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JOHANNESBURG – At-Large Regional Leaders Meeting
Tuesday, June 27, 2017 – 13:30 to 15:00 JNB
ICANN59 | Johannesburg, South Africa

UNIDENTIFIED MALE:	This is the ICANN 59 At-Large Regional Leaders Meeting, 27th of June 2017, from 1:30 to 3:00, in Ballroom 4.
AZIZ HILALI:	Can we start, do you think? At-Large Regional Leaders Meeting, as we are in Africa, I have to moderate this session. So please, I will speak in French. Thank you, everyone. And we'll also wait for Olivier, who will co-moderate this session.
	Okay, so we are going to start this meeting. We are 15 minutes late. First, I'm going to give the floor to you, to the public, because this is the agenda. This is the review of At-Large and the next steps. So maybe if you want to take the floor, maybe, Holly, you can start because you are in charge of this, and you can make a brief summary of this morning's session. Thank you.
HOLLY RAICHE:	I'm sure all of you are very aware of the fact that there is an At-Large review, and the stage we have reached is the actual independent examiner, called ITEMS, have finished their report that was finished in April. And where we're up to now is the next

milestone will be a presentation for, first, to the Operational – what's the E stand for? Doesn't matter – Effectiveness Committee, thank you, who will vet what's going to the Board. And the Board will be responsible for looking at three documents: the ITEMS report itself into the ALAC review; the staff of ICANN will be making a summary of all of the comments that were made in the review; but most importantly, we, as ALAC, have to respond to the ITEMS report. And there are two parts to it, really.

One is a response to the ITEMS recommendation itself. And as all of you would be aware, we have done so. There was an – excuse me – ALAC response, but there was also a response from all of the RALOs. Those will be combined into looking at, and against each recommendation and limitation thing, that in the review there will be a response, which will say one of three things: we agree totally with the recommendation, we agree partially with the recommendation, we don't agree at all. And for those things where we don't agree at all or partially agree, we have to explain why and what we think we should be putting in place of their recommendation.

Then there's also a second part to that, which is going to be a feasibility, in terms of, how do we implement the report? And that's going to include the steps taken, the order or the priority order in which to take them. It's going to include the resources

that are going to be required to implement and its cost, staff time, or whatever.

Those two documents will form one document. And that document has to be ready for review by the OEC the beginning of September. So we're working to a very tight timeframe. A lot of the work has already been done by both the RALOs and the At-Large community, in terms of responding to the ITEMS report. And so that will form the basis of the response to the first part. What we have to do simply is fill in the blanks, against their recommendation, our response. It's going to be largely cut and paste, but clearly, we would welcome any further feedback.

The second part is really the challenge as to implementation of the recommendations. What we are asking – and given the timeframe, which is if you sort of work backward from an October Board meeting, which is when we're hoping to have our report submitted, it has to be to the OEC by the first week in September, which means the ALAC should be, in the week of the 23rd of August, looking at the total response. Now, if you work backwards, there is a RALO meeting – there are five RALO meetings in the beginning of August. And what we are hoping for each RALO meeting is to have a look at the recommendations to and – I'll finish this sentence – have a look at and come up with any further comments. But then, particularly an emphasis on

implementation, what things do we want to put in place to implement the recommendations that we're making?

For process terms, there will be a document on the wiki. What we're also doing, in terms of seeking comment, is having a Google Docs. Now, we appreciate that a lot of people cannot use Google Docs. I understand that. So that's why we're having both a wiki and a Google Docs. But we will be asking each of the RALOs to really focus on their response in the August meetings so that we, as an At-Large community, can be very confident that when we respond to the Board, it will be a genuine response from the At-Large community.

Happy to take any questions.

AZIZ HILALI: Thank you, Holly. Cheryl?

CHERYL LANGDON-ORR: Thank you very much, Aziz. And I just want to complement on what my fellow co-Chair of this group, Holly, has just said and focus specifically on what the regions need to do. That was hard to say.

One of the advantages of having the wiki and the Google Doc is that whilst we'll be inviting those members – including your

regional representatives – on the review working party, the ALAC, and yourselves, the regional leaders to have edit rights to the Google Doc, you can lead and encourage your At-Large Structures, your individual members, and, indeed, the individual members of your At-Large Structures to log on to the wiki and make any comments or support or efforts that they want to have their voices heard, as well.

If this is a workpiece for the working party, but we want to be making very sure that the wider community is engaged. And that's where you're important and essential in that. So I just want to make that point, that it's not just a matter of – and I wouldn't even suggest, even if you do have subcommittees formed, I'd strongly encourage you to, as soon as the pages are up and links are out, encourage your At-Large Structures and their memberships and your regional individual members to interact with the wiki, while we get on with the Google Doc work. Thank you.

AZIZ HILALI: Thank you, Cheryl. I think you have the link on the chat for those who want to see this document. Are there any other comments, questions? No comments, so we are going to move to the next items. It's okay, because we are a little late. So now we are going

to move to the next item. I think it's Dev who is going to speak about the Onboarding Pilot Program.

Dev, you have the floor.

DEV ANAND TEELUCKSINGH: Thanks. Well, what I really wanted to talk about more critically is talk about the documents and the work that's been done for onboarding. So for those of you with Outreach and Engagement, this is going to be a repeat, but I will just go ahead and show it.

So next slide. Good, thanks.

So that's the next slide. The idea behind onboarding is we're trying to create a structured approach, a documented approach, for At-Large community members. And we're trying to visualize it as a sort of circle of life. You know, we promote At-Large. We get people to understand about At-Large, to join the At-Large community. They engage in the At-Large community. And those that become engaged in the At-Large community can then promote At-Large community. Sort of a circle of life, so to speak.

So next slide.

So the challenges when you try to promote ICANN At-Large, you know, ICANN, [arcane] terminology, millions of acronyms, if not tens of millions. And, you know, for end users, when we're trying

to reach those persons, they really don't understand what those terms mean. And, you know, they may have misconceptions of what those terms mean. And therefore, because of that, they have no understanding or appreciation of the issues involved. And why should I care about those issues in the first place?

