
HELSINKI – GAC Capacity Building Session
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CHAIR SCHNEIDER: We now have, with a slight delay, another session that is something that is also new. It's a session -- as you know, the B meeting has also been set up with a view to do outreach and help people to do capacity-building for newcomers, for people who haven't been able to follow this very closely. So this is something that we introduced this time for this meeting. It's a so-called capacity-building session that is led by our working group on underserved regions, which will lead this session and do a little bit of capacity-building with us on what the GAC is, how it works, how ICANN works, and so on and so forth. Please do come up to lead that session.

ALICE MUNYUA: Maybe as we are setting up, thank you very much, Thomas, and thank you, everyone. Just a very quick reminder of what the underserved region working group focuses on mainly. And it's to increase the level of understanding and knowledge of GAC representatives from underserved regions as well as increasing their participation.

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Now specifically on capacity-building, we've kindly previously focused mainly on Africa, the Caribbean, Pacific and Indian Ocean islands, Central and South America, Southeast Asia. And we organize these capacity-building sessions every two years. The last one was in Dublin at ICANN47.

And we are trying to begin to formalize it by creating on-demand induction and ongoing briefing materials, including videos, slide decks, briefs, and brochures in all the appropriate languages.

And we are also working very closely in collaboration with other GAC and ICANN community and working groups to build capacity in areas such as, for example, the public safety, cybersecurity, law enforcement, privacy, consumer protection, geographic names. I think the current discussion we had regarding the relationship between Country Code Top Level Domain Names and governments on technical areas regarding the DNS, DNS security, IPv6, and IDNs.

And I'll let my co-chair, Pua Hunter, speak a little bit on the objectives of the working group as well.

PUA HUNTER:

Thank you, Alice.

And just to follow on from Alice's introduction, an overall objective of the underserved regions working group is to

increase the level of understanding and knowledge of GAC representatives, which subsequently will lead to an increase in meaningful participation as well as potential increase in the number of GAC members.

The working group aims to develop a range of support, advice, and assistance mechanisms aimed at increasing participation, increasing knowledge, understanding and capacity of GAC members, increasing participation and encourage the growth and development of the domain name industry.

And among the deliverables of the underserved regions working group is capacity-building which is now in session. And we warmly welcome your comments, suggestions, ideas, and any assistance you have towards increasing participation and engagement of GAC members.

I now pass on to our presenters.

ALICE MUNYUA: Anne-Rachel, please. Thank you.

ANNE-RACHEL INNE: Thanks so much. Good morning, everybody. My name is Anne-Rachel Inne, and I work with the government engagement team. We're based in Geneva. And also what we call the government

engagement team; that is, stakeholders -- I mean, an engagement team that is in the regions. So I am going to also introduce you to some of my colleagues before I start that are in the room.

So I'm not sure -- okay. I can see Chris Mondini takes care of -- Chris, please, could you stand up. Chris Mondini takes care of the North Americas in general. Jean-Jacques Sahel and Veni Markovski, Pierre Dandjinou, Jia-Rong Low, Rodrigo, Baher Esmat, and Save are all -- Michael Yakushev are all my colleagues that are in the regions and that really are the ones that you see on a daily basis that are taking care of most of the capacity initiatives that I'm going to tell you about.

And in Geneva, my colleagues are Tarek Kamel and Nigel Hickson. We also take care of the intergovernmental organizations in both Geneva and New York.

So next slide, please. Okay. So there you go. This is the agenda. So I'm only going to dwell on really three, four slides, because these slides will be -- or have been sent to most of you, so if you can have a look, that would be good. And what we want today is to really have a good discussion around some of the things that we're doing on the ground that, you know, we know are working, and others that you may actually push us to do because, you know, you know better what helps you in terms of

making sure that people -- yourselves included -- understand what ICANN is doing.

So I'm going to talk a little bit about the global stakeholder engagement team and our work, also the GE team in regions. I'll give just a few examples of what is happening in the Middle East and Africa, Latin America, Oceania, so Asia-Pacific really and Oceania, and then the government engagement team, what we do in Geneva and New York, and a little -- a few ideas on the way forward.

Go ahead.

Thank you.

So some of the ways that we're interacting with the community are listed here.

