JOHANNESBURG – Fellowship Program Daily Session
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SIRANUSH VARDANYAN: Please take your seats. Good day, everyone. We'll start our Tuesday Fellowship session. And we have a very important discussion today, a very interesting topic, really directly connected with the Policy Forum which you are in. And we have our guests today, our speakers, will be Robert Hoggarth, Vice President for Policy Development and Community Services with his team, Ozan, who is here. Thank you for coming. And they will be presenting the ICANN Policy Development, the way how we work and how the policy is being done in ICANN.

So without further ado, the floor is yours, guys.

ROBERT HOGGARTH: Wow. Thanks, Siranush. [Catherine], I guess we can go to the other presentation. Thank you.

Good afternoon everybody. I recognize some familiar faces and some new faces, so it's very nice to be invited to come and address you guys this afternoon. Happy 10th anniversary of the Fellowship Program. Many distinguished alumni, including someone sitting up at the head table here, too.

We're going to spend just the next 45 minutes or so talking to you a little bit about policy development at ICANN, how it connects in with this week's Forum and just use it as an opportunity to have a conversation with you all.

Some of you will recognize some of the slides in the slide presentation. It's a fairly standard presentation that we use for some of our work.

Here, I'll take it. Thank you. I don't know who's changing the slides.

Apparently, the remote's not working. We'll figure it out.

But really, this is a good opportunity that we usually do before every ICANN public meeting for the newcomers. But we like to refresh it every once in a while because there are aspects of our work that sometimes are kind of deep or difficult to appreciate and understand. And I know for me on a personal basis, I need to hear something at least three times before it fully is absorbed in my capabilities.

Yep, there we go.

So today we're going to talk generally about what policy development is in its role at ICANN, talk a little bit about how we do it, who's involved in it, why we do it, and the rest. It's particularly important to do it during this community get-

together because, as Siranush noted, this is the ICANN Policy Forum. We have on an annual basis the Community Forum, the Policy Forum, and the Annual General Meeting. And so it's, I think, helpful to talk a little bit about the primacy of policy development at ICANN.

I'm joined today by my colleague Ozan Shahin, who's on the Policy Team working with me on the Community Services and what we call E3 Team from our Istanbul office. My name, Rob Hoggarth, I'm responsible at present for the Community Services. We'll be changing duties soon but I won't be changing where I'm located. I'm in Washington, D.C., and our boss, David Olive, who's responsible for Policy Development, will shortly be relocating from Istanbul to Washington. So Ozan and I haven't worked out yet whether he's happy or sad, and I haven't figured out whether I'm happy or sad, to have our boss with us on a daily basis. We'll figure that out.

Thank you.

So policy development at ICANN sits on four primary pillars: the fact that our jurisdiction as an organization is really on the common identifiers that we all use to make sure that the DNS runs properly; the way that we do that is through an open and transparent process or set of processes within the different Supporting Organizations and Advisory Committees; the fact

that it's an inclusive process so that many different people can participate from various parts of our multistakeholder community; and fundamentally that it's a bottom-up, consensus approach, not top-down where a board of directors makes the decisions, but where the decisions and the recommendations come from the community bottom-up as opposed to top-down.

It's a wide-ranging community and we'll talk about each of the various groups in a very general sense to you all. Because many of you are much more experienced at ICANN and a number of you are mentors who are teaching newer members of the ICANN community, you might have more sophisticated questions, and Ozan and I are delighted to answer those. We're going to try to keep the conversation at a high level, just touch specific high points for individual communities because, frankly, we could spend an hour on each one of these communities talking about the ins and outs and what's going on.

Why do we do this? From our perspective in terms of policy development support, we have a very particular role with the organization. We assist the community in its work, we support the efforts, we manage the processes, and we help or do our best to help the relations between the various Supporting Organizations and Advisory Committees. Some people refer to us as referees, others as advisors, others as operational technicians. We accept all those classifications. The

fundamental philosophy that we have as a policy development support team is frankly this, that all of you and your colleagues and the brain power you bring are the most important resource that ICANN has, and whatever we can do as a team to make that more effective, more efficient, and enable your work, are really the critical aspects of our responsibilities. And if any of you heard me refer to E3 before, that's what we consider philosophically. It's that we help you be effective, efficient, and that we enable your work.

