
BUENOS AIRES – ALAC Work - Part II
Tuesday, June 23, 2015 – 14:00 to 16:00
ICANN – Buenos Aires, Argentina

ALAN GREENBERG: Ladies and gentlemen, may we have your attention? The meeting is being reconvened. We have readjusted the schedule. The session on ATLAS II Recommendations is coming first. The person taking responsibility for that is actually at the table. Olivier, it's all yours. The rest of the sessions with the agreement of the speakers and the relief of the speakers who are enjoying the few minutes off will be started immediately after Olivier's session. It's all yours.

OLIVIER CREPIN-LEBLOND: Thank you very much, Alan. Can we please have digital services off the screen because we've got other things to look at? I'm not quite sure why that's on there.

Anyway, I've actually put a link anticipating that we were going to be delayed on this. I've put a link over to the post-ATLAS II workspace, which is what was put together after we concluded ATLAS II. In fact, ATLAS II was very kindly noted as being 367 days ago. Yes, more than a year ago already. It's gone very fast.

As you all know, we had an ATLAS At-Large Summit declaration that made a number of recommendations that then needed to be implemented, so the whole set of activities for the ATLAS II activities is about implementing the recommendations that were made by the whole At-Large community when it met in London.

Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.

There are several tables of recommendations that are given. On the link that I've given over in the chat, there is the main table, which then shows the assignments of each one of those recommendations to subgroups and also shows the recipient of each one of these recommendations. Some go to the ICANN Board, some for ICANN staff to act on, some for ICANN supporting organization and advisory committees and so on and so forth.

As far as the working groups are concerned, some are being dealt with by the Outreach Working Group, some by the Capacity Building Working Group, Finance and Budget Subcommittee, the Future Challenges Working Group – that's also listed in there – and the Technology Task Force. I think I've gone through the majority of all the working groups that are involved in the implementation phase of these.

Now, there is another page, which you can access from that page, and that's the one that shows the assignees and the status of where we are with those. These pages need to be updated somehow.

If you recall, I think it was in Los Angeles, the ALAC presented a number of recommendations to the board. I think it was three or four. And actually, in the time leading to the Los Angeles meeting, the working group that had been formed focused specifically on the recommendations that are to be sent to the board and for the board to act upon.

We haven't heard back from the board on the recommendations that we sent back in I think it was November, so we do have to follow up

with them on this. As far as the next meeting in Singapore was concerned, we ran out of time during our ALAC meeting with the board to actually present the next set of recommendations to the board. The process was somehow stalled.

Of course, since that time, you might have not heard much about work on these recommendations because, as you all know, the IANA stewardship transition and the ICANN accountability process have pretty much sucked up the air from many of our other processes, and so it was a little bit difficult to continue pushing forward at full speed on these recommendations.

With that said, the recommendations themselves are very important. They are, at the end of the day, recommendations that were made by our whole entire community, and so the plan now is for staff and the working group to go through the recommendations, which are still yet to be implemented or sent over to the board and finalize them. I know that work has taken place in many of the working groups where we have sent those recommendations to be dealt with.

For example, the Technology Task Force has regularly met and regularly discussed the recommendations that were assigned to them and worked on them and is preparing a fuller report, updates, and recommendations that they can make to build up that recommendation for the board. The Outreach Subcommittee has also worked on the capacity building.

The work hasn't completely stalled, but we're not in a position today to present you with any positive update as to what's been happening at the follow-up working group level.

What I think we should commit to is to actually now push forward because we cannot just wait two years until these recommendations are implemented. Some of these recommendations might require some financing from ICANN, and so that will then push it to the next budget cycle. Obviously, we wish to – if there is a demand for these requests, we really need to get moving as soon as possible.

It's interesting to note also that some of the recommendations actually are falling very much inline with the ICANN strategy, and so it's not like we're rowing against the flow of things. We're actually being helped by the current flow of the river in the direction that we are moving in. But we do have to remember that this is today's ICANN strategy.

There is going to be a new CEO. The current CEO is leaving next March. There might be a change in direction. Who knows? That's for you or I to guess, and so it's important to note that whilst the ATLAS II was absolutely supported by the current CEO and by the current management team, this might change in the future. So while we have the wind blowing in our direction, we do have to make use of that and make as much progress as possible.

I think that's my update. There really isn't that much else that I can report on. I'm turning it over to Heidi since she's been the staff

member who has been following up with this on the wiki pages themselves. Is there anything that I've forgotten to touch on?

I know that one of the things is the policy management process system. There's been some work done on that. It's one of the larger projects there.

Perhaps yes. With Dev being the chair of several of those working groups to whom the tasks were allocated to– he looked about 20 years younger a year ago – but Dev?

CHERYL LANGDON-ORR: Hang on. There's been a couple of things happening between [inaudible].

OLIVIER CREPIN-LEBLOND: Irrespective of things having happened outside of At-Large, Dev, do you have anything that you wish to add to this quick update on any of the working groups that you've worked on? I know that the working groups have touched on these recommendations.

DEV ANAND TEELUCKSINGH: Thanks. Just to say quickly that, yes, I think that I've made it a focus to focus on these ATLAS II recommendations. We did a detailed presentation on Monday, and the slides are available already on the wiki page.

Just an observation. Perhaps the way forward for reporting more about the ATLAS II and bringing it, I think we have to make the community more aware. I don't know if probably a webinar needs to be done to at least alert the community and have this kind of presentation showing here's what's been done, and we still need help, get involved, as a way forward. We do need to press on with them. Yes, I fully agree.

OLIVIER CREPIN-LEBLOND: Thanks very much, Dev. So, step one: update those pages so that the main table has got the actual status. Step two: have a webinar on this. That's great.

We have a queue in operation with Alan Greenberg being first in the queue. Alan?

ALAN GREENBERG: Thank you. I would like to introduce an item – 1.5. We've had a significant amount of time between now and the recommendations being issued by the summit – about a year. The world has changed a fair amount, and I think we need to do, essentially, the same thing we discussed on the sensitive TLDs. Do a triage, do a review, and look at what the status is.

Some of them may no longer be appropriate because they were already done. Some of them are being incorporated into the accountability issues and there's no point in us pushing in one direction if indeed the overall community has gone in another

direction or maybe the same direction. Some of them we may find are just not appropriate for whatever reason, and I think we need to do that level of triage before we start pushing to complete all of them.

There's no point in working hard to complete a recommendation, which in our wisdom, we don't need to do. I think that's something we should do first and I'm not sure who should be tasked with that. It would be easy to say the ALT, but I think the ALT is probably a little bit overwhelmed.

But there needs to be some leadership team involvement in it, and perhaps the ALT can consider who should be doing it and have a call for membership of that small working group. We're talking about hours of work, not days or weeks, and I would strongly suggest we do that first.

Related to the ones we gave to the board, my recollection is we gave ones to the board and some of them we were asked, "But what do you want the board to do?" They were really staff issues or something else and not really board issues. They were designated as board issues by the summit, but they were not necessarily ones the board could actually directly act on.

So again, we need to review those and not expect answers from the board when they have effectively already told us, "It's not our job." So, just some homework we need to do before going too far forward.

OLIVIER CREPIN-LEBLOND: Thanks very much, Alan. On the first point that you've made, I think that the Implementation Task Force itself can have that in hand and review the recommendations again. Obviously, the ones in which ICANN has already done things to that extent will be marked as done and no further.

We've got a queue at the moment with Garth and then with Cheryl Langdon-Orr.

ALAN GREENBERG: As meeting chair, I'll point out that now we are past the time we said we would do for it, so let's try to keep the intervention short. Thank you.

OLIVIER CREPIN-LEBLOND: So we'll just have Garth and Cheryl. Garth, you're with us. Thank you.

GARTH BRUEN: Thank you, Olivier. Garth Bruen, NARALO Chair. We were discussing the ATLAS II recommendations in our NARALO meeting yesterday.

I was wondering and some of the other members were wondering how this was progressing in terms of the CWG and if any of the items on there were applicable to the CWG, and if we were keeping in the spirit of ATLAS II or forgetting things that could be included there. You probably would be the expert on that. Tom Lowenhaupt and I are going to meet later to compare notes between ATLAS II and the CWG objectives from an ALAC perspective.

OLIVIER CREPIN-LEBLOND: Thanks very much, Garth. I haven't got an answer for you therein then, but we can work on it. Actually, are both you and Tom on that Implementation Task Force?

GARTH BRUEN: No. There's no task force. It's just Tom and I meeting to look at the ATLAS and compare it to what's going on in CWG.

OLIVIER CREPIN-LEBLOND: Okay, thanks. Perhaps I would invite you to maybe join the task force and join the mailing list so then you can also relay your results back to the group afterwards. Cheryl Langdon-Orr. Oh, you withdrew. Okay, fine. Thanks very much. Over to you, Alan.

ALAN GREENBERG: Thank you very much. Can we have a change of the guard? Not a change of the guard, can we bring in the guard?

Being seated are Ash Rangan and Chris Gift. We've met them before and await with baited breath to hear what they have to report. Baited breath means worms on our tongues.

ASHWIN RANGAN: Thank you, Alan. Thank you, the ALAC, for having us come back here to provide you with a report.

I want to recall where we left off our last discussion, so we can get caught up. You will recall that we were talking about information management at the time.

