
ICANN68 | Virtual Policy Forum – At-Large Leadership Wrap Up
Thursday, June 25, 2020 – 10:30 to 12:30 MYT

CLAUDIA RUIZ:

Hello, and welcome to everyone. My name is Claudia Ruiz. One moment. Good morning, good afternoon, and good evening to everyone. Welcome to our At-Large session of the ICANN68 Virtual Policy Forum on Thursday, the 25th of June, at 02:30 UTC— the At-Large leadership wrap-up session.

We will not be doing a roll call today during ICANN68, but we will note attendance for all sessions.

During this session, questions and comments will be submitted in the chat, and they will only be read aloud if submitted in English using the proper form, as we will note in the chat. We will read the questions and comments aloud during this time set by the Chair or moderator of this session. If you would like to ask your questions or comments verbally, please raise your hand. When called upon, kindly unmute your microphone and take the floor.

Please state your name for the record and the language you will speak if speaking a language other than English. Please note this session includes interpretation in French and Spanish. To hear the interpretation, you will need to download the interpretation

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application. More information can be found for the session details on the events schedule, and instructions are in the chat.

We have also posted all the details on the At-Large ICANN68 wiki page. The link will also be posted in the chat. A kind reminder to please speak clearly and at a reasonable speed to allow for accurate interpretation. Again, please state your name each time taking the floor and please ensure that your notifications have been turned off.

Thank you very much. With this, I turn the floor over to Maureen, ALAC Chair. Thank you.

Maureen, I believe [inaudible]

MAUREEN HILYARD:

Yes. [Done it]. Thank you very much. Yes, I had problems trying to unmute myself. Thank you very much, everyone, for coming. Today's our final formal session of At-Large at the Virtual ICANN68 meeting. Good morning, good afternoon, and good evening to you all. I'm Maureen Hilyard, Chair of the ALAC.

This session will involve a short presentation of the two At-Large reports that Eduardo and I gave to the At-Large leadership team yesterday. That will be followed by a review of the policy sessions from covered during the week. That's going to be given by Jonathan if he has arrived in time for that. We will then have

guests from the Board: Maarten Botterman and Leon Sanchez and Goran Marby, who's obviously hiding himself amongst the participants somewhere. Then we'll end the formalities with an announcement from the Social Media Working Group Chair, Shreedeeep.

But, first of all, I just want to thank the ALAC and At-Large leaders who prepared and presented some really great, very successful policy and community sessions that were part of the ICANN68 meeting schedule this week and their contribution to demonstrating just how much work is actually happening within At-Large and, in particular, the policy area, which was quite superb. Credit goes to Jonathan and Olivier and staff member Evin Erdogan, who did a great job within the CPWG. But also that the program itself was due to the preparations that were made by Joanna Kulesza, Holly Raiche, Justine Chew, and, in our last session, by Satish Babu. I'm also thanking Satish and Jonathan for their pre-ICANN sessions as well. So it's been a really, really busy week, but I've been really thrilled by what actually has taken place.

I'd also like to thank you, the members of our At-Large community. There's 72 attendees on the call at the moment. I really think it's great that you've stuck with us throughout the week and boosted our numbers in our community sessions. I'm sure that you've gotten great value from both the sessions and

the interesting discussions in the chat. Sometimes that seemed to take over the show.

This session is going to start, first of all, with a short presentation of the two reports that At-Large has been working on which were presented, as I said, at the regional leaders meeting yesterday. They're going to be tabled at this meeting before we have a call for the ALAC members to endorse that before we send it away next week to the Organizational Effectiveness Committee. From there, it will go for the happy reading of the ICANN Board.

Is Eduardo ready to do his presentation? Is he here?

CLAUDIA RUIZ: One moment, Maureen.

Hi, Eduardo, can you please unmute your microphone?

EDUARDO DIAZ: Can you hear me?

CLAUDIA RUIZ: Yes.

EDUARDO DIAZ: Okay. I'm going to show slides. I'm just going to talk about the report [we did] on this.

MAUREEN HILYARD: You've got five minutes, Eduardo, so [inaudible].

EDUARDO DIAZ: Okay. I will summarize what I presented yesterday.

MAUREEN HILYARD: Okay.

EDUARDO DIAZ: Thank you, everyone, for having me today. I just wanted to mention that this report is 47 pages long. It has a lot of graphical data and a lot of recommendations and very good data.

The whole purpose of the report is to provide information about feedback from ATLAS III and the recommendation analysis that we put together and we worked on. Really, this report should be used as one of the main sources of information when developing capacity-building, outreach and engagement, communication, and policy engagement and working plans for our new ATLAS III [inaudible]. It is basically 43 people who participated in the [inaudible] the survey. In reality, there were more than that because coaches and additional people participated. We put

out that information because we wanted just to hear and analyze data from the active participants.

All recommendations were spread out. When you look at the report, all the recommendation were spread out between four key development activities, which is policy development, capacity-building, operations, and communications, and finally outreach and engagement.

If we take this report and we look at it from a [inaudible] point of view, there were four [main] recommendation that can summarize all these specific recommendations that [inaudible] of each question. One of the main recommendations is about the inclusion. There are many specific recommendations in the report geared to inclusion of ATLAS III At-Large ambassadors [inaudible] levels and At-Large levels on an ongoing basis to ensure streamlining with regard to capacity-building, outreach and engagement, and activities.

The second area that we can say about recommendations from this specific ones has to do with networking. Other recommendations [inaudible] encouraging networking in between [inaudible] the ATLAS III At-Large ambassadors and other community members to help them engage in a more effective and efficient manner in order to utilize their unique skills, [energy], and local and regional members network. So it's

about inclusion, recommendations about inclusion, recommendations about networking.

Also there are many recommendations about data collection. We are asking, moving forward, to survey the participants to collect more information to understand specific—how can I say this? It's an [inaudible] recommendation that suggests to collect data on a regular basis from ALSes and individual members on their level of activity and ICANN policy issues/interests. This data will be utilized for purposes of targeting information as well as possible assignments of coaches or mentors and identifying capacity-building needs. Also this data should be collected through a survey.

The last major recommendation that collects specific recommendation within the report has to do with a creation of a participation toolkit. This is to create a large catalog of ICANN outreach and engagement tools into ICANN Learn courses, webinars and videos that are [inaudible] policy issues, capacity-building needs, and outreach and engagement skills building.

