
SAN JUAN – ccNSO TLD OPS Standing Committee
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JACQUES LATOUR: Welcome to the TLD OPS Standing Committee meeting. This is our standing committee meeting. We do this every ICANN meeting. The standing committee members, we meet. We have an agenda and we talk about a bunch of stuff, action items, and we give ourselves work for the next meeting and we meet again. That's the purpose of this meeting. Next slide. Do I have a clicker?

UNIDENTIFIED FEMALE: I think they're getting us one.

JACQUES LATOUR: Since our steering committee is open, I'll go to a quick introduction of what TLD OPS is and then we have an action point. So, the committee members, we have action items that we work on, so we'll go through that. Then we go to our operational status for the list to see what's been added and changed.

The key focus for today is to talk about what the TLD OPS strategy is for having workshops at ICANN meetings and having workshops at regional meetings. So, we need to figure out today. Ideally, I'd like the community to figure out what our strategy is and what is the ask coming out of that, if we need to ask ICANN or send our regional TLD organization for funding to host those workshops. That's something

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we need to understand. What's the strategy and how do we make it work?

So, at the end of today, I'd like to have a good strategy on that. The outcome of the last two DDoS mitigation workshops, we generated a playbook. I'd like to go through that quickly and then send that to the mailing list and see how we can – and see if it was a success or not or if we should do more documentation like this.

Every ICANN, we set ourselves objectives and we'll cover that today and any other business after that. So, that's our agenda for today. It's a pretty standard meeting. Next slide. One more. Yes.

So, TLD OPS is the result of a few working group, secure, the last one, was to create a global community for security operator for ccTLDs.

The outcome of this is that we have a global mailing list with over 245 people. So, TLD OPS, for all intents and purposes, it's a security mailing list [inaudible] with over 245 individual members from 193 different ccTLDs.

So, these are the security operators for ccTLD that are on this mailing list and the goal is to create a community that we all can share and work together and collaborate on addressing security issues or mitigating incident that impacts the security and stability of your ccTLD. So, that's the purpose of TLD OPS.

At the end of the secure working group, we had the mailing list set up and all that and the TLD OPS Standing Committee is the ongoing

maintenance of that mailing list and trying to generate value for the community that is requested by the community.

It's important. TLD OPS is not there to be an extension of the security team for a ccTLD. It's there to help in case something happens or it's there for you as a resource to rely on. I need to zoom out a little bit more. We're missing some bullets. Again.

The last bullet is ... So, we have the standing committee – us – at the table. We can raise our hand if we want. I'm the chair. Oh, question? Oh, standing committee, raise your hand. So, that's us. We meet and we try to make this mailing list more efficient.

UNIDENTIFIED MALE: [Can I ask a] question?

JACQUES LATOUR: Yes. Use the speaker.

UNIDENTIFIED MALE: This 193 [inaudible] or only [inaudible]?

JACQUES LATOUR: All IDN and cc. So, next slide or scroll down. Sorry. Just down a little bit.

This is the e-mail that we send twice a month and the idea is that it contains all the members, the TLD OPS members. It contains their

name, which ccTLD they're affiliated with, their mobile phone number, their business e-mail, and [inaudible] e-mail address. We have that for all members on the list.

The idea is that if your ccTLD is under duress and you need to send an e-mail using your Gmail address, we can at least correlate here to say, "Yes, John is this part of this ccTLD and we can help him," in case the e-mail goes down or there's significant operational impact.

This is an example of a lesson learned on the mailing list. There was a ccTLD that was actually down. They used their secondary e-mail address to send to the list, but we couldn't validate if that was true. It's turning out to be more useful for tracking, secondary e-mail address as well.

So, we send this twice a month. The idea is that you save it locally, and then if you're under attack, you have a bunch of people that you can address directly or you can e-mail the list and know that people know you're a part of this mailing list. Next one.

So, those are examples of alerts that were sent on the mailing list. Today, the volume is fairly low, which is a good sign. We want to have more activity on the mailing list, but we don't want to be spam all the time, so we've got to find a balance of where's good enough and not good enough.

You can see here an example that a ccTLD sent a notice that malware was being used to steal personal information. That was ccTLD-specific malware. There were DDoS attacks on TLD registry name server. Some

registries got [inaudible] compromise on their frontend, [PPP] web system, and all the information there on that was shared.

