
JOHANNESBURG – ALAC and Regional Leaders Working Session Part 2

Monday, June 26, 2017 – 10:30 to 12:00 JNB

ICANN59 | Johannesburg, South Africa

UNIDENTIFIED MALE: This is the ICANN 59 ALAC and Regional Leaders Working Session part 2, 26th of June 2017 from 10:30 to 12:00 in Ballroom 4.

ALAN GREENBERG: Thank you. I'd like to reconvene the session, and the first part is an update from GSE, and we'll have an opportunity for some questions and discussion following that, and I would like to introduce Sally Costerton.

SALLY COSTERTON: Hi, everybody. Good to see you. So, we're here – as Alan said, primarily I think we all know each other quite well, we're all quite familiar. I hope most of you are quite familiar with the work of the engagement programs and the teams.

So, I wanted to give the time as much as possible for questions, Alan. We do have Pierre here who is our head of Africa engagement, and I think it might be helpful to ask him to just give you a very high-level summary – no slides – on what we are focusing on with the Africa program.

But overall, I just wanted to make one comment, which is something I'm doing quite a lot these meetings with different groups. I've got the

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.

ccNSO, the GNSO as well in the next 24 hours, and I'll say the same thing to everybody.

Overall in our engagement work at ICANN, we are shifting as fast as we can towards our focus being about driving participation. In the early days when I first came to ICANN nearly five years ago actually, we were internationalizing, we were putting feet on the ground, we were raising awareness of ICANN.

And it's not that we don't need to continue to raise awareness of ICANN. We do. For example, just before this meeting in Johannesburg but here in this venue, we ran a capacity development session for law enforcement teams in South Africa and from Johannesburg. And Pierre will tell you this, but I think you said Pierre that three quarters of the group had never heard of ICANN.

So, we still have a hill to climb in terms of making sure that our key stakeholder groups whose work and jobs are affected by what we do know who we are. But more and more, we are using our resources, working with volunteer communities to improve and increase the level of participation, i.e. making sure the right people are – there is better representation at ICANN from different countries, from different stakeholder groups, from different, diverse groups with people with different views, of different ages, different religious beliefs, different genders.

So, more diversity, but also importantly, more capability, more skills. And the skill being in helping us to get the work done in policymaking. And the other side of the skill –which this group's been very involved

with – is leadership skill development. So, that’s just what I wanted to leave you with, that thought.

So, we’re focusing intensively on integrating better engagement and outreach with capacity development and skill building, and the goal of that is to improve both the scale and will and skill of the volunteer community such that the ICANN community has a really sustainable future and has the right people available to it to deliver its mission long into the future. I just wanted to make that comment, because I think with some of you we’ve been on this journey for several years, and the emphasis is shifting. And it’s an important shift.

Thank you. I think probably Pierre, and then perhaps some questions. Is that okay, Alan?

PIERRE DANDJINO:

Thank you very much, Sally, and good morning to everyone. Good for us to actually provide you a few updates on what we’ve been doing in terms of engagement, and I’ll be specifically focusing on Africa this time. But as Sally said, our engagement actually is based on, I will say, a kind of two-pronged approach, meaning for us it’s about making sure that Africa really contributes to ICANN, participate and actually contribute effectively to ICANN’s work.

But the second part of it for us also is to make sure that we at least contribute and eventually support the capacity building efforts in Africa, and this capacity building actually concern the way you make sure there is some sustainable business or industry down there, since

that is one of the issues that the Africans reflected in the Africa strategy that has been developed by the community.

So, basically what we do exactly on those two sort of, I'll say, perspective. So, our journey so far has also been quite interesting, because I have to admit that it was good for us to in fact have structures like yours, actually, ALSes, and for that matter AFRALO in Africa.

They've really been assisting in terms of providing the outreach that we need, the appropriate outreach that we need, and I remember in most of the African events that we had had in the last two or three years, AFRALO has been there, even managed to have booth, and making sure that we broaden the spectrum of the stakeholders in Africa. I think that's quite important for us.

Basically, what we do is we promote awareness, so that we do have a kind of meaningful participation to Africa and to its governments, for instance the Africa [inaudible] community. We do have good relationship with regional economic commissions in the different regions in Africa, whereby we are now in the process of actually developing some sort of MoU with some of those regional economic commissions. It's quite important to do this, because they're also dealing with capacity building in terms of the uptake of say for instance the ICT and Internet for that matter.

But at some point, we need to be focused. So, what we've done this year, the last year has been also around the DNS, and then you heard about the DNS Forum that we started actually here in South Africa,

that was in Durban. Now we are having our fifth edition of this DNS Forum, and this time it's going to be in Tanzania. And that exactly is where we really provide some of the capacity building or skill development programs to the registry/registrar community in Africa.

But we do have [flagship] programs. One of them we call the DNSSEC Journey, DNSSEC Roadshow, whereby we really provide support to those managing the ccTLDs, and also for the registrar. Currently, Africa is about nine ICANN-accredited registrars. So, what we do for instance is provide them with the skill they need to be able to sign the zone file. I think it's quite important to them.

We also do have this, our capacity building center on DNS in Cairo, where we could also make sure that the participants coming from sub-Saharan Africa also participate to the curriculum we are developing there. But the other part that was really missing is the whole marketing, the whole business component of the DNS.

We've been trying to do this through our exchange program, where we managed to send some of the registrars' reps to global registrar for instance, and we also started the intra-African sort of exchange program, whereby some of them were able to go to Morocco, Tunisia for instance, and then they should be coming to [inaudible] here for instance in South Africa, [equal] exchange of knowledge and also shared best practices for instance.

So, this is happening, and now the result of it for us is now we see more and more people coming to Africa and coming to ICANN

meetings. We are seeing more and more participation, but of course, we need to more on that.