There were two essential actions coming out of that. One had to do with how do we organize the body of information that ICANN currently has, and the second is who can help us to get it organized.

We've been able to look at the second question because I think that leads itself to an answer to the first question in the form of bringing in a dedicated librarian who has library information sciences as a background, and therefore, has the knowledge to create what will be the equivalent of a Dewey decimal system for the kind of information that we now have gathered.

That is something currently in the budget, and we have parked it in the gentleman to my left's budget so that he can find an appropriate resource. With FY16, that starts in July, that budget line will open itself up, and we're preparing to find the right kind of person in the right location for that.

With regard to how we create a taxonomy, it's my understanding that there has been at least one attempt to my knowledge, perhaps multiple attempts, at figuring out how to organize the body of work that's now with us. We'll probably need to dust it off as a starting point and leave it up to the expert to come back to us with a finishing point and create a project plan for that.

There is a tremendous amount of material that has built up over a period of time. Now, one could argue that each and every piece of that has to be in the new Dewey decimal format, but I think there may be an urgency about certain topics and matters as opposed to being everything taken from A to Z in that particular order.

Those are all decisions ahead of us and not behind us. So if there is enthusiasm in the group to help us come up with an approach that makes sense, we would welcome the opportunity. Not only from this AC, but from all the SOs and ACs.

On other fronts that are somewhat peripheral but also could be classified as information management, we've had a couple of initiatives that have progressed since we last met. Specific tools that are point solutions to specific problems are being tested out by other SOs and ACs. We thought it would be a good opportunity here to present what we have been presenting to other SOs and ACs so you have a common understanding. That way, bottom up, we're able to get feedback on whether we're headed in the right direction with the right set of tools.

Chris has been spearheading those efforts for ICANN as a product manager with his team, so I'm going to turn the microphone over to Chris and ask him to provide us with an update. Chris?

CHRIS GIFT:

Thank you very much. Just briefly, though, to follow up on the information management, one other thing that we are doing is – and I

think I may have mentioned this before – is we’re revisiting the resources section of ICANN.org, which is where most of our content goes to live and die because it is a very complicated section with lots of areas.

I think I’ve introduced Jeff Salem to many of you over the past day or two in the past few sessions. He is our new user experience designer. He is helping us re-look at that area. Of course, we’re also anxiously looking forward to the librarian or information science person to come on board who can also really help with that area.

When it comes to other tools, we have been testing. I think many of you know, but to repeat it, we have been testing a document authoring, co-authoring tools with the SSAC. We have been testing working group management tools with the DMPM Working Group as part of the GNSO, and At-Large under Devs leadership, we’ll be doing that as well. We’ll be testing the working group management tool. We’re looking at a wide variety of services that could augment or help assist the way you work together and collaborate across languages and time zones.

The last thing I will mention along those lines is that we’re also looking at – we were talking about documents – the community wiki. Nonetheless, the community wiki remains one of the principle means of collaboration amongst the community, for better or for worse, and we are continuing with and like to say, we’re going to invest more in the wiki. It has languished a little bit in the past, and as I mentioned before, we have dedicated some staff, both product management and

IT, to augment that service and help improve it by modernizing it and giving resources to you to help improve how you use the wiki.

But I think that's a general update. I'm more than happy to talk more specifics about any of those items.

ALAN GREENBERG:

Thank you. I've put myself in the queue. If anyone else has any comments, please indicate so.

A comment was made at a session I think yesterday. I have no idea what session it was or who was there. As we go to new and improved and more usable websites, can we please remember that there are millions or tens of thousands or a lot of pointers around the world of things that point to them? In many cases, within our own documents, PDF documents that are not going to get revised automatically.

I understand carrying around 1,000 redirects is something that you probably don't want to do, but that's better than information disappearing completely. I know I have been very vocal and I'll try to use words that are proper in proper language in proper social circumstances, but I have a hard time doing it.

Although the wiki is not organized in the most understandable and clean way, and we often have pages hung off of completely irrelevant roots and pages that exist, but it's impossible to even figure out where they are. As we correct those too, we really need a mechanism for tracking it. Maybe they're not redirects. Maybe it's an equivalents page we can go to.

I was told by Ariel that the funny little unreadable address that pops up when you say [K], actually stays stable if you move the page and change its name, which is a curious thing. But nevertheless, every time we make a change for the better, every time we improve our website or the wiki, we lose history. Think about that as you're doing it please.

We still have social [tech pointers] all over the place. We're never going to fix those.

CHRIS GIFT:

When we launched the new website, we were made painfully aware of the redirects. We did do something after that. We knew this was going to be an ongoing issue, so Ash's team went ahead and actually built a layer that handles all the redirects and maintains them. We actually have four generations or even five generations of redirects.

Before that, it was manually managed. But they wrote a service that does it in an automated fashion. While we may occasionally still run across something that doesn't redirect properly – and if it does, please send me an e-mail, and we can fix it immediately – but on the whole, we were very aware and we have written the service to help manage that going forward.

ALAN GREENBERG:

Perhaps the 404 message you get when you can't find the right page should suggest that that's an option as opposed to just telling us to send Chris Gift a comment.

UNIDENTIFIED FEMALE: [inaudible]

ALAN GREENBERG: I'm not sure it's still true. As of a little while ago, there were several 404s, and some of them were quite innovative pages that said, "This is a temporary thing we did in 2010," or something like that. I don't remember the exact words, but it's akin to that. It's a real problem. Yes, we would like to know who to send them to. I found one about a day ago. I don't remember what it was any more.

Garth is the only other hand I see. Go ahead.

GARTH BRUEN: Garth Bruen, NARALO Chair. A direct response to what you said about 404. Is there a mechanism that could be put directly into the 404 which tells the webmaster at ICANN what page you were trying to look for, what you were trying to look for, and gives them an idea of what the users are trying to do?

ALAN GREENBERG: I'll answer that. That kind of information is automatically available, but you can't readily tell whether this was something you typed in wrong, something that was an error on the original page, or a missing link. It's not intuitively obvious. But I'd like to think that people are looking at that. If 400 people get a 404 to the same page, you probably have a problem.

ASHWIN RANGAN: My only request is when you report these, please send us the links so we know exactly what's going on. Every example helps us figure out whether it's a generic problem or it's a specific problem.

GARTH BRUEN: To be specific, I mean on the 404 page an option that allows the viewer to report, right then and there, to you what it was they were looking for, rather than having another step.

ALAN GREENBERG: Are we finished with this particular part? I'm sure there's another section.

UNIDENTIFIED MALE: [off mic]

ALAN GREENBERG: Oh. Well, we may be out of time anyway. I've lost track. I thought we were also talking about – maybe we've already talked about it essentially. Saying we're waiting for the librarian is probably saying why we're not doing anything.

UNIDENTIFIED FEMALE: [off mic]

ALAN GREENBERG: No. I understand that. In that case, thank you. I believe Chris stays as a victim, and we have Laura who some of us have seen several times already this week, and we have Jeff Salem. Am I missing anybody? Who is hosting this? Laura? I'll turn it over to Laura. Laura, it's all yours.

LAURA BENGFORD: Hi, everybody. This is Laura Bengford. It's great to be here again with this group. Ariel and I wanted to just give you guys a quick update on where we are with the At-Large website. We've done a lot of work over the past few months since Singapore.

We're going to go through just a quick status update, give you an overall status of where we are, and how close we are to the finish line, and then we want to spend most of the time going through a live demo and clicking on the pages and opening it up for questions and feedback. Sound good? Let's get started.

Before I start out, I wanted to just give everyone a sense of who has been working on this team. Ariel, Jeff, myself and others from around the world have been working on this. We just thought we would show you some photos of our off-shore team in India. They've been working really hard and they've been really dedicated to this effort, so I wanted to just give them a little bit of acknowledgement and credit for the hard work that they've done. Then we have some of the members – Dongmei, Joyce, and Steve Allison – that are in the US with us working on this project.

So just a quick status update. Let me actually put on my glasses so I can see. We talked a little bit in the teaser yesterday about the things that we were working on that we think relate back to some of the ATLAS II recommendations, specifically 26 on coming up with better ways to manage the policy management process.

The first three squares that we have up on the screen talk about some of the good work that we did to integrate and pull data information directly from ICANN.org from the open for public comment space just to reduce some of the manual work and duplication, which will make it a lot easier to administer the important work At-Large does to provide advice back to those open for public comment. Also, we wanted to provide a much better view into tracking the deadlines and the timing around those because I know they're a very quick timeframe. Sometimes a challenge to get back to that.

We also did a lot of work around topics and trying to organize some topic taxonomy that Ariel is going to talk a little bit more about after the demo and being able to search and find information a little bit better and subscribe to those policy updates by your topical interest.

The other areas I'm not going to talk about too much, but we do have an admin area. We're going to give you just a real quick glimpse of how that works. It's going to help staff in the At-Large community update content and information on the site.

Jeff, to my left here, has recently joined us and is helping out quite a bit in our overall design efforts, making sure we're mobile responsive

and making sure it's accessible per the other work that we're doing with the Accessibility Working Group. Let's go to the next slide, Ariel.

I'm not going to read all of these boxes on here, but what this shows is just an overall sense of how we're trying to get to the finish line. We call this a user story map. It shows what we tried to accomplish coming into this meeting.

