

MARRAKECH – TLD-OPS Standing Committee [C]
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CRISTIAN HESSELMAN: Welcome, everybody, to the TLD-OPS Standing Committee Meeting at ICANN 55. I'm Cristian Hesselman. I'm with .nl, the registry for the Netherlands and the registry operator SIDN. Perhaps we should do a quick round of who's at the table because I think there are a few new faces here. Maybe you could start, Ali.

ALI HADJI MMADI: Thank you. I'm Ali Hadji from Comores for .km.

ABIBU RASHI NTAHIGIYE: Abibu Rashi Ntahigiye from .tz.

SAVE VOCEA: Save Vocea from the GSE Team. I'm serving the Oceania region.

JIA-RONG LOW: Jia-Rong, Vice President for Asia, serving the Asia region.

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JOYCE CHEN: Hi. I'm Joyce helping Jia-Rong in Asia on the GSE.

WARREN KUMARI: I'm Warren Kumari, the SSAC liaison.

JACQUES LATOUR: Jacques Latour with .ca.

CRISTIAN HESSELMAN: Okay, great. Thank you, everybody. Do we also have the person online who was going to join?

DAVID MCAULEY: Hi. This is David McAuley.

CRISTIAN HESSELMAN: Oh, hi, David.

DAVID MCAULEY: I'm representing .cc.

CRISTIAN HESSELMAN: Okay, cool. Thank you. David, we have a couple of slides up here, but I did not distribute them before the group meeting, so you might be a little bit in the blind there every now and then.

DAVID MCAULEY: Well, thank you, but I'll [stop].

CRISTIAN HESSELMAN: Okay, thanks. All right, so the agenda. Put it on the screen.

Opening welcome: that's basically this part of the meeting. I propose we first go through the action points that we have then address TLD-OPS status and operational issues. I think this is something that we can address together with Kim and perhaps also the ICANN vice presidents then discuss a process for updating the contact information.

Agenda item number five is to discuss an example of an ICANN security alert. I was hoping that John Crain would be here, but he's not at the table unfortunately, so we'll just need to wait and see if he gets here.

Then agenda item number six is to go through the draft slides for the ccNSO member's day, which is going to be on the Tuesday and finalize those slides. I will take you guys through it. Then we

have, of course, the summary for the community as usual and any other business.

So having said that, let's first quickly go to the action points. Let me see how this works, so slide this one out of there and slide this one. Whoops. This one in there somehow. There we go.

So the first action point is Jacques's to send a message on the TLD-OPS Mailing List telling the members that we will also use the list to share actual incident information. That was done, right?

JACQUES LATOUR: Right.

CRISTIAN HESSELMAN: Yeah, so we can close it. Can I do that here? Yes, I can, so let's close it over here.

Then we have print the leaflets of ccTLDs who have not been able to join the list yet. Have we been able to do that, Jacques?

JACQUES LATOUR: We decided not to have the leaflet because the list is online on our website now.

CRISTIAN HESSELMAN: Okay. Yeah, that makes sense.

JACQUES LATOUR: Save a tree or two.

CRISTIAN HESSELMAN: Closing that, too. Then an action for me to check with the ICANN vice presidents if they have been able to reach out to missing ccTLDs in their region. Perhaps we could discuss that during the agenda item number three on the status and operational issues.

Check with regional organizations if they are able to help out with missing ccTLDs in their regions. This is something I haven't been able to do yet, so we'll keep that one open.

Then finally action point number 15 to add Cristian and Warren as observers to the TLD-OPS List. I think this was done, too, so we're going to close that one. Okay, so let me try to drag this one back here and put the agenda back on. Here we go.

So the next agenda item is the TLD-OPS status and operational issues. In terms of membership, we've been able to add a few more ccTLDs. In particular, we already had Egypt, Algeria, and

Barbados. We added them, I think, just after the ICANN 54 Meeting.

But we recently also added Gibraltar, Moldova, and also Bosnia, so that's three European ccTLDs that I chased. I spanned them a little bit, and in the end, they decided to join in order to get rid of me I think. But anyway, it worked. So from the European region, we currently only have three missing ccTLDs, so that's very good. But we will get to that later on when we go through the stats in the draft slide for Tuesday.

Save, you wanted to say something?

SAVE VOCEA: I think I received the request from Tokelau. This is on the September of last year, but I don't see them on the list.

CRISTIAN HESSELMAN: They're not? I thought they were.

SAVE VOCEA: Tk.

CRISTIAN HESSELMAN: .tk, right?

SAVE VOCEA: Right. I'll probably re-send that e-mail that they sent me.

CRISTIAN HESSELMAN: Okay. I was under the impression that they were on the list. Are you going to contact them, or should I do something?

SAVE VOCEA: I've got the e-mail trails, and it was also acknowledged by Kim that it was going to be processed. But now that I'm looking through the list, it's not there.

CRISTIAN HESSELMAN: Okay, could you check that, Kim? Okay, thank you. Thank you, Save, for that update.

Yeah, so we'll go through the statistics of the number of members that we currently have when we go through the slides for Tuesday. But I was wondering perhaps with that, maybe also the regional ICANN vice presidents could say a few words on perhaps their experience or the feedback they got from the ccTLDs in their regions on the TLD-OPS List.

SAVE VOCEA: When we started this initiative to share with them that they needed to also join the TLD-OPS Mailing List, another feedback was, “Oh, what’s this for? We’re already members of the ccNSO. Couldn’t they just extract these from the ccNSO lists?”