We have Webinars. For example, a few of the regional teams this time, before coming to the ICANN meeting with this new format on the "B" meeting and the talk about policy and all the matters that are going to be discussed at ICANN, were discussed with the communities in general, and for some regions with GAC folks in particular.

So the Webinars are a way to make sure that when we're coming into ICANN meetings, the communities know what is happening exactly at the ICANN meetings, but they're also -- they can be on

specific subjects that are very dear to the regions and to the representatives on demand. They can ask the teams to have a Webinar on a specific subject. So that's how the Webinars go.

And they can also be in several languages. They're translated. You can have channels whereby, you know, we have other languages than English. Especially in region.

We have conference calls.

Conference calls are, again, means that people use to -- our teams use to make sure that people have an understanding of a specific subject. Again, most of the time on request by the country people or the region's people.

We have individual briefings. When, for example, our teams are in a place for either a global, a regional, or a national meeting, they sit on one-to-one meetings with the people from the country and, you know, GAC representatives are often, very often, part of the teams that are being briefed, and they talk about what is happening at ICANN in general but also on things like the regional strategies.

As you know, at ICANN we have some regions that have devised their own strategies on how to go about, you know, dealing with participation, interaction with other groups at ICANN, and all of

that, so all of these things are touched upon when they go in, you know, one-to-one briefings.

There are specific meetings that are also convened with the communities in region. These are, again, on regional strategies or on different topics like -- you know, that are related to the DNS in region.

Some, for example, last year I recall the African team did a meeting on intellectual property so they could discuss, you know, issues of -- related to what you just saw in terms of domain names and the issues that are specific for regions and, you know, come to a better understanding and, you know, better efficient meetings in -- inside ICANN.

Mailing lists.

We have quite a few of the regions that have their own mailing lists, so everything that is about ICANN is distributed on those mailing lists. Everything that is about GAC is also, as possible and as known, distributed on those mailing lists. And some of the teams even have mailing lists that are dedicated only to GAC representatives. In that, actually following regional Internet registries that are some of our colleagues where they have, you know, the same thing. You know, government working groups.

We have basic trainings also and workshops on DNS, on security, on -- again, as I said, on Internet -- intellectual property or simply what are -- what is the Internet inside places like academia and others.

We have also engagement with non-GAC members, so the -- as we've seen, the numbers have gone up, and this is really subsequent to quite a few of the trainings and engagement that the teams are having out there with the communities.

Next slide, please.

So in the Middle East and Africa region, the ICANN team, on request by the community again, have had what is called a DNS entrepreneurship center. It's a center that was established to make sure that we have trainings that are for people, for example, who are interested in becoming registries, registrars. This is a region, as you know, that historically has had, you know, little interaction or little representatives in terms of registries and registrars, so the DNS entrepreneurship center is a place where you have, you know, some of the topics that are listed here: DNS business development, registry best practices, SWOT analysis for national domain name market, domain name dispute resolution, what is it, how can a ccTLD or, you know, registries and registrars that are in that market and also the businesses use that.

DNS operations and security. So these are also train the trainers workshops.

DNS operations and DNSSEC. So in that entrepreneurship center that serves for Middle East and Africa, these are some of the things that are being done.

Go ahead, please. Next slide.

So we talked about topical meetings. Lastly, for example, in the topical meeting that Africa did, there was something -- the community came with some requests. They wanted more capacity building on domain name dispute resolution because that is becoming an issue. They wanted a constitution of a forum of legal experts so they could -- you know, that are interested in domain names, and this is -- again, this comes because of the -- you know, the raise -- the rise in dispute on domain names. As the community gets more connected and as people use the Internet, of course frictions arise in terms of, you know, ownership of -- of brands, of -- you know, as we've seen with Olga's and Gema's, you know -- some of the --

UNKNOWN SPEAKER: (Off microphone.)

ANNE-RACHEL INNE: -- yeah, geographic names, country code users, and all of that.

We also do, again -- so the -- you know, the country visits and regional visits, they wanted more volunteers in Africa on IDNs, internationalized domain names. That is very important because for some of the communities it is -- in the region we have quite a few people who are not literate in either French, Spanish, or, you know, any of the official languages. So it is important that we have content that is also dedicated to -- and that is put out for people in their native languages.

