10, 15, 20 hours a week prior to an ICANN Meeting reading up, getting available.

It's our job as staff to put as much work as we can into briefings, making sure people have the documentation that they need, heling to edit the documents, pull them together – all those aspects are really important of the work that we do. We're also, from time-to-time, called referees of the process. It's our job to know what the details are of a particular methodology or a particular proceeding. People will often ask, "How many days do we have before we have to turn this back? Oh, we're suppose to be open, so we have to have our agenda done ten days before a meeting."

After a meeting, is the transcript provided within 24 hours, a week? What's the standard? It's our job to know that and make sure that that's done. Those are all the pieces that we use as a group of policy development support teammates, to work with and basically to partner and collaborate with you and other members of the community. We have a number of tools to ensure that those of you who are very interested, or just mildly interested, or those who have to focus at a [certain 00:28:01] point in time, can use to become familiar with our work.

One of the most important ones I'd like to provide as a commercial for all of you is our monthly policy update. On a monthly basis we produce a written document that runs anywhere from 20-25 pages, which breaks down the work of the community into different SOs and ACs and just share some highlights with you – tells you what's going on or what the latest information is about some particular proceedings. We try to break it down in a way that you don't have to read all 25 pages, you just want to focus on the ASO or the RSSAC or the GAC, and it allows you to do that.

In the same way, we look to produce that document in a variety or languages. Right now, there's six UN languages and we're always open to somebody else suggesting we should add to that, so that there can be broader distribution of that information. Also, something that's not on the slide, we provide, prior to every

ICANN Meeting, a series of webinars to alert people who are coming to the meeting about the issues that are going to be explored, some of the highlights of a meeting and the rest/ .

Whether this is just going to be your only ICANN Meeting, or whether you're intending to come to other ones in the future, I'd definitely recommend that you either participate live in some of those webinars, or otherwise just get a hold of the recording, so you can listen to it on your airplane flight coming to the meeting.

So that's an overview of what we do and how we do it. In the past, folks have asked specific questions about particular communities. Some groups ask no questions. I am here today and for the rest of the ICANN Meeting. If you see me in the halls, if you want to send me an email at Robert.hogarth@icann.org, I'd be delighted to chat with you, give you perspectives or details on any aspect of our work. I look forward to many of you in the future being on the mailing lists for some of our Working Groups and other activities. I'd really like to have your contributions. Thanks very much.

JANICE DOUMA-LANGE: While we wait for our next speakers to come up here, Christine or Russ, or if you'd like the handheld mic you can have either one, are there any questions for Rob before he exists stage-left? We have one back there.

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SPEAKER: My name is [unclear 00:30:27]. As far as public comment is concerned, [audio jumps] is used to adapt some of the comments from the public, or reject them?

ROB HOGARTH: All the public comments that are submitted… Let me step back. Public comments can take a number of different forms. Are you talking about written comments or just verbal comments?

SPEAKER: I understand there's usually a window for the public to comment on the website. What criteria is used as far as those comments that are posted online, for instance?

ROB HOGARTH: Thank you. In terms of accepting comments, there's basically no criteria, as long as it isn't spam, and we get plenty of spam from time to time, so our IT team has created basic restrictions and a process where if you do submit a comment over the web, you get an email back asking you to confirm the submission. But in terms of assessment or evaluation, 99 per cent of the ICANN comment periods are for comment literally by anyone – anyone who's interested in the issue.

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In terms of how those comments are assessed by any particular Working Group, you have to appreciate that a public comment solicitation can be made by a number of different organizations or groups. It could be made by a Working Group that's in the context of policy development, certainly, but it can also be ICANN staff, it can come directly from the Board, it can come on issues of the ICANN budget, or on particular policy development issues. In terms of specific policy development, we take a couple of different approaches.

First, any comments that come in get summarized by the staff. So there's a report that's generated by the staff that says, "Group [audio jumps] for the comments, these are the comments that came in. These are who they're from, this is what people said, and here's generally an analysis of the types of feedback that you got." A Working Group can choose to just read the summary, or they can go through every comment.

We have a tool that we use that's a best practice that we use most of the time. We will create, as staff, a matrix that lists all the different comments, and ultimately notes what the resolution of those comments are. Generally, we work with the Working Groups to go through each of the comments. You'd be surprised. Some of the comments are very high principles: "You should do this. You should do that." Others are very specific: "On page 12, paragraph three, you should change 'of' to 'and'."

So the comments can take a variety of different forms, but the way I like to describe it is the communities that are accepting the comments and are asking, they're not looking for a vote – they're looking for the quality of your idea, and the quality of your thought. You might be an individual, but you know a lot about a particular topic. So in that case, that could be the most influential comment.

In another circumstance, many comments we receive are from either a trade association or from another SO and AC within ICANN, and when we get those, sometimes someone will look at them from a Working Group and go, "Oh my goodness, the GAC said this," or, "The ALAC said that." That might influence a particular group. But in general, I think what really drives a lot of the feedback and the assessment of comments is the quality of the input. I hope that answers your question. Thank you.

JANICE DOUMA-LANGE: Rob, thank you very much. In order to keep ourselves on time, if you have any other questions for Rob you can either follow him out the door – he doesn't mind. He might be going somewhere, but you can walk and talk.

SPEAKER: Very quick question.

JANICE DOUMA-LANGE: Or we don't need to stop the questions.

SPEAKER: Rob, thanks a million for that. That was very clear. I just want to know, the model you have is essentially bottom-up for policy. Can you give us a specific example whereby two or more stakeholders had radically different policy ideas, and how did ICANN resolve them? Or if they haven't resolved them, what kind of unresolved conflicts still exist in terms of ICANN's work? Thank you.

JANICE DOUMA-LANGE: Rob, I do need to interrupt. I was saying that not to be funny, but we have speakers who have another place to go, and so our timing is very important. Rob, if you could wrap it up as quickly as you possibly could?

ROB HOGARTH: Sure, and we can have some offline conversations as well. I think a perfect example would be WHOIS. For those of you not familiar with WHOIS, the concept of registration information by who holds the TLDs, who owns the particular domain name. That's been an issue that ICANN's been working on for many years in a number of different contexts, and it's one where you have

substantially different opinions based upon some very important principles of different groups. The way that gets resolved is, in many respects, ongoing debate.

You don't have a resolution, and so you end up having to find different ways to pick up different pieces or different parts of a debate, and set aside the areas where you can't achieve consensus. That's something we can talk about for a good period of time, but that would be one example. I hope that's helpful. Great. Again, thank you all very much.

JANICE DOUMA-LANGE: Thank you Rob. We're going to skip a little bit out of order. You can see we moved ahead to the DNS industry. We have with us Christine Willett and Russ Weinstein who'll be talking more about the Global Domains Division. I hand it off to you, Christine.

CHRISTINE WILLETT: Thank you Janice. This is quite an impressive room, I must say. Good afternoon everyone. My name's Christine Willett. I have to say, or admit, that this is my first time at a Newcomer Session in three years. Russ and I both started three years ago, and we've been a bit preoccupied with the New gTLD Program for much of these past three years. So I'm really thrilled to have the opportunity to come to the Newcomer Session and talk about

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the Global Domains Division and the DNS industry and how we fit into the bigger ICANN picture today.

This slide is one of the common threads of your presentation today. The portion of this multistakeholder model that the GDD works with largely are contracted parties; the registries and registrars within the ICANN community. That's who we focus on. What is it that the GDD does? We engage with the Internet community in order to implement policies, which have been adapted through the Board through the policy development process.

Those policies are frequently implemented through our contracts and through the services that we provide, both to the Internet community, the public, and to our contracted parties themselves. Our purpose, our mission, is really to serve the global public interest, as well as the interests of the end users of the Internet and registrants. We do that by ensuring that there is a stable and secure domain name system, which also promotes choice, trust and competition.

The stakeholders of the DNS are many. We start with the end user of the Internet, the registrants, who have registered domain names, interacting with the DNS. We have our registry operators and our service providers, the registrars, who we go to to register

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domain names, the shared registration system and EPP. So these are the various stakeholders within the DNS.

The way we interact with those players, here you see ICANN at the far left of this picture. We really implement the policies that the multistakeholder community adopts through our contracts with the registries and registrars. You'll see at the top and bottom there are really only two key contracts that ICANN has with the community – the Registry Agreement that we have with registry operators, those folks who operate TLDs, and the Registrar Accreditation Agreement, the agreement we have with the registrars.

Al of the other agreements you see are the agreements between other parties within the DNS – the registrars have registrant agreements with registrants, the registries and registrars have RAs between themselves, there are reseller agreements, there's registrant agreements. So those are not ICANN agreements, we do not manage them, we do not enforce those other agreements, but they are subject to the policies of ICANN.