I mean, after a few more iterations of e-mail, they’ve got it, and some of them who had the time, they did subscribe. But I think this would be another iteration from our part maybe to get back to them.

Last year, I did circulate to every ccTLD – 26 in my region – so I’ve seen that there are a number of them that have joined but, yes, there’s a little bit more work especially from the Oceania to join the small ones.

CRISTIAN HESSELMAN: Yeah, it’s mostly the Asia Pacific region and also the African region where we’re missing most of the ccTLDs. Did you get any feedback on the new leaflet that we produced and sent out?

SAVE VOCEA: Not yet. I think many of them have just received it, and I’m not sure whether they will react to it or want to actually go ahead and do subscriptions. I’ll try another sweep of that this week

saying that we were at this meeting, and I'll say, "We want to re-emphasize that you join."

CRISTIAN HESSELMAN: Maybe you can also stress that we're also using the list for sharing security alerts. At least, that's our goal to create more value for the subscribers, so if you could perhaps stress that, then maybe they're more inclined to join. And that also that this is a technical incident response list, and therefore, the ccNSO list or lists are not really applicable here.

SAVE VOCEA: Yes. I think one of the things that hurts the smaller ccs in the Pacific is they kind of take a backward step where they see who's already in the list. Now that we have a big list of ccs that are there now, I think they will be inclined to now join.

CRISTIAN HESSELMAN: Okay, great. That would be awesome. Thank you, Save. All right. Any other statements maybe from the Asian region?

JIA-RONG LOW: Yeah. I echo some of the feedback that Save's got.

One challenge I had was when we sent out the e-mails asking ccTLDs to join was that they would give us a holding reply saying, “Yes, we will join,” and then after that, whether they do, it’s relatively hard for us to follow up because we can’t get the feedback directly, so we have to go back to check it. That’s fine.

We will also use the leaflet outreach there as an opportunity to go another round, so we will see how we can get feedback on there. I’ll take that as an action item.

CRISTIAN HESSELMAN: We also restructured the site a little bit. At least, Kim did that, so that it now also contains the list of folks who have subscribed and those who we are still missing, so perhaps that also creates a little bit of an incentive.

JIA-RONG LOW: Good. Thank you very much. Thank you.

CRISTIAN HESSELMAN: Welcome, John. John Crain just joined. No worries. It’s hard to find.

JOHN CRAIN: I’ve been here three days.

CRISTIAN HESSELMAN: Still lost, huh?

JOHN CRAIN: [I've checked] every room. It's my first actual meeting, and it's in a room I haven't found.

CRISTIAN HESSELMAN: Yes, Abibu, please.

ABIBU RASHI NTAHIGIYE: I saw the communication to vice presidents, and the vice president for Africa, Pierre Dandjinou, communicated the matter to fTLD, the region organization for top-level domains. Well, I started with himself because – what is it for Benin? They are not members, but lucky enough during the DNS forum, I met with one person from Benin registry, and I will discuss during the week and have them to join.

But again, even within the fTLD, not all the members are active, so it becomes difficult even to convince them but I will keep on trying. This year has been [inaudible] even for fTLD activities.

I'm the treasurer with the fTLD, but it's quite difficult to communicate with all the ccs in Africa. You keep on sending e-

mails, but no responses, so it is even difficult as well even for them to join the TLD-OPS. But we'll keep on continuing.

CRISTIAN HESSELMAN: We now have a critical mass with 60% of all ccTLDs on the list, so I'm hoping that we'll also draw others to join. Thank you for that update, Abibu, and for your work in that regard. I think that closes basically the agenda item number three on the TLD-OPS status and operation issues.

Then agenda item number four: discuss a process for updating contact information. When I was subscribing these, I was sending an e-mail to Kim for these new ccTLDs who are joining, and since we now have 144 ASCII ccTLDs, so it's 170 in total I think, 170 ccTLDs on the list, it becomes perhaps an issue of updating the information on the list.

So if people leave a company, for example, or they get a different role or whatever else, we need to somehow have a process in place that we get this updated or at least that we get on the checklists of these different ccTLDs so that they notify us or notify the ccNSO secretariat of any changes to their contact information. I was wondering if there were any ideas on how to do that.

JOHN CRAIN:

I didn't say it on the microphone, but this is the most hidden room in the entire complex – secret meetings.

Some of the mailing lists – and this may not be the way to do it for ccTLDs, especially if they don't read e-mail – but some of them actually time out if you're not active. But active doesn't necessarily mean reading mailing list. It may mean logging into sites.

So if you've got some way of tracking a form of activity, that's what's keeping my stuff up to date on most of these mailing lists. Even if I don't go in there every now and again, I've certainly got an e-mail saying, "You are about to be thrown off this mailing list," or "You're about to become inactive," so it's some mechanism around that, and it can depend on the technology.

Some of the back ends that you guys are looking at, like the OPS-Trust back ends and things like that have those capabilities. I don't know if it'll work, though. [inaudible] quickly log in to keep themselves active.

CRISTIAN HESSELMAN:

I think, John, that the more advance systems like the OPS-Trust system are still pretty much out of scope because it's too technologically advanced, so we should stick to the mailing lists.

In our particular case, its usage depends on two things. If you send an e-mail on the list, but you don't really need to do that because you get the information that you need through these regular e-mails. I think the only thing we can do at this point is to somehow check if e-mails start bouncing. That's what we can do. But that's only a signal when somebody has left the company, and if they change roles within the company, then, okay, that's more difficult.

WARREN KUMARI:

An obvious question then is how many people are actually subscribing from an address that's at the registry versus their personal Gmail address?