How do we do that? How do we do that as a community? Because everybody sitting in this room is a part of that community and you all have already plugged into certain communities or you're trying to figure out where your best fit might be. We do that in four primary ways. First it's multistakeholder. The picture I showed you a little bit before you saw a lot of different little figures and different colors. The fundamental aspect of our work is that many different aspects of the community or the people who are involved in the DNS and in the Internet are involved in ICANN in a number of different ways. You've got businesspeople, technical people, governmental representatives, you've got folks who have been involved in the Internet since its first days, you've got folks who are just getting involved. Everybody brings something to the table and the important aspect of ICANN's work is through various processes

and frameworks that we somehow pull all that together. That's one aspect.

I mentioned it earlier that it's bottom-up. The idea and the concept of the organization is that policies, changes, or evolution in the existing policies come from the community, come from the people who are most impacted by this work. That means that it can't be something decided in one single conference room three or four times a year by a board of directors, but that the people who are actually involved in the work, who are involved as end users or technical folks or the rest, and see things that are happening, that they introduce issues, that they try to find solutions and in some way, shape, or form, bring all of their different interests together to find, if not the best solution, at least not the worst solution or something that's a consensus that everybody can agree on.

The bottom two components of what we do are sometimes confusing for folks who don't have English as their first language because "open" and "transparent" would seem to be the same and in some languages can translate almost into the same concept. But when we talk about "open" we mean the ability of people to come to the table and participate. My hope is many of you are experiencing this week, particularly those of you who are new, it's an open process. For just about every activity that's going on here today, you can walk into the room and listen to

the conversations and, if you're so inclined, participate and contribute to the conversations. There are very few sessions that are closed for specific business reasons or something else.

Same thing is when it's not an ICANN meeting, it's open. You find out what the URL is, go to the ICANN website or one of the wiki pages of one of the communities, and you can join a teleconference and multitask or listen very closely, but the concept again is that it's open.

The transparency piece is that as open as the organization is, you can't show up to everything. We'll talk a little bit about seven different Supporting Organizations and Advisory Committees, each of which has 10, 20 different working groups, each working group with five or six things on their agenda. So it's great that it's open but there's only 24 hours in the day and there's only seven days in the week. So the concept of transparency is that you have the ability to see what's going on, either through the web presence of various groups, through agendas prior to meetings, to action items, transcripts, recordings of the meetings that take place.

Clearly the challenge is no one person can keep up with all of that. Something that you learn through your Fellowship mentors, through the experience many of you have not only as mentors but as experienced members of the community, is that

you learn where to pick and choose. You learn some of the most important things to focus on. You learn to prioritize, something that we as an ICANN community have challenges doing but something that we're constantly learning and improving on.

As I mentioned, when you have an open and transparent set of principles, you need tools that are going to help you in that regard. We have a variety of tools for policy development processes and for our support of what you all do as a community. Here's a selection of some of them and we'll talk about one specific one in a moment.

But the first aspect of it is that generally – and I think this is true in all the Supporting Organizations and Advisory Committees – it's a working group model of participation. The concept is that a group of interested people come together or a work effort is identified by a Supporting Organization or Advisory Committee, a charter is developed, and people come together with a specific goal or set of goals in mind. And the working group model is designed to be an open one. So the concept again is if the GNSO has a working group, they publicize it and people are welcome to participate. One of the working groups right now – and you can imagine the challenge this can create – has 190 members and 176, I think, observers. So some working groups are very popular, depending on the issue.

In other circumstances, working groups may have five or six people. So it really depends on the issue. It depends upon the level of interest. It depends upon the importance of the topic. But again, the concept is openness. The challenge, I think, from an operational standpoint is when you only have five, are you getting enough input, and when you have 190, how do all those people get to provide useful input and participate effectively?