There is a nice graph in the report which I think Maureen is going to talk about, too, which shows the CPWG attendance since 2018 to now. You can see that, in that graph, right after the ATLAS III event, there was an engagement of about [inaudible] attendance went up about 50% and has been steady through

the whole time of COVID-19. It's [inaudible], which is a key part, a key metric. It's not objectives. It's objective, not subjective, data that shows that the ATLAS III events met one of the main purposes, and that was to make sure more people were engaging in ICANN policy work within ICANN.

With that in mind, Maureen, the floor is for you now [inaudible]. Thank you.

MAUREEN HILYARD:

Thank you, Eduardo. While the staff are just getting—I'm just going to use a few slides from yesterday; just a few slides very briefly to highlight some of the things, particularly as Eduardo said: there was some quite significant things that happened that we were able to get from the ATLAS III report that has slotted very well into At-Large review report.

If I could have the next—oh. Oh, okay. No, this isn't my slide. Okay. I can't even tell you what page it would be. This is not the slide presentation that I made yesterday. Okay. Doesn't matter. I'll tell you. I'll tell you all about it.

The At-Large Review actually took five years in the making, from the time that we first were told that we were going to be reviewed until the completion of this particular report. But just to give you some highlights, one of the things that I wanted to

show you was the progress chart. It actually demonstrated how much progress we made over the past 18 months. That's from the time that we were actually told by the Board when they had decided which the eight issues were going to be that we were going to be working on. Every time we made a report, we gauged how much progress we had actually made according to that particular item. I think that, for the right issues, we were successful in—great. Can I have the fourth slide on that one, please? Yeah, that's it.

One of the things that you'll see in the slide on the righthand side is that—this is our third report, so therefore this is our third line (the purple one)—it demonstrated the issues we concentrated on as we first set out. Some of them were easy fixes and some of them were not so easy and required quite a lot of work. There were two issues. The one at the top is Item 2, which is to do with membership evaluations and criteria that we were looking at. The lower one was on metric. We couldn't start on metrics until we'd done everything else anyway.

Could I have the next slide, please. Thank you. This is the diagram that actually Eduardo was referring to: straight after ATLAS III, there was a great increase in the actual number of people who were attending. One of the things that we wanted to is to get people attending the CPWG meetings so that they could actually get more engaged with the content of the policy issues

that were being discussed. They may not have understood everything, but the introduction that they got within ATLAS helped them to better understand what was going on.

After, you'll see the line after ICAN67. Of course, that was when COVID-19 came into being. You can see that, since then, there's actually been a decline in attendance, not because of anything, I think, that we've done. It's actually the fact that this is just the impact of COVID factors as they have had on participation across ICANN, I would say. But the statistics did demonstrate that ATASL III had an impact on participation and that COVID-19 has also had a negative impact.

Could I have Slide 8, please? There are some items that we discussed that required quite a lot of reporting, but some, for example, with these two, required the minimal because a picture says a thousand words. Also, there was links that actually take to the bigger picture of what was involved. So Issue 4 was related to At-Large leadership and the organogram, which I used to basically convey the overall plan of, on At-Large, how it's constructed, what is involved, the three core areas, the key core workstreams of At-Large (being policy, outreach and engagement, capacity-building, and operations). So that's everything encapsulated into that diagram.

I think one of our success stories is, of course, what's been done within the Social Media [Working Group]. We've got a presentation later on. That has also undergone a bit of change with rotational leadership being part of the way it's been structured. So Shreedeeep, for example, who is from APRALO—he's the APRALO Co-Chair—has actually been leading the drive for social media up to this particular meeting and then, following this, the EURALO regional leader will actually take on the leadership role of social media as we move forward to the Hamburg virtual meeting.

Could I have the last slide, please? 11. Thank you. Someone? Thank you. One of the things that we have included in this, of course, is that, just because we've actually completed or nearly completed, apart from the two [extras] has got a few bits to add to it, is that there is a continuous improvement program that's actually carrying on that basically enhancing what we've achieved and what we've achieved as completing what we actually said we would do in the review. We're continuing to improve on those, especially in the area of policy and membership. They're important to At-Large and important to how we do our work.

So that's a very, very quick summary of the report. I think that putting it together has been an amazing effort. I really do thank everyone who has had anything to with the work that was

involved in the whole implementation activity that covers a wide number of people, but especially putting this together in the last hour efforts that were being made to get this document ready for this particular meeting. All credit to Alp and Heidi and Cheryl and Alan for their great work in doing that. Thank you very much.

Now, we have a—Joanna?

JOANNA KULESZA:

Thank you, Maureen. That is indeed an impressive effort. Thank you very much for presenting the report. I had the opportunity to join the group relatively late during the work that has been done on implementing the review. I think it's an impressive effort, and I think it tremendously helped us better understand where we are as a group, what the community expects us to do, and how we should move forward.

With that, I would like to congratulate the group on the report. Thank you for presenting it. I would also like to make a motion for us offering official thanks as a group. I would like to move for a vote to congratulate the group that has worked on the report, if that is an option.

CLAUDIA RUIZ:

Maureen—

MAUREEN HILYARD: Where do I do that? I know, I know. Sorry. Thank you very much, Joanna. I really appreciate that. As I mentioned before, it was a real team effort, and all credit goes to all those people who contributed to both of those reports.

What will actually happen now is that I will ask the ALAC members—the report has been distributed—(anyone who wishes to either object or abstain from endorsing report) to make that known to the list within the next 48 hours so that we can actually get it ready to send to OEC, taking into account any comment that are made. But really it's just that the report is final. We just need to get that okay from the ALAC members so that we can actually send that out as soon as possible. But a formal notice will go out shortly to all members about that.

I think that's that item completed. Now we can—has Jonathan arrived?

JONATHAN ZUCK: I'm here.

MAUREEN HILYARD: Oh, good. Good, good. Excellent. Because it's your turn. Jonathan has actually been given the role to have a little chat

with you all to review the policy sessions from the policy guru perspective. So I'll pass the floor over to you, Jonathan, if you want [inaudible].

Jonathan?

JONATHAN ZUCK: I got muted again. Can you hear me okay?