Latency issues with DNS anycat operator. A lot of us shared the same infrastructure, so knowing there's issues on this is good. Then, a bunch of other alarms.

So, ideally, if something is important, we want to share it on the list, but we don't want to spam the list with non-useful information.

The other thing we did also is ICANN 59 in Copenhagen and ICANN 60 in Abu Dhabi, we held two DDoS mitigation workshops. The idea of this was to generate a ccTLD-specific DDoS mitigation playbook. We have a draft of this that we're going to review today and hopefully send to the TLD OPS community. So, that was an example. That was our first workshop that we've done. It turned out to be a lot of work, so we need to figure out if it's worthwhile doing this for the outcome. Next slide. I can't see that far.

In summary, TLD OPS is open for all ccTLDs. If you're a part of ICANN or not, it doesn't matter. Actually, we have more ccTLD subscribed to TLD OPS than there are ccTLD subscribed to the ccNSO. So, in some way, we're the recruiting arm for the ccNSO. Maybe. Maybe we should take credit there.

It's based on the standard mailing list, so that works pretty much everywhere. It's important to note that it's not there to be a replacement of your security team. It's there to enhance or to be a resource to assist in that, but definitely not a replacement.

The goal of TLD OPS is reachability and community, so that you can know the name, phone number, e-mail address of your peer around the planet.

It's super easy to join. You send an e-mail. It's on our website. The link is at the end. But, the e-mail has to come in from the ccTLD admin saying these people want to join the mailing list and it's easy as that.

The last thing is it's a phone book, so it's hard to measure how many times people use the phone book. But, when we ask, we did a survey to see if the members find issues [inaudible]. In general, the answer was yes. I think it's a success so far. Yes?

UNIDENTIFIED MALE:

Sorry for my question. Could you go back again to the previous slide? How could your system collect this information? Is this through the ccTLD admin or is it will be easier [inaudible] every ccTLD to [inaudible]?

JACQUES LATOUR:

It's the member of the TLD OPS for a ccTLD sent an e-mail to everybody on the list to say this security incident is happening now. You should look in your own ccTLD to see if it's happening. That's the kind of message. So, it's from the security person, not the ccTLD admin.

UNIDENTIFIED MALE: Yeah. So, it would be a recommendation how to resolve this issue in the cc administration team? You will have a recommendation. You send [inaudible] admin, so it's okay. How does this operation grow? Who will send a recommendation and advice to the admin of the ccTLD to [inaudible] resolve this issue [inaudible]?

JACQUES LATOUR: Okay. It's not a formal consulting service. Let's say your ccTLD is under DDoS attack and you don't know what to do. You send an e-mail to the list, and us, we're going to respond to say, "You know what? This is what we're seeing. This is our view of your DDoS attack." We can give you some hints and recommendation and help you mitigate. Warren?

WARREN KUMARI: Yeah. It's a place for collaboration, basically. It's a place where you can say, "I'm seeing this issue. Does anybody else also see it? Can you give me a hand?" Exactly what you said.

JACQUES LATOUR: Today, there's not much you can rely on, but this is a venue to collaborate, to resolve security issues. It's not there for salespeople to try to sell and enhance or sell anycast services or whatever or products. It's there for security operation. That's it.

This is the overview of what mailing list the TLD OPS is. The rest of the meeting is mostly administrative. Next slide.

Action points. Action item number 82, for me to create a DDoS mitigation playbook. [inaudible] to talk about the playbook.

I did the first draft of the playbook and it's available for review to the steering committee, so I can close that item if you concur, agree. I'm updating my Excel spreadsheet at the same time, so bear with me.

JIM GALVIN: Jacques?

JACQUES LATOUR: Yeah.

JIM GALVIN: Can I ask a question? I'm Jim Galvin. I know a lot of people in here. I don't know how many people know me with Afilias. I'm new to this and I guess I have a question here. You say that you sent that document to the mailing list.

JACQUES LATOUR: Yeah, steering committee.

JIM GALVIN: Oh. So, just the steering committee mailing list.

JACQUES LATOUR: It was a steering committee meeting. I wasn't specific enough.

JIM GALVIN: Yeah. No, that's fine. There's a separate mailing list and that's fine. I was just going to ask. I didn't see it and I just wondered about that. That's all.