The yellow boxes are the areas that we've finished, the white boxes are the areas that we haven't quite finished yet, and you can see we're a little bit out of order, but we've moved ahead with other things that we didn't think were going to get ready for this meeting. But we went ahead and we were working on other areas that made sense for us to get to them, and then we're working our way.

We're going to show you what we call the alpha, which means we have live, clickable functionality out there on the website, but it's not complete yet. By the next meeting we'll have what's called beta, which means we have pretty much all of the content and features done. But we're still clicking around and testing, and then you'll see, it'll be generally available shortly thereafter. There are some things that we probably can still go live with on the site, and we can just continue to iterate and finish up afterwards. So that just gives you an overall sense of where we're at.

In looking at the calendar, you can see what Ariel highlighted on here is we're in the alpha phase. By the next meeting we'll have a fuller beta to show you, and then we'll all decide together when we're going to push the button and go live.

We're going to jump right into the live demo of the site. It should look familiar to all of you as we've showed previous more mock ups. What we're going to be showing you today is live, clickable functionality.

Keep in mind, the URL that Ariel is going to be showing you up there is live, and we welcome and encourage you to look at that site and check up on us in our progress. Not all of the features are finished, and with this particular meeting, we were very focused on working on the policy work, which we call the policy band up at the top of the website.

But you can see there that we have some quick links up at the top. We're going to have search. We'll have a nice, crisp look and feel.

But what we're going to be focusing on today is showing you the policy advice band and a little bit of the work that we did a head of time on the map. It looks like we're having some screen – there we go.

You may have seen a little bit of this before. What we've done is we've loaded in all of the data. The topics that we have there represent 315 policy advice statements that this group has worked on. If you click around on the pie there, this is actually real data, and you can see the number of policy statements that ALAC has provided since we started tracking that information. I think that was 2003.

Just so you know, we have built out the pages for four of those topics: WHOIS, IDN, new gTLD, and public interest. We're going to give you a little bit of demo of WHOIS.

On the left-hand side, you'll see we're browsing the same information, but on the right-hand side, we're going to show you the four most

recent ones. On the left-hand side, you have a neat way to navigate by topic into the pages as well.

Let's go ahead and click on WHOIS. On this page, what we're providing is a brief background on WHOIS. You can see over to the right that we have the capability to provide a quick introduction video.

But the main thing on this page is on the left-hand page. We've provided on one single page a list of all of the statements that have been provided for WHOIS. You can link into these, and it gives you a quick, handy status of where they are. Now keep in mind that they're mostly completed at this point, but if you had some in progress, you would see the status bar partially filled out to give you an overall sense of where we are with that.

On the right-hand side, we're also automatically pulling in any information on WHOIS that might be relevant and interesting. It automatically pulls these in from ICANN.org based on any news for that topic. Scroll down a little bit there, Ariel.

We'll have the capability to curate resources that are handy references for you as you work on these statements for this topic as well as related topics or maybe hand curating some other statements that you may want to look at as you're working on these statements. Let's click on the first link at the top there or anyone of those links, and we'll go into what those are.

Before we do that, just click on read more. That actually will link you out to a little bit more background on each of those topics. We will have the ability to create, add, and subtract information as it becomes available on this page. It'll be pretty much static I think, but it can also be a little bit curated and updated as needed as well.

Let's go back, and let's go ahead and click on the first detail statement that we have there, which happens to be about translation and transliteration. What the policy detail statement page will bring to you is all of the information that's relevant to this statement. We have what topics it belongs to, who was the pen holder, what date it was published.

If you scroll down, it gives you a status of the dates and those milestone activities that are going to be the same for all statements practically. We have developing the first draft, it's open for comment, we finalize it, we vote on it, and then we submit it. It gets automatically posted back to the place where it goes to on ICANN.org if it's a public statement.

Down below, there's some background again. We have the link out to the public comment, so if you click on that, it shows you the original reference of what we're commenting on. If you go back and click down a little ways, in this example, we can click on the actual statement and it opens up the PDF of what was actually submitted. You have that there as well in a handy reference.

Then if you go back, what we really wanted to do was highlight the various activities to communicate what was happening, especially if

you have one that's active and in progress. We wanted to provide a brief activity trail of what's happening.

For example, the first thing that happens is the wiki space is created. If you click on that, it will link out to the wiki space. You'll notice that we've already linked all of this out there to the site. This was quite a bit of work to actually get this all linked up. You're free to use it right now. It's maybe a handy way to look at information historically.

When your first draft is posted, we'll have that as an activity and the date that it was posted up there, the date the community started commenting, the date that the final draft was posted, ratified, and then the final date that it was actually submitted back to be open for public comment.

The final thing we have on this page is a list of FAQs. Most of the FAQs are just background for all policy statements of how the process works. But we do have the ability to have both global FAQs and specific FAQs that may be relevant to any particular statement. We have the ability to have both.

That's pretty much what the policy detail statement page looks like. On the upper right-hand side of this, you will see the follow button. It's very similar – if any of you use on ICANN.org, you're able to follow public comments. You can follow all public comments, specific public comments for a particular topic, and you'll have that same capability here. If I'm only interested in WHOIS, I'll be able to follow all policy statements for that topic. If I'm interested in everything, I can follow that as well.

Let's just go back real quick for a moment to the home page. I just want to show you one real quick thing under the latest policy. Let's click on maybe the second one there. I just want to show you that this is just another example of another statement. It's actually the same page out there, so feel free to click on all of these, and it'll actually go to the right page with all the activities.

Now the activities – just a quick mention and we're going to go right into this next, here Ariel was just about to click – is we're curating those. We have a little admin function. Ariel, if you go back up to the top upper right, you'll see right now we'll have user log ins and all of that. But if you click on admin, we just want to give you a quick peek of how it actually works and how we pull and automate all of this information in.

Let's just say I'm Ariel and I'm working with At-Large and a new public comment gets posted on At-Large. It's going to automatically come onto my screen here, and it has all the information that came over, and I can click on that. But I may want to edit it and add the information that's relevant to At-Large, such as the pen holder. I'm going to add and update the activities once the wiki is created. If I go ahead and click on active there, you'll see that the first thing I have is a check mark that says, "Active."

This is going to say At-Large ALAC is going to make a statement on this, so there may be some things that come in from public comment that we're not going to make a statement on, and that's fine. It'll still be there. We'll ignore it and move on.

But if this is one that is active and ALAC is going to make a statement on, we're going to want to scroll down. All of this information up above is automatically populated for you. But I'm going to want to go down, and the first thing I'm going to do is I'm going to assign this to Alan because we assign everything to Alan, right?

ALAN GREENBERG: I'll get you back for that.

LAURA BENGFORDE: We've pre-populated most of the pen holders in here, but it's going to be very easy to add new pen holders as I'm sure we'll be doing. This is actually where the statement today that Ariel would post, she's going to post it here, and it's automatically going to get sent back over to ICANN.org, so you'll see what she's going to do is she's going to find that PDF, and she will go ahead and upload that. And there it goes, and that is done.

Down below is where we have the standard FAQs, and for a particular policy statement, we'll be able to add additional FAQs. Immediately below that are the activities. You'll see here, Ariel added in some of the activities that were important to display on this page. This is how as this statement progresses we'll be able to add activities, relevant links, and the day of what those activities are.

That just gives you a little preview of what's happening behind the scenes. Down below are the actual milestone dates that populate the status bar. Then down at the bottom, once all of that metadata is

entered, we can view the public page. And there it is. I'm glad that worked. I think that's it for policy detail pages.

Actually, the button that Ariel is highlighting right now is just to show you that if there is a non-public comment advice statement that we are going to be issuing, I click on this button, and basically, it's the same screen. Some of the fields are a little bit changed because we can't auto populate them, so we're going to create a type of advice statement. This is a cross-community example, but I also have unsolicited follow up and other types available.

I'm going to have a URL. This maybe something on the wiki. It may be somewhere else. It may be on another AC/SO website. I need to know where this is going to be e-mailed to, so when I upload it and submit it, it knows where to e-mail it to.

Open and close date, background, and if you want to just scroll down for sake of time here, you can see the same fields are here and available for non-public comment related. We don't have to save that one. We could.

I'm just going to move things forward a little bit.

ALAN GREENBERG:

Laura, can I ask a question? I see that we have a couple of cards up, so perhaps we can stop. I think Olivier was first. Let's go with Olivier and then me.

OLIVIER CREPIN-LEBLOND: Thank you very much, Alan. Ariel actually gave me a quick preview yesterday, so I've cheated a little bit by putting my card up before the end having prepared some questions already. Very impressive. Really, really exciting.

A couple of things. One thing that I did mention to Ariel yesterday is with regards to the timeline on actions. Can we maybe go to the building of the statement?

For example, if we decide to at some point stage a webinar on one of our statements, of course, everything is chronological in there. If the webinar is early on, then you would have to cut and paste each one of the lines to the next line so as to make a space because when you add one more event, then it actually adds at the bottom of the list of events. It doesn't actually add where you want to add in between.

LAURA BENGFORD: Yeah, thank you, Olivier. You're talking about the activities, correct?

OLIVIER CREPIN-LEBLOND: Correct.

