
ICANN79 | CF – ccNSO: Working Group and Committee Community Update Work Session
Wednesday, March 6, 2024 – 1:15 to 2:30 SJU

CLAUDIA RUIZ:

Hello and welcome to the ccNSO Working Group and Committee Updates. My name is Claudia Ruiz and I, along with my colleague Bart Boswinkel, are the remote participation managers for this session. Please note, this session is being recorded and is governed by the ICANN Expected Standards of Behavior. During this session, questions or comments submitted in chat will be read aloud if put in the proper form as noted. If you would like to speak during this session, please raise your hand in Zoom. When called upon, virtual participants will unmute their microphone in Zoom. On-site participants will use a physical microphone to speak and should leave their Zoom microphone disconnected. Interpretation for this session will include English, Spanish, French, and Arabic. Please state your name for the record and the language you will speak if speaking a language other than English. For the benefit of the participants, please state your name for the record and speak at a reasonable pace. On-site participants may pick up a receiver and use their own headphones to listen to the interpretation. Virtual participants may access the interpretation via the Zoom toolbar. Thank you, and with that, I will hand the floor over to Alejandra Reynoso, ccNSO Chair and Moderator for this session. Thank you.

ALEJANDRA REYNOSO:

Thank you, Claudia, and welcome everyone to our session where we will hear some updates from the internal working groups of the ccNSO. We

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will hear from Régis Massé on TLD Ops, from Andreas Musielak on SOPC, from Annaliese Williams on IGLC, from Nick Wenban-Smith on the DNS Abuse Standing Committee, and Abdalmonem Galila on the Universal Acceptance Committee, Sean Copeland on the Guidelines Review Committee, and Margarita Valdes on registrant capacity. And with this, I will give the floor to Régis. Please.

RÉGIS MASSÉ:

Thank you, excellent. Hello everyone. In the room or in Zoom. I am Régis Massé, the CTO of AFNIC, the French Registry, and also Vice-Chair of the ccNSO TLD Ops Working Group. I will try to speak slowly for translators and do my best to not speak too far. Today, I will give you an update on the progress of our work, which, as you will see, proposes an idea that I hope will be interesting for you during this year. You will see that the slides are very light because I wanted to get your maximum attention right after the lunch break. I hope I will have your attention.

What is TLD Ops? For newcomers or those who don't know us yet, just a quick reminder about the TLD Ops Working Group. TLD Ops is the incident response community for and by ccTLDs. It brings together folks who are responsible for the overall security and stability of the ccTLDs. Its goal is to enable ccTLD operators worldwide to collaboratively develop their incident response capabilities.

In real life, how does it work and what are we doing? At the beginning, it is a mailing list. For the moment, we are over 400 people on our mailing list, up to three people by ccTLD. I don't know, perhaps some of you in the room or in Zoom are not on the mailing list for the moment. I will invite you to join us. It's free of charge, so it could be interesting for

you. It's based on trust. Every individual people who wants to join is verified before joining the list. We are sharing security information, we are sharing operational information, so we check who is written on the mailing list.

Also, we produce playbooks for ccTLDs on security concepts. There are two playbooks for the moment, one on DDoS attacks and one on disaster recovery plan. If we focus on the second one, it includes examples to be used as templates or inspiration for the development disaster and business recovery plans. We also have tools to help ccTLDs to face this kind of incident. Samples can be used at different stages because it's real documents that you can fill in your ccTLDs to prepare the teams for a disaster. The documents are published and accessible on the ICANN wiki. You can take them, use them, and they are translated into several languages. For that, I will thank ICANN support. I speak French, I understand English, but I can't read the other versions. The goal is to deliver things that can be useful for the community.

In Montreal, at ICANN 66 in November 2019, the TLD Ops group organized a Sunday afternoon workshop open to all from ccTLDs, not only tech people. We were more than 60 people, if I remember. I think some of you in the room were there.

During this workshop, the four-hour workshop, there were three parts. The presentation of the playbook we have just published about disaster and recovery plans. A time for each ccTLD represented to fill in the various templates according to its own characteristics. Because, as I said, the templates we have produced in the documents are real, can be used in the real world. It's important to declare in them, perhaps,

internal contacts, external contacts, and all the procedures you've got to face when you've got a disaster. Finally, there was a disaster recovery and business continuity simulation game with a scenario. The OK registry was compromised and we gave to the different teams document templates. There was a tabletop exercise with playing cards. There were four types of cards, technical ones, legal, communication, and governance and management. At each step of the scenario, each group had to choose a card from each category to make a decision to answer to define the action they wanted to do. At the end, there was a time for each group to present its own approach for solving the problem.

