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ICANN68 | Virtual Policy Forum – ccNSO: Members Meeting Q&A ccNSO Appointed Board Members  
Thursday, June 25, 2020 – 16:30 to 17:30 MYT

JOKE BRAEKEN:

Welcome, everyone. Welcome to the third session and the final one as part of the ICANN 68 ccNSO members meeting held on Thursday, 25 June 2020. Today we will have a Q&A session with the ccNSO appointed ICANN Board members and others.

My name is Joke Braeken, and I'm the remote participation manager for this session. Please note that this session is being recorded and follows the ICANN expected standards of behavior.

During the session questions and comments will only be read out loud if submitted within the Q&A box. Staff will read questions and comments out loud during the time set aside by Jordan Carter, the chair and moderator of this session.

If you would like to ask your question or make your comment verbally, please raise your hand. When called upon, you will be given permission to unmute your microphone. Kindly unmute your microphone at this time to speak.

Please remember to set your chat to send to all attendees and panelists if you intend your chat to be read by all. You can do this in the dropdown menu at the bottom of the chat box.

With that, I will hand the floor over to Jordan Carter. Thank you.

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JORDAN CARTER:

Thank you very much, Joke, and good day, good afternoon, good evening, good morning to everyone who is attending this discussion. It's a pleasure to host you here for the Q&A with ccNSO appointed and friends ICANN Board members.

We're going to run through a set of questions, a couple from me first off just to get things rolling, a couple more that came from the solicitation for questions that went on the email lists a few days ago. Then we'll have time, I think, to get through anything that comes up in the Zoom webinar.

So thank you to the six of you Board members here. Is everyone here? I can see Danko, Chris, Nigel, Becky, Patricio, and Lito. Yes, so everyone is here, all six faces. For these questions to work and for us to have time within our hour I know you're all great at this request which is to be concise with your answers and not too verbacious. And I'll start waving at you if [inaudible]. So aim at about 90 seconds to two minutes, and even that will only let us get through the five questions we've already got. So hopefully you can be quick. And if you're agreeing with the a colleague, just say I agree with what Chris said maybe to save a little bit of time.

So the first one really was about this COVID-19 situation which we've all heard about. The question was, how do we make ICANN work well without the corridor and in-person conversations that have been so much a part of our foundation? Who would like to kick off that answer to that? I think if you wave a hand, I'll be able to see you on video. So

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that would be a way to start. If you don't, I'll just pick someone. Chris, how about you?

CHRIS DISSPAIN:

Geez, thanks, Jordan. Hi, everyone. It's great to be finishing this long [inaudible] week on a high, so thank you for this timing. Look, simply put, corridor conversations, euphemistically bar/cocktail conversations or whatever you want to call them, are incredibly important. We can fix it to some extent by having things like the ccNSO cocktails from the other day which was brilliant and great fun and by remembering that when you're in a session you can still have personal chats with people.

What we can't fix is bumping into someone, and I'm just not sure that there is an answer to how you deal with that. But I certainly think channels of communication, one-to-one chats, and outside of the meeting as well it's really important to remember that we're all still here and we can all still chat to each other. Thanks.

JORDAN CARTER:

Thanks, Chris. I have a list of the names of the six of you, and I'm just going to start with the next one each time. So you'll get used to the order, but the next one on my list is Patricio, incoming Board member in a little while. What are your thoughts, Patricio?

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PATRICIO POBLETE: Hi. I'm not sure how we're going to do it, but what I'm sure is that we'll find a way because it's so very important for us. As Chris said, you can do two-way chats with people or things like that. But I'm sure the tools that we're using will keep evolving. This is not the final form of Zoom, for instance. They will have new features. There are already other tools that simulate what Chris just said, bumping into someone. So I'm sure we will keep seeing new features and new things that will help us do what we need to do.

JORDAN CARTER: Thank you. Next on my list is Lito.

LITO IBARRA: Thank you, Jordan. Hello to everyone. In this question I was thinking more along the lines of regional events to keep the ball rolling. Not exactly the corridor conversations or the cocktail conversations but at least we can do it. I read some answers to [inaudible] that we are discussing now [are] opening face-to-face and so on. And I know as some of you have stated ccNSO regional meetings [I think it won't go]. I'm talking about regional organizations like LACTLD, LACNIC in my region in Latin America and the rest of it. So I guess with events, remote events organized by these organizations can keep the flame lit. Thank you.

JORDAN CARTER: Great. Thank you, Lito. I've got Danko next.

