
ICANN76 | CF – GNSO: Noncommercial Outreach and Engagement
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ANDREA GLANDON: Please note this transcript is not official or authoritative. To view the real-time transcription, click on the closed caption button in the Zoom toolbar. To ensure transparency of participation in ICANN's multi-stakeholder model, we ask that you sign into Zoom sessions using your full name. For example, a first name and last name or surname. You may be removed from the session if you do not sign in using your full name. With that, I will hand the floor over to Adam Peake. You may begin.

ADAM PEAKE: Thank you very much. Hi, everybody. Adam Peake. I work for Global Stakeholder Engagement, responsible for civil society engagement. So, very nice to see you all again. The purpose of this meeting is to introduce our GSE, Global Stakeholder Engagement, regional vice presidents and staff, so that we can discuss with you about our engagement plans and your engagement plans.

So, the purpose of this meeting is to introduce our Global Stakeholder Engagement vice presidents and staff to discuss our engagement plans and to discuss with the NCSG, NCUC, and NPOC representatives. Where you have regional representatives, then we would like to try and build a relationship. But that's not entirely necessary. We can discuss at the global level and ensure that as we engage and seek engagement, you're part of it, and that we can help you as and when you have engagement

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needs. So, that is the basic introduction and intent for calling the meeting. Thanks for Julf for agreeing to host it and hold it.

So, I'm wondering how to begin. I think perhaps a very quick, would the engagement staff like to just say who you are, which regional VP you may be, and any staff that are with you can just say hi, and then we get a basic introduction so that you know who we are. I know some very familiar faces, but we've been away from these meetings for some time. So, perhaps if I could call on my GSE colleagues. I don't know who would like to begin. Save, have a go.

SAVE VOCEA: Hello, everybody. My name is Save Vocea. I serve as GSE in the Oceania region as the vice president. Thank you.

NAELA SARRAS: Hello, everyone. I am Naela Sarras. I serve on the North America team for GSE, and I'm the VP for the region.

CHRIS MONDINI: Hello, my name is Chris Mondini. I am based in Brussels as the managing director for Europe, Eastern Europe, and Central Asia region.

ANDREA BECCALLI: Hello, hola todos. I'm Andrea Beccalli. I'm the senior director for engagement in Europe. I go from farther west, Portugal, to farther east, Romania, Southern Europe, and that's my region.

BAHER ESMAT: Hi. I'm Baher Esmat, based in Istanbul, Turkey. I manage the regional office for Africa and the Middle East in Istanbul.

JOE CATAPANO: Hi, I'm Joe Catapano. I'm the senior manager for stakeholder engagement for the North America region, working with Naela, and I'm based in Washington, DC. Hello,

JIA RONG LOW: I'm Jia Rong. I'm based in Singapore. I look after the Singapore regional office for the region. I look after the Singapore regional office and engagement for Asia.

ADAM PEAKE: Knocking down the building already. So, Pierre and Patrick. Just doing some introductions of the GSE side. So, if you get ready to take a mic, we can do that. For the NCUC, NPOC, NCSG, particularly, I think it's good if you're one of the regional representatives to stick your hand up, and Julf, if you'd like to take over and perhaps point out who is who in a quick introduction, that would be very helpful, because these are the teams we want to be working together. That's the intent we have. So, if Patrick or Pierre are at a mic, if you can just briefly say who you are and the region you're from, and we can...

PIERRE DANDJINOU: Thank you, Adam. My name is Pierre Dandjinou, the vice president in charge of global stakeholder engagement, and particularly in charge of

Africa. I'm based in Benin, but I'm working in 54 countries in Africa.
Thank you.

PATRICK JONES: Hi, Patrick Jones, vice president, global stakeholder engagement. And I work with the team to coordinate our efforts across all of our regions.

ADAM PEAKE: Thank you. So, that's basically who we are. Are we missing anybody? I don't think we are. Yeah, so, Julf, if you'd like to take over quickly, that would be great.

JULF HELSINGIUS: Thank you, Adam. Julf Helsingius, for the record, chair for the Noncommercial Stakeholder Group. And I think we should do the same, just to very quickly introduce ourselves. So, let's start there.

BENJAMIN AKINMOYEJE: Thank you, Julf. Thank you, Adam. My name is Benjamin Akinmoyeje, and I'm currently NCUC chair.

MILI SEMLANI: Hello, everyone. I'm Mili, based in India. I am the NCUC EC for the APAC region.

KEN HERMAN: Good afternoon, Ken Herman, for the NCUC North America regional representative.

MANJU CHEN: Manju Chen, I'm on the GNSO Council, appointed by NCSG.

DAVID MORAR: Hi, everyone. David Morar. I am on the NCSG EC from NCUC.

DAN GLUCK: Hey, Dan, ICANN support.

