
HYDERABAD – At-Large Leadership Working Session Wrap-Up Session Part 3

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ALAN GREENBERG: If everyone can please take their seats. Welcome to Wrap-up Session #3. This has been a long day already.

UNIDENTIFIED MALE: You need a wrap up [session].

ALAN GREENBERG: Three of three, luckily.

UNIDENTIFIED MALE: Do you have “Wrap Up of the Wrap-Ups [slated]”?

ALAN GREENBERG: Next time we’ll do that.

UNIDENTIFIED MALE: [inaudible] third [inaudible].

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.

ALAN GREENBERG:

I'd like to welcome Göran Marby, ICANN's President and CEO, and David Olive. I will not try to read your title. It's too many words in it. This is essentially a not-quite-free-for-all. We have a number of topics that were on the table, and I'll introduce the first one because it's one near and dear to my heart. But we can open the floor afterwards.

This is an issue that was raised at the last meeting and I'll raise it again. We talk a lot about transparency and accountability at ICANN and, from a At-Large perspective – certainly I as Chair, and a fair number of the other people here – the personification of ICANN that we deal with are a moderately small number of selected staff members.

There's a good frustration in that the organization beyond whoever it is we're talking to is completely opaque. If you're unhappy with someone, who they report to is typically unknown and undocumented on the website. We were told that was deliberately so to make sure that no one harasses staff members. That's the story I was given at one point.

We're on a semi-regular basis confronted with rules, and it's not clear who made the rules, why they were made, who there is to appeal to. I'll give you today's example.

This is a tough meeting to get to and we had a fair number of people at a long meeting, and because it was straddling

weekends – straddling one week to another – the number of days including travel was really long. People tended to have to take two weeks’ vacation to be here. And we had a fair number of drop-outs. Therefore, from our allocated travel slots, we then had to reallocate them. At least one of the drop-outs was just days before the meeting.

So one of the questions we asked, actually with an earlier drop-out and then again with a later one, was “Can we please carry this travel slot over to the next meeting?” In Copenhagen, we know we’re going to have better attendance. It’s easier to get to. It’s the same fiscal year. There seemed to be no reason not to, from my perspective. And in fact, in years gone past we did do this.

We were told, “No, you cannot carry over travel slots.” When I asked about the third time, I was told I was going to get an e-mail message from someone explaining why. I never got it. And it was made more interesting when I talked to another ACSO Chair here who said, “We’re allowed to carry them over.”

What do we do? I don’t really want to call you up.

UNIDENTIFIED MALE: [inaudible] that’s right.

[Laughter]

UNIDENTIFIED MALE: And you shouldn't call him up. Call me up.

ALAN GREENBERG: And I don't like to call you up over something like that, but we shouldn't have to go to a Senior Vice President for something like that.

Maybe there's some logical reason behind it, in which case we're intelligent people. We'll listen. But that's an example. I'm not saying it's the only one, but it's a good example.

GÖRAN MARBY: May I?

UNIDENTIFIED MALE: Sure, please.

GÖRAN MARBY: First of all, I'm very happy that you've asked the questions and we have discussed before. Could I make one – and it's not a funny remark – it may be closer for you to go to Copenhagen, but it would be longer for a lot of other people. I just want to put that on the record. That's the whole point we're moving around.

But you were in the part of doing that. Now I sound like a schoolteacher to his young pupil. I know that.

I'm the most responsible person in all of this. People are accountable to me. I'm the guy you're going to complain to, which you just did. And I have to admit. I don't have a clue.

UNIDENTIFIED FEMALE: [inaudible] speak closer to the microphone.

GÖRAN MARBY: Okay, sorry. I'm so sorry. I can speak Swedish if you want to. I think we should add that to our official languages, but I'm always voted down.

We have about 360 people working in the organization, whatever you want to call it. They are people that move around. They are free wills. There are people who are there who really work hard and they move around within the organization. They're changing places. And that is because that's what happens. It's such a large organization.

What I would suggest if you have those questions – because you are also on a very senior level in your organization. That's why David have one of the longest titles we have – Senior Vice

President Policy Development Support and General Manager. And you have your own support staff as well.

And I think it's important because I don't want to waste your time. Because often a decision actually lies with this gentleman. So the only thing that would happen if you go low in the organization is that they have to pass it through to someone who passes it through. Well you can have an answer to a question in a second.

I don't know anything about the harassment thing or anything. I'm not aware of that. But it's fairly normal in any organization to do that. And that is also why I added on the function of a Complaint Officer. Where anything else fails, you have one point into the organization.

And that is a very good complaint, actually. So you can go in and we will look at that question and if we have a structural problem – I mean, this is a practical one. But if you have had received the same answer three times and it turns out someone else is doing something differently – which I don't know and I'm looking at David right now – that is a systematic problem that I would like to address.

With that said, as you've seen, any time I've done any changes in the Management Team I have announced that. I went out and

talked about it and you asked questions about it, and that is something we will continue to do. We haven't done that many –

We have done some changes on that level, and that is because here, you are a leader. So please contact us. I'm there as well. But David is the national point – or the one who he appoints. And I don't know if you've seen that as well. We also, now – I asked all the Executive Team to appoint a Deputy.

There is many structural ways of doing this, but we're trying to support you in such a good way as possible. But we [have a moving] 370 people in 32 countries. It's fairly changing. And sometimes it's not even easy for me to know exactly what people do because we have a support person for you inside our organization that may help one point of contact but it can actually be doing something fairly different because you are requesting them to do something different.

It's not that we want to make your life miserable. We're actually trying to figure out ways of making it more sustainable. I think you all agree that you want staff to be committed. You want them to be passionate. You also want them to have a life. They're working extremely hard.

I made one promise to my team, and that is you should be able to have children and working for ICANN. That may actually sound like a joke, but it's not. I have people that works way too

hard and too many hours to support. And I had people who hadn't had a vacation in a long time, especially now during the Transition.

And we will figure it out and we will work that together because I don't want to lose people because they are fatigued – the same way I don't want to lose people in the community because of fatigue. The only fatigue we don't talk about is CEO fatigue. Thank you.

ALAN GREENBERG:

Just two clarifications. The reference to Europe was – the first one we tried to move – was one where we had housing and no travel. And in Europe, we know we have a lot of people who are a train away if they have to self-fund themselves for it. That's why I made the reference to Europe, to Copenhagen.

In terms of organization charts, your Executive organization is well documented and it's kept up-to-date and it's easy to find. It's below that that the opacity starts.

GÖRAN MARBY:

Alan, maybe I make an improper joke and it wasn't my intention. It's just that I think that we have a very good relationship.

Could I share something with you? I was lucky. When I was in Marrakech, the first constituency I met was yours. Did you know that? Because I forced myself into dinner together with you. I have to admit, you gave me some thoughts about that and I hope we, over the time, can work on this relationship and maybe once you will invite me for dinner again sometime.

[Laughter]

ALAN GREENBERG: That almost implies we're funded for dinner if we can invite you.

GÖRAN MARBY: For those questions we have to redirect to my Executive senior Vice President Policy Development Support and General Manager. He's sitting next to me.

ALAN GREENBERG: Of course.

[Laughter]

Could we scroll up so I can see the next part? Thank you.