JACQUES LATOUR: Later on, we're going to ... One of the action items, the agenda six, is for the steering committee to agree to send this to the mailing list. So, hopefully my peers ...

JIM GALVIN: Thank you. Sorry for the interruption.

JACQUES LATOUR: Action item 83, Fred review the [contact creation] process for non-ASCII names. I'm not sure if we did.

UNIDENTIFIED MALE: We sent a resolution to [inaudible] on February 8th and he acknowledged that he implemented it, so it's probably done.

JACQUES LATOUR: Okay. We'll test it out. Action item 85 was for Brett to look at sending the contact repository in the e-mail as an attachment instead of text. I think we can close this one. It's too much work. Good ID, but not practical. He's not even here and he gets an action item closed.

86, TLD OPS member gathering event. The idea was for this ICANN meeting and next to have some sort of a gathering event like the DNSSEC workshop. I haven't done anything on this. I can assign that to somebody if we have to.

So, I looked into it. The challenge is there are so many events right now that it's hard to find the timeslot for this. Low priority.

Action item 87 was for Regis to build slides [inaudible] for regional workshop. He sent the first draft of this.

REGIS MASSE:

Yes. The first draft of the slides are ready now. The goal of the slides is to see if we want to promote TLD OPS in regional mailings, not just in ICANN meetings. We've got [GIFTLD] meetings in the [inaudible] in Dakar at the end of April and it would be interesting then because where you will see later that only half of the African ccTLDs are on the list for the moment.

I think it's a good way to promote TLD OPS, not just by sending an e-mail, but promote directly [inaudible] teams, with the people, of the ccTLDs, and the information about sharing security information for this list.

JACQUES LATOUR:

We'll talk about that in more detail. I can close that.

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- UNIDENTIFIED MALE: Leave it open [inaudible] because [IFTLD] is not passed yet.
- JACQUES LATOUR: Action item 89 was we had some discrepancy between the website and the mailing list. At that time, we were out by one. Did you figure out which one was missing?
- KIMBERLY CARLSON: I haven't yet. We can leave that one open.
- JACQUES LATOUR: We'll leave it there. Perfect.
- UNIDENTIFIED MALE: Number 83, what is the problem of ASCII names?
- JACQUES LATOUR: Fred, can you [inaudible]?
- FREDERICO NEVES: We had some trouble with the mailing list processing mail. [inaudible] issues with no ASCII characters, so we implemented a [inaudible]. The list is only – had some issues with names that had no ASCII characters. Just that. Yes. It's a [inaudible], so we had to overcome through a small patch. Filtering, basically.

UNIDENTIFIED MALE: So, this means if I am from China and I sent from my Chinese address, it would not be accepted for the server to accept my e-mail?

FREDERICO NEVES: No, no, no. It's just, as Jacques said, twice a month, we mail the list of contacts to all the mailing list. If your name has no ASCII characters on your name, not your e-mail address, this part will be filtered. Just that.

JACQUES LATOUR: We also had cut-and-paste process and inserted some weird characters that caused the mailing list to crash. So, we need to support to keep it running.

That's it for action items. Next slide. Status and operational review. Next one.

Since the last ICANN meeting, we didn't get new security alerts on the list, which is a good thing. That means nobody got attacked or compromised. Kim is going to give us the status update since the last meeting on member joining and the adds and delete on the list.

KIMBERLY CARLSON: So, we did hit our goal of three. We just recently added Ecuador, Honduras, Armenia, and Saint Lucia was added earlier. We do continue to add secondary e-mails. Those do trickle in once a week, twice a week maybe.

JACQUES LATOUR: Have we met our objective? Cool. Is that you, Fred?

FREDERICO NEVE: No, it's [inaudible], actually. He did the work.

JACQUES LATOUR: Thanks.

UNIDENTIFIED MALE: My hand wasn't up to take any credit. I just wanted to ask: did you have any contact from Bolivia, Honduras, or Mexico?

KIMBERLY CARLSON: We did have an e-mail from Bolivia. I'm waiting for some additional information. All they sent was an e-mail. I need to know if they're the first contact, second contact, phone numbers and some other additional information. I'm just waiting to hear back from them.

UNIDENTIFIED MALE: [inaudible] already. Am I right? Sorry. Ecuador is already in. Am I right?