So in terms of overcoming those challenges – next slide – we sort of need to develop a series of ordered lessons or presentations. And that could form a toolkit by which the At-Large community members can educate the wider public and At-Large Structure representatives can use to educate members in their own organizations about, "Hey, this is the ICANN stuff I'm spending so much time on. Here's how you can get involved." And to make it available in a variety of formats. It could be available online, and we can make it available offline for ease of use.

Next slide.

So what we've kind of been working on, myself and Isaac Maposa and Beran Gillen, on the Outreach and Engagement Subcommittee, have put together these – worked hard to put some of these slides together to try to see how we can build on this approach. So we have a start here, which presents a tailored set of topics or slides, depending on who the target audience is.

The second slide deck is about, what is the DNS? And who coordinates all this stuff? So this introduce what is the DNS and what is ICANN, the community?

And the third slide deck is about the policy challenges/issues in the DNS. And that will help new or potential At-Large community members learn about policy issues in an interactive way, and why should end users care about those issues, and then how they can get involved in the At-Large community if they care about those issues.

And then the fourth slide deck is about the introduction to the At-Large community. And this is the slide deck that talks about the At-Large community, its activities, and how to engage with the At-Large community.

And then the fifth slide deck that we're trying to work on is how to deal with the operational challenges of At-Large: the mailing list, the Adobe connect, the Adigo, [Big Pulse]. Those are the challenges of trying to navigate this labyrinth of At-Large and ICANN.

So those are the hyperlinks in the presentation, which can be shared to everybody in the chat. So I'll just briefly show some highlights of each of those four of the five presentations. Next slide.

So this is just the concept we have for the landing page. So you can see, if you're from the public, go here. If you're an existing member, go here. If you're a member from another ICANN community, go here. So the idea would be like if you're a member of another ICANN community, chances are you already know about the DNS, so you could skip that part and just go straight into, what is the At-Large community, for example.

Next slide.

What is the DNS? This is some screen shots of what we're trying to do. And again, trying to find illustrations that help explain the process of what the DNS is and try to explain it in as easy-to-understand language for the ordinary end users.

Next slide.

And this is the policy issues in the DNS slide deck. And I've tried to make it an interactive slide deck. So if you look at the top upper left, you see a little menu of all the policy issues that engages at ICANN At-Large. You click on one policy issue. You're given a first slide explaining the policy summary. And we tried to find relevant videos that we could link to that tries to explain the policy summary. And then the next slide then says, "Why should end users care?" And then the third slide then says, "Okay, here's how you can get involved in At-Large." So you've got the WHOIS. You can find out all the past ALAC statements on WHOIS,

you know, what the Registration Issues Working Group, this is the group you need to join if you care about those issues, and so forth.

And the fourth slide deck – next slide – is the introduction to ICANN At-Large. So we tried to explain the structure, the key activities, the working groups that you can get involved in depending on your interests, how you engage in At-Large, right?

And next slide.

And, well, so if you wanted to comment on it – this has all been published on the wiki since last year and the different versions as you try to iterate, show the different things. So we really would like to appreciate comments on this. We received several comments already from our presentation of this work on the RALO monthly calls and so forth, but really do need more. And we actually do need more help in helping to finalize and document and draft the final documents for this approach.

So I think I'll stop there. Thank you.

AZIZ HILALI: Thank you, Dev. I have a question for you, Dev, about these slides that you have prepared. Did you already use that for some RALO or in some universities? Or have you already used those slides, those presentations?

DEV ANAND TEELUCKSINGH: I have to say, I have used some of those materials before and had a chance to put it in practice. So for example, I was invited by an ICANN Fellow to speak to some Jamaican students remotely at a university. And so I used the introduction to At-Large to go through that to explain what is the At-Large community and so forth.

I've also used it in other situations. For example, ICANN organized a readout in Granada, and I was invited by the GSE to just give an introduction to ICANN At-Large. So I used the slide deck. And I've worked with some of the Fellows coming to the ICANN meeting, the policy slide deck, just to say, "Hey, this is what you can learn, how to interact with it."

So personally, I've used it in some scenarios. And I'm looking forward to see how the At-Large community then looks to use it and then refine it, help refine it and make it better, and so forth. And ultimately, obviously, as we move to more final stage, obviously we want to have these documents translated so it can be made fully accessible to the global ICANN At-Large community.

AZIZ HILALI: Thank you very much, Dev. Now we are going to move to the fifth item of the agenda. Do you have any question? Glenn, yes, go ahead.

GLENN MCKNIGHT: Dev, I want to ask you directly on this project, is there an expectation that new ALSes – because you don't go back to the ALS criteria and expectations concept that was floating around a number of months ago. So is this expected, whether the agreement that they sign as new ALSes? Or is assumed that any new ALS would actually be obligated to take this material?

DEV ANAND TEELUCKSINGH: Thanks, Glenn. I would say, yes, we could certainly look to see how this can be made structured so, like as part of the welcome package, they can be treated by this to just go online and look at the slides. And also, as part of the RALO onboarding, like a welcome, they can have some people on the call to present what is At-Large, and here is some of the people involved in your region working on these various policy issues, and so forth. So I would say yes.

AZIZ HILALI: Thank you very much, Dev. Now we are going to move to the fourth item. It's the Document Development and Drafting Pilot

Program. Dan O'Neill is going to speak about that. I think Dan is on remote participation.

ROB HOGGARTH: I'm going to do an introduction of this item for Mr. O'Neill, if I may. Thank you very much. It was very exciting to hear about the progress that Dev has made on the onboarding pilot effort. We've had a similar theme, I think, working with all of you for the past few years on a number of different pilots, whether we talk about the CROPP program, the captioning program, the leadership strategy session meetings, other efforts to expand travel support and things like that. I think we've had some wonderful experiences on pilot programs.

I'm joining you live today, and Dan is on the phone to share with you an update on the Document Development and Drafting Pilot Program. If you'll recall, that program, as originally envisioned, was for two channels of support. There was a facilitation piece, which at the time none of you were able to take advantage of, and there was the primer piece, the concept of providing introductions to ICANN activities that would help you, in terms of reaching out to your members and generating content for some of that outreach efforts that you were endeavoring to take place.

We liked that concept, because it dovetailed, if I can use that term, with the other work that was being done to help support and expand support for communities. We're now at the end of the fiscal year, and Dan is going to report to you on what the accomplishments of the primer program have been so far, in terms of the channel that you guys have worked on.

