
ICANN82 | CF – Get to Know ICANN Community: ISPCP and Tech Career
Sunday, March 09, 2025 – 15:00 to 16:00 PST

SIRANUSH VARDANYAN

Thank you. Welcome back to Get to Know ICANN Community series of sessions. And today, during this session, we are going to learn about another constituency which is part of Non-Contracted Party. We know already the structure of GNSO, and we have non-contracted parties which have commercial and non-Commercial Stakeholder Groups.

So we learned about BC, which is the Business Constituency. We learned about IPC, the Intellectual Property Constituency, and now we are going to learn about the third one, which is part of this commercial stakeholders Non-Contracted Party, which is the ISPCP, which stands for Internet Service Providers and Connectivity Providers constituency. So another new abbreviation for us to learn, and it's my great pleasure to introduce chair and vice chair of ISPCP, Philippe and Susan, who are here to introduce what are they doing, how they are doing, and how we, as newcomers, can be part of this. Philippe, the floor is yours.

PHILIPPE FOUQUART

Thank you, and good afternoon, everyone. And what I would add to this is that it's indeed a new acronym for you to learn, so that's the bad news. The good news is that it's been around for a while.

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It's been around for 20 years, probably more than that. So contrary to others, it's long lived. So indeed, we represent the ISPs and the connectivity providers within the Commercial Stakeholder Group of the GNSO. A few basics about our constituency. Susan, would you cover this?

SUSAN MOHR

I'm glad to. Hi, I'm Susan Mohr. I'm the Vice Chair of the ISPCP, and I'm located in Denver. It's a pleasure to be here today, and I'm so glad to see so many people in the room.

So, the ISPCP became a constituency within the GNSO in 1999. So as Philippe says, we've been around for a long time. Our membership includes ISPs, so Internet Service Providers, and connectivity providers that operate an Internet backbone. So, you've either got to be an ISP that connects, that has that last mile to the end user customer, or an Internet backbone provider. We also have members who are affiliated with associations that are made up of ISPs and Internet backbone providers.

We have over 60 members, and those are members that are located all around the world. We'll talk a little bit about that later. We're definitely trying to grow the ISPCP, and so to the extent anyone in the room is part of a company that operates an Internet backbone or is an Internet service provider, we'd love to talk to you and encourage you to join our membership.

We are a member of the Commercial Stakeholder Group, as Philippe said, in the Non-Contracted Party House, which is a

bicameral house. There's the Commercial Stakeholder Group that's made up of the Business Constituency, the Intellectual Property Constituency, and the ISP Constituency. We make up the CSG. We partner with the non-CSG, and we together are the Non-Contracted Party House of ICANN's Generic Name Supporting Organization, the GNSO, and it's the GNSO that is responsible for the policymaking for gTLDs.

SIRANUSH VARDANYAN

And please, can you speak at a reasonable pace for our interpreters?

SUSAN MOHR

Absolutely.

SIRANUSH VARDANYAN

Thank you.

PHILIPPE FOUQUART

Thank you. In terms of our mission, as you would expect, we essentially have two goals. The first is to contribute to the policy development of gTLDs, as you would expect since we're a member of the GNSO. Beyond that, and probably contrary to other constituencies, we also have an interest beyond this as ISPs. We have an interest across the board, across ICANN, on CCs as well, as well as ASO, for instance.

And beyond ICANN, we also have an interest in supporting our multi-stakeholder model when this is discussed elsewhere. I mention this because you may hear about the discussions on WSIS+20 these days in a number of intergovernmental organizations, such as the ITU, and just as an example of something that we want to weigh in, the WSIS+20 was subject to a position by the constituency.

Our structure. Do you want to do this or? Okay, so as you would expect, we are organized with a constituency leadership that consists in a chair, a vice chair, and an executive officer. Our role moving forward is essentially not only to organize the work of the constituency, but also to review applications to our constituency. In terms of contribution to the policy development, we have representatives to the GNSO Council. We have two seats there, and obviously we appoint someone to the nomination committee. Okay. Susan?

SUSAN MOHR

So how do members participate in ISPCP? Once you become a member, and you qualify as a member based on the criteria that we discussed, then you automatically get added to our mailing list. And on that mailing list, I think we try to provide meaningful information about what's happening at ICANN and the types of things that are happening at ICANN that are of interest to ISPs. So we have a lot of folks that are on that mailing list, and I think they find a lot of value there.