KIMBERLY CARLSON: Correct. We added Ecuador.

JACQUES LATOUR: I have not seen anything from Mexico yet.

UNIDENTIFIED MALE: But, we will have them until the end of the week. Yes.

JACQUES LATOUR: Action item number 90, Fred. Alright, that's good. We had an objective of adding two new ccTLDs since the last ICANN, so we met that objective. I assume over time it's going to keep getting harder to add more ccTLDs. But, let's keep working on that. Next slide.

Those are the stats. We have about less than 50% for Africa and LAC TLD, so we're going to make progress on that over time. Next one.

Action item 5 is to talk about the strategy, so let's talk about the strategy. Next slide.

The question or the opportunity here is that people, ICANN, and regional ccTLD organizations like CENTRE, LAC TLD, they often ask us to have workshops at their meetings, to have security workshops. What we need to figure out is what is the role of TLD OPS in hosting workshops at ICANN and at regional? And if we do decide to host or to participate in regional workshop, who participates? Is it open to all the regional organization contacts or only open to the TLD OPS contact for those ccTLDs?

If it's open to all, then it's not necessarily a TLD OPS function. If it's only for TLD OPS contact, then it reduces – it changes the focus. It's like a chicken and egg here. We need to figure out what the focus of the workshop and what the role of TLD OPS is. I'll just open it up for comments here. I don't have the full answer. That's it. So, what do we do? We don't talk, we don't do anything. This is closed.

So, let's figure out the first one. The first one is hosting TLD OPS workshop at ICANN meetings. We did two so far. We did two DDoS mitigation workshops. The first one was well-attended. The second one was less. The outcome was generating a playbook that may or may not be used by ccTLD. So, do we want to do more workshops that generate collateral or do we want to do just workshops that educate and build community within TLD OPS? That's the first question.

UNIDENTIFIED MALE:

I think there are two goals for TLD OPS group. The first one is to share information on the mailing list when there are DDoS attacks or security stuff for ccTLDs.

On the point of view about workshop, I think we have to first promote TLD OPS. I just said earlier with the presentation on things like that.

Workshops are interesting. To share and to collect feedback from ccTLDs, not only in ICANN meetings. The security people are not coming to all ICANNs. We can't just concentrate the meetings in ICANN meetings. I think we will lose too much feedback from ccTLDs, especially from small ccTLDs.

After that, we can create – the mitigation playbook is a good example for that. We can create some stuff that helps small ccTLDs to face DDoS attacks with their peers because they don't have the experience or the materials to [inaudible] that.

But, to define precisely what we have to do, I think we must collect feedback to see what are the needs for small ccTLDs, for example.

JACQUES LATOUR: So, an example of this, like your next meeting in Africa, in Dakar, you could go there and present the DDoS mitigation playbook. So, that's the outcome of the workshop. And present that to everybody over there as this is what we worked on. This is how you need to update the playbook to make it relevant to your ccTLD. But, that's steering committee member participating in regional workshop based on invitation from those meetings, right?

UNIDENTIFIED MALE: I don't think it necessarily has to be a steering committee member because [inaudible]. Most of us travel a lot already, so we can [inaudible] more meetings there. So, if we can get just [inaudible] that are going to the region anyway and know enough about what happened at the workshop, they can visit with their ... That'll also fix the funding issue.

JACQUES LATOUR: Fred?

FREDERICO NEVE: Yes, we already said in the past we should leverage at least the technical meetings of the regional ccTLD organizations like LACTLD and CENTR and APTLD and the others. At least we would extend to [four] meetings in a year.

JACQUES LATOUR: So, this would be – but, this would be presenting the outcome of our ... What collateral do we present? We have the DDoS mitigation playbook now, but next year, what else would TLD OPS be presenting?

FREDERICO NEVE: I'm not asking for a regular presentation. I'm telling that we just first need to do it on the technical workshops of the regional organizations and then we will see how to move forward.

JACQUES LATOUR: Okay. There's two aspects to participating at regional. The first one is to grow the membership of TLD OPS. That's recruiting. That's one aspect. The second one is building security expertise within the community. That should be the outcome of the workshop. Whatever we do in the workshop, eventually we bring back to other ccTLDs through the regional organization and [inaudible].