The other field now, the other thing that we're seeing, and then it's kind of coming as a quite interesting part is from the law enforcement agencies from the regulators, used to regulate telecoms, now they don't understand the whole Internet governance thing, and of course ICANN, and that's where they really want us to be involved. So, some of them would like now to partner with us and so that we deliver kind of new courses and lectures for them.

Governments are quite interested in terms of cybersecurity, for instance. Some of the requests we are having now is, "Okay, what is ICANN doing in terms of fighting cybersecurity?"

So, we always have to say, "Well, ICANN's is quite a tiny remit. We can secure the DNS, and that's the way we do it, and then we manage to provide some sort of awareness. And possibly, we might be getting to partnership with the likes of Interpol and the rest to make sure that the law enforcement agencies for instance are really capable."

Two days ago, as Sally pointed out, we had close to 50 participants from law enforcement agencies, and I think from the 50 of them who are people dealing with cybersecurity issues, probably two of them knew about DNS thing, and maybe just one of them knew about the whole monitoring system, the whole IP tracking, all of those things, technologies. They have no clue.

And so of course, they become demanding, they say, “Well, we would now like hands-on workshops,” and that poses into a situation where, do we do those things, and how do we do those things? So basically, the engagement is still there. We need to deepen that engagement. Also to say that, well, ICANN is now in Africa. That was one of the requests by the African ICT ministers back there [to the report.]

We have an engagement office in Nairobi, we conduct a few sort of workshops over there. We want to deepen this in the near future, and yes, this is happening. Our CEO was in Africa in generally, and he could hear straightforward what people were requesting from us. And I guess we are moving on that, and again to really thank you guys, because as I always say, we are only staff members in Africa. We do have 54 African countries, and so we really need the support from the stakeholders, and I say that At-Large and AFRALO definitely are good partners in the continent right now.

So, that’s kind of a briefing I could provide in our engagement and new journey in Africa, and open to your questions. Thank you.

ALAN GREENBERG:

Thank you. Any questions? Harold.

HAROLD ARCOS:

Thank you, Alan. Thank you for your remarks, for your presentation. I’d like to say this. When talking about the activities you are carrying out in Africa specifically, I’d like to know how you believe this may be affecting, causing the scenarios that we are seeing in the northeast of

Africa, what you have planned for this, whether this has influence to your activities or whether this will influence your activities.

I mean the conflict which has just started in Qatar, and we got in a GCE whether you have any plans for the Middle East program, because I know you have been approaching the authorities here because of this conflict, this will change. It would also be important to talk about the fellows of this region, because our next meeting will be held in Abu Dhabi, and of course, there is a geographic scenario which is sort of in a turmoil. I'd like to know what you think about this. Thank you very much.

PIERRE DANDJINOU: [inaudible] is going to respond –

SALLY COSTERTON: No, you take it.

PIERRE DANDJINOU: Okay, thank you. Yes, sorry about that one.

HAROLD ARCOS: If you want to repeat, Sally.

PIERRE DANDJINOU: Yes, I got part of your question, actually, but if you can just repeat the first question about Qatar, please.

HAROLD ARCOS: Yes. Whether you think that this will affect the activities you have planned for Africa if what is happening in the Middle East in Qatar and the turmoil in the whole area will affect or influence your activities. I'd also like you to say something about the GCE programs for the Middle East, whether they will be affected by all this, what you have planned so as to tackle any contingencies that may affect the fellowship program.

The next ICANN meeting will be held in Abu Dhabi, and there may be Fellows from the region may be suffering from all this turmoil and issues in the Middle East.

SALLY COSTERTON: Thank you. I now heard the question properly. I apologize. I thought it was about something quite different. Okay. It's a really important question, it's a really difficult time for our friends and our colleagues in this part of the world. The short answer is we don't know yet.

It's moving quickly, it's a very recent development. We're a couple of weeks in. We are following the issue very closely. The Fellows applications for Abu Dhabi have closed, as you probably know, as have the NextGen applications. So, we know who's applied, and we're in the process of evaluating those.

So, what I can commit to is that we will watch the situation very closely, and we will make sure that people who are selected for the programs are – to the best of our ability – able to participate. But of

course, you will all understand that decision particularly about travel and visas are issues that are outside ICANN's control.

These kinds of geopolitical debates and issues are decided by national governments. I don't know whether this will affect our meeting in Abu Dhabi. I obviously hope that it won't, but you definitely do have my commitment that we will watch this space very closely, and we will keep very closely in contact with the people who have applied to the program and who are accepted.

In terms of the regional outreach activities, clearly, we will have to see how things move in the next few weeks, but I would stress that my colleague, Baher Esmat who's not actually here, who leads that engagement, we are very comfortable with using remote tools and platforms anyway as an ongoing major part of our engagement. We use it all the time, and if we have to reduce the amount of face-to-face engagements due to political issues which may prevent us, we should be able to maintain that level of engagement using alternate methods. So, the goal is to keep going and to keep participating, and keep running events and sessions to the very best of our ability.

Thank you.

ALAN GREENBERG:

Thank you. We have Alberto.

ALBERTO SOTO:

Thank you, Alan. It's not a question, but maybe it's – I'm asking for assistance. LACRALO has just signed the MoU with LACNIC, and we will start working jointly. I think there are 51 ALSes in 21 countries. We will send a survey to ISPs and other organizations having DNSes. They said that they wanted to talk about DNSes, their own DNSes. Not our own DNS system, their DNSes, so as to see whether they have DNSSEC, I have already included change of the key in the root system. So, this will be an important task, because we have [many] people who have no clue about all this, and they say, "We are responsible for the security of everything which happens in the cyberspace."