Go ahead.

So the next few slides I won't really dwell on because we don't have too much time. You know, there's a lot of the -- what I talked about already that are on these slides. Webinars, GAC-dedicated.

Go ahead.

So we also do, yes, capacity building, of course, in terms of youth and academia, as I said. You know, ccTLD internship programs.

Go ahead.

In the Asia-Pacific region, there are quite a few, you know, trainings, also, collaboration with GAC members for trainings that are on DNSSEC and DNS abuse and how to handle those.

Law enforcement training is something that is also pretty dear, and I think that the working group is interested in that.

Go ahead.

Go ahead again.

APAC. So some of the things that we're doing with Oceania, and I think Pua can tell us more about that, actually.

Go ahead.

In Geneva and New York, we do a lot of briefings, mostly, for the permanent missions and the IGOs.

Go ahead.

So on way forward, some of the things that we have done so far don't really come on the -- in the void. We have been working with the GAC, another GAC working group that has now been stopped because it had fulfilled all its mission, with which we came out with guidelines that gave us some of the things that we're doing here.

So Webinars, conference calls, individual briefings, meetings with communities in region, mailing lists, basic trainings,

engagement with non-GAC members, you know, these were all coming from the guidelines.

One of the things that we haven't done systematically is, for example, you know, for the regional teams to work directly with the GAC working groups. The underserved region is one. There are other working groups. My colleagues and I are more than happy to work with these working groups on, you know, things that we can do together.

Dedicated regional work for governments. Example, you know, GAC Africa members have requested the team to have a meeting for them because a lot of them came out saying, you know, there's a lot of work going on in the African region and they really have a hard time following. They would like to see if there is any opportunity for this fiscal year to have a meeting of their members to, you know, talk about some of the issues that they're having.

How to reconcile GAC early engagement in ICANN and capacity building. You've been talking about that. We'll be happy to help when you come up with things that can be done.

What other subjects also to approach as appropriate and how to operationalize all of that is one of the things that we really would be happy to, you know, hear from you all.

And I think this is what I have. Thank you very much, Alice.

ALICE MUNYUA:

Thank you, Anne-Rachel, and thank you for your presentation and thank you to your team as well.

I think we'd like to welcome some discussions, questions, comments, requests, for GAC members, please.

Argentina?

ARGENTINA:

Thank you, Alice. Thank you, Anne-Rachel. Very valuable work of all your teams in the regions.

I would like to mention some activities that I do as an academic, especially focused in Latin America or the Americas.

We -- every year we hold a School of Internet Governance and ICANN has always been actively engaged and participating, this year a little bit more with a very interesting presentation about the IANA transition, and we grant fellowships to all the participants. Not -- I'm only contributing from an academic perspective, but we have some colleagues from the region that have joined after the school and then they join different activities in ICANN, so every time we have this, we share with the GAC so it's good that ICANN is -- is engaging with the school from

the very beginning, so this is very good for letting the community know about ICANN. Thank you.

ALICE MUNYUA: Indonesia?

INDONESIA: Yes. Thank you. I just would like to attract the attention to the availability of the ICANN hub in several areas. I think a few months ago we already have the hub in Africa, and a few years -- or two years ago we already set up one in Singapore. You know, perhaps this ICANN hub can stimulate supporting ICANN activities in the region, and I would like to make sure that this hub is -- will be more and more active to look after internal development in the region itself, as we always -- as ICANN always cite, one world, one Internet. You know, one region should also have one Internet. Otherwise, we will have many, many regional Internets, which we do not want. Okay. Thank you.

COOK ISLANDS: Hello again, everyone.

Just from a Pacific region, I see there's a lot of work being done by Save and very good work, too. So although there's a lot of

development, there's also not enough coming from the national level. The capacity building is one thing to bring the countries up to a level of awareness, but at the national level, they must also do some work. And I think it's important to still have ICANN support, especially in the legal areas, to build on frameworks for the countries in these underserved regions.

I believe there's also other areas in these regions that share the same challenge that we have.