ANDREA GLANDON: Andrea Glandon. I support the non-commercials for ICANN.

FARELL FOLLY: I'm Farell Folly. I'm GNSO councilor from NCSG.

RAOUL PLOMMER: Raoul Plummer, the chair of NPOC.

JUAN MANUEL ROJAS: Juan Manuel Rojas, NPOG policy chair from Latin America, [inaudible] in your team.

FARZANEH BADI: I'm Farzaneh Badi, and I'm an NCSG and NCUC member, and I have no position whatsoever.

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- JULF HELSINGIUS: Sorry, I do have to correct Farzaneh. She definitely has a position on almost everything.
- TOMSLIN SAMME-NLAR: I'm Tomslin, the NCSG policy chair.
- ANDREA GLANDON: Bruna, you're online. Did you want to introduce yourself?
- BRUNA SANTOS: Sure. Hi, everyone. Bruna Santos, GNSO councilor. Thanks.
- ANDREA GLANDON: Stephanie, would you like to introduce yourself?
- STEPHANIE PERRIN: Yes, sure. This is Stephanie Perrin. I'm on Council and I'm based in Canada.
- JULF HELSINGIUS: Right. So, introductions done. Do you, Tomslin, for example, have something, sort of, special issues about sort of engagement?
- TOMSLIN SAMME-NLAR: Thank you, Julf. So, one of the things we agree with Adam is to just quickly share with the GSE our strategy, our engagement strategy, so that they can see the way we are looking at things, and then they can see how we can engage moving forward. So, this is what we're going to

do. One of our regional representatives is just going to read out our strategic plan, just for an example, and then we'll move on from there.

MILI SEMLANI:

Meanwhile, I'll just begin. Mili, for the record, I'm just going to share what the NCUC EC have come up with as a strategic outreach plan for each of our, I mean, the entire community, but in each of our regions. It's a more overarching plan that looks at all our activities, and it's not necessarily regional in nature. So, our top three goals are really, if I were just to break it down into three buckets, and then I will go into the strategies for each. The first one is attracting new members, simply growing our membership base. The second one is motivating our existing members to engage in policy discussions, working groups, public comments, etc. And the third one is educating/supporting existing and both new members in engaging with these processes a little more deeply. So, these are the three key buckets that we've identified coming out of a lot of the challenges that have been spoken about in different rooms, both in our policy committee, in our, the GNSO council representatives have voiced some of these concerns. So, we've put together a lot of these challenges and thought that these would be the most optimum ways for us to deal with some of the problems we have.

So, jumping right into attracting new members, I think that's something a lot of constituencies at ICANN can struggle with. Coming to this fora as a fellow myself, I understand that there are avenues for new people to join in, but there is a lot more, and the difference in our approach at the NCUC EC is we want to make it a little more proactive and not

responsive. And what do I mean by that? We want to look and identify people whose interests, maybe careers, passions align with the issues and discussions that are happening here and the rights that we all care about as a group. So, we're not necessarily just looking for new people to join our membership or grow it in large numbers, but bring more qualitative focus to the kind of people that join our constituency and how they would engage.

We've identified a few channels, and like you can see, the strategies, which breaks down the first goal to achieve new members. Definitely a lot more representation at different regional initiatives or even global forums. One of the big challenges we see is new people coming to us will always ask a question of how are you different from At-Large or what does my role entail if I'm within the ICANN ecosystem and why should I join you versus At-Large? And I think a lot of our time and effort is spent in just really blowing off the whole confusion and strengthening that out, and we realize that people don't see this difference. They do not realize how do you engage within NCUC EC and why, which is why the outreach is really important for us to really be out there, share our story, what we do, what we stand for, and how what we do can actually help them or really align with their interests.

Moving on, I think, to the second bit, the motivating our existing members. Another big challenge, especially with the pandemic, we've seen a big slowdown in how people, how much people engage given remote participation, tons of discussions happening simultaneously in different mailing lists, which may not always be the most effective way for people to engage, which is why we've thought of some more tangible steps.

Thankfully, we have one of them, which very well supported by the GSE and ICANN, the organization itself, is the CROP slot, and we're trying to use that a little more optimally. Instead of just having one person at the meeting, we're trying to extend that to have this person from the community attend the meeting, but also see how that person is engaged before and after them actually being at the physical meeting.

Some of the things that we've listed out is—and this is going to happen with already the CROP funding for this meeting itself, on how they engage with the community afterwards, which is where we have the ICANN readout that goes to the third issue, which is educating, but also how the CROP member then fulfills some more responsibilities after coming to the meeting in person, sharing their experience, what they learn, taking it really back to the members who were not here, and helping the EC with that task.