Maybe we need your assistance for this here. I think together with Humberto, we are going to close this issue or decide on this issue in this face-to-face meeting.

SALLY COSTERTON:

I'm looking here at Rodrigo. Well, that's Rodrigo, yes. I was thanking Alberto. Yes, haven't yet got them mixed up, but there's always time. Yes.

Seriously, again, it's a very important issue. It's a huge issue, and it's not just an issue in Latin America and the Caribbean either. This is part of the reason why we continue outreach into the ISP communities and into the law enforcement communities where the debates are being had about who is responsible for security. And it's very important that where ICANN is being abused, overlooked or misunderstood, that we are in the room in such a way that we can educate those who are going to make decisions about these issues in national governments,

that they understand the role, how this really works and how the domain name system is secured and the role that ICANN plays in that.

So, Rodrigo is here. We're happy to provide you with any help, any collateral, and additional talking points that you need at this meeting. And certainly, I know this is a key part of your ongoing engagement in the region, and I wish that there was a greater understanding, frankly, and a greater willingness in some parts of the world to understand this, but it is up to us to continue this dialog and to continue to be proactive, because we will often not be invited into those discussions, either intentionally, but let's be generous, often because people just don't know that we do this. They don't understand, and they make very broad assumptions about security that don't always reflect reality.

So, thank you for raising it, but please call on Rodrigo and the team to help during the week as you need us.

ALAN GREENBERG:

Thank you very much. I'm going to have to close the floor on this one. We have ten more minutes left and another speaker who hasn't had a chance to talk at all yet. So, I'd like to turn it quickly over to Ergys Ramaj, Senior Director of Public Responsibility. Or not.

BETSY ANDREWS:

Hi. I'm Betsy Andrews, I work with Ergys in the Public Responsibility Department.

ALAN GREENBERG: I only read what's on my script.

BETSY ANDREWS: And we do work closely together. But I just want to give you a brief update of what's going on with ICANN Learn, our online learning platform. I have a couple of slides, if we could pull those up. ICANN Learn has about 4000 users right now, and we have six different language platforms. And we offer a variety of capacity development opportunities for people to access online that complement the sort of live, in person training sessions that we offer from time to time.

The idea is that you can access it any time you want to, and at your own pace. So, really, what we would like from you is your input about what topics and information you think we need to share with the ICANN community in terms of curriculum that can be developed or expertise that you have to offer in terms of creating courses, and we can support that.

If you could skip to the next slide, please. We can even move on to the next one.

The most recently launched courses that we've had are the At-Large capacity building webinars that I'm sure you'll be interested in. So, we've taken the webinars that have taken place since 2014, and we've reconstructed them in the online learning platform area where all of the downloads are available in one place. They go sequentially, but you can also choose to take whatever topic you're interested in.

There are discussion areas available. There's access to the experts who have given the presentations, and staff will help facilitate that connection if you have questions.

There's also the capacity to develop additional quiz questions that help learners to evaluate whether or not they're gathering the information that is set forth in these webinars. And it's a model of what can be used in the future.

It's been launched on the English platform this week. We also have the interpretation in French and Spanish, and we're working on sort of the technical side of that. So, once we put those together with the videos, they'll then be launched probably next month. So, it'll be available on the French platform and also on the Spanish platform.

Another course we're really excited about is the Internet governance course that Aziz Hilali has pulled together for us, and that's a seven-part, university-style lecture series. We have had the quizzes for that course developed by NextGen alumni, so that was a really great sort of use of internal resources and we got a lot of good feedback.

That's on the French platform. And then we also developed a NextGen prep course for this particular meeting, and that was a really good learning exercise for us in terms of what sort of prerequisite information we can prepare the NextGenners with so that once they come to the Newcomers day, they're a lot more prepared to participate and they have a bit more familiarity.

It's taken some of the sort of onboarding exercises that we use generally, but put it in a more formal structure that can then be automated for future meetings. So, it's making us more efficient as well.

Could we skip to the next slide, please?

So, one of the things that we're really working on in the future is to provide more technical capacity development opportunities on the platform. So, we're working with the Security, Stability and Resiliency Team internally to determine how we can better utilize the platform that we have to offer technical training.

We're also going to be doing some LAC webinars and cultural sensitivity training that was a part of the special budget request, so that's going to be coming out on ICANN Learn.

The registrar training that's required for our registrars is going to be revamped, and we have a new certification system in place on the platform. And we're also going to be revamping the Asia Pacific Internet Governance Program for this summer.

All of these things are helping us to learn sort of what's the best way to approach learning opportunities for our community so that when our community members come together to participate, they are better prepared to contribute. That's a part of our mission to lowering barriers to participation.

So, if you have any questions, feel free always to direct them towards me or icannlearn@icann.org is an e-mail that will come into our team.

If you have ideas about coursework that you would like to be included on the online platform, or indeed if you have expertise that you would like to lend, we would love to work with you on that.

That's it for me. If you have any questions, I'd be happy to answer, or we can pop it back over for some more GSE questions.

ALAN GREENBERG: We have five minutes. Nothing on ICANN Learn? Then I had a question from Satish who wanted to address GSE.

SATISH BABU: Thank you very much. This is regarding the ICANN 60 meeting where APRALO is going to have its GA. We're going to have about 50 ALS representatives planning up there. If there are any uncertainties of any kind in either the date or the location of the meeting, we will need to have a heads up as soon as possible because it's a massive exercise of logistics, very challenging thing, of course. Thank you very much.

SALLY COSTERTON: Thank you. As things stand at the moment, I'm responsible overall for the Meetings Team, and there is no suggestion that anything will change. I hesitate slightly in saying that. In my experience at ICANN, it's not always quite that straightforward, but no, I think that we're incredibly happy with the location, with the venue, it's great. I think it's going to be a very popular meeting, I think it's going to actually be a very big meeting for ICANN.