So in-person meetings like we have here at the Policy Forum are one way to do that, but primarily the work gets done on telephone calls, on webinars, on other activities. Ultimately just about anything that happens at ICANN ends up being a combination of all those things.

One of the primary tools that we use in addition to the working group model to get input is through the public comment forum. That's a little bit more formalistic in that there are comment periods, they are a strict part of the process, and you'll see that on a slide or two that we share.

Collaboration mechanisms are an important aspect that we're constantly testing. Examples of those are Google Docs or the community wiki, places where people can collaborate on the writing, where they can consider things when they don't have to be on the phone at the same time or in a meeting room at the same time. But creating mechanisms so that, because one of the

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facts is that we have a multistakeholder community from around the globe, that someone can contribute in the morning in London and someone can be following up in Singapore on the same day, but just not in real time.

We also have publications and webinars. On a regional basis, all of our colleagues who are responsible for particular regions of the world produce newsletters on a monthly basis. From a policy team perspective, we provide updates, share what's going on in some of the various working groups and activities. So that's one way that we promote or share information with what's going on. There are also particular newsletters that some of the working groups produce as well.

Let's talk about one of those tools that's close to our heart. We have a missing slide, so let's talk about today's Policy Forum, what's going on this week. For a long period of time, what we did as an ICANN community was have our regular rotating schedule of ICANN meetings and every meeting was the same. You have a traditional schedule. Everyone knew that the first day you'd have an opening session, you'd go through the four or five days, one day was community or a constituency day, another day was presentations, another day was the Public Forum. But what folks began to experience over time was discussions about, "Do we need three meetings a year? Should we have two? What about four?" Lots of discussions. And a couple of years ago a Meeting

Strategy Working Group came together and said, "There are multiple aspects of why people come to ICANN meetings. Can we find a way of varying them or changing the pace of them so people can continue to contribute but so they can also participate with certain degrees of emphasis?"

Some of you who are participating in this meeting are doing so because it's in Africa. Some people at our next meeting in Abu Dhabi will be able to participate because they're in another region of the world. The challenge was how do you have a balanced approach to the meetings that everybody gets something out of each meeting but also recognizes that not everybody is at every meeting? And so we're currently in the implementation of a new – just the second year – a new meeting approach. And that is that we have one meeting that's devoted to broader community activities, we have a second meeting that's devoted to policy work – that's where we are today – and then we have a third that combines the two in an Annual General Meeting, a requirement that ICANN's Bylaws have.

And so coming to this meeting, you're not seeing what goes on at the other two meetings really in terms of understanding the culture and approach. And if you just look at this meeting, you'll go, "Hm, that's not quite what happened in Copenhagen. This is different from what's happening in Abu Dhabi. Why is that different?" Well, the focus for the Policy Forum is primarily two

major things: outreach and forwarding or advancing the policy development work of the community.

And so unlike other meetings – the Community Forum or the Annual General Meeting – you don't have a lot of sessions even like this where someone's talking to you and talking to you and sharing things us. And as I see some eyes get a little bit heavy, please snap out of that. But the concept that it's not just presentations where you have a panel up in the front, but it's designed to be a more engaged session. It's designed that certain groups will get together and actually further their work. So this afternoon we'll have another cross-community session just like we had yesterday. It's not 45 minutes. It's not an hour. It's three hours, with a break.

And so part of the challenge there is that there are people in that room who are there to work, to advance a particular aspect of a working group, to move something forward. And some of you who may not be familiar with that issue will sit there and go, "Oh, my goodness. This isn't as interesting or as exciting as I thought it might be." But what I hope it will do for many of you is give you a real perspective of what really the work is of the ICANN community. It's dedicated people focusing very specifically on their issues, sometimes on really fine or detailed points. And many of these sessions are not designed to give you an overview, like Ozan and I are trying to do about just touching

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some high points. So that's something to consider. If you're particularly new to ICANN and say, "Oh, my goodness. This is pretty challenging," consider what that means in terms of how you might want to participate going forward, what sort of community groups or policy areas you might want to get involved in.