Some other smaller initiatives, like making the mailing list a bit more active, not always necessarily on the issues, but also motivating the people to feel like they're a part of a community building a sense of belonging, a simple thing like just saying who's the most engaged member in the community. It's a very basic, tried and tested hack that works for organizations and corporates and just the best employee of the month kind of thing, because really everybody's a volunteer, and we all are aware of volunteer burnouts, but that little recognition or just sharing credit can actually do a lot for somebody's morale, and just small things like that that haven't been happening. We want to pay attention to those smaller things that we can bring out, especially as the EC.

And just lightly touching upon something that we've thought about, not really build out, but a mentorship or a buddy system of sorts, and it's something we also resonate with Julf, and just at the NCSG level, what it would look like right now is kind of like in the works in our brains, but something where we can match existing or old timers, as we call them in our constituency here, more experienced senior members who have been engaged with policy discussions for a while with newer members who are coming on and match them together, depending on their interests, maybe even region and time zones to enable it, to really help bring them on board and prime them to the role ahead, which is what will then give us brighter new councilors each time, because filling in positions has been a little bit of our challenge, and I think something like building a mentorship program within the constituency, like a mini-fellowship of sorts within the constituency might help.

Moving on to the third, the goal is education. A lot of members want to get engaged. They are devoting time and reading, a lot of the discussions happening on the mailing list, but they may not necessarily understand everything that is happening. We recognize that the issues within the NCUC are not very general. They're extremely specific. There are a lot of technical tracks that are simultaneously happening. Not everybody has the expertise for that. Not everybody comes from a law, technology, or a relevant background either.

Also going on to say that language still stands to be a challenge, and it will continue to be, but I think that's something that we all share at ICANN, and it's almost nearly impossible to translate every conversation and every discussion, and English still happens to be our main language. Coming from the APAC region where language is a very

big barrier, that is why the education matters, and I think the policy transition program has been a great example. We're already starting to think of what is the next step after that. A bunch of the newcomers who joined us in the last three years are a part of this program. Some seasoned members like Benji himself are a part of the program, but what we also want to do is, at the end of this program, how do we then build a pathway for them within the constituency now that they have some more information, they're not as new as just a person who's joined the constituency, they understand maybe one of the issues, if not all, how do we then build a path for them to move ahead in the policy discussions, which is both beneficial to us as a constituency, but also to them as an individual spending time and effort in this space?

So, yeah, we do hope to use some of the ABRs to build some kind of these programs, enhance them. While we want to leverage the existing policy transition program, we also hope to build some more other micro programs like this where we can use some of our councilors and their expertise in priming our members a lot more. So, yeah, I think at a broader level, these were the three areas we want to touch upon and some of the strategies that we listed out for them. Thank you.

BENJAMIN AKINMOYEJE:

Thank you, Mili. But before we move on to the next team, I just also want you to, if you really look at our documents, you'll see the regional was popular in it and that's where we really need you. So we were really hoping that all of these things we've discussed, the original mechanism that is existing that you manage could also be an avenue that we can use this because we are structured in that way as well to operate

regionally. And we put it in that document that we really fancy your relationship and we think with it, we can fulfill all these things we have mentioned. And that's our question will be, how can we put these things into your own existing strategies and plans? Even if it's just to help us distribute our flyers in all of your events, even if it's as simple as that, that is something for us. But we know much more than that. There's a whole lot you can offer us. Thank you.

UNIDENTIFIED MALE:

Thank you, Benjamin. I just want to build on that point and something I hope we can think about during the course of this session is how can we be as regional representatives be included in the activities that you are programming? It has come to my attention simply from my own personal research that there have been global stakeholder engagement activities that frankly I never hear about. Maybe it's a mailing list that I need to join that I'm not aware that I need to join. But knowing that there are regional representatives on the NCUC, perhaps there's some way that we can simply be included in those communications so we're aware of these things that are happening, possibly even attend them if it's possible, but at least provide some information or guidance as to the kinds of things we might want to say at such an event. That's the point I'd like to make. Thanks.

ADAM PEAKE:

Thank you. That's comprehensive and very interesting. Would you like to go on to NPOC or should we focus for a moment on some of the things that were said here and are fresh? I have a couple of questions, I suppose, and one of them is we know who the regional representatives

are and Olga and Ines, I believe it is, are not able to travel to this meeting, but we know them and we can contact them easily. Do you have a membership list? Because something that I think would be useful for all the regions would be to see who are the constituents of the NCUC, and this would apply to NPOC as well, so that we know who is specifically in our regions, not that we want to necessarily contact them all right now, but it would be helpful to see. There may be people that we know well and people we know less well. It would be a good start, I think.

BENJAMIN AKINMOYEJE: Yeah, thank you, Adam. That's a good question. Actually, every EC, executive committee member that represents a region, manages a mailing list of their region. So, every time we send out a mail, something on the mailing list, the function of each EC rep is to reiterate that in their regional list, to say, hey, pay attention to this, this is coming up, we want you to participate. So, we do have a mailing list broken down to different regions, and we can get the [inaudible] from each list out.