For our members who want to get more involved, then they can also join our monthly community meetings. So we do meet on a monthly basis via webinar. Sometimes I think we continue to work on making the times of those webinars more friendly for everyone around the world. The community meetings are well attended, and we tend to cover important items that are happening within the GNSO, so critical policy development items that are on the agenda for the GNSO are discussed. And then we also are involved in a number of technical activities with the Chief Technology Officer office, and we try to engage as much as possible with the other technical organizations within ICANN, like SSAC and others, so that we can stay on top of those technical activities.

You can also, if you wanted to get more involved, as Philippe said, we do have two representatives on the GNSO Council. That's an option for our members as well as the position on the NomCom. But you don't have to be involved in either of those to participate in policy development processes, working groups, and small teams that the GNSO sets up. And so that's another opportunity to get more engaged on the issues that you're interested in.

And then the last area that I'll touch on is just our policy development process. So we do have members who help us develop our policies, either through development of a single policy on a discrete issue. For example, we've developed a policy on Internet fragmentation that we use, and we've shared with our members so that they have that information as they're talking to representatives of their governments and their leadership within their businesses on what issues are important from an Internet

fragmentation perspective. We also contribute comments to the policy development process, and as Philippe said, on occasion we do submit comments outside of ICANN, like in response to the WSIS+20 proceedings that are going on at the ITU.

So there's a lot of ways to participate, and really it's up to the members to decide what's most important to them, and get engaged in those areas that are important to them.

PHILIPPE FOUQUART

And I would add that as ISPs, we are very conscious of making sure that the time and effort we spend here is relevant to our business moving forward. It's relatively easy to get lost in ICANN. I wouldn't say paperwork, but minutiae, if you see what I mean. And we're very much aware of the need to digest this and make it understandable for our members. So we have a variety of experiences within the constituency to do that review of the available information and make sure that those are relevant to our membership.

Not sure I need to go into the details of this. We've pretty much addressed how we contribute to the policy development, I guess. Well, you will hear a lot about policy here, so we should probably distinguish between the policy with a capital P. You may hear about the Z shape, the Z shape of the policy development at ICANN as far as the gTLD policies are concerned. So that's the capital P, I would say. But there's also policies that we develop to help our members to contribute to activities outside, which is, in our view, just as important. One example being that WSIS+20 debate that

Susan was alluding to. As you would expect, those are developed by consensus of our members. And we tend to have a sort of commonality of interests.

SUSAN MOHR

So this slide is really meant to help you understand a little more about the actual policy development process that we undertake within the constituency. And so once, as a constituency, we decide that there's a particular issue that's of importance to the broader membership, then we'll assign a drafting team leader who is responsible for collaborating, pulling together a small team, collaborating with that small team to get input on what the details of the position of the constituency should be, and then they really take the lead in putting pen to paper and drafting our response.

Once that response is drafted, then we share that across not only within the small team for initial feedback, but then within our broader constituency to make sure that everyone that's a member of the constituency has an opportunity to weigh in. And as Philippe said, we develop all of our policies by consensus, which means that if someone has an issue or a concern with a particular item, we'll try to work that out. But if we can't work it out, then we remove it, because the final submission really is about solidarity and consensus, and that allows us to represent the entire constituency with our final submission. So it's just another way to get involved within our constituency.

PHILIPPE FOUQUART

So to be very practical, just a few examples of things that we developed last year. You will hear about ICANN meetings tomorrow. I think there's a session tomorrow morning. Well, one of the reasons for this being the constraints on the project, so we started developing a contribution to the discussion in terms of how we see our future meetings and the work of the community in that context. We developed positions on, as we say, WSIS+20. I've mentioned that already, Internet fragmentation, to name a couple of others, accuracy for WHOIS, and a couple of others.

So what are our main priorities in terms of both looking inward and outward outside ICANN? Our main priorities are around the launch of the New Round of New Generic Top-Level Domain names, otherwise known as the subsequent procedures, SubPro. The policies around WHOIS data, registration data retrieval system, the need to have in that system information that is as accurate as possible, as well as the issue of DNS abuse, which is a term that you will probably hear only within ICANN, but it's an all-encompassing terminology to describe questionable practices with domain names, let's put it simply.

So that's more of the gTLD-related policies. Beyond that, we have an interest in revisiting our structure and procedures within ICANN to make sure that they are as efficient and effective as possible. So there's an initiative that's called Holistic Review and that should normally have a look at how we work and make sure that our structural organization is representative of the Internet ecosystem as a whole. And we have other items of interest that relate to the specific technologies that ISPs implement, such as resolvers, for

instance, although that's not totally specific to ISPs. We have a significant interest in that area.

Last thing, we also have a capacity-building program that everyone can attend. We have a webinar series that we started early December last year and which we will conclude in June. Everyone is welcome there. I would encourage you to have a look at our website where you will have the details of the next two sessions, I think.