The other aspect that I mentioned, too, was outreach. A number of the individual Supporting Organizations and Advisory Committees have tried to design certain programs or aspects of programs specifically for, in this case, the Johannesburg location. So late last week there was a capacity-building program for public safety and law enforcement folks. Our non-commercial community had an outreach event over the weekend where they were out in the community at a local university talking to different people. There are networking events and other things throughout the course of the week each evening. Part of the Policy Forum is designed to say when we have a break there's a break, and everybody's out in the hallway at the same time so we have an opportunity to network or to connect with other people. And those are all important aspects of ultimately being successful in policy development because we can connect. I can get to know you, we can begin to build some bridges, and maybe that will help in more difficult policy conversations later on.

So that just gives you a sense of one of the tools that we use, but there's no magic that happens particularly at a meeting that doesn't also happen on a telephone call or at some other activity that a specific working group is involved in. Again, we look at the meetings as another tool, another way to forward the policy development activities.

So let me just give you a little bit of perspective about our staff and our team. You just see me and Ozan here. That's two of us, but we have a team of 31 currently. We also utilize the services of outside vendors, experts on particular technical issues. We're all around the world at the various ICANN offices. We currently have 14 languages among the group and team, and so we like to joke internally that pretty much at any point during the day if you send a message to policy-staff@icann.org, you're going to reach one of us who's going to be awake or during the business day or something like that. And I encourage you, particularly at this meeting or at any other time during the year, if you have questions or concerns, if you don't have any place else to turn, policy-staff@icann.org is a good place to go.

Let's start talking about some of the more specifics, a little bit about the community, the Supporting Organizations and Advisory Committees. No one's jumping up to leave the room so that's a good sign. Thank you.

You'll hear a lot of just the abbreviation "SOs and ACs," or "ACs and SOs." And that's just shorthand for Supporting Organization or Advisory Committees. This is a general chart that the experienced Fellows have seen many times. As newcomers, it probably looks a little complicated to you. But by way of just setting it out, there are a number of different task forces or activities that are involved in ICANN's work, either to give advice to the CEO, the Board of Directors, or to members of the community. And we're going to start talking with you about the Supporting Organizations because those are organizations in the ICANN Bylaws that have specific obligations for making policy recommendations. I'll go over those three and then Ozan will start a discussion about the Advisory Committees. And they also have a particular role, and that's in advising the Board. But a number of you, I think, are familiar with one or two of those blocks, either because you're a member and have already been in leadership in that organization or you've been introduced to that organization through some of your contacts and work.

I'm going to go somewhat alphabetically. Address Supporting Organization. Everybody talks about ICANN and we don't really pay attention to what the acronym stands for: the Internet Corporation for Assigned Names and Numbers. And most of the conversations that you hear in the hallways here or elsewhere are about the names, but the numbering aspect of ICANN's

responsibilities also exists. The ASO participates in ICANN activities primarily through the NRO. And so the challenge organizationally that we have is engaging in an effective way with the numbering community.

The numbering community conducts many of its own policy development processes, and the primary interaction with ICANN is when they do develop a global policy they bring it to ICANN's Board for ratification. And generally the ICANN Board, I don't think there's ever been a case where it even blinked because of the very thorough process that the ASO employs. Members of our team essentially participate in that through the relationship building, through making sure that liaison connections are working effectively, between the numbering community and ICANN. And although the ASO is not very active at this Policy Forum, at other meetings during the course of the year you'll see a lot of activity, they'll have presentations at sessions at ICANN meetings.

And as this slide indicates, they aren't meeting formally here but they are beginning a review process. And that review that's being kicked off is going to be talked about by the independent reviewers who are responsible for that tomorrow.