FREDERICO NEVE: This first [inaudible], I think it's most important in the LAC and Africa region because we know they are the ones with the lower coverage. But, yes, I guess you are right.

JACQUES LATOUR: I'm not playing a game. I'm just taking notes here.

UNIDENTIFIED MALE: Then I can just talk?

JACQUES LATOUR:

Yes.

UNIDENTIFIED MALE:

I was just going to say that, to me, there's a difference in focus between going to the regional meetings and ICANN meetings for doing workshops or presentations. Going through the regional meetings would be [inaudible]. So that's the LAC and Africa regions, Asia-Pacific, especially. Doing the workshop at the ICANN meeting, just like we did the last two for existing members, that would be more about building community and building trust in the community so people like [inaudible] feel more comfortable sharing to a huge mailing list with over 300 people that they've never met before.

JACQUES LATOUR:

Okay. I think I got the regional workshop ID. For doing workshop at ICANN meetings, so like the TLD OPS one we did. Also, [inaudible] slide. Let's go to the next one.

The slides on the screen is about the same that we had in the beginning, but that was the strategy for regional workshops. Next one. Next one. Next one. TLD OPS ... Next one. That was the original premise with this.

When we bring the workshop locally, that's the thing I'm still struggling with. Let's say we go to a LACTLD meeting somewhere. Then, we go there and we do ... Is this like doing a full-day workshop

the day before the LACTLD meeting? Then we invite everybody and just do something to lead the workshop on like DDoS mitigation session or ...

UNIDENTIFIED MALE:

As LACTLD manager, I think it's of great interest of the ccTLDs, more if you are talking about the technical meetings, so you don't have to have a separated session. You could be included in the agenda. You should be included in the agenda. I know Fred is one of our members. I don't know if you agree that [inaudible]. I don't know if a full day is enough. You are the technical guys and you know more than me on that, but you should be included. I know Barrack is here from AFTLD. I think he would agree on that.

JACQUES LATOUR:

Definitively I agree that there is a great interest part, meaning because we get requests to join everywhere and participate. The challenge I have is what's our role and what do we do exactly? As a steering committee team of ten people, how much can we do? I think the perception of what we can do is bigger than what we can actually do. You know what I mean? I don't know if it makes sense.

The last time was to go to Costa Rica TLD and we were invited to do a full-day workshop the day before for everybody. That's where I got an issue because TLD OPS is a subset of security people and now we're a bigger crowd. So, if we do training for everybody, then it's not necessarily TLD OPS. It's bigger. So, we're part of something.

I'm trying to focus it here, like TLD OPS who have a clear mandate and what the community wants us to do is bigger. I don't mind doing bigger. It's just that it takes time, resource, and effort. I need to scope it down. Does it make sense?

BARRACK OTIENO:

Thank you. Barrack Otieno from AFTLD. Just to agree with [inaudible], in most cases, we the managers prepare the agenda. So, if we can work closely with the focal point from TLD OPS so that it doesn't appear to be a separate activity from what we are doing because the issues that you are trying to address are actually issues that are affecting ccTLDs, and so it should be answering practical challenges that ccTLDs are facing.

I think while mentioning that, in the course of this week, we'll be making a presentation together with [inaudible]. There's a session where we'll be looking at disaster preparedness and I think I want to invite you because you'll notice that the number one challenge most of the registries are facing from a recent joint survey that the regional organizations did has to do with cyber-related incidents. So, we'll be making the presentation and it will be of interest to TLD OPS to just hear what's happening across the regions.

UNIDENTIFIED MALE:

Maybe, you, as members of the committee could help. I don't know if there are members from all the regions, but for example, Fred, for sure you're aware of what's happening in security terms in the region. I

don't know. Maybe talking about different cases, what happened there and how they could resolve that. Working with examples I think is a good thing and we have not a lot, but we have examples I think in other regions. Maybe we could work on that.

UNIDENTIFIED MALE:

I think a first step is to get hold of the different working groups or however the different regional organizations are organized [inaudible] so we get hold of the CENTR security working group and [inaudible] there and work together to get something in the next meeting and just find out what's possible, what they want, and who we have in the region that's probably going there anywhere from technical or security side.

The first thing we can do is just do a short presentation of the playbook, how we got there, how we did it, and what's actually in it because that's a [inaudible] document we have right now and the process how we got there is a really good presentation to show what TLD OPS can do for the different members.