SUSAN MOHR

So I think this is our last slide. We wanted to take just a minute to talk about some of the challenges that we have. So we do have, like we said, we've got about 60 members. Of those 60 members, we think we probably have around 20% to 25% of those members that are actively participating. So the good news is that we work well together. It's a good group, and I think we enjoy working with each other and we work with each other well, but we would love to grow that, and we're taking a lot of steps to do that. So we'd love to have more members, and we'd love to have more of our existing members actively participate.

So the ways that we're reaching out to try to grow our membership are maybe two or three different ways. One is we hold, occasionally and from time to time, we hold capacity-building events at ICANN meetings, which is great for those specific regions, but then we miss out on potential members from other locations from around the world that aren't able to actually attend the ICANN meetings. But to the extent we offer one of those, we try to talk about like this,

what do we do, and encourage membership. We also attend events like this and love to see so many faces and would love to talk to as many of you as we can, again, to the extent you qualify as a member or you just want to learn more, just to get the word out and use events like this to also grow.

As Philippe said, we are also partnering with the Chief Technology Office to host a series of technical webinars on the DNS. Those are held on a monthly basis. As Philippe said, we started in December. We're going through June. The information for each of those webinars is available on our website. We have had registrant numbers as high as 200 for our events, and we've had participation I think as high up to between 50 and 70 people. So we see those as being really successful, and it's great to be able to partner with the Chief Technology Office.

This week, in fact, we're going to be hosting a hands-on workshop on Wednesday afternoon here in Seattle on BGP routing. So if that's something that you're interested in, it's a hands-on workshop with experts from ICANN who are going to be advising us on BGP and explaining how to actually set that up. So you just need to bring a laptop. So we hope to see some of you there. And as I said, if you have any questions about the constituency, your eligibility, or anything more broadly, Philippe and I are here to answer those questions. So thank you very much.

SIRANUSH VARDANYAN

Thank you. Do we have questions? Yes, Vinny, please come to the mic.

VINNY ADJIBI

Thank you very much for the presentation. I have two questions. The first one is related to the supporting organization you work with. So between the ASO, address supporting organization, and GNSO, which one is really close to ISP? Because I'm a computer scientist, and to me ISP I'm more working with IPs than domain names. So what explains the decision to be affiliated with the GNSO rather than the ASO? And the second question related to WHOIS, there's been research on people losing IPs. So how do you make sure that WHOIS accurate from that sense?

PHILIPPE FOUQUART

Thanks for the good questions. So I'll take the first one. I'm not sure as an ISP, I'm not sure I can tell you which of those two is the most important. The clue is in the name. ASO is essentially a coordination body to develop global policies that relate to IP addressing. That is, as you said, crucial for ISPs. There's not much we can do without IP addresses, can we? And especially these days, the ASO is developing a review of what's called ITP2. If you look it up, you will understand that that's a policy that's intended to recognize a new regional Internet registry. So that's crucial. That's really important.

Now, if you're interested in domain names, don't look at the ASO. That's not what they do. And domain names are equally important

for ISPs, and that's what the GNSO does. So it depends on your focus, your interest. But I would argue that both are really important. Something that is quite specific to the ASO is that there's that regional structure underneath, and there's a split of responsibilities between what is expected at the global level versus what is expected at a regional level, mindful that the latter existed before ICANN.

So there's a history there, as opposed to the GNSO or the DNSO, as it was called before that, which from the outset was in charge of developing gTLDs. So I guess it's a long answer to say that both are really important for ISPs. So I would encourage you to have a look at the respective remits of those two supporting organizations and figure out which is the most important.

Coming back to the observation I made very early, as a constituency, we weigh in when we think something is important. For example, on the review of ICP2, we provide inputs to the ASO. Anecdotally, a colleague of mine is chairing the ASO Council at the moment, so there's a close relationship between the two. So I guess, and call me partial, but if you have a general interest and you want to have probably the best of both worlds, I would argue that the ISPCP is probably the best place for that. Now, on the second question, do you want to take that on accuracy? Susan?

SUSAN MOHR

Yeah, thank you for your question. I wish I had a great answer for you, and I just don't. You probably know that the WHOIS database is in the process of an evolution. And so after the GDPR, ICANN

launched its, what they call the TEMP spec, and now we're about midway through, I think, of a two-year pilot for what they're calling the RDRS, and I wish I could remember what RDRS stood for, but I can't right in this moment.