LAURA BENGFORD: The activities, we'll probably have them listed in chronological order. But you're absolutely right. In that particular example, what you would do is create an activity saying webinar, created with the date of that, and then we'd put the link out to where that webinar resided wherever that would reside.

I probably should have emphasized a little bit earlier, we're still testing and working through this, so we have a lot of little minor refinements to do. That was actually one of them. It was actually putting them out of order.

OLIVIER CREPIN-LEBLOND: Yeah. At the moment, it's static basically, so if you put it out of order, it doesn't reorder it. Of course, there's always a question as to when two things happen on the same day, but I guess it doesn't really matter whether the page is started and the comment period is open at the same time, which one starts. It's the same day anyway. That was one point.

The other point was to do with comment numbers or document numbers. Each one of our statements has a reference number. At the moment, I don't believe that there is anything on the pages that links the reference numbers to the pages themselves or to the building itself. It would be good to use that reference number all along everywhere. We do have a nomenclature or a way for these reference numbers because some are correspondence, some are statements, some are other types of things. Thank you.

ARIEL LIANG: Thanks, Olivier. To respond to your question about the reference number, I think for analogy, the reference number is like the IP address, and the title of the statement is like the domain name, so

maybe it's easier to remember the title then remembering the reference number.

But we can still put that reference number on the page. It can easily add, for example, by the title or by the topic, and then we can show that on the page. But I think the more important thing is we want to use that reference number to show what that statement is related to. Just to have it, it's not going to help much. But now, we're working on where we're going to place the related statements on the page.

OLIVIER CREPIN-LEBLOND: Just as a follow up, we sometimes refer to other statements just by their reference number because sometimes the titles are huge and sometimes the titles look very similar to each other. That's why we use the reference number. Thank you. Apart from that, bravo. Is there a like button on the page?

ALAN GREENBERG: Thank you, Olivier. Could you scroll to the activity list that we saw a moment ago? Just pointing out that, Olivier, the order does matter. We don't want to submit the statement before it's ratified.

OLIVIER CREPIN-LEBLOND: But that's my point. The order does matter. But if it's all on the same day, 1st of June 2015 I guess. Oh, I see. On 12th and 12th. I don't know how you're going to work that one out then.

ALAN GREENBERG: That's their problem. But the order on the same day does matter. Otherwise, we're claiming we submitted the statement before we ratified it, so just to be clear.

I have a question. The tool you have to populate this page is very nice. I know you're web folks and not wiki folks. Is there any chance you can use this same tool to create the wiki page and not have to have it done twice?

LAURA BENGFORD: I'm not sure. We'll have to look.

ALAN GREENBERG: Obviously, you have to create it before you can point to it here, but it would make a lot of sense. Obviously, for any given one that you may need to go back and make it pretty or change something, but if we could simply replace one currently pretty ugly process of creating the wiki page with this neat tool, which does the bulk of the work, that would be good.

LAURA BENGFORD: Agreed.

ALAN GREENBERG: I always think it's a nice touch if automation decreases the amount of work instead of increases it.

DEV ANAND TEELUCKSINGH: Thanks. Bravo again. It's very impressive to see how you have created a really good form driven data process rather than manual copy and pasting. I think this is going to go a long way. I'm almost tempted to think we may not need the wiki as often to record all of this information, so that's very good.

My question goes to how exactly are the languages handled? For example, when the statement is ratified and sent as a formal sent to the public comment, it is sent for translation. Is it that when you would access this in Spanish, would you get the Spanish link showing up as the attachment? How does that work?

ALAN GREENBERG: Laura, we're never satisfied.

LAURA BENGFORDE: Well, that was one of the white boxes on the user story map. But we do have to accommodate translations very similar to the process on ICANN.org to the extent we have translations. We have a sub-nav for them and present them. I know that's something also we need to work on. ICANN.org is translating the actual open for public comments as well. We're trying to work hand in hand on these things. But we would have to have a little bit of a change to make sure that we can submit multiple files in different languages.

ALAN GREENBERG:

Just one add-on to that. I'll give you one of my pet peeves. If you're on a page like this and you click Español or Français, it brings you to a page which basically says we don't have this in your language. I find that exceedingly frustrating, annoying, and a few other words I won't use in this company. Perhaps we need to somehow make sure that doesn't happen. It happens on ICANN.org all the time.

Next we have a speaker list of Cheryl, Glenn, and [Seun].

CHERYL LANGDON-ORR:

Thank you very much. Again, great. I'm very excited about this. It's like a breath of fresh air. It really is.

The fact that it has a simple and easily digestible logic to it is why I think, as Dev is suggesting, we may do a lot of what we're forced to do on wiki now within these particular things. I suspect this may be used for a little more than just what it's currently designed for, but we need to manage that fairly carefully.

One of my questions – my bug bear – is how much we “lost” – some of it actually lost – which is even more tragic, when we moved from social text to the Confluence base. We have now just heard that we have a librarian coming on board.

Now I'm talking documents here. Ariel has been trying to search out some of these documents and has no idea where they are, and I know why: because they're hidden in some bizarre and peculiar places if they exist at all.

In a not too distant future, people like me will be asking the librarian, before we ditch all those [inaudible] records that are there, [inaudible] old file. That's the name of all of the files with a different number at the end. It's like [inaudible] old file, gibberish number at the end is different. They will eventually get dumped somewhere and that just terrifies me.

It appears to me that whilst we don't want to muddy up our currency waters here, we could have this back wash developed. It could even be some of our community members might be empowered and enabled to just troll that old history and give a home away from home and perhaps rebuild some of the tragic loss of regional At-Large organization history. It's the RALOs in particular that were hit from this.

But right now – and this is in gest for the record – I fear as a recently X-chair of the organization that we will soon be absolutely unnecessary as a support mechanism because up to date, the only way a current chair can find out what's gone on in recent history is to ring and hope that the local file held on the previous chair's computers is easily accessed. Bless you for that.

Alan's nodding. We're not joking. Every one of us has to keep a personal history and pass it on because it is so hard, and this solves that problem. But I'd love to be able to not lose what is sitting in a very fragile if it indeed exists at all. Thank you, thank you, and thank you again.

ALLAN GREENBERG: Glenn?

GLENN MCKNIGHT: Thank you. Question for Jeff and Laura. Have you guys looked at Bravesites, which is a wiki construction tool, which integrates social media very well and allows you to actually have the end user able to change their own template and colors based on their own abilities or disabilities?

LAURA BENGFORD: Hi, Glenn. We haven't gone through the social media sharing tools that we're going to be using at this point. Can you repeat the name of that tool, Glenn?

GLENN MCKNIGHT: It's Bravesites. I'll post the link in the Adobe.

LAURA BENGFORD: Thank you.

ALAN GREENBERG: Thank you. [Seun]?

SEUN OJEDEJI: Thank you, Alan. Thank you for the presentation. I just want to clarify two things.

The portal you're using, what you are presenting now, is it just for demo? The URL, is it hosted somewhere, or is it actually on ICANN infrastructure? Just to clarify whether this is an external service or ICANN has actually built this software from the beginning and so on?

The second question is what is the backup policy of ICANN in terms of do they put everything in the US, or do they put it somewhere else outside of the US and so on? Thank you. In terms of the data?

LAURA BENGFORDE:

I think there were a couple of questions in there. First, where is this hosted or going to be hosted? Right now, we develop all of our websites out in the open. The link that's up there and we've shared in the presentation is open for everyone to click on and look it. It will eventually be under the ICANN domain. I think it is going to end up something like icann.org.alac – something like that.

Regarding the second question in backup, we do view the websites as a permanent record. Back to your point Cheryl, we do have a policy of making sure we don't lose historical stuff going forward. So when we make changes, we're very careful to make sure that we're redirecting or archiving those pages because we do view the website as the permanent record. To the extent we do find old pages or archived pages that we need to make sure to add to the permanent record, we have the capability to do that.

Did that answer your question?

Think about it please before you ditch it all. It may save a huge amount of work in trying to replicate it on the new wiki, and in fact, fixes the problem that we create PDFs daily around here that have URLs in them but no longer work once we move to new platforms.

CHRIS GIFT:

We hear you absolutely 100% on the wiki. I can repeat, we intend to try to reinvigorate the wiki as much as we can and continue to invest in it. We've looked for alternative tools. I know it's not everybody's favorite – Confluence – but we've looked at alternatives, and it's hard to find anything much better to be perfectly frank. So, yes, but absolutely. We agree with you, and we'll do that.

ALAN GREENBERG:

No. I wasn't forecasting its demise this week. But some day it will be replaced by something and the old URLs, it would be nice if they still work as long as we have URLs. When we replace the DNS, we have another problem. But that's not today's problem luckily. Thank you. I have Fatima.

FATIMA CAMBRONERO:

I will speak in Spanish.

ALAN GREENBERG:

Chris reminded me that she does still have some new parts to show. I interrupted her to take questions. After Fatima and Dev, if he has a

short intervention, we'll go back to Laura to complete the presentation. Otherwise, we will no longer be on time.

FATIMA CAMBRONERO:

First of all, let me commend you. Whenever there is something new, something friendly, where you can find things easily, I like to appreciate that.

But let me make a small criticism. It seems as if ICANN staff do not talk to each other. You do new things and you do not tell each other what other things are being done elsewhere.