Also, on top of this capacity building that's been delivered to countries in the Pacific, be mindful also that not everyone have access to the Internet. So trainings that's been -- What's been happening is the capacity building has been delivered in country. However, to continue with training online is not necessarily -- not necessarily good in terms of the Internet is not always there, and if it is, it's not affordable.

I hope to get some comments and response on this.

ALICE MUNYUA:

Perhaps to go back to those two last questions that Anne-Rachel has asked here, it would be great if GAC colleagues could perhaps, if not now, but we could have that discussion later.

One of the big questions is how to reconcile GAC early engagement in ICANN and linking that capacity building. And

this is especially with the working groups. And I'll give the example of the Public Safety Working Group that's required to be engaged in quite a number of GNSO PDPs at the very early stage to ensure that the GAC does engage at the right time and does provide comments within the timelines that are provided.

So I think it would be good to explore, perhaps if not now, we don't have enough time, but this is something we really do need to explore in terms of building capacity of GAC members to enable them to meaningfully participate in some of the broader ICANN work and early engagement of the GAC at that level. So it's something to think about. And if you have ideas right now it, will be good to share them.

And then the other questions are what other subjects to approach as appropriate. And one of the things that (indiscernible) Anne-Rachel and Tarek and the rest of the team is the dedicated regional work for governments. And this is, I think, beginning -- we are beginning to see this happening in the Africa region. And I would like to request for more, because we are quite underserved, to use that word again, in terms of participation of the Africa region, the South America region, Asia-Pacific, in terms of just participation in some of the policy work at ICANN.

So I think I welcome comments or your thinking on that.

Thank you.

PARAGUAY:

Thank you, Mr. Chair. Paraguay speaking.

I would like to mention some things we're doing with ICANN in our, in the South America region.

Basically, last year during ICANN 53 meeting in Buenos Aires, Paraguay's national ICT secretariat signed an MOU with ICANN. Two important items on this agreement includes, one, supporting the global multistakeholder Internet governance model, and striving to develop multistakeholder mechanisms at national and regional levels.

And, two, supporting the development of the Internet domain name industry in Paraguay, and in the region.

Since then, we are engaged in important open dialogues with the local regional community and partners from other countries to create the necessary capacities and consensus. In order to contribute for the healthy future development of the Internet in Paraguay, we are also supporting the creation of the Internet National Commission of Paraguay, a national multistakeholder organization to develop Internet public-policy in an inclusive, bottom-up, participatory system of governance. Lead by ISOC chapter in Paraguay and supported by the national ICT ministry,

ICANN and LACTLD, we successfully organized many important meetings that advanced in the development of a local model.

Now, regarding the development of the Internet domain name industry in Paraguay and in the region, I would like to mention that we are discussing the creation of a new element in the pursuit of a healthy DNS ecosystem for a region. Latin America and the Caribbean face very interesting challenges and opportunities to explore in the particular sector of domain name registrations. While our region concentrates roughly 10% of Internet users around the world, a recent study conducted by LACTLD and ICANN shows that just 2.7% of all domain names are registered and operated in our region.

Moreover, few countries in our region show a penetration rate of more than ten domain name registrations per 1,000 users, so we're basically lagging behind, for instance, other countries such as Netherlands, Switzerland, and Germany with rates of 355, 272, and 235, respectively, if I'm not mistaken.

In short, numbers show a huge growth potential for the sector in the region, and I believe every effort counts to find a sustainable way of overcoming this gap. It's about time to devise strategies for the sector to flourish, and we are willing to help.

One specific idea is to support the establishment of a regional DNS entrepreneurship center following the good results

demonstrated in the Middle East through the partnership between Egypt's national Telecommunications Regulatory Authority and ICANN.

This ongoing project with over a year of operation is conducting workshops and capacity-building events around the region. So building on this experience and following the successful steps, Paraguay's national ICT ministry would like to engage in dialog with the Latin American/Caribbean community to establish a possible partnership to materialize a similar center in our region.

Thank you very much.

ALICE MUNYUA:

Thank you, Paraguay.

Any more comments?

U.K., please.

UNITED KINGDOM:

Yes, thank you very much. And thanks for all the presentations. Anne-Rachel, thank you very much for recounting the work of the Global Stakeholder Engagement Team. It's very impressive, very wide ranging, providing a lot of focus on some key issues and outreach to many important communities, and I'm sure it's

having a lot of benefit in terms of building capacity, promoting awareness, and creating opportunities for more engagement.