One of the reasons why I wanted to do this live with you is to tell you that over the course of the next year, we're going to focus more resources on the first channel, which is developing the facilitation support, and we're going to support a number of the training programs and other activities that community members have been seeking for helping to improve the participation of groups. I think this is similar to some of the things that you have talked to us in the past about. But basically, at least for FY18, we're going to put on hold the primer preparation aspect of the work.

Dan will talk about what we've gotten through to date, what we have in terms of documentation, what's still in the works that can be wrapped up. We're going that knowledge, apply that to some of the internal work that the staff is doing to improve its public-comment support, and see if we can revisit that effort in FY19.

In FY18, what we're doing is we're making available five community support slots for the facilitation work. And we'd like to have some Regional At-Large participation in that, perhaps a RALO that's interested in helping us experiment with that support. And so I'd like to talk to that with some of you who may have an interest. I'm more than happy to answer questions about that, because I'm just giving you a brief overview at the moment.

There is one other potential complication in this that I think we have handled well. This is, at least for the time being, probably going to be my last presentation to you all in my present capacity. Some of you may know that I am leaving this position and taking the position to replace my colleague, Olof Nordling, in support of the Governmental Advisory Committee. So I won't have the primary hand on the rudder for Community Services but will continue to advise that group and participate in future pilots to the extent that I can.

But in the meantime, I'm still on the hot seat and would be delighted to talk to you in terms of FY18 plans, what we can be looking at in terms of expectations for FY19, and any other feedback that you would all like to share. I want to make sure that we reserve some time for Dan to talk about what has been accomplished with the primers and where we are on that. But before he speaks, if there are any other questions, as I quickly

ICANN 59
POLICY FORUM
JOHANNESBURG
26–29 June 2017

saw a couple of cards go up, in particular from Glenn and Tijani, I'd be more than happy to address any questions. Thank you.

AZIZ HILALI: Thank you, Rob. Thank you, Rob. Who is the first?

GLENN MCKNIGHT: Great, thank you, Tijani. Robert, it's great to know that we can abuse you for a few more months, so you're in our presence. So any head's up on who's the replacement at all?

ROB HOGGARTH: I can't talk and have the headphones on at the same time. Yes, David has talked with Mary Wong, and Mary is going to be taking over a lot of my duties on the Community Services side. So in the future, you'll have the opportunity to work with her. As you indicated, Glenn, there's a transition period of a couple of months. Olaf is not leaving until August 1st, and Mary and I are much more flexible in terms of our handoff of responsibilities. Thanks.

TIJANI BEN JEMAA: Thank you very much. Glenn was happy that you are here for some months. I am very sad that you are leaving us. I worked

ICANN
POLICY FORUM 59
JOHANNESBURG
26–29 June 2017

with you since the beginning, and I never, ever had any problem with you. Very, very good. I am really sad that you are leaving us.

Now, coming to the substance, you said at the beginning that this pilot program is like the other pilot programs. But, Rob, you know that I hate to disagree with you. It wasn't the same. The other pilot program was done with the community. This one was done behind the community, even hidden from the community. So that's the problem. And I am happy that you say for FY18 you will involve the community. Thank you.

ROB HOGGARTH: Thank you, Tijani. Yes, I think one of the underlying philosophies that we've had, from a pilot program perspective – and Olivier is sitting at the table, so I'll paraphrase a quote of his – it's a pilot. It's a learning experience. And one of the things that we've tried to do, in terms of speeding up our efforts, is to learn to fail fast. And in this case, we've had a number of missteps. We've learned a lot. We've failed fast. We are going to – and Dan will walk us through some of that – we're going to learn from what we learned with the support of a number of you around the table. We have produced some useful documents that I'm hopeful will have continued use.

But again, it's, frankly, a matter of prioritization. And let's focus on some things that are perhaps a more immediate benefit,

maybe can play off a little bit about what Dev has developed and the rest. And as I said, I'll be happy to work with [Mary Ozun], who's been successfully related with our CROPP program. [Benedetta Carlos] will still be there on the team. So we're going to continue the institutional knowledge, if you will. So I hope we'll just continue to build on those experiences. Thank you.

AZIZ HILALI: Yes, Judith, please.

JUDITH HELLERSTEIN: So again, I also, like Tijani, am saddened to see you leave Community Services, as you've been a real helper with us in support of all our projects. I just was curious, since you were named as the lead for the captioning, whether you'll be continuing this. Or will that also be Mary, who has not been involved in the project at all?

ROB HOGGARTH: Thank you. I'm not leaving. I'm still going to be right down the hall, so you can all say hello to me. We are going to… Number one, the person who put themselves on the lead of the captioning was me, so it wasn't assigned from some other person. We have an E3 Team, which, as you know, is also referred to as Community Services. Another member of that

team who has supported other communities – and this will be somewhat odd for you to all sort of absorb, probably – is that Ariel has done 50% of her recent work as part of our Community Services Team. She's done primarily communications support for the GNSO.

But I think what we've experienced, Judith, in the last 18 months to two years with the captioning is seeing some extremely exciting things, in terms of acceptance, in terms of productivity, in terms of capabilities that this is providing for existing participants, potential new participants. And I definitely want to see that continue.

For the short term, Ariel is going to be managing that as part of the Community Services Team. And this is a little bit of the mental gymnastics we have to do. She's not doing it as a member of the At-Large Team. Because what we learned – and this, Judith, you were on the phone call, and I'll share with some of you who weren't. We had a chat with Judith and Alan a couple of weeks ago at which point we learned that not only were we proceeding with a very successful internal At-Large commitment to captioning, but that the MSSI Team within ICANN was beginning to utilize and test captioning services for some of the Cross-Community Working Group activities. And we learned that the Language Services Team – and this is an internal staff miscommunication – the Language Services Team was also

developing an RFP for broader captioning services for the organization.

And so Ariel's role is going to be to coordinate those three efforts, make sure that the resources we have devoted to Phase 3 of the pilot program we've been working with you all remain dedicated to this group. We're still doing the number crunching because we may have new vendors to do some of that work. Because very clearly, if we want to be successful in making this an ICANN core capability going forward, we need to have the Language Services Team leading it, a part of it, and involved in every aspect of the work.

