DUBLIN – GAC Underserved Regions Working Group Meeting
Monday, October 19, 2015 – 16:30 to 17:30 IST
ICANN54 | Dublin, Ireland

TRACY HACKSHAW:	Good afternoon, everyone. Welcome to the GAC Underserved Regions Working Group Session. I'm Tracy Hackshaw. I'm from Trinidad and Tobago. I'm one of the co-chairs of the working group. Alice Munyua, who is from Kenya, is the other co-chair. She is unfortunately in another session currently and she may not be able to join us on time, but we will start. I'm just hearing from Olof that she'll be here in about five minutes.
	So what we'll do, I've asked [Julia] to pop up the terms of reference because I think from [inaudible] is pin down exactly the areas we are going to discuss and I'm seeing a lot of new faces here today, so we don't have the same group we had in Buenos Aires, so this will be interesting. So even from my colleagues from the Caribbean [inaudible] different face.
	So perhaps what we could do very quickly to kill more time is perhaps to go around the room, maybe from my left, and introduce yourselves to indicate your name and your country and perhaps why you're here.

UNIDENTIFIED FEMALE: Hi, everyone. I'm [inaudible] from the Republic of [Kiribati] in the Pacific. Actually, I'm looking after the ICG department as a [international] policy analyst. I would like to join [inaudible]. That's [inaudible] information from the Pacific Region I'd like to [help]. Thank you.

ABIBU NTAHIGIYE: Hello, everyone. I'm Abibu Ntahigiye. I work for .tz registry, but I'm the ccNSO councilor representing Africa region.

NICOLA TRELOAR: Hi, everybody. Nicola Treloar from New Zealand, GAC representative.

CARLOS RAUL GUTIERREZ: Carlos Raul Gutierrez. I have different hats, but here I am as the At-Large Structure of Costa Rica, the ISOC Chapter of Cost Rica, an organizational member of At-Large.

OLOF NORDLING: I'm Olof Nordling, a friend of Carlos, and ICANN staff in support of the GAC.

AMY BIVINS: Amy Bivins, ICANN staff. I'm on the Registrar Services Team, working on the Underserved Outreach Project that you may have read about recently.

JEFF SALEM: I'm Jeff Salem, ICANN staff member. I work in the Digital Services department. So I'm interested in learning what we can do on the website to help you guys.

JULIA CHARVOLEN: Hello. I'm Julia Charvolen, ICANN support staff.

NIGEL CASSIMIRE: I'm Nigel Cassimire, telecommunications specialist with the Caribbean Telecommunications Union. And basically, we deal with telecommunications and ICT matters for the countries of the Caribbean. Our members are essentially the independent and dependent states in the Caribbean, up to 20 of them. Basically, our interest is watching generally the interest of governments and the stakeholders of the Caribbean.

[KATIE ANN SMITH]: Good afternoon. I'm [Katie Ann Smith], the principle director for ICT from the [Minister of Science and Technology] in Jamaica at the Buenos Aires representative there. [inaudible] had joined

this working group and she's presently online joining us from Jamaica at this time. So I'm just the face representing Jamaica today.

ANTONIETTA MANGIACOTTI: Hi, everyone. I'm Anonietta Mangiacotti, ICANN staff, part of the Operations and Policy Research Team, reporting to Karen Lentz.

TRACY HACKSHAW: Thank you, everyone. Perhaps in the back. Yes?

KATUUKU GLORIA: Hi, everyone. My name is Katuuku Gloria. I'm new at this. I'm the new representative of GAC for Uganda. This is my officially the first time. The other time, I just came. I was trying to navigate through. So I just came here to listen and learn. Thank you.

[BRETT MAKINS]: Hi. My name is Brett Makins. I'm a U.S. diplomat serving at the U.S. mission to the UN in Genova. So I spend most of my time working with the International Telecommunications Union, but I had a chance to come for this meeting today. Thank you.

TRACY HACKSHAW: Thank you very much. So a very different group of people than we had from the last sessions, so perhaps we will this time put the terms of reference up.

Basically, the GAC has agreed that we would establish a working group to look at what we term underserved regions. Underserved regions doesn't only mean regions which are traditionally called developing or less developed, but it does include most of those regions. As you would see in the second paragraph, we'll be looking at least developed economies – sorry, just right… Second paragraph. Yeah, right there. Yeah. Least developed economies and small and developing states.

But we're also looking at regions underserved by the DNS industry. That could mean a whole series of categories. A particular focus will be spent on examining the economies and countries from the ACP regions. That's the Africa, Caribbean, and Pacific region. We have two colleagues joining us. I see one of my former fellows. Perhaps you could introduce yourself and give your new [inaudible] perhaps. Glad to see you here.

UNIDENTIFIED MALE: [inaudible]. I'm a Minister of Communications for [inaudible], Asia-Pacific.

TRACY HACKSHAW: He is a former ICANN fellow and now Minister of Communications. Yes, interesting.

[SAVE VOCEA]: [Save Vocea]. I am ICANN staff representing the Pacific Islands.

TRACY HACKSHAW: All right. Great. So we quite a few Pacific colleagues here. Yes, [inaudible], in case you didn't realize. I was just told that [inaudible] joined the GAC. So that's another country. I understand as well Antigua and Barbuda have also joined the GAC. So we have quite a few more islands coming in. So that's looking specifically the Caribbean Pacific areas, but also we have our colleagues from Africa who are involved in the GAC and are joining new members as well as replacement members and so on.

As I said, we are looking specifically at those regions. However, it doesn't exclude anyone else. This is an open meeting. It's a GAC working group, but it's an open meeting. So the ideas that we would be discussing issues with underserved regions and perhaps hearing from you as members of the working group as well as our guests as to what issues you are seeing as challenging these areas.

The genesis of the working group really came out of primarily the discussions we've been having in the GAC around the DNS industry and the lack of participation of underserved countries in the industry. As an example, in the recent round of new gTLDs, we had very few applications from Africa, the Caribbean, Pacific, Latin America, Central America, South America, and so on. So we need to find a way to bring those countries and those regions into the DNS industry.