And I just wanted to pick up on the point that Alice raised about participation in GAC processes and ICANN more generally. We will be looking at diversity in the CCWG, the Cross-Community Working Group Work Stream 2, and the participation of communities in developing countries and small island developing states I think is an important aspect of that. They face many barriers and challenges. And we're well aware of those, and they intersect with sustainable development and achieving goals in that respect.

The way the GAC is working now I think is a helpful development in this regard. We're working very much more intersessionally with working groups on specific topics. As Alice indicated, this creates opportunities for GAC representatives across the world to engage in this important -- these important areas of work online, through virtual meetings and so on. And if it's not possible to attend an ICANN or GAC meeting physically, a lot of those contributions intersessionally are going to sort of come through in outputs from the GAC at physical meetings. So it's a very important message to colleagues across the world that there are many important opportunities to contribute to the work intersessionally through the working groups.

And that, I think, paves the way for governments to promote the message to their stakeholder communities about how effectively to engage in ICANN processes. It's not simply a matter of seeing if you can physically turn up to an ICANN meeting. There's opportunities to work intersessionally online. And that's how ICANN does a huge amount of work.

So I think that's a key message from this discussion I think for us to underline. And we should try and establish what kind of problems, barriers exist that inhibit such effective engagement through the working groups of GAC and also through other ICANN community processes.

So looking at the problems and the barriers for engagement in the underserved regions, for the small island developing states, and so on, I think is a very important step. And I hope the working group will develop the metrics and modalities for looking at that problem.

And then when we come to look at diversity within the wider post transition environment, we will be very much better informed.

Thank you.

ALICE MUNYUA:

Thank you, U.K.

I have NEPAD and then Peru.

NEPAD:

Thank you, Alice, and thank you to Anne-Rachel for the presentation, and also to the work that this working group is doing.

I just wanted to echo, I think, the importance in terms of ICANN's regional outreach strategy and how that has actually helped some of the work that we are doing. We, similar to what Argentina spoke about as far as the school of Internet governance, we also started an Africa of school Internet governance which is meant to actually raise capacity in terms of awareness and understanding of Internet governance issues. And ICANN has supported us in terms of being able to actually sponsor participation, but in some cases also attending the school and giving technical presentations.

What I wanted to actually talk about was to actually then, going back to the idea of whether we actually need to have more targeted regional engagement, especially with the governments. I think that that is something that is very important, and that it should actually be pursued.

My only comment would be that we then need to look at how we actually link that with existing and ongoing activity so we don't

create too many barriers and divisions between what already exists and the new engagements.

Specifically, I think in terms of the school of Internet governance, in terms of the African summit and other work that's also ongoing, we need to find a way to make sure that this engagement with governments is not seen as something that's isolating itself from the other processes and that it is part of the other processes.

I think also just to mention that in our engagement, we have very strategically targeted the region economic communities because they are the ones that actually would then interface with the member states. And I think that when you now start talking about the engagement with governments, it would be very important also to ensure that the region economic communities are part of that engagement as well as with the member states as well.

Thank you.

ALICE MUNYUA:

Thank you.

Peru, please.

PERU: May I speak in Spanish.

ALICE MUNYUA: Yes, please.

PERU: First, I would like to comment that in Peru, over the last few months, this year, we held three seminars related to cybercrime. They had been funded by ICANN and they have had very positive results. We have been able to provide training to approximately 120 people who are directly related to cybersecurity issues. At the same time, I would like to make a comment regarding funding for the GAC and what I believe is part of the commitment that GAC members undertake.

Approximately a month ago a teleconference was held. I think it was led by Rodrigo De La Parra. He explained how the GAC operates and he invited other Latin American countries to join the GAC. It was a very good presentation, but at no point during that teleconference was it mentioned that there is a possibility for participation and engagement but also for having economic or financial support. So I think that part of the commitment that we undertake relates to providing funding. So I will take this opportunity to insist on all members, that they consider this. I

represent a country that is making a contribution. So I believe that if Peru can do this, all of you can also do it.