At the last meeting we talked a fair amount about consumer safeguards, and you gave us a little bit of your history as to why it was near and dear to your heart. And we understand that the

original Consumer Safeguards Officer – it wasn't filled for a variety of reasons, and there's no reason to go into the past history. What's the current status?

GÖRAN MARBY:

The current status is very simple. As you probably know, Alan is leaving, which I have to say that I'm really sorry. I like him a lot. We decided what to do. We're going to replace Alan and then the person on the Consumer [inaudible] is going to report in to Alan's replacement. And it's fairly [natural] for me.

So we posted it [inaudible]. It's going to be open. It's going to happen. And we have very good people who has now applied for the job. But is fairly [natural] if you appoint a manager reporting into me that he can choose whoever he wants into that role.

With that, I would actually stretch out the hand a little bit as well because when I was trying to look through what this person is supposed to do and what it could do, I would like to take this new person who comes in by the hand and come and talk to you because there are some undefined in this one.

We share the same view. We want to do something. But I think it's good that we have a discussion what it can do so we don't want to end up having different views of what it should and can do.

So if you'd like to, when we've appointed this person, I would like to work with you.

ALAN GREENBERG: Accepted.

GÖRAN MARBY: I thought so.

ALAN GREENBERG: The next item, I don't think we really need to discuss. This was put on a good number of weeks –

UNIDENTIFIED MALE: [inaudible]

ALAN GREENBERG: Well, let me introduce it and you can choose to or not. It was put on a good number of weeks ago. Several days at the beginning of the ICANN meeting, there were a good number of discussions at various levels about just how difficult this meeting planning was, how late it was.

You probably may not know. We were still making adjustments – I was going to say the Friday before the meeting, but whatever the day before the first meeting was – and it was exhausting and

a process we don't want to go through again, and I suspect the Meeting Planning Team don't want to go through again. So I hope we've learned something. I know at this point, it is well understood in staff.

GÖRAN MARBY:

You're raising a point because the heart of the multistakeholder model is to be able to have a good meeting where you can actually have the opportunity to talk in good premises and [water]. And all the logistics is much more important than you might – than some think because it [inaudible] the basis for having the discussion, and if things doesn't work it's a big problem.

We are also aware of the fact that you are volunteers, which means that you may actually have a life outside of this. You're shaking your head?

ALAN GREENBERG:

I personally don't have much of one, but some of these people may.

GÖRAN MARBY:

I think I lost my life somewhere, but I love working for ICANN. I'm a late incomer to this one, and this is also the first meeting of

this size and I think it's an experience for everybody. When I speak to my team about it, we are trying really hard to make sure that everybody feels happy. We talked about this a little bit.

Somewhere along the line, we would like to have a Dictator. Actually, your name came up, Sébastien.

[Laughter]

And it was not intentionally a bad thing because one of the problems is that the meeting is so large. That is one of the reasons why that it's so hard to find places in the world we can go to. The meeting is so large now, which is a good thing.

I think in the end it would be great if we could have a very [good... No,] this is how we're going to do it. My staff is extremely supportive, as you know, and in the [inaudible] now, after this meeting, I think it's very good to have continuous discussions about the meeting structures – what we can learn and how we can improve and how we should go forward.

I also challenge you for one more thing. Because we can't call it Meeting A, B, and C – can we? So we have the Policy Forum. We have the General Annual Meeting. So what do we call Meeting A? A classic?

[Laughter]

SÉBASTIEN BACHOLLET: I need to say first, it's a joke, sir – but “Organizational Meeting.”

GÖRAN MARBY: I love that – “Organizational Meeting.” But you do some policy work there, so –

SÉBASTIEN BACHOLLET: Yeah, but that's okay. We can do policy even on the organization. May I say one thing about the meeting? And not complaining at all. One thing, when we built the way the meeting was supposed to be structured, it was to allow people to come not for seven days but just for three days.

And as a matter of fact, I met at least five people who were in this situation – not coming at the beginning and not leaving at the end. Then I think we succeed in doing so. Maybe we can improve that. Because the goal was not to be all here for the whole seven days.

So last day is just for SO and AC leaders who are coming on board, and it's onboarding day. And the way it would have been organized is to allow people to come for one specific type of topic and to come for three days.

I know that we are traveling far for some of us, but it was a way not to oblige everybody to be for the full meeting, and at least I found some people who are doing that and I think it's great.

GÖRAN MARBY:

Unfortunately it also means that me and my team has to be here for 14 days, but that's okay. I think we just need to continue the discussion.

I have a much more revolutionary idea – is that we do the Opening Ceremony in the middle and we do it in the evening so we can continue with the Gala dinner directly after the Opening Ceremony. That means I don't have to go up early in the morning to make a speech.

[Laughter]

Doesn't it make sense? Do you agree with me? Can I say it's an ALAC proposal? Can I do that?

ALAN GREENBERG:

Except when the Gala is a 45-minute bus drive away.

GÖRAN MARBY:

No, we arranged that so it was close. Avoiding morning sessions, is that something that anyone –

ALAN GREENBERG: Some of us would support that.

GÖRAN MARBY: Can I put--? For the record, I really love you guys.

ALAN GREENBERG: Thank you. We do have a speaker queue. We have Ariel, Tijani, and me.

ARIEL LIANG: Thanks, Alan. In fact, the question come from the participant in this room. He asked me to read it out for him. It's from Leon Sanchez. "Can volunteers in the community share the benefit of having children and working on ICANN policy?"

GÖRAN MARBY: May I, for a second, address that question because I think It's an important question. And I raised this a couple of times during different o6nes. I actually would like to come back to it.

We need to be better... One of the concerns I have is community fatigue, especially you who are so clearly volunteers. We've talked about this several times now and I don't have the answer to it. But through remote participation – may I say better

transparency? Which is not the same thing as disclosure because we do disclosure. You can go in and read minutes, but things like summaries – yes, just to help that process.

I think it's immensely important, and Rinalia has taken up in the Board, as well, to look into how do we do reviews? It's not my thing to look into reviews, but can we make them more effective? How can we do them more–

So I think there's a lot of things we can do together as long as we can have a trustful discussion about it. I will do my best because I respect and really realize that. I'm amazed. This is my third ICANN meeting, and I meet people who are there for seven days or eight days and do several meetings and they also have a life.

Yes, I would be very happy if you could participate in the policy making process within ICANN and also have children.

ALAN GREENBERG: Tijani?

TIJANI BEN JEMAA: Thank you very much. Göran, you spoke about the staff. I would like to tell you how our staff is wonderful. It's the best staff we have. In At-Large we have the best staff. We have a very good staff. We are working together as a family, not as staff and a

community. Yes, they make mistakes. That's normal. Who don't make? But they are very good. They are responsive. They are working hard. We don't want to have them fatigue, as you said. But it is like this – our work is very, very, hard. We are in fatigue.

You know, Göran, that we are volunteer. We are not paid. And sometimes during the CCWG Accountability, we had 12 hours meeting in 24 hours. So the community also are very committed and work very hard.

What Alan said, it wasn't a complaint about the staff. It was about processes, about opacity. I don't want to hear again about a program one year after it is initiated for the community and nobody from the community knows about it. It is not normal.

And you can't ask anyone. The one who you ask, he tell, "I don't know.." So this is the problem. The problem is not we don't like the staff; it is not working right. They are working very well. We need the process to be clear.

And I appreciate very well the transparency you are working for. I appreciate very well your definition of the parties and of the responsibilities. This is the way we can solve this problem.