CRISTIAN HESSELMAN:

Yeah, that's also a good point. I would say it's a minority, but there's a subset of folks who do that. Yeah, that's true. That's a good point.

WARREN KUMARI:

Potentially, actually, it makes sense if people subscribe from a different address because if the issue that you're trying to report is "Do you know that you've fallen off the Internet, or you've

been dust out of existence?” you can’t actually reach them if they’re...

CRISTIAN HESSELMAN: No. That’s true. I think that we need to give everybody an action point to come up with a proposal here because we need to somehow get it in place. Do we have something like that for the ccNSO member mailing list?

KIMBERLY CARLSON: [inaudible]

JOHN CRAIN: Is it a Mailman list?

CRISTIAN HESSELMAN: It’s a Mailman list.

JOHN CRAIN: So you could do at least a regular push out of “please update.” I mean, it’s one way, and you don’t know if it’s going to work, but at least once a year or something.

CRISTIAN HESSELMAN: Yeah, that's a good point.

JACQUES LATOUR: At the very basic, if we get a bounce back for an e-mail address for a ccTLD, we should e-mail the other people to update their own TLD stuff.

SAVE VOCEA: I think how the IANA does it with us is that they send an annual Happy New Year message to the contacts in the IANA database, WHOIS, and if they get no reply or if their e-mail is dead or bounced, they will contact us, the VPs in the region, to see if we can get them.

CRISTIAN HESSELMAN: Okay, that might also work. Yeah, that's a good point. That's a good idea. David, please go ahead. David, I understood you had a comment.

DAVID MCAULEY: It was on the former subject to .tv, Tuvalu.

CRISTIAN HESSELMAN: Okay, go ahead.

DAVID MCAULEY: Thank you.

CRISTIAN HESSELMAN: I didn't understand that comment, David. Could you repeat it?

DAVID MCAULEY: It was on the former [inaudible] registry services, the Tuvalu and reaching out to get them on.

CRISTIAN HESSELMAN: Okay, thanks.

DAVID MCAULEY: Thank you.

CRISTIAN HESSELMAN: Just making a few notes here, sorry.

JOHN CRAIN: So who manages the mailing list bounces? Who gets those?

KIMBERLY CARLSON: [inaudible]

JOHN CRAIN: Okay, so you are actually receiving those.

CRISTIAN HESSELMAN: Okay, I think this is something that we somehow need to work out maybe in two or three lines of text on how to do that. I can draft a proposal there and share it on the list. All right, so that was on the process for updating contact information.

Then, agenda item number six. I assigned that one to you, John. I'm not sure if you saw it, but I was wondering if, at some point, you could have an example of a security incident that you guys share with the larger Internet community. If you could, share that with this committee so that we have an indication of what they look like.

JOHN CRAIN: I had a discussion with Jean-Jacques about how we're going to do interaction with ICANN, which is kind of related to this. We discussed the idea of putting myself and Kim Davies on the list because I don't like the idea of one person.

CRISTIAN HESSELMAN: No, that's done. We already did that.

JOHN CRAIN: I was expecting to see an initial “your-on-the-list e-mail,” but I didn’t get it, so I don't know if I’m not. So I’m actually going to go this afternoon and dig through my spam folders to see where it is. I suspect I got it and its lost somewhere, and I’ll reply to that perhaps with an introduction of who I am and get Kim to do the same.

Did Kim reply because he was going to do the same, so maybe neither of us got it?

CRISTIAN HESSELMAN: We announced that you and Kim would be added. We were suggesting to add you on the list, and we’ll forward you that e-mail so that you know what has already been said about you guys, which was a lot.

JOHN CRAIN: A lot of bad stuff, I know, yes. Then I’ll start putting stuff together to put out there. You know we had a recent bug that was put out, the latest one, the Kaminsky, and stuff we’re writing. It would have been a nice intro to say, “Hey, guys. Has everybody read this?”

WARREN KUMARI: [inaudible] Oh, okay, that. I would assume everybody has seen it. Maybe I'm wrong.

JOHN CRAIN: You should never assume, which is exactly what this mailing to me is about, so I was going to use that one as an introduction and say, "Hey, guys. Here I am. By the way, has everybody seen this? It may be relevant."

CRISTIAN HESSELMAN: Kim, is [Jean] on with us?

UNIDENTIFIED MALE: No.

CRISTIAN HESSELMAN: He's not?

KIMBERLEY CARLSON: Not yet.

CRISTIAN HESSELMAN: Oh, not yet. Okay.

UNIDENTIFIED MALE: That’s why I didn’t say it.

KIMBERLY CARLSON: [inaudible] approval process?

CRISTIAN HESSELMAN: No. What we did is we sent an e-mail on the list saying that, “Okay, we’re proposing to add Kim Davies and John to the list, and if there was anybody with any objections they should respond before ICANN 55.” We haven’t received anything as far as I know.

JOHN CRAIN: So add me and Kim Davies.

KIMBERLY CARLSON: Okay.

CRISTIAN HESSELMAN: Okay, thanks.

JACQUES LATOUR: For the record, there were no objections, and we’re going to add John and Kim to the list.

WARREN KUMARI: Also known as nobody reads that mail.

JOHN CRAIN: Yeah, that could indeed be proof that nobody's reading the mail or that it's not getting to anybody if nobody objected.

CRISTIAN HESSELMAN: Okay. Well, we're not going to assume that. Excuse me?

KIMBERLY CARLSON: Does he want to moderate it then to be able to post and the list, as well?

