
ICANN82 | CF – NARALO Town Hall
Monday, March 10, 2025 – 16:30 to 17:30 PST

MICHELLE DESMYTER

Thank you. Hello and welcome, everyone, to the NARALO Town Hall. My name is Michelle DeSmyter and I'm the Remote Participation Manager for this session today. Please note that this session is being recorded and governed by the ICANN Expected Standards of Behavior and ICANN Community Anti-Harassment Policy. During the session, questions or comments will only be read aloud if submitted within the Q&A pod. Interpretation for this session will include English, French, and Spanish. If you would like to speak during the session, please raise your hand in Zoom; when called upon, virtual participants will be given to unmute in Zoom. Onsite participants will use a physical microphone to speak. Please state your name for the record, the language you will speak — if speaking a language other than English — and please speak at a reasonable pace. And with this, I will hand the floor over to Greg Shatan, NARALO Chair.

GREG SHATAN

Thank you very much and thank you for coming to the NARALO Town Hall at ICANN82. We have a number of empty seats at the big U-shaped table, so please feel free to come and sit at the table. I see that this side has been filled, but that side, there's still some seats. It's always good to have a circle around us. So, I'll just start — we

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wanted to discuss briefly, and I'm not going to take 20 minutes to discuss fiscal year 25 outreach activities and planning, because we have a full agenda and a lot of other people to hear from. But basically, this year, NARALO has onboarded a number of new individual members. We've been happy — I think close to 20 new individual members. I know that there is a new ISOC chapter in Los Angeles, which I hope we will encourage to become an At-Large structure very soon. And you're right now in the middle of one of our outreach activities, which is this Town Hall, of course, along with our Roundtable, and our very successful ping-pong event on Saturday night, which was won by Caleb Ogundele. And Caleb is actually one of our newest members, although he's been in the ICANN space for a long time. Caleb has moved from — well, he's in Winnipeg now — started in Africa, went out of Africa, which is a good name for a movie, and then he came here to be the northernmost ping-pong shark in NARALO. And of course, he got to play the house pro and got to — but then again, she was on the national team, twice. So, in any case, in addition to that, we had a UA day, which was more than a year ago. We have another, we're cosponsoring a Universal Acceptance Day on April 4th; I want to thank Louis Houle for taking the laboring oar — or was that the “oar laboré” — in getting that started. That's going to be a trilingual presentation, in French, Spanish, and English. Three of our leading languages here in North America. But of course, we have speakers of many, many languages in North America. And again, as I said, for fiscal year 26, we're currently in the throes of doing our planning and creating our plan for the upcoming year. I'll make an informal

call, and then a more formal call, on our email list for anybody who wants to participate in our planning and our rewriting of our year-to-year engagement plan, as I'm excited to have other people take more of a role in writing that. And happy to move on to discussing onboarding of NARALO members. We're working on a better onboarding plan; right now, it's fairly informal, but there is quite a bit of discussion around At-Large on doing a better job of onboarding. And so, I hope that we will improve in that area. And that we need to improve not just in fits and starts but continuously. Which brings me to my next speaker: Mister Continuous Improvement himself, constantly improving — Mr. Alan Greenberg. Alan, please go ahead and try not to improve during your speech.

ALAN GREENBERG

I'm not sure how I address this now. Let's talk about NARALO continuous improvement instead of my personal continuous improvement, which is somewhat more dubious. Next slide, please. This is a very short presentation. All right, we were charged with coming up with improvements. Some of the RALOs and the ALAC have documents that are... how do I say this clearly? Dozens of pages long. I thought that was somewhat impractical for us. NARALO traditionally, and going back to its creation, is a lightweight operation; we try to keep things moderately simple and informal, and operate by consensus. And we felt that our continuous improvement program should basically follow that pattern. We were mindful to identify improvements that, number one, we could actually implement. Creating a huge list which we knew we would never get to did not seem to be very practical for

our point of view. And second of all, we were looking for things that if we actually do them would improve us. You know, there's often a lot of things you can do to change things that make it look better but doesn't really change the end effect, and we were looking for things that really would work and help us. Next slide, please. We identified four general areas. The first is tracking and reporting what we do and who does it. Essentially, the magic term we use in ICANN and At-Large is metrics — we really want to know who's working, who's doing things, are we making a difference? There are a whole bunch of things on the books where we plan to do this — they are all contingent on things that aren't done yet. ICANN has a CRM customer... relationship management system, and we're all customers from that point of view, and the intent is to incorporate within the CRM all ALSs, all individual members, and ultimately, any member of an ALS that is actually active within our processes, so that we know who's doing things, we know how much they're doing, and we can measure these things. All of that is work in progress. Similarly, we have one of the main recommendations of the ALS mobilization effort of several years ago, is that we want to contact our ALSs, we want to hear what they're doing, we want to see if they still exist. And again, that is something that's a work in progress. We hope within the next calendar year, we will see real action on it. I have said that before, I must admit, but I'm optimistic. So, that's number one. Number two is get more people involved in the work we do do. So, for example, every year, we are obliged to create an outreach program and outreach plan. It's a contingent, among other things, for us getting some money, so it's one of the