GÖRAN MARBY:

First of all, I'm very happy that you appreciate my people. I appreciate them as well. I can be a little bit protective of them

sometimes, but I think that comes to the territory. They are very good. I can see them actually blushing over there. That's okay. I blush.

We are where we are, and we may, in many, many, different cases – that we are where we are and we can talk about the history why we are there endlessly. But I'm trying to figure out is how to go forward.

So we look at a lot of different things right now. Processes is one of them. A better understanding of our outreach model. We are talking about what we call the demand-driven outreach, that you actually tell us where to go in outreach instead of we trying to figure it out. Small things.

There is a lot of things we can do and one of them is, going back again, is to try to be transparent, and transparent means that we are not just disclosing.

And I think we're going to continue to have this discussion and you're going to continue to challenge me, and hopefully we will take small steps to be better because you shouldn't...

And I also want to say that I know that our website is maybe not the easiest one to find data on. At least I can't. One of the biggest problems is – which you just pointed out, and I'm very happy

that you made my point which I did internally – how do I know that something that affects me now exists?

That is not the easiest because it's one thing that you actually go and look for something. But if you don't know it exists, how do you know about it? Therefore, our web page is not the simplest one.

That is not an easy fix because then we're talking about documentation systems, traceable documents – which is like going back to my old government me. So I'm going to sit here and say that I'm going to try to fix...

My way of doing things is that I don't like to blow things up. I'm going to do one step at a time. I'm Swedish. One step at a time. Slowly, methodically – but I do a lot of stuff over time.

David probably is nodding right now, but I'm happy that we actually identified the same problems.

ALAN GREENBERG:

Thank you. I'm in the queue next. A couple of things, all responses to other things. I don't really care what we call the meetings and I support you in not calling them A, B, and C. And I'm not sure everyone in this room will agree with what I'm saying, but I believe it strongly. It's fine to say this is what the meeting is generally for, but I'd prefer if we don't have meeting

police who tell us that because it's called a Policy Forum if we cannot demonstrably say this is policy, we're not allowed to have the meeting.

Or, at the last B meeting, we had a working group that was meeting and wanted to schedule a room, and we were told, "Sorry, only ACs and SOs can schedule rooms." So we had an AC and SO pretend it was their meeting and schedule it for them. But there's no reason for arbitrary rules like that. That's A.

B is, again, back on the original thing of staff. I received an e-mail just after I got here from someone telling me about a bunch of things – meetings I was supposed to attend, meetings which conflicted with everything else I was doing.

I had never heard of the person before. He was using an ICANN.org address, so I presumed he really was an employee or something. And he is in the Staff Directory, his name. I did go to the ICANN wiki, which is run by someone else, and it says he was hired in January. So I got that information. But there was no picture, no indication of what department he worked for. That's the opacity kind of thing that I was referring to, not at the Executive level. Thank you.

[DAVID OLIVE]:

If I may, Tijani, thank you for the note. I think you're talking about the Mentor Program. To that extent some of these programs start as a small pilot project before they can be tested and expanded more broadly. That might have been the case here of not everyone knowing initially because of that.

But we do have regular calls now with the RALO Chairs that Göran has instituted, and it's in those factors that we can try to make sure that there's updates and questions that you have are answered more quickly, in addition to Heidi and the team here or e-mails to me.

Normally I try to be very careful in picking up new programs and sharing it with the community leaders in the e-mail called the "SOAC Information Alert," and I'll be more attentive to that and pass that on to the head of that Mentor Program.

In terms of A, B, and C meetings, Alan, the new meeting strategy which we were trying to implement this year was to focus on policy at the B meeting as it was called. And to that extent, we were engaging the community leaders in helping us form that program.

And to that extent, we had limited days and limited space and we wanted to have the priority to policy or advice development sessions. And so we were trying to do that. I'm sorry that there

were meetings police, but there was the guidelines we were trying to follow to test this out.

There will be a review of the new meeting strategy – the A, the B, the C – and we should want to add your comments as to what worked and what didn't work. That's the important part. But we were trying to implement the program.

ALAN GREENBERG: Alright. I'm told Göran has a hard stop in six minutes. We have a speaker queue right now of Jimmy, John, Beran, Holly, Sébastien – and Tijani has just put up his hand. If everyone speaks for no more than 15 seconds and the responses are that long, we can probably make the time.

GÖRAN MARBY: Actually, I will stay for a couple more minutes after.

ALAN GREENBERG: Thank you.

GÖRAN MARBY: And then David can stay on and take the really hard questions.

ALAN GREENBERG: Alright, then. For the moment I'm going to close the queue, but next is Jimmy.

JIMMY SCHULTZ: I'll be fast. As we talk about politics and policy, sometimes something goes wrong. Do you think that something went wrong during the .web auction process? Personally, do you think something went wrong, and if so, what went wrong and how can we avoid situations like that?

GÖRAN MARBY: What an easy question.

[Laughter]

ALAN GREENBERG: I would advise an Officer of this company not to answer that question. Please go ahead.

GÖRAN MARBY: Which is exactly what I'm not going to do because of all the situations around that. And personally, I shouldn't have a view either on those subjects. Thank you for asking that question.

ALAN GREENBERG: John.

JOHN LAPRISE: I'll be brief as well. On staffing issues, I would ask that – and I obviously don't require an answer now, but after this meeting if you could go back and look at the non-Executive staff and examine how many people on staff are devoted to web developments – UX and UI – I'd be very interested. For the premiere Internet non-profit, as far as I can tell we have few people engaged in that on staff directly. I'd just like to have some information going forward on that and staff transparency. Thank you.

ALAN GREENBERG: Would you care to define UX and UI for those who don't do acronyms?

JOHN LAPRISE: User Experience and User Interface. It's like making your websites actually user friendly. Thank you.

GÖRAN MARBY: First of all, if you would like to – [inaudible] not going to like me – but we can always do a session about our IT strategy and how we do things. That's no problem at all. The underlying problem,

which we are now working on to [inaudible], is that we don't have any documentation system. In my Bible it says that you can't build a house if you don't build a solid ground. We are looking into how to do that because I think...

My dream, if I may reveal, is that – you see there is a decision made by the Board – a resolution – and there is a number to it. And when you click on that number, you get all the documents, all the e-mails, all the notes made by. So you can see all the background for that resolution.

We are a little bit away from that because we don't have that kind of system. And I tell you, it's a huge investment. You probably know. We are talking of serious investment to do that, and a culture change, and an interaction with the community because you have to interact together as well. And still, we want to have an anarchy on top of it because that's the multistakeholder model.

We can share with you, and we have done a lot of things over the last couple of years – which I'm not taking credit on. Just in the next couple of weeks...

We are actually going to have an ERP system in a couple of weeks. It has only taken 18 years, but whatever.

Thank you.

ALAN GREENBERG: Could you define ERP?

GÖRAN MARBY: It's a huge internal thing. And the only thing is that what we're doing, and it's been a project that's been around for... Right now my brain is boiling. Enterprise...

[UNIDENTIFIED MALE]: Resource...

GÖRAN MARBY: Everybody knows what an ERP system is.

[Laughter]

UNIDENTIFIED MALE: Enterprise Resource System.