FARELL FOLLY: Yeah, thank you, Benjamin, for your comment. I think what could help them also would be like our membership with everybody, which region or which country do you live in, and I think they could use that for their activities when they are conducting an activity for a region with our membership list and the country of our partners of our region of our partners of any group that they can use it. So, yes, we have such a thing that we can provide to you, and you can use it for your activities.

ADAM PEAKE: I suppose the second question is, readout, do you mean a civil society, not-for-profit oriented readout, or is it something else? I know that NCUC, NCSG, etc., members participate in other readouts, but I wondered if you were thinking of something that would be more for the non-commercial space.

MILI SEMLANI: Yeah, when we're looking at these readouts specifically for the entire membership, sort of like takeaways from every meeting, there are readouts that happen, at least I'm aware of the APAC ones that happen, so there are some that happen regionally, which we're happy to participate and collaborate with, and this one is specifically for our entire membership.

ADAM PEAKE: Thank you. Any comments from GSE colleagues, or would you like to hear from NPOC in a second? What would be the easiest way to continue? Anything you'd like to raise now, or should we move along to NPOC's comments? Jia-Rong.

JIA-RONG LOW: So, it's useful to know who are the members. I think it's also useful for us to just have a conversation, like, for our region, Manju, Mili, I know you both very well, but we've actually never sat down to say whether we could plan something to collaborate on specifically regarding NCSG, and I have that conversation with APRALO quite often, in fact, so we

could have the same conversation, it's just targeted at NCSG activities, and just from that as a starting point, we can identify a couple of areas, and we can go from there. So I find this session very useful, actually, because I kind of take it for granted I know Mili and Manju so well, but we don't really think about just having that conversation. Thank you.

BEJAMIN AKINMOYEJE: Thank you. If that's the only thing we get out of this meeting, it's a big win, but that's the kind of thing we're looking for. Thank you.

TOMSLIN SAMME-NLAR: Just following up to Jia-Rong's question, I have been interested in knowing what could be those reasons why you've not had such a conversation before, because that's what I've been trying to think or question myself about for a long time, and I just couldn't get an answer, because like you mentioned, you've had those conversations with APRALO, a couple of times, and I've heard the same thing for other regions, and I keep asking why doesn't the GSE have that conversation with NCSG? Is it because we don't have a strategy that you know about, or is it something else?

ADAM PEAKE: It might have been because I didn't ask you, but I think we've been having this conversation for a while now, and trying to get it started, so that's the point, and now we've got it started. Pierre.

PIERRE DANDJINOU:

Thank you very much, and I have to say I didn't really know about your strategy, and it's quite interesting for me. The other thing is that you've got what, 760 members, which is great, but the question was already put, how do we assess these sort of members that you have?

Now a question to you would be, are you also in any discussion list? For instance, in Africa, we do have this African list, which is about all those who come to ICANN meeting, or who are interested, whether they come here or they stay in their countries, they can of course know about what is happening, we can of course be exchanging information, and I haven't seen much of [inaudible] from NCUC saying, okay, here is what we are doing, but other SO/ACs, I don't know exactly who is kind of representing Africa, and what discussion they are having, but I haven't seen much from NCUC. Thank you.

BENJAMIN AKINMOYEJE:

Thank you, and this is personal to me, actually, because I keep saying, how come they didn't talk to us, or even if just to give us a platform to say something about our constituency. I used to be part of AfrICANN, in fact, I was part of the early set of people that were trying to make sure that happened, but somehow along the line, my mail stopped coming, and yeah, that's true, that's what happened, and today I was in AFRALO-AfrICANN meeting, because I'm committed to that conversation, and it was surprising for me when I heard about what the GSE is going to do about the Africa engagement, and I was, oh, we're not even aware that this is going to happen, and so now that I know that it's a duty upon us to come to you, whereas we were thinking, oh, we'll be nudged, or told, hey, this is coming up, show interest, but now it

seems like it's on us to come to you, so we'll keep sending something to you now, knowing fully well that maybe that's what we need to do. But we've been waiting, thinking, I wouldn't have been talking this way if I'd not been the chair, I would say, oh, maybe it's the chair that get this information, or maybe it's the leaders that get this information, because all my engagement in NCUC, or in ICANN, has been in NCUC, and most times, I see every other thing that is happening on Facebook or on the newsletters, or just—and I think that could also be happening to a lot of our members who are just committed to our cause, who are probably not in multiple other stakeholder groups, but for those who are in other stakeholder groups, like ALSes and all of that, they are quite aware. But for me, I'm just in this corner, and that's why I haven't been hearing, but now that I know that I can walk up to you and share our ideas with you, in fact, the first thing we share is our CROP strategy, like, if there's anything there that you can help us support, or we can work together on, we'll be perfectly fine with it. And I'm speaking on behalf of Ines right now. Thank you very much, sir.