CRISTIAN HESSELMAN: No. They should be able to post to the list. Yeah. So then, John, if you could share that example along with your introduction, that would be great.

JOHN CRAIN: I'll try and do that. Let me know when I'm added. I'm assuming I'll get a message from Mailman saying I've been added.

CRISTIAN HESSELMAN: Thanks. As point six of the agenda, there is a walkthrough of these slides for the ccNSO members' day on the Tuesday. We've already discussed them on the mailing list, so I expect we can go through them relatively quickly. So let's do that now.

JOHN CRAIN: I haven't seen them yet, so [inaudible].

CRISTIAN HESSELMAN: Any comments on slide number one, John?

JOHN CRAIN: That's a very Eurocentric map you're using.

CRISTIAN HESSELMAN: Is it? I think I pulled it off of the ICANN website somewhere.

UNIDENTIFIED MALE: We use the Eurocentric map.

CRISTIAN HESSELMAN: Okay, so this is a brief introduction of TLD-OPS, what it is and what we do. There's one open question, which is that we have liaisons to SSAC and the ICANN Security Team in the committee,

but the goal was also to have somebody from IANA in there like Kim.

JOHN CRAIN: Like Kim Davies maybe but it isn't official.

CRISTIAN HESSELMAN: It wasn't really officially confirmed yet, I think. Did you ask Kim?

JOHN CRAIN: No. I talked to Kim. He said he will be on it.

UNIDENTIFIED MALE: You volunteered Kim.

JOHN CRAIN: I volunteered Kim, but I went down to Kim's office and said, "Kim, I'm about to 'volun-told' you to do something," and [inaudible].

CRISTIAN HESSELMAN: But does he also know that he's going to be in this committee?

JOHN CRAIN: I didn't know he was going to be in the committee. If you want him in the committee, we'll just tell him and he'll join. He'll be fine. Let's hunt him down.

CRISTIAN HESSELMAN: I think that's important because if we have SSAC in here and we have the security team and IANA, then we have all the relevant liaisons for this group. What I'm going to do is – whoops. Sorry about that. I'm lost now. I should go to the next slide, and how do I do that? I got it. I'll get that later. I wanted to re-[color] it again. I'll do that offline. Oops.

WARREN KUMARI: Who else is going to see these slides this round, this meeting?

CRISTIAN HESSELMAN: Excuse me?

WARREN KUMARI: It's not really an important thing. Who else is going to see the slides at this meeting? ccNSO, I'm guessing.

CRISTIAN HESSELMAN: Yes, ccNSO. At this point, I have not scheduled any other presentations. Do you think I should have?

WARREN KUMARI: No. I was just wondering whether you should edit it now or edit it later or whatever.

CRISTIAN HESSELMAN: Yeah, I'll do it later on. It's a five-minute piece of work.

Again, one other slide on the TLD-OPS Mailing List. What does it do?

Basically, they're automated e-mails and the sharing of security alerts. I think these are the two main messages on this slide.

This is the updated stats of the memberships, membership of the list, so we currently have a 60% of all ccTLDs on the list. This is ASCII by the way. At IDN, we're at 61%. So all in all, that's pretty good I think.

As you can see, the most challenging regions are Africa and also the Asia-Pacific regions and LAC also. Those three I think. This is using the ICANN definition of region by the way.

This is the progress since ICANN 54. Basically, three things: we added ccTLDs, we updated the leaflet, we extended the TLD-OPS

Standing Committee, and we're working with the regional VPs to get more ccTLDs on board.

So challenge one. Challenge one was we formulated two challenges for the standing committee as you know. The first one is how to facilitate a sharing of security incidents on the list. This challenge we addressed by working with ICANN and requesting them, in this case John and Kim, to package security alerts and put them on the list.

One question I had there a couple of days ago is we first initially said that this was only going to be green and white messages. Green and white in terms of the traffic light protocol. But then SIDN, the company I work for, put a security alert on the list that was amber. So then I thought, "Okay. Do we still need to require that the list only carries green and white information?" Should we extend it to amber perhaps?

UNIDENTIFIED MALE: Use TLP data.

CRISTIAN HESSELMAN: Because we said that somewhere that usually the list is being used for green and white information.

WARREN KUMARI: Almost nobody other than in a really small community understands TLP, and even in a small community, most people don't. I don't know if that actually answers your question at all.

JOHN CRAIN: In other words, if you're going to use TLP, we're going to have to spell it out because you can't assume these people are trained.

WARREN KUMARI: Perhaps we could summarize TLP into three sentences and stick it in the footer of the mailing list so that people have a reminder.

CRISTIAN HESSELMAN: Oh, that's a good point.

JACQUES LATOUR: Well, we have that on the leaflet first.

CRISTIAN HESSELMAN: But it's not in the actual mail that's being sent out.

JACQUES LATOUR: So we should copy-paste that as just a review.

CRISTIAN HESSELMAN: Yeah. Can you perhaps do that, Jacques?

JACQUES LATOUR: Copy-paste?

CRISTIAN HESSELMAN: Yeah, but it also requires an update of the messages that we send out, so we need to interact with Fred on that.

JACQUES LATOUR: We have multiple messages to change and multiple [inaudible].

CRISTIAN HESSELMAN: Yeah, but when you do that anyway.

JACQUES LATOUR: Okay.

CRISTIAN HESSELMAN: I also noticed that in terms of the messages that we send out, we also need to change the subject of the message. We had a discussion on that because the subject right now looks too much like a reminder of just another e-mail list, and people just maybe just delete them because they get five at a time because they're

subscribed to multiple mailing lists. I'm assuming that goes for you.