GÖRAN MARBY: Yeah. We are combining all the systems so I, for instance, can know the cost for running an office in Singapore. So we can actually break things down in a different way and instead of having a lot of Excel spreadsheets where we do a lot of stuff, we're combining that where what we do in Salesforce we can

actually follow up and track – how we work with the community so we can actually measure things and see where we do the right things.

ALAN GREENBERG: Thank you.

GÖRAN MARBY: And we can talk about that at length as well.

ALAN GREENBERG: Beran.

BERAN GILLEN: It's Enterprise Resource Planning. My comment would be very brief. I am really happy that you care so much about the community and your staff with regards to family. As everyone knows here, I travel a lot with my daughter. I couldn't travel with her this time around because of many reasons, one of which is getting babysitting services in India all the way from Nigeria where I currently live.

So what I wanted to put to you, or maybe to your Meetings Team, is to probably consider not necessarily footing the bill, but actually helping those who are attending the meeting for crèche services. Thank you.

GÖRAN MARBY: Sometimes I feel there's a lot of people here [that] who needs that.

[Laughter]

Before I leave, can I ask, how is the queue?

ALAN GREENBERG: We have two or three more. I've lost track. But something like three.

Holly?

HOLLY RAICHE: Rinalia circulated to us, and maybe to you, a letter from a woman who was actually trying to follow a meeting. It's interesting reading because she couldn't. And there were some useful suggestions [alarm sounding] – things that probably could fit into a better web design.

Just a simple little [pracey] about, "What is this meeting about? What is this work group about?" – and the non-use of acronyms so that somebody who doesn't live and breathe this can actually listen to a meeting, know what it's going to be about, know what the terminology is, and meaningfully participate.

Thank you.

GÖRAN MARBY: I'll note it. I haven't seen that one, but we always try to improve.

ALAN GREENBERG: Sébastien.

SÉBASTIEN BACHOLLET: I have too much things to say. Then I leave Göran take some minutes to make conclusions. Thank you.

ALAN GREENBERG: Thank you. Tijani, I've lost track if you were in the queue or not. Thank you.

TIJANI BEN JEMAA: Thank you very much. Dave, do you remember that when we started this three kind of meetings after the Meeting Study Working Group finished its work, I asked for a survey for the community to tell us at least how they imagine Meeting be. Because, among the community, we felt that each constituency has their own idea. It was to give you inputs so that you make this categorization that you are doing now.

But unfortunately the staff said, "No, we don't need it." And staff decided that this is a Policy Development Meeting, this is "I don't

know,” etc. I think that this thing should be done with the community. It shouldn’t be done only by the staff.

Thank you.

GÖRAN MARBY:

The community should run the meetings, so I’m not really sure what to answer right now. The community should run the meetings. Can you give David the specifics and we try to look into it? This would be an excellent thing to comment to the Complaint Officer [inaudible].

Can I conclude or do we have any more–?

ALAN GREENBERG:

One comment on that. We appreciate the statement that the community should run the meeting, but the community doesn’t always have a single voice. And that is a problem in some cases. But yes, please –

GÖRAN MARBY:

That’s why we’d need a... Maybe you can take that role as someone who –

ALAN GREENBERG: If you want me to be the Dictator, it's a role I can play if necessary.

GÖRAN MARBY: Can you agree with the other parts of the community that you can – okay.

I said in my speech, and I'm not going to take this [as a speaker] now. I'm going to speak from my heart. I said in my speech on Saturday – my opening speech – something that is dear to my heart, and I just want to share a little bit about what I said. I talked about this thing that during the last couple of weeks of the Transition, someone was actually very close of hijacking the whole thing.

I know that I'm not allowed to use the word hijacking, so I do it on purpose. But we were actually very close of losing the whole thing, and it was a dramatic event for me personally. When I write the book about this, it's going to be a long chapter. And I was only there for four months.

One thing that occurred to me on the other side is that we are definitely not done in protecting the multistakeholder model. I don't know how many of you who saw what happened in Tunis last week where there were actually countries just now who, in

the GAC, have said one thing – now comes up and say something else. I don't judge on it.

So we will continue to work with, and influence, and be there. We're going to frame it differently because we don't have the Transition, and we have an obligation to talk about an Internet that] actually works so people don't make decisions that challenge the interoperability of the Internet. The only way we can do this is to have a diverse and engaged community.

We are working internally and we're going to work with you to figure out what is that? And Rinalia is... Between us, I have to admit I really appreciate Rinalia. Because one of the democratic answer to the riddle about all of this, it's you. Because you represent, as I said yesterday, someone else. When I mean someone else, it's hard to say that anyone says that they represent all Internet users of the world.

There's a couple of things I've thought about, which I now want to share about. One of them is acronyms. I've been in now for four or five months. I'm totally lost sometimes when I hear sentences with acronyms of acronyms. When I ask what the acronyms actually means, it turns out they mean nothing, or "we lost it." Or there are several of us and I go and ask Steve. He knows them all.

The processes sometimes are something we have to look into, and the fatigue and everything else. But I would like to talk about something a little bit different – and don't take me wrong – and that is that we sometimes are very hard on each other.

I was thinking, we have 1,400 – or more than that – newcomers into this meeting. It's one of those meetings we have where we have the most amount of new people and I spend a lot of time... I meet the Fellows. I meet the NextGens, and I try to talk to them.

And it constantly comes back to me that this a community that some of you has been long – and this is not anyone against you as a person or individuals or not even this group. It's more of a general term and I've said it in many different varieties. You have often a long history and you know what happened.

And there is sometimes a tendency that you are a little bit harsh on each other. And I can say that because I'm not part of the community. I'm standing outside. And I would like to engage with you to talk about it because it could be preventative to having new people coming on board. We are now talking about people.

But when we're growing, we're growing into other cultures. We're growing into other ways of expressing ourselves. We're talking about different languages.

I would really like if I can do to help anything, I try to be nice. It's hard. David promised to be nice. I actually think we have an opportunity to improve ourselves, not to be too harsh to each other. And if I can leave you with anything, please let me know. If my team steps over the boundaries, please let me know.

And it's not about the question if you don't... I'm the guy to criticize. You can always shout at me. I appreciate if you don't, but it's always okay to do that. And ideas is always okay to criticize. If someone comes up with a stupid idea, they should know that. It's just that we can do that in a respectful and friendly way.

I just want to leave you with this – maybe I'm out of line. It's not against you. It's not the persons or even this part of the constituency. And maybe it's because I'm Swedish and I'm trying to be nice. Thank you very much for letting me coming here.

ALAN GREENBERG: Thank you for joining us.

DAVID OLIVE: Do you want me to stay on a little bit?

GÖRAN MARBY: Thank you. Now, hard questions?

ALAN GREENBERG: I'm not sure we have any more [inaudible].

David can stay for a few more minutes if people have things they'd like to engage him with. There are a couple of hands. If you could stay for a few more minutes.

DAVID OLIVE: Sure.

ALAN GREENBERG: I appreciate it.

Sébastien, do you want to go back in the queue? Is Sébastien still with us?

Glenn?

GLENN MCKNIGHT: Hi, David. I'm Chair of NARALO. I just wanted to ask David, you have a role for your "recognized press" but Nadira, myself, and a lady named Augustine – we're all curators for the Geneva Internet Platform. And I'm curating... Actually, I have to do a summary, believe it or not, only in 400 words on the results of ALAC and At-Large. But I'm going to be reporting on a number of other things.