JULF HELSINGIUS:

I was just going to comment on the sharing of membership data. So we do have a membership database system, and I'm sure we can find a way to provide you access directly to the database. The only problem is that right now, the system is in a bit of a state, so we are working on that, the usual technical problems.

ADAM PEAKE: Thank you, and it sounds like the NCUC has got something that we can use and start to use, so that's great, and at least from the regional perspective.

BENJAMIN AKINMOYEJE: Sorry to cut you. Even if it means having to extract it from the page, we've done something similar to that. It might not be perfect, but when we get the system fixed, they'll probably resolve it, yeah, but at least you can know our members.

ADAM PEAKE: I think I wrote the first membership database in about 1999, so we'll carry on. Raoul, would you like to talk about NPOC?

RAOUL PLOMMER: Thanks, Adam. I'm actually happy to see that our application was approved. Maybe a point of improvement for the engagement team to tell us about that next time, but yeah, I'm happy it is done now, and we did submit it just on the 20th, which was the deadline, but the last kind of confirmation was for the 26th, so we sort of missed using that for the Cancun meeting.

But we're basically representing not-for-profit NGOs, and our outreach goals would be to encourage new and existing members to become valued participants in the ICANN ecosystem. We've identified some goals for us for this financial year, and basically promote NPOC as a voice for not-for-profit organizations, and focusing especially on the underrepresented areas.

We want to educate members and potential members about NPOC's role within ICANN, and to build capacity for participation in the policy development processes. Want to increase membership awareness and engagement with ICANN internal processes as well, and want to engage member organizations to participate in the NPOC EC, the NPOC Policy Committee and relevant PDPs and working groups.

And on the strategies, how we'll achieve this would be to create some further educational materials and update and develop existing promotional materials. I remember one very good thing that actually Adam really helped us in creating, which was the domain abuse course on domains, that had like five or six parts in it, which was really good. For some reason, I haven't yet seen it on our website, but that should definitely be there. And I think there was also like some talk of another such set of educational material. I think that's very good, and I think next time it was discussed that that would be sort of done for the whole NCSG. And yeah, that'd be great, because we are fighting about the same issues.

So we'd really want to engage the active members in the underrepresented areas, and we want to work together in contacting them and educating, engaging them. We definitely want to pass on these courses that the GSE helps us in preparing. And we'd also like to translate some of the promotional materials that we'd be doing, maybe at least Spanish and French, French for Africa, Spanish for Latin America. And we also want to increase communications with members by posting more on the NPOC website and social media channels. We already actually started quite a wholesome sort of like a top platform that will basically feed on to all NPOC's media channels.

And that was just done this spring, in fact finished maybe like a month ago. So that's something that we could definitely use in promoting all this material, engaging people. I think that's the most important things covered.

ADAM PEAKE:

Thank you. Yeah, I'm sorry, I don't know what the application was that we were just, anyway. It doesn't matter too much if it's been accepted. Yeah, it's been accepted. I'm happy for that. I put the link to the webinar series in the chat. And this is something, it was about registrants, registrant rights, how domain names resolve, etc. So it was an introduction to the domain name system from the point of view of not-for-profit registrants. We've been discussing how to extend that. We'd like to do that preferably under the, it could retain an NPOC ownership, for want of a better word. But it should be, I think, under the NCSG banner so that NCUC members can benefit and help structure the program. You can see all the webinars are recorded. But it goes to some of the introductory materials that you were talking about. And we can redo those. There's no problem with redoing an introduction to either what ICANN is or what DNS resolution is, so that people understand the basis of what we're doing here within ICANN. And then further develop programs that are relevant to you, what are registrant rights, or what are the issues that you decide are important to not-for-profits, whether it's the NPOC side of the house or the NCUC side of the house. We don't want to duplicate effort. If we can do one series of webinars that you're both comfortable with, then that's the ideal, of course. But NPOC's idea, so we'll give them the top branding, Caleb, if that makes sense. And I see Caleb wanting to speak.

CALEB OGUNDELE:

Yeah, I'm only just adding to the contributions of Raoul. Some of the things we've—and based on some of the conversations we've had here today. So the way our membership is structured, I'm trying to use that also in comparison with the At-Large, because I know that the GSE seems to work very well with the At-Large structure. And the way our own structure is in NPOC is such that our members are organizational members, so see them as ALSes, right? They're technically ALSes.

And when I looked at the recent breakdown of our membership online now, one of the things I discovered is, take, for example, from the African region, we have about 21 members from the African region, right? We just did some membership approval recently, some pending ones, based on some of the outreach we did in Kuala Lumpur and a couple of other places, and we'll probably see our membership increase. Some of them are inactive. We are working on disabling some of those membership that are inactive for a while now.