One of the discussions we've had in the GAC, as well as outside of the GAC – and I think people like Carlos will be aware of this – is that the recent gTLD round may have not been exactly sensitive [inaudible] to those regions. There was an applicant support program for those who recall, and there was some marketing done, but it may not have reached everyone in those regions for the simple reason that the Internet access situation in most of the underserved regions is quite difficult. So reaching out to the regions via the Internet might not have been the best approach to take. That's one of the things we found, that we need to use other methods to reach out to get them involved in the industry.

In the GAC, we also, as you're hearing now, trying to ensure that our GAC representatives [inaudible] both in the GAC and back home because as we have discovered, most of the Internet issues are ITU related.

So in our countries, the Internet equals [inaudible] ITU, and to a lesser extent, issues such as maybe even the the CTO, which is the Commonwealth Telecommunications Organization in the English-speaking part of the underserved region. I'm sure in other parts of the world, very similar telecoms organizations. But the ICANN portfolio is not very well known to those countries, and this is another way of trying to get the ICANN portfolio and what ICANN is doing involved with those governments in those parts of the world, and obviously – can you scroll up a little bit to get the objectives up? To work with other working groups that are tackling similar topics.

As an example, I just came from the Public Safety Working Group, and they're dealing with issues related to cybercrime and issues on the DNS industry that would be tackled by Interpol and so on. Most of the countries in the underserved regions are not fully briefed as to exactly how they can do that, and need help and capacity building in that area.

So we'll want to work with those working groups that are doing it, looking that are looking at those issues. We want to look at working groups looking at, for example, the new gTLD auctions. A working group I think that's being formed or has been formed to look at how the proceeds of the auctions process. We want to help in trying to understand how we can, as an example, the recent issue, the insurance registrars, if we can have input in

that discussion, as well as even in the ICG and CCWG discussions. If we can find our own special discussions and positions in that regard.

So that's a broad swath of what we're trying to do. The first project we have done as a working group is actually a ccTLD survey, which is in the GAC. We have issued a survey to our members, trying to understand exactly where ccTLDs are operating in terms of governments, how the relationships with governments are, and exactly what exists in those parts of the world that may have other issues with their ccTLDs and trying to report on that.

Many of the issues with ccTLDs are in fact underserved areas , so we're trying to report on exactly where that is at and perhaps publish something out of the GAC in the next calendar year. So that survey is being undertaken as we speak, and we're going to be working with the ccNSO to help analyze those findings over the next few months.

So that's my introduction to what we're doing. Of course, it's not an [inaudible] list. There a lot of new members here. The co-chair, who has her own discussions on [inaudible] particular role in this working group is to join us and probably give a perspective separately.

In the meantime, perhaps I could ask members the room – working group members first, perhaps, so we have members of the GAC working group here – if there's anything that you see that's missing that you'd like to see covered, that you'd like to understand a little bit more about. While the terms of reference will not necessarily reflect everything, but it may be a good opportunity to have that captured and floated around for discussion in the working group as we go forward.

This is our second actual meeting that we have in face-to-face. We haven't really been meeting intercessionally, so we'd like to keep that going now. As you would have probably detected from ICANN staff, there are some projects going on that could assist in helping us collaborate better as a working group, and perhaps do some more outreach in these regions. So we could probably here from them as well. I'll probably leave open to the floor now for some comments or some suggestions.

Nigel?

NIGEL CASSIMIRE: Yes, thanks. You mentioned that we started with a survey in the GAC related to the relationship with ccTLDs and a plan to discuss those findings with the ccNSO. Given also that one of the objectives is increasing the participation in the DNS industry, how do you anticipate future engagement with ccNSO or

something? Any ideas or thoughts that have been gone through already or have come up related to how that interface might go with ccNSO? Is there some engagement that's planned in that regard?

TRACY HACKSHAW: Not with ccNSO specifically, although that's a very good idea. The discussions thus far have been in talking to the strategy groups. There are quite a few strategy groups in ICANN. There's the Africa Strategy Group. There's the LAC Strategy Group. There's the Middle East Strategy Group, and so on.

The discussions that we have had internally thus far have been to work with those strategy groups, which have as a part of their portfolio strengthening the DNS industry. I think in all those strategy working groups, that is either one or two on their agenda. So we're not going to replicate the work of those groups. We would like to participate in those working groups, whether actively participate or work with them as working group, and perhaps synchronize our strategy and our recommendations. Because as it is, this is a GAC the Underserved Regions Working Group, not a cross-community working group. So it's a government-specific group .So what we will do in ensure that the governments' perspectives are brought to bear on those strategies. If we can find a way to harmonize

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amongst the various regions, that'll be very useful. But if not certainly we'd want to represent those regions as we go forward and their views from the government perspective in those strategy working groups, and perhaps align as far as possible perspectives. Or at least alert the working group members to the fact that those groups exist, because I'm not sure if everybody knows they exist – that there's a regional strategy working group for almost every region in the ICANN.

I think all regions have a strategy working group. I don't know if ICANN staff can correct me. [Julia], is that correct? I think every ICANN region has a strategy working group now. Those regions, they will be underserved regions and countries in those strategy working groups, so it could be a good opportunity to liaise with that. But the ccNSO idea actually was an excellent one, and I think there's a good opportunity to use the ccTLD survey actually – to use that as our first bridge into that working together.

ABIBU NTAHIGIYE: I understand every region has good a strategy. Africa has good strategy. Basically it has been facilitated by vice presidents of ICANN. I just want to talk about the surveys, which was communicated to ccTLD. I remember I worked with a GAC

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representative for Tanzania to [inaudible] relationship between .tz registry and the government. I responded to it.

But in terms of activeness of the Africa region, for instance, in terms of new gTLDs, this is obvious because there is a prerequisite which is very critical for the African continent to participate.

In the first instance, African ccTLDs are not well managed. They are not at that level of which they can start thinking of gTLDs. Basically, they are working around these situations by fully engaging ICANN in terms of capacity-building.

On Saturday, I had a meeting of regional organizations, cc operators – that is APTLD, FTLD, and CENTR. We were discussing about the capacity issues, especially in those areas, so that the registries are well managed technically. While we can't go into governance issues, but only now, regardless of the governance where they stand as a regulator and the PPP entity or whatever, the technical operations.