Obviously, it's an Asia meeting, so it's a very big hatchment. I don't know whether you know this, but we've had over 600 applications for the Fellowship program, which is significantly more than we've ever had before. So, I'm really excited about it. I think it's going to be a really important meeting for us.

But of course, should things change, we are very mindful, the Board and the staff are very mindful that there is – making any changes, even if we absolutely had to do it, we have to try to make those decisions early. But I don't want to leave you with the impression that there is any intention of that happening, because it isn't. But experience has taught us, we do understand that it's a tremendously complicated process to change a venue, so we would not do it unless there was a very extreme need.

And now, I think many of you know, in fact the Board take the decision ultimately as to whether this should happen. So, that shows the level of seriousness with which this issue is taken.

ALAN GREENBERG:

For reasons that are unclear to me, ICANN is not in full control of everything in the world. Javier, you have a minute for your question, and 30 seconds for the answer, or vice versa.

JAVIER RUA-JOVET:

Good morning to all, good morning to Sally and the team. Just a comment, or kind of a grievance. I got reminded of something by

seeing that out there in the flowcharts, there is no ALAC or At-Large policymaking process shown.

Recently, there was a video, a really good video, a good outreach and promo video of ICANN on YouTube, and it said nothing about At-Large in general or ALAC. And we all agree that At-Large and the ALAC are very important in outreach and just reaching out.

And just to point that out, that it was a great video, it discussed at some level all the constituencies or groups, and nothing was said about At-Large. I don't know if that's just a mistake or even if that's under the watch of anybody here, but just to make that known. I don't know if –we're going through this review process and there are going to be some outcomes. I don't know, but At-Large is highly important as we all know in outreach, and we're sometimes forgotten and stuff. So, that's just a comment. I don't know if it elicits a response.

ALAN GREENBERG:

I'll answer that one. You'll also notice there's no SSAC with any procedures for how they do their policies there. The diagrams were done unbeknownst to me, they were created by staff. I was given an opportunity to see the ALAC one about four days ago. It has undergone several revisions. It is going to be posted as a draft. The question was, could they find facilities here to print the chart of that size?

So, there is an ALAC one that's not final, but I think it's pretty close to the procedure we follow, and it will be published. The SSAC one was a little bit farther away from what they believed was reality, and that

one's going to take a little bit longer. So, it wasn't that we were forgotten. This whole thing has been done very, very late.

JAVIER RUA-JOVET: My point was more regarding the video. It was a great video on YouTube about ICANN and the different constituencies and what we do and what we don't do, and there was nothing on At-Large.

ALAN GREENBERG: If I remember correctly, our logo was there, but no one knew what it was.

JAVIER RUA-JOVET: Oh, really?

ALAN GREENBERG: Yes.

JAVIER RUA-JOVET: Good.

ALAN GREENBERG: Everyone else had a name. We had a logo that no one recognized. So, point taken.

SALLY COSTERTON: I will follow up on the video question. I'm sorry, feeling rather mystified by your question because it seems strange. Not a strange question, but a strange situation. So, we'll come back to you on the list. It's a very important question, and I'm rather confused. So, I will take my confusion and go and resolve the question, and answer it.

ALAN GREENBERG: Thank you. And if we could have a change of chairs, and we'll go on to our next session.

I think I said thank you. If I didn't, thank you. Alright, this next session I have to say is a pleasure, if only to be able to say the words I'm going to be able to say.

About two years ago, we were told that ICANN was going to start looking at consumer safeguards, and nothing happened. Maybe it's two and a half years now. Jamie was appointed as Senior Vice President of Contractual Compliance and Consumer Safeguards, and Jamie made a promise to me that he would actually fill the position of consumer safeguards. And we now have sitting in front of us – sorry, my mind just went blank – Bryan Schilling, who is the Director of Consumer Safeguards.

This is a radical concept for ICANN to think about having any interest or concern, or need to be concerned about consumer safeguards. We also had an announcement last week that ICANN has just hired somebody to be concerned with registrants. I've had to pick myself off the floor when I saw that, and sent out some congratulations, which I

must admit I coupled with, “It’s about time.” But we’re seeing some major changes in ICANN, at least in the words, and we’re now hoping to see some real effect.

So, I’m going to turn it over to Jamie, if you wish to do an introduction, and then Bryan, and I’d like to hear more. Thank you.

JAMIE HEDLUND:

Thanks, Alan, and thank you for having us here today. I already spoke before this group, I think at the last meeting, so I will be brief. You are absolutely right. You in your capacity in ALAC as well as the GAC were instrumental in getting ICANN to focus and have a dedicated staff person at least focused on consumer safeguards.

There is endless debate about what is and what is within, what’s without or outside of our contractual agreements and ICANN’s remit, but we need your help and others to help us understand what are some of the activities that are going on out there, whether or not we can deal with them, but to identify them, address them, and have the community talk about how to best address them.

I said this last time and I’ll say it again and then shut up, but post transition, there are a lot of governments and others around the world looking at how credible ICANN is as a multi-stakeholder organization, as a policy development organization. And to the extent that we lack credibility in enforcing our contracts and addressing issues faced by registrants and end users is an opportunity for others to step in and provide their own solutions, which may not benefit the Internet.

So with that, I will turn it over to Bryan. Bryan joined in June, so not that long ago. So please be gentle.

UNIDENTIFIED MALE: [inaudible]

JAMIE HEDLUND: Yes, I know that. You don't have to be gentle with me, just I'd like him to stay on the job for at least a couple more weeks. So, Bryan, go ahead.