few things we actually do. Now, the question is, who writes that? Well, the answer is simple. Typically, it's the leadership of the RALO, whoever they are, and usually a few other people, often people who have been heavily involved in the process before. So, from our point of view, it's really important to get more people involved, which means, before you actually have to write these things, let's tell people we're going to write them, get some volunteers, get a group together, and have it work. And the second part of all — it's rather a curious one, I found — we should document it. Because if you look for our plans, you can find our plans going back 10 years; if you ask who wrote them, I make you a bet you won't find it unless it's on a wiki, and if you go back and look at the tracked changes, you might see who did the typing, but you don't really know who did the work. And I think it's really important that we track who did the work, that we credit them with it, and I think that increases our overall credibility. The next thing, and Greg already stole the thunder on this one — we have to increase our onboarding for new members. I see a new member who's smiling at that. We have to actively make sure that when we attract someone, that we keep them active. And that's just as true for ALSs as it is for individuals, or NomCom appointees or whatever. We really need to make sure that once we lure someone in, we make good use of them, to be sort of blunt and self-serving. And the last thing is a mechanical one: We have a pretty updated set of rules and procedures. They're only a few years old, we actually tend to follow them; but if you go to the wiki and look at our organizational documents, you'll find a few other ones there. There's a rules of meetings, how we run

meetings — that one dates to 2007. I don't know if we follow it, but I know no one's read it since about 2008. So, I think it's time to go through all of our organizational documents, if they're not reasonable anymore, get rid of them; if they are, update them and make sure they're applicable and make sure they make sense. It's not a huge task, but that's one of the ones I think we'll be starting soon. And that's it. Open to any questions.

GREG SHATAN

Looks like we have a couple of hands already up.

ALAN GREENBERG

I am not in the Zoom room, so if you...

GREG SHATAN

I'll run the Q, as they say. I'll start with myself, even though my hand is not up, with a suggestion, which is that we need to have a continuous improvement czar. We need to have somebody who repeatedly looks at the list of things where we're supposed to be improving, and reminds everybody else that we need to improve.

ALAN GREENBERG

I appoint our Chair to do that.

GREG SHATAN

Yes, and I appoint our secretariat to help me. But yes, I think that is true. The fish rots from the head, so I will try to improve on that, personally. And with that, I will turn to Bill Jouris.

BILL JOURIS

Yes, Bill Jouris, for the record. I stumbled across-

ALAN GREENBERG

Before Bill has a chance to ask a question, I'll point out that Bill has been the other person who's worked on this with me.

BILL JOURIS

I deny everything. Earlier today, I picked up a fun little statistic: In organizations similar to ICANN, when they get new people starting to get involved, their retention rate a year later runs like 25%. Somewhere a little above that. ICANN's runs half that. So, that's sort of of a piece with the onboarding is, once we get people in the door, retention is something we need to pay a little more attention to. Thank you.

ALAN GREENBERG

Actually, Bill, I would question that — I suspect our retention rate is very high. Productivity of those retained people, however, in respect to ICANN activities is very, very low.

BILL JOURIS

Nitpicker.

GREG SHATAN

Now, I'll say that I think a lot of that goes to the issue of the learning curve, of understanding what the heck is going on at ICANN and what you can do about it. We'll turn to Marita Moll next, who's been retained for quite some time.

MARITA MOLL

Yes, I've been retained for a while. That was a really interesting statistic, Bill. And yes, I'm thinking about that. I'd say that that half is almost more than I would expect ICANN actually had retained from people who were coming in because the learning curve is so high that maybe that's just part of the landscape here. What I really wanted to talk about was these targeted areas. We did an exercise, was it two days ago? About prioritizing and how we were prioritizing, and whether it was something urgent or just important — anyways, I felt really unprepared for that particular exercise. And I'm just wondering, did I miss a whole lot or was some of this stuff talked about at a meeting, or — I mean I think it's great what you've got here, but does it fit in in any way to whatever we were doing on, was it Saturday? I can't remember now. Thanks.

