

## Transcription ICANN Buenos Aires

### Open & Substantial Discussion: GNSO session Saturday 20 June 2015

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On page: <http://gnso.icann.org/en/calendar/#fjun> The recordings and transcriptions of the calls are posted on the GNSO Master Calendar page

Jonathan Robinson: So this next session is perhaps slightly inappropriately titled "Open and Substantial Strategic Session." What we've got here is a set of strategic if you like priorities, a set of key areas of improvement or development work for the council that were identified at the annual planning meeting - I'm forgetting which city that was in - L.A., back in L.A.

And so I don't think - well, both because of the time clock and the amount of attention we've been able to give to this, I don't think we're going to go into this in a lot of detail. But the first slide in this deck highlights those six areas. And it's a little bit to me like if you were working in any organization, commercial or not, you might have identified a set of priorities.

And ideally these are in the corner of your cubicle or on the pinboard in your office and you're checking against these. So I don't - we do have a slide deck that looks at these in more detail, and I think Marika we can circulate that to the list as a kind of progress update.

But I'd just like to talk, just to have you cast your eye over these key areas. It happens that I think we're making probably moderate to good progress in most of these. But I think it's useful that the council and the GNSO as a whole - anyone who's here participating - is aware of these priorities that we set out for us for the 12-month period annual meeting to annual meeting.

And if you would like to comment on where you think we are making good progress or in particular where if there's some tweak we could make in any of our work to better improve in these areas and then we can update that in the progress report to the council and anything you have.

So just to walk through those quickly, one is our work on strengthening and making more effective our work in relationship with the GAC. Two is to work more effectively and efficiently as a council. Three is to facilitate the entry of new volunteers into the working groups.

Four is to ensure we have acknowledgement for and respect of the role of the work of the GNSO and in particular that is by the board and make sure that the board is cognizant of the value and we add to the ICANN broader community ecosystem, to enhance general preparedness and understanding by the council and others of the key policy topics that are under consideration.

And finally to make sure that the role and function of the GNSO Council and the GNSO is well understood, appreciated and handled effectively. So it strikes me, when I look at this, I could persuade myself and hopefully others in the room that we are making - as I said - moderate to good progress in any one of these areas.

But what I think the question that I'd like to ask you is - and maybe you have some other questions or comments - is looking at those six, maybe with reference to regarding Item 1, I think we could do X. And if there's any

suggestions that you think we could do and in particular if you're willing to help do those, that would be great.

And if you think you'd just like to make a comment saying that you're pleased with the progress we're making or if you think we really are struggling to make progress in any given area, let's hear it. So comments or thoughts on those six. Got John Berard at the microphone. John go ahead.

John Berard: Hi. John Berard. Thank you Jonathan. As I look at the six, I only see one, which is Number 2. If we're successful in meeting the terms you've established for Number 2, everything else will align. And so efficiency and effectiveness, just as we promote operational excellence on the part of ICANN in general by focusing essentially on the efficiency and effectiveness of the council, the other five areas will become less noisy and more in alignment.

Jonathan Robinson: Thanks John. Cutting through to one overarching big hairy goal then. That's - so two should be a focus. James?

James Gannon: Hi. James Gannon. So on Number 3, as somebody who's very new to GNSO and to ICANN in general, and so I came into ICANN via the CCWG. And I found that the CCWG was very effective particularly in my case anyway in training me into the methods of working and the process of the working groups.

And I think there's possibly lessons to be learned there compared to possibly some of the other GNSO working groups that I've subsequently participated in since I joined NCSG.

But I think possibly maybe at the end of the CCWG and CWG it might be an idea to sit down with the staff and some of the newer people that came involved during that process to see what the learnings for the GNSO working

groups could be taken from the work of those two groups that have had a huge amount of membership and a lot of new membership as well.

Jonathan Robinson: Thanks. That's a good point and just to capture what I think is likely to happen with these, we will have the annual meeting in Dublin. Marika maybe you can help me here. Have we already planned for an additional day on that meeting?

I think we applied for the funding for the third year, so we will have a council development session which as you know is directed at inducting the counselors, the new counselors joined at the annual meeting and preparing for the year ahead.

And I would expect that we will evaluate against these criteria and set out another set of five or six criteria for the year ahead as part of that meeting. So James thanks for that point recognizing that there was some value in the way in which the cross-community working groups have managed to either attract or induct new volunteers. Carlos?