Alan is saying that there are no contents in Spanish and that is frustrating. That is true. Within the strategy for Latin America and Caribbean, a group of volunteers has developed a repository of all contents in English, Spanish, and Portuguese. Certainly, this is focused for the Latin American and the Caribbean region. That has been uploaded to a specific site. There is a lot of material there that can be pulled and shared until you have the content site identified to be translated or brought from other sites. Please do not ignore what other areas are doing, which is also valuable for the community. Thank you.

LAURA BENGFORDE:

Yeah. Thank you for that comment. I think you're referring to the ICANNLAC.org site that NIC.ar is working on – the Latin America site. Is that the one you're referring to?

I actually just met with them right before this meeting. They've done a really good job. We haven't quite gotten to regional pages, and we have a lot of work to do on translation, so we're really happy with what they've done as a community to pull together content and curate content in those local languages.

We are aware of that, and we do need to bring those two together. I know we're not quite there yet, but we're very aware of and grateful for that community effort.

ALAN GREENBERG: Thank you, Laura. Dev, last question?

DEV ANAND TEELUCKSINGH: I'll wait because maybe it's coming up in what's being presented. I'll wait.

ALAN GREENBERG: Laura, back to you or Jeff.

ARIEL LIANG: We do have another section of this website we want to show you. This is the second band on the home page. Right now, we call it regional activities and outreach. Maybe we can change it into regional activities and engagement. This is the band that highlights the activities of RALOs.

On the left side, we have built this mini ALS map. As you can see, we colored this map in purple, but they have different saturation levels. The darker the purple is, that means we have more ALSes in a specific country. Right now we're in Argentina, and you can click on Argentina and it shows they have nine ALSes here.

Now you can see, the lighter parts have zero. In Central Asia, we don't have that many ALSes. This is a reflection of the reality of our ALS representations around the world.

Then when you click on this country, the pop-up window also has a button that is clickable called explore ALSes. Now we plan to view the page that is dedicated for the ALSes so that a visitor can research about ALSes in different countries. Right now, we don't have the page yet, so we have a placeholder, which is the Google map that shows the ALSes.

More to show is this map is not just showing ALSes, but also can show the RALOs as well. When you click the button on the top, it we'll switch to the RALO view. Then each of the RALO region is linked to its own dedicated page. We don't have that yet, so we have links to the wiki home page for the RALOs for now. In the future, if RALOs want to have a page in this website, we will be able to build that and link to this map.

This is about the map. On the right column of the second band, we also provide opportunities for RALO to highlight the activities in their region. Right now, we have curated some of the headlines of activities in these past few weeks based on the RALO secretariat report. In the

future, we can also have a blogging function built so that the RALO secretariat can promote their activities through writing blog posts, and now we can link it to the home page so they can explore.

This is the second band. Also, it's an ongoing process. Because we developed this really ahead of schedule, so maybe some parts haven't really thought through, but we're on the right track.

The last thing on this website I want to show you is the get started box. This box is targeting newcomers. We want to create three quick links that show the three most useful pages for newcomers.

The first one is learn about At-Large. We envision this page as the about page for At-Large. Right now, we don't have that page, but we have uploaded the most recent outreach document here so that when someone bumping to this alpha site, they can still get some valuable information about what At-Large is and what's the difference between At-Large and ALAC, etc.

Then another quick link we have here is find events. This is going to hyperlink to the Google calendar that we currently use. As you can see, this Google calendar is styled in the same way like this website is. We're using the color purple and blue.

For each event, you can click on it, and then a pop up window will show so that you can add this event to your own calendar. There is a capability for you to customize this calendar to your own preference. You can have the month, week, and day view for this calendar, and you can search for the events based on the days.

That's pretty much what we have [inaudible] so far for this website. The calendar is also ahead of schedule. We have some remaining work to do. Now I want to stop for a moment and take questions.

ALAN GREENBERG:

Thank you. I have me and Tijani in the list – I haven't seen any other cards – and Dev and Eduardo.

Two questions. Can you go back to the getting involved or whatever that link was and click on it? No. Getting involved.

ARIEL LIANG:

We don't have a page for getting involved.

ALAN GREENBERG:

Okay, sorry. Whenever you have a page for involved, please make sure and learn about At-Large. What was the one that went to the ALS map?

We must refer to individual users, individual members. They are not only ALSes. If we are only telling people about ALSes, we will never, ever get any individual users. Maybe that's someone's intent, but that wasn't my hope.

Number two, on the maps, where does the information come from?

ARIEL LIANG: The number is based on our ALS contact database, and I have calculated for each country how many ALSes we have, so that's based on actual information.

CHERYL LANGOND-ORR: It's a manual update thing?

ARIEL LIANG: Yes.

ALAN GREENBERG: Sorry. What did Cheryl say?

CHERYL LANGDON-ORR: Is that a manual update?

ALAN GREENBERG: It is really, really essential that all of our information on ALSes come from a single database. I'll put database in quotes. I don't care if it's a real database – a single file, a single something -- because otherwise, we have what we have now. We have multiple lists. They get out of sync. They are impossible to fix.

Now if you want to have them independent, but synchronize them once a week through some auxiliary method, I don't care. But we cannot be maintaining multiple things, one for votes, one for the wiki, one for the maps, one for the something elses, one for votes for RALOs.

We must work out of a single database or something synchronized from a single database, or we will continually be in the world we are today that you get different views of the world depending on which resource you go to. It's really, really essential.

Next we have – I'm not sure if I got the order right, so forgive me – Tijani.

TIJANI BEN JEMAA:

Thank you, Alan. First of all, thank you very much, Ariel, for this effort. I do think that it is very helpful. Alan read my mind about the database. I have two questions. The first was asked by Alan.

The second will be how often your database is updated? May I know the list of the ALSes? How is it updated? Is it updated every time we have a new certification, or is it updated each month? I don't know. Because sometimes some lists are not up to date, and this is very dangerous for me because someone who is certificated, when he doesn't see the name his ALS there, it will be a problem.

I will propose you also to change ALS by member so that you will solve the problem of ALS and individual members, and when you have finished the other pages because now we cannot see and we cannot have a proposal about them. Please advise us so that perhaps we can help you. Seeing those pages and telling you what is not working well, what has to be done, etc. But thank you very much. I really appreciate the effort. Thank you.

ALAN GREENBERG: Thank you. I have Eduardo next.

EDUARDO DIAZ: Thank you, Mr. Chair. I don't know if we have talked about this. We have many working groups, and I have found sometimes that it's very difficult to follow up on action items. I'm sure that in the future, we'll have some kind of way of using a tools seminar like this to follow up on things in specific working groups. That's just something to think about.

I'm not saying that it should be here. It's something that we can use to follow up on things. Thank you.

ARIEL LIANG: I'm just going to respond to both Tijani and Eduardo's comments.

Regarding the way we update ALS database, Nathalie Peregrine has been doing that diligently. Once an ALS application is seen, she will keep a record on that. We have the internal Google spreadsheet for that. Then also, she will update the current At-Large website. We have a dedicated page just for the ALSes to follow their application status. That was followed closely based on their application.

We will definitely keep doing that when we have a new website. In fact, we're going to build an ALS application page on the website so that we can move the internal database to the website and only maintain it there. We will make sure to keep track of all the ALSes and not lose any information.

Regarding what Eduardo said about how to follow up activities in working groups, in fact, Chris's team also has been working on this new information manage tool called Kavi. I think Kavi has that capability to allocate working group, assign members in the working group, and once there is action items, then Kavi, the system itself, can send notification to the designated members to tell them what to do. So that's another tool for the working group members to keep track of their activities.

ALAN GREENBERG:

Thank you. On the speaker list right now, I have Dev, me, Siranush, and something else that I can't read. I may have missed somebody. Have I missed anyone? Tijani, is that a new one? Then it's some scroll from somewhere else, not a name. Dev.

DEV ANAND TEELUCKSINGH:

Thanks, and also to respond a little bit to Eduardo, the Technology Taskforce was made aware about Kavi and is looking to then begin a trial to test this tool because we know that it could also aid in doing several things. Addressing the ATLAS II recommendation 26 regarding a policy management process system, and it's built inset of notifications and the ability also to set out a vote, which is currently still a manual system where you have to create a system, vote in bog polls, and send it out and so on, which is still a manual process. So, it maybe, and I emphasize maybe, this tool can aid in that aspect and that's what the testing will do. If you're willing to help test that, please, please join the Technology Taskforce.

I do have some small comments. But I also realize that there is another session after this, so I'm going to defer that. I guess my question would be what will be the next steps? I was involved with the website redesign team, which is now a small team of a few persons, are we going to expand the group?

ARIEL LIANG:

Thanks, Dev, for the comment. In fact, we're just going to address that point about expanding the website revamp taskforce.

ALAN GREENBERG:

Then we'll hold it. The queue is closed right now. I have one comment from me and one from Siranush. We are over time for Holly. We do not want to incur Holly's wrath so we should be quick.

My comment is just to reiterate what was already said. It's really important if Nathalie updates the spreadsheet that she then pushes a button and everything else gets repopulated.

Number two, in addition to these pretty maps, we need to have query tools or something in text. Aside from accessibility issues, there are sometimes things you want to ask. How many societies have the word ISSOC in their name, or what ones do we have from a certain city?