After that, the feedback from the community was, "Yes, it was great. Do more." So, with Jacques Latour, the chair of the group, and ICANN, of course, we have decided to do it again in ICANN 81 in Istanbul. That's the news of the day. With some change, and I'll explain that. The workshop will be a three- or four-hour workshop. We'll be focused on the tabletop exercise this time because the documents are published since Montreal, so a lot of ccTLDs have used them. I saw also that some ccTLDs have taken the tabletop exercise and updated them to use them internally in these sessions. It was great. The idea is to have several scenarios, not only one, but several scenarios this time to enable you to participate on the topic you offered your choice. Something you would like to play as a scenario. It's security, but it's Sunday, so it has to be fun. Having several scenarios, even if it's security topics, we will focus on the game.

To best prepare this workshop, during the Sunday session of TLD Ops, we have prepared a plan. The important thing is to have a plan. We have

written this plan, and in this plan, we will need your help. First of all, we have initiated a group of volunteers to help us to prepare the workshop, like we did during the ICANN 66. It is important because there are a lot of things to do. I would like to thank them already because we have a group of volunteers.

The part where we need your help is that we will send to the community, to the ccTLDs, in May, a survey. A very small survey with two questions. We would like to know if you are interested in this workshop, and if you think you will attend it. The second question is, what kind of scenario would be interesting for you? After that, we will have a few months, it will be in summer until November, to get the results and to prepare the workshop, the scenarios. Of course, updating the documents. We will update the playbook, we will update the play cards to fit the best we can to the new scenarios. The important thing is that the results of the survey will be announced in Kigali during ICANN 80.

The last important thing during this new version of the workshop is that you will have more time for each group to present their solution, how they address their scenario, how they solve the problem. Because the last time you had to share with the group was short, we have decided to make it longer. Maybe there will be a mini social event of that, but for the moment it's not sure.

Just a few important key points to end these things. The workshop will be only face-to-face. If you want to attend, you will have to come to this wonderful town that is Istanbul. Because we know that if some people join the group via Zoom, their experience will be very complicated with

the card deck and things like that. For the moment, we have decided only to have a face-to-face workshop. As you have seen, the play cards are not just technical. So don't hesitate to share the information with your colleagues. Perhaps legal people or managers or communication people could be interested to join the game. It will be easier for the teams because if we only have tech guys attending the tech days, it's sometimes difficult to make decisions about legal or communication. We are hoping to have more than 100 people. We are hoping that, but I'm not sure, so I'm counting on you. With the survey, the goal is to see how many people will attend, so we can define the number of groups and teams for this workshop. That was the news for TLD Ops today. Thank you for your attention. If you have some questions, I will be pleased to answer.

ALEJANDRA REYNOSO: Thank you very much, Régis. Do we have any comments or questions? I see Irina.

IRINA DANELIA: Thank you, Régis. If I'm not a member of TLD Ops, am I able to join the workshop?

RÉGIS MASSÉ: The workshop will be open to all people from ccTLDs, from the ccNSO. So even if you are not a member, you can join. Please join us.

ALEJANDRA REYNOSO: David. Yes.

DAVID MCAULEY: Thank you, Alejandra. David McCauley speaking for the record. Régis. Three to four hours is a big block of time. Will this be during Tech Day or before the meeting starts? Do you know exactly when in the week it might be?

RÉGIS MASSÉ: Yes, it will be like in Montreal. It will be on Sunday. The Tech Day is usually on Monday, on the other session, but on Sunday afternoon, we started to see that. It's a way to have people because on Saturday, Sunday, I know it's the beginning of the session, of the meeting, but there are GAC stations, capacity buildings, but we can normally use these blocks.

ALEJANDRA REYNOSO: Thank you very much. Any other hands or comments? I see none. So let's move on to our next presenter, which is Andreas. Please.

ANDREAS MUSIELAK: Hi, everyone. My name is Andreas Musielak. I'm one of the four CEOs of DENIC, the registry operator for .DE, and at the same time, I'm the chair of the SOPC group, and Irina Danelia is with us here in the front row. So if you have any comments when I'm probably wrong, please help me out.

Okay, before I start with the updates, I would like to introduce you a little bit about what we are doing in the SOPC. For those which are new or not familiar with the SOPC, so basically we were created in 2008 at

the ICANN Cairo meeting. So which means we are now almost two decades, very much focused on the operating planning and budget. And you could see other groups coming and leaving, and we remained as a stable presence in the whole thing.

Yeah, so the aim of the committee is basically to increase the involvement of ccTLD managers, and I would add also ccTLD experts. And with the clear focus on the ICANN strategic approach and the operating plan and budget. We are currently around 25 members and would be delighted to welcome any additional ccTLD manager or expert to our group. So if you want to join us, approach Joke, Irina, me or Bart or somebody else from the secretariat.

And one important thing is we have the privilege of submitting a rejection action petition. It's a very hard word to pronounce, but it's an important thing because we are one of the groups who can submit such a point. That's why our focus is very deep. So we look very deeply in the budgets. And so far, we do not need to use this option.