JACQUES LATOUR:

The keyword is workshop. So, to do an hour presentation is one thing. To show a status update is different. To recruit people, our ccTLD is another. To host a workshop where people get together and actually collaborate and there's an outcome, that is a different challenge. That, I think, we need to...

UNIDENTIFIED MALE: Exactly, like go into the one-day workshop. [inaudible] last year. That's way bigger than doing a presentation. If the focus is recruiting, we have to show the value of TLD OPS and the playbook and the process of creating a playbook is of enormous value [to present].

[SOPHIA]: [Sophia] [inaudible] from Tunisia, dot-tn registry, for the record. I just wanted to add that in order to promote the top-level domain ops work, you can work with the GSE department because we have the experience within the Middle East strategy. We will organize a parallel workshop about the issues, DNS abuse, and law enforcement agents offered by ICANN. You can collaborate with them to organize the workshop about top-level domain ops in these regions – Africa, Middle East, and Asia-Pacific. We are doing this actually.

JACQUES LATOUR: Thank you. Alright. So, I think we got the regional cover, the strategy. We'll work with the ccTLD organization and figure out the role. I think the process would be if there's a request to participate, that the standing committee member to bring that to the group and then we assess on a case-by-case basis what our participation is and what we need to contribute. That's the process there.

The next one is ICANN workshop. The one we do at ICANN meeting typically on the Sunday, the afternoon, that's when we had the two last TLD OPS workshop and those were restricted to TLD OPS member-only.

So, the question is do we want to do more of those and what's the focus of those? Do we want to collaborate ... I guess the question is do we want to build something new or to have an industry expert help us or do a workshop and an industry expert to work on a specific topic? Is that the same thing I just said? Do we want to do more workshops, to plan more workshops? Yes?

UNIDENTIFIED MALE:

Yes. I think it's important to have more workshops in ICANN meetings because on my point of view it will increase the trust in people who are on the mailing list. I think one of the problems we have for the moment and we saw that in the tab you're showing in the slide about the case we have noticed on the list. We have few cases listed because people – on security point of view, people are not easy to share security things with others if they are not trusting in others. When you've got only a list of people on the mailing list and you [don't] know them, you know them directly, etc., it's difficult to do.

So, I think workshop is a good way to increase the trust and people know each other and [inaudible] with each other after sharing on the list.

JACQUES LATOUR:

Okay. Good point. So, if we do another workshop, we need to figure out the next ICANN meeting, Panama or the one after. If we plan to do one, then what would be the topic? That's something we can work internally on the mailing list.

UNIDENTIFIED MALE: Well, one suggestion as a topic could be to broaden from a DDoS as a disaster to a more broad disaster and disaster recovery, how to handle such [inaudible] that the whole [inaudible]. I don't think we touched upon in DDoS mitigation our general advice on how to do disaster recovery.

JACQUES LATOUR: Okay, I got that.

UNIDENTIFIED MALE: And another suggestion, how to do it, which could be quite a lot of work, but it would be very educational is to do it as a simulation.

JACQUES LATOUR: Okay. So, we break the room in two, bad actors, ccTLD, and then we simulate all the different ... Okay, let's take that offline in the mailing list between us and then we'll see if we can do something. So, definitely not for Panama, but after that.

UNIDENTIFIED MALE: I think that Barcelona is the good place. Panama is the short ICANN meeting. I'm not sure there are lots of technical people here. So, I think if you want to prepare stuff for simulation and things like that, Barcelona will be the good place.

UNIDENTIFIED MALE: Besides the fact that we need a lot of preparation for that. Panama is too close.

JACQUES LATOUR: That's the keyword: lots of preparation. Time and effort. Generally, we agree that it's worthwhile doing if the outcome is beneficial. That's the main topic, to focus on a disaster recovery simulation for Barcelona. TLD OPS people only. Good.

So, we have a strategy for next workshop and then some strategy for the original workshop we participate [inaudible]. That would be good. If we do disaster recovery simulation at regional TLD meeting, we can do quick simulation there or whatever and replicate that kind of work somehow.

UNIDENTIFIED MALE: Ask Fred.