JOHN CRAIN: At the first of the month, I get something like 200 of those.

CRISTIAN HESSELMAN: So we should stand out a little bit by changing the subject line.

The other thing is that there's an e-mail that I received that says, "Best regards, ccNSO Secretariat." That should of course be TLD-OPS Standing Committee. I requested Fred to change that, but he hasn't responded yet. I'm making a note here, so I'll change that later on.

That's one part of the sharing challenge so to speak, and the second one is how do we get integrated into the operational processes of ccTLD operators? We need to end up on checklists somehow, so if there is an incident somewhere, then somebody should know, "Oh. I should also send a message on the TLD-OPS Mailing List."

We had a discussion on this during our last conference call, and we really didn't have an idea how to do that. We proposed to basically just consult with the community if they have any ideas.

JOHN CRAIN: The real answer is just be relevant. If we make the mailing list relevant by doing this kind of thing on there, people will follow. You can't just tell them that they need to do this because they won't.

CRISTIAN HESSELMAN: No, that's true, but we can at least ask. Maybe there are a few ideas that come from that. Yes?

WARREN KUMARI: My employer sees a number of DNS hijackings. We see one every month or so. I don't know if that's acceptable stuff to post to the list.

Like, "Hey, folks. Just so you know, there was a DNS hijacking attack at [Blarg]. Perhaps you might want to make sure that you're not vulnerable to the same sort of stuff."

We usually don't get any actual useful data back from the registry. Actually, the registry usually says it was the registrar. The registrar says it was the registry. Somehow, it gets fixed, but nobody will actually say what happened.

I don't know if that's a useful thing to post, but maybe just making people aware that this sort of attack is happening.

CRISTIAN HESSELMAN: Yeah, I would say that raising the awareness is already an added value, so I would really do that. If you can do that, that would be great. Yeah.

WARREN KUMARI: Part of the concern is that there is some naming and shaming. Google.bd gets hijacked every three months or so. I don't want to embarrass anyone.

JACQUES LATOUR: That's a good reason. We want to raise awareness that it's possible and that these are real issues that people see, and you need to take care of that.

CRISTIAN HESSELMAN: Yeah, I agree.

JACQUES LATOUR: There are registry lock services. Maybe somebody's going to say, "You know what? You should get registry lock to make sure that those certain domains don't get hijacked."

WARREN KUMARI: Or not run your entire registry with a big PHP front end, which hasn't been patched since...

JOHN CRAIN: So if not on this mailing list, then where? To me, that's exactly what this mailing list is for.

CRISTIAN HESSELMAN: I totally agree. So could you somehow get this done, Warren?

WARREN KUMARI: Sure. Part of my other hesitation was that's wearing a Google hat, this is wearing a different hat, so I didn't want to be crossing the streams, but sure.

CRISTIAN HESSELMAN: I also had a chat with the folks up at NLnet Labs, and they have a tool that monitors problems with DNSSEC delegations. Jaap Akkerhuis is going to be talking about that tomorrow at the tech

day. But perhaps this might also be something that we want to share on the list if there are any problems with broken address change or something like that.

JOHN CRAIN:

Yeah, and different hat because I've got a DNS-OARC board seat, as well. DNS-OARC also has a -- not particularly brilliant tool -- but they do have a tool that [inaudible] all the TLDs, and I get a fee from that.

I get hundreds of issues every day from ccTLDs. Some of them are very minor, but every now and again, there are big things, so maybe making people even aware that that service exists.

CRISTIAN HESSELMAN:

Yeah.

SAVE VOCEA:

I think if you guys have that kind of issues and also needed our help as RVPs to reach out, please do so if you need any help in the regions.

CRISTIAN HESSELMAN: So this DN-OARC feed, would you be able to somehow post it through? Pick out the important ones? Would that be a complex mess?

JOHN CRAIN: It's a bit of a nightmare at the moment because I'm getting the entire feed for every single thing, but I might be able to have one of my guys work on and do things.

UNIDENTIFIED MALE: Nagios?

JOHN CRAIN: It's a Nagio's feed with all the plugins in the back. It's called TLDmon. It does the red, orange, green thing, although, there's no reds because if you did red, then somebody would get upset.

ABIBU RASHI NTAHIGIYE: Not this red.

UNIDENTIFIED MALE: Because the red, that's not good. No. That's orangey.

UNIDENTIFIED MALE: That's red.

JOHN CRAIN: I know. It's kind of pink.

CRISTIAN HESSELMAN: John, if you could ask somebody to do that maybe just once a month or something, that would really be great.

JOHN CRAIN: Yeah. I get thousands and thousands of alerts, so I'll look into it. I can't promise because I've been meaning to do that for about two years, and every time I look at it, my head hurts.

CRISTIAN HESSELMAN: I think it's also about showing the ccTLD community that this list is there and trying to encourage everyone to share the alerts that they are aware of.

JOHN CRAIN: Maybe I'll get somebody at OARC to do it. I was thinking about getting one of my guys to do it, but I might get somebody at OARC to do it. It's their tool.

JACQUES LATOUR: So maybe an action item is to build a list of tools that are public domain, and then send a notification to the list. Security-wise, these are all the tools you should look at where TLDs are being monitored because there are different tools, right?

UNIDENTIFIED MALE: Oh, yeah.

JACQUES LATOUR: So if we compile this, and then not give the output of the list to the mailing list, but the list of the tools, that would be [neutral].