For this year, for the public comment, we worked our way through 200 pages and submitted comments on the PTI and the ICANN plans, including the IANA plans, as mentioned on the slide. Next slide, please.

So what was new this year? And I would like to start with the additional budget request, ABR. So why end the ABR process now? There's a simple answer to that, because the number of requests just dropped from a high of 66, I think, in 2019 down to 18 now. And also the budget, which was considered dropped from 600,000 US dollars down to 300,000. So the question is really, should we focus or have an additional process in place for 300,000? And secondly, the ABR process had its own

requirement and timeline. So the idea is to increase efficiency and reduce confusion, which means I would rather say instead of eliminating, it's more a transfer to the normal ICANN plan.

And to give you some examples, which were on the ABR budget, so it's traveling expenses additional. And as far as I know, the ccNSO were looking for additional translation funds somewhere in the past. So you see there are minor points which are basically considered in the budget. And of course, if you look in the global perspective, so also the alignment of the PTI and the ICANN budget is of importance. Next slide, please.

So at the ICANN meeting in Hamburg, in order to set the right focus, the right priorities, we had a meeting with the working groups chairs and the council. And you see on the slide the priorities, which we also focused by elaborating the operating plan and budget. I will share some information about two relevant points since we have some time constraints here. The first point is the IANA function, IANA resources. And what we could see in the documents, we have some concerns about losing staff in the IANA department. This can be significant. That's why we urged ICANN to really have a clear structure for resourcing and also to ensure redundancy in skills among the staff. So this was one main point we urged ICANN.

So then another point was the WSIS+20. And it's not so much covered in the budget. However, you may also participate in one of the environmental scans. And for the next strategic cycle, internet governance will be one of the important parts. At least that's what the ICANN planning told us. So this includes strategies to reinforce the

multi-stakeholder approach and also the governance, the landscape, mitigate geopolitical tensions, all which is also somehow related to WSIS+20.

In the meeting at Hamburg, we also discussed the operative plans. As you may know, the operating initiatives are the measures how ICANN wants to reach their goals. So that's why the 11 operating initiatives are of importance. We asked the audience what is the most important initiatives from a ccNSO perspective. And I will focus now on the three most highest ranked initiatives, which was evolve and strengthen the multi-stakeholder model to facilitate diverse and inclusive participation in policymaking. So basically also here it is important to have a good resourcing. That was one of our points which we identified in our approach. The second initiative which ranked very high was facilitate the DNS ecosystem. And here the SOPC had no comments. You see there are some progress in certain areas where we have no comments and the operation is on the right track we can say. On rank three was support the evolution and strengthening of the root zone management. And we believe that here we need to have adequate funding and resources available to PTI. This is one of the most important things which we also see here. Okay, next slide please.

So the main takeaways for you is basically, and I mentioned that on the two slides before, we need to have adequate resources for PTI and the IANA function. But in total we see improvement in the KPIs that ICANN planning provides. But there is still room for improvement. And in particular we would like to see progress on the planned milestones. That is what is important for us to see to match if there is really progress. And of course the SOPC supports the activity-based reporting.

This approach is a way to present ICANN's plans and reporting in a very transparent and useful way. That is why we support that. And as we also identified last year and it is important, we urge ICANN to continue to engage with the local ccTLD managers. In particular if we are talking about policy matters, that should be always together with the local ccTLD.

And then of course ICANN plans are always on the budget. They have low, medium and high estimation. And we see that the base, the medium estimation is the appropriate way. So we see a very small increase in numbers of domains and new accredited registrars. So we think it is the right approach. While the low estimation has a clear decline in numbers. And from our point of view the high estimation was too strong. So that is why we think the medium or base estimation is the appropriate way.

Okay. And then I encourage you, because as I mentioned, because of time constraints, please use the link here. You see our comments for the PTI and the ICANN budget. So there are 14 pages for the ICANN budget and 4 to 5 pages for the PTI budget. So it is not that long. So not the 300 pages you have to go through if you go to all the other papers. And because the 5-year new strategic cycle is ahead of us, I encourage you really, ccTLD managers and ccTLD experts, to join the group of experts. We are a very excellent group. We are very focused. So we would appreciate if you want to join us. As I mentioned at the beginning, please approach the Secretariat. We are happy to help you. And it is easy to be a newbie in our group because we have very experienced members among us. So this brings me to the end. If there is any question, I am happy to answer the questions. Thank you very much.

ALEJANDRA REYNOSO: Any questions for Andreas? All right. Thank you very much. We move on now to Annaliese Williams to talk to us about the Internet Governance Liaison Committee. Please, Annaliese.

ANNALIESE WILLIAMS: Thanks, Alejandra. So the Internet Governance Committee was established to increase the participation of ccTLD managers in some of the broader Internet governance processes and discussions that take place, and many of those do take place outside of ICANN. We're an active group. We meet about twice a month via webinar and have face-to-face working sessions during ICANN meetings as well. And we just meet to share information and expertise and experiences about Internet policy or regulatory issues and how they might impact on ccTLD managers. We're a very diverse group as well. There's around 30 active members and all regions are represented on the committee. And just wanted to note, we have recently welcomed Marta Diaz from .PT as our vice chair.