MAUREEN HILYARD: We can.

JONATHAN ZUCK: Go ahead and bring up the slides. I'm really proud of our policy and At-Large participants at this meeting. We showed up in big numbers and, I think, once again, played a real leadership role in bringing together disparate parts of the community to have very important conversations about a number of different topics. We had a discussion led by Joanna. I'd love for her, if we can unmute her, to have a chance to give a short summary of how she felt her session went and what the takeaways are and what the next steps are.

JOANNA KULESZA: Thank you, Jonathan. I'll try to be brief. We have a long agenda, but thank you for giving me the floor. I think it was an interesting

session. Thank you for bearing with me. I know I tend to stray away from the discussions we've had thus far. I hope it's enjoyable not just for me but also for others who are involved. So I think it was a learning experience.

I enjoy our discussions around the multi-stakeholder model. Thank you for your openness and thank you for making room for discussions that link the work that we're doing on the technical side of ICANN policy with the more, so to say, social sciences side of things. I believe we had a good discussion around the multi-stakeholder model and what is going on in times of COVID, not just in terms of the technical means aiming to combat COVID-19 fraud but also going a little bit beyond the line that has been traced in the sand thus far.

We had good attendance. We had different perspectives. I think it was a good starting point for a discussion that you continued in this session on setting an acceptable threshold for DNS abuse. I believe [in contributing] to the variety of topics we have selected for this meeting.

So, even though we faced certain challenges when it comes to active participation in a webinar, I believe we managed to set an acceptable threshold for webinars and remote participation, although everyone misses face-to-face meetings. I share your sentiment that you expressed in the chat.

So thank for opening the floor for discussions that are not as strictly technical. I hope that that was beneficial to us understanding better what the multi-stakeholder experience is and what end user interests are. Thank you.

JONATHAN ZUCK: Thank, Joanna. I see Tijani and Sebastien have their hands up. Are those questions for Joanna or overall statements? I guess just keep them brief. Tijani, go ahead.

TIJANI BEN JEMAA: Thank you very much, Jonathan. It was about Joanna's speech. It was about the previous point. Maureen decided to prevent me to speak, so I wanted to be on the record. Thank you very much.

JONATHAN ZUCK: Okay. Thank. Sebastien, go ahead?

It looks like you're permitted to unmute yourself, and it looks like you're not muted.

[inaudible]

SEBASTIEN BACHOLLET: I had to click three button before I could talk. That's strange. I would like to follow on Tijani. When people raise hands, I hope

that we could have the floor when it's the right time. Now, we get over.

But I want first to be very disappointed with the way we are obliged to run those meetings because it's very poor experience with the webinars. There are only a few people who know what is happening and the others are in the dark. That's a general comment on the meetings since ICANN Org was obliged and decided to go only webinars. It's not the way, I hope, we will follow because it's not a good experience. I will not do like Tijani is saying. I have nothing to say and I am disappointed, yes.

I have to two things on the two previous presentations. The first one is to say that a lot of things were resonating with ATRT3. I think it's important that we take that into account. Regarding specifically the report on ALAC, I just want you to consider that it must be in the future much more bottom-up than it is and the RALOs have a role to play. I hope that it will be taken into account. It's not with the current document, unfortunately. It's not to say that the work was not well done, but it's not the way I hope that in the future At-Large will work and not shoot people at the top of the pyramid who push the document without real work from our bottom. We are in contradiction with what we want to do and with the way we do it. Therefore, I think, hopefully in the future, it will be different. It's why I will not participate to the [inaudible] of this document. Sorry, Joanna.

Sorry, all the people. But nothing against the people who worked on that, but with the way it's done, it's [inaudible]. I would like to see within this At-Large specifically after COVID-19. But it was before. "Bottom-up" and "multi-stakeholder" are two key words we need to apply for ourselves, too. Thank you.

JONATHAN ZUCK:

Thanks, Sebastien, for you general comments. Thank, Joanna, for talking about your session.

One of the thing that we noticed is that the contracted parties are—we've poked the bear, as we say in English sometimes—very concerned, I think, about where this conversation is going. So my perception is that they were quite a bit on the defensive in the sessions that we were in and not in a particularly cooperative mode for these conversations. So it's going to take some work to alleviate their fears that we're trying to overregulate them and make their lives too expensive for their businesses to succeed as we deal with issues like DNS abuse. So we had a sessions that started off rocky, but I think, particularly because of Graeme Bunton, who's a very rational, data-driven part of that community, it came back to trying to understand what a compromise might look like that enabled us to better go after some of the recognized bad actors in the DNS abuse space. I think that many conceded that it's in everyone's interest, not

just end users' interest, to see that happen because it hurts the reputations of all the contracted parties when there's a few that seem to be clearly misbehaving.

So I think there's going to be some real learning and understanding to go on there so that this conversation is more cooperative and less confrontational, but I think that we're having the right conversations. As things calm down, I think we made some progress towards some solutions. So obviously I'm excited about that.

So that's my report on the establishing of an effective threshold discussion that we had.

The third session we just got out of. Satish, if you are around, I'd love for you to just say a few words about how that session went and what you think the takeaways are and what we should be trying to do next. Is Satish on the call?

SATISH BABU: Yeah, I'm here. Can you hear me?

JONATHAN ZUCK: Yes, I can hear you. Thank you.

SATISH BABU:

Thanks, Jonathan. I'll very briefly provide a report on the meeting. The session actually went very well, although we ran out of time. We actually wanted to discuss beyond the technology of UA and IDNs and go beyond on to the multi-lingual Internet because, from the end user perspective, that was what we thought was most interesting. So we had a roundup of participants from various regions and domains and thematic areas. We also had ICANN Org stuff [with Sarmad] presenting on the progress.

Overall, it was very well-attended. We had probably at one point 180 or so attendees.

The only problem I had was that there was no time for Lian[n]a to make the concluding remarks. Otherwise, the session went very well. We had a very interactive session. And we have a number of points identified for work for the future as we go forward. Thank you.

JONATHAN ZUCK:

Thanks, Satish, very much. We had another session that Holly Raiche led that was on how to move forward with commitments—in particular, voluntary commitments—made by new applicants for gTLDs. Holly, are you available to give a short overview of what happened and what we think our next steps are?