DANKO JEVTOVIC:

Thank you. Hello, ccNSO friends. It's good to be here again. To answer this question I think that we are evolving and trying to find ways. But we have to be specially mindful of the newcomers. And it's good that Chris was the first to answer because my first ICANN meeting I remember Chris vividly. I met him in the CENTR meeting in Brussels and afterwards I went to my first ICANN meeting in Singapore and, of course, he didn't recognize me because I said hello and he couldn't remember me. But after a couple of meetings he started to recognize me and come to say hello. So this is for me a message that now we who are on the Board and who are people who are longer time in the community than some of us here have to all the time think about how to enable newcomers to approach us and to keep communication. So we are trying to find the tools and Zoom that we have selected has also evolved as a technical solution. But I don't know. I believe we have to listen to the ideas from the community, and some of them are very good. So the next ICANN virtual meeting will be the best ever.

JORDAN CARTER:

All right, thank you, Danko. Next I've got Nigel. Nigel, your thoughts? You're on mute, by the way.

NIGEL ROBERTS:

Okay, let me just check audio. Can you hear me okay?

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JORDAN CARTER:                    Yep, you're good now.

NIGEL ROBERTS:                    Good. I was having some issues before the meeting started. Of course, the difficulty of being fifth or sixth on this list is that—and I presume you're going to [jumble it up] later—is that many of my colleagues have said a number of the things I was going to say.

Taking what you've questioned literally, however, we have to look at a possibility for various reasons, and I hope this doesn't come to pass, that we are not able to meet in person [in a hybrid] [inaudible]. So one of the ways of dealing with this transition back to full face-to-face meetings is to go part of the way. But as we've seen with the situation in the United States and with the European Union considering excluding U.S. travelers for quite some time, this COVID-19 problem might be with us for some time to come and we need to be actively looking at new ways of doing it.

I thought that the breakout rooms that we had in the cocktail the other day were absolutely fantastic, and maybe we could adapt some of that so that we can have the kind of cross-community interaction that we have in the face-to-face meetings. I hope that could work. Thanks.

JORDAN CARTER:                    Thanks, Nigel. And I won't be jumbling up the list. I'll just be starting with the next person down each time. Otherwise, there's no way to

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make it fair. Thanks for the contribution. Becky, you're lucky last this time.

BECKY BURR:

Yeah, so all of the above. And in addition I think the point of looking for—I think, one, the tools are going to evolve. And it was unfortunate this time that we had to move into webinar mode at the last minute because that does really cut down on some of the interactivity.

Some people noted, I think, that in fact there was a lot more interaction in these sessions than there might be if we were face-to-face in terms of what's going on in the chats in the room. So you have the presentation on the screen, whoever is talking, that exchange, the formal exchange and then the exchange in the background. That is quite useful but it also is very challenging. It's challenging for people who don't know each other. I think it's also challenging to have all of these things going on in English. It's hard if you're trying to monitor the screen and the chat conversation. All of that's difficult.

But the tools are going to change but also I do think we have to look for ways like the cc cocktails, like the trivia, like the other creative ways in which you get groups of people that might not naturally come together in the course of a digital meeting to create the opportunities for virtual bumping into each other.

JORDAN CARTER:

Great, thank you. So that's quite a nice roundup of suggestions, and you weren't violently disagreeing with each other which is nice to see.

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So thank you for that. We'll rattle on to the next question. This is one about expectations. So whenever you're in any kind of work environment or governance environment, you come in with certain expectations or you've been there for a period of time and you have certain ones. And sometimes things surprise you, and usually that's because your expectations have been in some way challenged or broken or delighted in some way you just weren't expecting. So that can lead to really interesting moments.

So the question, of course, is what's the biggest surprise you've faced? And whether it's recent or long ago, what is your reflection on that today? I'm going to start with the person who was second last time, so that's Patricio. Of course, this is a difficult one for you because you haven't been on the Board quite yet.

JORDAN CARTER:

Yeah, and I was volunteered to answer this one because that's an easy one for me. Of course, my time on the ICANN Board hasn't begun yet, but one thing I knew when I was elected was that my travel, my time away from home was going to go up quite sharply. So my biggest surprise is that almost, I don't know what, half a year later I have yet to travel. Of course, I wasn't expecting that being at home I would still be jetlagged.

JORDAN CARTER:

Yes, that phenomenon of stationary jet lag is occurring to more than a few people, I think. Thank you for sharing that one, and I'm sure there



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will be many more surprises as you go as you finish your onboarding into this [inaudible] institution. Lito, it's your turn.