So to decide how the committee comes up with the topics that we choose to discuss and that we think are relevant to CCs, we go through a process that has several steps. The first step of that is a heat mapping exercise where committee members are invited to share what are the hot topics or the high priority issues from their country or from their region. And then from that, we establish which issues are the common priorities across all or most of the regions. And then we take some time to refine that and explore a bit further what those issues are, why they

might be of interest to a CC and whether or how the committee might address these issues.

So we first started the heat mapping processes during the COVID lockdown periods. And it was just committee members who took part in that exercise. And then once we started meeting face to face again, we did it during our in-person working sessions in ICANN meetings. And so it was committee members and any interested observers who were in the room who took part in that heat mapping exercise. The most recent heat mapping was done, I think, in Hamburg. And so that was IGLC members and others. And this year going forward, we'd also like to give other ccNSO members who aren't members of the committee an opportunity to have a say in what the issues are. So the secretariat will be circulating our current list. And you will have an opportunity to respond to that and comment on whether you think the issues that have been identified are the right ones or whether you think there is something from your country or your region that is missing. So we'll circulate that shortly. And any comments can just go straight back to our secretariat.

So in terms of our future work program, we'll be focusing on the 20-year review of the World Summit on the Information Society, as well as the steps leading up to that along the way, including the Global Digital Compact. And we heard a suggestion earlier this morning during the ccTLD news session that perhaps the Internet Governance Committee might like to develop a playbook on how ccTLDs can engage with their governments. And we do have quite a lot of expertise on the committee. Many of the members are already engaging with their governments on these issues and on other Internet governance issues. And I'm sure we

can sort of put our heads together and come up with something that might help other ccTLDs if they choose to engage with their governments. So if we can just go to the previous slide. Thanks, Joke. Sorry, I'm a little out of order.

So some highlights from 2023 of the issues that the committee considered. During ICANN 76, we held a session on exploring the digital divide between those who have access to affordable and reliable connectivity and devices and those who don't. And we explored that from the perspective of the five different regions.

At ICANN 77, we explored the impact on a ccTLD manager of national and regional cybersecurity legislative initiatives. And then in Hamburg at ICANN 78, we invited some external experts to come and join ccTLDs to talk about the World Summit on the Information Society and why it's important to Cs and how you might engage.

So we will be looking considerably, I think, given its proximity and the potential impact of decisions that are made at these intergovernmental processes like the WSIS. We will be exploring that further as an Internet committee. There's also been a bit of interest around these processes in the last few days. So we will also, as a committee, discuss what else we might be able to do to share information about what's happening. A number of our members have significant expertise in this space. We have members who hold other important positions within other Internet governance processes, such as on the advisory committee of the multistakeholder advisory group of the Global Internet Governance Forum. We also have members who are on the executive committee for NetMundial.

So between the committee, we will be able to -- at our meetings, we share information amongst ourselves. So we will think about how we might be able to share that more broadly with interested ccNSO members, perhaps through creating a list of resources or a library that -- I think other committees do that, like on DNS abuse. So something similar to that, we will think about how we can get information out. If we can just go to the next slide again. Thanks, Joke.

So what is coming up at ICANN -- earlier at this meeting, I've missed Internet fragmentation. We had a session yesterday, again, with some external experts to talk about Internet fragmentation. And then at ICANN 80, we will be holding a session on capacity building. And we will be working behind -- out of session, intersessionally on our -- developing our future work plan and deciding which issues the committee is going to explore.

So we do welcome new members. So if you are not currently a member of the committee and you represent a ccTLD and you would like to, please speak to Joke about this. She can tell you how you go about joining. But that's all from me. Thanks, Alejandra. Happy to answer any questions or comments if there are any.

ALEJANDRA REYNOSO:

Thank you very much, Annaliese. This is Alejandra. Any other questions or comments or questions for Annaliese? Okay. I see none. Thank you so much. We will move on now to Nick, who will talk about DNS Abuse Standing Committee.

NICK WENBAN-SMITH:

Thank you very much, Alejandra. My name is Nick Wenban-Smith. I'm the general counsel for the .UK ccTLD, which is NOMINET. It's my privilege at the moment to be the chair of the ccNSO's DNS Abuse Standing Committee. And I've been very ably supported across the time zone divides by my friend Bruce Tonkin from the .AU. So two years ago we founded the standing committee to maintain a dedicated forum for the ccTLD managers to discuss this important topic of DNS abuse and what it is and how to mitigate it, largely to share information, insights, practices, etc. So the purpose of the committee is primarily aimed at ccTLD managers who operate within the ICANN community, but it's not limited to ccNSO members. I have to say, obviously, participation is purely voluntary, but the purpose is not to formulate policy, not to develop standards. That's not part of the remit of us in this area. We recognize that policy development within the ccNSO is a complex thing, but these sort of specific things for registries to deal with in their jurisdiction is not a policy function.