Carlos Raul Gutierrez: Thank you Jonathan. Carlos for the record. As you mentioned that based on the experience in Los Angeles I might comment that the introduction was rather long on the Friday before the whole meeting. And I was not aware that we will have the strategy at the end of the week, the Friday. So the introduction was rather long and the Friday was rather short.

The Friday was wonderful so I look forward for the second session of Friday in Dublin. Very useful, and if you can introduce the new people in advance to the Friday it would be very useful. Thank you.

Jonathan Robinson: Carlos let me make sure I understand before going to Stephanie. What - you weren't sufficiently prepared in advance to know about that Friday session as an incoming counselor or what could we do differently?

Carlos Raul Gutierrez: No I spent two, three days with Stephanie and other people in the general ICANN introduction that was offered in Los Angeles. And I was not aware - they didn't make us aware that we were going to have this Friday. So for this session - for this year's session - choose the GNSO incomers and make them aware that there will be a Friday session.

If there is a recommendation from my side it's spend less time before and have a longer Friday because the Friday was the best part of the whole introduction that was (in two steps). Thank you.

Jonathan Robinson: I think Marika wants to respond directly to that.

Marika Konings: Yes this is Marika, and I think that may be a flaw in our communications because I know we sent out this notice to all the stakeholder groups and constituencies who were having elections, but I don't think we necessarily did it to the NomCom. So that does actually identify a good point, and it may be something where already to the NomCom we send a notice that as they identify their GNSO Council appointee that they inform that person that that meeting is happening. So thank you for pointing that out.

Jonathan Robinson: Okay, thank you, that's useful. And (Steve) did you capture that please? Okay so Stephanie.

Stephanie Perrin: Thanks very much. Stephanie Perrin for the record. My comment I believe fits under 5 but it reaches back to the discussion on the metrics. And I just want to point out that sometimes the metrics of a well-performing policy group such as ours will be almost in opposition to the metrics of ICANN staff in achieving their deliverables.

And not to suggest that you don't want to have the very best policy created, but metrics get pretty rude - wrong word - (rud) in French - simple - and it's do you pump out the policy on time? Are you keeping to the schedule? Did you incorporate the comments?

Whereas if we get into a robust discussion of basically implementing change and doing better policy instead of just paving the cow path year after year after year, then I think that that metric would be rated high by those of us who care about whatever it is we're getting into a rich discussion on.

And I want to make sure we are able to counterbalance the fact that we missed the deadlines because there is an awful pressure to hit deadlines on time that can sometimes get in the road of change.

And ICANN ought to be in a period of intense change and striving for better outputs. And I'll just make Michele's day and say including the inclusion of human rights in some of our policy issues. Ding, ding, ding. That's the word of the day. Thank you.

Jonathan Robinson: Thank you. He's...

Michele Neylon: Overjoyed.

Jonathan Robinson: Overjoyed. Marika.

Marika Konings: Yes this is Marika. And thanks Stephanie. Good feedback on the KPIs and how we measure successes and Stephanie it will definitely be helpful and I encourage you to look at what is on the Web site. But just want to reaffirm that none of our - you know, the metrics that we identify are linked to, you know, number of policies adopted or, you know, supermajority vote in the council.

We measure our success through the things that we have within our control because we fully expect and know as well that things take time and that's not something - so that's definitely not linked to our measurement of success. It's purely based on things that we have in our control - for example, producing a first draft.

Whether that draft then gets adopted, shot down, you know, torn into pieces - that's regardless of - not within our control necessarily, so...

Stephanie Perrin: And this has come up of course in the Cross-Community Working Group discussions on IANA transactions basically is ICANN succeeding as an accountable multi-stakeholder organization. That's kind of something that we as the multi-stakeholders have to assess and rate, not the staff, right?

So it's not so much that their intentions are against each other, but there is a tension there that we need to recognize. And we need to do the work of assessment I think on the multi-stakeholder side.

Jonathan Robinson: Yes and so just to remark and kind of linking these two because what I think we're talking about we're linking back to (Xavier)'s presentation on staff KPIs and organizational performance KPIs.

John Berard at the beginning said - as the opening comment on this section - if two of these six points was in line, we'd be okay with all the others. And I just take you back to where that comes from because from memory, this was the second year in a row that this was a desirable positive outcome for the council.

And the origins of that was an environment a couple of years back where we were seen as potentially a kind of black hole. GNSO policy was the place where you put things if you didn't want an outcome.