So we came to a point that the capacity building is critical and the most affordable way of doing it is to have trained the trainers, so that the local trainers can continue with the capacity building because it was not a [one-day issue or two-day issue]. You have register day and maybe the university [inaudible] of

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the regulator with the different staff operating, so the capacity building will be a continuous thing.

So for Africa entity, if we [inaudible] to manage their ccs well and the best practice, is it is easy even to dwell into new gTLDs because they believe, like for the case of the Middle East [inaudible] experience that. Even IDNs are managed by the cc registries. For even for the African region, if the cc operator is well equipped, it will be easy for him to manage the technical [inaudible] new gTLD. Thank you.

TRACY HACKSHAW: Thank you. So I'm gathering there are two cc related issues here. I'm hearing that it could be a body of [inaudible] within in this working group, where we could probably document about capacity-building for the ccs to perhaps take up [inaudible] of getting more involved in the industry, period full-stop.

So I'm assuming every country will have a cc operator, right? I believe that's still the case. One of the opportunities that was discussed previously and can go forward is whether those cc operators can in fact be strengthened to participate more fully in the DNS industry. We've seen that happen I think in Africa I think with .ze. While getting involved in controversy, they have stepped up to do something more than .ze. I believe in Latin America – I don't know, Carlos, I don't know if you're aware of

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the .lat initiative. I believe that's helped [inaudible] a cc as well, if I'm not mistaken. Are you familiar with that? The .lat? Yes?

CARLOS RAUL GUTIERREZ: Yes. There are a few new regional domain names that we have a high expectation, but also I don't know if this is the right motion to mention or not, but last week there was a draft on the DNS market in the Middle East published for comments, so I think it's very, very, very important to keep track of what [this study] is doing.

Also, in terms of your definition of underserved, I think in Latin America it's not that we are underserved, but we're being served by companies which are not located in the region. So it's a little bit beyond the ccTLDs because the fact in Latin America is 80% of the names are with GoDaddy and Donuts and Arizona and Texas. So those are the two elements that we hope to bring into the Latin American strategy, which is starting now with the six months delay Middle East strategies that ICANN is developing, and that's what I wanted to hear also your side and [inaudible] coverage a little bit with those ICANN strategies.

TRACY HACKSHAW: I'm aware that the LAC strategy has issued an RFP for—

CARLOS RAUL GUTIERREZ: Very similar to the Middle East RFP.

TRACY HACKSHAW: Right. So we have a report on the LAC. It's Latin American and Caribbean for those who are not familiar with the acronym. For the Latin American and Caribbean DNS industry a study being done. I believe that that line is soon. I think at the end of this month, if I'm not mistaken, for submission of the proposals. The study may take another three to four months, perhaps. So we should see something very early in the new year, similar to the Middle East report understanding the DNS industry in that area. I'm not aware if the Pacific – does anybody know if the Pacific has a similar exercise going on where the market study is being done. Save, yeah?

SAVE VOCEA: We have a similar strategy that was started by members of the community that came to ICANN for the Oceana region. That's including Australia, New Zealand, and the Pacific Islands. They came up with a list of activities that would be relevant to work with, like low-hanging fruits that we could also work with in terms of… And one of them was really to support stability and resiliency of the DNS in the region, especially for small Pacific countries. Capacity building was also highlighted as needed.

But in terms of specific studies into how the ccTLDs are doing, I don't think we would be able to do a study. But there's various models being applied by various ccTLDs. Some have public information on the number of registrations, and then some are just so private that they will not disclose. Those are some of the things that [inaudible] left to work with, if we had to do some studies. But definitely, if we were asked, we would be able to come up with that in the future.

TRACY HACKSHAW: What I'd like to do is probably encourage the ccTLDs in the Pacific to respond to the GAC survey because that's a good area where they could probably indicate their needs. The survey is relationships between governments and ccTLDs. But there are areas where they could indicate, if they respond, perhaps what their capacity building needs might be and what are those areas. If they haven't responded yet, perhaps we could, Save, encourage you to encourage them to respond.

Uganda wanted to say something first? And then Save.

UNIDENTIFIED FEMALE: Thank you very much. I'm just interested in the survey. I know currently in Uganda, sorry, the ccTLD is still under private entity and we're still working along on the management and the

working relationship between the government and the private entity. So is it too late for that survey or…?

TRACY HACKSHAW: No. So we're running a survey until the end of the year, so it's not too late. I think we only have 20-odd responses thus far. [inaudible] GAC members. So we're still far from where we'd like to be. So feel free to…

[ABIBU NTAHIGIYE]: If you can help me get that survey as well so that I can disseminate it widely with the contacts that I have. One of the things that maybe to update on the GAC membership from the Pacific Islands, I think I can confidently say that all the Pacific Islands now are members of GAC, except one, which is Palau.

We have other territories in the Pacific Islands that are under the French or U.S. territories, and they are comfortable with their parent governments to represent them in the GAC. So there's nothing I can do about [inaudible] or Tahiti or [inaudible] coming into the GAC. So we could say that, except for Palau. Everyone is in the GAC, represented.

TRACY HACKSHAW: That's excellent news, Tanzania.

UNIDENITIFIED MALE: Maybe to [inaudible] in terms of some survey information, I happen to be also the board member of FTLD, and there is a study for the African region which are going to start maybe two or three months. It had started with a certain consultant, but [at some time], it is stopped. So if the working group or the GAC itself can communicate with FTLD, they can get the study details later, maybe by next year. And it can add value.

TRACY HACKSHAW: Great. So I'm seeing a definite body of work emerging where ccTLD governments can collaborate on understanding as to whether or not the DNS industry can be strengthened through that collaboration. Olof?

OLOF NORDLING: Thank you. Just to briefly mention, there are common themes also which rings very closely with the recently-published study on the Arab and Middle Eastern region, those advice. Of course it's 180 pages. But take the effort of just reading the summary, at least. It's worthwhile because it's very much about how to develop DNS systems in those markets. And where ccTLD, not only the capacity of the ccTLD, but also the approach and the

liberalization of the registration policies seem to be quite important steps.

TRACY HACKSHAW: All right. Excellent. Thank you. I think we all want to… Perhaps, Olof, you can circulate the URL to the working group and we will forward it to those members. I'm not sure how [we're] capturing those in the room. Maybe Julia when she comes back she can probably try and capture those who are not… I don't know. Olof?