But what we thought we could do is to raise understanding and awareness of the issues around DNS abuse. And that includes showcasing good examples, promoting open and constructive dialogue and best practices, as you can see here. So the ultimate purpose is, although we're not formulating policy or standards, we are hoping to drive down the amount of abuse globally, recognizing that as one TLD becomes effective at mitigating abuse, then it will move to other TLDs. So we want to make it across the whole ecosystem. And, yeah, it's been a very interesting and very active committee over the last two years. We have 16 members across all of the different geographic regions of ICANN. Let's go to the next slide.

So one of our committee members, David, over here, if you've got any questions on these resources, then he's probably the best person to direct those to. But there's two specific resources which we want to talk about. And you can see here what they are. So one is essentially a repository, a resource library for useful information, commentary reports, practice guidance for ccTLDs specifically around the topic. So basically it's curated by an editorial board of six members of the standing committee. And, you know, this is supposed to be a high-quality resource for ccTLDs.

The second sort of information sharing initiative here is around dedicated email and contact list. So you can see that up to four contacts per ccTLD can sign up for this. It's not a confidential list, but it is closed. And we will authenticate any requests for members to join that. So these are current and running. I mean, David, I don't know if you wanted to say anything else around the sort of timing and launch, but there'll be more information in the cc community updates as and when. Thank you. Go to the next slide.

So looking forward to ICANN 80. So in the Hamburg meeting, 78, we had a very nice sort of quasi plenary session on the different mechanisms for measuring tools for the DNS abuse measuring essentially. Based on the principle that you will find it difficult to measure something if you're not able to measure it and see it. So the first step is to have a good understanding as to what is in your own back garden in terms of abuse. So we had a very nice set of presenters, including from ICANN staff with the domain abuse activity reporting tool. And I know that they are re-evolving that tool and upgrading it. And we also had a nice set of presentations from the DNS Abuse Institute.

So looking forward, we wanted to build on those sessions and have actually more of a regional outreach and capacity building since we're going to be in the African region. So we'll do a further sort of workshop and actually help people look at the abuse in their own TLDs. So that's that was the session there.

And the second development, recognizing that TLDs are TLDs regardless of whether they're ccTLDs or gTLDs, is that we need to have a horizon scan across the whole ecosystem. And for those of you who have not been following it closely, in April, there are going to be contractual amendments to the gTLD contracts, the registry operator contract between ICANN and a gTLD registry operator. And in terms of the registrar accreditation for all of the ICANN accredited registrars for gTLDs. And these incorporate essentially base amendments around requirements to action, DNS abuse and compliance consequences, frankly. So ultimately, a registry or registrar who does not fulfill their new contractual obligations will be subject to ICANN compliance sanction.

So I think what the committee felt was that actually we should take a look at those provisions applying to gTLDs and maybe see the relevance to ccTLDs. You know, obviously, we're not going to mandate people to adopt them, but largely for those of us who have sort of large registries and registrars, we have the same registrars who are going to be governed by the gTLD abuse clauses now. So maybe in terms of standardization across the industry, it would be helpful for the similar sorts of provisions to be put in registrar accreditation agreements between those registrars and ccTLDs and to basically unpack that issue

and have a bit of a discussion about whether there are some lessons learned.

And I say this in the nicest possible way, but one of the fun things in this committee is to observe the very low levels of abuse in ccTLDs compared to gTLDs. So if we see that they are getting better or doing initiatives which will improve their position, then it's like a competitive arms race and we should also make sure that we don't get left behind as other people find new initiatives to progress. But it's a serious topic. You know, actually, we're talking about practical risk to the end users of the Internet in all of our jurisdictions. So this is why I feel very passionately that we should put a lot of effort into this area. And next slide.

So it seems hard to believe it, but it's now coming up for two years when we issued a survey around the topic of DNS abuse and how it is viewed, defined, acted upon, resourced across all of the geographic regions and all of the ccTLDs globally. And rather, to my dismay, I was reminded that I did say we would repeat this survey at periodic intervals to see whether or not our work, the community, is moving some of the responses to the survey. And so we're going to have to do another survey coming up in September 2024. And as part of the preparation for that work, we are going to review the previous questions because I think with the benefit of hindsight, some of the questions could have been made clearer. There could have been a bit less duplication. So we can make it easier for the respondents to the survey. So that is an action that we agreed on after the last survey and we had a bit of feedback. So we are going to put some effort into improving the survey and adding in perhaps some questions which we wished we'd asked afterwards. So

there'll be a bit of an evolution in the survey, but the purpose of it is to get a photograph at any particular point of time and then to repeat it and to see where the changes are made. And if there are no changes, then that itself is an interesting sort of piece of data.