JACQUES LATOUR: We're not asking Fred anything. Alright. Next slide. I think we covered that. Agenda item 6 is the playbook, so next slide. Since we had the two last DDoS mitigation workshop, we had a bunch of flipcharts that we converted into PowerPoint and Word. Then we put that together in some sort of Word document. Then now we have the first version of a draft playbook that I sent last week, I believe. Did everybody have a chance to review that quickly? Fred?

FREDERICO NEVE: Unfortunately, not.

JACQUES LATOUR: [inaudible]?

UNIDENTIFIED MALE: Yes, and I sent you my feedback.

JACQUES LATOUR: So, we're good. Today, I wanted to go ahead and share that with the entire TLD OPS mailing list as a Google document and then get all of the 245 members the ability update the document with our comments. That should be an interesting experiment. I saved another copy somewhere else in case it disappears.

The idea is that we have two workshops. We're going to share that document with everybody. Then, see what kind of feedback we get, if any, from the TLD OPS members.

Then, the last phase of this is we need to finalize the document. We'll put that I guess on the ICANN website. We'll do a survey with TLD OPS members to see if the outcome of all of this has worked well or not. I think that's important to see if we have a bunch of workshops, we do a bunch of work, we have [inaudible] document that if it's not useful, then that'll be a good sign on further ... The kind of workshop we're going to have in the future.

Any feedback or comments on the playbook itself? No? next slide.

The objective for ICANN 61-62 is important. That's what drives everything. Next one.

The objective for ICANN 61, this ICANN was to have a draft playbook and we have that, check. The goal of this workshop was to have a strategy for a regional workshop, specifically. It's highlighted there. How do we participate in regional workshops? I think we got that addressed, somewhat covered.

The goal was to add three more TLD OPS members to the list and we achieved that. I think it's the first time we meet the three objectives. Wow.

I don't think we should set any objective for ICANN 62. That way, we're sure to meet our ...

UNIDENTIFIED MALE: For ICANN 62, just said that we can work to prepare the [inaudible].

JACQUES LATOUR: The workshop [inaudible]? ICANN 62, we add three more members. We're good for that?

UNIDENTIFIED MALE: Yeah.

JACQUES LATOUR: I think by then we should have the final DDoS mitigation document public on the TLD OPS page as a deliverable.

UNIDENTIFIED MALE: And presented at the regional meetings? When is the Dakar meeting?

UNIDENTIFIED MALE: The next regional meeting, technical regional – technical workshop for LACTLD is in September. So, it's a good time. We have the next meeting to finish the document and then we can present and perhaps try to increase the 40% members number in LACNIC region to a higher one. We do not yet have the place, but we have the date.

UNIDENTIFIED MALE: And [inaudible] African regional meeting, the [IES] is in the end of April, beginning of May. So, I think ICANN 62, we can do a feedback of what we share. If we [inaudible] some new African ccTLDs.

JACQUES LATOUR: So, we present a draft at the [inaudible] meeting, collect feedback, finalize before Panama.

UNIDENTIFIED MALE: We should bring it to Moscow as well to the CENTR security.

UNIDENTIFIED MALE: [That's in May]. [inaudible].

JACQUES LATOUR: Then, we'll present to CENTR security, the draft, in Moscow. Okay, this is good. So, by Barcelona, we should be 100% completed with the DDoS mitigation stuff and then move on.

Any other objectives we want to set? Good? Next slide.

So, I've got to write down a summary. What I do normally is I write down the summary of this meeting and e-mail that to the ccNSO community and the TLD OPS members. I got a bunch of notes I need to compile and summarize for that.

So, AOB, any other business. Questions? Now is the time. I think we have 15 minutes left.

KIMBERLY CARLSON: I just have one AOB. That coffee is for us. It should've been here 45 minutes ago, but that coffee is for us.

JACQUES LATOUR: We have coffee?

UNIDENTIFIED MALE: Okay, I'll be quick. I've been talking to a technical operator for a handful of ccTLDs. But, they have a hard time to get the [inaudible] to actually do anything. But, as far as I understand, they do have access to the technical contact e-mail address. Could we approve access to

the mailing list by the technical IANA contact or keep it as being only the administrative contact?

UNIDENTIFIED MALE: I guess we have to ask the ccNSO Council because this was a policy set by them

WARREN KUMARI: Yeah. I think we might need to ask them, but I think we should probably push fairly strongly for it because the people who actually want to deal with is the technical people. So, yeah, I understand [inaudible].