So in the short term, Ariel will be working with the team to pull together all of the information, the surveys and other things you guys have provided, and coordinate with Christina of Language Services so that we've got some clarity, in terms of schedules, when you guys want calls, how many you want. Because I anticipate – and this is speaking for my colleague, which is not fair – I anticipate that Christina is going to be looking at testing the various vendors, as well. So we won't just be working with one vendor. We'll have multiple ones. We want to proceed with some of the multiple languages that we've discussed, Judith.

So I'm hopeful that under that organizational framework or structure, that we'll be building something with a good

foundation. The goal for FY19 hasn't changed in my mind, which is FY18 is our experiential year to see if we can lift this beyond two or three calls a month to something that's applicable not only to this community, but to others in a consistent, manageable fashion across the ICANN organization.

I hope that answered your question. Maybe a little bit longer than you wanted.

AZIZ HILALI: Thank you. [Last intervention] from Heidi, please.

HEIDI ULLRICH: Just to add a little bit onto what Rob has said, that while Ariel will be looking at this program across ICANN, within At-Large it will still be myself, Silvia, and I would assume the subgroup on captioning. So I don't think much is going to change within At-Large. It's just the overall ensuring that there is consistency across ICANN. Okay. Thank you.

AZIZ HILALI: Thank you, Heidi. A short intervention.

GLENN MCKNIGHT: Robert, I have to stress that it's been a pleasure working with you in the last couple of years, and you've been always a great

listener, even though that some of it has been criticism. But it's been a great experience.

But I want to circle back to this. What was your thinking when you developed this program? Were you looking that, as a result of these primers, that you would have an expectation of new folks providing policy comments? You work your way backwards. You say, "Okay, we're doing this intervention. And as a result of this intervention, people are going to know how to do policy."

Because I didn't get that impression, going through these primers, that I was educated on how to do policy. I think they're good synopses. They're interesting documents. But it doesn't give me the skill sets that I expected. So I don't know what other people felt by reading these primers, but I know it hasn't been long enough, because they really didn't come out until about December, I think. So I don't think you have enough timeline to measure the success.

ROB HOGGARTH: Thank you. All excellent points. I think, again, it's a matter of prioritization. Without messing up your agenda with too long an explanation, bottom line is the original request from the community was, "How can you help us be responsive to policy

development activities? And how can we, as a community, develop better tools to allow us to do so?"

And, frankly, the purpose of the pilot was to figure out, what are multiple ways that we can get these types of tests? One is facilitation through directly having almost a quasi-staff member support. The other was to create new content. Maybe that would help people in some way, shape, or form.

I think in the short term, what we found is just that ultimately, what should be a staff function we were trying to do, and we were spending and basically spinning our wheels a lot to produce very small papers. And there's got to be a better way. So we learned that this may not be the right method. And what we have to look at, going forward, is, are there better ways?

Completely separate, Glenn, I think is this broader conversation, which is, how do we educate people to participate better in policy? And I'm hopeful – part of this is going to be my present team's responsibility through FY18 – is a number of pilots that have been identified for resources in FY18 will explore exactly that: some writing training, some further leadership skills expansion, some capability to understand the policy-development process better.

Now, in some respects, the testing vehicle for that is going to be a reorganized, redeveloped ICANN Learn. But we're also looking

at some very specific sort of touch point, face-to-face conversations to see if individual training opportunities can be provided in a more expansive way.

So I'm hopeful that Heidi and Silvia will bring to you, in future meetings – and I would hope by Abu Dhabi – some feedback from [Aragus] or [Maj's] team and others about progress, in terms of thinking about that. And I'm hopeful that there will be, before that, some outreach to all of you as a group to contribute some thought process to those efforts. Thank you.

Mr. Chairman, if I can, we still have time in the agenda to give Mr. O'Neill a couple moments to provide you all with an inventory about what has been done and what still needs to do. And potentially also, if there are any folks interested around the table here, how they can reach out to Dan for conversations about potentially taking advantage of this facilitation capability. It's basically to talk with you all about what you have in terms of infrastructure and capability. So if there's another couple minutes, that would be great.

AZIZ HILALI: Yes, we can give him the floor for two minutes, please.

ROB HOGGARTH: Great, thank you. Dan, can you hear us, and can you try to communicate?

DAN O'NEILL: I can hear you. Thank you very much for the introduction, Rob.

ROB HOGGARTH: And we can hear you very well. Just try to speak a little bit louder. Thank you.

DAN O'NEILL: All right. Again, thank you for the opportunity to update you on the status of the primer aspect of our Document Development Pilot Program. As Rob has mentioned, we had two different tracks for the Document Development Pilot. The one utilized by the ALAC and RALOs most specifically was the primer aspect. Going forward, as Rob said, we would certainly like to have conversations with the various RALOs that may have an interest in participating in the facilitation aspect.

But in this short period of time, what I'd like to do is just quickly go through an inventory of those documents that we have been able to produce under the primer aspect of the program, as well as just to quickly highlight one that we are continuing to work on

ICANN
POLICY FORUM 59
JOHANNESBURG
26-29 June 2017

and would like to have finished up before the end of this fiscal year.

Under the pilot program, we have produced five different documents that are listed up on the wiki page, the first being "ICANN and the Wider Internet Governance Landscape." Second is "Introduction to WHOIS." Third is "New Generic Top-Level Domains." The fourth is "ICANN Review Teams." And the most recent primer that has been posted on the wiki is "A Primer on the Internationalized Domain Names."

Again, the focus of the program that we thought with the primers was going to be more on specific public comment proceedings and giving an opportunity to be more engaged actually in that process. As Rob said, in this pilot environment, we've learned a lot of lessons, learned what worked very well and what did not. We found that that was a very difficult window to try to fit in to where a document could be released early enough to be useful, yet still have the materials that were needed. So again, those are all thing that we've learned. We hope to utilize these lessons going forward to be able to be more successful in the facilitation phase.

Just to briefly comment on that, again, we were able to service four different communities during the last year. And this, as Rob had noted, is really with almost a part-time staff person helping

EN

that community to develop documents or input into the ICANN process. Very much a one-on-one relationship. And we found that it was very successful when the communities were committed to this team and an individual that was committed, and there was a real open line of communication on a one-on-one basis. And we found that the output of the program was tremendously successful.