HOLLY RAICHE:

Yeah. Thank you. Yes, it was a really good session. I would say, between the session I ran and the one that Olivier ran, there are lots of takeaways for Subsequent Procedures. I'm sure we will be thinking, "Have they been addressed or not?"

For the PICs, [Maureen Kaplan] really took up a lot of time but had a lot of recommendations on things she thought were really important. It was good to have Jamie there from Compliance to give his perspective as well, as well as [Richard Heel] giving his perspective as well, as to what can be done. There was a bit of a reality check with Griffin coming in and saying, "Well, actually, we've run a compliant [into] the PICs and this is how it works, or rather, doesn't work."

So there's a takeaway. I took lots of notes from everybody's talk, as well as Olivier's session. I think, from the policy aspect, I'd like to sit down and go through the transcripts of both my session and Olivier's to see all of the issues that were actually raised by Subsequent Procedures, what has been addressed and what hasn't been addressed. So I think there's a fair bit of work for us there. Thank you.

JONATHAN ZUCK:

Thanks, Holly. And thanks so much for leading that discussion. I think that, as with all of these things, it's just the beginning of the discussion, but it was so incredibly important and timely, given that PICs were part of the controversy surrounding the acquisition of PIR as well. So it's more than just new gTLDs as well. To the extent to which it's a mechanism for registries to offer some level of accountability, figuring out that accountability really looks like and where it takes place is going to be incredibly important.

We also had a session led by Olivier and starring Justine Chew, so I'm going to have to free Justine up from her conversation about Zoom bombing. But, Olivier, do you want to talk a little bit about your session on widening the circle of applicants, getting a more varied set of applicants the next time that we have a round of new gTLDs?

Are you there, Olivier?

CLAUDIA RUIZ:

Olivier, your microphone has been enabled. Can you please unmute yourself?

I don't ... Jonathan—

JONATHAN ZUCK:

All right. Olivier, just break in when you manage to unmute yourself.

Olivier had chaired a very interesting discussion because it kind of was an attempt to look holistically at problems that we usually address one at a time. So, if you think about it, there were three different areas to the conversation. One had to do with applicant support and how we go about doing a better job of helping those folks who are in lesser developed regions of the world and for whom not only the application fee but also the cost of managing a registry seems incredibly high, especially absent some real guidance about how to build a business around a new TLD. You combine that with community priority evaluation and the problem with trying to bring a niche community to the table and the difficulty of proving that they're communities. Finally, there some talk about the fee structure as well and how biases the applicants towards creating a generic TLD instead of a niche TLD so that the .balsawood TLD is less likely to happen.

So this idea of looking at this holistically, like, how do we actually just change the makeup or characteristics of the applicants is, again, just the beginning of a conversation but is so much a part of what Justine has been pulling us tooth and nail through on the CPWG to try and understand what constitutes good changes to the new applicant guidebook that's

been so diligently creating by the Subsequent Procedures Working Group.

Justine, I don't know if you're available. Do you want to add any color commentary to how that session went and what you think the next steps are?

CLAUDIA RUIZ: Jonathan, we have a hand raised by Ashwin.

JONATHAN ZUCK: Oh, okay. Ashwin, go ahead.

ASHWIN RANGAN: Thank you so much, Jonathan. Thank you so much for giving me an opportunity to speak here. I noticed that there were a few comments in the chat session about Zoom bombing and the use of our tools. I want to take the opportunity here to speak about the tools that we choose.

JONATHAN ZUCK: Okay.

ASHWIN RANGAN: Thank you. Please note that we take extreme care in choosing the tools that we make available for the community to use. It is

our intention to give you the best tool possible. Unfortunately, when we used the Zoom session room, it turned out to be a threat vector that was leveraged by a bad actor. That is not a tool problem alone, but it's a complex problem because we want these sessions to be as open as possible while at the same time making sure that you have a safe and pleasant experience.

So I want to make sure that you know that we take these things very seriously and we're doing what we can to make sure that the meeting continues without interruption, which is the reason why we resorted to Zoom webinar and literally turned on a dime to make that happen. So we're not taking this lightly and we'll continue to investigate options. If there is something better, of course, we'll [service] that. But, for the moment, this is what we have. I think it has worked out very well so far over the last three days since we searched from Zoom rooms to Zoom webinars.

I'd like to pause here and see if you have any questions, please.

JONATHAN ZUCK: It's like you have questions from Sebastien and Alan. Sebastien, go ahead.

ASHWIN RANGAN: I do not hear Sebastien.

CLAUDIA RUIZ: Sebastien, you're—

SEBASTIEN BACHOLLET: I know, I know, I know, I know. I have to push three buttons before I can talk. Please leave me the time to push those three buttons at 5:00 in the morning in my country.

Ashwin, thank you very much. You do your best, but, frankly, if I am—and I will be—straight, I prefer not to have such meetings. It's not good. It's not workable. It's not the way we want to interact. I am very, very disappointed with this decision because it's a lot of things. Okay, it was the only solution, but, in the future, we have to consider not to have such a meeting. Or we just have webinars. But here we are not in a webinar. We are supposed to be in a leadership session where all the leaders must be able to talk. I have to raise my hand. I have to ask for the mic and I have to push three buttons and so and so forth. And I can't interact with the people directly. I need to use another tool to have a one-to-one discussion. The people are not obliged to use that other tool. That's a lot of complexity. I understand that you're happy because the meeting is going on, but listen to the users. At least to one of the users it's not a good way to go for us in such a type of meeting. I am not talking about when we have a webinar. It could be okay, but here, with the ICANN meeting, it

can't be a webinar for four days. It's not the way to go. Sorry to be so blunt. Thank you very much.

JONATHAN ZUCK: Alan, go ahead.

ALAN GREENBERG: Am I unmuted now?

JONATHAN ZUCK: We can hear you.

ALAN GREENBERG: Okay. Just so you know, after you said, "Go ahead," it took about three of four seconds before the pop-up popped up to allow me to unmute myself. So the delays are not only on the customer side.

I just wanted to note that the webinar form of Zoom allows you to upgrade people to be presenters. I would have expected that, at the very least, the people who have been around the main table in a face-to-face meeting would have been upgraded to presenters to allow them to use the chat as everyone is and to see who else is there and to see hands. It would have made it much more like a face-to-face meeting if you had done that. It's quite possible with the number of people we're talking about. I

participate in the EPDP multiple times a week, which is a webinar format, but we upgrade all of the people who are likely talk up to the presenter level. So it certainly can be done. We just chose not to do it here. Thank you.