LITO IBARRA:

Thank you. I joined the Board in the AGM of 2015. My biggest surprise was right after I joined. I have to say I'm a bit naïve really, so I started to listen to things about the trust from the community had been lost in the Board. I wasn't fully aware of that, so this was a surprise. And it was such as that we assembled a trust-building group within the Board. I was in there. And we tried to devise some measures, some things, communication and so on to rebuild that trust from the community in the Board.

So my reflection about this surprise is from sometime now, many years, some of our colleagues in the Board now didn't hear about the trust building group. So that is good news, I think. We don't need that group anymore. Thank you.

JORDAN CARTER:

Nice. Thank you, Lito. That was a positive step, for sure. Danko, you're next on my list. Surprise.

DANKO JEVTOVIC:

Thanks. It's actually a very good question. But on the first [thinking through it] I didn't know what to answer because I don't believe that I was very much surprised because I didn't know what to expect. And in

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a way many things happened and I formed an opinion, but I was not in that sense surprised.

But to relate what Lito has said, I came into the Board after being for four years CEO of the [inaudible] registry. And I remember the view that I as someone who managed a cc registry had of the ICANN as some organization that is, of course, very [relevant] but not directly to my work. And in a number of cases, because my period was 2013-2017, in many cases we had [weeks] within the ccNSO and the cc community discussions about some of the lack of trust due to the ICANN Board, due to inefficiencies.

So when I came into the Board, that was in the Barcelona meeting, I slowly found [inaudible] I actually am very positive and in a way surprised by the support and the hard work from the Org and that I see that it's probably the result of what Lito was talking about. But I see that ICANN as the whole thing is changing, and of course now being inside I have a significantly different perception from when earlier I was on the outside.

But I also believe that in a way things have changed, and this could be a surprise that really the Board and the Org are committed to doing the work in a way that I believe it should be. Of course, there are always points of possible improvements and the support and the leadership, and requests from the community are going to take us further on that path. Thanks.

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JORDAN CARTER: Thank you, Danko. Nigel, for you?

NIGEL ROBERTS: On mute. Joke asked me to mute, so I had just done that. Yeah, I'd like to take what Danko said and drill down a bit further. As a community member since 1998, since actually before ICANN's foundations, a few of us old-timers know exactly how suspicious we were of ICANN, both the Board and the organization back in the early days. And to some extent with some good reason. And over the years, as Lito said, we've seen the trust between the community and ICANN, both the Board and the organization, grow.

So I kind of got a clue that things had improved over the past few years, but my biggest surprise was when I could see exactly what a skilled and professional staff we have and the fact that they are so dedicated to the success of ICANN and its mission. This goes all the way through the organization. It certainly is informed by, as you might say, the tone from the top, but it permeates everybody. They really want ICANN's mission to succeed.

I wouldn't say it's a massive surprise because, as I say, I had a clue that this was happening over the past few years. But I'm happy to say that as one of ICANN's quite vocal critics in the early days that I can see that the community is being very well served at the moment.

JORDAN CARTER: Thanks, Nigel. Becky, you're next.

BECKY BURR:

I think that the biggest surprise I had—I joined the Board at the AGM 2016 but started participating in Board events probably in May 2016. So I think really there were two or three meetings of the Board before I was actually officially on the Board. What struck me during those early meetings was the amount of time that the Board spent on process rather than substance.

It was kind of overwhelming. I was sort of shocked that there were long, long, long conversations about and very few conversations about substance, about the substance of the issues before the Board and before the community. And also lots of confusion about what was the Board’s job and what was Org’s job and what was the community’s job.

Now at some level that’s sort of understandable because we were in the midst of going through the transition and the new bylaws and the like. But it was clear that people who were on the Board were, I think, frustrated by some of that. In a relatively short amount of time the focus has changed and the Board really does focus on serious, substantive issues which is a huge relief because I thought I was probably going to—I was just blown away by how in the process weeds we were focused.

So that was initially a surprise and a very pleasant change that we’ve moved into a better place where we really are talking about the difficult issues that the community and Org are grappling with.

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JORDAN CARTER: Fabulous. Thank you. And last surprising story from Chris.

CHRIS DISSPAIN: Thanks, Jordan. So as I come to the end of an interminable nine years on the Board, mine is personal. I was surprised and remain surprised at how difficult it is to be on the Board and to remain fully in touch with the community that one comes from. It's hard, and I have not been particularly good at it. And if I reflect, my reflection would be that if I was giving myself an end-of-term report, it would say "could do better." I won't go into detail, but that in essence is probably for me at this stage anyway the biggest surprise. Thanks.