ALAN GREENBERG

It fits in because all of these items were on those spreadsheets. You know, I took what's on the spreadsheets and summarized them to fit well on one slide, so there's a few that are condensed into one. But yes, the information for NARALO on those spreadsheets is essentially identical to what you see here. So, yes, there is some

relationship. Prioritization when you only have four major items because a lot simpler than if you have 97 of them. So, we haven't prioritized these as such, but I would suspect that we will be working on all four over the next calendar year; that's one of the benefits of keeping the list short.

MARITA MOLL

OK, thank you, Alan; that's a good enough answer for me.

GREG SHATAN

That's good enough for me, too. Kathleen, please go ahead.

KATHLEEN SCOGGIN

Hi. A couple of quick things sort of around onboarding, or at least close to that question. I think that the problem with NARALO onboarding is something that we can do better on, obviously, but because NARALO is different than other RALOs in the way that it conducts, frankly, less activities and does a little bit less coordination on that front, especially less small teams, that kind of thing, just because of the nature of the organization, there tends to be an emphasis on joining the broader At-Large working groups. And I think it's also a broader At-Large problem that there isn't necessarily any sort of onboarding for those working groups; if you just show up and you join a CPWG call without any idea of what the CPWG does or why they're talking about what they are, that's a really difficult thing to break into. And if we say that our policy work is grounded mostly in the CPWG, where a lot of our — or the OFB, whatever it might be — then that's a really difficult thing for

newcomers. And so, I feel like that's a larger At-Large problem that, I don't know, this may not be the place for it or whatever, because there might be a different forum, but something to explore and that we should reach out to other RALOs as well, to speak about.

ALAN GREENBERG

It's a good thing our lead staff person is sitting at the end of the table.

GREG SHATAN

And our Chair is sitting next to my left, who is making noises like he wants to speak. Jonathan Zuck, please go ahead.

JONATHAN ZUCK

So, I think we can always improve, but the question I have is — we have that course, that ICANN Learn course that kind of talks about what our processes are. Is there enough distance from the time you were required to do that as a fellow to the time that you've forgotten most of it? Is it about getting people back to it or do you think there's more information that needs to be delivered, that isn't in it? What would onboarding to the CPWG look like to you, because obviously, I agree that it's an important thing and we do encourage people to get engaged at that level.

KATHLEEN SCOGGIN

I think that there's a little bit of distance, for sure, and that's some portion of it; but that course itself speaks to the structure of the CPGW and the kind of issues you're going to be talking about, but it does not address the specific, whatever PDPs are happening at the time, or who is giving updates in those. And so, you have no background information on what that looks like or idea of where to find that background information, to make sure that your contributions are actually beneficial to that kind of call.

JONATHAN ZUCK

One thing I'll mention is that we do have some briefing documents that came out as a result of a joint ALAC GAC advice at one point, that resulted in some sort of issue briefings that have been coming together. But yes, I mean I guess the difficult is — I mean I guess we could decide to do it a couple times a year or something, but we'd have to think about what that would like to get people spun up. But that's part of why we're trying to do this engaged informed consensus effort, because if we start people with descriptions of the PDPs and the issues at a higher level, then it might allow more people to understand what's being said.

KATHLEEN SCOGGIN

I just have one really quick thing, sorry. And I would love to have an idea of the number of new people to CPWG per fiscal year, or OFB, whatever it may be, because maybe it's a question of a person-to-person relationship of having someone for your first, I don't know, two meetings, three meetings, and people volunteer throughout the year; to just, you need someone to help you through that and

help you understand what's going on. And then, once you've made it through a couple weeks of meetings, then you go on your own. I would love to know if that's something that's feasible or if people would want to do or see it as an issue in the way that I do. Thanks.

GREG SHATAN

I'm going to go to Heidi and then Alan.

HEIDI ULLRICH

Thank you, and excellent question and comments, Kathleen. Thank you. Just a couple of points. During the annual general meeting, both the CPWG, the Consolidated Policy Working Group, and the Operations Finance and Budget Working Group hold overview sessions, and that's intended, too, for incoming ALAC or RALO leaders and others coming into that field, to learn about those sessions. So, that's one point. Secondly, all ALAC members do get an onboarding document; so, make sure you've received that, let me know if you haven't. And then, also, with the way that the ALAC members are selected, you're always going to have someone on ALAC from your region who's more experienced. So, that's your natural mentor right there, is to have them guide you through those first few months. But I very much support the idea of more onboarding.

KATHLEEN SCOGGIN

Yes, I wasn't speaking to new ALAC members, just new people in general, because obviously going to the ALAC is a very different experience. But well noted.