JONATHAN ZUCK: Holly, go ahead.

HOLLY RAICHE: Thank you. Because Olivier is not going to talk about his session, it was a very valuable session. Edmon, I noticed, made a comment in the chat. He had some very useful things to say about the guidebook and some comments about gaming as well which were very useful. I think we've got to review them. Constantine, who applied for .music, also had some really interesting things to say and good recommendations. And we did have some discussion about enforceability.

So, again, I think it was a really useful session, and it's something for the CPWG, as far as I'm concerned, to go through both my session and Olivier's session because I think there's some very valuable contributions that happened for both of those as we move forward.

I have to say full congratulations to Jeff Neuman and Cheryl who are both Co-Chairs of SubPro, and Justine for all the work that

she has put in. But, for me, what those sessions raise—both of them—was that we really should be going through again what ALAC has to say about subsequent procedure and about the whole process and how it can be improved. Thank you.

JONATHAN ZUCK:

Thanks, Holly, for getting us back on topic because we have three months to talk about how our meetings should go.

Judith, quickly please.

JUDITH HELLERSTEIN:

I know we're off topic, but I thought Alan's points were very helpful. I had already filled out the survey that was sent out, but now that I know more things are possible, I would have filled it out differently and I may fill out a different survey.

I encourage everyone to put all these excellent ideas in the survey so that we could improve it for next time and have maybe all the people who are sponsored travelers be upgraded to presenters because they would be at the table, as Alan said. I think they should talk to people who hosted an amazing job at EuroDIG at how well they managed to avoid any Zoom bombing and have regular meetings. Thanks for your comments.

JONATHAN ZUCK: Thanks, everyone. We're out of time, so we're going to switch over to the next part of the session. Maureen, back to you.

MAUREEN HILYARD: Thank you, Jonathan. That was an interesting discussion. I've got the attendees list up now, which I didn't have before, in case I see any hands up. Holly, you're hand is still up. I'm assuming that's an old hand.

Oh, great. Awesome. Because we now have our special guests who've been here since the beginning of the session. I think it's great that they were interested enough to be here with us from the start. So we're very honored to have the Board Chair, Maarten Botterman, the Board Vice-Chair, our own Leon Sanchez, and the President, of course, Goran Marby, who have given up 30 minutes of their valuable time to come along today to share their views on ICANN68 but also to give us a look at Board and Org priorities leading up to the AGM meeting, ICANN69, which we now know will be virtual also.

I'd like to first of all hear from Maarten, Leon, and Goran for their general comments before we get onto a couple of questions that we posed to Maarten and Goran to finish their visit with us. We can get on to that later. Over to you, Maarten.

MAARTEN BOTTERMAN: Thank you, Maureen, and thank you, everybody, for having us again. ALAC has been very, very busy again during this webinar. And this is not the only one we've been listening to. Many interesting subjects were covered. Of course, we hear there's always suggestion for improvement, and we are committed to continuous improvement can do the best we can. I am impressed by, in a way, how well the meeting has gone in general and what has been possible, including language support. So I look forward to more of that.

Unfortunately, that's right, Maureen: the next meeting will need to be virtual as well. We'll learn again how this went. Also, later today, we'll also have a public meeting where we talk about what's next and how we move on.

But, overall, [inaudible] was good. ALAC had a very [inaudible] agenda and [apparent] group participation across time zones. Again, specifically, Maureen, I have even more deep respect for you doing your job from the Cook Islands. I know you and [Ed] are community members from that region and very regularly participate during the middle of your night. For us, that is exceptional. Indeed, that's something to get used to. I hope you don't have to get used it too much. But it's also good to have it as a shared experience.

A deep respect for the leadership and for the supporting staff in also progressing the work with ALAC and your members in times like this because that is key. The Internet is important and this period shows that even more. The commitment of so many of you to contribute is priceless.

I was very pleased to see [inaudible] in the report on ATLAS III. Very extensive report. It gives back what it was about. But, in particular, I think it's fine. The growth of engagement in ATLAS III is an impressive sign that the way you organized it does make a difference. So I'm looking forward to the messages coming out of this week as well.

For ICANN's agenda, together, obviously, we have the strategic plan to guide us over the years to come. We have a budget that has been set as a final step to set priorities. There's issues to tackle together. Rightly, you spent a lot of time on DNS abuse. You're not the only part of the community that does that. At one moment, I thought it's a shame that these sessions are at the same time because, on these issues, particularly in the early phase, it's also so important to discuss them across the communities. I think we do a great job on that, and we can do even more to make sure that we have this common understanding of what it is for us at ICANN to specifically tackle in this important subject.

In SubPro, I noticed also your attention to expanding the circle/how to resolve access to the [inaudible] used to do so. Very interesting.

In terms of evolving the multi-stakeholder model, ICANN very much appreciates your work on capacity-building but also what I saw in the ATLAS III report: the appreciation for online tools like ICANN Learn that they may be even able to leverage more.

The next thing for us is to engage together in moving towards a new normal. We'll never be the same before, but we do hope it will include more face-to-face again soon, of course, that many of us will be able to meet again and do this work in the same time zone. Very remote participants are probably to be on a more equal footing than ever before as we do learn from our experiences here. Ash and his team are also very clearly committed to learning and improving step by step the best possible way to serve the community. Again, the language services has been an example, and there's always more possible.

Last but not least, I also want to point the ATRT3 report. Sebastien referred to it. It is out. It is out. It went out for public comment last week. The Board does look forward to seeing community inputs on the recommendations. We'll consider those inputs along with the recommendations. We are really thankful that ATRT3 attempted to address some of the

challenges the community faces with reviews. I'm impressed by the fact that the report still came out realizing it's much more difficult sometimes to do so if you're not able to face-to-face, which was possible up until January. In fact, Leon and I have been part of those meetings as well. We really look forward to the broader community input, including ALAC's input, there.

Let me pause there and move on to, I would almost say, your Vice-Chair but also our Vice-Chair, Leon Sanchez. Leon, if you want to add anything further.