JORDAN CARTER: Thanks, Chris. That's a really interesting set of reflections, and I think having a broad spectrum of you in terms of when you started on the Board helps really generate some interesting thinking hopefully among the audience around how the organization has changed and the things that people notice at the time. So thank you for those contributions.

We'll move straight into Question 3. I know that we've emailed the Board members, but I'm assuming that if you're interested in reading the question, they're coming up on the slide deck. So that's a way for them to see.

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This third question is about this amazingly talented and interesting group of ccTLD managers and staff who participate in the ccNSO. What is the best contribution that we could or should make to ICANN in the future? Because, of course, we have our processes around policy development and around keeping in touch with the community. But what's the thing you'd like to see us lend our shoulders to the wheel on? Where should we be focused on trying to help and make a difference for ICANN as a whole?

[We would be interested in your] perspectives. And I think it's fair to say we're asking for perspectives. We're not going to hold you to it. Who is first on my list? This time it's Lito.

LITO IBARRA:

Thank you, Jordan. Well, I could say all of the above, what we see in the screen. But I would like us ccTLDs to focus on engaging more with other constituencies and educating them. In the whole ICANN community spectrum I know there are many people that know very little about this very rich and diverse community which is formed by the ccTLDs.

We by definition, ccTLDs, are in the core, in the middle of the Internet in each country. We manage the top-level domain and, of course, we are the prime source for Internet-related matters. And we are also at the same time very diverse in the policies that we apply and the way we engage with our own community. So I guess the rest of the ICANN constituencies, groups, and communities need to be aware of this

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potential and this real and actual way of engaging with our local communities.

So I guess we can do a lot by telling the rest of the people what is a ccTLD, what do we do, and how we engage with our local community. Thank you.

JORDAN CARTER:

[inaudible]. Thank you, Lito. Thanks for [kicking] that one off. Danko, you're up next.

DANKO JEVTOVIC:

This is also a very good question, and I'll try to make a specific point. We from the cc side and gs are joined in ICANN [at the Board level], of course, but effectively at IANA. In the whole ICANN ecosystem the policies that [inaudible] are developed at the GNSO. But also I believe that from the cc side, some of those policies can be seen and effectively are seen as the best practices of at least some ideas of how things can be done. If you look at [EPP] protocol and things, they are coming from the g side.

But on the different side, I think that ccs are freer to innovate because they are not bound by this g-created PDP process. So some of the new ways of thinking about the domain name [industry] and some of the innovations are created on the cc side. I think it would be very good if we [had] a way to bring those back to the whole ICANN community. And in a way, we need more cross-pollinating of the policy thinking from the gs to the ccs.

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Also, speaking from the [inaudible] level, I believe that Strategic and Operational Planning Standing Committee from the ccNSO is doing great work. And when we're reviewing the feedback on the budgets and planning, it is really, really I would say most significant contribution from the community to the planning and finance department work.

So some of the things are there, but I believe we need a little bit more creative thinking for this [across the organization]. Thanks.

JORDAN CARTER:

Great. Thanks, Danko. Next, everyone will be surprised given my order, is Nigel. Go ahead.

NIGEL ROBERTS:

Yes, thank you. And I think I remembered to unmute before being reminded this time. Patricio will remember this but he and I served on the first domain name system organization GNSO council in 1999, and there was a lot that was broken with that. We won't go into the history of it. But one of the things that did work was the fact that we were working alongside the other then known as constituencies, and there was a great deal of cross-pollination in that context. And post-2003, a lot of that went away.

So we need to find some ways that we can increase the cross-pollination—which I think that was the word Danko used—following Danko, he's always got the good ideas here. And find some ways that we can actually take a lot of the good work that's being done in



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ccTLDs and sharing that with our GNSO and other SOs and ACs colleagues.

Because time and time again one of the things that I see is people making suggestions and reinventing the wheel when I think, wait a minute, didn't such-and-such a TLD talk about having done that or tried that or succeeded in that or even failed in that a number of years ago? So I think we do need to find more creative solutions in order to share that experience with other ICANN colleagues. Thanks.

JORDAN CARTER:

Thanks, Nigel. Becky, you're next up.

BECKY BURR:

I've always thought that the cc community had in many ways the least fraught relationship with ICANN as an organization and the clearest grasp on what's important, what needs to be paid attention to, where the rubber meets the road in terms of your relationship with ICANN.

I think that focus on what's important, identification of what's important both institutionally and in the industry and in the ecosystem, I think Org would acknowledge the extent to which the ccNSO and a couple of members of the ccNSO in particular really focused on the budget process and the budgeting issues. I think the contribution of the ccNSO to getting a process that makes sense and to encouraging more rigorous processes and more careful thinking about budgeting was crucial.