I think this is very important to have the third party getting the word out. Geneva Internet Platform is part of Diplo, and they do some of the best Internet Governance courses and a lot of other stuff. They're really quite phenomenal as an organization.

So I guess I'm trying to get at how can we as curators work with your staff to generate – I'm not saying a propaganda machine – but I think we need to get information and work because we're not the "recognized press," but I think she's still here. She's right behind there. She's a Fellow with – this time – or a Mentor. Are you a Mentor or a Fellow? Okay, great.

So just synopsis, how can we work with your communications staff to work with the kind of information we want to get out? And it's [pracey] material. Thank you.

DAVID OLIVE:

Thank you, Glenn. I think we do a number of publications that one can draw the content from, and e-mail lists that could be the source of that. But I'll be happy to talk to my coms people on this.

But on that very point, we've tried to do some innovations, including the pre-ICANN and post-ICANN meeting Policy Reports. Those are to be in simpler – plain English, as I call it – quick-read type of approach to brief people in preparation for the meeting.

And then we'll do one after this meeting summarizing the highlights. These are all examples of that.

We have five regional newsletters that are translated into the many languages that also do summaries of that. These are good news sources for you, but the purpose of which was primarily for the community here – you – to use in a more usable form: easy to read, easy to access, and the like. That's very important.

Thank you.

ALAN GREENBERG: Thank you. Anyone else? I can't see whose hand that is.

AZIZ HILALI: Aziz.

ALAN GREENBERG: Aziz. Okay. I saw Aziz but I didn't know if there was someone behind him holding up a thing. Go ahead.

AZIZ HILALI: I have a question for David. I was at a meeting this morning and I heard some figures that were a bit striking. I heard that out of an average ICANN meeting, it's over 80% of participants that come from the private sector who are domain name resellers, among

others. And given that ICANN, as of today, is going to move on to a second stage which is to become an autonomous international organization, there was much discussion at the joint ALAC/GAC meeting. We discussed diversity yesterday.

Against that backdrop, I would like to ask you whether there is a strategy at ICANN or at the Board level in order to see what means are available. And I know you're working, but I would like to know how we could try and redress this lack of balance that still remains.

To give you an example, the number of Africans at this meeting today is not over 100. So 100 people at most – and I heard 80 members who attend ICANN meetings out of 3,000 at other times. So I know there's scholarships and fellowships and that you've made great efforts, but I think we should at some point be able to strike a balance among the community.

So ALAC should be the same as the ccNSO and the GNSO, but many within ALAC feel that there is no such balance here today. So what kind of strategy do you envisage to redress the problem? Thank you.

DAVID OLIVE:

Thank you, Aziz. As you know, the regional strategies for trying to promote first awareness in ICANN has been going on for a

year or two. And now the next phase of the focus is further engagement of the various stakeholders who are in the regions or potential stakeholders who are in the region.

But it would seem – you remember the Marrakech meeting. We had quite a large contingent from – surprise! – Africa. We were very happy to have a surprisingly high number of representatives from the subcontinent – from India – in this area of Asia.

That is one part of the reason why we want to rotate and continue to rotate meetings to be able to do that, too, to engage with the regional strategies and the regional newsletters to promote that; and also to try to use those programs to address that imbalance of interest, let's say, from the traditional base of maybe the domain promoters or owners or registrars and registries to those who are interested in more in the Internet user side.

ALAN GREENBERG: I think you have a brief follow-on. A very brief one. We are going to run out of time soon if we're not careful.

AZIZ HILALI: Yes, I was supposed to say this in my first intervention when I asked you my question, but my doubt is actually what you

would do in order to strike that balance. I wasn't at the meeting yesterday, but someone told me that at another constituency, there was someone saying, "Why would ICANN go to Dubai where there's so many problems going on? How can you endorse that. So when you have a meeting in Africa for instance, you get the chance to see, yourself, what's going on.

And whenever there's a meeting in a region such as Asia or the Middle East or Africa, there's always people who oppose. And it's always the same people who oppose. Don't you think there's a certain awareness raising work to be done amongst our communities to make people see that Africa or the Middle East are just as important as European cities so that people can stop thinking ill of the Middle East and Africa?

DAVID OLIVE:

We do hear a variety of views at an ICANN meeting and we listen to those and understand their points of view. But it doesn't become the consensus. The consensus is around this table here, and I see you meeting after meeting coming and participating and working very hard.

For my own personal self – I'm sorry; I live in Istanbul, Turkey. I love Istanbul. I didn't want to leave to come to India, but I came to the meeting. And so, to that extent, I also see the activities of the Istanbul Hub in Africa, the Middle East, and Europe – and

people wanting to come and to talk. And we just hosted two meetings – one the IDN Experts for Arabic coming to Istanbul for a meeting and, of course, we meet in other places as well.

So I think you're right. We have to continue to spread the good word of why you're here and why that makes an important mixture for ICANN. I think seeing the At-Large faces at meeting after meeting is a positive sign for me, and that's why I come as well.

ALAN GREENBERG:

Thank you. I'm closing the queue because we will have to go on. I have one brief comment which was triggered by something Aziz said, although not echoing him, and then we'll have Sébastien.

One of the questions for Steve Crocker, which will not be posed now because he can't make it – and it's not your territory at all, but perhaps you can bring it back. There were two ATRT 2 recommendations. The shortest of them read – and I go verbatim – “The Board must facilitate the equitable participation in applicable ICANN activities of those ICANN stakeholders who lack the financial support of industry players.”

I'll give you the citation if you want. That was accepted by the Board as were the rest of the ATRT 2 recommendations. There has been nothing done. There is a green tick mark on the

Dashboard. The green tick mark is explained by saying, “You have the CROPP program,” which predated ATRT 2 and has nothing to do with that subject. So you may want to pass it back through your people.

And the comment will be made again and again until we get some action on it. It’s really important. If the Board was going to reject it, that was their right. But they didn’t. Thank you.

Sébastien.

I’m not going to ask you to comment. It’s not your fault.

SÉBASTIEN BACHOLLET: Thank you very much, both for Göran’s presentations and for yours, David. I have two quick comments to be made. When we speak of the community being tired, I think we need to pay attention to which community it is we’re talking about because some participate at 5, 10, 20, 30, working groups – and certainly they will be tired.

But we can decide to share responsibilities, to share the burden. And so our fatigue will be reduced. So it’s not only a problem of staffing, of working groups – even though I do indeed expect the complexity to be reduced and to have better processes to enhance our mechanisms in order to enable us to work faster and to be less tired.

On the community side, there's also work to be done. So let's be prudent at that level.

Now given that you're still here, David, I have another question I would like to ask you. How do you see the current situation of the country where your offices are located, Turkey? Don't you think it is time ICANN left Turkey and settled elsewhere? Because the decisions that were taken recently and the way that country is advancing is of high concern to users and for the people who are based in that country. Thank you.

DAVID OLIVE:

Thank you very much. In terms of the community being tired and the need to share responsibilities, I couldn't agree more. That should be done. We want to make sure that people have a life, have a family, and can balance the work of ICANN with their other interests and activities. And so we would encourage, as we try to do, greater and more diverse participation.

In terms of where I live in Istanbul, Turkey, I've been there now for almost four years. I was directed by the Board to organize the Regional Headquarter Hub there. I was employee number 1, and now I'm happy to say we have 18 people from various departments servicing Europe, the Middle East, and African stakeholders.