This might be a good point to observe that the SO and AC structure is not necessarily permanent. It's designed within

ICANN to be somewhat fluid and flexible in that ICANN has an obligation in its Bylaws to regularly review our work and our structure. So on a regular basis – I think now it's every five years – each Supporting Organization and Advisory Committee is subject to a review that's conducted by an independent party. They talk to the community, they get a sense as to what's going on, and they make recommendations for how that community might improve its work, its processes, or take other steps that can make it more effective. And that's going to happening soon with the ASO.

We also have the Country Code Name Supporting Organization. That group also has its own Policy Development Process that is outlines in the ICANN Bylaws, but from the ccNSO perspective they have three primary functioning areas in terms of their relationship with ICANN. In addition to the policy-related work, they really utilize ICANN and the ICANN meetings as a platform or an opportunity for members of their community to get together to share best practices, to share information, to work with their governmental colleagues, and dialogue with them. And the primary value or tool that they get out of an ICANN meeting, in addition to meetings with other groups, is their Tech Day which is an opportunity for members of the ccNSO and others to come together and talk about issues that they all face collaboratively and together. They share best practices because

the individual country code managers aren't subject to ICANN's policies. They work primarily on their own. Where there's interface and other things there are opportunities to work and collaborate through cross-community working groups and other activities.

Again, I'm not doing a great service to any of these groups, just giving you very high points of interest and just high overviews.

The ccNSO Council is a good example of the approach of other groups in that they work to have geographic diversity to make sure that there's inputs from the various regions around the world. And an important feature of just about all of our SOs and ACs is they also have involvement from individuals who may or may not come from those communities but who are recommended by the ICANN Nominating Committee. That's a separate conversation and lecture, but what it does is it provides a little bit more broad perspective for some of the discussions that take place within these various leadership groups. So the concept is you have a broad set of participation from the global community within each of the structures but then you also have this blending perhaps from individuals who may not even be in this case members of the ccNSO community, but who are otherwise very knowledgeable about the Internet or aspects of the domain name system. And they bring an extra perspective or a different approach to some things that might contribute to the

group's larger activities and understanding of the work that they're doing.

As I mentioned, Tech Day's already taken place. That was yesterday, Monday. But the ccNSO members are meeting today and tomorrow. They've got a number of topics that they're going to be going through. Some of you who are involved in that community may be aware of those, but you can see in the track system on the ICANN schedule when those are being held. And if the time is available in some of the schedules, some of you might recommend that your colleagues attend the ccNSO Council meeting on Thursday.

We have a bunch more slides for the GNSO – the Generic Name Supporting Organization – so I'm going to go through these pretty briefly as well.

SIRANUSH VARDANYAN: Rob?

ROBERT HOGGARTH: Yes?

SIRANUSH VARDANYAN: If we can leave 10, 15, or 20 minutes even for Q&A that would be really great because I know there are a lot of questions? And if I

can share later this PowerPoint with the Fellows, would it be okay?

ROBERT HOGGARTH: Certainly. That would be great. And I should have mentioned in the beginning, if any of you have questions, please raise your hand at any point. Sometimes it can get a little dreary if I'm just the one standing here, which is why we'll break for Ozan in a second, but also because sometimes it's hard to remember your questions. So if you have some –

SIRANUSH VARDANYAN: I know Priscilla has right now a question. So, Priscilla, if we can take your question now? Because she had meanwhile –

ROBERT HOGGARTH: Yes, and we do, I think, have an extra microphone but I'm more than happy to share. I'll walk up to folks and let them ask their questions.

SIRANUSH VARDANYAN: No. We do have a person who can help us. Priscilla, please.

PRISCILLA KEVIN: Hi. My name is Priscilla. I'm from PNG, Papua New Guinea, in the Pacific. I just wanted to know where we could get a copy of this slide.

ROBERT HOGGARTH: Yes. Thank you, Siranush, for taking care of that. I'm standing next to this gentleman, so I'll let you ask a question.