Part of the area of the GDD that I'm quite familiar with is the New gTLD Program. Prior to 2013, you'll see here the list of TLDs that were in existence; the eight original TLDs that were delegated prior to the creation of ICANN - .com, .edu, .gov, et cetera. There were two previous rounds in which new TLDs were introduced;

one in 2000 and one in 2004. Then ICANN embarked with the community on the process of developing policy around introduction of new gTLDs. That occurred between 2005-2007.

Then there is a policy implementation or design process. The result of that nearly five years of work resulted in what we called the Applicant Guidebook for the New gTLD Program. It includes all of the rules around application processing, application submission, what the requirements are for being a new registry operator under the program. The Guidebook was adopted in 2011 and the application period began in January 2012. We've been in this implantation phase for the New gTLD Program since January 2012.

We accepted applications between January and May of 2012. We have been processing and evaluating those applications, and we began delegating the first TLDs into the root on 23 October 2013. That means this week will be two years since the first TLD was delegated under the New gTLD Program. The policy behind the New gTLD Program also provided for the potential for additional future rounds for the New gTLD Program. Here is a view of some of the statistics on the New gTLD Program.

When we opened the round, we received a total of 1,930 applications for new TLDs, with nearly 1,300 unique strings applied for. This slide depicts where we stand as of a week, two

weeks ago? Month-end. So at the end of September. We had delegated 751 TLDs, and we've signed, as of this week, 1,200 Registry Agreements under the program. It was always intended many applicants applied for the same string – there was much contention. That's what led largely to the number of withdrawals that you have on the left-hand side of the screen; the 551 withdrawn to-date. Based on the number of unique strings remaining to contract, we expect that 117 more will withdraw their application.

This depicts where you see the TLDs that have been delegated, to-date, distributed around the world. It's rather clear that there is a disproportionate volume of TLDs in North America and Europe. Latin America and Africa are clearly behind from the number of TLDs delegated, and that was really also reflected in the application pool. There's been much discussion.

Many aspects of the program are being reviewed, and I'll talk about that in a minute, and there's been much discussion about how, for future rounds, more interest, more applications can be generated from those regions of the world to better represent those areas.

So the program review is underway. There are a number of them. Rights protection – I'm not quite sure of the topics you've already discussed today – but rights protection refers to the

interests of IP or intellectual property interest, trademark holders, other interests. So that was a very sensitive topic when the New gTLD Program was launched. There was quite a bit of concern that rights would not be infringed upon, that there would not be a huge spike in squatting in domain names, and in rights infringement.

So the program initiated a number of rights protection mechanisms, from our URS program to our Trademark Clearinghouse. So all of those aspects of the program are being reviewed. The CCT metrics – that's our acronym for the competition, choice and trust metrics – that's actually two studies; one that was completed several months ago and one that we'll complete a year later, to look at how new gTLDs have affected competition, choice and trust. There's a program implementation review that's currently out for public comment that Russ led, that the New gTLD Program Team led, and it reviews our implementation and our assessment of the operational implementation of the program.

It looks at how that aligned with the policy and the implementation advice of the Applicant Guidebook as the program was defined. Root stability study, that is getting ready to kick off. That will be looking at how the New gTLD Program has affected the stability of our root zone. There is an independent review on the Trademark Clearinghouse that I don't

think is underway yet. But that was required by the Governmental Advisory Committee specifically, so we'll be presenting that review for them.

Then our Affirmation of Commitments actually calls for an overall CCT review. So these other reviews really feed and provide information to the overall CCT review. That's actually just getting underway, and there's an open call for volunteers, so we're soliciting participants in that. This gives you an idea of the timeline. There's a lot of concurrent work going on under these reviews. Much of it started back in 2014. You see in 2015 quite a bit is underway. We do not expect these reviews to finish until 2017. Recently, the Board passed a resolution that shared their perspective that these reviews need to complete before they consider a next round.

So these reviews were committed to through various mechanisms – a request from the GAC, as I mentioned, from our Affirmation of Commitments, as well as part of the policy within the New gTLD Program. I mentioned the policy that was adopted called for subsequent rounds, but given that these reviews are going to go on for another nearly two years, I would not expect to see the next round open until these reviews are complete.

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Also underway, between this round and the next round, the GNSO have done their own analysis of the program, and they have an issue report that is currently open for public comment. They had a large discussion group going for several months that contributed to that issue report. They'll be potentially kicking of policy development work based on that issue report. There's also work underway for an issue report on rights protection mechanisms as well. So there could be change between this round of the New gTLD Program and the next round, based on all of these reviews and all of the policy development work underway and expected.

So I think Rob just talked to you about the policy development process. This slide talks about the implementation. As I said, the GDD, our job begins where the Policy Team's job ends. Once the Board approves the policy recommendations, we go through a process of planning our work, analyzing how to do that, multi-stage, where we're engaged with the community, we're setting up timelines. From the point that we get policy and the Board adopts policy, we don't jump right into implementation. It could be a many-month or even many-year process until we deply and support that policy.

IDNs or internationalized domain names – this is another aspect of the New gTLD Program. Will Naela be talking about this one? There are so many other people more qualified than myself to

talk about IDNs. Historically, if you look back several years, the only TLDs which were available were limited to a Latin script – the A to Z characters, so the .com, .org, as well as ccTLDs in Latin script. However, today we have IDN TLDs in multiple scripts; Arabic, Chinese, Cyrillic, both in ccTLDs, as well as we have now, under the New gTLD Program, delegated gTLDs in multiple scripts.

Russ, do you know how many scripts we're currently supporting? I think we've probably at least had applications for TLDs in more than ten scripts. There's also ongoing work to develop the label generation rule sets. I don't know how to talk about this without using acronyms! Do you want to talk?

RUSS WEINSTEIN: The work ongoing right now in the IDN world is they're trying to develop a master set of characters that could be used for TLDs, and then dividing those into each script's master set. So for Latin, for example, only A to Z and digits or something, as opposed to hashtags and exclamation points and things like that. So there's a lot of work in the community for each script community to develop their master set, and then that will feed into a top level master set, and then the idea is that will help put in some standardization as to how new TLDs could be formed in the future.

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CHRISTINE WILLETT: Thanks Russ. This is an area where we have a lot of linguists involved, a lot of language experts involved, participating, but it's also an area where we're always in need of more volunteers. So if you, yourself, or you know of someone who has expertize in the scripts of your language that might be able to participate in these groups, there's a volunteer email location to volunteer here, but there are a number of ongoing sessions throughout the week covering these label generation rule sets, the work of these groups.

So this would be a wonderful way to begin getting involved at ICANN. So that is where the presentation about the GDD ends. We've got a few more minutes, if there are any questions?

JANICE DOUMA-LANGE: Christine or Russ, are there any sessions coming up that you think might be beneficial for those who are newer? Again, the folks here aren't people who have no idea at all about ICANN. They are engaged at some level and are looking for more information now that they're here face-to-face. But if there's anything that you can think of, maybe a session coming up?

CHRISTINE WILLETT: Akram Atallah, the President of the GDD, will be giving an update tomorrow afternoon. I believe it's at 13:00. That's on everything that the GDD is doing in our work – all of the policy implementation work that's ongoing. Then we have a total of four sessions talking about the program implementation reviews. There's a session at 14:30 tomorrow that's an overview Karen Lentz is leading. She's in charge of overseeing all of the review work, so she will be leading that with support from all of the different review teams.

Then tomorrow afternoon my team and I will be talking about the specific program implementation review report, which we did on the New gTLD Program. But I think, all in all, the GDD has over 19 sessions this week on technical sessions.

RUSS WEINSTEIN: I think a lot of those sessions are about that implementation phase of the policy – so policies have been approved, as we talked about, and now the GDD Team is working with the community to try and sharpen the details on how to implement those policies. So if there's a particular one of interest to you, those are interesting sessions to participate in.

SPEAKER:	Hello. My name is [Hansa]. I'm from the Sudan. On a slide you talked about rights protection. I want to know if an organization or an individual requests for a domain, and for some reason discovers that the domain is owned by another entity, what happens in this case? How can we prevent this from happening from the beginning?
CHRISTINE WILLETT:	Thank you. Let me see if I understood the question. Your question is about an individual is interested in registering a domain name at the second level, not at the top level, and when they go to their registrar they find that it's already registered to someone else? What would they do in that case? Yes. My answer would be two-fold. First of all, the New gTLD Program, as I said, is about competition, choice and trust. Rather than being limited to the 22 top-level domains we had just two years ago, we now have over 700 TLDs.
	So that second-level domain, my name is Christine Willett, so Christinewillett.com I believe is already registered, but I could go to Christinewillett.email or Christinewillett.ceo. There are now so many new TLDs I could choose to register the name that I'm interested into, brand myself. However, the other aspect of the question may be that you feel someone is infringing on your

rights. If you have a trademark in a certain name, that's where our rights protection mechanisms come in.