BRYAN SCHILLING: Thank you. It's a pleasure to be here. And Alan, thank you for the introduction. And Jamie. I will say, Alan, it's probably the first time I've been associated with anything radical, so I look forward to working with the group and learning in particular from the community about how we want to – as Jamie was saying – a bit more scope the role.

What we've selected today – I'm not sure about getting to the next slide. Is there... Sorry. Great. This is kind of just a quick agenda.

ALAN GREENBERG: Excuse me. Could we get them on the right-hand screen so we can also actually see them? Or that, that's fine. Thank you.

BRYAN SCHILLING:

Thank you. So, it's going to be a short presentation today, because again, it's more about us learning and wanting to hear from the community about how best to scope this role from a consumer safeguards perspective and from ICANN's perspective.

So, one of the slides you would have seen in Copenhagen – next one please – is the safeguards mission. I believe Jamie presented this to you all in Copenhagen. Again, it's a working mission statement, but I think it's consistent with what has been – from what I understand – the genesis of the need or request for consumer safeguards role out of the ALAC and GAC in particular.

So, again, open to feedback. This mission statement may change over time, and we welcome hearing any thoughts in respect to that.

The next slide illustrates some of the key points that we pulled from the job description that was posted advertising for this role within ICANN. One of the main steps I'll be taking initially is really just an assessment of ICANN's current capabilities to address issues and facilitate safeguards currently within its authorities.

The next will be, again, being a point of contact to facilitate discussion within the community about what new initiatives or things that we could do collectively to enhance consumer trust in the Internet and domain name space.

Then I think finally and importantly, talk to – when I was going through the process – about even though ICANN has limited powers, it not being in a spot where that's the response when someone comes to

ICANN with an abuse or issue that would be related to a safeguard, so that when somebody does come to ICANN, we are in a position to help connect that individual that has an issue with the right parties to hopefully resolve it.

Moving on to the next slide, again, I believe Jamie presented to the ALAC and the community the idea to form an ad hoc working group. And this is where we're really hoping for participation from the ALAC, where depending on input in terms of what should be the scope of this role, how often should we potentially meet to discuss safeguard issues, perhaps identify some priorities and maybe aim towards having a potential inaugural session in Abu Dhabi at ICANN60. But the key thing here is as I'm onboarding and learning the process, to really get as much feedback from the community as possible to really define this role, and Alan, as you were saying, to really put some action behind the words that have been circulating around the community for a couple of years.

So with that in mind, on the next slide we kind of have some high level questions for the community. Really, what are the abuse priorities. I had the opportunity to speak with Alan a little bit, and certainly circulating around the community or some of the issues behind GDPR and privacy, and the impact that it could have on the DNS and WHOIS, what are some other things, really what are some metrics that we can add to measure success of ICANN addressing consumer safeguards, and really what is the best way to work overall with the community. So, we really welcome that input.

And again, I said this was a short slide deck, so the last slide is just really – I know you all know how to reach Jamie and I, but wanted to make sure that on this last slide deck, you are aware of our contact information, and we are open – I guess Consumer Safeguards is open for business at ICANN. Thank you.

ALAN GREENBERG: Thank you, Bryan. Open the floor. Garth.

GARTH BRUEN: Bryan, I just want to welcome you, and I wish you success in this role, absolutely 100%. I have a question for Jamie about the process of filling this role. Was Akram Atallah involved in the interviewing or screening of candidates? Thank you.

JAMIE HEDLUND: I asked for a handful of execs to also do interviews and just make sure that my judgment isn't completely off. I guess that's still out for discussion. But he did speak to some of the interviewees. I sense that you think this is an issue.

GARTH BRUEN: How did you select who he spoke to?

JAMIE HEDLUND: It was based on availability, because some of them were in Europe, some were in the States, and it was done through the HR recruiting person.

GARTH BRUEN: So, Jamie, just let me understand. You don't think it was a conflict of interest to have the President of the Global Domains Division interview candidates for this position?

JAMIE HEDLUND: It would be a conflict of interest perhaps for the President of Global Domains Division to weigh in on our agenda and what we're trying to accomplish, and how we go about it. Having him interview people and check their backgrounds for a brand new role that as far as I know doesn't exist anywhere, given his experience and background, I thought it was a good thing.

What can I say? They gave opinions. The executives gave different opinions on who should be hired, and I took all that information into consideration. But I can assure you that Akram never said anything like, "Let's find someone who's going to be easier on the contracted parties."

GARTH BRUEN: I doubt he would say that specifically. But thank you for answering the question.

ALAN GREENBERG: Anyone else? Olivier.

OLIVIER CRÉPIN-LEBLOND: Thank you, Alan. I'm not used to such long tables or big, wide tables here. Olivier Crépin-Leblond, EURALO.

Welcome, Bryan. I'm very pleased to see that this position has finally been filled. And as Chief Grilling Officer of At-Large – perhaps a self-appointed thing – I thought I'd ask you a couple of questions on the new position.

The first one is, what do you define as a consumer? There's been so much discussion over years and years in ICANN as to who is the consumer, whether it's a consumer of domain names, a purchaser of a domain name, a registrant, or whether it's an end user using the DNS to be able to access its website. So, I have a couple of questions, but this was the first one I wanted to ask you. I don't know, shall I put all the questions and then you want to answer them in one go?

ALAN GREENBERG: We have almost half an hour. If you'd like to be really concise, yes.

OLIVIER CRÉPIN-LEBLOND: Okay, so that's the first question. And then the second question is, ICANN has been going around this – well, not only this room but pretty much all the rooms and so on in circles with regards to registrants' rights and responsibilities.