However, what I'm trying to focus, the question I want to ask, take, for example, like the GSE now, because one of the things we didn't add to the CROP document when, I mean, [the way the CROP coordinator,] coming up with documentations for our team, is that we didn't add, like, the general assembly, which I probably heard is an original thing, also that is probably going [inaudible] in Ghana. We didn't add that to some of our CROP outreach engagement, and I know this document is already approved. Is there a way that can be revisited, given that it is also an ICANN event, such that NCSG, NCUC, NPOC, at a regional level,

specifically for those in the African regional part, can also participate as well in the general assembly?

ADAM PEAKE:

Thank you. General assemblies are part of the construct that is a regional At-Large organization. So the RALOs are essentially independent of ICANN. They develop articles of incorporation and then enter into an MOU with ICANN to perform their functions as a regional At-Large organization. They hold general assemblies as part of their own structure. They're supported by ICANN, but that is something that is unique to the RALO structure and not something that is extended to any of the GNSO constituencies. So that's one issue. So they're completely separate constructs, I suppose.

I imagine it would be a very different conversation to ask for NPOC or NCUC members from a region to be invited to a general assembly, partly because the general assembly has a particular function, which is for the RALOs, and also because we'd be talking about a very significant difference in funding support, and that is a conversation that is most definitely not for today, I think. But the basic thing is that a general assembly is a construct that is particular and specific to how the RALOs were developed and their relationship with ICANN.

But again, I know you have a membership list. It doesn't matter particularly that it's not designed through a regional structure. We can look through those members, and I'm sure identify some, know generally where they are. I know that some of them are global anyway, and we'll have to think about that type of engagement. But looking at the members, we can work out which one is in which region probably,

and you could correct us on that, and I'm happy to do that. Any comments from colleagues over this side of the table, GSE? It's probably – yes, thanks, Chris. Time to think about our regional engagement strategies and the overview of that. If you'd like to run through as we go through and – oh, Rodrigo, hello – to introduce, I suppose, a quick overview of your goals from the LAC region, and then we can move down and cover it from there.

RODRIGO DE LA PARRA:

Thank you, Adam. So the way we organized our regional strategy for the LAC region, I think since 2013, is we created a council that is made up of community members of each of the ACs and SOs at ICANN, including, of course, NCUC and NPOC. Juan Manuel is part of this council that has been renewed, and together with all of the different stakeholder groups, we created some—well, these strategic lines and objectives, which are very well aligned with ICANN's strategic plan for FY21-FY25, just to provide the regional dimension of each of these strategic goals that are there.

And within these goals, there are some projects or activities that we carried out throughout the year. We are halfway of implementing this plan, so we are renewing now the council, and we're looking into the plan to see if it still holds. The plan, not only the LAC regional plan, but as the ICANN strategic plan has a very strong component of – I think it goes under the strategic objective of improving the multi-stakeholder model. But that will include these two components that you were also mentioning in your own plans, which are, on one side, increasing the membership.

For us, it's looking at what are the current gaps in participation from the LAC region and the different ICANN ACs and SOs, and on the other hand, also more onto the qualitative perspective, which is improving participation from existing organizations and people from the LAC region. So that's more or less the focus.

We have other projects and components that have to do more from the operational side on ICANN, such as security of the DNS and then the unique identifiers.

So with this structure, we're trying to make sure that we include the different ACs and SOs, and I think we have a good level of coordination now with NPOC with Juan Manuel, and with the other side now with Claudio Lucena, which are very active in these two groups.

So we saw the documents that you both, NCC and NPOC, sent our way for sign-off, and I think both of them work really well in terms of aligning into these two objectives that I've just mentioned. So I'll stop here. Thank you.

CHRIS MONDINI:

We have a very similar process and plan as what Rodrigo described. If you look at the strategic objectives of ICANN and you translate that into an org engagement activity, think of it as falling into the buckets of maintaining very good partnerships with the various operational and technical parties that keep the DNS running, so that's everyone from registries to root server operators and ccTLDs, regional Internet registries and so forth. The second bucket is supporting all of the categories of the community that make policy, that make innovations

and changes to what we are responsible for administering. And that includes the people in this room. And then thirdly, a little bit proactive of sort of addressing risks, either security risks, which are more technical, or regulatory risks. And these require engagement with all stakeholder categories.

I would be delighted to sit down with the members of NCUC and NPOC, all of us in fact, with my team. I have Andrea and Adam and I also have others on the team, to do a brainstorm, to look at both ways. The plans are excellent. And so as you execute on those plans and you need resource and support, maybe speakers, maybe content, we're happy to do that where you're leading.