I'm happy to talk about if there's a specific concern, how best to handle that. But we have several mechanisms, as I said, within the New gTLD Program, to dispute that registration, if you feel that someone is infringing on your rights. Those are, our Compliance Team can help you through that, and we also operate a customer service, a global support team. So you can also email us if you have a concern, specifically, at customerservice@icann.org, if there's a specific question. But there are multiple ways to assert your rights and to challenge the party that you think is infringing on those rights.

SPEAKER: Thank you.   My name is [Matagoro Jabera 00:59:58] from Tanzania. I'm a Newcomer. I'm interested with the statistic on [unclear] number 61. I see only three gTLDs in Africa. Also, my question is, why have so few gTLDs been received so far from Africa? What should be a message back to my community, possibly on opportunities for new gTLDs? Thank you.

CHRISTINE WILLETT: Yes, you're right.   There are relatively few TLDs operated in Africa. We would love to see more. We're talking very much in

the reviews. We're looking at how can we generate more awareness throughout Africa and other regions of the world to develop greater interest, as we look ahead to the next round, for new gTLDs. I was not here before the program began, but my understanding is that there were efforts made to raise awareness of the New gTLD Program, but clearly we need to do more. We need to look at other ways that we can raise awareness and support applicants from parts of the world who are not well represented today.

ANNIKA: Thank you very much. My name is [Annika]. I'm from Germany. I've got two questions. The first one is are there going to be any limitations about how many new gTLDs are going to be implemented? Or could it be that we have .fish, .cow, .pig, .animals, .whateveryoucanimagine? This would be the first question. The second one is, how do you decide about the actual names? There are people applying for, I'm making this up, for instance .farm, .farmer, and .farming. How do you decide which gTLD will be implemented?

RUSS WEINSTEIN: Both very good questions. In the round that we were referring to, the round that kicked off in 2012, there were very few restrictions actually. We had planned for about 500 applications, and

received almost 2,000 applications, as Christine mentioned earlier, and of those 2,000 there were about 1,300 unique strings. So there was a lot of overlap. People had applied for the same thing, or something, as you alluded to in your second question, as potentially confusing.

Again, in this round, the community agreed in the creation of the Guidebook, the rules of the round, to define only very specific reasons why not to allow applications based on the string. So they set the standard as to it had to be visually confusing with each other. So in this round we ended up with a fair amount of .car and .cars, .auto and .autos, .shop and .shopping, and I think it's going to be a free market determination as to what gTLDs are more successful than others, or maybe even last longer than others.

That's probably something that will be discussed quite a bit in the policy review time that we're coming into, about what should be the rules if we do this again, should we foresee those types of situations, and are we okay with it a a community, or do we want to restrict it further.

JANICE DOUMA-LANGE: I want to thank the two of you. If there are any other questions, we do need to move to our next speakers. I know Christine has an obligation. Russ is here. I'm sure he wouldn't mind at all

walking back this way and having a chat with you on his way out. Russ, if you wouldn't mind that at all? I want to thank you both very much. Excellent. One second. Russ, there is a GDD booth? Is there a place that someone should come for information?

RUSS WEINSTEIN: Yes, there is a booth. I believe it's towards the entrance of the convention center. It probably says "GDD" or "Global Domains Division". Feel free to stop by. There should be people there most of the day, most every day. Introduce yourselves, and ask questions, get materials, and everyone's very helpful and should be happy to see you.

JANICE DOUMA-LANGE: Thank you. Grace and Naela, if you'd like to come up? We're skipping back and forth here a little bit. Naela, you can take the handheld mic if you'd like, and be comfy. Naela is going to talk a bit about the IANA function and then Grace is going to share some information about the hot topic of this conference, which is the IANA transition and accountability. Take it away.

NAELA SARRAS: Thanks Janice, and thank you all for your time today. It's always fun to come and talk in this session. This is probably the best part of the week for us, especially as IANA staff. Let me tell you a

little about myself. I'm Naela Sarras. I'm the IANA Services Manager at ICANN. I've been with ICANN for ten years and I started out in the IANA Department. [when 01:06:04] a little bit to do IDNs. That's why Christine was trying to get me to talk about IDNs, but I will refrain. Now I'm back in IANA as the Services Manager.

I heard Rob and Christine talk enough about the PDP that brings us to implementation in ICANN. The IANA Department is just another arm where the multistakeholder is agreeing policies and sending them to IANA for implementation. I'll be talking from that angle. Before we go into that, let's do a little bit of history. IANA – I keep using the acronym. I'm assuming everyone is familiar with it. This is the Internet Assigned Numbers Authority.

A little bit of history. The term IANA goes back to the early '70s, and I'm told – I've never seen it – the gentleman that looked after the IANA functions before they were transferred to ICANN was Mr. Jon Postel, and I'm told Mr. Postel had a notebook where he recorded the different assignments or allocations that he made. That's the function that was transferred into ICANN in the 1990s when the Internet thing took off. What we do in IANA is basically maintain registries. They add up to thousands of registries. Most of those are in the protocol parameters area.

So we do the three main functions – the protocol parameters, number resources, and domain names. We'll go specifically into each one of those. As Rob said, we maintain these in accordance with policies agreed by the community. Because the Internet isn't complete anarchy, there needs to be one centralized body that maintains authoritative lists so that you can go to one place and look up port numbers and know what port number 80 is doing. If you come up with a genius idea and you want to register your own port number, you send that request to IANA, and upon approval you can start using that port number.

What we do for these registries, in protocol parameters we work in coordination with the IETF, and in the protocol parameters we basically really just have thousands and thousands of registries. If you go into the IANA website you can access all those registries. I looked at the page and there's multiple pages. If you just say, "Show me the registries," there are multiple pages where those registries show up. Those registries are pretty straightforward and they're basically registries of names and numbers of protocol parameters. So that's the work that we do in coordination with the IETF, mainly.

The number resources, as the name implies, is the allocation of IPv4, IPv6, AS and numbers. IANA allocates those numbers to the five regional internet registries around the world, and then the RIRs turn around and then further allocate those resources to

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their customers. Here you can see it's a hierarchy. We hold the resource, we allocate it to five RIRs, and then they further allocate it down, et cetera. The third area is the domain names area. That's probably where you see the most visibility into IANA's work. That's the maintenance of the DNS.

In that work, we're doing allocation of new TLDs as well as maintenance of existing TLDs. Up until three years ago we had roughly 300 TLDs in the root zone. The majority of those were ccTLDs. So the bulk of our work was routine requests for TLDs.

What does that mean? Let's say we're here in Ireland, so .ie wants to make a change to their TLD; whether it's a technical change where they want to change the details about their TLD in the root zone, or what we call a social data change, where they want to change the WHOIS information or the contact information for .ie. They would lodge a request and send it to IANA, and IANA staff process that request in accordance with ccNSO policies and community agreed policies.

Eventually, when we finish processing the request we transmit it onto what we call the root zone partners, the NTIA and Verisign. Once it's approved by NTIA, Verisign implements it in the root zone. So that was the bulk of our work up until three years ago. Then the New gTLD Program was started, and my colleagues Christine and Rob talked about that. Now, the bulk of our work

really – we still do all the routine requests for the ccTLDs and the gTLDs – we're also processing many request for the delegation of new gTLDs.

[audio jumps 01:12:11] their work to come up with the policy for new gTLDs, it went up to Christine's team, they did all the evaluations to decide which gTLD application was ready for implementation in the root zone, and when that work is done, then it's passed onto IANA, and then our work is to take that request, verify it against all agreed policies, and when that work is completed we send it to be added to the root zone. I think I heard her say we have close to 700 new gTLDs now – a little bit more, which is true, because we're a little over 1,000 right now. That work keeps us busy.

I spent a lot of time telling you about our new gTLDs and our work there, because I think that's probably the most visible part of our work. If you have any questions on that or any other areas, if I didn't cover them enough, please let me know. I mentioned earlier, I said each request we work on goes to NTIA for authorization and then Verisign for implementation in the root zone, because they're what we call the root zone partners.

This all happens because we do the work that we do under contract between ICANN and the US Government. I used NTIA here. It's the department within the US Government that does

this work with us. That's where the contract is. I think with that I'm going to pass the mic onto my colleague, Grace, and afterwards I'll be available for any questions.

GRACE ABUHAMAD: Hi everyone. My name is Grace Abuhamad. I work with the Strategic Initiatives Department, which is the department that's responsible for ICANN's evolution. It's an exciting department to be in. I'm going to talk to you about probably the most exciting project at ICANN, and maybe an Internet history. I might be exaggerating, but it's worth it to get your attention. We're going to talk about the IANA stewardship transition, which Naela briefly touched upon what IANA does.