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The ccNSO doesn't get caught up in a lot of the noise. So I think that the rational relationship with ICANN and the focus on what's important as opposed to noise is something incredibly important.

And I think as others have pointed out, there's increasing diversity in the g community, and I think it would be very useful for the g community as I think it's happening to spend more time with the ccTLD operators for innovation, information exchange, and cross-space brainstorming.

JORDAN CARTER:

Fabulous. Thank you, Becky. Chris, you're next.

CHRIS DISSPAIN:

Thanks, Jordan. A few things. Specifically, IDNs and universal acceptance, I think that ccTLDs have a huge role to play there. I know they are but continuing and perhaps ramping that up a bit. Slightly more enrolling into the larger ICANN picture perhaps with things like the DAAR and providing data and so on for that.

From an organizational point of view I think the ccNSO can contribute because it works the way that it does and it works well, although it doesn't suffer from some of the same internal issues that other constituencies do. So it's important that it's there as guidance, if you will, going forward.

Policy generally, I think because the ccNSO or the ccTLDs are so important to the ongoing legitimacy of ICANN, if it is possible, I think

the ccNSO should take a roll in policy development issues where it's community-wide even if there may not necessarily be a clear line of importance to the ccTLD community. And the same applies to reviews. I know that the ATRT is suggesting some significant changes to reviews. And if those take place, the smaller number of reviews will in fact become even more important. So therefore, I think the ccTLD's involvement in those reviews is critically important even if it doesn't specifically affect you as a ccTLD manager.

And finally, because I think that the ccTLD community and the ccNSO within ICANN has all of those important roles to play both specifically and generally, I think that some ongoing and improved focus on enrolling and training in the ccNSO to get more volunteers and more people prepared to take some of the workload would be a useful exercise. Thanks.

JORDAN CARTER:

Thank you, Chris. And last up [on this one] is Patricio.

PATRICIO POBLETE:

Well, I think most of what I could say has already been said. Unlike our colleagues from the g side who spend a lot of their time on developing policies, we on the ccTLD side are still trying to finish ccPDP 3. So that's not our main reason we meet. I think at least what I benefit the most is sharing experiences with my colleagues. I've had the opportunity [a couple of] times to go around asking, how do you guys

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do this or do that? And I'm a bit surprised at how creative my colleagues are, and I have benefited a lot from that creativity.

I think that diversity of approaches to solving any issue, any problem that comes around is a rich source of ideas and experiences that we should do more to bring to the table when we come to ICANN meetings or in between meetings so it would benefit the organization and the community as a whole. I would encourage a lot more of that sharing of experiences and of that diversity of solutions to the whole of ICANN.

JORDAN CARTER:

I lost my own unmute button for a moment. Disaster in Zoom. Thank you, Patricio. I was reflecting as you were all speaking about that cross-pollination idea and feeling really grateful that we've got the new meeting strategy with the [inaudible] allows a lot more of that cross-pollination to go on if we choose to use it that way. It's an interesting evolution of our model. But anyway, we aren't here to hear from me; we're here to hear from the Board members, so we'll move straight on to Question 4.

I feel like we're going to probably land straight at the end of our questions on the end of the timeslot that we've got in about 23 minutes. So let's crank through that in case there are any audience questions to come.

These questions after mine are just raised by people on the email list, either to the list or to me. How do you rate ICANN Org's efficiency and

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effectiveness in responding to the community's needs and expectations? That's kind of a hard one for you to answer as Board members, but I'll leave it to you and just say don't stress about it too much and try and be brief with this one. The first person on my list this time is Danko.

DANKO JEVTOVIC:

Okay, thank you for that. Well, this gives me the opportunity to say that's for the Board to [listen] and not to rate the efficiency that way. We have to listen to the community, and we continuously strive to improve the [workings] of the ICANN [corporation], meaning the Board and [also] [inaudible] the Org.

I as a Board member see that Org is sincerely trying to do its best but in order to be really effective we, meaning Board and [inaudible], have to understand the whole community. And sometimes this is not easy because different stakeholders not only have different interests but also have different views of how to approach the [Org] from the nonprofit side or the profit side and from the government side. It's a balancing act.

I personally originally came into the domain name industry from the business side. So in my work in the Board I'm trying to focus on overseeing the finance department and to supporting their work and also of the general [overseeing] of the ICANN [corporation] which one of their [inaudible] Board members.