And so there's a lot of debate going on within ICANN about what it means to have accurate data. Just the definition of accurate data. And so that debate, I think, is ongoing, and it'll continue to evolve, and at some point we'll have that definition and that'll be implemented through the RDRS, but I think for now it's still something that's being heavily debated, and that might be an area that you'd want to get involved in because I believe that's part of a small team and they'd probably be interested in your views.

SIRANUSH VARDANYAN

Thank you. Miracle? I love your name.

MIRACLE ONYEBUCHIM

Thank you very much. Thank you to both of you. So I'm going to need a bit of help here. So I'm Nigerian, right? And it's very interesting that you kept calling yourself an ISP. So help me understand, because it was quite interesting when you mentioned that one of the challenges you have is low membership engagements, right? And I get that the idea behind having ISPs in this committee is so that you're representing the interests of your constituency group. But a lot of ISPs in Africa complain about inclusivity in ICANN. I'm sure you know that Africa has only 6% of IPv6 addresses. There's a lot of cry about marginalization there.

You talk to a lot of ISPs out of Africa. I've worked in three African countries, so I have a bit of context. They're not happy with ICANN.

So help me understand, is it that a lot of ISPs from these underserved areas are not active when the policies that affect them are being made? If that is the case, do you want to perhaps throw some light as to why we have low engagement from these areas? So is it also because there's not enough equitable distribution of knowledge? Or is it access? Why are they not involved in forming policies that affect their business and would rather complain after the policies have been passed? It goes against the ICANN ethos of multi-stakeholder engagement and consensus building.

And I'm sure you agree with me that ISPs in Africa, that consensus, it's something I'm struggling to, because I come here, I'm in all sessions, and there's a deliberate drive to make it inclusive, but I'm trying to understand why that disconnect exists, especially with IPv6 and all of that. Were they not in the room when that decision was being made? I'd like some help there, if you don't mind. Thank you very much.

PHILIPPE FOUQUART

Thank you. Thanks for the question. I'm not sure there's a simple answer to your question. I'm going to try something. Well, first, just an observation. In terms of IP addressing, other than the global coordination, there's very little that ICANN actually does. The policies are developed by the regional Internet registries. I think the criticism that you alluded to was more about the

representativeness of our community with regard to regions such as Africa, for instance, and to some extent part of Asia.

And I think there are several reasons for this, one of them being, let's face it, language. And I'm not talking about IP address policies here, but more about domain name related policies. The fact of the matter is that all working groups and everything that relates to policy development here is in one language because that's the way we work, and it's sometimes challenging for some local communities, including myself, I have to say. That's not my native tongue, as you can tell. So I think that's one factor, A.

B, not so much about Africa, but probably more for Asia. It seems like a detail, but the Earth is not flat, there are many time zones, and it is a challenge. Clearly, during COVID, that was the main challenge of trying to work in a way that has split the burden. That's the other factor. I would mention a third one, which is why we spend so much time and effort in, as I said, making ICANN's work palatable to our members, is that we tend to spend ages to work on policy development. Sometimes it's not quite up to the issue that's at hand. So there's generally some frustration within the ISP community, and sometimes they tend to look elsewhere to find a solution to their problems. So it may be a third factor.

Just to cut it short, I don't think there's one single solution to the problems that you raised. But we're trying hard to include. In terms of members, I think we have three, four active members, including one association from Africa. My own affiliation has four

members in Western Africa, and we try and make sure that the work we do within the constituency is relevant to them.

SIRANUSH VARDANYAN

Just briefly take the last question. Bolu, ten seconds.

BOLUWATIFE JIDE-OLUGBADE

Right. During your presentation, you talked about having to have a consensus within your group before you provide your recommendation. Okay, I'm sorry. You talked about the need to have consensus in your group before you provide recommendation, and if anybody has an alternative opinion, you have to try to get a person to buy into it. So my question is this. Are there times where you have to modify the recommendations just to accommodate one person who has an alternative view?

SUSAN MOHR

Yeah, consensus is a difficult thing, and I think if you've-- we have such a small-- and I'll just say this. I think we benefit from having a very small group, and as ISPs, it's not often. We all have similar challenges in the businesses that we operate in that it's not often that we run into that example. So I think we're lucky in that way.

If we were to run into that example, I think we would just have to work through it and see if we can't find some way to meet in the middle to address the concern. And I guess I have to believe that because we always have, we would end up there because, again, as ISPs, we don't. As we think about how we manage our networks

and deploy services to our customers and deploy DNS services, it's all very similar. And so, knock on wood, so far we haven't, I think, run into that challenge. It's a good question.

SIRANUSH VARDANYAN

Thank you very much, and thank you, Philippe and Susan, for your time to be here with us. Our appreciation to you. Yes, please.