There's been a lot of emphasis over registrant responsibilities over the years. There was some hesitation at some point, and I don't have a clue now where ICANN stands on this with regards to registrant rights. In fact, some of the documents that were published regarding registrant rights had a header saying registrant benefits and responsibilities, and then was talking about rights inside the document. And when we in the previous times – to give you a bit of background – asked, “Well, do registrants have rights or do they have benefits?” – the answer was they have benefits. So, why the hell was rights used in the middle of the document? There's of course a big difference between the two. If you have a right, then you can really assert your rights. If you have a benefit, “Well, it's nice to have what you have, but sorry, we can't do it this time for you.” So, that was the second question. Thank you.

BRYAN SCHILLING:

Thanks, Olivier. My background is a lawyer. I'm assuming you are too, since it kind of always goes into what does a word mean and the distinction between them.

I think, to your first question about defining a consumer, that's really – not to dodge the question straight on, but really I think open to the community to define. Certainly, you could go as broad as it's everybody who touches the Internet, from the end user – which I think was from what I understand the history here been the main focus and drive behind this role in Consumer Safeguards, was to address that individual who doesn't necessarily have relationship with ICANN.

That being said, I could hypothetically think of instances where a registrar is a potential consumer. And if you think of safeguards and guarding someone from something, then I think you start off with, well, there's a victim somewhere, somebody's been offended in some purpose. And so you could see, for example, just hypothetically a registrar whose registrant has used false credit card information or something.

So, I think it's a potentially very broad definition, but what we want to hear is, "Where do we start?" and "Where do we..." a building block for success, and we get some points where we can say, "Okay, we started here. This is the first consumer out of our larger list that we're going to focus on and get some measurable results, and then build upon that and see." Instead of trying to boil the ocean so to speak, let's start with a cup of tea and move forward, which I lived in England for a while and it does seem like every problem started with a cup of tea. So, maybe that's where we should start in the definition.

In terms of the registrant rights versus benefits, I will have to say it's a new one for me. I'm happy to get back to you on the difference to why that were changed. It's not something I'm familiar with, but I do think that as Alan pointed out with ICANN also starting to create positions for registrants, that would probably be the space to get a better definition or explanation on the difference between why it was rights compared to benefits.

JAMIE HEDLUND:

Just quickly on the first one, the definition of consumer, I had the same question when I first started – when I learned that this is a role that I need to hire for. And it’s one of those terms you could spend a lot of time going around about what are the right criteria that make a consumer.

And to me, it didn’t seem like there was any sense in defining the scope. You can probably better define it by what’s not included. I personally would not include the contracted parties, because the safeguards usually apply to them in the contractual agreements.

So, I would think that the burden would have to be on someone trying to say someone should not be considered a consumer, rather than proving that they should be. Thanks.

ALAN GREENBERG:

If I may interject for a moment, there was a fair amount of conversation and discussion a little while ago that you could only be a consumer of money changed hands, and therefore consumers on the Internet, those who use Amazon and eBay, but not people who just use Google. If I see any attempt to restrict it like that, you’re going to hear from me.

JAMIE HEDLUND:

There’s absolutely no reason –

ALAN GREENBERG: As far as I consider, if you're a consumer of Internet services, whether you pay for them or not, you're a consumer in this case. At least that's what I would hope it will be.

JAMIE HEDLUND: Absolutely.

ALAN GREENBERG: A quick follow-up, Olivier, and then we'll go on to Kaili.

OLIVIER CRÉPIN-LEBLOND: Thanks very much, Alan. And just as a quick answer to the questions, we have had this discussion for years, so you just arrived and we're like, "Okay." Consumer-wise, I think that this community here believes that we're looking at the – is it 3.6 billion? Or everyone on the Internet is a consumer, because they use the DNS. And if it doesn't work, then they're affected, so that's one way. And that includes being affected negatively by misuse of domain names. And as you mentioned there, domain abuse, etc.

Of course, it includes registrants as well, I gather, because these are a subset of it. And the other one with regards to the registrant rights and registrant benefits, there was already a discussion on this. I think that many in our community believe [there are] rights, but some on the Board don't believe that there are rights. Or, well, it's like we're a bit divided on this depending on what room you're sitting in.

ALAN GREENBERG: Kaili.

KAILI KAN: Thank you, Alan. First, I just want to echo what Alan opened up with, is that appointing Jamie and Bryan to these positions is a great step forward for ICANN overall. And also, as I just spent with – together with Jamie, we spent the last year and a half, the CCT RT. I don't know about the history before, but as I see, the CCT RT and also the emphasis that the Board is giving upon CCT RT, I think that marks maybe a shift of the emphasis of the overall ICANN as an organization, which is more emphasis on the consumer side. Consumer choice, consumer trust, etc. and safeguards as well.

So, I think Jamie after a year and a half of the CCT RT, I'm pretty happy with the report that we have achieved. And I think yes, our whole team shares the same feeling. That's one thing that about.

The other thing is for your answers to Olivier's question, that for the time being, I'm satisfied with your answers, okay? But for the time being. Yes.

Another one thing that I would like to quote is that as I remember Bruce Tonkin, yes. That's about [a year] and a half ago, he was saying that the ultimate test of ICANN's policies is [where the bill is], and I think I truly believe in that. And somewhere, when the answer to Olivier's questions can come to that, I'll be fully satisfied, not only for the time being. Thank you.

ALAN GREENBERG: Thank you. Sébastien is next, and I've asked a two-minute timer to be run with no alarm.

SÉBASTIEN BACHOLLET: Thank you very much for reminding me to speak in French. You have some headsets if you want to listen to the interpretation into English. Olivier is going to be the Chief Creative Officer, and I'll be his adjunct. On the website, Bryan's profile is just Consumer Safeguard Director, United States.