OLOF NORDLING: We've got plenty of conflicts of people being called upon for various activities and [Alice] sends her regrets. There was no time in between because then she is due to co-chair the next meeting for that PSWG as well. Alice is supporting for that one as well. Not always easy. I'm happy to circulate that to the working group. It was circulate on the GAC list some time ago, but maybe better to…

TRACY HACKSHAW: To re-highlight it. Just to recall, I said there was a LAC study being done. The Africa study you're referring to – has one been done by the ICANN team as well, or is that only the AFTLD that you're referring to?

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UNIDENTIFIED MALE: Has that been [inaudible] or administered by FTLD but facilitated by ISOC and ICANN?

TRACY HACKSHAW: I think it would be very similar. So we'll very soon have an African DNS industry study. We have a Middle East one, and we'll have a Latin America-Caribbean and Caribbean one. So I'm assuming that we've covered most of the underserved areas for that group, and we can probably circulate that and develop a body of work out of that, having the GAC Underserved Regions Working Group kind of… Although we're not involved in all the communities, we can certainly liaise with the strategy groups and help and in terms of what government can do to strengthen.

So that's the cc side of it. I mentioned as well the capacity building is another part of it of it. I've heard it come up a few times. I also heard the issue of outreach come up.

Are there any thoughts on, well, first, capacity building? So the DNS industry. That's one. Capacity building. Are there any thoughts on that? I think we have a new member joining us. [inaudible] from Nominet.

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UNIDENTIFIED MALE: Okay, I'm [inaudible] from Nominet. Director of telecoms.

TRACY HACKSHAW: Any thoughts on capacity building in the underserved regions? Are there any work currently being done that the GAC should be aware of? Any thoughts from GAC members as to what we can do as governments in that area? Perhaps ICANN staff, anything since you're in the room, you can contribute on any areas that you may want to speak to on capacity building.

SAVE VOCEA: I can say that, in the Pacific, we have a very active Pacific [inaudible] that's been established. In fact, I was one of the co-founders of one of the Pacific [NOG]. I was working for APNIC and ten years on, we're still running it. It's a free event that we invite all ccTLDs and network operators to participate, and ICANN is one of the co-sponsors with the RIR and also NSRC. We continue to have ccTLDs being present who come to do that training when we want to. Especially if they request that we do something on DNS or DNS security. So that's been active.

They have other options as well to go to the RIR meetings and special sessions on the industry body as well that the Pacific Islands Telecom Association. Many of them are affiliated and we'd see ccTLD people there as well. When we do outreach and

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attend those meetings, we are also talking to them on the issues.

One of the things that we've done recently for the region is having a training for law enforcement agencies. That has been really useful for the law enforcers in the Pacific. We recently did training in seven countries. There were also government participants in that.

In terms of the ccTLDs, the APTLDs are also performing a good role in [them], and they also reach out to their members, plus the ccNSO, who some of the ccs have now joined.

TRACY HACKSHAW: Thank you, Save. Olof?

OLOF NORDLING: I'm confident that Save's colleagues in other regions do exactly the same. So maybe there's a reason to bring together… Well, Pierre and Rodrigo and all those others in the areas of interest that are working with outreach and capacity building, perhaps for a future meeting. It's too late to do it today. We should have thought about that. But at least that's a thought; to have a more in-depth, region-by-region presentation on capacity building. Well, let's keep that in mind for next time. Thank you.

TRACY HACKSHAW: Yes. I recall at the least meeting we had in Buenos Aires it was raised that we want to liaise with the GSE team generally in terms of the… Especially [inaudible] governments and [inaudible] as well to look at the whole mix, as you're saying, Olof, exactly what is going on, what ICANN is doing to support capacity building, and maybe what other regions are doing.

I know that the Caribbean has CaribNOG as well at ICANN, [inaudible] as well as ISOC and so on. AfNOG. I'm assuming that Latin America will have a similar organization. Maybe [North America versus] South America and so on.

Nigel, did you want to probably add as to what maybe the Caribbean might be doing in terms of capacity building on the DNS side?

NIGEL CASSIMIRE: Yeah. Waiting my turn. A couple things. In terms of the CTU's efforts, we run on annual basis a forum we call the Caribbean Internet Governance Forum where we basically address a range of issues, and usually around a theme that is current. What we've done recently as regards to capacity building in this space is last his year we brought together the ccTLD operators from the Caribbean for a working session, where they got the

opportunity to basically share experiences and share with one another the challenges that they might have had.

We also facilitated that by having sometimes experienced facilitators to help the process along. Out of the session last year, they came up with some action items for themselves, because since the CTU is at heart an intergovernmental organization, although it has non-governmental members categories, we take the approach of basically just convening fora for them to enhance their know-how or expertise and that sort of thing. And I think they trust us enough to do that. But we don't get ourselves involved with doing any, say, specific follow-up with each of them.

So our capacity building efforts have tended to be given them opportunities to collaborate and also learn from any experienced heads or expert speakers that we might bring to that fora.

In addition to that, we run an event we call Caribbean ICT Road Show. But those are more country-specific events, in which we go into a country and do a wide-ranging, multi-day event related to ICTs including Internet, including the businesses of Internet and the Internet economy and things like that. A key aspect of that is outreach in the specific countries in which we take the roadshow. It includes outreach to rural communities, people

who are not necessarily everyday users of the Internet and ICT. But it's basically to bring home to such people what the technology can do for them in terms of their daily lives. And we've had some very good success and good response to that as well.

In those road shows, there would also be sessions associated with DNS and DNS industry and so on. Those tend to be more general capacity building sessions, rather than specifically into the business itself. I would say those are the main initiatives that we had, and as a CTU, we are careful not to be seen as government trying to impose on private sector operations and that sort of thing. We provide opportunities, but very careful in terms of how we are perceived.

TRACY HACKSHAW: As you're saying that and I'm hearing people saying things, then – I'm watching Jeff in the room. I'm thinking already that there's an opportunity here to develop some content around this capacity-building thing.