Where we're working on a project or engaging with stakeholders or audiences and we need the voice of the non-commercials, I've heard people call you, it would be incredibly valuable to share our various plans together. And the Community CROP, Community Regional Outreach Program, I would be absolutely delighted to approve and suggest, if you want suggestions, but to sit down and talk about how even that very specific type of resource would support you and your goals. So I look forward to the next conversation. Thanks for convening us. And I count on you to help follow up with the individual connections, please, Adam. Thank you.

ANDREA GLANDON:

Adam, I just want to note that we have 10 minutes left and we do have a hand up from Stephanie Perrin.

BAHER ESMAT:

Okay. Very quickly for the Middle East and like in Latin America and Europe, the regional plan in the Middle East has been developed in partnership with community members. It's a five-year plan aligned with the ICANN strategic plan. You will see the same focus area or focus areas that you see in the strategic plan are reflected in our regional plan. And then with clear goals and set of activities to support the achievement of those goals.

In terms of actioning this plan, we do a lot of activities. Capacity building or capacity development is one key element in our engagement in the Middle East. Part of it is technical. Another part is raising awareness on policy development and policymaking with various stakeholders. Topics like DNS security, whether as DNS specific or in the wider spectrum of cybersecurity. This is also one of our focus areas.

IDNs in this part of the world is also another key topic. And we do engage with those who run ccTLDs and also companies that work in the domain name business from registrars and so on. Part of our engagement is also with the not-for-profits, whether from academia or from civil society. And as Chris and others said, I'll be more than happy to have more in-depth conversations with you to try to identify potential areas for collaboration. Thank you.

UNIDENTIFIED MALE:

Apologies, Naela had to step out. She had a conflict at the top of the past hour, so I'll take North America from here. So I won't belabor the point. Like the other regions, we have a regional strategy that focuses on the same timeframe, FY21 to FY25. The development of it involved

outreach to the North America community. We had an advisory group that was fairly well balanced from the different stakeholder groups and the countries in our region. And everything in that plan cascades from the ICANN strategic plan. Some of the items that we collaborated on in the past year in 2022, there was a universal acceptance training series, which kind of fits nicely into the unique identifiers goal.

We also did a virtual event on geopolitical and legislative updates and issues in Canada, which was very well received. We do a lot of, we've been doing a lot of events on technical engagement and collaboration with the community, with our partners in the office of the CTO. And in terms of outreach between GSE and this group here, right, speaking for the North America region, I think it is a question of—at the risk of layering in another call, because I know we're all busy—something regular, just a simple, regular cadence that is on the calendar. If something, if we decide, hey, we don't need this, fine, we can cancel and reconvene the next month, whatever the cadence is.

But just as we know, we're going to talk to each other at X time so that when we all leave these meetings, it doesn't, we all go our separate ways and then everything falls through the cracks. So I'll stop there. Thanks.

JIA-RONG LOW:

Like I said, I think it's good if we can have a conversation. Along what lines? So these are the two key words or phrases I'll share. The first is in terms of engagement. So the two key areas. One is building people relationships. And the second one is on what kind of topics or areas do we want to work on. So if we just structure our conversation along these

lines, like who are your members and how can we further broaden their network or strengthen the network, that would be one area we can focus on. And the second one would be in terms of the topics that's close to the NCSG's heart, what are some topics you'd like to drive and what are avenues I can help to propagate for you? That's something that we can definitely help. So looking forward to talking more.

ADAM PEAKE:

Thank you. So we've got five minutes left. I see Stephanie Perrin's hand raised. Steph, would you and Julf and Raoul and Farzaneh, one thing we should do at the end is wrap up with some actions to take forward. So with that in mind, if you can keep to a minute, that would be great. And I think Stephanie's online. Stephanie?

STEPHANIE PERRIN:

Thanks very much. just wanted to say that there was a very interesting session this afternoon on WSIS+20. And whenever we discuss the problems that the multi-stakeholder model is having in terms of gaining acceptance out there, the participation of civil society is stressed. At the moment, we have lost a few of our civil society members because I think, let's face it, ICANN's work is kind of boring. And they may not be aware of the need to continue to participate here. So I think we need to increase our outreach to civil society to get them to realize that if they don't come and participate with us at ICANN to continue to work on policy issues, there is a risk that this organization, ICANN, will be regarded as some kind of industry stakeholder group or cartel. So I think civil society participation is extremely important. And therefore, we need to beef it up. And we need your help to do that. Thanks.

ADAM PEAKE: Thank you, Stephanie. Julf.

JULF HELSINGIUS: Okay. And I'm going to do something that's sort of going to shock Andrea and actually advocate that we go over time five minutes to have time to discuss an issue that I want to bring up, which is that what we are trying to do is actually coordinate our things on an [inaudible] level. So because ICANN Org is really structured among the CROP structure, our top level is not really recognized and everything happens on a constituency level. And that causes some problems for us. And I think, so, Adam, you and I, we need to kind of put our heads together and work on that structure.