LEON SANCHEZ: Well, I'm not sure if you're asking me to add to what you have just said, Maarten. Or is it actually my turn to speak?

MAARTEN BOTTERMAN: It's your turn to say whatever you feel is appropriate.

LEON SANCHEZ: Good. Perfect. If you're not logged into the interpretation services, I would definitely encourage you to do so because I will speak in Spanish so that we can take advantage of these services and we continue to explore ways in which we can improve how we experience these virtual meeting.

Thank you very much for the [inaudible] and the possibility of a [inaudible]. You know that it's always a pleasure to come home. [inaudible]. I'm aware that it has been difficult times, where all of us are experiencing different challenges, different difficulties, so as to move on with the work we are engaged into ICANN. That is why, first of all, I would like to thank and acknowledge the efforts of all of you, of all of us, in our community.

This is not restricted to the At-Large community. I would like to thank and acknowledge comprehensively all people involved in ICANN's ecosystem, including, of course, the Org, the staff, and, of course, my fellow colleagues. We have all made our contributions for this to move forward.

One of the aspects that we championed a lot is [that] all the members of the Board advocated for keeping the time zone of Kuala Lumpur's meeting because still what we also did when we had the virtual [inaudible] meeting.

The purpose of all this is to precisely be empathetic, be fair, to all the community members and be able to share, to distribute, the burden that we are aware that we are in different time zones worldwide. We [will insist to] be fair in distributing the burden of connection at different times so as to [inaudible] our meetings and continue with our work.

In line with that, we are being in contact with you through e-mail lists, through special channels such as Skype, where we have explored and we have asked you to share with me what the challenges are—what challenges you have faced, which difficulties you have had to overcome, in order to be able to participate in these virtual meetings.

We know that we won't be able to go back to normal in the short-term, at least not to the past normal—the normal before the pandemic. Of course, we have to adjust to this new reality. This applies not only to ICANN meetings but also our daily lives. There have been changes in behaviors, in the ways we spend our everyday lives in our countries.

This also applies to what we do at ICANN. There is a strategy that this be discussed, as far as I know, with the leaders of each committee, each SO and AC, in this leadership team of SOs and ACs: to back to normal, going through several phases that are described in this document. It's important to understand that this report is not carved in stone. It's the beginning of a discussion which we have asked Org to carry out together with the community so that we may get all the feedback from the community so that we can shape a plan that will be able to meet the needs and that will help us overcome the challenges we are facing. That's why it's very important for you to get involved. We need your patience and your involvement in the process.

Again, I know this is a time of emergency. We have to overcome the issues which we are facing in the fastest possible way. However, it is key to stick to the stakeholders' bottom-up processes we have at ICANN. That's why this should be discussed in the community.

I've been talking to some of you. You have suggested that maybe we should set up a multidisciplinary team or group to carry out this discussion. I believe that the channel that has been chosen is to go through the AC and SO leaderships because this is the way we have usually discussed the way how meetings are going to be held. They are the ones that plan the meetings. They speak up for the community so that ICANN Org may provide their support or help the community carry out the meetings. I believe that creating a multidisciplinary team would add workload or an initial layer to the process, which, instead of helping, has to be more agile, which just makes things more complicated and would slow down the whole process. That's why I ask you to support what is being done now so this will be discussed by the leaders of SOs and ACs. We should provide our feedback to share this strategy to go back to normal.

Another issue I would like to mention is I would like to congratulate you for the work you have carried with ATLAS III. I believe that the results that Eduardo has shared—the ones we have seen on the screen and in then report that you are

sharing—show that ATLAS III is key for the development of At-Large. I understand that this is what has happened with ATLAS. Probably have to rethink the way ATLAS meetings are carried out because we have different levels of understanding and knowledge among our commuter members. We are not a homogenous community. We are a community with great diversity. That diversity is our strength. Along those lines, maybe for ATLAS IV, we would have to think about different levels of engagement so that these different levels of understanding and knowledge may get the most out of such an important meeting as ATLAS. So I'd like to stress this. We can see the results, and this goes hand-in-hand with the At-Large Review. We can clearly see the change that has taken place. I'm really proud and impressed by what you had done with the Consolidated Working Group. This is one of the most clearly-seen achievement after the review. Although it's not directly related to the review, we know that somehow it reflects what we wanted to improve with the review.

I would like to congratulate you, not only Maureen, Jonathan, and Joanna, as presidents and chairs and vice-chairs of At-Large, but I would like to congratulate all of those who participate in policy development and in the work on policy through the CPWG.

Finally, I would like to stress again that these are times when we face many challenges. I would like to remind you that you are not alone. I would like to tell you that the feedback and comments that I have received have been escalated to the Board, to ICANN Org. Goran very kindly has accepted to play a role in this so as to find out how ICANN Org can provide better support to the volunteers. After talking with the leaders of SOs and ACs, we want to find better ways of getting high, wide, and inclusive engagement so that we can foster diversity within ICANN so that ICANN Org can keep on providing support to the community and that all the support should come out of this discussion that has to take place within the community.

I invite you to keep on working the way we have been doing, and I especially invite you to participate in the plenary session that will take place in a few hours, dealing with ICANN and COVID-19. Feedback and comments we may make will be very important. We should share our experiences. I believe we, as members of the community, are the ones who are best-suited to give or to share our experience and the challenges we are facing with ICANN Org so they will be able to, in a creative way, help us overcome the difficulties we are facing.

Thank you very much, once again. Thank you, Maureen. Thank you, Maarten and Goran, for sharing your time with us. And, of

course, I am open to any questions or remarks you may have. I am always one click away from you. Thank you very much.

MAUREEN HILYARD: Goran, your turn.

GORAN MARBY: We seem to have a [inaudible], but someone, I think, needs to mute. Anyway, in order to give time for questions, I'm going to be very short. Thank you for inviting me. I have been listening a lot to a lot of the ALAC sessions and I had a lot of fun listening to them. I'm so impressed by the topics and the presentations and the level of discussions with or without the chat.

I learned that you actually submitted twelve policy advice statements between ICANN67 and 68. I have to say that, being a volunteer organization, as you are, I'm impressed by your work [inaudible]. It's extremely impressive. On behalf of my staff and everybody else, thank you very much. You know that I think that you have really gone from strength to strength when it comes to your policy and advice work since I joined ICANN four years ago. Your torch of representing the Internet users around the world is important. Therefore, I think going for strength helps us all.