CRISTIAN HESSELMAN: Yeah. Would you be willing to do that?

JACQUES LATOUR: Another action item.

JOHN CRAIN: [inaudible] turn the microphones off [inaudible] action item.

CRISTIAN HESSELMAN: Okay, so enough on this one. This was our first challenge on the sharing of security alerts, then the second one is the discussion

that we had is on should we or should we not include the gTLDs into this endeavor.

I basically did a quick analysis on, let's say, the number of TLDs. When I made this slide, it was 75% of ccTLDs on the list, and there are 1,500 new gTLDs. So if you do some calculations, then there's going to be a thousand TLDs to be expected on the list.

Also, if you look at this website called new gTLD stats or something – I forgot the exact URL – but there are 38 RSPs for 918 new gTLDs, so you could also expect roughly 65 new gTLD back end operators, and they are probably going to be the ones on the list I assume.

But, let's say, our admission procedure goes through the thousands because that's the way we designed the admission procedure initially.

JOHN CRAIN: It's definitely per TLD and not per TLD operator?

CRISTIAN HESSELMAN: The way we designed it was per TLD because we focused initially on ccTLDs. So, for this, that doesn't really scale to the gTLD space. Warren, please.

WARREN KUMARI: It feels like the gTLD and the ccTLD communities are very, very different, and so maybe having a separate list for the gTLDs with a different admission procedure, which is back end operator because they're the ones who I think we actually care about. In many of the cases, the TLDs are just purely an administer of thing with no [inaudible].

CRISTIAN HESSELMAN: That's also what it says on the right in the table. It increases the heterogeneity of the TLD-OPS community because, as you said, both are, yeah. I tried to formulate it somewhat politically.

My proposal would be – this is, at least, what we discussed during the last conference call – to ask the ccTLD community if they would have any objections against opening up this initiative to the gTLD space, and if they don't, then we need to think about how to do that. One of the possibilities is to go through a procedure that Warren just proposed.

So assuming that the audience all raise their green flag, my proposal would be to continue as follows. Do not change the TLD-OPS Standing Committee structure until ICANN 58 so that we have some stability in carrying out this task and to request ICANN to allocate sufficient time and to actually promote the

TLD-OPS Mailing List in the new gTLD program, and then if we get everything in place, start adding gTLDs as of ICANN 56. Abibu, please?

ABIBU RASHI NTAHIGIYE: Don't you think ICANN 56 is too soon? It goes from Warren's idea. It's like having it too late for gTLD and for ccTLD. I had a feeling that they would have operated it for some time before merging them together.

JOHN CRAIN: To add to this, 56 is supposed to be a really policy-oriented meeting as opposed to not operational stuff, so I don't know whether they appreciate having all the operational stuff come in or not. I know our guys, like the meetings coordinators, are trying to be very strict about that because it's supposed to be four days. We've been told come hell or high water, it won't stretch, so I expect it'll only be ten days long or something.

CRISTIAN HESSELMAN: Okay, maybe I should just remove that here.

ABIBU RASHI NTAHIGIYE: You can just mention that start adding the gTLDs looks like a discussion, not really adding the gTLD to the list. The way to start adding gTLDs maybe should be more decide and start thinking of adding.

CRISTIAN HESSELMAN: Oh, okay.

ABIBU RASHI NTAHIGIYE: Yeah, because if you say start adding, it means we are starting to implement.

CRISTIAN HESSELMAN: Yeah, that's what I meant because I thought, "Let's be optimistic here." Okay, so let's start that.

JACQUES LATOUR: The discussions.

CRISTIAN HESSELMAN: Yeah.

JACQUES LATOUR: So all we're doing here is an ID, so the next meeting should be accept the ID, and then after that, the next meeting would be start implementation.

CRISTIAN HESSELMAN: Okay, I will change that in the slides. Okay, thanks.

So then a few words on the TLD-OPS Standing Committee. We still have a vacancy for somebody from the Asia-Pacific region. Also, I got a call from Bart Boswinkel. He told me that we have a mandate until ICANN 55, which is this ICANN, of course, so that we should propose to stay on until ICANN 58, and then probably everybody will agree to that. This is a matter of procedure, [I understood].

JOHN CRAIN: Adding people to this committee at this meeting as we stand down.

CRISTIAN HESSELMAN: It wasn't really on my radar, to be totally honest, but he kindly reminded me.

This was just thinking out loud here this last bullet. In a year from now – ICANN 58 – I think we should also think about when

we declare this initiative a success or a failure. In a worst case scenario, we don't get any new ccTLDs on the list and nobody is sharing anything – any security alerts – and then at some point, you will need to call it quits and say, “Okay, we lost and this is not going to work.”

In my opinion, we will need to, at least as a standing committee, set some targets for ICANN 58. For instance, in these kinds of terms like okay, we want to have 80% of ccTLDs on the list and we want to have on average one security alert a month, although, that's difficult to manage.

UNIDENTIFIED MALE: We can make some.

CRISTIAN HESSELMAN: We could try that. Abibu, please?

ABIBU RASHI NTAHIGIYE: I think the critical issue here is to encourage the ccs to communicate those alerts, security issues, because I remember if a cc, they do have different perspectives in terms of sharing the securities. It is not quite easy for someone who doesn't understand well the reason for this list to communicate that my cc had this security issue. You see? Most people like to keep

quiet so that they are not exposed to the community that they had this certain incident.

I remember what happened with DNSSEC with my neighbor how their issue is, how their situation is. They didn't want everybody to know, so we need to have more awareness today to the cc community to share that information, and if we do so continuously, I don't think we're going to fail.