Specifically, and this speaks back to the session on tools and measurements, we had a surprisingly large number of survey respondents who said they did not know the, so in terms of self-evaluating the amount of DNS abuse that they were experiencing, over 30% of the survey respondents ticked the "we don't know" box. And part of the workshops and tools and measurements is to see whether that "we don't know how much abuse we've got" is driven down through the work that we've been doing and improved measurement methodology and socializing of that. So we'd like to sort of share the initial results of that at the ICANN 81 meeting in Istanbul. Next slide.

I think it's the last slide now. Apparently I've talked too much. And you can see here the data points on the previous survey. Obviously, we'd like to get even more responses to that survey. And yeah, that's my update. Always very interested to welcome more participation for anybody who's interested in this interesting topic. It's a very good group of people to work with. Thank you.

ALEJANDRA REYNOSO:

Thank you very much, Nick. Do we have any questions or comments for Nick? Okay, seeing none, can we move on to our next presenter? It's Abdalmonem Galila on Universal Acceptance Committee.

ABDALMONEM GALILA:

Thank you, Alejandra. Actually, Universal Acceptance is on the stage of ICANN for many years. And in addition to that, there is a committee created within ccNSO since September 2023 called Universal Acceptance Committee that have major goals to creating a platform for ccTLD manager in order to interact and exchange information for the acceptance of domain names, whatever these domain names at the top level or other levels. Maybe this domain name is ASCII or IDEN. This was outgoing for formulation for standards or policies as these issues related to individual ccTLDs and out of a scope of ccNSO or UAC.

Actually, we have a lot of items for our scope as you see, but the major items for our scope that to liaison with other work groups like we have, for example, our colleague, Ken Kai. He is liaison with Universal Acceptance Steering Group. And second item for the scope is related to information sharing. Maybe this information sharing through conducting surveys for UA readiness for our ccTLD manager exists for ccNSO or communicate or open a dialogue with other work groups that have interest for Universal Acceptance like GAC UA and IDN work group, [UN UA working group,] or board UA and IDN work group, and of course, Universal Acceptance Steering Group. And also through conducting some awareness session related to Universal Acceptance for ccTLDs at the tech day, for example, or at ICANN meeting during our presenting ccNSO. And also there is many other activities that may be subjected to consultancy from the community and approval from the council. And also, sorry. Yeah, okay.

And the main purpose behind Universal Acceptance Committee is that we need to fill the gap in for information sharing and act as a single contact complementary to what is going on for the existing effort for at

the local, regional, and global level. Of course, without overlapping with any communities that work for Universal Acceptance. We are talking today about ccTLD for Universal Acceptance.

Universal Acceptance Committee membership is open for all representative from all ccTLDs, whatever they are IDN or ASCII. Actually, it is important. Maybe I am ASCII ccTLD manager and English is the official language at my country, but you forget that maybe I am a client and I wanted to have a domain name under your TLD that have one of the letters that's considered to be non-English language. And at the same time, I may use, I may select English domain name and I subscribe for this domain name using my Chinese email address, something like that. So it is important to sign in for or sign up for the Universal Acceptance Committee. And of course, the membership also is open to anyone that is respective to ccNSO membership.

We have liaison already working now to share information from Universal Acceptance Steering Group to ccNSO. And at the same time, as I said, we need to have a library in order to fill in the gap with the information that are related to ccTLDs for the subject of universal acceptance. Actually, this library will contain different categories, like it is article, it is report, it is links, it's YouTube videos. All of these are related to universal acceptance. Maybe these links, maybe it's extended links to UASG website, but all the materials that are related to universal acceptance and ccTLDs will be at one place. So if I am a ccTLD, I could go for our base, UAC at ccNSO website and search for the topic related to IDN. I will find it, the topic related to UA and IDN, I will find it with special tags. At the same time, we need to review the submissions done for universal acceptance library. So there is editorial board, which is a

subgroup from universal acceptance committee in order to review submissions and approve it and add it in the correct category. At the same time, we already drafted, we already finalized our UAC work plan. We identified already the work items we used and set ideas and we used napkin pitch to set ideas, to set impact and effort analysis and set priorities.

Last Sunday during ICANN 79, we committed our work items for universal acceptance work plan. And for the future plans for universal acceptance committee, we have five major items here. First of them is reaching out to ccTLD managers globally to increase awareness about universal acceptance committee and its activities. Actually, we moved at the moment from just making it a theory, just a beacon, just an article to action. And we already finalized our UAC work plan after we committed the work items.

And the third one will be assisting in organizing sessions in universal acceptance readiness during ICANN public meeting, take day, something like that. The fourth item for that will be opening a dialogue and liaison with other work groups within ICANN umbrella in order to exchange information related to universal acceptance. And finally, to create an email list for all ccTLDs interested on universal acceptance, IDN and EAI as a platform for information exchange.

