

ICANN Business Excellence Update

This event took place on *20 November 2013* from *10:30-11:30 ART* at *ICANN48 / Buenos Aires in Aguila*.

Room: Aguila

Session Leader(s): **Carole Cornell** | Sr. Director, Project Office

Maya Reynolds: Welcome to ICANN Business Excellence Update.

Leo Vegoda: We are still waiting for the room to fill. The session will start shortly.

Leo Vegoda: Hello, my name is Leo Vegoda and I will be monitoring this chat room. In this role, I am the voice for the remote participants, ensuring that they are heard equally with those who are “in-room” participants. Please note that I will only be able to read your comment/question within the time set by the Chair of this session; I will not be able to read your comment or questions on the microphone if they are sent after the session/subject is closed by the Chair. The chat rooms are the virtual meetings for everyone, in-room and remote. When submitting a question that you want me to read out loud on the microphone, please start with a <QUESTION> and end with a “</QUESTION>”. Text outside these quotes will be considered as part of “chat” and will not be read out loud on the microphone. Please note that chat sessions are being archived and follow the ICANN Expected Standards of Behavior: <http://www.icann.org/en/news/in-focus/accountability/expected-standards>

Graham Schreiber: <comment> Casual observation: Strong chance that ICANN can influence the conclusions; whereas the other firms mentioned can't be influenced. </comment>

Leo Vegoda: Thank you for your participation. Note that we are looking for community input into Thursday's Public Forum Topics; if you have a suggestion, please send to forum@icann.org. On Thursday the same forum@icann.org email address will be used to receive questions that you would like to ask the Board. If you have any questions ready before Thursday, and on Thursday, simply send with “Subject Matter” in the header.