So it appears that there's a lot of stuff happening. ICANN's involved in some way, as a sponsor, as a participant, as a content provider. I know that there's the ICANNLearn platform that currently exists. There's the ICANN Academy that's for leadership. A lot of things are out of there that the underserved

regions can draw upon. But is it in one place? Can we locate it easily? Can we draw upon that content and contextualize it for needs of the regions for the regions?

Perhaps there's a piece of work that the group do to at least maybe issue requirements request to ICANN staff or to someone to say, "This is where we think we need some help. Maybe not so much in the capacity building itself because that's being done already, but where to locate the material, because I'm reasonably certain the material is archived somewhere."

So the CaribNOG workshops might have been archived – there's a live stream archive somewhere. The presentations are put somewhere. Where are they? Who knows where they are? Those who went to the workshops will know where they are, but those who are outside of it may not know where they are. Perhaps there is some opportunity to create a repository or create some portal of some sort into that area utilizing the existing ICANN platforms and have it available for, in this case, the GAC.

The reason I'm bringing it up is because GAC members coming in [inaudible] is a new member. We have [inaudible] who is – Jamaica is not new, but she's a new member in the GAC – new representative. When she comes in, where can she go to find information. And not just on GAC, but on the DNS industry, on

the… What exactly is this ICANN thing about, ICANN itself? So there's an opportunity there. I'm putting it out there.

Tanzania wanted to say something? Then we can probably have ICANN staff respond.

UNIDENTIFIED MALE: In terms of the training materials for FTLD, we have agreed to review to be based on the [inaudible] requirement and they have agreed. That is one. But can you touch on the NOGs? In Africa, we do have AfNOG, which is very popular, but there are some countries which have as well have localized these NOGs in the sense that Africa continent is too big. So you find that not all countries participate in these AfNOGs. So there is a case for the case of Tanzania. We have localized the NOG. And about a month ago, we had [the third] NOG. We had about three tracks we use in [inaudible] materials and we get support from the government and from the regulator.

So the government is fully engaged in terms of sponsorship, and for this year, basically they gave about $44 million of which they turned it into fellowships, so that the ministries can be represented in capacity building.

But again, there is another initiative within the region, which started during ICANN Duran DNS Forum so have been holding

the annual DNS Forum to discuss the DNS business across the region, and it's one of the issues which is supported by ICANN and ISOC.

UNIDENTIFIED MALE: I didn't see it before, that we [inaudible] creation of the CaribNOG, which runs now basically independently of CTU and meets about three times a year. Two or three times a year. That's also a forum self-sustaining so far that gets the technical people together in the various countries. And it goes around. It's held in different countries each time.

TRACY HACKSHAW: Wouldn't it be great to have all this information somewhere so it'll be [inaudible]? Jeff?

JEFF SALEM: To follow up on that, there will be a place where all this will be aggregated on icann.org. I just want to tell you about a few. We had some efforts, monumental efforts, I'll say, underway over the course of the next year to enhance icann.org. They will include several features that I think will interest you guys. One is regional centric pages on the website where we can do specific outreach to different regions. And even more importantly is we're adding specific content and features to drive engagement.

For instance, one will be creating a general join page that will drive users to see what sort of opportunities there are within ICANN to join. And then specifically leading out to working groups, SO/ACs, where they can actually get involved.

One of the frustrations or I'll say challenges that I face as user experience designer is that there are somewhat conflicting opportunities. As approaching icann.org., do I want to join a working group on a policy effort? Do I want to join GAC? Where is it that I need to go to get involved? Because there are different areas and there are different expertises. Again, that's a challenge that I face as a designer to direct people.

But I think one of the bigger challenges is that within the ICANN community, there doesn't seem to be a sense as to where to direct people in the SO/ACs. For instance, you could join the GNSO to be a very hands-on tactical member to affect policy. Or you can join At-Large and provide advice on that policy. And as a user, it's not clear to me which route I should go and what the benefits are for going either route.

So if you are talking to or engaging other SO/ACs, I would encourage you to discuss these matters and form some sort of consensus on which path users should take, because that would greatly benefit me in directing users to take

TRACY HACKSHAW: What I would probably want to suggest is that for those who can – I think Olof wanted to say something before. Those who have the information – [inaudible] left, but Save, Nigel, anyone else, all the regional GSE team – perhaps we could send links or something to the working group so we could compile them for the GAC. "Here are some areas. This is an interim matter." The GAC website that we have [inaudible] a few more months ago could perhaps be the first stop for the GAC members who are looking at where to go for information. We could send them there until the ICANN repository is ready. The [inaudible] where it's going to end up being.

I'd just like to encourage all of you who have the information to please send it in. Olof, maybe you could help us here.

OLOF NORDLING: Hopefully, yes, and of course. Not even the GAC with is particularly easy to navigate, but as we have found out, there some treasures found. Among other things, the [inaudible] monthly report from the GSE Government Engagement Team. So they are there. That's a resource not to be forgotten. And there is, though it can be improved, a little induction document welcome to new GAC members and all that which we tried to put forward very clearly to those who join.

But indeed, let's start with something ad hoc on [inaudible] list, and what we collect we try to find a good place so we have the links up and ready for that.

I believe there are also already some of the current learning platform from the ICANN website is – well, there are things on that which are very useful I find. Whether it's exactly appropriate for this particular exercise, that's something else. But at least to start making a little bit of a repository by collecting information and [inaudible] on the mailing list.

UNIDENTIFIED FEMALE: Just picking up on what Olof said, I understand Michele from [inaudible] is also working to continually improve the information on GAC newcomers. As someone who came recently, it's quite mystifying and quite fast. The other thing that she's doing that I think is something useful for GAC and possibly for other communities is having a think about when someone new comes in who to match them up with or who to introduce them to so that they have a few people who will say "The gala night, you should come along. I'll introduce you to some people." Or, "Do you know where the ombudsman is? I'll take you up to their room." So just to make it a little bit easier, that human touch.

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TRACY HACKSHAW: That's a very good idea. A GAC induction document perhaps. GAC induction portfolio – that's a great word to use.

UNIDENTIFIED MALE: Basically, I'm just going back to the objectives. Capacity. I know that what we've been discussing about having [inaudible] information, having possible induction for GAC members is very important. But going back to the primary objectives of this working group, for increasing the capacity, what we're talking about generally applies to all the GAC reps.