And so our objective here was to demonstrate that actually the GNSO could be an effective and efficient policy-making machine while still being appropriately thorough and deliberative. And clearly that's the challenge.

But my personal opinion as I said, I think we could demonstrate on many measures how we've improved in that area. So go ahead Stephanie.

Stephanie Perrin: I would just say that it's perhaps time to move on to less modest goals. That's a pretty modest goal, Jonathan, and I think we can prove that we're ready for a little more substance.

Jonathan Robinson: That's - one, I agree with you, and I think we have moved on. I was taking us back to where we were a couple of years ago. But two, we have that opportunity, and maybe that's what we're thinking about at the back end of the Dublin meeting to say we could wipe the slate clean with all of these six and start again and say, "Right, given where we are today, where do we want to be in a year or two's time?"

And actually, I mean we've heard some wonderful news from the Policy Implementation Working Group as to ways in which we can do certain things either more effectively or more efficiently provided they're within the scope of those different areas. So I think we're okay there. Michele.

Michele Neylon: Thanks Jonathan. Michele Neylon for the record. I'm just looking at that it's great to see that you do have these - that you've prepared this. You've got a list of goals and objectives. The one that personally I'd look at it and expect people to actually focus on in many respects is the third one and the facilitate entry of new volunteers into - and I'd remove GNSO Working Group, so I'd just say into ICANN -- because this is a huge issue.

If you look around the room, both people sitting at the table and the people sitting behind the people sitting at the table, you can probably name pretty much every single one based on the way they're (twitching) without even looking at them because you've seen these people at every meeting you've attended for the last five, six, seven years. There aren't that many new people here.

And you know, over dinner last night somebody asked the question how many people here are term-limited, reaching the end of whatever, and quite a

few people were. So we do have this issue where there's not enough new blood coming in. There's not enough retention of them.

I mean this is something that's being discussed by the chairs of the SOs and ACs for the last I don't know how long. But it is something that isn't getting better fast. And that does concern me.

Jonathan Robinson: That's a good point. It's probably an overarching issue. Just to remind you of the purpose of that, our job is management of policy development within the GNSO. The purpose of this is to make sure that new volunteers are either possibly acquired but certainly to the extent that new volunteers appear, that we make their induction and ability to work effective. Avri?

Avri Doria: Thanks. This is Avri speaking and at peril of disagreeing with Michele, I look around the room and I actually see plenty of faces that weren't here a year or two ago. Now not as many, not as quick, not as big a group as we would like, but I see lots of...

I've met them, so yeah I can probably name many of them. So I wouldn't fail the test of being able to name them, but yes, we need more people. But we are getting new people and we should acknowledge the fact that we are making progress in that areas, and yes we need to make more progress.

Jonathan Robinson: Thanks. So ironically you are not in disagreement, because we could do with more, but we're not failing completely. So all right, Gabi go ahead.

Gabriela Szlak: This is Gabi Szlak for the record. Just to remind particularly maybe Marika and (Glenn) and (Mary) and the staff that please work together with the fellowship program to bring more people to the working groups.

I think in the last years we proved - many of us started there and we proved that we can make lots of progress in different - like there's a lot of people

doing leadership roles from the fellowship program, and I think that it's also interesting to tell them more about the working groups as well.

I remember Avri Doria once told me if you really want to understand how ICANN works go to a working group. And that was a great advice. And so I gave this same advice once in a morning session I think in the fellowship room. I'm not sure if anybody heard.

I would like to have some metrics and know if people are really - the fellowship are understanding what a working group is and really being able to contribute. I think this is a great people and that we should take more advantage of this lovely community. Thank you.

Jonathan Robinson: Thank you Gabriela and nice to have you back with us. Chuck last word to you.

Chuck Gomes: Thanks. I think you're doing really well on Number 6. As many of you know I'd probably be one of the first ones to criticize you if you weren't. But I haven't had anything to criticize. I think you're performing the role as a policy management body very well. So thanks.

Jonathan Robinson: Thanks Chuck, appreciate you ending on a positive note. And so well done to everyone for that. I'm sure there's areas on which we can work on these, and we'll evaluate them thoroughly in Dublin. But thanks for having a - casting your eye over them and bearing in mind that these are the objectives we set ourselves. So let's draw a line under that session please.

And then I'm going to hand the chair over to David Cake, Vice Chair from the Non-Contracted Parties House for the next three sessions. So as soon as you're ready to start with the recording, David please go ahead.

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