And to that extent, we look at globalization at being a way [inaudible] – not only to reach out to those groups in their time zones, but also to recruit talented and young people. I have six staffers from Istanbul – Turkish nationals.

To the extent that there's a state of emergency – that has happened also in France – do we tell people to leave France? Should we move to Greenland where maybe it's fewer Internet users, but maybe it's quieter? Or Rytania? I don't know.

But the fact is, we're here to engage the global Internet community. And to that extent, we have done and we're doing that without problems for ICANN's activities, and we're watchful and mindful of the stakeholders who are there who encourage and also state their views about the need for an open and interoperable Internet that's secure and safe.

So we try to support those Turkish stakeholders and others in those three regions to make their voices known because if there are no voices, governments can do what they want. And if you want to change things, you have to have the stakeholders, citizens, speak up. And they're big users of the Internet with 40 million Internet subscribers in Turkey out of a country of about 80 – and very active users of the Internet looking for information, correct information, and sharing information. So I thank you.

ALAN GREENBERG: Thank you very much. Thank you, David.

One of the things we may have a few minutes for, if it can be done quickly, is that there was a statement drafted on the Middle East Strategy. Is there anyone here who can walk us through it in two or three minutes?

UNIDENTIFIED MALE: John.

ALAN GREENBERG: Is it something the staff can have access to?

JOHN LAPRISE: Yeah, it's up on the web. We worked on this draft yesterday with some additional input from Olivier. Basically, the ICANN strategy for engaging stakeholders in the Middle East and the adjoining countries is fairly sound with one critical flaw, which is that because of the role of governments in the region, unless the governments buy into the strategy, it's unlikely to meet success outside of government.

So with Civil society, with other sectors of society, without the governments at least giving a tacit level of acceptance, the strategy is unlikely to succeed because other actors may not be

interested in pursuing work with ICANN or education with ICANN without the government at least waiving it okay.

What we have suggested is that – I think you can scroll down a little bit more. Yeah, this paragraph with the “therefore.”

The key point is, “The ALAC recommends that concrete steps be taken for ICANN to implement a concerted diplomatic outreach campaign to each government in the region with bilateral discussions to convince governments of ICANN’s willingness to work in partnership. This should be carefully timed and coordinated to precede efforts involving other stakeholders.”

So what we’re recommending is that ICANN approach governments first, and then once those relations have been established, then proceed with the strategy. We think that, unless this is done, the success of the strategy in most nations in the region is unlikely to be successful.

ALAN GREENBERG:

The deadline for approving this is about a week after the end of this meeting. It was pointed out to me that I miscalculated in terms of how much time we have left and we are, in fact, very tight. So I would suggest that people read this and be prepared to vote on it online, or perhaps a consensus call if that’s appropriate. If that’s okay, John.

JOHN LAPRISE: Yeah, this is a final draft for –

ALAN GREENBERG: For comment.

JOHN LAPRISE: Yes.

ALAN GREENBERG: Okay. Thank you.

The next item we have is DNSSEC key rollover. We have Sébastien with his hand raised in the AC room. I think that’s an old hand.

Leon.

LEON SANCHEZ: Thank you, Alan. Reading the statement on the Middle East and adjoining countries strategy, I’m afraid... Aren’t we recommending that ICANN steps out of its mission? I know that you’ve said that we’re going to discuss this offline, but I just

want to put this into the table because I feel like ICANN shouldn't be going into diplomatic stuff.

ALAN GREENBERG: Not having actually listened to what John was saying, I'm not going to comment. Please make the comment on the wiki and let's get some input on it.

JOHN LAPRISE: I can respond to that right now.

ALAN GREENBERG: No.

JOHN LAPRISE: No? Okay.

ALAN GREENBERG: Thank you.

Okay, DNSSEC key rollover. Who is speaking to it? Okay.

RICHARD LAMB: I tend to do this walking around a little bit, maybe. It's toward the end of the day and I need to stay awake.

UNIDENTIFIED MALE: [inaudible]

RICHARD LAMB: Yeah, sure. I wish you could. You should.

I'm an Engineer. I got a degree from MIT many, many, many, years ago and then had a couple start-ups and felt very lucky and decided to pick [my eyes out work] for the U.S. State Department for a short time in foreign Affairs and some of the WSIS stuff. And now I've been at ICANN for almost 10 years, which is very strange.

Next slide please.

So what's this talk about? We have this thing called DNSSEC, and we created a root key a long time ago for this and we're about to change it. This has a potential of affecting about 15% of the world's Internet users. And this is why this is something that we are going to keep talking about and bringing up every once in a while.

So before I go there, I know many of you understand this stuff – understand DNS – but it helps me and I'll do this quickly. If I go through it very quickly – quick example.

So who wants to be the root? Can you be the root? Okay.

I need someone to be .com. That's \$1 billion a year for just doing nothing. You'll be .com? Okay. Alright.

And who wants to be Google? Okay. Google. Alright.

I want the IP address for www.google.com. So the first thing I do is I say, "What is the IP address for www.google.com?" What do I do when I first wake up? I have no idea about anything except for the root. And I think I chose you as the root. Okay, so I go to the root and I say, "What is the IP address for www.google.com?" What do you tell me?

UNIDENTIFIED MALE: I tell you to go to .com.

RICHARD LAMB: Go to .com? Okay. So I go to this well-to-do gentleman here and I say, "What is the IP address for www.google.com?"

SÉBASTIEN BACHOLLET: Go see this lady [inaudible].

RICHARD LAMB: Yeah, okay. Alright. Ma'am, what is the IP address for www.google.com?

UNIDENTIFIED FEMALE: [inaudible]

RICHARD LAMB: Give me a number of some sort – an IP address, 1234, anything.

UNIDENTIFIED FEMALE: [inaudible]

RICHARD LAMB: Four. Thank you.

UNIDENTIFIED MALE: [inaudible]

RICHARD LAMB: But see, she's a little bit not sure about giving that to me. So I look at this number, and how do I know I am sure that this number is correct? I don't know her. I've just met her. You don't know me either, right? So it goes both ways, right?

So what I do is I ask you to sign this. So could you? It doesn't have to be a real signature, but just put something there. Okay. Alright. Perfect. Donald Duck. A real winner here.

So I look at this and I say, "This is great. I'm almost done. I have proof. I have the number and I have the signature." However,

how do I verify your signature? I've never seen this signature before. You say you're Donald Duck. So I go to .com and I say, "Is that Google's signature?"

SÉBASTIEN BACHOLLET: Yes, it seems to... I have to sign myself.

RICHARD LAMB: You have to sign yourself with something there. Okay. Very good. Thank you. .com. Alright.

But as well as I know you, Sébastien, I'm not absolutely sure, so I have to go to root and say, "You know, is that .com's signature?"

UNIDENTIFIED MALE: M. Mouse.

You guys are great. When I do this with Engineers, I don't get this kind of funny response.

So this last signature – "M. Mouse" – this chain of signatures. I only need one signature to prove the validity of any look-up in the DNS now. One key creates that signature. That is this root key. That's why this is so important.

Could I go to the next slide please? Just click to the next slide. And the next slide.