And as Rob noted, I would like to certainly invite and carry on conversations with various RALOs that might have an interest, as we go forward into the next fiscal year, and continue the facilitation aspect of this pilot program to engage RALOs and to bring them into that facilitation side.

So with that, I'll stop with the summary and see if we can't take some questions.

AZIZ HILALI: Thank you very much. I'm going to give the floor to Olivier.

OLIVIER CREPIN-LEBLOND: Thank you very much, Aziz, and thank you very much, Rob and Dan, for this. You know that I've been a firm supporter of this process. I think the content is absolutely great. It's clear. It's got a lot of very useful information. I've even learned some stuff in there, so it's really great.

But for this program to continue, I have three pieces of advice for it. So number 1, make it sexy. Number 2, make it sexy. Number 3, make it sexy. And I'm saying it in those three, of course, because we've got English, French, and Spanish. And it actually translates to all three as the same. The reason for this being that I haven't found a format that was more soporific than this. I started reading through it. I was so intensely… You know, I liked it, but then I managed to read halfway and then I fell asleep. And it was not the content. It was just the dull page and stuff.

Please, do something about that, because I don't think anyone will read this if it's in such a format at present. Today, we're dealing with so much information, so much stuff that comes to people, it needs to look good, as much as what the content is. Thank you.

DAN O'NEILL: Thank you, Olivier. I appreciate that comments.

AZIZ HILALI: Thank you very much. You have a question. Alberto, in Spanish.

ALBERTO SOTO: I speak in Spanish. Taking into account Olivier's comment, this is the kind of presentation where someone is reading by himself or someone is presenting the information. And nowadays, companies are leaving or putting aside words, and they are training people so that the speaker himself may be more interesting when speaking by, for example, introducing the storytelling methodology or something like that. Because up to now, companies were losing the content because they had to read the information. They had to read the presentation. So Olivier would fall asleep as well in that sense.

So perhaps the other suggestion would be to consult with any expert in this topic to be able to introduce these changes. These are very simple, minor changes. But in this case, the trainee would be able to react and participate in a better way.

AZIZ HILALI: I agree with what Olivier and Alberto said. We have new ALSes attending this general assembly this week, and half of those ALSes are newcomers. And yesterday, I've asked them some question. They had attended our meeting and it was okay. But when ALAC began, I've asked them afterward, "Did you understand something?" And they told us, "It's like Chinese for us. It's very difficult."

ICANN
POLICY FORUM 59
JOHANNESBURG
26–29 June 2017

So what Olivier said, we need to make it more sexy. Internet is evolution. ICANN also is evolution. But in ALAC, we have some difficulty to change, so we need to change. We need to help people following us. And yesterday, the new ALSes didn't understand anything in the discussion of At-Large. And when we are speaking about PDP, [it situates] worst.

So, Olivier, you can conclude.

OLIVIER CREPIN-LEBLOND: When I spoke about make it sexy, I was speaking about the presentation itself. The content is perfect, but the way you present it, if you present something, some food in a bowl, horrible bowl, people won't eat it. But if you present the same food in a sexy way, people will eat this content. So it is the same for our presentations.

AZIZ HILALI: Thank you very much. Thank you, Ron. Thank you, Dan. I'm going to move to the next item. And I'm going to give the floor to Olivier. And, Olivier, you are going to chair this meeting, because I am going to leave. So, Olivier, you are chairing this meeting from now on.

OLIVIER CREPIN-LEBLOND: So next we have the RALO Professional Expertise Capabilities Survey. And this is a topic which NARALO and EURALO are bringing forth. I think I might be calling upon Yrjö Länsipuro to briefly provide us with a summary of what the EURALO survey was about and how we then built something out of this. And then I'll ask Glenn McKnight to briefly mention what's happened in NARALO and what you did on our side.

So Yrjö Länsipuro, please.

YRJÖ LÄNSIPURO: Thank you, Olivier. Well, what we did was actually to implement, we implemented the Recommendation 28 of ATLAS II in London, which asked RALOs to map the available expertise in ALSes. How we did it, I think it was very crucial that it was not the survey sent out anonymously to everybody, but rather we took an individual approach, which was of course fairly labor intensive. And Olivier was doing most of the job, with individual messages to everybody, to all ALSes, with names and so on and so forth. Of course, mail merge has been around for more than 20 years, so it can be done. But I think that it's very important that ALSes are not treated like just a mass, but as individuals.

Anyway, what we did, we asked them to identify which areas of interest, which topics in the ICANN domain, they are interested in and have expertise in. We got responses, a fairly good

response rate. Of the 36 ALSes, I think more than 30. And gradually, we worked out a Google document which is easy reference in cases when there is something to be done. That is to say, when there is, for instance, public comment on a topic and we want to know which ALSes have expertise on this area.

This was tested quite recently with two topics. That is to say, the RDS [plans versus] privacy and the human rights framework of interpretation. And the response rate was quite good. So this is something that we could certainly recommend to others too. That is to say, an individualized approach to the ALSes, which also entails that if an ALS has indicated interest in one subject, or two or three, they receive information on that, but not necessarily a whole of things that they are not interested in.

I just wanted to mention one more aspect. The ALSes, at least in Europe, are quite diverse. And I'm sure that it's the same thing everywhere. For instance, we have a few that are actually consumer organizations as ALSes. And I think that this diversity is a good thing, because now, for instance, talking about today in a meeting with the GAC, ALAC GAC, the reference was made to the CCT contact to consumer organizations. And of course, when we have those as our members, we get good help even then. Thank you.

EN

OLIVIER CREPIN-LEBLOND: Thank you very much, Yrjö. Then let's go swiftly to Glenn McKnight for NARALO, please.

GLENN MCKNIGHT: Coincidentally, I attended one of the EURALO calls, and then I found out – I was not aware – that you guys, or anyone else, was doing this type of survey. And I was pleasantly surprised, and I said, "Well, you know what? I think I'll replicate it." So just like yourself, I took the approach of a mail merge. And we sent it out. But this started in February, and chasing people, chasing people, it was a significant amount of work getting people to complete the survey.