PHILIPPE FOUQUART

So the reason for us being here is that, by all means, if you work, whether now or in the future, for Telco and ISP, please come up to us, and you would like to be involved in ICANN's work, please look up the website. Our membership is free of charge. Once you meet the criteria, you can become a member and get engaged. Thank you.

SIRANUSH VARDANYAN

Thank you very much, and you can stay until the end of the next part of the session as well. So you know these guys already, right? David and Nicholas, my colleagues here, and if I can invite also Joe here, feel free to join us here on the stage. So we are going to talk about a new topic, tech career. This is the first time we will be doing these discussions with you, and my colleagues found it really interesting, and I found it very interesting to learn as well, so how we can develop our career in general based on our experiences, and with that, I would like to give the floor to David to start this discussion with you.

DAVID HUBERMAN

Thank you, Siranush. Okay, we have 25 minutes, and this is going to be very different than any other thing we do at ICANN. NextGen and Fellows ask the same thing every single time. You spend the whole week here, you've spent months preparing for this, you meet everybody, you learn all these things, you're all exciting, and now you want to translate this into a career. You want a job in the industry and do something with it. How do you get that?

To talk about that, I want you to hear from some of the people who do work in this industry, none of whom know I'm going to call on them. So, Susan, would you be so kind as to talk for just a minute or two about the first job you had either in this industry or the first job that you had, and how did you get that job?

SUSAN MOHR

Sure. So, actually, I went to school to be a microbiologist, of all things, and so I got a degree in microbiology. I did an internship to work at a hospital and became a medical technologist, so I worked in the laboratory for a hospital for about seven years to about two years and decided it wasn't for me. I went back and got a master's degree and found my way into U.S. West, which is an old belco in the United States that evolved into what it is today. So I did not start out in telecom. Telecom was never in my vision, but it's been a fantastic career and it's really challenging and interesting, and I love it every day.

DAVID HUBERMAN

And it's funny because Susan started microbiology. Do you know what I started my career in? Television. My first job out of college was working on a television show on this brand-new network called Comedy Central, and it was called The Daily Show with Craig Kilbourne.

NICOLAS ANTONIELLO

Should have just stayed there.

DAVID HUBERMAN

Yeah, no, she just stayed there, right? Yeah. As we're talking, I'm going to bring a lot of people up, but as they're talking, raise your hand and come to the mic if you have questions. Sir Albert Daniels. Stand up, my friend. Talk to us about some of the skills that young folks need at the beginning of their career and your experience with your first jobs.

ALBERT DANIELS

Thank you very much, David, for putting me on the spot. But it's really interesting. Problem-solving, perhaps, is number one. Because I got involved in IT when persons had difficulty with their computers and they just needed those problems solved. Apparently, I'm a computer whisperer, so I'm able to figure out what's going on, but just with a way of thinking. And very important as young people getting into the industry, you need to have this desire and urge to learn new things. And when you learn new things, you don't always use traditional means of learning.

I mean, ICANN has this system called ICANN-Learn. We hear loads and loads of acronyms every single day. RDRS, I'm going to explain a little bit afterwards, not here, what that's all about. But you have to have that urge and desire to want to learn more. I'll stop because I could talk for the whole day.

SIRANUSH VARDANYAN

So problem-solving. That was the problem-solving skills.

ALBERT DANIELS

Problem-solving for sure.

DAVID HUBERMAN

So all week, you're being led by your fearless leaders, Fernanda and Siranush. Siranush, what was your very first job?

SIRANUSH VARDANYAN

Teacher.

DAVID HUBERMAN

What did you teach?

SIRANUSH VARDANYAN

I teach English.

DAVID HUBERMAN

You teach English.

SIRANUSH VARDANYAN Yes.

DAVID HUBERMAN And how did you transition from a non-technical job into the technical world?

SIRANUSH VARDANYAN I still don't have technical background because I'm a teacher of English, but I opened my, like, something here. And so that for me to move forward, I need to learn something new. And that's how I end up coming to the Internet world because at my years, when I was young, we didn't know about the existence of these technologies. And my first touch, like, learning about what is this, was I knew that there is something when you click something somewhere, there is a paper going out, and it was printer. So I started to learn with online facilitation. So that was how I get into this work, into the using Internet as part of my work.

DAVID HUBERMAN Fernanda, how did you get to ICANN?

FERNANDA IUNES Good question. My degree was in international development, and I was working in Brazil. That's where I'm from, at a nonprofit there. I moved back to D.C., and I was looking for a job and saw something about ICANN. I was like, what is ICANN? I've never heard of it. Went

on the website, did not help me. I was like, “Maybe I’ll just apply, see what happens.” My boss, my current boss interviewed me, had a great interview, got hired, and here I am, eight, almost nine years later, still here, still with my boss, and now with you all, you NextGen. So yeah, that's how I got here.