But I also have to say thank you and congratulations on completing the two key reports that Maureen was talking about:

the At-Large Review implementation report and the post-ATLAS III survey. I can admit, if you don't tell anyone, I haven't had time to read them yet, but the ICANN staff who supports you has told me I have to. So I will. But I was going to [do that with interest.]

Anyway, just to give you time for questions as well because I heard you had some questions, why don't we go on to questions?

MAUREEN HILYARD:

We have one person with their hand up. The questions that I was actually referring to ... Maarten referred to the ATRT3 report, which we thought there might have been some feedback on already. But, for you, it was a question that came from Sebastien. I'm assuming that you did get it but it was related to just the changes that you had made within ICANN—the latest staff changes. I can't quite remember what the question actually said. It was—

MAARTEN BOTTERMAN:

[inaudible]. I'd love to talk about it. What you might not really think about because we don't always talk about it that much is that ICANN Org has a continuously evolving organism. Over the years, we always do changes. ICANN Org, as the facilitator of the community interactions, during a very short period of time, had

a lot of people coming in. We more than doubled in size in a very short period of time. Of course, there are processes and admin stuff and all those things that people don't usually see. Support systems and all of things were not in place. It's very natural. Then we had small things like [inaudible].

So what we had done over the years is to build new processes, new ways of working. Hopefully, you can see that. We deliver more, we hope. We give you better support.

Then, on top of this, we decided—or I decided; I shouldn't say anyone else—when Susanna left we were going to do a little bit of a bigger change because now we've reached the maturity point where we can combine and see some of those things working together in a better way.

So there are a lot of things that we [said]. We spent a lot of time internally to be able to get this in such a way that something that actually make it. We are getting—I don't like the word “effective,” because effectiveness and the multi-stakeholder model doesn't always come together. But remember, my job is to facilitate the discussion that happens within the community to implement what the Board tells me to do—policies or recommendations. We run a lot of technical stuff as well. We run IANA. We run the tools that have been very popular in the

discussions about abuse and stuff. All those things we have to do, and we have to do it as an organism.

So it's a very fairly natural evolution from ICANN Org's perspective. I hope that answers your question.

I see there were some more questions.

MAUREEN HILYARD:

Yes. What I'll do is I'll ask Abdulkarim. He's actually been waiting very patiently there and I'll ask him. Keep it short, Abdulkarim, because we've actually got three minutes left. And Sebastien has got his hand up. Thank you.

ABDULKARIM OLOYEDE:

Thank you, Maureen. Actually, my question is not on this session. It was on [inaudible] session. It's actually not a question. It's a comment, which is actually that we need to take [inaudible] into consideration, especially with a lot of our sessions, because I could not [see] that. We really need to look into this. Also, if the problem is we're not getting volunteering, then we need to probably do [inaudible] with the ATLAS III and CPWG so that we get people especially from the African and Latin American region so that we can actually see we are actually operating a multi-stakeholder system. Thank you very much.

MAUREEN HILYARD: Thank you, Abdulkarim. Do you want to say something, Goran?

GORAN MARBY: No, I was always waiting for Sebastien, but I hope he could ask the question in English because my mobile phone broke down.

MAUREEN HILYARD: There we go, Sebastien. Your turn.

SEBASTIEN BACHOLLET: Thank you very much, and thank you, Goran, for asking me to speak in English. No worries. I want to really thank the interpreters and the way you have set up the system. I think it was much better system to have more languages within ICANN. That was a very good improvement in comparison with my disappointment with the webinar form. The [inaudible] is very important.

I wanted to thank Maarten and Leon for taking care of us so well. We are happy to have you any time in our meeting.

I wanted to come back to the question raised by Maureen. In fact, yeah, definitely, it's a topic. We were happy to have, I have to say, maybe for the first time, real input from you about why you are doing changes and how. That's very important.

But my fear—it’s even bigger after the presentation made by [Theresa] at the meeting last week when we met with the [inaudible] leadership team—is that it’s a mix between MSSl and GDD. MSSl must be a tool for the overall organization and not just for the registries and registrars. My fear is that, if you go too much into integration between MSSl and GDD, we will lose this part. It’s not a [inaudible] I am making but I think it must be followed with care. I wouldn’t haven’t put that together, but as you have done it, I hope that you will follow with great detail that we don’t have any trouble with that as we are not in the GDD space at all. We are even forbidden to come to meetings organized by GDD. Therefore, it’s very important that MSSl stays a tool for the overall organization. Thank you.

GORAN MARBY:

[inaudible], Sebastien. I want a point on this one. There is only one. It’s ICANN Org. All the acronyms we’re using—the GDD and the MSSl, which is, by the way, one of the worst ones; the OCTOs or anything else—is all people. They’re all people and they all have these obligations that I talked about before. When we look at it from a process standpoint, all my people [inaudible] work for GDD or MSSl or OCTO or whatever it’s called this week or finance or IT, we all serve one single purpose. That’s what we do. We have people moving around between different parts of ICANN Org all the time. Actually, we are increasing the [number]

people moving around because we teach them and we learn from them and we evolve people all the time. I'm very proud of my staff, by the way. We are blessed to have them and you need them all the time. So it might have been before. I don't know, Sebastien. But this competition between Compliance and GDD and all of that? We're all in the same lunchroom—or now we're in the same Zoom room, but you know what I mean. That is a positive thing.

So the way I look at it is from a process standpoint. I'm looking for those places where we can have the same kind of processes working together. So, when you speak to Theresa, you're not talking to GDD. Actually, in her case, you talk to my deputy as well. So I don't know. ICANN evolves so fast we became those bubbles. We are breaking down the bubbles internally to be able to support you guys in your work.

I want to say something that is a little bit more. When I came on board—this is not because of me—there was a lot of conflicts between ICANN Org and the community. There was all those discussions. The respect we have for each other now between the community, the Board, and the Org is remarkable. It's really good. Everybody treats each other with respect and it's so much better. I think that that has helped. One of the reasons that that is because we also took a step and looked upon ourselves and said, "What our purpose in life?" Our purpose in life is to support

the community, to make sure that they have the multi-stakeholder model bottom-up process. We implement what the Board tells us to do—recommendations, policies, and other things. We do our technical work—running IANA, running DAAR, and all of things with you. At the end of that, we’re also working to protect ICANN’s ability to make decisions and policy process—for instance, engaging the government in saying, “Hey, guys. We think it’s better when ICANN does it than when other governments were doing it.”