When we talk about the stewardship transition we're talking about the contract with the US Government potentially… They've announced that they're willing to transition their oversight and their authorization role of IANA to the global Internet community. To do that, they need a proposal from the global Internet community – so from ICANN and from the customers involved with the IANA operations – to prove that we're ready to do this, we're ready to oversee it ourselves.

This is what the IANA stewardship transition is about. We'll talk about that. Then there's a related project they'll talk to you about afterwards.   In announcing the transition, the US

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Government came out with some criteria. They said, "Okay, you, global Internet community, you can handle the oversight of the IANA functions, but you have to give us a proposal that meets these requirements."

There are four requirements that are very important, and then there's a fifth one that says that the US Government will not accept a proposal that basically replaces their role with another government or inter-governmental role. Because the idea here is to get away from focusing on one stakeholder's oversight, and to broaden it to the multistakeholder oversight. You can take a look at these.

You're going to see these slides a lot this week, and at ICANN in general. For the past two years this has been a big focus of ours, so I won't spend too much time on these. But these are the four criteria, and the fifth one that's also key to the transition.

Linked to the IANA stewardship transition there is another process that was launched, and that is a process to enhance ICANN's role and ICANN's accountability as a result of the US Government stepping back. That's because the idea is the organization is going to have to evolve. ICANN was in contract with the US Government for a long time. Without the US Government involved, there's going to have to be evolution for

the organization, for the global community, and for the organization.

So step one is the first process, and that's really about the operational side of things – how will the contract and role be replaced from an operational perspective? The second project is about how ICANN as an organization can grow and evolve in light of the transition. This is a very complicated graphic, but it shows you how many different parts of the community are involved in this. We have, for the first project, the ICG, which is the IANA Coordination Group.

They're basically a group of about 30 people representing different groups in the Internet community – governments, ccTLDs, gTLDs, civil society – IANA customers basically for this project. They have a role in overseeing the transition. They've asked the three customers of the IANA services to give them proposals on their specific part of IANA. Naela explained earlier there are three parts. There's the names, which is the CWG Stewardship Group. There's the numbers, that's the CRISP Group, and then there's the protocol parameters, and that's the IANA Plan Group.

Each one of those groups are going to develop a piece about their specific registry, and they're going to pose that, and then the ICG's job is to combine them all together. That launched

about July of 2014. The announcement was made in March, and the ICG launched in July, and they came up with a request for these different proposals in September of 2014.

The groups have been working really hard on all of these projects. Here, this slide shows you when each of the groups delivered their proposal. There were different time frames, different levels of complication for the proposals and different groups involved. That shows you the diversity of the community. All three are now submitted, and the ICG is working on compiling those. It's already put together a proposal, and at the ICANN Meeting this week they're going through that proposal, finalizing it, and getting it ready for submission.

I'll go back to this graphic for a second, because the second part of the chart on the bottom is that second process I talked to you about, the one about evolving ICANN as an organization. That's the CWG Accountability. That group is also a broad community group within ICANN, all the different SOs and ACs that Rob talked to you about earlier are represented in this group. Their job is to develop a proposal that evolves ICANN as an organization. They have a dual focus, but their focus in this context is what is needed with the US Government stepping out of the contract role. What is needed to replace oversight there?

There's a perceived oversight, there's an authorization role. What is needed to replace that, and what does the community want to do to evolve in that context? Both of those proposals, there's already two drafts of the CCWG's proposal, and both are being discussed this week at ICANN. It's a very exciting time to be here, because the next step is submission to the ICANN Board, and after that submission to the US Government, and hopefully after that a successful transition. So we're at very exciting times.

I will go into accountability now and explain a little more about what the group there is doing. We talked about this earlier. The transition in the accountability side is about evolving the organization in the context of removing the US contractual role. The interesting thing about this is ICANN has already evolved as an organization over the last 15 years. We've had to put together lots of different accountability mechanisms for the organization. So there are many that exist already. Part of this process is looking at evolving those where needed, and also building on what we already have, and adding some where we need to.

This is just an example listing of all the things that we already have within ICANN. There are two parts of the accountability project. It's a big group that's involved in this, and it's an open group so anyone can join. It grows every day, we have new participants and members joining. What they're working on is a project in two phases. The first phase, called Work Stream 1, is

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specifically about the IANA transition; things that have to happen and are linked to the first project that I talked about. The second one is about evolving the accountability more broadly for ICANN.

Some examples of those are on this slide. In removing the contractual role that the US Government had, one of the things that the community is looking at is having stronger ties between ICANN and the community – a stronger role there. So some of that means revising the mission, the core values and commitments, some of the governing documents of ICANN, to ensure there's continued, strong ties between the community and the organization.

There's also what do you do when a decision is made and you don't agree with it? So there are stronger appeals mechanisms, so they're enhancing those and working on those parts of the accountability framework. There's an existing agreement with the US Government called the AOC. That is ICANN's commitment to accountability and to reviewing and evolving as an organization. That agreement today exists as a separate document that ICANN has with the US Government.

One of the things that the group is looking at today is to take that agreement and put it into the governing documents, guaranteeing that ICANN will always be evolving its structure and reviewing different commitments to the community. I'm

going to jump back to the other slide for a minute. The CCWG stands for Cross Community Working Group, and it's a term we use at ICANN for groups that are broader than just one SO or AC. When different groups work together they become a CCWG.

This CCWG on Enhancing ICANN Accountability is really in the process of putting together their proposal, and every day there are new updates happening with this group. It put out a draft in June, and another draft in August. As we speak they're working on coming up with another revised set of recommendations. I won't go into too much of the detail of their proposal, because you're going to hear about it a lot this week, and it's always changing. You're going to be able to participate in a lot of sessions. There's over 25 hours this week of work dedicated to this project.

There are a few things that they've really already agreed to work on. They have the principles and they're working on the details. They're working on the binding appeals; fixing the appeals mechanisms and working on enhancing the current independent review process that ICANN has. They're also looking at putting together a series of community powers – things that the community will need in light of the transition. Those are outlined here. Like I said, the details are still being worked out, and you'll see them talk about these a lot this week, but when

they refer to powers, these are the powers that they're talking about.

I'll go over them briefly. They want to be more involved in the discussions about the ICANN budget, and where it goes and what's being approved as budget. Linked to that is the budget for IANA operations. They want to make sure that IANA always has funding and can always do the basic technical functions for the Internet, to make sure the Internet stays safe and operates properly. The next two are about the Bylaws – ICANN's governing documents. They want to make sure that those Bylaws, the important things are strongly protected and that they can't be changed easily, and that things, when they change, would also have community input.

So that includes the document I was talking to you about earlier – the AOC – moving that into the Bylaws, guaranteeing it for ICANN long-term, and making it something that's very hard to change, so that we guarantee that there will always be evolution for the organization. The last two are about the Board of Directors. Essentially, what the group wants to do is they want to be able to remove a Director in the case of non-compliance with the mission or something.

If for some reason they notice that the ICANN Board of Directors is going against the ICANN mission, or not funding IANA, or doing

something that would harm the Internet, they want to be able to have a say in whether that Board can remain in its seat. That's the goal there with the powers to remove the Board. Also, the CCWG, part of its work is linked to the IANA stewardship transition, and so some of the things the IANA stewardship project called out as things they needed are being addressed in this group.

There's a sort of checks and balance system. The IANA Transition Group said, "We need to make sure we have oversight over the IANA budget," and the CCWG says, "Okay, we have a community power that's going to guarantee that." There were a lot of conversations going on between the two groups about that. I think this is all I have for you today. I was going to go into a general encouragement for you to get engaged.

We have three phases for this project. Part of the project that we're in right now is phase one. You can still get involved and it's still a very exciting time to join. We're developing proposals right now. So we're still in the phase of coming together as a community and getting the great minds together and putting together a really exciting and strong proposal for the future of ICANN and the Internet. Once we get through that phase, the proposals go to the US Government for review. They're going to review those proposals based on their criteria that I talked about

at the beginning – the fourth criteria, and the fifth one about inter-government and government role.

When they review the proposals and agree that the community has responded to their request, they're happy with the result, phase three would be that they sign off on these proposals and we go ahead and implement these changes. This would be a big change for the Internet and for ICANN, so it's a very exciting time and something that's worth you participating in and following. Get engaged. If you have any questions, please come and talk to me afterwards and we can sign you up and get you engaged in the process.

JANICE DOUMA-LANGE: Thank you Grace, and I really appreciate your segue into engagement, because many times we hear after this session, when we've talked about IANA the last couple of meetings and the transition, it sounds like it's already complete – why would I become engaged at this point? I think you did a good job explaining that. The fact is that this work is ongoing, the work of ICANN is ongoing. There's never a time to say, "It's too late, it's too early, it's not the right time." We're always looking for fresh minds. We're all old and tired. I frankly don't know enough. That's why I get to do this day, so I can get to learn more each time.