We tell people to get involved, and then we say how do you find out exactly who is involved in your area, and you should be able to do a search by country, things like that, in a text query. It's not just pretty pictures please.

Thank you. That's all I have. I don't need an answer. Siranush?

SIRANUSH VARDANYAN: Thank you, Chair. First of all, thank you for this hard work and for collecting all the information in one space.

Just a couple of comments related to the map. I really had a hard time to find Armenia. I was trying to click all the time. It didn't work for me, so please if there is any possibility somehow the names come before the clicking. I went to Kazakhstan, I went to Russia, and went to APRALO, but I never got to Armenia. So please, just for people making it easier for people like me.

The second comment was we have tons of gallery and videos made during the whole process – a really great job made by Glenn. If there is a possibility to gather this in one place, people will have archives of those, maybe we have somewhere. I'm not sure. But if there is a possibility to connect to those because there are a lot of videos, which are important and which can be used for outreach. Just connect somehow from this website for us to find it easily.

The last point, which I wanted to tell is on the wiki, I will just tell from an APRALO point of view. We are having a hard time in people changing their contact numbers. The ALS is changing their contact information, primary contact, secondary contact, and we are usually trying to make ALSes update or we're updating ourselves in the wiki. Is there a possibility to connect whenever we update in the wiki, it somehow automatically updates here, or this information gets

somewhere because we can go there or come here and see completely different contact information in both sites?

ALAN GREENBERG:

Siranush, I'm not going to let them answer that one. We've already said there must be only one source.

Dev has put his card up saying he wants to antagonize Holly. I closed the queue already. Unless you really have something to add that is...

DEV ANAND TEELUCKSINGH:

Actually, ICANN Language Services did a presentation yesterday, and they talked about localization efforts and what they have also done. They have opened up a section on their wiki, which actually was a very interesting presentation. They, in fact, have a spreadsheet of all of their translations in queue and they made it public. You should review the slides for that and see if you want to try to store a localization effort in your country.

ALAN GREENBERG:

Thank you, Dev. With regard to Siranush's earlier comment, we will show you where Armenia is one day, and then you'll be able to find it.

I would like to thank you. As Ariel and I think Laura knows and certainly Heidi knows, I was somewhat cynical when this project started. I was cynical about some of the early incarnations of it. I'm impressed right now, so keep it up. Thank you very much.

We turn it over to Holly. Just for the record, we were supposed to be ending this session at 4:00. We'll give you a little slack, but not a lot. Thank you.

HOLLY RAICHE:

This is actually more about privacy generally. But it's particularly important for the privacy and proxy services issue because the discussion paper is out, comments are due very soon, and it's pretty important that I hear the views of this group. I'll try and get through the report very quickly. I also put up WHOIS conflicts because it's just part of the much larger privacy issues that are being dealt with in ICANN. Next slide please.

This is the initial report. The background. This is what I'm going to do in hopefully about 15-20 minutes. Go through the background, go through the actual proxy specification that exists now. I'll go through the report itself, and then spend a bit of time on the questions.

It is asking for a response from all of you, and I'll suggest some responses myself. But mainly, I want to leave time for discussion. Next slide, please.

Background. You saw the reference to WHOIS information. I trust everybody knows what WHOIS information is and why it's an issue. If we could stop talking. Everybody knows what WHOIS information is. It's essentially the contact information.

CARLTON SAMUELS: It's actually 12 pieces of data that is required when you register a domain name. There's specific pieces of data that are requested of you, and we call it a WHOIS data set. We are required by contract to publish at least some of that data set publicly as it is now.

HOLLY RAICHE: WHOIS information started off way back when the Internet started. In fact, it was just geeks trying to stay in touch with each other.

The growth of the Internet from a few thousand people to a billion or so has meant that what amounts to personal information including name and contact details under the contract between ICANN and the registrars for the generic top level domains means this has to be made publicly available. There's a couple of ways to do it.

What privacy and proxy services do is allow – and in the case of privacy services, you will have the actual registrars name put there instead of the registrant, or for proxy, you actually have someone standing in the place of the registrant, possibly an agent or whatever. But in either case, do you actually get the full set of personal information you otherwise would get?

It's been an issue for a long time because in fact, this data set is public, and that causes, I suppose, a great deal of difficulty. It causes difficulty because, in fact, sometimes the data is deliberately wrong. There's criminal activity, misuse of the Internet. People are hiding.

On the other hand, there's quite legitimate uses of privacy/proxy services by businesses wanting to start up a new product or a new

business, individuals, or organizations who for I suppose just plain protection reasons don't want to be known.

This issue was addressed by a review that was done within ICANN. I think Carlton you were on that? [inaudible], you were on that?

Anyway, it was done, and the end result of that was a report that detailed what the WHOIS services are, what the requirements are, that pointed to both the legitimate and the illegitimate uses of WHOIS, and the inaccuracy of WHOIS data. A lot of those recommendations fed into revisions of the registrar accreditation agreement that now contains the current requirements.

What it did was to say we will set aside time for the development within ICANN of a specification for privacy/proxy services that will set out a range of details as at the terms and conditions under which a privacy/proxy service can be offered.

At the same time as the revised RAA was passed, an expert working group was set up to take a much broader look at the whole issue. Because essentially, back when WHOIS information was just between geeks, it didn't matter. They all knew each other anyway. But we've now got so many Internet users, and we have got the development of a lot of privacy law, and the two just collide.

What the Expert Working Group was set up to do was to say how do you actually manage the legitimate requirements of law enforcement and other agencies to access data as opposed to the equally legitimate expectations of individuals to have their privacy protected?

I didn't spend time on the EWG outcome because right now we're focused on the specification that is being developed by the GNSO Working Group.

Currently, there is a draft specification that's due to expire I think January 1, 2017. We all laughed and said that was years ahead. We didn't have to worry. We were wrong. We're still arguing. Next slide, please.

The specification that is now in place that is a requirement under the RAA that anyone who provides a privacy proxy service must comply with this specification. Now, if we don't have one to replace what's in place by the first of January 2017, this will lapse and there will be no rules. We've got to replace this. There are really just basic requirements here.

All privacy/proxy services must comply with what is set out in the RAA. There's a prohibition on the supply of non-compliant privacy/proxy services. All privacy/proxy services must publish their terms including: their identity, their circumstances under which they will reveal data to third parties, to the public, and any processes they have in place to actually transfer the data of their customers in circumstances where their customer may want to transfer to another registrar. They also have to publish information about their renewal processes.

They have to maintain a 24/7 abuse point of contact for all law enforcement agencies and publicize their procedures for handling abuse reports and forward all allegations of malicious and illegal conduct to their customer. That is, if they have been notified about

alleged malicious or illegal conduct, in respect to their customer, the customer should be told.

Now, the exception – and this is also one of the things that is just put in the this is to be questioned, whether this makes it into the final specification – is if the law enforcement agencies do not want the customer notified about investigations being carried on. At the moment, this specification says that, in fact, there are circumstances where the customer will not be notified. One of the questions that’s being asked is should that continue? Next slide please.

Now, the working group that is developing the privacy/proxy services, this is a GNSO Working Group was established a year ago. Over a year?

CARLTON SAMUELS: A year and a half.

HOLLY RAICHE: A year and a half. Has come up with a report. Many of the issues that were originally asked as part of the charter questions for the group have over the past probably 15 months been answered.

There was a question should there be a difference in the way that the specification treats privacy/or proxy services? We said, “No.”

ALAN GREENBERG: I was out of the room for a few minutes. Did you start off by defining what privacy and proxy services are and the difference?

CARLTON SAMUELS: Yes.

ALAN GREENBERG: Thank you.

HOLLY RAICHE: Should both non-commercial and commercial customers be allowed to access a privacy or proxy service? The answer the working group agreed was, “Yes.”

Do the privacy and proxy services – remember they all have to be accredited – have to be labeled as such in the WHOIS data? Yes.

There are new requirements under the 2013 RAA for the verification of customer data. The working group agreed that, yes, the data has to be verified by them in regards they’re a customer in the same way that they would have to verify that data otherwise as per the 2013 RAA. Generally, the requirements in the draft specification were incorporated into what will be the final report.

Transfers are allowed. One of the issues was if a customer wants to transfer to another privacy proxy provider, will the data be revealed in the process? We found from the registrars that it may be. If a registrar accepts a transfer of a customer from another, they are required to verify the data, and to a certain extent, it may mean that data has to be made public.

Now, they couldn't come up with a system where it wouldn't be, but they at least have to tell their privacy/proxy customers that that is the case. ICANN will be maintaining a list of accredited privacy/proxy providers. We agree that had to be the case. There has to be a designated point of contact for abuse reports and anybody else that has to be published.

We've coined a new phrase here: persistent delivery failure. That means if you as an individual or as a company are trying to contact someone through the contact point that has to be published – you've used the privacy/proxy providers contact point that has to be there, and it keeps getting knocked back.

As we're developing the privacy/proxy specification, another agreement is that you will go back and re-verify whether the contact details you have for the customer are correct. Next slide.

CARLTON SAMUELS:

There was a presumption that registrars were the only ones who were going to provide privacy or proxy services. We now know that is not true. There are other providers other than registrars that are in the domain name market space that are providers. It's very important to some of these questions.