GREG SHATAN

I think what we need — in short, we need something that if, say, “oh, you’re about to join the CPWG? Read this,” the briefing book or whatever it is, and that needs to be constantly updated because it changes every week; you’re always joining a meeting already in progress, so that’s the challenge. I’m going to go to Alan and then Lance, who has been very patiently having his [card stand] in front of him.

ALAN GREENBERG

Thank you. I’m going to address the issue of new ALAC members, because although it’s a small subset of what Kathleen was talking about, it’s an important group. And we have had this problem forever, to be honest. And there’s an amazing number of ALAC members who come and serve their two years on the ALAC and then disappear. And some of it is because they’re just not interested in what we’re doing, and some of it is because we didn’t do our homework properly. And as someone who spent four years as ALAC Chair, I’ll take full responsibility for not doing it properly during my term. But what we really need is for every new ALAC member, is a mentor, is a shepherd, someone that they can establish a relationship with and go crying to when things aren’t working well, or ask a question. And I know for most new ALAC members, many of them, I’ll send an email saying “welcome, and if

you ever want anything, let me know,” but I never hear anything back. So, obviously, it has to be a little bit more personal than that. But it’s been a problem forever, and we really need to do something about it.

GREG SHATAN

Lance, why don’t you break up this cabal here-

ALAN GREENBERG

So, sorry to go off-topic.

LANCE HINDS

I’m beginning to get to the headspace of that... Sorry, Lance Hinds, for the record. Bad habit. And I’m beginning to get to the headspace that, because of the nature of the ICANN process, because of what is required at the At-Large level, that is going to be to some extent a rarefied earth, and I’m going to have to accept, certainly, as a RALO leader, that I may suffer from low recruitment and I may suffer from low retention, and that is something that I’m just going to have to deal with. And so, if anybody can prove me wrong and say, “well, this is easy to get youngsters to come into,” because that’s not my experience. And even though you have ICANN, in all its fairness, they’ve got all the material that you can read and you can learn, and you might be able to understand, but are we at a point where this is not for everybody, it’s for those of a special interest, special concentration, special likes and dislikes, and that is simply what it is. And again, I come from speaking to young people certainly in my region, and talking in some of the other

regions, and the argument sometimes can be difficult. So, I don't know whether it is our fault at this level, or this is just what ICANN is, and that's what we have to deal with. Thanks, Chair.

GREG SHATAN

Alan?

ALAN GREENBERG

Lance, you're 100% correct, that this is not for everyone, and we're going to lose a lot of people because of that. But, we also lose people who would have been good candidates if we had indoctrinated them somewhat better, or given them some answers when they needed it. So, yes, in general, you're right, but we can do better with those who do fit the model, but we don't manage to capture them anyway.

GREG SHATAN

Thanks, I agree. It puts a premium on retention for those who are breathing this air; if we lose them, we're losing a lot because we're going to lose a number of people naturally who find out that this isn't about what they thought it was. Eduardo, please go ahead.

EDUARDO DIAZ

Thank you. I'm going to allow Alfredo — he doesn't have a computer, so.

ALFREDO CALDERON

Yes, I just wanted to make a couple of comments. This is Alfredo, for the transcript record. And I just wanted to talk a little bit about my experience, and I agree completely with what Kathleen mentioned, about the onboarding process. As practically I guess most of you know, I come from academia, so I like to talk with people and cultivate them. So, as Alan mentioned, we are missing — and Lance actually mentioned it, as well — if we identify someone that we think that is a good match to come into ICANN, it's not just telling them "Look, go through the onboarding material, take the ICANN Learn course," we have to sort of convince them that they can play an important role within ICANN. That's why we have we have Kathleen, for example, Eduardo and I cultivated her — she didn't want to be here because she understood everything; Natalie is here because we did exactly the same thing. It's a process. It's not pointing them to a resource to read, we have to talk to them, make them understand the importance of having them with us, among us, participating. The other thing is, and sorry to put staff on the spot, but I've been sending emails regarding the wiki of At-Large — it's outdated. I have people that ask me "where can I go and learn about NARALO? The latest information is from 2021." Please, please update it so that when they go today to that wiki page, I can then keep on talking to them instead of sending them to a course where there's no interaction, they read material, they don't understand it, and then they have to go back to somebody to explain to them in a language that they can understand before they actually get involved in ICANN. So, I just wanted to make those comments. Thank you.

GREG SHATAN

We have a new hand down here, and then we'll go to Marita. And then, we'll have to move on from this item.