Of course, what I said today, all of this on behalf of universal acceptance committee and my colleague Regina, next slide, my colleague Regina from .EU. Yeah, it is my [inaudible]. Thank you very much.

ALEJANDRA REYNOSO: Thank you very much, Abdalmonem. Any questions or comments for Abdalmonem? Okay. Seeing none. Now we can please move forward with Sean Copeland with guidelines Review Committee.

SEAN COPELAND: Thank you, Alejandra. So I'm just going to go over our recent work items in the GRC. As you guys all know by now, you've been asked about your statement of interest or at council your conflict of interest updates. And I'm happy to say that you guys have actually responded very well as this has become part of our regular routine. I know there's a bit of growing pains, but I appreciate your participation in doing it. And for those that have updated in person, thank you for doing that.

Moving on from that, you'll see that we've been working on different guidelines. You have the policy implementation guideline. This is a result of the PDP work that has been done by Stephen's group and by Kenny's group. And as these are making their way through the ICANN processes, it became apparent that we needed to have a framework in case ICANN came back and required some advice and a mechanism as well for us to monitor the process. So we developed a lightweight framework to allow for the current groups and potentially future groups to have an understanding on how to proceed should the need arise.

You'll see then that we also have been looking at the director removal board recall guideline. Good faith, I suppose. We actually addressed this this past Saturday in a pseudo continuous improvement environment. It was actually kind of interesting, a 9:00 AM session that got very lively and I'd like to thank the people that were quite lively in the meeting. It's okay. I'm not looking at you, Tatiana. Anyways, I expect that this will be

in the hands of council fairly quickly. We'll try to get it for tomorrow. I'm not sure if it will be there as a late item or not.

Going down the list, you'll see that we were looking at council elections during the last round of council elections. Joke, as our election process manager, noticed that there was a couple issues that we needed to deal with. We addressed those pretty quickly, I believe. I do want to point out that in that, we did have a definitions discussion that was quite in depth over plurality versus majority. It will actually appear as a footnote in the documentation when it arrives at you. Please look at it. If you're not a native English speaker, please ask questions if you don't understand what we're saying there. We hopefully have made it very clear.

The last item that is on that list is the council roles and responsibilities. This is a guideline that sets out how we as council assign our roles each year. There's been a bit of a change to it in that we have basically aligned what we do, the actual practice with the policy that is written. Previous to that, we were kind of doing one thing, even though our policy said another.

I do want to note that within that document, we are talking or bring up the topic of succession within council. While it's not addressed in this document, nor should it be, it is an item of interest from the point of view of the GRC because it deals with knowledge transference and the knowledge base within the community that as people come through, we want to make sure that that institutional knowledge remains intact.

Moving on from that, you'll see the continuous improvement process. This is something that within the GRC we've been doing for a bit of time now. And to that end, Irina and myself have been assigned to the

continuous improvement program community coordination group which is a result of the ATRT3. Right now, we've only had about three sessions. We actually had our first in-life session today. We are working on five principles to work out if those are going to be the principles. Expect that sometime in the next quarter, Irina and I will bring this to you guys to look at and introduce it. ICANN Org will probably have a presentation for us to give you. So that will be interesting.

So this brings us to our last item, the open space sessions. If we can go to the next slide. So for everybody that was in Hamburg that participated in the open space technology session, it was a very lively session. There was probably about 40 people in the room at one point, 40, 50. We broke up into three groups. One of them was quite large. And the discussion that took place took the entire time of the meeting space that we were allocated.

We followed that up with a virtual version of the open space technology. This actually worked pretty well, surprisingly enough, on one hand, and yet not on the other, because this is a community that tries out new things and is willing to experiment. And that's a good thing.

From the open space sessions, there were three main areas that came out that U.S. members are interested in. Engagement and participation, knowledge sharing and communications, and process and structural improvements. I want to point out that if you look at engagement and participation, this is an item that also came up when Alejandra was talking yesterday about the World Cafe results, as well as the knowledge sharing and communications. So these are really important

topics to you and are topics that we as the council need to work with you to address.

So saying that, I would like to suggest to my fellow council members, community at large and the MPC, that we actually look at holding, over a members meeting, an open space technology or equivalent session for the entire meeting and work out the logistics of that and have you guys actively involved in working to help everyone here find solutions to some of these problems that are, I suppose, systemic to volunteer entities such as ourselves. And with that, I yield back to you, Alejandra.

ALEJANDRA REYNOSO:

Thank you very much, Sean. This is Alejandra. Any questions or comments? A full day of open space, then? Two full days of open space. Oh, okay. Well noted. With that, we will move on now to the small team on registrant capacity with Margarita Valdes.