EDEM KOBLA NUNKEKEPU: Thank you very much, sir. I'm Edem Kobla Nunekpeku. I come from Senegal, ISOC Chapter. I would like to know how does the bottom-up, consensus policy process work? Bottom-up process, how does it work? Because I'm so much concerned about how we collect informations and the realities of our local communities and how we manage them to go up and then our governments take them into consideration and the role that ICANN plays in this. Thank you.

ROBERT HOGGARTH: Great. Thank you. I'm debating whether to answer his question – and I don't mean to turn my back on anybody. I'm sorry if I jumped away. That's a 20-minute answer, but let me give you the short answer. And that is, the concept is that ICANN, within the remit of our work, does not dictate with a Board of Directors saying what should happen. The philosophy and the approach is

that – and there are mechanisms for this – where if there is an issue within the community or some new technology or change agent that's going to change operations of the DNS or aspects of that work, that the Board of Directors can provide insight. That'll happen sometimes because an Advisory Committee will advise the Board and say, "This is a problem. Can you get the GNSO, the ccNSO, or the ASO to look at this or consider it?" So that's one aspect.

Another is that individual SOs or ACs can, through their conversations, identify a problem and say, "Ah, this is a problem. We need to deal with it ourselves. We need to coordinate with another community to start talking about this," or, "We need to find a new process in which to do it." So the concept is you might have something particularly in your country or region that you see as a problem. You have the ability as an individual or as someone who is a part of the process to raise that up. And within each of these groups there are mechanisms to have further conversations. You may have identified and been the first person to identify a difficulty. You might be the 12th. But people hadn't come together to talk enough about it. And through a Public Forum, through correspondence to the ICANN Board or the CEO, you can raise that. Then each community has its own processes for how to address that or deal with that.

Again, the concept is, ultimately ICANN makes that decision for the jurisdiction or the environment in which we have an impact. That's primarily going to be gTLD registrars or registries. It can mean how certain technical players in the Internet agree to how they're going to conduct the best practice. You've heard or had the opportunity to learn about things like the KSK rollover and other activities that are taking place that may or not have government influence but are important for the operations of the Internet. And that's very high level. I'd be happy to chat afterwards with you about any specifics.

APRIL TINHORN: Hi. I'm April Tinhorn, from the United States.

ROBERT HOGGARTH: Hi, April.

APRIL TINHORN: I'm interested in the Work Stream 2 work that's being done on diversity in terms of gender and underrepresentation. From here until the end of the conference, are there any sessions that I should attend?

ROBERT HOGGARTH: Why don't we talk afterwards so I can help you look at the schedule and identify that? Would that be helpful?

Okay, good. But you raise an important point that I think is important to share. The work that our team does directly with the Supporting Organizations and Advisory Committees is policy development work. It's either related to advice or the recommendations coming from the community. For the past three, four years, the ICANN community has been engaged in a much broader discussion with respect to accountability and transparency that's involved different mechanisms and approaches and has actually introduced some interesting new ways for us to consider for policy development in the future.

But, for example, issues of diversity, issues of accountability, issues of accessibility, these are all important aspects of openness, of the multicultural aspects of our organization. And so philosophically and in our DNA, if you will, ICANN is constantly examining those things, and there are groups here who do do that work within ICANN. I honestly don't know, April, if after many of the Work Stream 2 conversations that have already taken place this week if there will be anything else this week. That's why we can do a little bit of research on the agenda perhaps. I hope that'll be helpful.

I'm going with the next microphone and then I'm going to go to this gentleman and this gentleman.

ELSA SAADE: Thanks. It's very refreshing to look at this. I'm sorry. I had to go out for ten minutes and come back. I might have missed something important.

ROBERT HOGGARTH: Probably saw the same slide was still up on the…

ELSA SAADE: I'd just like to ask you, because I'm fairly new to the process. I've been here three times only to three meetings. I've been in two working groups. And it's interesting for me to just know from you if you've tracked on average how much it takes for people to actually get a policy going because you can see that, for instance, in the RDS PDP Working Group how much things have been discussed over and over again in circles and how much time it takes to actually get policy through. So in your experience, have you tracked how much time on average it takes for a policy to actually go through and be implemented?