And regarding Gema's presentation, I should say that it was an excellent presentation, and the questions that are posed, the countries that ask for the floor, in this case we should have more diversity, a more pluralistic approach. This is a topic that concerns us all. And we had heard very interesting and well-justified and grounded opinions, but almost all of them on this occasion came from countries that have had a very long experience with Internet, countries that have highly-recognized economic development. So next time that we hold such a discussion and that several of us raise our hands, even if we don't have enough time, we have to make sure that we can hear all opinions, that we can have diversity of opinions. Denmark, the U.K., Finland, Sweden, all of them are large countries that have well-prepared representatives, let me say. They don't represent me. They don't represent my reality. In fact, I would dare to say that my reality is more -- is more represented around the world than their reality. So next time I would like to have this opportunity to take the floor.

CHAIR SCHNEIDER: Thank you very much, Alice, and thank you for the presentations. I just want to also insist on one topic that

Milagros mentioned at the beginning of her intervention. This is that, if we want to engage, if we want to empower GAC members meaningfully, both in the GAC and its working groups and also in the cross-community efforts that are ongoing, it's absolutely key that we have a very strong secretariat. And this is a -- really a key point in these efforts. We may benefit from the efforts coming from the GSE, from other parts of ICANN, but to empower ourselves, it's hugely important that we can benefit from a strong secretariat based on the hybrid model we have with independent policy support. And I think we really have to make the link between the engagement, between the development of underserved regions, and this aspect of our work of the support for our interventions in the ICANN environment. Thank you.

ALICE MUNYUA:

Thank you. Tom, you had some comments.

TOM DALE:

Thank you, Alice. Well yes, as a member of the proverbial strong secretariat who I had mentioned, I just wanted to provide some quick briefing advice to you on the run, so to speak. I think it's helpful if the GAC remembers that when ICANN talks about capacity building and a significant range of resources that they devote to that, they mean, amongst other things, the

development of national capacity and the development of a Domain Name System across a whole range of stakeholders of which governments are one. But ICANN is also consumed with the capacity for registries, registrants, ccTLD, administrators in some cases, a whole lot of industry players working across the domain name sector in particular parts of the world. A technical community as well, for example. So capacity building across the ICANN community can mean different things. Not just specific capacity building for governments.

In relation to developing capacity specifically for governments, including the GAC, though, I just wanted to point out that practical feedback to the ICANN staff and to the ACIG secretariat is always welcome and if that's done quickly then often there are ways that particular problems that countries have found can be addressed very quickly without a great degree of planning and effort but just a matter of simple communication. So I'm just asking you if there are specific issues to do with anything from the email list to meeting arrangements to any of the technologies that ICANN allows the GAC to use, remote participation which is what the U.K. stressed before how that works and sometimes, you know, does not, language and translation issues, all of those practical matters affect a lot of GAC members in a very immediate way and sometimes it isn't clear whether there's an easy fix for it. But often there is. So

please ask, is what I'm saying. Please ask the ICANN staff. Please ask the SLs in ACIG. And if there's a pattern in that feedback then it's possible for even for a very large organization like ICANN to respond and perhaps change systems and so on. So people are listening, but it would be really good if you could raise your concerns in the first place. Even if you think they are minor ones or trivial ones, it's very important that practical feedback is obtained. So thank you.

And finally, going back to my first point about that broader capacity building agenda that ICANN puts a lot of effort into, and as Anne-Rachel had mentioned that at other ICANN meetings there are an awful lot of sessions dealing with this. Please bear in mind that that's about a lot of things than just governments but it does include governments, and this will come up again for the GAC when you're talking about future gTLD policy. Because one of the issues in looking at the last round of new gTLDs is the role of the applicant support program for underserved regions, whether that helped in encouraging applications for new gTLDs from underserved regions. A lot of people think it did not really do as much as it could. So that sort of broader policy issue is going to come up again for the GAC as well. So just bear in mind there's that big capacity building, if you like, and there are the practical things that we as a secretariat would certainly like to help you with. Thank you.

ALICE MUNYUA: Thank you, Tom. Iran, please.