That's all it says that he joined in June 2017. But fortunately, when we learned about his arrival, there were more details. And sorry to be blunt, but you worked for the FBI and now you work for consumers. Is it the best choice? Why again and again an American to have this job? If you take decisions in ICANN staff, if you don't agree with what I said, I don't care. Or you take decisions as a real global international organization. And I've heard we're going to stop hiring in the U.S. Maybe I didn't understand that well. But I'm convinced that what the U.S. government gives with one hand is taken back by the other hand in our structure. It's more and more top down and less and less bottom up. And I'm sorry to be so direct and brutal, but sometimes too much is too much.

Bryan, this is nothing against you. I'm not looking at the person here. Let that be clear. We can have dinner tonight, no problem. It's an organizational problem, organizational issue. And at ALAC, if you think that I go too far in what I say, I'll take a note of it. Thank you very much.

JAMIE HEDLUND: Thank you, Sébastien. I'll take it, since I think your question was really directed at ICANN and me about the hiring process. We had approximately 35 candidates, or 35 applications from diverse background. Given the credentials and the experience and background that many people had from the U.S. and elsewhere, to me Bryan stood out as the strongest candidate.

His experience at the FBI was a long time ago, and I think it is actually helpful for this role for him to have had that experience. He's also worked in the private sector as well, working for tech companies. But that all now is irrelevant. Right now, Bryan is going to establish his own track record, and I hope you all work with him and with me so that this role is successful. Thanks.

ALAN GREENBERG: Holly.

HOLLY RAICHE: Alan, first of all, I always use the word member of the public as opposed to consumer, just because there's no monetary connotation with public. And in terms of the roles, I think you've probably got two or three roles. I think every member of the public is impacted by the Internet, whether or not they're on it.

So, in that sense, you've got a very broad – and I would agree with your statement, everybody who uses the Internet or even don't are

impacted. I think – for instance, one of the things I’ll be talking about this afternoon is new gTLDs. I think there are a lot of issues raised by them in terms of understanding and knowledge of what they mean, and in terms of the ICANN role, some of it is – I hate to say the word, but – acting like a regulator, which isn’t necessarily a popular thing.

Some of it is providing simply information and more information, and information that is readable and accessible, so when you go to the website you can actually find it, and then you can actually understand it. And some of it actually shouldn’t necessarily have to be there, because sometimes you actually do things that are in the best interest of the public. They don’t understand why that is so, but it is so.

And so probably, we will be talking about – to you anyway – policies that should be in place to benefit – and I hate that word, but benefit – the public that should not necessarily even be transparent to the public, should just happen. And I can think of – if you think of regulatory structures where that happens, where, yes, there are red and green lights and nobody votes on them, they just actually hopefully stop their car or drive on.

So, I think that there are probably several levels which you will be benefiting, not only the people who don’t really know and shouldn’t even care about ICANN, to those who do mix with ICANN and understand the issues and probably would be involved in policy. So, I think you’ve got a big brief. Welcome aboard.

BRYAN SCHILLING: Thank you, Holly. I think on the information, you're right. When I was prepping for the interview – I've known of ICANN for a number of years, in part going back to some of my law enforcement experience, but I did feel that as I kept reading about ICANN that I would eventually reach the end of the Internet.

So, we will look to hopefully having any information that we do put out there for the public benefit to be easily consumable, quickly facilitate access to resources that if ICANN can't sort something out, you know, guidance on where the public could go to address issues. And thank you for the suggestion on the other areas.

ALAN GREENBERG: I'm not sure if the end of the Internet is comparable to the end of the rainbow, or the end of the Internet has other connotations which are just a little bit scary. Harold.

HAROLD ARCOS: Thank you, Alan. Jamie and Bryan, thank you for your work, and welcome. I'd like to share with you the point of view Holly was mentioning. As you are asking us for recommendations about this for your work, I'd like to turn this point of view into more general term that won't only define consumers as end users or consumers, because there are different kinds of users.

Consumers, we have been talking about consumers for many years. Consumers just defines a business relationship, and the Internet, we talk about a network. One Internet, one world. And that involves many

different relationships. We can't just relate it to a contractual relationship, but contractual users do exist. So, you have a very wide scope for your mission.

And the suggestions of talking about a direct relationship, direct liaisons with the public interest groups, because several areas in the world, the interests of the users, of end users – which are not always contractual users – will be impacted by the contractual relationships set up within ICANN and within the countries where those end users live. And we actually exist to help those users. This community exists to help those users, so I'd like to stress what Holly said. I would suggest that we use a wider term.

BRYAN SCHILLING:

Thank you, Harold. I think – I appreciate both your comments and Holly's comments on the wider term. I think some of my experience was – as Jamie mentioned with tech companies worked directly on protecting users who had relationship, often not with any monetary exchange, free e-mail services or going to the Googles and that, and they were exchanging their data for the opportunity to use these freely provided services.

So, I do think – going back to the point about these services and the Internet and the DNS being open and available to the public in a wide definition, and focusing in on that end user is – once we hear from the other community potentially where we will start off with and when we talk about what is the definition of a consumer.

ALAN GREENBERG: Thank you. Olivier, and we have about another eight minutes. So, if anyone wants to get in the queue, do so quickly, please. I'll close it shortly.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Alan. I could fill the eight minutes, if you want. I have another question, and that's to do with the ICANN Complaints Officer who was recently appointed. Very good thing as well, that was applauded by our community. But obviously, the position was a case of like, "Well, is it complaints about ICANN? Is it complaints about a registry, complaints about somebody spamming people out there?" And I just wondered, how do you relate to the Complaints Officer, and whether there will be any kind of explanation on the ICANN website about who to talk to. Or do people complain to the Complaints Officer and anything related to your remit would go over to you? It would be really helpful to have that.

JAMIE HEDLUND: Sure. Thank you for the question. And I admit there's been some confusion about the distinct roles between compliance, complaints, and the Ombudsman. We tried to put up some explanatory blogs and send those around again, but in terms of how compliance interacts with the complaints, if a complaint comes in alleging a violation of one of the contractual agreements, that would be properly before Compliance.