DAVID HUBERMAN

Philippe, I see you over there. I have a question for you. When you're looking, when you're hiring or helping hire people into your organizations, what is it you look for on a resume, separate from specific qualifications for the specific role? What is it, when the fellows and the NextGen are looking at building a resume that's going to attract a hiring manager's attention or a panel, interview panelist's attention, what is it you look for?

PHILIPPE FOUQUART

Thanks for the question. Maybe it's just a personal thing, but the one thing I look at is the ability to learn, curiosity. Now, it obviously depends on how much time you have. You can allow that person, but that's the main thing that's of interest to me.

DAVID HUBERMAN

I see you behind me, Joe. How many interviews do you think you've been on in your career, ballpark?

JOE CATAPANO

Oh, my goodness.

DAVID HUBERMAN 5, 10, 15, 20?

JOE CATAPANO Hundreds.

DAVID HUBERMAN Hundreds?

JOE CATAPANO I mean, you're including them for all the jobs that I didn't get.

DAVID HUBERMAN Yeah, absolutely.

JOE CATAPANO Yeah, yeah, absolutely.

DAVID HUBERMAN What did you wear?

JOE CATAPANO Well, pre-COVID, when I was going in person, I would always have something like this, but with a tie, either a full suit and tie or something like that. Now, a lot of interviews are virtual, so I might lose the tie if I was interviewing, but other than that, it would probably look something like this.

DAVID HUBERMAN

Yep. So knowing what to wear, especially in 2025, where a lot of the job interviews are over Zoom, it's not easy. Knowing how to build a resume, especially when you're early in your career and there's not a lot to put on it, it's not easy. Finding a way to capture the attention of the hiring manager or of the HR, the recruiter, who's trying to pick your resume out of a large pile is not easy. Figuring out what skills you want to concentrate on.

Maybe you're going to get some schooling. Maybe you're going to allocate some of your time to online learning. Figuring out how to expend the resources that you do have to figure out which skills you're going to concentrate on is not easy. But what Susan, and Philippe, and Siranush, and Sir Albert, and Joe, and Fernanda, and I, and Nicholas, what we would all tell you is there's no one answer. Everyone's going to have a different journey, and you're going to have different pathways into your career.

I started as a broadcast engineer, and I couldn't spell BGP. But like Albert, I was pretty good with computers. So I got hired by a hotel, a large hotel, to be the very first IT person they ever had. And I had to make sure that the printers worked in the kitchen so that when the servers took your food orders from you and put them into a touchscreen, it would print out in the kitchen. And I had to make sure that the front desk computers could check you in and get a key.

And then one day, we decided we had to make everything online. So I had to learn for myself how networking worked. And the

Internet was pretty young back then, so I couldn't just go look it up on Google or chat GPT or anything. So I had to go buy a book on networking. And then I had to buy a book on DNS. It was called Introduction to Bind. And the funny thing about that book, it's still the book we go to today to learn about DNS. It's the same book 30 years later. It's called Intro to DNS. Yeah, Introduction to Bind.

I had to learn for myself. And then when I finally learned enough, I was able to get a job at one of the regional Internet registries. I went to work for Aaron. I didn't know much about IP addresses. I didn't know what IPv4 versus IPv6 was. And I had no idea what reverse DNS was. It took me like a year or two to really wrap my brain around what reverse DNS is. But you learned because you were flexible, because you had a curiosity, a desire to learn, because you asked questions, because you didn't sit there quietly. You talked to people, and you learned from them.

All right, we've talked a bunch. We have some time. Ask some questions. You have all these professionals around you, some of whom have been doing this for 30 years. Ask some questions. You want to say something?

NICOLAS ANTONIELLO

Yeah. One of the things that in between you think about a question, you don't have to make a question, but it's always good to ask the question that may arise. One of the things that I always think that was the main part of my career, in my case, was the passion for what I do. I think it's not something that always happens to everybody, but if you fall in love with what you do, it's going to be

okay. I mean, each of you have to find your own path, but you will get there. You just have to know where you want to be next. You don't necessarily have to know where you want to end up, but it's good to know your next step, and then look for it and fight for it.

In my case, for example, I studied computer science and electronics, and I graduated in electrical engineering. Then I worked for a major tech company in my country in Uruguay. I'm based in Uruguay, South America, for 15 or 14 or 15 years, and at the same time I was a teacher at university. So I teach networks and electrical measurements. We have nothing to do with networks, and I was a teacher for 15 years.