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But there's never a right time or wrong time – it's all the time. This is going to go continue. Even when we're crossing our fingers, the Board approves and we get ready to move on, if we're talking specifically accountability and IANA transition. There's still work to do beyond that. Honestly, I wouldn't be here, and the staff and community members today wouldn't be here if we didn't need you.

We need you to understand more. Sometimes, joining a Working Group is about listening and learning. It doesn't mean you have to take up the pen right away. Sometimes joining a mailing list is about learning; just watching the emails come through, a policy update email, once every two months. Start to learn that way. Join a phone call, join a conference call. You can stay silent on it and just learn. We have email addresses to write you on very specific things, or just engagement@icann.org, and say, "I was listening to this conference call. Who would I go to for more information?"

So it's a learning experience all the time. Then when you get excited about something, enough to the point that you say, "Hey, I'm ready to dive in." We'll make sure we've got the net there, waiting to catch you when you dive and to bring you along. I thank Naela and Grace so much. This is so important for everyone for the rest of this week – 25 hours of sessions about this.   It's really important that you start to build an

understanding and excitement about what this is. As I ask Dave Piscitello to come up and take a mic, I want to give an opportunity if anyone has any questions for any of these ladies right now?

NABIL: Thank you for your two speeches.   I'm Nabil and I'm from Morocco. I'm a second-time fellow. My question is about IPv6. You have mentioned that the three main functions of IANA is the IPv4 or IPv6 addresses, and protocols and protocol numbers that we can find in the /etc/protocols in the Linux systems? Okay. So my question is related to IPv6.   Why can't we see a great engagement from IANA to IPv6 deployment?

When it comes to IPv6 we can see that a lot of organizations are talking about this move to IPv6 migration, like ISOC, like IETF, like RIRs. But when it comes to ICANN we can't see a lot of IPv6 speeches, so it's not a hot topic in ICANN Meetings or from the IANA side. Can you explain more about this point?

NAELA SARRAS: Sure. Thank you for your question. I'm going to speak about this from the perspective of the IANA Department – not as much from ICANN. You're right. The uptake is a hard conversion and it requires work and upgrades of systems and investment, et

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cetera. You're asking why you don't' hear more from IANA. The reason why you don't hear from us IANA staff about this is the IANA function, what we do, is very administrative work. We're maintainers of registries. It's interesting, because right now I'm in the process of hiring some people in my department.

The work is amazing and very technical in its implementation, but IANA itself, we're not out there installing IPv6 networks, or even promoting them. We're allocating resources to RIRs who are turning around and allocating them to their customers. It's really not the IANA function space to be advocating IPv6. That said, I think someone else could speak to this. There used to be workshops in ICANN where there'd be at least one topic on IPv6. If you could go ahead?

DAVE PISCITELLO: I'm Dave Piscitello. I'm the VP of Security of ICT Coordination at ICANN. Before I came to ICANN I was in the IETF. I was in the IESG. The IETF is the Internet Engineering Taskforce, and like ICANN it's one of the I's, along with Internet Society. It's the group that's the most technical of the three of our organizations, and they are the people who've designed the protocols, who essentially designed IPv6 as the replacement for v4, designed the addressing scheme and then created the standards that we are all using now.

When I was there, I was part of the process where we chose IPv6, and in fact I was the loser. One of the protocols that I had written didn't get approved. One of the things that we observed, even at the time that we were writing this protocol, was there's always been a very difficult process of moving the installed base to do anything new, and often it's an expensive transition in terms of just the sheer hardware. It's also a very steep learning curve, and many organizations don't feel the incentive to do so.

I don't think any of us in 1995 imagined in our worst dreams that we'd be at only about six or seven per cent deployment of IPv6. All of the worries about the power of the base have really come to fruition, because lots of the organizations that we need to migrate to IPv6 in order to have the content present on IPv6, to attract the ISPs to provide IPv6 addresses to their consumers, is absent.

You go and look at the top 1,000 websites, even today you still will not find more than 20 per cent of the top 1,000 websites running on IPv6 infrastructures. No matter what ICANN might do, or the individual RIRs might do to promote the adoption of IPv6 comes down to economics, and it comes down to getting the willingness for what we'd consider the merchant infrastructure, to say, "Yes, we're going to move that new platform."

When it becomes economically feasible for them, or when they simply can't use IPv4 addresses any more because they're not available in their new locations or new areas in the world where they want to penetrate, I think that's where you're going to see a fairly steep rise in the curve.

JANICE DOUMA-LANGE: One more question?

MANUEL: Hi. I'm Manuel from NIC Mexico. I wanted to know, how is the overall supervision from the NTIA done on a day-to-day basis? I asked this question to Elise Gerich a year ago, and she told me that we know with [unclear 01:38:45] that a certain functionality from the NTIA [give] every three days or something like that. I wanted to know a little bit, how is it managed on a day-to-day basis by the people in the US Government?

NAELA SARRAS: I can't speak for how it's done by people in the US Government, but I can tell you from my perspective. I'm one of the people whose team is working on these requests coming in, and when we finish our internal processing we all have something called the root zone management system. The IANA Department has its

portion of it. The NTIA has a little portion, and then Verisign has their portion of this root zone management system.

When we finish our processing, just like Elise did, we finished it, said, "Okay, it's ready." We transmit it and it does this fork thing. At the same time it goes to the two entities, the two root zone partners. NTIA is one and Verisign is another. Verisign sees it, sits on it, it's transferred to Verisign through an EPP request, but they sit on the request until NTIA really logs into the interface, which is just one screen, and it has "accept" or "don't accept". I don't know what the other option is, because they've never not accepted.

In all seriousness, it's a window they bring up, they authorize the request, and then that's Verisign's cue to go ahead and implement the request. As I said, I've been with ICANN for ten years. I don't know of one incident where they didn't authorize. Some of our colleagues we work with are here at this meeting. I've heard they characterize they spend minutes on this work a day. It's not heavy lifting at all, what they do for us. From the day-to-day you're asking about, to me it's not the bulk of the process at all. I hoe that answers your question.

SPEAKER: My question is also related to the number community. You mentioned that you delegate on the five RIRs so they can

redistribute them to the community. I know that in two of those RIRs, APNIC and LACNIC, they used to have what they call NIRs – National Internet Registries – where they push down the control to those NIRs. Does ICANN have something to do with these NIRs to be defined, to be rejected, or ICANN is completely apart from them and is a RIR who decides where a NIR is applied or where they couldn't be created?

NAELA SARRAS: It's the latter. ICANN doesn't decide how each RIR runs their business. ICANN isn't involved in how each RIR implements their operations. That said, ICANN is only implementing agreed policy, and so it's the RIRs that get together and decide what's called global policy, send it to ICANN and ICANN implements it. But we're not creating policy and sending it back to the RIRs to implement in their business. That is not the case.

JANICE DOUMA-LANGE: In our efforts to get us in on time, I'm going to say thank you very much. As Grace said, there are many opportunities, including this afternoon at 16:45 right here to talk more about the IANA transition and accountability, and Naela and her team are here as well all week for any questions about the IANA functions further to that. If you need to find Grace, Naela, or any staff, you

can stop at the ICANN information booth, which is managed by the Fellowship Program.

Let them know who it is you're trying to get a hold of, and we'll make our very best effort, because this is our time, as staff, to face-to-face meet with any of you. So if you can't chase these folks down in the hallways, come to the information booth and we'll make sure that we get you connected. Thank you very much. Now the fun part starts. When Dave steps up, you know there's going to be fun.

DAVE PISCITELLO: I've introduced myself. Let me introduce my organization. I work with the Identifier System Security Stability and Resiliency Team. We report to John Crain, who is the Chief Security Officer. He now reports to David Conrad, who's the Chief Technology Officer, who reports to the CEO, Fadi Chehadé. We are probably the smallest team at ICANN. There are four of us and one part-time. In fact, he's a full-time employee who works 100 per cent of the time for us, and 100 per cent of the time for GSE. But we're a very different kind of team in ICANN.

We are probably the most policy agnostic of the ICANN community. Even the IANA has more policy influence and contribution than we do. We have four areas of operation. We are not your traditional security team. We don't sit inside

ICANN's operational network and watch for attacks and do mitigations and all the planning for how ICANN would protect its website, for example.

Having said that, because the people in our team have extensive experience in some of those skillsets, we're usually called in and we usually provide some technical or subject matter expertize in various projects that are going to be public-facing for ICANN, and we contribute to how ICANN defends its networks.