MIRACLE ONYEBUCHIM

Thank you, everyone. My name is Miracle, NextGen participant. I guess you mentioned young people, so I guess that's my constituency, and I just wanted to share a couple of things, if you don't mind. You know, this mindset that young people are not interested in this, so we old people just continue to do it, and there's a problem there because the young people today will become the old people tomorrow, right? It's very important. But I think just sort of what tracks with even the work that I do outside ICANN is really just to share this, not just with NARALO but I guess everyone could use this. We do a lot of work with interest development, especially with young students, on the East Coast; we see that a lot of them are not interested in technical aspects of [relearning] computing or cybersecurity in school, in high school. You go to enrollment numbers, all of the computing classes have low numbers, but after-school coding clubs, they are interested in those, but they are not involved, interested in computing classes. And you see that, you know, there's been a lot of work in academia around interest development, how do you cultivate interest and move that to motivate them and all of that, and I think that perhaps ICANN could do with a lot of that work. There's a lot of academic research out there to sort of — because how do we get people, how do we know what people are interested in, what kind of lingua,

what medium are we using to communicate the work we do? Because I may be interested in something, but if we are not communicating in a language that I understand, you are using the context that's used [inaudible] COBOL 95, Windows 95 — if that's the lingua that you're interested in, and the lingua I know is TikTok and all of that, it doesn't matter how interested I am, I just don't understand the medium through which you are communicating. And so, perhaps that's also why a lot of my generation is not being actively or heavily involved. I know that I've spoken to a couple of people, and just from hearing Kathleen speak in the last couple of days, there was a Zoom meeting we had during the pre... it's called something pre-week, there's just too many things... pre...

GREG SHATAN

Prep Week.

MIRACLE ONYEBUCHIM

Oh, thank you. I just know so many people from just hearing her speak that said "OK, I think that's someone that understands where I'm coming from, and so, I can find something here that would engage me passionately," right? So, I think we should — and this is just generally, ICANN, we probably need to just rethink that medium, how we communicate, so that it speaks to a broader category of demography. Thank you very much.

GREG SHATAN

Thank you. Well, I've heard it would take a miracle to improve retention in here and NARALO, so I guess we just had it. But I think

to summarize what you said, you meet people where they are. So, we need to think about how to do that, especially when some of us aren't there ourselves.

UNKNOWN MALE SPEAKER

TikTok issue briefs?

GREG SHATAN

Well, we'll see if TikTok will last, but yes. You can see my dance memes on TikTok. I'll go to Marita then Eunice, and then we really do need to move away from this.

MARITA MOLL

OK, thanks Greg. Marita speaking. You can thank or blame Glenn McKnight for the fact that I'm still here, because he spent an awful lot of time answering an awful lot of questions, often the same questions, again and again, until I finally figured out what was going on. So, there's often somebody in the background, and that you know, those kind of mentoring things, they happen sometimes just organically — maybe often happen organically. The other thing I wanted to say is, you know, you have to figure out why people come here in the first place — what is it about this organization that interests them. It's not necessarily going to be everything. It might be the technical stuff but it might not be technical at all, it might just be totally part of the process or the mission of the organization. So, I think that's a really big thing, we can't expect everybody to sort of be signing on to the whole thing at once. There's something about the organization that's interesting them, and that's where

you have to catch these people, and they will eventually fall into everything else. That's my two cents. Thank you.

GREG SHATAN

Thank you. Eunice?

EUNICE

Eunice, for the record, I will speak in Spanish. Thank you so much for giving me the floor. I also would like to share my experience with you, as ALAC['s head]. I've been part of the OFB as reviewer, and additionally, in the CPWG group, we had a chance to get involved in the implementation of the new round. An activity they were engaged in that was pretty interesting was detecting the hotspots in the documents that were shared with us. It's not that there was some kind of advisory for the CPWG but we did get help in our restructuring, getting the first hotspots and then defining them. Before that, let me add, that in ALAC, I wanted to be part and relation to comments, I went to Sylvia and I asked her whether we could meet so that she could explain to me. She was so nice and explained to me what the process was like, and she gave me some recommendations, which I followed. Start first with the easiest things, then when you gain knowledge, when you get more involved with the documents — because at the end of the day, the documents in the next round were a pile of documents that we had to go through, and after that, when you decide, when you postulate yourself as a writer, what I can share with you is that I wanted to be actively involved; and so, I looked for the way to do it. If there was some kind of advisory effort or some mentoring effort in ALAC, I

think it would be much more straightforward for those who are coming in, because even when in our region, we do have someone who is more senior experience-wise, maybe they're involved in other activities and they may not be as knowledgeable in all the subjects. That's all. Thank you very much.