Eventually, during those days, someone that I knew because I attended a meeting from LACNIC, the RIR from Latin America and the Caribbean, the one that was by that time the CEO of LACNIC, Raul Echeberria, came and said, "Hey, Nicolas, why don't you, to the young Nicolas, say why don't you come to our next meeting? Maybe you'll get interested in that." I fell in love with the Internet. That was far before falling in love with my wife, but that's another story. And I started this journey. I eventually worked for the government, for the Uruguayan government in telecommunications, and then I joined ICANN in 2020. Yeah, but you have to have passion for what you do and fight for it.

DAVID HUBERMAN

Okay, good questions. Come up to the microphone, please, so we can all hear you. Just line up. Come to the mic. Stand up. Don't be shy. None of us are shy up here. Okay, my friend.

VINNY ADJIBI

Vinnie Adjibi for the record. Thank you for the session. I think the one thing I appreciated the most is you talking about both the technical and the non-technical part of tech jobs and more on the technical parts. So now you mentioned we have like child GPT, which is really good at saying things that are relevant to what we need to know as tech people. How do you think that will affect jobs in the tech industry in the future?

DAVID HUBERMAN

I'll open that up to everybody, but one of the ways is it levels everybody up, okay? Because you can ask Claude or chat GPT or Gemini or whatever. You can ask the computer more knowledge about-- Fernanda didn't know what ICANN was, and you know what didn't help? The ICANN website.

FERNANDA IUNES

It was different back then.

DAVID HUBERMAN

Yeah, it was different back then, but still, ICANN's not the easiest thing to learn and certainly not on a website. You know how you learn ICANN? You ask chat GPT, and when you ask it the right questions that you're asking it, it gives you answers, and then you

ask it more questions. So for getting a job, for building a career, one of the ways these things do is they level us up. Who else has an answer?

SIRANUSH VARDANYAN

Can I add how I learned about ICANN? When I came first time as a fellow, my first impression was why they selected me to come, what I'm doing here. And after talking to several people, I went back home, and I said, am I that stupid that I don't understand and didn't get anything what these 1,000 people were talking about? And I just decided that I will go to the next ICANN meeting, and I want to find out more. And it's 18 years I became addicted.

DAVID HUBERMAN

I want to say something that's very important, though, to looking for a job, very important. A cover letter often matters. It doesn't always matter to get into the front door, but when you're on an interviewing panel and people are picking up your resume and your cover letter, they're going to read it, okay? Do not write your cover letter with chat GPT. It's so obvious to those of us who are interviewing you. And if I get a cover letter written in chat GPT, it goes to the very bottom of the stack. I have no interest in talking to you if you can't put forth the effort to write your own cover letter.

Now, look, if you have to write a cover letter that's not in your native language, you're really not comfortable, chat GPT is a starting point, okay? It'll help you a little bit at the start, but it's not the end product, and you better change it to make it your own

words because it's about your passion. It's about your drive to learn. It's about whatever it is you, that I need to know who you are, and chat GPT can't tell me that. Do not let chat GPT write your correspondence to other humans for hiring.

NICOLAS ANTONIELLO

I have a little comment on that also. Because this can be completely different depending on each one, right? The tools that everybody uses, and that's my point. Don't see this technology as a threat to jobs, right? They are tools, yeah? Yes, there is a Terminator movie with the machines taking over the humans, but luckily that's not happening, at least not now, right?

So these are tools. Use them as tools. You know, when I was a student at university, they wouldn't allow you to go to an examination with a smart calculator. A smart calculator was a calculator that can do a little more than add and subtractions. It was a calculator that was able to solve fairly simple equations. You weren't allowed to use that. When I was a professor, we weren't allowed a student to get into the examination room with a computer. That changed it. And that changes along the way. So those are tools that we use. Don't be afraid of using it. Use it as tools.

Another thing is that, my personal recommendation is when you go to an interview, don't try to say what you think the other one is expecting you to say because that's the worst thing you can do.

Because there's a reason the other person is on the other side of the desk. So just be yourself. If the job is for you, you get it.

DAVID HUBERMAN

Okay, more questions.

BENDJEDID
SANOUSSE

RACHAD Thank you. My name is Bendjedid Rachad from Benin. I have two questions. One, I want to know more about-- Yes, can you hear me now? Yes, I was talking about successful career from ICANN fellow who become ICANN staff. Can we have two more of them? I just hear from Siranush. It was wonderful. And also, we want to hear from Adiel. His advice about us. We want to develop our career. Thank you.