So the 60 categories are on the left, the A column. We have about 163 identified individuals that are in different categories, but 163 incidents of expertise on those in those categories. So in terms of what Rob was talking about, policy – and this is what I was getting at earlier – is that, okay, so if there was a particular policy issue that has surfaced, who can we draw upon now to give comments?

So we did not know the capacity of our community. So now we actually know, at a first glance, who in the category. So we have a lot in some areas. And if you scroll down on that spreadsheet, you'll see some areas need work. But we found, actually, many of these people in this are never on our calls, because they're

ICANN 59
POLICY FORUM
JOHANNESBURG
26–29 June 2017

not the ALS representative. But we found there's a significant number of other individuals that are in those groups that we weren't really aware of, because we don't have that intelligence of how many people are in, say, ISOC New York. It could be virtually hundreds.

So it's been a good exercise, but I strongly encourage the other RALOs to do the same thing. Regardless, it's an ATLAS II recommendation. I think you'll find out a lot of information, but it is a lot of work. Step number 1, I think, following EURALO's lead on the mail merge is a good idea, but you just can't leave it at that. You have to make sure you chase people. So some of it means individual calls, "Hey, you haven't done it." So some people I'm not going to get. Like there's three, I think maybe four, that it doesn't matter how many times I asked them to do it; they're not going to do it. So you have to sort of – don't expect 100%. So roughly, we have about 90% of the ALSes that responded. Okay.

OLIVIER CREPIN-LEBLOND: Thanks very much, Glenn. In the procedure – well, the two test cases for EURALO, the revised ICANN procedure for handling WHOIS conflicts with privacy law, there was a response of 9 out of 12 ALSes that were contacted. And in the human rights

statement, there were three out of three. So that was a really great thing.

What's the next steps for NARALO?

GLENN MCKNIGHT: Yeah, going back to our general assembly that we did in New Orleans, one of the things we have as hot items is to really encourage people to step up and do policy statements. So where staff and us identify what items there are to do. It's one thing having a general assembly, but the idea is to motivate them, to get them active. So we're going to go back, using this document, saying, "Hey, you really are interested in XYZ."

And this is one of the identified items that we identified that's a strong policy thing. And so we help that we can get a lot more policy statements. I think if anything we've dropped the ball on is to be critical of ourselves. We've done a lot of good stuff, but I don't think we've done enough policy stuff. And that's where I think, going forward, we have a strategic plan we're working on for NARALO. Never mind our CROPP plan, but our strategic plan is also recognizing the [GGE's] plan too. So we hope to have a lot of this stuff on target.

OLIVIER CREPIN-LEBLOND: Thanks very much, Glenn. Satish Babu, APRALO has been very quick, very responsive, and is now also moving forward.

SATISH BABU: Yeah, thank you, Olivier. Can we have the slide deck on the screen please, very quickly? So this is not linked directly to the ATLAS II recommendations, but on our way to the GA in about three months' time, we thought we should assess the level of readiness of our ALSes. But clearly, in relation to communications, because all our planning for the GA would be through telephone calls.

So we had done a very brief survey. Next, please. And the response has been quite modest, nothing to kind of… Out of our 50 ALSes, we got 35 responses and one individual member.

Next.

These are the countries. You can see all kinds of sizes. The diversity is really quite big in Asia-Pacific.

Next.

So some of the problems in the current style of communications. So these are the comments, not the percentages. The timing of the call is still the largest problem. Many people felt that the timing is inconvenient. Some of our ALSes felt that they needed

more information before they could sensibly respond to the questions raised. Bandwidth was stated to be another problem. Some of the ALSes felt they were too small and they were not able to do justice to the requirement. And then the other stuff, like time constraints, and the wiki is difficult, and so on, but those are very minor things. And a few of them have virtually no problems also.

The good thing to note here is that language is not an issue for us. There's only one respondent who said that language is a problem.

Next.

What are the impediments in contributing to ICANN policy? So many felt that the – roughly about 40% of the respondents felt that the ICANN policy process is too complex. They also felt that, "The policy is not directly relevant to our functioning." "Difficult to communicate ICANN policy to our members." "Local priorities are not covered." So these are some of the feedback that we got.

Next. Next.

So what are being used right now for communications? The mailing list is the most popular. The capacity-building webinars and the APRALO monthly calls, both of them rank equally. Some people said Facebook, but I'm not really sure what Facebook

could be, because we don't have a formal, official Facebook process. Working group calls, Skype, WhatsApp, Twitter, and the wiki.

Next.

What would work best for the ALS for communications? E-mail is the first preference. Adobe Connect has also very high preference, which is good, because for many of us it's our second home online. Social media, voice calls, Skype, Skype chat, and WhatsApp as a separate thing.

Next.

Now, we are doing a separate, entirely different, independent survey for the policy priorities for our ALSes. And that's coming behind, so this is a kind of precursor to that. So we asked one question regarding what would be their primary capacity-building requirements.

So regional issues have come out as a first priority. Then ICANN At-Large: structure, role, and volunteering opportunities; the current hot topics in ICANN's policy; basics of ICANN and its policy-development process; local issues; the post-transition structure of ICANN; and ICANN's remit, structure, and functioning. So these are some of the issues that have been flagged by the ALSes.

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Now, we begin [develop with] this. And just a comment regarding the [inventory] that was done by the two other RALOs. We have another three or four months for the GA coming up in Abu Dhabi, so we hope to do a similar process during the GA. Give instructions to the representatives, and they go back and get this done.

That's it from my side. Thank you very much.

OLIVIER CREPIN-LEBLOND: Thank you very much, Satish. And Heidi Ullrich has a question.

HEIDI ULLRICH: Yes, thank you, Olivier, and thank you very much, Satish. I think this is really interesting to see that information. Just a question. I notice that on the slide that was looking at what kind of information was needed, there was one for more information needed. And I'm just wondering, what type? Do you have any more information on that? What type of information did you need? Was it printed material? Was it on a particular topic? Was it they didn't know where the webinars were located, etc.? That's one question.