UNIDENTIFIED MALE: I totally agree, Warren, but it's not up to us to change that policy.

UNIDENTIFIED MALE: But, we should recommend to council to change the policy.

JACQUES LATOUR: So, what I propose is in my summary e-mail. I'll say that we're looking at the idea of getting members added by the technical IANA contact. I'll send that to TLD OPS by the security people. So, if our community says no right there, then no. Then, I'll put the request into the council to look at ... Is there any obvious reason why we would not do this?

UNIDENTIFIED MALE: I don't think so. If we recommend to ... If the request comes from the technical contact, copying the administrative contact is good enough.

UNIDENTIFIED MALE: Copying the [inaudible].

UNIDENTIFIED MALE: Copying the admin contact is more than good enough. Yeah.

JACQUES LATOUR: Alright. So, from [inaudible]? Kim?

KIMBERLY CARLSON: Would you need it the other way around if it came from the technical contact, or the other way around? And if it came from the admin, have them cc the technical contact, too?

UNIDENTIFIED MALE: Both ways I think are okay. I guess today we receive it from the admin contact with no one else.

JACQUES LATOUR: I like this. We should recommend that if it comes from the admin that they cc the tech, and if it comes from the tech they cc the admin. That way, there's more ... Any obvious clearing, reason why ... No? I'll put that in the summary. I'll make the ask in the ccNSO Council e-mail with this policy change.

UNIDENTIFIED MALE: As the current procedure, I guess [inaudible] as well because we received the request and we make a confirmation and then we move along. Yes, Kim?

KIMBERLY CARLSON: The only way I confirm is if it didn't come from the admin contact, then I reply back and then cc in the admin contact and wait to see if there's any kind of objection from the admin contact and I add them.

UNIDENTIFIED MALE: I would ask if we could put an authentication step to every time confirm [inaudible] because sometimes it's very difficult to be 100% sure that the message came from the envelope address that we are receiving.

JACQUES LATOUR: Okay. [inaudible].

UNIDENTIFIED MALE: Just to be on the safe side.

UNIDENTIFIED MALE: Yeah. For ccNSO, there is not a [inaudible] there for IDN ccTLDs.

JACQUES LATOUR: I missed that.

UNIDENTIFIED MALE: Yeah. To be a member at ccNSO, you should be for [inaudible]. So, I am manager of IDN ccTLD, I [inaudible] be member there. So, could I show them now [inaudible]?

UNIDENTIFIED MALE: There's no requirement to be part of the ccNSO or anything like that. Yeah. That's got nothing to do with whether you're a ccNSO member or not. There are lots of ccTLDs who still participate in TLD OPS.

UNIDENTIFIED MALE: So, can I now join this group and the mailing list [inaudible] ccNSO?

UNIDENTIFIED MALE: Yes. I think so. The restrictions that have on the ccNSO is regarding voting rights, but I don't think this restricts you from participating on TLD OPS at all.

UNIDENTIFIED MALE: TLD OPS is explicitly open for all ccTLD managers.

UNIDENTIFIED MALE: Yes. As long as you're a ccTLD admin or operator, then yes.

JACQUES LATOUR: What's your ccTLD?

UNIDENTIFIED MALE: dot-[inaudible]. Egypt [inaudible].

JACQUES LATOUR: So, you're already on TLD OPS.

UNIDENTIFIED MALE: [inaudible] of the ccTLD.

UNIDENTIFIED MALE: It's a proper ccTLD. It's not a gTLD that's a geographic. IDN ccTLD, not IDN geographic TLD.

UNIDENTIFIED MALE: As long as you are at the IANA WHOIS database, you are good to go.

UNIDENTIFIED MALE: My [inaudible] already [inaudible] member of TLD OPS [inaudible].

UNIDENTIFIED MALE: Okay. Okay.

JACQUES LATOUR: So, if you're not a member and you're a ccTLD, you're not leaving this room until you join. End of story. We'll figure it out. But, if you want to join, it's a good point, objective for the next ICANN meeting. And if you join before 10:15 it doesn't count for the next objective.

Any other business? That's a good one. Thanks. That's going to be good. If we put that in, it's going to be a good process change. Any other business?

So, at 10:08, I call this meeting to a close. Thank you.

[END OF TRANSCRIPTION]