The four areas that we operate are really different and distinct. One is called threat awareness and preparedness. What we provide along with most of the major DNS operators, the registry operators, the registrars, pretty much the entire DNS community, almost anyone who provides some part of the DNS service is a 24/7, 365 days a year, intelligence gathering and response communication team, and cooperatively we engage in major threats and try to dismiss them

As an example, a number of years ago there was a distributed denial of service attack to try to disrupt one of the major root name servers, and we were part of the community that was trying to understand how we would abate that attack or reduce the amount of traffic. That means we have a fairly big contact list of people who are running ISPs, running global DNS services, and we stay in constant communication with them. A few years

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ago we had a threat that was never realized by the Anonymous Group.

They were also going to attempt to try to attack the root name servers, and we invested a fair amount of time putting together what's called a red team to go out to understand, penetrate and figure out whether we were vulnerable. We implemented a red team attack to see that we were resilient. We were fairly confident, and we waited for the date that was supposed to be the attack – I think it was April 1st, and we weren't certain whether it was going to be just an April Fool's joke, or whether it was going to be real.

As a responsible security team we engaged in this as if it were going to be an attack. We spend a lot of time in our team, especially our CSO, John Crain, who has extensive operational experience, in going and working with various ccTLDs and other operators to help them understand whether they have sufficient capacity to withstand attack, whether they're providing good performance to their countries. We also help some of the new TLDs and some of the traditional TLDs in those same areas. Let me flip past to the next slide here and see if I've told you want I wanted to say.

I think I've covered everything here. One of the things we have to actually do is pretty much the same kind of threat level

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assessment that you see when you go to an airport: is this traffic light amber? Is this traffic light green? Is it red? Where are we in terms of worrying about threats? One of the areas that goes hand-in-hand with that is what we call trust-based collaboration, but in particular, much of our effort in trust-based collaboration focuses on trying to mitigate the exploitation of the DNS, and of domain registrations for the purpose of conducting crime or putting up illicit content.

We get involved with law enforcement, and what we call security reporters or security interveners who try to assist in identifying botnets, identifying places where websites are being used to download malware. How many are you are familiar with the concept of ransomware? A ransomware is a kind of infection on your computer where the criminal will encrypt your entire hard drive of all your critical files, and then put up a message saying, "If you don't pay me in 24 hours, you'll never get your data back."

So not only is that a fairly nefarious thing to do, but in many cases what they would do is put up a symbol of a police agency. So clearly the police called us, we got involved in this, and we were part of a fairly broadly scoped community of people who were all trying to actively dismantle what was called the "Game Over Zeus" botnet, and this was responsible for a lot of that kind of ransomware. So our jobs are very exciting in some respects,

because we work with active threats, we work with a community that's quite honestly astonishingly smart.

I always get angry when I hear talk about lead hackers and how bright they are. The truth is that there are only about 100 lead hackers in the world, the rest of them are all those who'll beg, borrow and steal from those guys. Again, there's a complimenting flow of what we do. Because we're involved in that whole threat world, and because we're involved in the trust-based collaboration, often people will come to us and say, "Gee, you seem to know something about this. Can you teach us?"

So ten years ago John put together a program that began as training a couple of ccTLDs on how to build their registry. This was when some of the ccTLDs didn't even have a registry yet – that country was not standing up its own Internet. From that modest beginning we now have a fairly extensive training course where we can go in and we can either directly from our staff, or teamed with some of our partners who are good trainers, we can go to a country, help them understand how to deploy secure registry operations, we can assist in incidents and response, we can help them by teaching them how to build Internet response plans and build capacity.

From that, we also ended up spending more time talking with law enforcement and what we called a public safety community,

which is not only law enforcement but prosecutor and jurists and the like. We have a training component now where we help investigators learn how to look at the DNS and the address aspects of a criminal activity, and how to go and find where the content is being hosted, who is hosting it, what the website looks like.

We show them how to do this in relative anonymity so that they aren't leaving crumbs in a trail for the criminals to detect and see that they're being observed. That's a growing part of our training program. I frankly find it the most exciting part. It's a really interesting engagement. It's not quite like CSI Miami, but it's still very interesting. The last thing that we're involved in – and this is a birthing part of this program – is trying to understand the nature of abuse; how domain names and addresses are being used by criminals, where they're getting that asset or that resource – because in fact a name is a part of a criminal's toolkit.

One of the most important things that we teach when we go and talk to law enforcement is that the nexus or the intersection point of legitimate use of the Internet and criminal abuse of the Internet is the domain name. Because it's the way that criminals lure you to a website through a phishing attack. It's the way that they're able to send spam without it being immediately blocked when it comes into the system.

So by the criminals using domain names, what that allows us to do is start to work on how they got them, where they got them, why they're getting from this particular registry or using a particular registry, what behavior – or what we call flocking behavior – are we observing.

So we're just beginning to put together some programs. A couple of us have been working on proof of concept or skunkworks projects that seem to have promise. So I'm hoping that maybe next time I come I'll be able to talk amore about what we're doing here and maybe show you some statistics and some of the things that we've actually been identifying. That's basically all I had intended to say. I'm happy to answer questions about any of the four areas that we operate in. Thank you very much for having me.

JANICE DOUMA-LANGE: Any questions for our good friend? I see a hand up back here.

GILBERT: Good afternoon to you. I'm Gilbert from Seychelles. I just wanted to ask a question regarding the last comment you made about being able to track the origin of the user. We are seeing a lot of terrorist actions like ISIS posting websites, uploading

YouTube videos and all that. Is there any way of tracking it back to the IP address and knowing the location?

DAVE PISCITELLO: It's very interesting that you said that, because earlier in my trip to Dublin I actually did training for an organization that is investigating radicalization, recruitment and terrorist sites. A short answer for you is yes, we can. While the criminals try to hide where they do that, and they move information around quite a bit, we can track them.

The biggest problem that we have in almost all circumstances, with all content – it doesn't matter whether it's a terrorist site, or a human trafficking site, or a child abuse site – it's that outside of child abuse, which is generally abhorred all over the world, and you can almost always get a local court order, often things that fall into the realm of what we call terrorism isn't necessarily considered terrorism in the jurisdiction where the content is actually hosted.

Sometimes it is, but there are parties who quite honestly make their living hosting content where they claim to be bulletproof. What they will do is they will advertise in the criminal underground as saying, "We guarantee you for the $200 you're going to pay us, for the 24 hours that you're going to get for the $200, that we will ignore court orders, we'll not let anyone in our

room, we'll not let anyone disrupt your service." When faced with that kind of adversarial situation, it's very challenging.

Often what we encounter is a situation where one country will find the content and they'll go and they'll ask either the registrar or the registry to take down the content. If that registry or registrar is not in the same jurisdiction, and they're reticent to take something down that's going to get them involved in either a notoriety on a public website or blog, or attract the unwanted attention or reaction from a hostile group, they may decline. The only recourse, legally, at that point, is to do something called a mutual legal agreement treaty request – MLAT.

Remember that term, because it's going to become very important and prominent in policy making in the next three to five years. An MLAT is something that a law enforcement agent has to prepare and go to a local jurisdiction or course. It has to be approved and it has to go across state departments. When it gets across state departments it's delivered to another court. They have to review it and decide that they agree, and then they will respect the MLAT and serve the local party.

Those don't happen in Internet time. Those take weeks, months. It's very frustrating. Now, if you only have one page in one jurisdiction, it takes a long time. When we have to do something like a global botnet dismantling that spans six country codes,

five gTLDs, and what we want to do is seize all the domain names and stop them from resolving at the very same time, it's absolutely a nightmare in terms of permutations and combinations of requests that you have to have served and ready.

One of the things that was remarkable in being involved in the Game Over Zeus was that right up until 45 minutes before we were actually going to pull on this, there was one attorney, somewhere in the giant space of this, who was not going to cooperate. It took a phone call from our team, quite literally, to a colleague of ours who was a CTO of that company, and said, "This is what's going to happen in 43 minutes if you can't talk your attorney down from where he's standing."

At T-40, three minutes later, we got a call saying, "I'm sorry. I didn't quite understand." What it turned out happened is that simultaneously all these court orders were served, there were seizures of equipment, there was apprehension of alleged perpetrators, and the network just stopped. That was a nine-month effort in just putting together the court process, not collecting the evidence.

Now, if you think about the ransomware that I was talking to you about, this was an enormously financially beneficial activity for the ransomware conspirators. They were making hundreds of

thousands of dollars a month. Every day that we were not able to take this down was inflicting harm and causing massive financial loss and misery. So it was really a day to celebrate when we were actually part of that. Thank you.

JANICE DOUMA-LANGE: Dave, I was just thinking one of the best things about Newcomer's Day is the enthusiasm and passion that the speakers have, like yourself. One of the worst things is, "What is he talking about?" No, but what I want to say here is that Dave and some of his peers will be coming to see the fellows on Wednesday at 17:30 in Liffey B. I know you might be busy, but some of the other folks are committed to coming.