GREG SHATAN

Thank you, Eunice. I think this has been an excellent discussion and boasts a lot of suggestions for ways that we can move forward. Let's try to capitalize on that. We now have Joe Catapano online remotely, who's been waiting very patiently to talk about the ICANN North American Regional Engagement Plan. So, should we go to Joe?

JOE CATAPANO

Thanks, Greg. Thanks, everyone; apologies that I'm not downstairs with you — I'm feeling a little under the weather, so, in the interest of everyone's health, I'm just taking this remotely. I'll be fairly brief, I certainly will not take 10 minutes; so, I know you guys have a busy agenda. I just wanted to give a few remarks about the process to develop the Regional Engagement Plan for North America. As always, appreciate NARALO's participation in this effort. We have Judith and [Rekar], who will be joining what we are referring to as the advisory team for this effort. The process for this is not much different than previous iterations of the organization's Regional Engagement Plan for North America; some of the terms may be different, we're using "advisory team" which is slightly lighter-weight and probably more appropriate than some of the terms

we've used in the past. I think we might have used "taskforce" or something like that, which is kind of heavy-handed. But forming that advisory team is the first step in the process of the staff working with you guys to develop a Regional Engagement Plan for North America. We have, I'm happy to say, robust representation on that advisory team; I believe the only entity that decided not to participate was the ASO, which is not atypical. They typically decline to do so, and that's fine. But we have really good representation from others. Once we get further along in the work — again, we're really early on here — we'll find a location where we can house some of this stuff, be that a wiki page or something else, so that members from across the community can kind of have access to materials and so on and so forth. I want to make sure I get one point across is that, kind of the function of the advisory team is really just to have one or two people from each SO/AC or C to funnel the input from the given group to the global stakeholder engagement team. Right? So, it does not preclude participation from anyone else — quite the opposite, there will be multiple opportunities for everybody to kind of chime in, and I'll kind of go through a little bit about the steps there. So, we have assembled the advisory team; what will happen next after ICANN82 is we'll kind of begin really moving interest on the staff side, on developing kind of a draft. It will look very similar to the last iteration of the plan, which was for FY21 through 25. All of these Regional Engagement Plans, not just for North America but for the other regions, they all cascade from the overall ICANN Strategic Plan, which obviously, you've all kind of participated in that process and

put input there. So, we want to make sure that those are synced up. There will be... so, we'll develop a draft — we may use another kind of tool with that first rough draft, maybe it's a survey, we haven't quite decided what the right mechanism to try will be, but there will likely be one to accompany it. We'll gather feedback from the region, and then the stakeholder engagement team will incorporate that feedback. We'll touch base with the strategic planning team for the organization to make sure everything is aligning with the overall ICANN Strategic Plan. We'll put out kind of a revision, and then we'll probably have at least one virtual event that can gather the broader community, so that we can have some conversation around it. There will be a formal public comment period, which we did with the last iteration of the plan to much success; so, we'll have that, that'll be another opportunity obviously for everybody to have a look at things and comment, and so on and so forth. We'll adhere to the kind of minimum 40-day time period to make sure that we're in compliance with that. And then, we'll publish the plan publicly, there'll probably some sort of blog or announcement from Naela about it. And that is kind of it, the kind of fast version. There'll be more to come. I just wanted to make sure that we touched base with you guys and just gave you kind of a broad overview. And again, the advisory team will be kind of the conduit for a lot of the thoughts and brainstorming and ideas that everybody in the community comes up with. So, thanks again for being part of it. I'm happy to take any questions now, or also you guys know where to reach me. I can also, we can think about and

during a later NARALO call, once things get going, give an update or something of that nature. So, thank you.

GREG SHATAN

Thank you very much, Joe, and I hope you feel better soon. And thank you for quarantining while you're not. So, I don't see any hands at the moment but I do agree that we need to have a more in-depth discussion in the near future. Let's now turn to Eduardo Diaz, who can talk about the NomCom.