MARGARITA VALDES:

Well, I think we all are fighting with the strong need to get asleep after the lunch. So please raise your hands. Wake up. Raise your hands. We are in the middle of the day. So come on, come on. Just a few energy more. Excellent. okay, well, my name is Margarita Valdes. I'm from Chile. I'm from NIC Chile. I have a brain being a lawyer and the other half of my brain, it's technical things. So it's an interesting mixture. And also, well, capacity building is something that is very sensitive for me. And well, that's the reason why I was awarded in Hamburg, I guess. And I will tell you something that was at the beginning was a little challenge. But

I think there is a very interesting line of work with this small group. Joke, please. Thank you.

Well, the idea was before Hamburg to have a session in order to gather some people that is there. We are working with Grace, Biyi, Christian, Gordon, Everton and me in order to see and read the documents that ICANN website have about registrants. That's the key word. So the idea is looking for or try to find if the educational materials that are available in the ICANN website are useful for a ccTLD registrant.

Well, the analysis shown that there is no much information for ccTLD registrants in the website of ICANN. So our task currently, sorry, it's because the ICANN registrant program currently offers mainly information for gTLD-related content and does not target that targeted to ccTLD registrants and or engages directly with the ccNSO or ccTLDs.

At ICANN78, ccTLDs and the Council expresses an interest in registrant education materials that are more relevant to the ccTLDs. Since ICANN78, a small team worked closely with ICANN's registrant program team. And you, well, you see there my mates and especially from the ICANN side is Brian Gutterman, who is the leader of these contents in terms of the work that we are done in several meetings that we had.

Until now, we had had five meetings and we made starting the work and trying to put the user in the center, the client, the registrant, and the idea is to try to put us in the shoes of the ccTLD registrant and what happened when they have some kind of problems. And we use this kind of methodology, setting the scene and what is the current situation about these profiles or persona and creating personas, this kind of, it's like a journey, the client journey or the user journey and working in

fictional characters to represent the different user types and might use the ICANN website. And we construct the user journey and the journey will help us to reflect the experience of the persona has interacting with the ICANN website and hopefully identifies the needs that these personas could have.

And the ccTLD registrant capacity building proposal is please join us to profile, to build this persona and the experience that these people could have to have more information for the ICANN 80. So, the good thing is that we have a lot of ideas about what kind of profiles or something that happened in the meeting that we had in Saturday here was the idea of my colleague from Serbia told us, digital supplier, remember? Because, well, we know that our registrants could be intermediate in these services with us, with a lot of people, companies and suppliers, digital suppliers, has a web hosting, has whatever, design a website and so on. So probably these layers are different and the end user perceived that perhaps it or he or she have a problem with the ccTLD or with the domain name, but perhaps the problem is in between. So it's interesting to try to identify these layers or these actors between the experience or within the experience of our registrants or end users and try to conduct easier or the less pain that they would have in order to use their domains. So please join us. We are very happy. We have fun doing this kind of job and try to think the infinitive possibilities that our registrants could suffer using their domains. So that's it.

ALEJANDRA REYNOSO:

Thank you very much, Margarita. I think these exercises are very eye opening, because when you put yourself in this persona and then you

see these struggles that may arise, I think it's one of the best ways to find out where to tackle the problem and find the solution. Do we have any question?

MARGARITA VALDES: Yes, I would like to add something that is the, if I can say something that is very hard for us in terms of the team is try to go out of your role because your knowledge is your bias and so on and try to think about a common people using domain names without or a small information and try to figure out how they can move and use this or how can they follow up their problems when they have one, for example.

ALEJANDRA REYNOSO: Completely understandable. I see we have a question in the room. Please say your name.

UNIDENTIFIED SPEAKER: [inaudible] from .rs. I have a comment, not a question, just to clarify and just for the history, the important term that was coined, digital supplier. It was by Bart. He coined that term. What I was advocating is introduction of another role, a role of registrant who doesn't know that he or she is a registrant, who doesn't know about ICANN, who doesn't know about ccTLD. Let's say they are a sole trader. They want to start in this digital economy or virtual world or whatever. And they know their digital supplier who developed a website and among other things, register the domain name, sometimes not always maliciously, but sometimes maliciously in the name of the digital supplier, not in the name of our registrant. So that was the role that we have to be

expanded on. And in my country, there are several hundred thousand of those. Thank you.

ALEJANDRA REYNOSO:

Thank you. Thank you for the comment. I don't see any more hands up. I just want to let everyone know that the job that was presented today is where you can contribute to the work of the ccNSO. I'm very happy to see all the progress that has been made during the past two or three years. In the chat, you have a link to keep updated on the progress of each of these working groups. If you're interested in joining, here you see where you can reach out. There's also a newsletter where you can get more updates on the work that's being done in the ccNSO. And if we can go to the next slide, I would like to thank all of our presenters today for giving an update to our community. And I invite everyone to our next session that will be the meeting with the ccNSO board representatives at 3 p.m. in this room. And this meeting is adjourned. Thank you very much.

[END OF TRANSCRIPTION]