If a complaint comes in saying “Jamie Hedlund sleeps at his desk all day and doesn’t pay attention and is doing a really lousy job,” I would do everything I could first to get rid of that complaint, but after that, it would go to Krista, to the Complaints Officer.

Because there is still some confusion, she is getting a lot of complaints that really belong to Compliance and is shifting those over and saying that they’re out of scope. But if it’s about the way we’re doing our job, then that would be appropriate for her. If it’s about compliance with the contract itself, it would go to Compliance. And then finally, those are both internal staff roles, obviously, whereas the Ombudsman, he or she reports to the Board, does not report to the CEO, and compiles and does his investigation and reporting in confidence. Whereas everything that Krista does – except for the complaints about me – in compliance, those are intended to be transparent.

OLIVIER CRÉPIN-LEBLOND: How does Bryan relate to this?

JAMIE HEDLUND: It’s possible that there could be a complaint about Bryan, probably about his judgment taking this job.

OLIVIER CRÉPIN-LEBLOND: No, not a complaint about – as the consumer safeguard, would Bryan have any input into complaints about a registry, let’s say?

JAMIE HEDLUND: it's possible, absolutely. And if there are topics that come up within these complaints that go to Krista that are sort of thematic and have to do with safeguards or compliance and what we're doing generally, I could see that very much, not only being addressed by Krista the Complaints Officer, but by being fodder for this ad hoc working group which we hope you all will participate in.

ALAN GREENBERG: And last, we have Holly.

HOLLY RAICHE: One of my [hobby] horses is to use the data that you get from complaints of any sort to feed into processes. Now, I had a chat with the previous Ombuds person who said 80% of the complaints that he got were out of scope, and I thought now there's 80% of information that in fact should be fed back into the organization. We ought to understand it.

So, my question is, do you have a structure that's going to be able to say, "We want to hear from everybody"? It may be somebody, a registrant who was – it may not be a compliance, it may be a misunderstanding, whatever, a place to go and then somewhere that takes ownership of that issue and deals with it so that you don't have somebody saying, "80% I can't touch." Thank you.

JAMIE HEDLUND:

Thank you for that question. That’s really timely. It seems to me that over time, ICANN has been very good – or has done an adequate job of addressing those issues that it can, and then very good at saying, “These are outside our scope, so, we’re not going to do that.”

The direction I’ve gotten from Göran is that that’s no longer acceptable. We need to have a community-wide discussion about the gaps that are there. And maybe the end result of the discussion is, well, that particular issue doesn’t belong in ICANN. But maybe it means that ICANN staff and community can work with another organization to address that issue.

We have not identified the gaps, and one of the main reasons for the creation of this ad hoc working group is to help identify those gaps and deal honestly and forthrightly, transparently with what it is we should be doing, what we can be doing, what other alternatives there are.

ALAN GREENBERG:

I had already closed the queue. You have something very short?

SÉBASTIEN BACHOLLET:

Yes. Sorry for doing that, but I think you need to – before creating this working group, you may discuss with Work Stream 2 on Accountability, because they are a different proposal around the same issue who can be a little bit different in complementarity, I don’t know, but I am feeling more and more that staff is doing a lot of things without taking into account the work the community is doing in Work

Stream 2, and maybe it could be better to go back to the Work Stream 2.

JAMIE HEDLUND:

Thanks for that, and we will look into it. This is not make work, we certainly have no interest in taking up people's precious time when issues are being addressed elsewhere. So, we'll work with them. Thank you.

ALAN GREENBERG:

Thank you very much. I'll give you a measure of what I think I'm looking for. We spend a lot of time in ICANN saying we have limited scope, things are not within or under our control. On the other hand, there's lots of stuff that goes on that's facilitated by the DNS and by domain names, and I believe we need to be looking at, can we do anything to make the world better and to provide safeguards even if it's not within our domain?

Maybe there are contractual things that are within our domain which ultimately can fix things. Maybe we just need to work with other people. And I'm optimistic from what I'm hearing that that will in fact happen.

I'm told Harold is asking for the floor. I did close the thing and we have to vacate this room in about 30 second. So, take that into account. And literally, there is another group coming into here. We must vacate almost immediately. Harold, quickly.

HAROLD ARCOS:

Thank you, Alan. Very quickly. Basically, I just want to know if within the subgroups, you have foreseen the following context: within ICANN – as Alan said – there is always a reference to different aspects that the end user is out of our scope. However, we do insist in trying to place the end user within the consumer concept. So, what will happen when these end users are affected, and are we going to include them within the same concept? And in that case, which subgroups would you include there?

Many times, it seems that end users are left for the IGF, and within ICANN, we only deal with contractual relationships. Have you foreseen anything here? Because we insist in putting the end user within the word consumer. And we say that's not true, this is out of our scope.

JAMIE HEDLUND:

A couple things. Again, this is just me, but I don't see the upside of limiting the definition of consumer. I think it includes end users, registrants, intellectual property owners, academic institutions. Basically, everyone except for contracted parties. So, that's one.

In terms of getting – if I understood it correctly – facing the criticism, since we don't have contracts with end users or registrants for that matter, that we should not be welcoming them. I think that's nonsense. I think you all represent many of those constituencies, and we do need to look at safeguards, not just from the perspective of

contracted parties, but those that are supposed to benefit, namely the third-party beneficiaries, namely the consumers.

HAROLD ARCOS: Thank you.

ALAN GREENBERG: Thank you very much. There is an AFRALO capacity building session starting in here in a few minutes, so I would ask if the table can be cleared as quickly as possible. Thank you.

[END OF TRANSCRIPTION]