Okay. This is why this is such an important thing that's going to happen. It's going to happen next year around October. We generated the first key in 2010, and because sometimes there's a problem with people trusting ICANN, we developed a system of 21 different people from around the world. This is direct community participation in this. They hold physical keys. They hold SmartCards. And four times a year, we meet in one of those two places – LAX, something a little bit outside of Washington D.C. – to actually make use of this key. And this, again, is the key that everyone uses to validate anything in the DNS when you're using DNSSEC.

Next slide please. Almost done. I know we're on a short time frame.

Just to prove this was a big deal in 2010 – you guys have seen this: Vint Cerf, Dan Kaminsky – one of the guys that caused the problems. Always embrace your enemies. He's part of the system. He's one of those 21 – East coast, West Coast.

Next slide.

Okay. Why change it if it works? It's a key. There's a secret part to this key. No secret remains secret forever. If we don't use it, we'll lose it. We need to know how to make changes. So there is this – Operational Hygiene. Make sure that we know how to roll the key.

But finally, I consider this the most important. Back in 2010 we promised we would do this – to the community. So, we’re doing it.

Next slide please.

Okay. Why are we worried about this and why am I wasting your time talking about this? Because right now – and this number keeps going up – about 15% of the world (thanks to Google and three guys in Manhattan that actually did this stuff at Google) – 15% of the world actually does DNSSEC validation. That doesn’t mean that 15% of the people would go off the net if something goes wrong because what percentage of domain names actually have DNSSEC deployed in it? Still very small – 3%.

But still, this is what could happen today if we do this wrong. So we’ve taken our time to do this very carefully and very methodically with back-up plans, fail-over plans, all that.

Next slide please.

Proof that it’s all there. You can read it if you want, send it to your techies.

Next slide.

And we’ve already started this process. And I know this picture’s a bad picture for many reasons. But in October just a couple

weeks ago, we generated the new key. It's not on the Internet yet. It doesn't affect anyone. But we generated the new key and we had a sheet of paper with signatures here.

Now, I know – I've been told now a bunch of times – “That's all men.” We're working to try to increase the diversity of that group. And in the coming months, you will see we will look for of those 21 people from different worlds, we are going to try to encourage more diversity here.

Next slide please.

The key dates to remember. September of next year there'll be some change on the Internet, so hopefully you or maybe some of your Engineering staff keep an eye out to see that things continue to work well. But October 11th, that's when we go from the old to the new. There's no turning back. So it's very important to be aware of that date. And at some point in 2018, we get rid of the old key.

Next slide please.

This tells you everything. You can hand this [to someone]. This gives you exactly the plans on when the keys change and everything.

Next slide.

And there are various automated mechanisms. I'm not going to go into them there, but we are not taking this task on lightly. There are automated mechanisms for this to just happen correctly; but more important than that, we are actually going out to the big providers, the big ISPs and individuals and say, "Are you ready for this? Do you know when you're going to do this?"

We really don't have so much of a concern for the really large providers because they do know how to do this. But the medium and smaller ones, they don't. And if there are any ISPs that you know of, or enterprises, it's very important to get this word out to them so they can start at least looking at this or asking [any] questions – asking people at ICANN questions.

Next slide. Almost done here.

We have various websites for them to allow do testing testing and will continue to do more.

Last slide. Next slide.

That's the e-mail of the mailing list, but my e-mail is Richard.lamb@icann.org just like many of us at ICANN. Unfortunately it's really bad for business e-mail compromise and phishing, but very easy to guess the e-mail address of anyone at ICANN.

There you go. If you subscribe to that, we will be continually sending information out and keeping everyone updated and, unfortunately for you, you will continue to see some of us out giving this presentation until the key roll happens.

Thank you. That's it.

ALAN GREENBERG: Thank you. Before he leaves the room, are there any comments/questions?

Sébastien? Or may I call you .com?

SÉBASTIEN BACHOLLET: Dot-com. [He knows it.] Just one question because you talked to us about the ISP and so on. What can end user can do if something?

RICHARD LAMB: The end user in this case – if he sees a difficulty, he has to contact his ISP. Because this is actually one of the few cases when something else goes wrong on the Internet and it will be the ISPs fault. I feel the pain of the ISPs because a lot of times when there are other problems on the Internet, they still get the phone call. But the resolvers here are run by the ISPs, so if they

suddenly cannot see the Internet and it goes dark, they should be contacting their ISP.

So what users can do is – if they’re so inclined – is to remind their ISPs that this is going to happen. But more practically, when something goes wrong, is to contact their ISP and say, “Did you know the key just got changed for DNSSEC?”

SÉBASTIEN BACHOLLET: They can do things before?

RICHARD LAMB: Yes. Before it happens, yes. They can make their ISPs aware that there is a key change. And that I would very much welcome because that’s a task that a few people inside ICANN cannot do alone. And we do have the help of the community. Thank you.

ALAN GREENBERG: Okay, we have two more – Seun and Olivier. And then we’ll close the queue. Sorry, and Andre. But we are running short of time. We’re going to have to let the interpreters go in a few minutes, so people please be very quick then.

SEUN OJEDEJI: Just a quick one. The 15% that currently exists – are you in contact with them and are they actually aware of this? And is

there a way we could also know them so that perhaps we can reach out to them in our region if necessary? Thank you.

RICHARD LAMB:

That's a very good question. We do not know who that 15% are, but we do have statistics on various regions. We can actually go out to the network operator groups in those parts and pound the drums and let them know that this is coming.

So that's actually a very good point – to try to focus regionally on these things instead of just abstractly at the top level. Thank you for that question.

ANDRE KALASHNIKOV:

The key rollover, actually using the DNS key, completely repeats the scheme of the domain name business. It's a registry/registrar/registrant, and there are some other parties like ISPs. I should say that the end user is a hostage of all this [scheme] because the end user will never do anything to learn it, to accept it, to not accept it. Just forget about it. It will never happen.

So the bottom line of this thing is definitely on the ISPs, and from my experience, I should say they don't care, most of them. And they do it explicitly.

RICHARD LAMB: I agree. We have a very big job in front of us and to the end user, yes. The end user should not care and should not see this and will not have much of a recourse other than contacting their ISP. So we have a big job in front of us here.

But we are going to do this, as you saw, over the course of a year. So we're hoping that over that time something will trickle down to the ISPs and they will understand what's going on. But thank you for that point. I like when someone makes that strong point.

ISAAC MAPOSA: Would those who haven't implemented the DNSSEC in their root zone be affected by the key rollover? Is there anything they need to do?

RICHARD LAMB: Thank you. Very good question. No. You do not. So if you've implemented DNSSEC in your ccTLD or your TLD, thank you first of all. Thank you very much for doing that. But no, you do not have to. None of that changes.

OLIVIER CRÉPIN-LEBLOND: Thank you, Mr Chairman. So you're going to roll over the key. You have 21 keyholders, I understand – trusted keyholders? Are you rolling these over as well?

RICHARD LAMB: Good question.

OLIVIER CRÉPIN-LEBLOND And if that's the case, how do you roll someone?

RICHARD LAMB: We are not changing them. They do not have actually pieces of the root key itself. They have access control material that prohibits us, ICANN, from being able to perform our function without them. But you are right. At some point, we will have to change their credentials and that's a different discussion and I'm happy to have that because I helped design that process.

ALAN GREENBERG: Thank you very much. We have a very quick item at this point. First of all, do we have quorum?

ARIEL LIANG: We have 13 out of 15 ALAC members representative, and all regions represented.