So if you'd like to talk more and hear more and ask questions of our SSR Team, it will be a very informal, no big production, just sit down with a beer, if we had one, chance to converse with this team and debunk the myths about what ICANN does, but showcase what they do at the same time, because it's pretty cool stuff. I invite any of the Newcomers to join the fellows on Wednesday at 17:30 for that.

So that will be a good time. In our efforts to stay on time, Dave, I'm going to say I saw one question, so let's take the one hand. Gia, do you have the mic? Okay, two questions.

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ELSA SAADE: Elsa Saade from Lebanon. I'm a fellow, this year. Just as a follow up, I want to make sure if there's a precedent to such a case, and has there specifically been a precedent where a government asked you or asked someone to take down a website or a certain blog post, or a domain name that's being used by a person who might actually be called a hostile group?

In certain companies where we, specifically, work – and I'm from the Center for Human Rights – a group could be a person defending a human right. So has there been any precedent where a government asked for a turning down of a specific request of a person who was called a hostile group, but who was actually a human rights defender, and you put it through?

DAVE PISCITELLO: Requests, absolutely. We get requests very frequently from governments that you'd be quite surprised asking us. What we normally have to do is roll out, "Here is what ICANN does, and this is how the DNS works and how registration services work," and point to them that in all this information that is maintained about the DNS and who registered a domain, ICANN only has an itty-bitty piece, and we don't even manage what gets put into that. You just heard about the IANA.

What goes into the root is really the only part of the DNS that we even edit. Everything else is what's called a delegation. So .com, .net, .cn, .jp, .uk – they all dictate what goes into their pieces or their delegations. So if someone comes to us and says, "We think that example.com is a hate site," our response to them is, "The people you need to talk to, and the attorneys you're probably going to have to discuss this with are the attorneys at Verisign." So it's not so much that we wash our hands of it, but we literally cannot go into the Internet and pull out a domain. There's no way for us to do that.

MONA: Hi. I'm Mona from Jordan. Your job is quite exciting that you get so many questions from us. I have a question about something I read in a novel actually, a Dan Brown novel. Do you collect the mainly used words in the Internet to produce a certain alert if a certain country or place uses a few words that raises an alert, a red or yellow, as part of text? Is that true?

DAVE PISCITELLO: Let me understand your question. Are you asking whether the information that we monitor also is key words that would trigger some sort of alert to someone who's looking for terrorism and things?

MONA: Yes.

DAVE PISCITELLO: absolutely not. I'm really glad you asked that, because often, since I train law enforcement, post-Snowden I will get people from civil society – and I'm very liberal, quite frankly, but I also don't like people hurting children – so when I'm asked, "What do we train them? Are you training them how to collect metadata? Are you training them how to look for key words and things like that?" Absolutely not. What we're training them to do is understand the relationships between a domain name and an IP address and a name server, and the autonomous system number – that they're all associated.

For example, a website like www.securityskeptic.com, which is mine, the domain name, we all know is securityskeptic, and it's under .com. I will show the law enforcement how to do a WHOIS to gather the information about what registrar I used, which is GoDaddy, and then, since I live in the US, my WHOIS actually shows my home address and my email address and every place else that all the people in the criminal world might want to have. But notwithstanding, we'll also go and say, "What IP address is this hosted at?"

I'll show them that it's hosted in California, in Mountain View, by GoDaddy. My name server is hosted by GoDaddy. I'll show them what those things are, and I'll show them that there's something called an autonomous system, and I show them what a good registration and a legitimate site looks like. Then we'll go into my spam folder and we'll go and we'll grab a domain that's used to emit spam, and we'll walk through the same things. I'll show them exactly what it looks like and how different it is. The information is generally incorrect in the WHOIS.

The location is generally in a hosting site that we know certain things about, and we can say, "They're not as trustworthy, or they're one of these bulletproof sites." So our model is a fingerprint. We tell law enforcement, "The way that you match a fingerprint is on the basis of the numbers of matching minutia – little points that match between a fingerprint at a crime and a fingerprint that you have in a criminal database."

So we explain to them, "Here's what you need to do. You need to get a body of evidence, or a number of minutia, that would withstand court scrutiny." That's all we train them. From then on they use the same tools that we use to go and find phishing and create block lists. But no, I'm not really interested in monitoring free speech and suppression. I don't think anybody at ICANN is interested in that.

JANICE DOUMA-LANGE: Thank you David. If you would pass that to our good friend Chris LaHatte?   Thank you so much Dave.   Like the way that last question was really well timed. In part of what Dave was talking about, that our SSR Team provide, which is education and training. Whether it's for law enforcement or for your Internet Society or your Technical Society or whatever group you're with, you can request that our Security Team come and provide a training. There's a lot to be done to prepare for that, but it's available.   A major part of their job is to outreach, engage, educate and train. So it was a nice segue out. Thank you Dave.

We're going to go fairly quickly through this last part, just as a little wrap up for you to get ready for the week. I want to point out certain places that you can go to to find information that you need. What you've probably seen around the conference already are monitors, and the monitors have a Twitter feed, Flickr photos – you'll see photographers everywhere taking pictures, and hopefully you'll pop up on one of them if you're in the sessions – and you will see, most importantly, the schedule.

The schedule normally is solid, and does not change, but it's always good to check the monitors for your rooms, times and locations. You can always go to the links that I have here, and I want to emphasize again that you don't need to be everywhere

in this conference. Don't try to get to every session and absorb all the information, because each open and public session is recorded and transcribed and, if applicable, is translated into the languages that we're live-streaming. In this case we have Russian, Arabic and Spanish for this session, and those are the languages that will be recorded, transcribed, translated.

They'll be posted on that second-link there for evermore, and you can go back to other ICANN Meetings and find all the information as well. Remote participation, I'd like to point out, while you're here at this meeting, you can be here in the main auditorium engaged in this presentation, you can also go to the schedule, click on a session and bring up another session and watch the remote participation and presentation – on silent, of course, because you need to have your computers muted, but with a headset, certainly listen.

For Newcomers, I don't encourage that. I'm 56. Maybe I'm too old to believe in multitasking anymore. But I think the point of being here face-to-face is to be present, in the moment, in the room that you're in, and take in everything that's to offer by the presenters and what's happening in that room. Again, you can go back later and find the others, but if you cannot be at a meeting face-to-face, ICANN always provides opportunities for remote participation through Adobe Connect

We also provide opportunities for remote hubs, if you can gather enough people in your region or community. We do have an application on the meeting website that's open before each meeting, and you can actually host a remote hub.

Today, the last two things are right here in this room, at 16:45, Ira Magaziner, who is a name associated with Internet governance, with the IANA transition, with ICANN, he'll be here with several representatives from Capital Hill and with the community, to talk about this transition in a very conversational way, to bring you further into the engagement for the rest of the week.

We also have, just before that, immediately following this, if you go down to Wicklow M3, it's a very casual way to meet some of our community leaders and staff leaders, and they will talk to you about if you're in the government sector, "How do I follow this agenda, these 200 sessions all week?" If I'm from civil society, "What are my best bets? Where should I go and what SO or stakeholder groups should I listen to?" If I'm security or technical background, "What are your suggestions?"

So we offer this just as a resource. The folks will be there for about a half hour in Wicklow M3 right after this session. There's no agenda to it. They're just going to be standing there in the room, ready to take some additional questions and give you guidance. Now we're to Monday, which is why I have my good

friend Chris Lahatte here. I'm going to quickly go through each day, but Chris has something on Monday and Tuesday, and he'd like to just share that with you. Chris?

CHRIS LAHATTE: Hi. I'm Chris LaHatte. I'm the ICANN Ombudsman. Completely different subject, but if you want to find out more about how the Ombudsman works within ICANN, I have a training session tomorrow at 12:00 at Liffey BR1, and anybody is welcome. As an extra incentive – or you could call it a bribe – there are Ombudsman chocolates. You can find out why ICANN has an Ombudsman, what we do, and also on Tuesday at 17:00 in a less formal setting, we have a reception where we just bond over a few drinks.

I'm not going to say anymore. You've heard lots of words. I've mentioned the two magic ones, which are "chocolate" and "drink", and you can lock those in at 12:00 tomorrow and 17:00 on Tuesday. Thank you Janice.

JANICE DOUMA-LANGE: Thank you Chris. I think you need to sign up on the 12:00 to get to the drinks. That would be the way to get them from the education to the engagement. Thank you very much. I'm going to promote that the Fellowship Program, though the applicants

are selected on an online program to come here, be travel funded to come here and be with me all week – those lucky devils – these sessions are open for everyone.

So any one of the Fellowship Sessions, Monday through Wednesday – and there are several; some in the morning, some in the afternoon – you are more than welcome to come and join the session to talk to the chairs of the groups and that kind of thing. Big focus tomorrow is the Welcome Ceremony, led by our CEO, Fadi Chehadé, providing you with an oversight of what will happen during the week, some key points. We normally have dignitaries from the city that we're in, or the country that we're in, and I understand there might be some dancing involved as well, and just a general discussion about what to look forward to.