SIRANUSH VARDANYAN

There was no actual question. Just a comment about how can someone get from some level to another. But if there is a question, can you specifically--

BENDJEDID
SANOUSSE

RACHAD The first question was about, we want to hear two more examples of ICANN fellow who becomes ICANN staff. You just talked about you. It was inspiring. But we want to hear more about two other examples.

SIRANUSH VARDANYAN

Albert, you probably will respond to this.

BENDJEDID

RACHAD Okay. Thank you.

SANOUSI

ALBERT DANIELS

I love that question. I was one of the first fellows in ICANN29 in actually Puerto Rico. And my boss, Rodrigo De La Parra, who is the vice president for Latin America and the Caribbean Global Stakeholder Engagement, was also a fellow at that same meeting. And after going to that meeting, I went back home and I did my normal thing, which is get up in the audience and fight against the Internet Service Provider who was saying that they were giving free Internet to schools, but they weren't really giving free Internet.

So I was very loud in the room and causing a lot of problems. And Rodrigo happened to be at that meeting. And he said to me, "Albert, you know, there's this organization called ICANN, and there is an opening for somebody to do global stakeholder engagement in the Caribbean. And perhaps you should apply." So I applied. I went through the entire interview process.

And one thing I will mention is that it seems like everything that I had done in my career up to that point, taking the Microsoft exams, diplomacy, business continuity, every single thing I had done in my job up to that point seemed to be what I needed to prepare me to

do global stakeholder engagement at ICANN. Again, you know I can continue for the whole afternoon. I'll stop there.

UNKNOWN SPEAKER

I have a question and a comment at the same time. The NextGen have a different challenge that they have to deal with, like the base of the technology. As they are grasping something, the technology is changing. So they have developed learning and learning and learning. So unlike us, the information was in the books. So we have to go to the books. They have the opposite. Information is everywhere. But they have limited time to grasp the knowledge and be adapted to the technology, etc. So how can we, as a middle generation and next generation, be adapted to this challenging and be adequate to the new roles? Thank you.

DAVID HUBERMAN

That's a wonderful question. Thank you. It doesn't matter whether it's technology, or finance, or healthcare. Knowledge is a building block. So here in technology, you learn how to do something. Let's say you're really good at getting on a router and making packets move. Or you're really good at DNS. You know how to configure a DNS server. So you learn that skill and you get better at it.

But then that's a building block for you to learn a complementary skill, something a little bit next to it. Maybe now you learn about how to administer the operating system of the server on which you're running your DNS services. And now you start learning about being, let's say, a Unix system administrator. And soon you

start learning the coding languages behind some of the packages that are on that server.

Learning is about building blocks of modules, of pieces of discrete skills and knowledge that together start to build a career. And then it never stops. Do you want to go to a doctor who went to medical school, did a residency, opened their own practice, and then never learned again? You want that doctor to keep learning. They need to keep learning every single year.

New techniques, new advances, changes in what we used to think about X, now we think completely differently. The doctor has to keep learning over and over and over. Here in technology, and especially here in Internet infrastructure, we are always learning new things. How Nicholas and I learned how ISPs work and how to build an ISP when we started in 1999, 2000, 2001, nothing works the same anymore. It's all completely different. Yeah, it's totally different. So we are always having to learn. Everyone, we have to learn more. Siranush?

SIRANUSH VARDANYAN

No, I just want to say that our time is coming to an end. I appreciate this discussion. And again, I know Adiel is here. He wants to make intervention for 10 seconds. Adiel?

ADIEL AKPLOGAN

Five. No, I just want to say this is a very great session, and all my colleagues have expressed some interesting things that you need to practice. I will add something also that matters for us. We talked

about the multi-stakeholder model, and you want to make a career in this. Take everything that you are learning here back home. Create an interest group around what you have learned because you are in a unique situation.

You have the ability here to talk to some of those brilliant guys. Take what you are learning back home, create an interest group, and show how you are passionate about that in your organization. You don't have to come to ICANN to make a career in this environment, but in your organization where you are now and where you want to go, take those exciting things about the multi-stakeholder and share it. Use it to solve issues in your organization, and you will see things are going to flow naturally, and you will grow in your career.

SIRANUSH VARDANYAN

And just to finish up, my call to action will be don't stop learning. Continue, and this is the way how you will get further and further and will succeed in your life, and you will be the best role model for your kids. I'm telling this as a mom, serving as a model by taking the courses, and my son is coming and asking me, are you still learning, mom? Yes. Let's don't stop this learning and serve as a role model for the next generation. Thank you. Our meeting is adjourned. Thank you very much.

[END OF TRANSCRIPTION]