EDUARDO DIAZ

Thank you so much. The NomCom is a group that works every year and gathers applications from many people around the world, many people from ICANN, and [40] positions are open for the NomCom, for example, in ALAC, we are 15 members but five of them come from the NomCom, they get appointed by this committee. This time, we have 10 positions open, three for the board, and I'm going to add something to that. One for the PTI board, one for ccNSO Council; for the At-Large, we have three positions for the region of Africa, Asia, Australia & Pacific, and Latino America and the Caribbean. So, please, for those people that that... this is another way of contributing with ICANN; you don't lose anything by applying, it doesn't cost any money. So, if you are interested in continuing helping ICANN from a different angle, meaning a different way of getting in an ALAC — I'm talking about ALAC now — please do put your name through. I know this is a NARALO North American Town Hall, but — and with those positions for NARALO were filled last time. So, and there would be two open

positions for two-year terms in the GNSO Council; and those two positions comes with the responsibility that you have the opportunity to vote. The other positions in the GNSO does not vote, but these two, they are. So. And they're open to anyone interested in those positions; so, even if you are not and don't want to continue to work in ICANN or want to, you can apply to any of these positions. You can apply to two positions maximum at the same time. So, if you don't get in one way, you might get the other one. But you always say which one is the one that you are more interested in. So, I'm going to read this about the board regional, there are three positions. And when we started this, there was a position that it didn't matter which region you were coming from, but you know, and we opened the application period, there were — let me read this, because I — there were no geographic restrictions for the ICANN board, but this changed with the recent, there was a recent election in the ccNSO and the GNSO, for both elections, and what happened is — and those two positions are located in the North American region, filling up the five positions that had been, you know, for those positions in the board. So, there's no more space for somebody applying for the North American region. So, the NomCom will no longer be evaluating board candidates for North America, and that we have added a note on the application port and reflected this change, so you don't waste your time if you're looking for that and you're from North America, don't fill the application. All emails were sent to the applicants that have already applied for that position. However, impacted North American applicants who possess dual-citizenship, which

sometimes happens, will be given the opportunity to revise their submission; instead of saying that you are from North America, you can say that you have citizenship from a country in Europe, you can then switch that and it will be OK. Ineligible board applicants, please, I encourage to consider other leadership opportunities being filled within 2025. So, that's the main change that happened. So, can we have the next slide, please. So, I put the QR code there — that's how you get to that link. It will take you to the application portal. Make sure you fill it, it's in the language of English, that's one of the criteria. And you have until 28 of March of 2025, at 23:59 Universal Coordinated Time to fill out your application. And please, reach to me, there is Charles Mok that is part of the nominative committee, and Louie Lee, over there; we are part of the nominative committee delegates, reach to us if you have any questions, if you want to know more about the application, we will be glad to help you and give you more information about this opportunity that happens every year for some of the applications. And there is another — and the final slide, please. You can go to the NomCom.ICANN.org, where you'll find information about what criteria each position requires. So, make sure you read those before you fill out the application so you can make sure that you covered all or some of those criteria. So, again, if you have any questions, you can reach to any of us — so, Louie, again, raise your hand, Louie and Charles Mok, we are here. So, we're going to be around. Thank you. Finished. Huh? I'm sorry?

UNKNOWN SPEAKER

[inaudible]

EDUARDO DIAZ

Ah, Anne Marie. Oh, I'm sorry, I didn't see her. Yes, she is also in the — so, there's four of us. Reach to us and we'll be glad to help you with the application questions or any details that you want to know about this. Thank you so much. Sir, back to you.

GREG SHATAN

Thank you, Eduardo. I encourage everyone to look at the NomCom positions and put themselves forward. I came to At-Large in some way through the NomCom myself, so it's an important route to get here, and to a lot of other places. So, last but not least, in the time that we have left, I'm going to ask Adrian to be the moderator for any questions and answers with NARALO members and newcomers, or in the words of TikTok, "ask me anything."

ADRIAN SCHMIDT

Yes, this is Adrian, for the record. And this is time for you, for the new people in the room, to ask any questions that you want to ask; that's your opportunity. The only thing that you need to do is to state your name and fire your questions. We are here to answer you. And we will condense 20 minutes in five, so, you need to do it fast. Your name?

BOLUWATIFE JIDE-OLUGBADE

Hi, everyone. My name is Boluwatife Jide-Olugbade and I'm in NextGen. So, my question is this: What working groups are there in

NARALO that I can join as a new member, and what's the time commitment going to be like every week? Thank you.

GREG SHATAN

Well, we have two major working groups. One is the Consolidated Policy Working Group, which we've discussed, which is where we look at all of the policy development processes that are going on, all the things that are going on at ICANN largely around GTLDs. And that's where all of the discussion about different things happens. So, if you're interested in the hardcore policy, that's the place to go. And we'll make sure to do a better job of onboarding whoever joins. And secondly, there's the Operations Finance and Budget Working Group. The name is a little dry but that's really where we look at the questions about how ICANN runs itself, and about how we govern ourselves and how we spend, or ICANN spends its money and what we can do. So, it's how the, kind of the health and future of the organization is discussed in that group. So, those are really the major groups that we have within. And if you were to join a GNSO Working Group, in other words, directly one of the groups that are doing policy, then you would want to join the CPWG as well, so that you can be kind of on both sides of the coin. Thanks.