So everyone normally is right here in the auditorium, filled to the brim, to go over that. I'm not going to hit every one of these, but there's something for everyone at ICANN. So if you're a woman and you're working in this great Internet environment, there's something for you here. There is a Beginner Series on a more technical aspect, but from the basics that our technical team here is presenting, there are four sessions tomorrow throughout the day, 90 minutes with breaks in-between on how it works.

So those are very engaging. DNSSEC for Beginners. I always encourage our Newcomers to go there. It is community member

who put this skit about the DNS security together, and it's just a great way to learn more about the DNS and the security surrounding it.

Tuesday I find is the hardest day for our Newcomers. This is because acronyms are abounding in the sessions, and the community member are engaged in a continuous conversation – one that started last month, or two months ago, or six months ago at one of their webinars or conferences. It seems like there's a continual flow of conversation that you are not being invited into.

What I encourage you to do – and again, if you go to the sector standup downstairs, you'll get a good idea from the community and staff that from the civil society, as I say, or from government or technical, from the end user perspective – how do you get through those days? They'll give you some great tips on how to understand how you would fit into the not-for-profit community, the non-commercial community, the business users, At-Large, the GAC… So they're going to give you tips, if you just want to spend even 15 minutes with these folks downstairs, on how to get through tomorrow.

But I encourage you to explore. As I told my fellows this morning, it's about passion when you're in ICANN. It doesn't have to necessarily follow your job. You should follow your heart and

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your passion. If you want to volunteer your time somewhere, you want to enjoy that time. Whether it's for Habitat for Humanity or rescuing cats and dogs, it's something you're passionate about. So apply the same principle to ICANN. Be passionate about your choices here, and there are many.

You can test and taste tomorrow throughout the different sessions. I encourage you to do so. Also, on Tuesday and Wednesday, the Board meets with each of the groups. I encourage you to go to some of those sessions, because it gives you an overview of what's important to that particular community. That's what they're sharing with the Board. What's important to us as a business community? What's important to us as a ccNSO? They have the Board's ear for 45 minutes or an hour.

 So it gives you insight, if you can't go to all the sessions, into, "Wow, that group are touching a nerve with me with what they're asking the Board. That might be a good place to start." Just a suggestion.   When the Board meets with the GAC, sparks normally fly, so that's normally a cool place to go as well. We point out the IANA stewardship transition, of course, but Internet principles – if you're from this European region then you might want to go to the European Coordination Session and meet your European representatives to learn what's important for this region to work on.

Thursday is our wrap-up day. Internet governance at 9:30 here in the auditorium – a great way to understand ICANN's role in the Internet governance ecosystem that Nigel touched on this morning. He'll be leading that session so you know it's going to be good, because Nigel just has that spirit in him. So it's a great way to go, explore a bit more into the ecosystem that ICANN is part of, and hear more than just the ICANN viewpoint. The Public Forum here in the afternoon at 14:00. Three times a year as a community we get to stand up at the mic and direct our questions or comments directly to the Board.

Once a month the Board meets, but those are closed sessions just for Board Members. So three times a year their Board Meeting is open. An agenda will come forward on Wednesday that will say, "Here's how the Forum is divided up. Maybe from 14:00 to 15:30 we're going to talk transition and accountability. Maybe from 16:00 to 17:30 we'll talk about AOB or new gTLDs." Our SOs and ACs are the ones who come up with that agenda with the Board. What are the most important things that we want to hear from our community?

Then you, as a community member, can gather your thoughts and a time is set for each comment at two minutes. There will be a clock at two minutes that will count down from the minute you step up to the microphone – not daunting at all, please, really, don't worry about it. My advice is if you have something to say or

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to ask, write it in your tablet, phone or iPad, and rehearse it once or twice and get it to the timing so that when you present yourself in front of the community or the Board for the first time, and you say your name for the record, you'll be noticed.

If you're part of NextGen at ICANN, say, "I'm NextGen at ICANN." If you're part of the Fellowship Program, even an alumni, say you're from the Fellowship Program. If you're new to ICANN say, "I'm a first-timer here at ICANN." It gets the attention of the Board. I'm not saying that to have everybody going "nanu nanu" at you. It's because we're interested in having you here. I've said it this morning, I'll say it again. If you declare yourself that way, the ears perk up to say, "We need to pay attention to this comment," and it goes on the record.

Don't be afraid of the Public Forum. Everyone did it the first time. We've said that as well a couple of times. Everyone has an equal right to come up to the microphone and say what they want to ask. There is no question that is "stupid". Those questions don't exist here. So ask the question if you need to.

The Public Board Meeting comes directly after that. It's a matter of passing resolutions. So what you'll get is a summary of the week: "Here's a resolution passed because this agreement was met here," "Here's a resolution passed this agreement was met there." So that's all about Thursday. Now the fun. So, the men

have got to come out here, because we always have things for women at ICANN, and the men are sitting back saying, "How come nothing for me?" So be the one who starts it! Go ahead and create a men's social. The door is open.

Someone started the women's breakfast somewhere and it's become very popular. It's open to anyone. That is tomorrow morning, just down the street at the Spencer Hotel at 7:00. Really, men not allowed, I'm sorry guys. Monday night is the gala street fair. There will be more information about it, but what we do know is you have to pick up your bracelet at the INEX – our local host – booth, down in the sponsor area. No one gets turned away from a gala.

It's free, by the fact that you're registered and came here, but you do need to get the bracelet, if it's still open today. I believe we're open until 18:00 today, the booth, and tomorrow as well. That will get you access into the pubs, so the most [unclear 02:25:32] at ICANN is some pubbing, so don't forget to get your bracelet. There will be shuttles taking you there, they'll be picking you up in front. The shuttle schedule is also at the local host desk, and at registration, they'll give you that information.

Chris talked about his reception. Wednesday we also have another reception from our regional host here in Europe, and our EURALO, which is our Europe Regional At-Large Organization. So

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we have our big At-Large organization broken down into regions, and this is our European region.

Thursday we have a wrap-up social for everyone. Again, it's a celebration of getting through the week. We love to celebrate as well as work. This presentation is available to you, if you click Newcomer Session. You can look at this at any time. It gives you information about when the booth is open. We have a great tool called Quizlet online, which you can use to bust these acronyms all the heck out. When people start to say GNSO and ASO and AC, you can go into the Quizlet, immediately find that acronym and what it means – or raise your hand and say, "Stop the bus, somebody tell me what that means." You can do that in any session too.

When the meeting ends we want you to continue to engage. We invited you here to learn and we'd like to have you continue with us. From a regional perspective we have stakeholder engagement managers and VPs in each of our five ICANN regions. If you write to engagement@icann.org, that's actually Debra and I, big secret, and we will make sure that you get hooked up with all the email addresses. Another big secret? Every staff member's email address is firstnamelastname@icann.org. So we're pretty transparent. You can find us anywhere anyway.

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You can join MyICANN on the ICANN website and personalize the feed of information that comes to you. If you only wan to hear from us once a week, click on "once a week". Done deal. That's all you're going to hear from us. But it's a way to keep updated, on your terms, on your time. As far as the Development and Public Responsibility Department, of which Debra and I are part of, you can go to our page on the website to find out about ICANNLearn, our online, free education and training program. You can find out about Fellowship, NextGen, our academic outreach, and other global events that we represent.

Our parting thought here is a quote that I didn't come up with – obviously – but ICANN is not a fortress. It is an oasis, and Fadi actually termed this when he started with ICANN. He wants to make sure that everyone always understands that it's all about you. Me coming to ICANN made no sense. I was a teacher, and I worked for Disney for 21 years. It made no sense for me to be here. But here I am, nine years later, and it's the human element.

We want to continue to make this a place for everyone to come and feel like they have a home, they have a voice. What's happening out there in the world affects the Internet, the Internet affects everything happening in the world, and the only way that we can make sure that this ship stays steady and grows and evolves with the generations that are coming is for each and

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every one of you to take part, and to encourage others like you to take part. Let's kick the old fogeys out, and let's bring the new blood in and keep this ship going in the right direction.

I thank you all for being here for a very long day. I appreciate the heck out of this group of NextGen – and don't think I didn't notice you! – being here today, and I hope you've learnt a lot. We're here all week, folks. The staff job is to support the community. So come find us at the information booth, track us down in the hallways, ask us questions at engagement@icann.org afterwards of anything that we can do for you at all.

If you'd like to go down again to Wicklow MR3 and join some of our folks to learn a little bit more about how to get through this week, I encourage you to. Then make your way back up here around 16:45 for the IANA Transition Session. Have a great week. Seriously, get out of here!

[END OF TRANSCRIPTION]