And then I noticed on the issue for the capacity-development requirements, there was one on hot topics. And just to make sure everyone is aware of that, that EURALO and At-Large, but in

terms of the RALOs, EURALO is the only RALO that has currently a "hot policy topic" document. And perhaps we can put that into the chat so that others can see that. That's a fantastic document that looks at some of the key topics that they're using, in terms of policy, and then also the potential impact on end users. And I know that NARALO is planning on developing that. They made a lot of progress, in terms of potential content, at their general assembly. AFRALO is going to be developing that here, making the first steps on that process.

So for the other RALOs that are perhaps not considering that, that's something that I think would be really useful. Again, it's a regional document, what are the key topics and potential impact on end users. And you can use it for people who are just starting out, in terms of policy, for them to understand the key issues, and also for outreach activities. Thank you very much.

SATISH BABU: Thank you very much for the questions, Holly. On the first question, this is a kind of closed-ended and ticking-off kind of a question, so we don't have more details. But we do have the people who answered that question. We can ask them and find out exactly what they want.

On the second part, we'll be very happy to [reuse] some of the work that's been done by some of the other RALOs. And

although we don't have any indicator of what are these hot topics that they want. They just mention hot topics. So even so, we could still use those documentation that has been produced by EURALO, for example. Thank you.

OLIVIER CREPIN-LEBLOND: Heidi, quickly, please.

HEIDI ULLRICH: Yeah, sorry. Just a possibility is that I know that you're having your general assembly at ICANN 60. And it might be something that your ALSes as a group, when you're there, has talked about that. What are the hot policy topics in your region? And it just is literally a one-page document. So that's something that we can help you with. Thank you.

SATISH BABU: Thank you very much. We will do that.

OLIVIER CREPIN-LEBLOND: Thanks very much, Satish. Tijani Ben Jemaa is next, and you're the last person in the queue for this topic, please.

TIJANI BEN JEMAA: Thank you very much, Olivier. It's not a question. It's a remark. Yes, we will do that here in Johannesburg. But I would like to give advice, because it shouldn't be the hot topics for the leadership. It should be the hot topics for the whole community in the region. Means that all the ALSes should be involved in it.

Second, "hot topic" is not the best term. It should be why our community should care about this topic, because it might be not hot, but it is important for our community. So I would say important topics for our region. And before we can do this with the ALSes, we have to prepare them, because, as you know, the ALSes are not always aware about things going on in ICANN. So we have to prepare them. We have to give them everything and the discussion here, and we try to make them feel what is the importance of this topic or this other for their region. Thank you.

OLIVIER CREPIN-LEBLOND: Thank you very much, Tijani. And when it comes down to the RALO professional expertise capability surveys, I'm sure NARALO and EURALO are happy to lend their assistance, if you wish to go along that route.

We only have one – well, we have two things left on our agenda, or one and a half, and we've only got nine minutes left, or less than that. Durable digital archive repository for At-Large, and with a subtopic of the general assembly database with useful

information on sponsorship, capacity building, best practices, etc.

Let's just pass the floor over to Satish Babu. I think you can introduce this topic well.

SATISH BABU: Thank you, Olivier. APRALO is currently celebrating our 10th anniversary. And I have been digging into the website for some of the older documents. Many of the documents are there. Some of them are not there for various reasons. Some of them are broken link [inaudible]. Some of them seem to have been lost during transition of the website into new websites. Some of them, I have no idea why they got lost because they are important documents.

So I was wondering if, when we look forward to the next ten years, talk about 2027, what will be the condition? None of us may be there, but the documents that we are working on right now should be there for access by the people who are going to manage these things then. So is it possible for us to think about a kind of longer-term memory, institutional memory, in terms of all kinds of documents. It's not just print documents. It could be videos, presentations, even call audio recordings. A single registry that would hold all these things, which could be searchable or metadata, you know?

So that's sort of – there are already technologies available today for that kind of a digital library. There will not be any kind of loss of documents or broken URL [inaudible], etc. We can even have graduated access privileges. We can give access to some people and not to others. And it could be – so it's for the entire community, even the members of ALSes could also access this kind of repository.

So I would like to place on table whether this is something we could do, either the Technology Taskforce. Yesterday during our [FICA], we were told that there is a librarian in ICANN. An entire thing is going to come up. It's a fairly large project. Maybe we could do this together with that or independently. I don't know. I am just placing it on the floor for your comments. Thank you very much.

OLIVIER CREPIN-LEBLOND: Thank you very much, Satish. And I'd like to turn to staff, to Heidi, whether she has been involved or told about the library project which Göran was talking about and whether we could benefit from this. Or how was that worked out? Because if we are to start designing something for ourselves, I'm concerned about duplicating resources. Obviously, if there's something with a commercial product and millions, hundred of millions,

billions being spent at it and we're spending $2.50 and a lot of volunteer time.

HEIDI ULLRICH: So on that particular question, I know that Chris Gift and Alan are having a talk sometime this week on that. So perhaps Alan can give you an update. However, some of you may be aware that ICANN recently released an ICANN history project that has some great videos about ICANN. Now, Ariel and myself have been involved with the people who developed that, because at the same time – in fact, even before – Ariel was working on an ALAC history. And we're going to incorporate that into the ICANN history project. And I believe that we're also working on an ALS, At-Large, history. And we're going to focus on the ALAC first, but that's something that we can then, relatively easily, incorporate as well. So I think perhaps further discussion is needed on this.

OLIVIER CREPIN-LEBLOND: Yeah, thanks very much, Heidi. I think Satish was pointing really to sort of information disappearing and ending as a needle in a haystack. The more information we've generated, the more the haystack becomes big and the more difficult it becomes to find the needle. The wiki has its limitations. And as Satish mentioned, when we move technology – and remember, we

used to… Oh, God, how many years ago we were on Socialtext? A lot of stuff disappeared then.

There is actually a folder in the wiki which is old stuff which is yet to be fixed and found. If you have a couple of years ahead of you to work on this, maybe we can find something.

But the floor is open for other suggestions on this and whether there is actually – I'd like to ask if there is support among the RALOs to proceed forward with a plan and perhaps put a group together, inter-RALO group together, so as to see what we need to make sure it does not get lost, and the first steps. And perhaps if I could ask Satish to lead that, that would be great.

Let's go Alberto Soto, and then… Alberto?