FARZANEH BADII: So I just wanted to say, first of all, NCSG has regional mailing lists which you can use. And the other thing is that I think that the global stakeholder engagement can really benefit from the experiences and the research that our members do on various issues. And if you're dealing with something that you need a civil society perspective on, I think you can reach out. And this is why we are here. But if we don't know that you're working on those issues, then we cannot help you.

And the other thing is that a few times we see there are these webinars about registrants' rights and issues like that I don't think necessarily GSE organizes it. But if you organize webinars about specific issues that NCUC and NCSG works on, we would gladly get involved and attend the

webinar and also bring you our research. We work on these issues on a daily basis. Thank you.

RAOUL PLOMMER:

Yeah. Well, just two things come out of this session for me. I think one would maybe be it was suggested that we should maybe meet a little more often. So I don't know. Would it be good to meet maybe, like, two weeks after the live meeting? Because here we all get inspired again and all that. We might have a few agendas to push. Maybe that would be a good point to make that happen.

And the second thing is that so the webinars that we made for NPOC, I can't actually access them without a sign-in. Like, I try to go to ICANN Learn. I have to sign in to actually see anything. So maybe we could put them on YouTube if the ICANN Learn doesn't budge for this. But it would be great. They'd be just, like on open Internet where anybody can access them without any additional sign-ins. And, yeah, like, we could always upload them to YouTube. Just send the videos to me. I can set them up there.

BENJAMIN AKINMOYEJE:

I just want to first of all thank you because we thought it was going to be, like, a struggle kind of hard conversation. But you can't argue in this kind of atmosphere. You need us. We need you. And we really want to make this happen beyond this conversation. And I think you've all suggested great ideas that we could do. Either have more conversations, more meetings or specific meetings afterwards so that we can put actionable items on the table. So I just want to acknowledge

that and say thank you. And we'll do all it takes to reach out to you. And also, please, we are a stretched thin. If you remember this conversation and you've not gotten an e-mail from us, please nod your head and say, hey, you were there complaining. Now here we are. Can you say something? Or if you have an activity and you think we're missing, also maybe tell your staff to just look out for our engagement in your programs. That would really be helpful, too, because it will get stronger. Thank you.

MILI SEMLANI:

Let me just segue from what Benji said, and I'm a bit of a practical person. So I would just like to request all the GSE people here, and we're all here, some of us here on site, if we could use the next 48 hours while we're all on site to just have a side meeting, a 10-minute coffee chat or something, and think of the next three things we could all do regionally perhaps, or just tell us the top three next engagement things you guys are doing and we can identify how we can get involved. It would be a great tangible takeaway for me. Thank you.

PATRICK JONES:

So in most of the regions, they have a regional DNS forum. It's like a flagship event for supporting engagement at a regional level. So I'll point at Baher, for example, has the Middle East DNS forum coming up in early May. That's an opportunity for your members to also use that as a vehicle to reach out to potential new NCSG and NCUC, NPOC membership using these regional DNS events that we host.

ADAM PEAKE:

We are definitely running out of time because people are leaving. I think the easiest action to fix is to find out what's happened with the webinars because those should simply be linked from a webinar from a page. So that action I will take right away. Readout session, Mili, I think we can think about that as part of the overall strategy that we can discuss, but it sounds like an interesting idea and we can have a discussion about it at the NCUC, NCSG level and see if we can do something for Washington, but that's not really the main thing we can follow up on. And I think that's for GSE to share our respective regional plans so you can see what those are. I will take a look at the membership and discuss with Andrea and Julf and others about how the membership is structured. We've spoken about having calls, and I think we can do that perhaps with the individual regions. I don't know if that would be five or six, but we can look at that as five calls. Some of you are organized, part of it is organized regionally, but it would be up to your memberships to decide whether they wanted to join those calls, some of them being global you may want to, some you may want to make it regionally specific. And we can go into some more details, as Joe mentioned, and if there's a demand for it, then move into a cadence of having meetings monthly every six weeks and seeing if they're needed. But certainly the first call should be to review in more detail what the regional opportunities are so we can set up those calls. And Andrea, I think that's an action for us to sort out.

And Farzaneh, who's left, mentioning webinars, and I think that is a resource we're missing, that the NCUC, NPOC have expertise on a lot of the hot topics that ICANN addresses. So offering webinars to you where we can have our staff discuss with your expertise would be a good idea,

but that, again, should go into a more general pot of engagement with the idea for a readout, perhaps. That sounds like a start.

So thank you very much for the meeting. Thank you, Julf. Thank you, everyone. Thank you, Benjamin. Thank you, Raoul.

DAN GLUCK: All right, the session is concluded.

[END OF TRANSCRIPTION]