ALAN GREENBERG:

Thank you very much. Olivier, would you like to take one minute to... I think you already summarized the issue. At this point we have to ratify that we are willing to continue with the CCWG Internet Governance for a following year.

There is a fair amount of disquiet in parts of the GNSO because the new CCWG rules which has been adopted – the recommendation adopted – requires that, among other things, CCWGs have an end point. That is, they have a purpose, they serve it, they disappear. The CCWG on Internet Governance does not meet that model. So it has been suggested by some people that it no longer be a CCWG.

I personally find it rather silly that if the group is doing something that is useful, we have to invent a new name, come up with a new Charter, and start over from scratch just so they can keep on doing what they're doing right now. But that may be what comes to be.

For the moment, we are ignoring that and simply saying, “Do we wish the group to continue going?”

Olivier, do you want to add anything to that?

OLIVIER CRÉPIN-LEBLOND: Yes. Thank you very much, Mr Chair. The GNSO Council has met just before the start of this meeting and has adopted a revised motion. The original motion was indeed for the GNSO Council to leave the Cross Community Working Group as a Chartering organization. It has been amended.

Unfortunately, I haven't got the exact details of the motion, but the amendments are paraphrased as saying that they will re-examine the question at the next meeting in Copenhagen, and in the meantime have tasked the working group to redrafting its Bylaws – it's Charter basically – tightening it, and trying to conform to the standard now that has been established in the GNSO Council for Cross Community Working Groups.

One of the options that is also on the table is to see whether another type of vehicle could be used to continue that very important Cross Community Work. In fact, it has been repeated during the Council meeting that the work itself is not under question. It's just the vehicle under which the work is taking place.

So the ALAC here is invited to make its own motion for renewal or nonrenewal, or to follow what the GNSO Council is doing, or to do its own thing. Thank you.

ALAN GREENBERG: Do we have anyone to move that the ALAC continue its role as a Chartering organization of the CCWG Internet Governance?

We have Seun. Thank you very much.

Is there any discussion?

Is there anyone who wants to not participate in this decision?

Is there anyone who disagrees with the decision, the recommendation, to maintain?

Agreed to by unanimous consensus. Thank you, Olivier.

Before we formally adjourn the meeting – and I’ll tell you, after we adjourn the meeting, do not go away. The meeting’s continuing, but without interpretation.

This is the last meeting of the existing ALAC and the Leadership Team for this ICANN year. Coming in we have a number of new ALAC members. We have Veronica Cretu from EURALO who is not here with us. We have Andre Kalashnikov who is here with us. We have – and I have not learned how to pronounce your name yet, so I will mangle it. And one of the things I wanted to discuss with you later is how to pronounce your name – Javier Rua. And I can’t even read the name here because my eyes are going. Jovet? Whatever.

Okay. Thank you for being flexible with us. We'll try to do better in the [future]. I will try to emulate my esteemed predecessor who managed to learn every single name of everyone associated with At-Large, no matter how long and complex they were – and still takes pride in reeling off people who haven't been in the group for years just to prove he can do it.

And Alberto Soto. Is Alberto here somewhere? He's hiding behind Yrjö from my perspective.

In terms of Regional Leaders, the only change, I believe, is in AFRALO with Sara Kiden. Welcome.

Liaisons – for the record, we have Cheryl Langdon-Orr taking over as GNSO Liaison; Maureen staying on as ccNSO Liaison; Julie Hammer as the SSAC Liaison; Yrjö as GAC Liaison; and Wafa will be taking over as .mobi Liaison.

Have I forgotten anyone? I don't think so. I hope not.

I would like to thank our interpreters for putting up with us, for letting us talk far faster than we should, for using more acronyms than we should. And every time I listen to a translation, I find it absolutely superb. Thank you.

[Applause]

And of course, to our Technical Team. As I said yesterday in another meeting that most of you weren't in, I've been participating in ICANN for about 10 years. I recall when not a single meeting – and I mean an hour and a half meeting – occurred where there wasn't some technical glitch; where we didn't have to rewire the room halfway through the day; where the remote participation was virtually guaranteed as never working.

None of that ever happens anymore. At least very, very, rarely. And here, we even seem to sustain power outages and we just keep on going. So thank you very much for everything you've done.

[Applause]

To the At-Large staff who are here no matter what we're doing and how much we abuse them, I think – and how much I abuse them – but thank you very much for everything you do.

To all the people in this room who have given up your personal time to be here, thank you.

This meeting is adjourned, but don't leave the room. The interpreters can leave if they choose.

UNIDENTIFIED FEMALE: No recording required, thank you.

SÉBASTIEN BACHOLLET: I think it's a pity that the name of the outcoming ALAC members were not recorded.

ALAN GREENBERG: We have a number of people who are leaving various positions. First on the list – not because of alphabetic order, but because she's supposed to be somewhere else and came by for a few minutes – we have Sandra Hoferichter, our outgoing EURALO ALAC member.

[Applause]

Thank you for all the prompting, Heidi. Sandra's very unassuming, but she's quiet and does all sorts of stuff. I think most of you know all of the things she's done in the European School of Internet Governance, and a whole bunch of other things I won't mention because I'm going to bring Olivier over who remembers names far better than I have.

I'm hoping the ICANN Academy will thrive and grow and put enough people through it that it has even better impact on us because it's a marvelous thing. And it's all because of her

determination to make sure we do the right thing. Thank you, Sandra.

[Applause]

OLIVIER CRÉPIN-LEBLOND: And I was going to say just a couple of words because Sandra has served in the ALAC when I was ALAC Chair – so for many , many, years. And I still recall one of our first meetings when she became an ALAC member, and she said, “Well, I don’t really know what to do.” And I said, “What are you good at?”

And she goes, “Well, you know. I don’t know much about Internet Governance. I don’t know much about ICANN. But I know a heck of a lot about Summer School. All of this thing about Summer School and getting people to learn about this whole outreach.” And I said, “Well, that’s what you’ve got to do over here at ICANN,” and I think that we can all agree that she’s had a massive impact on ICANN, thanks to her work with the ICANN Learn which, of course, initially was the – what was the name again?

SANDRA HOFERICHTER: The ICANN Academy.

OLIVIER CRÉPIN-LEBLOND: The ICANN Academy. The great pyramid of ICANN. So that's all from her, and she's had to go through so much to make it happen. So thank you.

ALAN GREENBERG: We have someone else who needs to leave. So we'll jump down into RALO departures – Siranush.

[Applause]

She's already left, so I'm not really sure this is proper. There's nothing I can say. Everyone knows everything about Siranush – well, not everything about Siranush. But I think there's a pretty good appreciation for just how much she's done, how hard she's worked, and just how marvelous the outcomes are because of the work you put into it. Thank you.

[Applause]

Are we going back to the original order or do we have other rushes?

UNIDENTIFIED FEMALE: Can Wolf just say a few words?

ALAN GREENBERG: Can Wolf say a few words? Na. [laughs] Yes.

WOLF LUDWIG:

It's difficult to see somebody like you leaving because we had some history in common. When we met at the European Summer School at the Pilot Program in Meissen in 2007 when I was recently became EURALO Chair, I was already in this bloody position what I didn't get rid of for many more years after that. And I would have loved Armenia being part of the European region because if that would have been the case.

[END OF TRANSCRIPTION]