What's the particular emphasis or activities relevant to the underserved community that we're here to represent? What we're talking about applies to all GAC, about having those kind of information available to GAC representatives. But what does the underserved region need? What are their needs? So we can actually try and address those needs.

And then going back to number one, increasing the number, what kind of numbers do we have now and what kind of numbers are we aiming for? How many underserved? Who are the underserved and how many currently represented and how many are we looking at in, say, two years' time? So we can actually have a very measurable [inaudible] to work with and we can present to our GAC, to the full GAC membership, or even to ICANN and say, "This is what's happening and this is where we

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want to be. We need these kind of resources. We need to have these kind of bylaws, whatever, to actually promote or facilitate having the underserved region represented as such."

Going back to the fact that [inaudible] is about underserved regions, we need to be clear on what is underserved region. We need to be clear on what kind of needs this underserved region actually has so we can have a more focused approach on addressing those needs.

TRACY HACKSHAW: That's a very good point. We've lost the slide. Julia's out, but [inaudible]. So the [addressing] number participation issue first. So it's a double-edged sword there. The numbers will increase, but will the participation increase? As those who have been to GAC meetings might be familiar with, the room may be full. But we do have maybe more participation by some than others. It's linked back again to the capacity or the knowledge or even other issues there.

When we did speak about this previously, GAC members, who wouldn't want to be names, said they were not able to… They didn't feel confident enough to participate or engage fully in the discussions, especially when they got very complex. So the mailing list, as an example, I'm seeing on a particular issue, now

I'm seeing other members coming in and saying a few things. So that's useful. But it hasn't been the…

But the key is that you'll find more than 20 of the 150 – there are 150 GAC members, and I think how many observers? There's 150+ GAC members and how many observers? Do you know?

UNIDENTIFIED MALE: As of today, 155 GAC members and 34 observers.

TRACY HACKSHAW: And 34 observers, so it's a big number. But you'll find in any given meeting maybe 20-30 GAC members actually say anything. There are reasons for that. Some members can't participate because the government has to give them [positions] and so on. But really and truly, the participation is important, and participation is linked back to capacity building, which is linked back to your first point is to what do underserved regions really need?. So all of this is [inaudible] designed to do.

This is our first actual meeting with people that are saying things more aggressively than before, so that's very helpful. We're here to coordinate and to facilitate. I'm hopeful that this will continue to grow from here. The positions that are being adopted will be put on paper somewhere literally electronically and submitted.

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That question came up before. What is underserved? Well, from what standpoint? Some people who felt they were, as Carlos hinted at, it may not be… So Latin America, for example, was concerned that they were not listed as a named region because they feel that they're underserved as well. Carlos hit on the exact issue that, while they may be a [DNS] industry in Latin America, it is not really [inaudible] indigenous to Latin America. In the other regions, there's no [DNS] industry at all. So they're different shades of gray as to what we're trying to achieve, and that needs to be teased out in some way.

So your point is very valid. What exactly do we mean by these things? I'm hopeful that we could… It's new, and it's still early days. And maybe this is the objective that we could probably put forward. The studies that are coming out could help.

I would suggest that maybe as an outcome of this working group we could start putting forward exactly what are the requirements or the needs of these regions. They may be very different for each region. [That's the thing]. It may not be a one-size-fits all. Africa may have a different need to the Pacific, and within Africa, there's East Africa, West Africa, and Central Africa and their needs will be different, and so on. So it's a whole series…

That's why they're called regions. We try to avoid… There was a very technical discussion we had about trying to call it countries, so we said regions and it [kind of] meant anything. Somebody pointed out to me that even in other countries, like Australia and New Zealand, there are underserved regions within those countries, so it's underserved regions period, full-stop. So all those are questions we have to get [inaudible].

Carlos?

CARLOS RAUL GUTIERREZ: There's another political comment I want to make. I think you mentioned at the beginning, Tracy, about late efforts of the last round for new gTLDs to develop some help, which came late and was not used.

I want to remind everybody that there are wide discussions right now about who is going to – if a cross-community working group or the GNSO is going to deal with a charter on the subject of the use of the auction proceeds – and of course, there are high expectations there and we have not to lose focus that it's not only necessary to participate here, but to participate in the other discussion. Because some people assume they will automatically be used for underserved regions, but I'm afraid we will have to fight for that. Thank you. Take it out of the record, please.

TRACY HACKSHAW: I think it's very important and we don't want to see like we [started a working group] to do that. I think it's one of the things we're trying to avoid. But that discussion needs to happen and it needs to happen very rapidly. Alice and I discussed whether or not we need to deal with it here. Is it a GAC issue? Is it an issue related to the… We don't know. So that's still to be worked through, although the working group itself has identified it as something to be dealt with. I believe it's somewhere in the deliverables that we talked about.

So again, that's something that we could put on the table. Does the working group participate in the proposed cross-community/[GNSO] working group? Is it that the GAC participates? We don't know. Do we position it as something that could be out of this working group, to go to the GAC, to be a position? Those are the kinds of things that are going to tasked with us.

As an example, the ccTLD survey was not developed by us. It was developed by the GAC, by the GAC leadership. And it was tasked to the working group to [inaudible] with. So that could be another area that they may task our working group with the auctions issue. That's a possibility.

We need to be prepared for that and very active because that's real and happening very, very shortly. And it could be very powerful in terms of what we see from a government underserved regions' perspective going forward as the whole – the auction proceeds are used. As a matter of fact, we have talked about a remedial round on several occasions for the underserved regions – specifically for them alone, as opposed to having it for the wider group. I call it a gTLD Round 1.5, not a second round – 1.5 round. That's a discussion that could happen. That could be one of the recommendations we discuss.

Anything further? I think we're losing the audience and I think time is running out. So is there anything further we want to put on the table?

Jeff?

JEFF SALEM: I just want to comment on… We're talking about two very different things. I just want to acknowledge that in that capacity building and increasing participation I think would potentially have very, very different strategies. You kind of seem to be grouping them together and I just want to acknowledge that I really think that you should be thinking about them separately. It sounds like capacity building is happening and very successful

based on the GAC membership and the frustration is more around participation. Would you agree with that?