The other one was whether or not you were to relay contact requests to customers. That is required on the RAA. From the ICANN perspective, one of the things we thought was important and we still

have not answered the question is whether or not it holds for the privacy/proxy provider.

The issue, of course, is contact relay in and of itself will contribute to reveal at some point. One needs to be mindful of that.

The question is do you reveal? Do you forward all the requests, or do you treat some requests in different categories, like requests of law enforcement and other third parties alleging domain name abuse?

In the case of the persistent delivery failure, the question is must the provider forward a further request by any other means, using snail mail for example? If you have to go outside the traditional contact modality, at whose cost? Who would accrue the costs for making that extra effort to contact the customer? Most importantly, how many times did you attempt to contact the customer?

The issue was that in all of this, there had to be some kind of floor, some kind of baseline. We wanted to know whether or not there wasn't a minimum mandatory requirements for escalation of a relay request. In other words, how many times and how often does the request to contact before you go into an escalation phase?

It's very important to the timing because if you have to think of how many times, then you're looking at the elapsed time before you contact, and that could have some implications for the damages that are associated at any kind of abuse. Next slide, please.

Should it be mandatory for accredited [P/P] service providers to comply with requests from their LEAs? It's a real issue. If they say that

it's a law enforcement request, do you jump through the hoops for it? What do you do? And if you get a request from law enforcement, are you obliged to let the customer know that there was such a request?

HOLLY RAICHE:

I'm going to jump in here. One of the issues was for law enforcement agencies, it's easier for your privacy/proxy provider to go, "Well, yes. I have to comply with the law."

Then we get into the more difficult area of what about if it's somebody else? For example, it's the competition regulator or the regulator of finance, a government regulator that is charged with the enforcement of law, but is not law enforcement, per se. What's the status? We haven't worked that out yet.

CARLTON SAMUELS:

They're not in the criminal kind of legal environment. That's what we mean by that.

I have to acknowledge Stephanie Perrin. She's been working with us on this. She's been here, and she has a lot of say in how these things work since she's been involved heavily in these things for many many years.

Should there be mandatory publication for certain types of activities, malware, viruses and so on? Should we have remedies for unwarranted publications? The question is if you publish and you did

not meet the threshold for publication, what should happen to the provider?

We wanted to know should a similar framework or consideration apply to requests made by third parties other than LEAs? So if an IP lawyer, for example, were to make a request on behalf of a client alleging abuse and misuse of a trademark, would you be required to publish after many attempts, and what would be the recommendations there? There are a lot of these kinds of issues that are still outstanding. Next slide please.

HOLLY RAICHE:

There's an Annex F as the report makes clear. There was a particular annex from, I think it was the IP constituency, where they had certain statements to make. There was an Annex F that basically said, "In addition, though, from another perspective, we want these questions asked as well." So if you're looking at what is it that we as ALAC have to come up, because we have to come up with answers, the additional, what remedies should be available to customers for a reveal request that was falsely made?

Somebody has spilled the beans about all your details, and the request is a false one. The agency is not an agency. The LEA is not a law enforcement or whatever.

Should requesters be allowed to escalate every request to some kind of third party forum? In other words, can you keep after one request

after another after another after another after another, trying to get somebody's personal details.

Finally, should some kind of protection be available to customers to maintain the privacy of their data? What would that be?

One of the things that was also being asked is should you give the option to a customer to simply say, "I quit the service entirely. Don't reveal my details," and what are the implications of that? "Just take my domain. Kill it. I don't want this revealed."

Should people have that option? Remember we are dealing with, I suppose, different views about privacy and proxy. Some people would suggest you're protecting criminality or perhaps misuse. Remember you're also protecting individuals who for quite legitimate reasons or maybe they don't have to have reasons are protecting themselves or their organization. There are a whole range of reasons why, legitimate or otherwise, as to why the information is not being made available.

Finally, should protections be available to customers to maintain the privacy of their data, and can we deal with extra territorial requests as well?

Those are actually all of the questions that we as ALAC are supposed to be answering. I think the response is due on the third, isn't it?

CARLTON SAMUELS:

The third, yes.

HOLLY RAICHE:

The third. So a couple of weeks after this conference, ALAC should be signing off on what has been a very complex and lengthy report. As perhaps you can see from all of the questions, it's been very contentious. Normally, when an issues report comes out from the GNSO, most of the time, the report says, "These are the things that the working group has achieved consensus on. What do you think?"

In this case, what the GNSO Working Group has come up with and has said is there are a lot of things that are pretty important that we still don't agree on. They are looking to ALAC, amongst others, to say, "What do you think? We want your input." They are seriously asking us as a community what is it that we think about the issues that are being raised, and that's why I want to spend time to answer any questions and to get a feel from this room, and indeed, to invite you to go back to your constituents and say, "This is a very big report, and it's an important issue. What do we think?"

I'm going to give you a moment to think about it, but I'm going to go to the next couple of slides. Next one. Back one.

One of the principles that I was thinking for a response is simply that all of the protections in this final specification should not be less than what's required.

This is just a starting point. A balance must be struck between the legitimate privacy rights of individuals and the legitimate needs of law enforcement and others. That big "and others". How do you define them in enforcing legitimate rights and determining when and at what circumstance a customer's personal information would be known?

For me, it's a starting point. People can say I've got it wrong. That's where Carlton is. But that is a very hard balance. I've got to say that the working group – there have been some tense moments while we work out what that means. Any and all, to me.

ALAN GREENBERG: We've got three in the queue: Garth, Alan, and Jimmy, I believe in that order.

CARLTON SAMUELS: Stephanie's in the queue.

ALAN GREENBERG: Stephanie's in the queue, too. I didn't see when she put herself in the queue.

UNIDENTIFIED MALE: Thank you very much, and thank you for the work and the thoughts you put in that really hard and very important issue. For me, one thing is clear. Privacy is a fundamental right no matter in which state you live. I think we should protect privacy worldwide independent from the legislature we have there and the laws.

In my view, anonymity, site anonymity are part of privacy. They're included in the fundamental right of privacy. I really love the idea that we will make anonymous, site anonymous domain registration possible, and we keep that idea alive.

I do really have problems with foreign law enforcement will come to my registrar and ask them with what reason? If I do legal things in my country of Germany, which is , of course, completely different when I don't want a Chinese policeman call my registrar and ask him for my details, just to have an example [inaudible].

In fact, we have to face reality that it is possible today to stay completely anonymous and register a domain. No matter what we do here, it will be possible in the future. That would be my question. How will the regulation be to prove the correctness of an address and the information given?

I just tested it five minutes ago. I can register just with a fake e-mail address, fake physical address, and with a prepaid credit card. No problem.

ALAN GREENBERG:

Before the answer, can I ask people to try to be brief on their interventions because we are going to go very, very far over time, and we do have some rather crucial issues to talk about, specifically the CWG and the CCWG.

HOLLY RAICHE:

Just a very quick question. There's a thing called the WHOIS accuracy specification, which puts together tests that have that have to go through. I'm not going to go into the details, but part of the RAA amendments included quite a detailed thing that, in fact, processes that the registrars have to go through to test the accuracy of the data.

I didn't go there for this one, but just take it as you'll never get it right, but there are some tests you have to do.

ALAN GREENBERG: Sorry. We'll go to Stephanie next.

STEPHANIE PERRIN: Thanks very much. I hope you can hear me. I just wanted to note a couple of things.

I think you've done a far better job on your slides than I've done in my own group. I'm going to have to go home and copy them. But there's a few things that are worth noting.

In some jurisdictions, groups have a right to anonymity to protect free speech and freedom of assembly, notably the United States. So we think of this in terms of privacy largely in individuals, but groups, not only are they vulnerable if you're doing women's educations in states where that's a dangerous thing or you're an ex-politician that got voted out of office and that's a dangerous thing wherever you are. Those groups are entitled to protection under, not just the basic fundamental human rights, but under some legal jurisdictions.

The problem of the law enforcement coming and asking for your data to make you subject to laws in a jurisdiction that is not your own, that's a hardy perennial and it's true for the larger WHOIS. In some ways, I think our job would have been much shorter on this working

group if we'd kept the basic WHOIS perennials out of the discussion of privacy/proxy services.

One of the issues that I think Holly was very polite about is if you start loading costs onto the privacy/proxy services, they'll be priced out of existence. So this business of if I'm trying to serve a court order on somebody, I pay for it. There's no way I get somebody else to pay for that. The notion that the registrars should pick up the fees for snail mail to hand deliver to someone who is not responding, I see that as a disguised way to price these things out of existence.

The registrars have started their own campaign called Save Domain Privacy. One might think they're just trying to save their revenue base, but some of them are offering these services for free and the others are offering them for a marginal amount, so that any kind of squeeze on them for higher verification standards than in the normal WHOIS or higher costs for sending on data will have a chilling effect.

I'll keep it there. Obviously, I can talk for hours, and I'd be happy to talk to anybody about it afterwards.

ALAN GREENBERG: Thank you. Garth?

GARTH BRUEN: Thank you. I was originally going to make some obtuse comment about WHOIS history as a WHOIS historian in terms of the original purpose for WHOIS, which actually hasn't changed.