JACQUES LATOUR:

With .ca, we do a lot of surveys with our end users, with members, with everybody. Maybe we should send a survey before ICANN 58 to all the members and have a couple of crafted good questions like, are you aware of the mailing list? Do you use a mailing list? Do you find value in the list? Blah, blah, blah, and then having a metric.

This is where we can have a metric. The number of people that actually respond to the survey is a good indicator of if its used, and then we have other metrics that we can try.

CRISTIAN HESSELMAN:

I agree. That's a better approach.

JOHN CRAIN: I would say for talking to the ccNSO we could actually just to say that we're going to do an assessment and that we're going to figure out which are the right tools, rather than say exactly how we're going to do it because that way, it gives us time to figure it out.

ABIBU RASHI NTAHIGIYE: [inaudible]

SAVE VOCEA: Going back to the point on the vacancy for the Asia-Pacific region, do you guys have anyone in particular, or should we recommend someone?

CRISTIAN HESSELMAN: If you could recommend somebody, that would be great.

SAVE VOCEA: I think we should approach the New Zealanders, who are always turning up at ICANN meetings. I don't know. They could be.

CRISTIAN HESSELMAN: Oh, we could ask Jay. I just talked to him, and I didn't even think about it. My apologies.

JOHN CRAIN: Yeah, or somebody like [inaudible].

UNIDENTIFIED MALE: We can find someone. You're good.

CRISTIAN HESSELMAN: Okay, thanks for that suggestion.

ABIBU RASHI NTAHIGIYE: So we take it as an action point, and who does that?

CRISTIAN HESSELMAN: No.

WARREN KUMARI: What about the next time somebody runs into one of the New Zealand folk or JP folk? We just poke them and say, “Hey. Do that.”

CRISTIAN HESSELMAN: Yes.

WARREN KUMARI: So we all have an action point.

JOHN CRAIN: Well, we shouldn't have too many. We should decide who we want to invite in.

JACQUES LATOUR: But you need a technical person, right? Not just one?

CRISTIAN HESSELMAN: Yeah, we should ask Jay.

WARREN KUMARI: Every time we see Jay, for the rest of the meeting, we're going to poke him until he joins.

CRISTIAN HESSELMAN: Yeah, we're going to bug him. Okay, so I'll modify these slides according to your feedback.

Then the last slide, I think, yes, the last slide is the objectives until the next meeting. Well, of course, increase the number of ccTLDs on the list. I just set up an arbitrary goal to 185, which is a plus of 14 from now.

UNIDENTIFIED MALE: [inaudible]

CRISTIAN HESSELMAN: Yeah. Get the list we use more often through the ICANN security alerts, so that should also be doable. Develop a procedure to update contact information. We just talked about that. I think we can also do that. And then also find a representative from the Asia-Pacific region. That should be between brackets Jay.

UNIDENTIFIED MALE: Good for [inaudible] because they have the Pacific this side and Asia that side, so they're in the middle.

CRISTIAN HESSELMAN: Okay, so that was my last slide. I'll change it the way that we talked about today. Excuse me?

UNIDENTIFIED MALE: [inaudible]

CRISTIAN HESSELMAN: Yes, I will. No, no. I just marked it red because we needed to talk about it. That's all.

JOHN CRAIN: I just e-mailed Kim to tell him he's a volunteer, and he has not responded yet.

CRISTIAN HESSELMAN: Okay, thanks, John.

JOHN CRAIN: He said, "It's okay." So I sent it to steering committee or whatever it's called, and corrections to the standing committee, although, we're also coming down as long as there's no [inaudible].

CRISTIAN HESSELMAN: Kim, could you add Kim Davies to the TLD-OPS Standing Committee? Now, I got confused. Thank you, John.

SAVE VOCEA: Can I have a request? As of today, which ccTLDs from which regions are not on the TLD list rather than us going through and trying to harvest it from your list?

CRISTIAN HESSELMAN: There is a link on the website. There is a link. If you click on it, you get a table that shows per region which ccTLDs are not on the list yet.

UNIDENTIFIED MALE: [inaudible]

UNIDENTIFIED MALE: If you just Google the TLD-OPS, then it's the first link.

JACQUES LATOUR: Then the second section members. At the end it says: The list of cc's if you have not been subscribed, click here. There's a PDF.

WARREN KUMARI: I think that it's going to get increasingly hard to add new people because it seems like there are a lot of people who just don't participate at all, and so the 185, we could probably make it, but after that, that's going to get increasingly hard.

CRISTIAN HESSELMAN: It's going to get more difficult, yes. I know.

The summary for the community: that's agenda item number seven. I'll just make a draft summary after this meeting. I need to

organize my thoughts a little bit before I can do that, and I'll share it on the list for you guys to provide feedback on.

So that leaves us with one agenda item at the end – the any other business. Maybe we can make a quick round. Ali, anything?

ALI HADJI MMADI:

You must understand my English because I can't speak well, and I speak slowly.

I think the problem we have that you must share this to all people, to all communities. But some communities don't understand the English, so I propose that we make our present different even in the region.

For example, this slide. We will present in the ccNSO day here, but if, for example, in the Africa, we have even. We make [have] for French, so we can have a draft and we will have a discussion on the group to share. All people can understand us.

CRISTIAN HESSELMAN:

Ali, I think that's a very good suggestion actually. What we could do is ask ICANN to translate the leaflet into French and maybe also into Spanish.