ALBERTO SOTO: Thank you, Olivier. I fully support Satish's idea. We had great losses throughout time, and we need to take into account the waste of time and the time that we dedicate to finding information, backward information, on the wiki page. And sometimes we cannot find documentation, not because this documentation is lost, but because it is not well structured or well organized. Information is organized in a bad way.

So as Olivier said, there are millions being spent. And for me, this is a very simple process from the computing point of view,

because no resources are required but for a computer disk or memory stick. But we need to see how we will organize that information and how we can manage that information and use the information without wasting our time, because our time is really valuable, more valuable than the money that we can spend on this.

OLIVIER CREPIN-LEBLOND: Thanks very much, Alberto. Next is Ricardo Holmquist.

RICARDO HOLMQUIST: Thank you for remembering my name. May I speak Spanish? Well, we need to take into account the Internet is not only the web. We also have to take into account the FTPs and the mailing list. And perhaps having an FTP with all documents would be something easy to access without having to go to other places. Because sometimes links are the ones that are broken, and within an FTP, all the documentation may be there. So that would be us going back to basics.

And on the other hand, and I believe that happened to us before, sometimes we lose information because we do not have the means to read that information. And we have spent a lot of time using Adobe Connect, but nobody can tell that in the future. The file extensions or the Adobe Connect tool will be the tools that

we are using. So we can keep Adobe Connect to read that information, because otherwise in the future we won't be able to read that information if we are not using Adobe Connect any longer. Thank you.

OLIVIER CREPIN-LEBLOND: [inaudible] what Vint Cerf referred to as bit rot. He's written quite a number of papers of this.

Next, we have Carlton Samuels, and we'll close off with Leah Symekher. So, Carlton?

CARLTON SAMUELS: Thank you, Olivier. We've been at this issue for quite a while, and we have proposed for more than five years now, to my recollection, that we hire a librarian, that ICANN hire a librarian with digital library skills. I teach in the School of Library and Information Science at the university. And we train digital librarians. And what we are asking for – and Ricardo made the point that it's not just about the documents, but the e-mails and all of these things that actually need to be curated. And you really need professional help to do this right and get it done. And once again, you need to have a librarian. And it would be in ICANN's interest to hire a professional librarian with digital librarian skills to get this thing on the road. Thank you.

ICANN 59
POLICY FORUM
JOHANNESBURG
26–29 June 2017

OLIVIER CREPIN-LEBLOND: Thank you, Carlton. And I believe that's what the CEO has told us, so your wishes are finally fulfilled.

And, Leah Symekher, you're the last one in the queue.

LEAH SYMEKHER: Thank you. Yes, I'd like to definitely voice back a kind of support what Satish just brought up, in terms of just documenting information for the RALOs. So even going down all the way to me, when I was a chapter Chair for the San Francisco Bay area ISOC chapter, I took over from a president who had taken over from the founders. And really, all through down, the whole, even information how to transition leadership, that was not there. We had the Bylaws, but there were other things, in terms of just operational and processes that were not there.

So really, for the last three years, we've been trying to document as much as we can, as well as trying to lead the chapter, to make sure that during my handoff to the next Chair, that they have something to work with. So that's been very challenging. I know we are talking about the RALO, but we are ALS. So if we cannot even operate at that level, it makes it harder to make sure that we can operate even more smoother as an At-Large Structure and as a RALO.

So hopefully, any new developments or solutions that we are getting at the RALO, At-Large Structure, level can trickle down to the ALSes, to be able to use that efficiently. Thank you.

OLIVIER CREPIN-LEBLOND: Thanks very much, Leah. And I was going to turn to Heidi and ask whether there would be any chance that we could have someone to be allocated to go through the whole wiki, from top to bottom, cleaning up and make sure the links work, etc. You know, it can't be a robot. It has to be a human.

And I thought there was some time ago when you said, "Oh, there are interns we can take," or there's some possibilities and things like that. I'm twisting your arm, yes, I am. And please say yes.

HEIDI ULLRICH: So I would need to look into that a little bit more before I commit. Thank you.

OLIVIER CREPIN-LEBLOND: Or perhaps would you volunteer to do it yourself?

HEIDI ULLRICH: For the record, no.

OLIVIER CREPIN-LEBLOND: Okay, we're running out of time. I think – well, we actually haven't got anything afterwards, but the interpreters have been speaking for a very long time. So, please, last round of very short interventions.

Alberto Soto, one – 30 second. And Glenn McKnight, also 30 second. And then we'll close off. Thank you.

ALBERTO SOTO: A brief suggestion. Like we did in our webpage, I suggest that once we find a mistake, we send that mistake to the staff, telling them that the link is broken, for example.

GLENN MCKNIGHT: This is for Heidi. Anything that I've sent to staff, to replace pictures or notice fixes that need to be done on the wiki, hasn't been done. So who am I supposed to send this to? Because we've had replacement pictures, group pictures, from the GA to replace the old stuff that was there. And I've sent the links, I've sent the pictures, but it hasn't been fixed. So tell me who is the right person when we notice these errors.

HEIDI ULLRICH: Thank you, Glenn. If it's a RALO item, then I think Silvia would be your first point of contact. Then she would contact the relevant staff person.

For Alberto's question, I think that – let me think about this and speak to Ariel. It might be useful to have a wiki page or something like that, versus sending e-mails every time you see a mistake. I think that will be hard to track. So let me think about it and speak to Ariel, and we'll get back to you.

OLIVIER CREPIN-LEBLOND: Thank you, Heidi. One last – two words from Judith Hellerstein.

JUDITH HELLERSTEIN: So it used to be, for the wiki, that we would do it ourselves or talk to Silvia. But for the website, it was either Ariel… And I'm wondering, is that still true?

HEIDI ULLRICH: Again, if it's on the RALO wiki pages, please send it to Silvia.

JUDITH HELLERSTEIN: For the website?

HEIDI ULLRICH: It would be Ariel then, okay, for the website part.

OLIVIER CREPIN-LEBLOND: Okay, thanks very much. Any Other Business, number 7? Going once… Going twice… Going thrice, as someone would say… Thanks very much, everyone. This has been an excellent meeting. Apologies again for arriving late. And thanks to our interpreters for having survived, and for the Technical Team to make sure everything worked so well. So thanks, and this meeting is now adjourned. Have a very good rest of meeting.

[END OF TRANSCRIPTION]