ADRIAN SCHMIDT

Thank you, Greg. Any other questions that you might have? Newcomers or the older ones in the groups to give some good advice?

KATHLEEN SCOGGIN

Also, part of your question was time commitment. The CPWG is one call every week for 90 minutes. And the OFB is — is it 60? Same now? OK. Also 90 minutes, once a week.

GREG SHATAN

But also some reading of what's going on in the background, so. Plus whatever else [inaudible].

ADRIAN SCHMIDT

Yes. Do I have any other questions? If not, I do have a question for you, for the newcomers in the room. What communication platform do you find most accessible? We are still doing email. And, if you were to laugh at us, we are still using Skype, even with Microsoft announcing Skype going out. So, there is a little panic on the NARALO community of what we are going to use. What platform will you use that, and what the frequency that you feel is going to be good for you to get engaged? And any of the newcomers, I will be happy to listen from you.

KHADIJA MIAN

Hi, I'm Khadija. Thank you for raising the question, and sorry for laughing. But-

ADRIAN SCHMIDT

We all laugh here.

UNKNOWN FEMALE SPEAKER And laughing is allowed. Yes.

KHADIJA MIAN Well, I think another type of communication platform that I've seen be very effective in terms of recruitment for things like this, is actually in-person — I know my university hosts a lot of events. And a lot of them are specifically targeted at tech groups, things like that. I haven't seen ICANN there. The university is Georgetown, just for context. But I haven't seen ICANN there before, and I know several people who would definitely be very, very interested, and several groups, in fact, that are very aligned, but we just haven't seen them so we don't have the information, and that's an issue. And the other side is, I think another NextGen member had noted that they found this through Instagram. So, if that's been working, then I would also recommend that. Thank you.

ADRIAN SCHMIDT Good. Anybody else who wants to chime in about tools or anything? State your name and let us know.

EINAS AL SHAIKH Hi, Einas, I'm a fellow from Oman. It's interesting to listen to the youngsters, because my kids consider me old. So, they say, of course, I use WhatsApp as a communication for everything, and email; to them, to communicate with my kids, I have to use Instagram. This is how they accept — if I send them a message on

WhatsApp, I will get a response in two days. So, the quickest way to get to them is through Instagram.

RHEA SUBRAMANYA

Hi, my name is Rhea, also a fellow. I find Slack very useful for this sort of thing — you can have video-calls in it, you can have separate channels for the different working groups that you mentioned, and it's also really easy to have asynchronous one-on-one communications with team members. That's something that a lot of universities use as well, and it's pretty easy to set up.

ADIRAN SCHMIDT

Thank you very much. I don't want this to be, laugh at ICANN and let's find the right tool right now because we don't have the time; but thank you, it's important to listen to you.

GREG SHATAN

I just checked, by the way, and I did not keep my Myspace page up to date, so I'm very [hung up].

ADRIAN SCHMIDT

You have homework for tonight. Get more cookies. One more question that I do have, and this is personal for me — as a Secretary, I've been trying to kind of formalize an informal process of doing mentoring, and we saw in the room that some people that are coming new or they have been with us, like Marita, for a little bit longer time, they were introduced by a member who actively invested in them. Is there any value, or do you think there is a way

that you might be interested — and I’m asking the new ones in the room — on a semiformal, one-on-one onboarding to help you navigate the things that Kathleen was mentioning that? Any interest in that, I will be happy to listen to you now, or feel free to contact me. I promise to be the 20 minutes in the room, even if we need to stop this one. Anybody who wants to answer that question?

ALAN GREENBERG

Is there anyone who wouldn’t accept some help?

GREG SHATAN

Well, I think we’ve reached the end of our discussion. Thank you, Adrian, for monitoring this. I think we got some interesting questions and answers. And which, obviously, as Adrian says, keep the discussion going; any of us who are wise old-heads, or at least old-heads, we’re more than happy to discuss what we’re doing and to help bring people into the fold. You know, we have to reproduce, after all.

ADRIAN SCHMIDT

That sounds weird.

GREG SHATAN

Well, replicate?

ADRIAN SCHMIDT

There you go.

GREG SHATAN

Clone.

ADRIAN SCHMIDT

There you are. Sure.

GREG SHATAN

So, in any case, the point, yes, we need to be fruitful and multiply — or be fruit flies and multiply. So, I'm very happy that we had this discussion, thank you for being part of our Town Hall. We are now adjourning, but we'll be back.

[END OF TRANSCRIPTION]