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I would say that in my personal opinion I view that inside the Board, generally the working of Göran and his team is viewed in a positive way. But in order to really evaluate that and to see that, as I said, we have to listen to the community. And you as the community have to speak up sometimes because we are seeing each other only virtually so we don't have this benefit of chit-chats. But for us, any feedback and any information from your side is the key. Thanks.

JORDAN CARTER:

Thank you, Danko. Okay, Nigel, you're next. Yeah, thank you, Jordan. And slowly [moving up] the list means that I have a little bit more of an opportunity.

I think I kind of already touched on this in answer to an earlier question. I think we do have the best Org ever, but you're right when you say that it's kind of difficult as Board members. I mean, the job of being on the Board is to be looking a little bit more strategically than tactically. What I can say is that I'm seeing that the Org is being very, very sensitive—and I mean that in a kind of almost telepathic way. I see people on the Org kind of anticipating to some extent the needs of community members, and I'm just expecting that to continue and get better and better despite the challenges of the COVID-19 situation.

JORDAN CARTER:

Okay, thank you, Nigel. Becky, you're number three [this time].

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BECKY BURR:

One of the struggles that ICANN has had for 20 years has been, at least from my perspective, a feeling that Org—that “staff” as we used to call it—were kind of behind a barricade and were responding to the community and interacting with the community from a position of defensiveness.

And every time we had a new CEO I essentially would encourage them by saying you can be the hero if you bring the staff and the organization out from behind the barricade, interact with the community genuinely knowing that there are those in the community that will take advantage of it.

And I think that Göran has really done that in a way that no CEO ever managed to do. And in part I think he did it because he is so deeply committed to defending, sort of taking on the mother bear role with respect to the folks in Org demanding better behavior from the community. So I think that’s a huge change that has made Org much more effective in responding to the community needs.

I think there still is a tendency to be a little less clear than we might be about what a community demands which some parts of the community are translating as needs but may be more unrealistic expectations or unjustified expectations. Being clear upfront about what’s in ICANN’s remit, what’s not in ICANN’s remit. Being willing to understand that there are disagreements among members of the community, and in the end not everybody is going to be completely happy. So just a little bit continuing the move toward greater genuine interaction with the community in a non-defensive way.

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JORDAN CARTER: Great. Thank you, Becky. Let's turn to Chris now.

CHRIS DISSPAIN: Thanks. I agree with—apart from Becky's characterization of Göran as mother bear—I agree with what she said. But principally I agree with Danko. It's for us to be listening and to be getting that feedback from the community.

I would say one other thing. Whether we like it or not, ICANN is not a speedboat. It's a large tanker and it takes quite a long time for messages to get from the bridge to the engine room, and it takes a very long time to turn it around or even to move it a few degrees to the left or the right. So it's important to remember that when we're measuring the efficiency and effectiveness of the organization. Thanks, Jordan.

JORDAN CARTER: Thank you, Chris. Patricio, your thoughts?

PATRICIO POBLETE: Well, I agree with what people before me have said, and I don't have much to add because I have yet to see things from the Board side. Being out there with everybody else what I can say is that in relative terms I believe ICANN Org has evolved in a good way in recent years. In the sense that I believe that we have more—well, fewer, actually, opportunities to be complaining about what they do as we used to.



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And as they become a little bit more [invisible] it's because they keep the gears and things running smoothly.

I probably have a better way to see that when I'm on the Board or perhaps change my opinion, but that's how I perceive it as just one of the people in the ICANN community at this time.

JORDAN CARTER: Thanks, Patricio. Lito, you're next.

LITO IBARRA: Thank you. Besides what has been said I will say I rate the efficiency and effectiveness of ICANN Org very highly. I think it's because this tone from the top, and I mean both CEO and the Board as well as Org. I think we are all aligned in thinking what the community will say about this or will think about this. So we take that perspective very seriously, I think. And that is why we are, I think, in several areas like finance, technical, legal, and so on, I think Org makes a very good role. Thank you.

JORDAN CARTER: Thank you, Lito. For Question 5, I'm going to do a little bit of a blend of Question 5 and 6 and David McAuley's question in the chat. So don't be too worried. Obviously, in the COVID-19 situation there are uncertainties and this lack of travel. So there are two angles here. How is Board's decision-making and the onboarding or offboarding of Board members been dealt with in this pandemic situation? If you'd

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like to choose one or the other or if you have a lot to say, you can do both. And that might be our last round. And we're going to be starting, I believe, with Nigel this time.

NIGEL ROBERTS:

I need to be quick off the button. Well, COVID-19 has been a complete game changer. I'm pleased to say that it does not seem to have affected adversely Board decision-making. I mean, we went through a long period of decision-making, a very, very important decision about .org, and some of that was in the COVID-19 time and some of it was just as COVID-19 was developing.