TRACY HACKSHAW: Probably no, because I think the capacity building issue is… So participation is linked more to outreach, I think. So we have been increasing the number of participation of GAC members. So number and outreach are well linked, and we have Save saying that the entire Pacific region in. But are they participating? Right? That's a different issue.

Then as I said, the participating from the GAC memberships – from the mouths of the GAC members themselves – is linked to the fact that they don't know, or they confident enough to participate. So it's kind of a cycle. We could have all the Caribbean, all Latin America, and all the African nations in and have a united nations of GAC and not have full participation. That could potentially happen and it would just be a numbers game. We have 200 members of the GAC and X numbers and we say we've done it. We've achieved what we set out to achieve. But there's still 20 members to walk in the GAC meetings and reach consensus and so on, and we really want to get further beyond than that.

UNIDENTIFIED MALE: Just adding to the discussion, the fact is that most of us do not actually have the capacity, the number of people to actually effectively participate. Next week, we've got [IEDF]. We've got this meeting. If we send someone over, they would probably spend about two or three weeks away on attending all these other ITU meetings. I mean, the ITU Telecom just finished and this one, and then the IETF.

So when it comes down to it, for a small [inaudible], it's more about the numbers game, whereby we don't have the numbers to actually [keep] sending people to effectively represent the issues that we have.

I mean, for us, from a small island state, a forum like this would be very helpful in actually making things easier for us by providing relevant information about relevant issues to us, so that when we come to a meeting like GAC, we can effectively participate because we are on the same page as everybody else.

Whereas, we have countries here, a GAC representative here with a few staff along the way who can advise them on domain names, on all the other stuff. From the Pacific, you have one person coming in who actually has to deal with all this technical stuff and also the procedural stuff. It can be a little bit too much for some of us who are from the small [inaudible] developing [states].

So for a working group like this, they need to recognize that limitation and actually provide appropriate mechanisms or means to actually enable them to participate more effectively, given the limitations they actually face. I think that needs to be taken into account.

I was looking forward to actually having a working group on small island states, whereby you're very clear about those kinds of limitations, the lack of capacity.

The discussion we had about capacity is about building the ccTLD's capacity, but the people represented in [inaudible] are permanent secretaries or director of information or communication who are administrators, not necessarily technical guys who understand some of the technical know-hows they need to have in order to actually express themselves. That's why some of them maybe are not so inclined to participate in some of the technical discussions. But that's just my two cents anyway.

UNIDENTIFIED MALE: When I read underserved areas, it's because they don't have services. They don't have registrars. They don't have registries. They don't have hosting. We're talking about underserved, and we're talking about the services we would like to have in those countries. Participation is of course very important. Building of

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capacity is also very important. It has been in the UN for decades, used in any international negotiation.

But we're talking about here services of DNS. DNS services and everything that goes related to that.

UNIDENTIFIED MALE: Which region doesn't have that?

UNIDENTIFIED MALE: We have ccTLDs, but everything is hosted in other countries.

UNIDENTIFIED MALE: It's about government representation that actually effectively highlights the issues they face with those existing ones. it's not because they're not served. But they're not served effectively.

TRACY HACKSHAW: And there we see the challenge that we've had. I think it's very good that we've met and come to this kind of… I won't say a consensus, but certainly a position that we need to proceed with something.

I would love this have this… I don't know. Has this been transcribed? I'm not sure if it's been transcribed, but certainly

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it's been recorded, so I'd certainly like to have this fed back to the group and we could come up with some other…

The next step from here is a work plan. That's what we want to do. So this discussion is to lead to a work plan. I'm hoping that everybody who has spoken today who is on the GAC Underserved Groups mailing list participates and helps us build a work plan and not wait until Marrakech, and we have another meeting this and then we talk again. So [inaudible] send e-mails out. Come back with something.

Save, did you want to say something?

SAVE VOCEA: In my experience, I quickly just want to say that there are some countries in the specific that are giving out free registrations to their local community. So do they need another new registrar? Do they need a new gTLD? No because they're already getting free registrations. So they've already been served.

TRACY HACKSHAW: And we also have unserved. So we have underserved and unserved. That's another…

UNIDENTIFIED FEMALE: [inaudible]

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TRACY HACKSHAW: Yeah. Underserved. That's why you put a dash between under-served. So the point is, those who are on the working group, the GAC Underserved Regions Working Group, please participate. Olof, can we add the members? I expect those who are in the room who are on the GAC who are not on the list will be added to the list.

UNIDENTIFIED FEMALE: It's a good way to [inaudible]

TRACY HACKSHAW: Yes. And now we can have a discussion I would assume on a work plan that could – the terms of reference refers to… Basically, it's a living document. So [inaudible] work plan move forward with it, prioritize. We have the ccTLD thing, which is our first work that was given to us. But we do have other areas that we want to address as everybody mentioned here today. So we certainly want to do that. Maybe defining underserved is the first one. I don't know. That could be very important.

UNIDENTIFIED MALE: Apologies. We had a comment here from a remote participant. I should read that out. Dev Anand Teelucksingh: "Indeed, it seems

that a lot of these material sessions happening in the undeserved regions should be tracked somehow."

The same person contributing with the following: "For At-Large, we have the ALAC Outreach Engagement Working Group, where we defined the two activities. One, to reach out to new potential members of the At-Large community – outreach. And two, to engage new and existing members of the At-Large community engagement." [inaudible] also aware of this, I believe.

TRACY HACKSHAW: Is Dev still there, still on?

UNIDENTIFIED MALE: Yep.

TRACY HACKSHAW: Thanks, Dev, if you're listening. Again, maybe that's something that the team… There's a Technology Taskforce that At-Large has formed, and we have GAC members on as observers. Myself and we actually have Tracey Hind from the secretariat. So we can probably get whatever information that's he's referring to, and perhaps feed that into what we're trying to talk about here for this temporary interim thing that we're trying to do for the new GAC website and at least have it on.

I'm sure it's going to be a big win; that will have in one place where all the CaribNOG, PacificNOG, AfNOG, whateverNOG all the presentations, all the live streams are there. All the [inaudible] forum stuff, the CTUI, IGF stuff. Everything is just sitting there. Anybody who wants to come into the GAC, it may not be well-organized yet, but it can be, and they can say let's look at DNS issues , cyber security issues, the gTLD issues" It's there. They can view it and have it one place as opposed to having to Google everything and perhaps not get the information that might be relevant to a government, because this is a government working group and a government group may want to see something a little different than what a technical person may want to see and so on.