JOHN CRAIN: No. I would say all the ICANN/UN languages. I was just going to suggest make sure your paper work is how you want it because it's going to be an expensive thing so that it's right for us. Have somebody do a quick check. Make sure it's good. Get it to me. I'll put that action item on committee, and I will talk to our translation people.

CRISTIAN HESSELMAN: Then I think what we should do is have another look at the leaflet just to double check that everything that we want in there is actually in there and maybe also remove a few things like the TLP codes or at least explain.

JOHN CRAIN: That can be translated.

CRISTIAN HESSELMAN: At least have everybody have a look at it and provide feedback on additional items that should be in there. It should be able to still be on one page, and then we just send it off to John for translation into French and Spanish and Chinese and whatever else.

JOHN CRAIN: What I'll do is I'll take it to our translation people and say, "Do your magic in all your languages, please."

Why would we pick languages? That never works. You will always upset somebody if you pick.

CRISTIAN HESSELMAN: That's an excellent suggestion, Ali. Thank you very much. Very good.

JACQUES LATOUR: I've got a question. Our main page, TLD-OPS, if you click translate this page to French, how is the multi-language functionality of that? Does that work?

UNIDENTIFIED MALE: I don't know. You speak French.

JACQUES LATOUR: No, no. I mean in all the other languages. That means if we put our page as a PDF, the leaflet, if it's available as a PDF here, then we can use the ICANN tool to translate to other languages.

JOHN CRAIN: I don't think it translates PDFs.

JACQUES LATOUR: If we put it in text, then we could save as a PDF in all the translated languages. Do you know what I mean?

WARREN KUMARI: I think it just runs it through Google translate or Microsoft translate. It's never going to work.

CRISTIAN HESSELMAN: You ran it through Microsoft translate. That's kind of strange. Okay, guys. Let's finish the any other business.

JACQUES LATOUR: But it's a good idea.

CRISTIAN HESSELMAN: Yeah, it's a good idea. Thanks, Ali. Abibu, any other business? No. Save?

SAVE VOCEA: I think you might have put revise the Asia-Pacific list [inaudible]. The region of the whole Asia Pacific [inaudible] from the ccNSO regions?

CRISTIAN HESSELMAN: It's from the ICANN regions, right, Kim? You took the ICANN regions.

SAVE VOCEA: American Samoa, even though it's geographically in the Pacific, it's counted as North America.

CRISTIAN HESSELMAN: Oh, okay.

SAVE VOCEA: I don't know. I see Djibouti here. Djibouti is in North Africa, right?

CRISTIAN HESSELMAN: Yeah.

SAVE VOCEA: It's in the AP list, as well.

CRISTIAN HESSELMAN: But I would very much like to avoid a discussion on who's in which region. I just want to take a region and use that.

ALI HADJI MMADI: This is why I asked if we have a list of different member from a different region, Africa or Euro.

CRISTIAN HESSELMAN: I didn't understand that.

ABIBU RASHI NTAHIGIYE: [inaudible] was asking or suggesting [inaudible] has been presented that they've been grouped as by region so you can easily concentrate on a region. It is already covered.

CRISTIAN HESSELMAN: Yeah. Okay, John, anything else?

JOHN CRAIN: No.

CRISTIAN HESSELMAN: Warren? Jacques?

JACQUES LATOUR: One last item. We have around 320 subscribed people on the list, and the quality of the data, we should look at it because if you

take the e-mail, you copy the list, you paste it in Excel, and you comma separate the data, some of the fields are not right. It's hard to figure out TLDs and stuff, so we should review the format.

CRISTIAN HESSELMAN: Oh, okay.

JACQUES LATOUR: Some contacts don't have ccTLDs defined, so we should review that and make sure that the quality is good. We put the comma in the right place.

CRISTIAN HESSELMAN: Do we need to talk to Fred about that because that's his script generating that information, right?

JACQUES LATOUR: No. It's the data that's stored in the contact details work. There are about 50 to fix, so we should manually fix that somehow.

JOHN CRAIN: Are you going to need help with that?

KIMBERLY CARLSON: No. If you send me the list, I'll [fix it].

JOHN CRAIN: But you know who belongs to which TLD and stuff.

KIMBERLY CARLSON: I can figure it out.

JOHN CRAIN: If not, just hunt me down. I'll help.

KIMBERLY CARLSON: Okay, thank you.

JOHN CRAIN: There are some here that aren't in the list I've [inaudible].

UNIDENTIFIED FEMALE: Which list?

CRISTIAN HESSELMAN: Okay, good point.

JACQUES LATOUR: The subscribe list. So every twice a week, the e-mail. It's pretty good. There are just some. It should be perfect.

CRISTIAN HESSELMAN: Thanks, Jacques. I only have one thing, which is this session is always marked closed on the agenda, and I would propose to remove that and just have it an open meeting.

JOHN CRAIN: I'm all for that. I see no point in having this meeting closed.

CRISTIAN HESSELMAN: No. Me neither.

JOHN CRAIN: There's one issue with that. We're going to need a much bigger room.

CRISTIAN HESSELMAN: And one that can be found.

JOHN CRAIN: And one that can be found, right. That may make it harder for us to meet. It doesn't have to be much bigger, but something this really small. I'm writing, you do it.

CRISTIAN HESSELMAN: All right. Well, then we're done. Thanks, everybody. Thank you, David, if you're still online.

DAVID MCAULEY: I am, and thank you very much.

CRISTIAN HESSELMAN: Thank you. Bye-bye.

DAVID MCAULEY: Bye-bye.

[END OF TRANSCRIPTION]