And regular Zoom conferences, Zoom has proved to be a very, very useful tool. To my mind, it is head and shoulders above the previous Adobe Connect that we used to use and any possible alternative. And despite little quirks that we've had like Zoom bombing and so on, I'm very confident that this is going to become part of our toolbox not just during the COVID-19 time but in integrating that when we get back to normal, which I'm sure we will eventually within a year or two.

Onboarding, all I can say on that—well, let me actually talk about offboarding. If I was to talk too much about that, maybe we'd be giving away too much about whatever parties that Chris is going to throw for us. But onboarding generally starts around now. The new Board members will be invited to, as I did and as Danko did, take part in a Board retreat before the AGM. Now obviously, that's not going to happen in the COVID-19 time so we're going to have to look for some creative solutions but all can say is that we will be doing our utmost to

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make any new Board members feel welcome. And of course, with Patricio, I think it's going to be a really easy job because he's been around ICANN for so long he doesn't need to be told very much I guess. Thanks.

JORDAN CARTER:

Thank you, Nigel. Becky, you're next up. Onboarding or decision-making.

BECKY BURR:

I think for somebody like Patricio who has been part of the community for so long and understands how it operates and who probably knows most of the Board members now the onboarding is not going to be particularly negatively affected. But I think honestly for those people who come in from outside ICANN it is a strange beast. And if you approach it in the way you think a normal ordinary organization runs in the way a Board operates in relationship to that kind of an organization, my expectation is it's probably fairly bewildering. And the absence of personal interactions I think make it much more difficult.

So I do think that just like the community is better when it has the opportunity to meet face-to-face, that's clearly true for the Board as well. It's critical to building strong collegial relationships and getting through difficult decisions where there's no reason to expect that the Board would be or even should be of a single mind on those decisions. So I do think it has been negative in that sense.

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And with respect to offboarding, it makes me incredibly unhappy that I won't be able to celebrate Chris' contributions in person in Hamburg. That I think is a true bummer. But he already knows what his [Muppet] character is, so we're probably halfway there anyway.

JORDAN CARTER:

I suspect that somewhere, sometime there's going to be a party, Chris. You aren't going to escape it due to COVID-19. Thanks, Becky. Chris, in fact, you're next.

CHRIS DISSPAIN:

Thanks, Jordan. On the onboarding, I'm sure I know that [inaudible] Board Ops will be swinging into action once they come down from this week in the next few days to work with Patricio to bring him onto the lists and so on and so forth. And, Patricio, I know I don't need to say this but I will. If you need anything [or if] there's anything you're not clear about or you just want to reach out and chat, you know where I am and I'll be happy to spend some time with you over the next few months if need be.

In respect to decisions, I think we've done okay. I actually think there's a plus to this, and that plus is that because we cannot as a Board meet personally, we can't do what we have been known to do in the past which is to say we're not going to take a decision about this until we can meet in person. And that has had the effect over time of rolling things into massively large lumps of decision-making at face-to-face meetings. And I've never been a fan of that, and the plus side of this

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remote working thing is that we now can take these decisions when they need to be taken rather than taking the opportunity top used to them off until we meet face-to-face. Thanks.

JORDAN CARTER:

Thanks, Chris. We've got three more Board members, and then we're going to have a wee formal closing of the ccNSO meeting from Katrina. So if I could encourage the next few speakers to be brief, that would be great. Patricio, you're next.

PATRICIO POBLETE:

Well, I'm about to begin my onboarding, and I've already been contacted by people from Board operations. They've given me a reading list. I love that in the reading list I say, why would they want me to read this if I already know it? But then I realized that some people might come from outside the community and they would have to become familiar with a lot of things that we take for granted. But on the other hand, there is so much on that reading list that I really am not familiar with, many of them having to do with being a professional Board member.

So I think there is a lot on my plate, and it will happen online. And since that's the only way I know, I think for me it's going to be the way it is. I've been contacted by a few Board members, and they've all been so generous with their offers of help and I think I'm really going to need it.

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One thing I tell my students because I'm teaching online is that the way that they should look at this is like they are sitting in the front row all the time. Every one of them is in the front row. And I think I get the privilege of being very close to each one of the Board members. That might help me become more familiar with this new part of my life.

JORDAN CARTER:

That's a great way of thinking about it, Patricio. Everyone is in the front row. Awesome. Lito, you're next.