With that, is there nothing else? Any other comments? [inaudible] didn't hear from you.

UNIDENTIFIED FEMALE: I just want to comment on the TOR. Is this the final draft? Because we are looking forward to work on the work plan, but like you mentioned before…

TRACY HACKSHAW:	Yeah. It was deemed as a final draft in Buenos Aires, so I'm assuming it is. It had comments coming in from various people [inaudible] Jamaica, etc. We reflected that.
	Again, it's a living document, so even though it's deemed as final, it can still be amended based on… We don't want to make this the – until the [inaudible] approved, then we don't do anything. As far as I'm concerned, that's been deemed as approved as of Buenos Aires. Olof I think will] been formalized. It hasn't been formalized yet. We'll try to formalize it here, if it's going to take that to formalize that it's deemed as final and will be moving forward to the work plan because we've spent intersessionally three months and the work plan is yet. I want to get a work plan going, which I'm hoping will be the next phase of this.
UNIDENTIFIED MALE:	Just a quick observation. We've got the high level meeting coming up. I think it's going to be a real test case for this working group to make sure that those representing those underserved are actually on the board and actually can be more effective representation of those underserved region or countries.

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TRACY HACKSHAW: You make a very good point. I'm not sure if you're on the GAC list, but [inaudible] from Morocco has been circulating [inaudible] his agenda. So there's a team. I'm on the team, and I've put [inaudible] on the agenda. But I think it's very important for people like yourself who actually are high level officials to put into the agenda now so that there's – I will actually send it to you he can put it in. He's actually finalizing the agenda now to have that… I guess the pre-determined not communique – the declaration coming out of Morocco that could speak to that issue.

UNIDENTIFIED MALE: But for the officials to actually brief and actually get the ministers up to date with what are the issues, what are the key issues, and so forth. It's good to have the right agenda, but it's also good to actually probably brief your ministers who might be representing you at a high level.

TRACY HACKSHAW: Just to remind those, for those who don't know. You will be the [inaudible] interim support coming for that meeting for underserved areas. Let's just call it that. Olof, you can probably articulate better.

OLOF NORDLING: Yeah, well, for normal GAC meetings, we have currently 30 slots for support – for travel support. For traveling to and fro and staying at a GAC meeting.

In the case of a high level governmental meeting like this where we requested 30 extra slots. They are then – they follow the GAC travel support rules, which give preference in according to need, meaning then – well, actually the underserved regions, the LDCs (small island developing states) and so on.

So going up to medium economies, there is available slots. This is for GAC members only normally, but in the case of high-level governmental meeting, it's open also for all non-GAC members because this is intended to be outreach and intended to incite the non-members to get a taste of working with the GAC.

UNIDENITIFED MALE: One question for clarification. Maybe what you need to consider is two underserved countries. Because basically, when the minister travels, they normally require the permanent secretary to [inaudible].

So the minister can come and the normal GAC representative should accompany the minister to advise him on some of these issues. So maybe rather than extending the list, you actually double up so that the minister can come and also the normal

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GAC representative, the technical guy. That will make more sense.

For example, if, "Hey, minister, want to come?" He's going to be sitting there not knowing what happened in the previous couple sessions. But if you have the normal GAC representative there, then she can brief him or her on those key issues.

So rather than explaining it to 60 potential fellowships for 60 countries, you can have 30 countries but two per underserved countries.

OLOF NORDLING: That's something to bring up because that doesn't really fit with the travel rules as they are right now. It's one per country as they go. But, well, it's worthwhile considering. It's up to the GAC decided upon that.

TRACY HACKSHAW: With that, I thank you all. Look out for the e-mails that are going to come to you who are on the working group list. Please, when you see them, please do respond. We don't have a collaborative space yet, per se. We have the wiki, which is not – I think the only person who's been putting stuff there. I think the list is what you [see]. So until such time as we get something else, I think we'll use the mailing list for the time being.

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Olof?

OLOF NORDLING: We do have… If you've seen the tab on the GAC website, which says GAC work, that's where you have – at least you'll have them in the open all the GAC working groups.

TRACY HACKSHAW: Yes. If you go to that tab, you will see I put the Applicant Support Program and actually asked the question about whether we're going to be discussing the auctions and so on, but that was a year ago. If you are using it, let's use it. If not, until such time as we get something else, we'll use the mailing list, I would imagine.

OLOF NORDLING: So do we have any input into the communique or is it going to be discussed Wednesday when we're discussing the final communique?

TRACY HACKSHAW: Olof, I guess yourself and myself will be the people who will be the people who will have to put something in the communique on this meeting. Yeah. So I think since you're here, you'll—

OLOF NORDLING: I think the obvious thing to put at least a line in there that public working group – sorry. I mean the Underserved Regions Working Group. I'm getting confusing now. The Underserved Regions Working Group has met and discussed the following topics, like, for example, well, capacity building with a focus on ccTLD, for forming a repository for important information for induction and to assist the capacity building and also discuss the high level governmental meetings and what could be the modalities for that. Something like that, three lines.

TRACY HACKSHAW: Yes. And we have the recording that we'll have from the Adobe Connect that we could use thereafter to fill in the blanks when people are [inaudible]. They'll probably put a link at some point to this recording when it's ready and we'll circulate that as well. [inaudible] working group. We will have hopefully the transcript and the recording. I think it's only audio recording, but it will certainly be enough to move forward with.

Again, with that, thanks for coming. I do appreciate the participation. Let's not leave it only at face-to-face. Let's have it at intersessional. Thank you all. Have a good evening. Tonight is a gala. It's taxi ride away. It's apparently a drinking gala. It's a pub crawl, so enjoy it.

OLOF NORDLING: Dame Lane it's called, and it's on the other side from here and it's sort of right in the proximity of the corner street [inaudible] on the other side of the river. From here it would be 25 minutes I reckon.

TRACY HACKSHAW: All right. Thanks very much. I appreciate it. Thank you, Carlos.

[END OF TRANSCRIPTION]