So think of ICANN as one pool of resources for all of you. That’s my mission and that’s what I’m trying to do. Thank you very much, Sebastien, for bringing up the question and bringing up the opportunity to [explain].

SEBASTIEN BACHOLLET: Just a last word. I hear you, and I hope you will keep in mind the question to make sure that, in the future, you are right and I am wrong. Thank you.

GORAN MARBY: [inaudible]

MAUREEN HILYARD:

Thank you, Sebastien and Goran. One of the things that I have to say, too, is that, when I first came into this role and actually introduced my organization or plan at the ALAC, I was not surprised that a lot of them were a little bit apprehensive. But I think that one of the things that has really pleased me is that we've been able to produce the review report and the organogram and the way in which we have actually changed what's happening with At-Large. It's been very much accepted. I think that that's been a challenge for a lot of people. But the fact that it has been more accepted and things are actually developing from it has been ... Sometimes change seems a little bit hard for people to accept initially. But I think that the rationale is there. I think that what you're saying is credible and it's creditable. So I'm looking forward to future ICANN Org stuff.

But we don't want to hold you up. We've got a few minutes for things we're doing. We've totally appreciated your input and the contributions that you've made to our discussion before. Thank you very much. If we were in Zoom, we'd all be clapping to show our [acclimation]. Thanks for you being here. We'll use these next few minutes just to finish off our meeting with thanks.

Moving on to our next item—we've got a few minutes—we've got Shreedeeep, who is the current Chair of the At-Large Social Media Working Group. He has an announcement. I think Evin is going to make the announcement first [inaudible].

EVIN ERDOGDU: Sure. Thanks, Maureen. I hope you can hear me okay. As with our previous meetings tradition, there's a Twitter competition that takes place each ICANN meeting. During ICANN67, we had the first ever virtual Twitter competition. Of course, it's always virtual on social media, but we encouraged community members to share pictures, utilizing the hashtag #ALAC68 for this meeting.

We have the top three winners for this competition. Let's see. Oh, I'm just getting a message that Shreedeeep unmuted himself, so I'm not sure if he would actually like to make this announcement.

SHREEDEEP RAYAMAJHI: Yeah. Sure.

EVIN ERDOGDU: Go for it.

SHREEDEEP RAYAMAJHI: Firstly, thank you all for you contributions. Within this short period of time, we were able to do different things in social media. Let's have the winners. We have a small prize for the winners as well. The first prize is an executive battery charger.

The second is a Bluetooth speaker. The third one is two USB memory drives. With the criteria of Most Retweet with Hashtag #ALAC, the first winner is—any guesses?

It's Sebastien with [inaudible] retweets and 34 likes. So he's the winner. I hope the webinar was helpful.

The second winner is Satish Babu from APRALO with 11 retweets and 30 likes.

The third winner is Sarah Kiden from AFRALO with 8 retweets and 38 likes.

Thank you all for you contribution. I hope, in the further coming days, we will be able to work in a more cohesive and more collaborative way.

Back to you, Maureen.

MAUREEN HILYARD:

Thank you, Evin and Shreedeeep. Well, I think that one of the things that [inaudible] noted was the Social Media Working Group. There was a time when the activity was quite low, but I think that what we've seen over the intervening months between 67 and 68 is a lot of activity, a lot of enthusiasm, and lots of discussion going on and that they're making contact with other sections of the At-Large and ICANN community to find out

what is actually going on and sending those messages out. That's something that we've really tried to do within At-Large to ensure that we are getting messages out to our community that tell people what it is that we're doing within At-Large and what's actually happening within ICANN.

Thank you very much to—oh, I know there are lots of people involved in this competition. There are two people in there who are setting a standard with Satish and Sarah, but well done, Sebastien, for getting first prize. Brilliant.

Then we move on. We've got two minutes to actually talk about what we're going to do in ICANN69. This of course was supposed to be in Hamburg. I will be going to the opposite end of the time spectrum again, starting at 3:00 in the morning. That's going to be the first thing: people adjusting to a different time zone for their virtual meeting.

I think that what we'll be doing—Jonathan will actually have a lead role in that—is looking at what we're going to do policy-wise. But I've just been noticing that there's questions in the Q&A which I hadn't—oh, my gosh. Okay. There is a question in here that is rather long, and we've got one minute.

[Emier], I think what we're going to have to do is we're going to have to answer your question offline. It needs a little bit of

reading and making sure that we're answering it appropriately. So please bear with us. Thank you.

So we've got Jonathan. Any heads up on what we might be looking forward to for 69?

JONATHAN ZUCK: Uh...

MAUREEN HILYARD: No?

JONATHAN ZUCK: Not really. That's going to take more thought. I've got to recover from ICANN68. But I think we'll continue to formulate more and more targeted policy discussions that involve the entire community because I think part of the role that we're playing is bringing people together to talk about things that they aren't otherwise talking about. So we need to continue to work to deescalate the confrontational aspect of some of these things and make sure that we're making actual progress on behalf of end users.

MAUREEN HILYARD: That's awesome. I think that really we'll take that as the final word. Thank you very, very much, everyone, for your

contributions and your presence with [inaudible] people today. Fantastic. I'm thinking that there'll be 87 people at least at the trivia activity that we've got at—I don't know what time it is. I know that it's—what time is the trivia? Whenever the last speakers is on the schedule, that's us. So click into there and join us for the trivia quiz. Jonathan has got it [inaudible] and it's going to be brilliant. So I hope to see you there.

Thank you for a great week. Thank you, Maarten and Leon, for [inaudible] for us. I just really do appreciate that you've given time to us.

I'll now close this meeting and will see you at the trivia night. Thank you.

CLAUDIA RUIZ:

Thank you, Maureen. Thank you all for joining us. Just a quick information that the quiz is at 06:30 UTC. Thank you all very much.

MAUREEN HILYARD:

There we go. Thank you.

[END OF TRANSCRIPTION]