LITO IBARRA:

Thank you. In order to be brief, I will refer only to the decision-making process or related things. I want to mention two things. We have been having weekly or more than weekly calls in order to discuss an issue before taking decisions. And as long as we are now used to being in an ICANN Board call, I think we can call as many as we want and it's not like, oh, the week that we are spending abroad is finishing so we need to hurry. We don't have that pressure anymore. So that is one thing.

The other thing that I think is contributing to our decision-making is we have developed what we call an ICANN social call in which it's optional for the Board members. It's only for Board members. And we don't talk anything about work but personal-related matters. Of course, you can be as personal as you want, but it's all related to our families, the meals we are eating, whatever. Whatever issue or more profound than that. So I think that is a very good team building exercise that we have been doing for the last weeks. Thank you.

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JORDAN CARTER: Thank you, Lito. Danko, you're our last speaker on this one.

DANKO JEVTOVIC: Yeah, thank you. Well, all has been said so I'll just summarize my point of view that we have a fair leadership process in the Board and the COVID-19 situation has not impacted that. So even remotely I believe that we are doing quality work in making our decisions. Our collegiality is still there. And in our discussions, we are very open and very challenging to ask the questions that need to be asked, so I believe the results are good.

And I see that even in some important decisions that have been mentioned, including the Cancun decision, there have been different voting but still all the Board members are standing by the collective Board decision.

And just half a minute because I we are finishing, a local COVID-19 experience message. I'm in Serbia and we had a huge [jump] in number of cases and [quite an] opening. So I would like to send a bit of my worry and love for the community members to be also mindful of the opening process that I'm hoping is coming to all the countries. Because some of that can be also a bit depressing and stressful. So I wish you all the best in the future. Good luck is I think most important and to take care and be healthy. Thanks.

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JORDAN CARTER: Nice. Thank you, Danko. And from me, thank you to Danko, Nigel, Becky, Chris, Patricio, and Lito for your contributions today. Thank you to all the staff who [made] this happen [inaudible] ccNSO. That's all from me, and I'm going to hand over to Katrina who is going to formally close the meeting. Thanks, everyone.

KATRINA SATAKI: Thank you very much, Jordan. And thanks a lot to all you Board members for finding time to join us today and for sharing your thoughtful comments.

The first virtual ccNSO meeting apparently is coming to an end. Did you like it? I hope you did. Maybe there was something you liked the most. [Apparently, I] was muted by the host. Maybe I was saying something indecent? Oh, I was trying to be [indecent].

Okay, so if something did not work well for you and maybe some aspect that you did like, we really would like to hear from you. But let's talk about that a little bit later.

One thing I think is certain, this meeting was very different from our usual face-to-face meetings, wasn't it? So when we decided not to organize any sessions back in March, I think we made the right decision because as it turned out it takes a lot of time and energy to organize a virtual meeting.

It's completely different dynamics, and I really would like to thank everyone who worked very hard investing a lot of time and effort into organizing and running all these sessions we were involved in. That



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was a plenary on Internet of Things and DNS. Those are discussions on ccTLD governance models and on DNS operation in times of COVID-19.

Let us also not forget the ccTLD news session that we had a few weeks ago and also our working group meetings that were public this time. And of course, this quite interesting, I must say, Q&A session with the Board members.

I'd like to thank a lot our secretariat. But not only our secretariat who worked tirelessly with us day and night but also other ICANN staff who helped us to run these sessions very smoothly. And they were keeping an eye on us and watching and occasionally muting those who talked too much. Everything I think worked very smoothly, and thanks a lot for that.

Overall, I believe that we have managed to live up to Winston Churchill [the legacy] [inaudible] guidance. And I think that we do use this crisis to become even better. Nowadays when even psychics and astrologists and fortune tellers are forced to cancel their meetings due to unforeseen circumstances, it's really difficult for us to predict how the future will turn out.

None of us is a mind reader. When I say us, I mean the ccNSO Council and meeting program communicate who work on these sessions. So the only way for us to know whether you want these meetings and what you want and what you need to hear from us is if you tell us.

One thing that I noticed, the difference with this virtual format, is it requires a lot more personal communication. Blog posts don't work so

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well as personalized messages, emails, and meetings like that. So we're planning to have more and more virtual meetings in between, but it really depends on you. We need your feedback. We need to hear from you what you want and what you need.

So with that, I would like to thank you. Well, I already thanked all those who organized, but it wouldn't have mattered if we didn't have those attendees. So thanks a lot to everyone who attended these session, asked questions, and participated or shared their thoughts in chat messages. Thanks a lot and with that, ccNSO members meeting during ICANN 68 is officially over and closed. Thank you. See you online. Bye.

**[END OF TRANSCRIPTION]**