But anyway, I don't know what we get out of spending a lot of time worrying about how the police are going to interact with WHOIS because they can always use court orders to prohibit a registrar from notifying a customer, and they can always use their court orders to get around any sort of blocking of releasing data. I'm much more concerned with the vaster population and less empowered population of consumers and people who are dealing with secretive commercial entities on the Internet who are trying to protect themselves from abuse.

Now, I think a lot of this is really well and good, and Carlton and Holly have done wonderful work. My main problem is that I have zero confidence that when these rules are breached, there is going to be real enforcement from ICANN. That's really the problem that I see in this.

We can come up with wonderful schemes, wonderful rules, but they just go around and around and around, and one of the main reasons is that the compliance department is completely beholden to the commercial side of ICANN internally, and the commercial side is completely beholden to the business side externally. So there's never going to be any real enforcement with the current structure.

ALAN GREENBERG:

I'm going to be closing the queue in a moment, so if there's anyone else who wants to get in, please indicate that. Jimmy, is that a new hand or an old one? Go ahead.

HOLLY RAICHE: Just a reminder, Carlton and I are going to have to pen a response. If it is an issue that's important for you, please actually on the wiki, put your responses down because the more people that I have feedback from, the better I will feel about actually going into that working group and giving a response.

CARLTON SAMUELS: On behalf of you.

HOLLY RAICHE: I will be writing something on behalf of all of you, so this is your opportunity to tell me what it is that you think is important either now or on the wiki. We'd be grateful for any comments. Thanks.

ALAN GREENBERG: A couple of things, and I will have my intervention. With regard to Garth's intervention, I would be very careful about using words like compliances beholden to in any formal document.

I've got a number of points. Some of them are just comments, some will require an answer. The first thing is July 3rd is exactly one week from this Friday – the one we close. From the time you get back home, that's less than a week, so just factor that in.

With regard to law enforcement, I was presuming – and Stephanie alluded to this I think – that in all cases, a registrar in a specific country

has to respond to law enforcement in that country. Normally, law enforcement somewhere else will have to go through them.

STEPHANIE PERRIN: Yes. That, theoretically, is how it should work, and we'd certainly like them to stick to that.

CARLTON SAMUELS: Well, just to add to it. The idea now – and the Europeans are pushing this – that we're their law enforcement from outside. You have to go through using them [as] mutual legal assistance stratus, and that is going to be the framework under which other law enforcement get access.

ALAN GREENBERG: We don't have to worry about Chinese law enforcement going to a US registrar directly. They're not required to respond to them.

STEPHANIE PERRIN: Can I just offer one clarification?

ALAN GREENBERG: Sure.

STEPHANIE PERRIN: If the registrar has offices in China, then they obviously have to respond then.

ALAN GREENBERG: Of course. Has the working group considered that privacy is not absolute in that there are very few places where you cannot buy off an employee, where you cannot hack into their database and things like that? So no matter what rules you put in place, we can't pretend that a government that really wants to find out who has this blog can find out.

CARLTON SAMUELS: Simple answer, yes. What we're trying to achieve here is a balance between rights. We are trying to find a framework that we can use to balance these rights.

ALAN GREENBERG: It's an important issue because we can make all the rules that we want to, but we're not necessarily going to be able to honor those things.

Is that someone you think should be answering?

UNIDENTIFIED FEMALE: [inaudible]

ALAN GREENBERG: That's fine. I'll put you in the queue, and the queue is now closed.

What about the concept of what happens when a domain is canceled? Right now, there are data retention laws in some places saying it must

be retained. There are data erasure laws in other places and you must get rid of it. The reality is companies tend to have archives of data for backup. Often you do not go into an archive and erase something if it's your backup from three weeks ago. Again, I'm just asking were these things being considered?

CARLTON SAMUELS:

Yes. Part of the problem that we have now is that there is an old catalog of requirements for data retention. Right now, there's a tension between the RAA 2013 data retention requirement and, for example, the European data retention requirements. There's a big difference between them and that leads to the conflicts. WHOIS Conflicts Working Group which we're trying to work out how we manage that.

You're quite right with respect to the domain name going [away]. For example, a customer might say, "Before you reveal my personal details, I will take down the domain name."

The question is what rights would that customer have in the agreement? We're proposing that they would have no lesser rights than they had at the time that they made the contract.

ALAN GREENBERG:

My question was really focused on things like most responsible data processing people will have offsite backups that they do not alter, and they may be there for a year or something like that. That's a reality of things, and those could be retrieved by subpoena.

CARLTON SAMUELS: Yes.

ALAN GREENBERG: My last question is it was questioned later on, but at the start you said that anyone who offers privacy or proxy services must do X, Y, Z. It is very current practice right now for lawyers to register domain names on behalf of clients. Even if it were practical to insist that they all register as a privacy/proxy service, saying they must have a 24-hour abuse service is just putting your head in the sand. I presume the group is looking at that and not trying to put rules and not suggesting rules in place that are completely ludicrous, and therefore, will not be followed.

HOLLY RAICHE: There's been a lot of head in a lot of sand.

ALAN GREENBERG: Heads in sand is always a fun thing. Yuliya?

YULIYA MORENETS: Thank you so much. Thank you, first of all, for the very interesting presentation and all these details.

I'm just wondering, their suggestion is great, and I refer to the second one – the balance between the privacy issues and the investigation requests. I'm just wondering in the number of cyber security national

strategies for example, this balance is also underlined and as well as in the NETmundial statement etc., etc. I'm not quite sure how do you think to reach this balance? Which kind of framework can it be?

In particular, for example, a number of [inaudible] countries would not need the order from a judge nor that should give the personal data. For example, in France or Haiti or [similar] countries. I was just curious what can be the framework and what kind of standards? I don't know. Thank you.

HOLLY RAICHE:

I promise you it's not easy to get the balance, and it's why we have extended the time period. That's why the questions aren't answered. That's why those questions are up there.

It's our attempt to balance legitimate rights of privacy as oppose to, say, legitimate law enforcement or other agencies. I'd be kidding to say it's been an easy 15-16 months, and we're not there yet, but we are trying to recognize what seemed to be a fair balance, and at least set down some principles. It's not going to be perfect. Trust me. Not even close.

ALAN GREENBERG:

Stephanie indicated she'd like a last final word.

STEPHANIE PERRIN:

I'd just like to point out there's this fundamental tension in the group between law enforcement access and intellectual property owners

access. There are certain communities, intellectual property owners and security contractors, who don't have the same rights that law enforcement do to go, even if we understand that MLATs don't work. At least there's something there. They have informal networks with their counterparts. I think that's a fundamental point, and making it too difficult for an intellectual property owner to enforce a right is also part of that balance.

But the registrars have been quite firm in pushing back and alleging that they get an awful lot of spurious requests that are really just market information requests, which they bounce on a regular basis. So, again, how are they supposed to make the termination between what's a legitimate trademark inquiry or copyright inquiry, and what is just a market research inquiry?

ALAN GREENBERG:

I'll point out there are a number of interesting things. The UDRP requires that at the end of a UDRP, no matter how it's settled, the information be posted, and therefore, you can submit a spurious UDRP, which will force the reveal to be done publicly at the end of it. Under the current rules, that may be completely unreasonable, but that's how they stand today.

STEPHANIE PERRIN:

That'll be my next PDP, Alan.

ALAN GREENBERG: Garth, the queue really is closed.

GARTH BRUEN: All I want to say is in response to Stephanie. In terms of the marketing aspect to it, there is a prohibition in the RAA against sending marketing information to WHOIS contacts, and it's something that ICANN has never built an enforcement mechanism for.

ALAN GREENBERG: Olivier wants 10 more seconds or 20 more seconds, and it's coming out of his session. Go for it.

OLIVIER CREPIN-LEBLOND: Thanks very much, Alan. Just a personal comment on the whole thing of WHOIS. We've been told for many years WHOIS is broken. It was for something completely different when it all started.

I remember a couple of years ago, was it already an Expert Working Group on next generation WHOIS and all that? I thought that this had come up with a response that was at least mitigating some of the questions that we have here.

My question is why do we keep on trying to fix something with plaster cast when we've got this work which was started, and where is that work going – the work that was started for the next generation thing? Sometimes it's better to put something in the bank then start [inaudible].

ALAN GREENBERG:

Let's schedule a separate session for that. It is being suggested that our defunct registration issues working group perhaps should be or perhaps should have been revived. Good luck in the next week.

The next session that we're going right into – actually, we won't. We will take a five minute break if you need to use whatever facilities. But really five minutes.

We are then going to go into a short session on the CWG because there is something we need to discuss. I did ask Tijani to put together a list of the things that perhaps we need to note in our ratification of the CWG. He essentially extracted the list that AFRALO has put together because they're the only group that have identified them. I think we need to go through them quickly and decide which of these we really want to emphasize. The list I think is too long as it stands now, and we may not agree on all of the issues, so I'd like to spend a small amount of time on the CWG, then we will go into the CCWG, talk about what we think is the current accountability proposal on the table.

We may be out of date because I haven't read my e-mail today, and then try to come up with some guidelines for what position the ALAC will take. There is a CCWG meeting later on this week that has now been expanded, and we probably have to be able to come prepared for at least understanding the ALAC position if there is one in addition to our own personal positions.

Five minutes, but then be prepared to come back quickly please.

[END OF TRANSCRIPTION]