IRAN: Thank you very much. Just one question. In organizing the arrangement for capacity building have you considered or ever discussed in the regional, subregional group of country what they need really or you take your blueprint program and just present them, that is that. You have a (indiscernible) in region X and now (indiscernible) in region Y. In other words, have you matched the capacity building in terms of material to the needs of those group of countries based on their requirements and their reply but not based on your guess or guess of the people who plan that. We believe that they need this. No. Perhaps if we asked what really did they need? What are their priorities? What are their issues that they need to have more information, more -- and then has there been any follow-up actions for what have been done or -- and/or using the same experience in the subsequent capacity building. So this is something very, very important. Thank you.

ALICE MUNYUA: Thank you, Iran. That's a very important question and in fact one that we're grappling with when we're mentioning -- when

we're linking that to the regional government needs. But we perhaps -- the underserved working group may want to conduct a survey just to find out what the needs are, especially for government members but also for members who are not necessarily GAC members, for the purpose of outreach and awareness creation.

There's another question, the last question, and then I'll have Anne-Rachel and Pua, because we're running out of time, before I hand it back to the GAC chair, please. Thank you.

BURUNDI:

Thank you very much. I'm a representative of Burundi, and we have joined GAC a short time ago. I'm going to stress what has been done about the capacity building programs. In our national registry we're wanting to have a capacity building program. But as a matter of fact we need external experience to that effect. Because of security reasons the experts could not arrive in our country. And so I would like to know, and I'm addressing these questions to Ms. Alice Munyua. Can you please put us in contact with the people developing this type of programs? Because in my country there's lots of people -- I don't like to talk on behalf of other countries but in my country there's lots of people needing this type of programs, this type of

training. So is it possible to develop this program in Kenya and in any other country?

UNKNOWN SPEAKER: ... from the inputs and questions. To go back to Kavouss' question about are priorities being taken into account, they definitely are. When you look at, for example, what the global stakeholder engagement team is doing in regions, we have a few regions already where the regional strategy came from the community. So in there, if you look, there is anything from issues on country code top-level domains. For certain countries this is a priority. Others have issues of, you know, how to build their pool of registrars in terms of, you know, in country for their ccTLD. How to make their country code top-level domain stronger. How to have the DNS industry in general stronger at home or even, you know, how to get an IXP at home. How to secure the government network and things like that. So we don't simply impose on countries or communities, you know. They -- just like Burundi said, they make their requests, and requests are fulfilled as possible. You know, we -- you know, there was a -- a little glitch in Burundi because there was unrest in country and the internal training could not be done, but there are trainings that are done, for example, for network operators, you know, in different places and next one that will be done, you know, for network operators at the DNS entrepreneurship center

for sure Burundi can be one of them. Again, this is one where we have to make sure that we do one with tailored also with the language, you know. So we have to have enough who speak the language who can come with trainers who can speak that language, can deliver the trainings in that language to make that happen.

So as possible we make sure that it happens. But we -- we really do make sure that, you know, we take people's concerns and, you know, priorities into account when we are doing things. And that is reflected in the regional strategies in general. Thank you, Alice.

ALICE MUNYUA:

Thank you very much, Anne-Rachel, and thank you, everybody, for the great questions, comments, and suggestions. We're going to be having a meeting soon with the government stakeholder engagement team to dwell on some of these issues you brought up with and come back to the GAC with a way forward. So now I'd like to hand over back to the GAC chair.

CHAIR SCHNEIDER:

Yes. Thank you. This is just to say that this is the lunch break. As you -- as we've informed you, we have a GAC leadership meeting with the ALAC in a small room. Not because we didn't

want to have it with all of you but simply because there was no -- logistically no other possibility. But we will inform you about the exchange as quickly as we can. So enjoy your lunch and then -- Olaf has a few bits of information for you, particularly with regard to where to line up for the photos. Olaf.

OLOF NORDLING: Thank you, Chair. All of you that have the opportunity, please go to the piazza to have your photo taken. And the piazza, where is that? Well, it's -- if you realize where is the registration area, it's one flight of stairs. It's on level 2, just above the registration area. So -- well, please line up there today or tomorrow or on Wednesday, I believe.

CHAIR SCHNEIDER: So it's very easy. The piazza is between the trattoria and the pizzeria and the gelateria shop, next to the church, of course. Thank you.

[Lunch break]