ROBERT HOGGARTH: Yes. There are different ways to play with the timing. Let me show you – I never know which way to point this thing.

This is an example of a GNSO Policy Development Process. And as you can see, it goes from the top of the Z down to the bottom of the Z. We have over time done spreadsheets that try to tease out this process before it starts and after it's over, because the reality is – and you're using RDS as an example – the reality is, it never seems to be over. That's not meant to sound bad. It's actually perceived by many to be a good thing. Why? Because it's a constant effort of a new technology, relatively speaking, for the world, a system of interaction that is constantly evolving itself.

Okay. Big picture. Now to your more specific case – yeah, but when something starts when does it end for at least that discreet part? Candidly, it'll take anywhere from the earliest – non-controversial, everybody knows what they're doing – probably about nine months. And for those more controversial things like WHOIS, registrant data services, ten years. The beauty and danger of the consensus approach to policy development is you many times are going for the lowest common denominator. You're looking for consensus among a broad, multistakeholder community, and that's very challenging. You can have the best-intended people participating in the process but it still takes a long time.

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Part of the reason why even in the shortest time frame it can take nine months is that throughout the process you have public comment opportunities. And because of the openness and transparency principles of the organization, it doesn't make sense philosophically to do something quickly, either because you want to ensure that you have full participation or the fact that there's presently seven PDPs – that's Policy Development Process – seven PDPs going on simultaneously. And as I said earlier, not everybody can participate in every one. All of you have day jobs, and so what time and attention can you devote to the ICANN activities?

And so in many respects, those conversations and how those processes end up working out is a constant balancing, a constant dance, between practicality and ensuring the legitimacy of the ICANN organization in terms of, "Okay, we've got to move forward on the process but we have to bring everybody else along with us." And that I think is the major challenge. It's how do you balance that? So, yes, it can feel like a long time.

I'd also note that if this is your first meeting…

He's going to be next, then that gentleman…

SIRANUSH VARDANYAN: I have remote hand up.

ROBERT HOGGARTH: Otherwise if you keep the queue, that would be great.

SIRANUSH VARDANYAN: Yes. Chancelle, I think she's here. I will give the floor because she – yes, please.

ROBERT HOGGARTH: Why don't we do four more questions, then we'll do a little bit more… Just quickly go through the slides.

SIRANUSH VARDANYAN: Yes. We can do that. Whatever works best for you.

ROBERT HOGGARTH: I'd rather have people doing questions and answers.

UNIDENTIFIED FEMALE: He's been in a queue earlier.

SIRANUSH VARDANYAN: Yes, but we are giving priority to those who joined us remotely.

UNIDENTIFIED MALE: She's in the room.

UNIDENTIFIED FEMALE: She's here.

SIRANUSH VARDANYAN: Yes, I know.

UNIDENTIFIED FEMALE: So she will be in the queue.

ROBERT HOGGARTH: I'll let you guys work that out.

SIRANUSH VARDANYAN: Come on. We are just losing time. Chancelle first and then you, Said.

ROBERT HOGGARTH: You are the producer. We're just the talent, so we'll do whatever you tell us to do.

Please, go ahead.

SIRANUSH VARDANYAN: I just encourage you to use remote participation tools.

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UNIDENTIFIED FEMALE: You speak, Chancelle.

ROBERT HOGGARTH: [Inaudible] multilingual. Thank you. Go ahead.

CHANCELLE MBARA NKOUSSOU :   I wanted to know if there were some way for the Fellows to be accompanied during the workshop. And also after I was selected I did as much as I could to integrate the ccNSO because I'm in a bit of the technical field for Congo. We are in the process of redelegation of the domain name. So when I went to the ccNSO site, I was told that only the technical administrators could be part of the group, those who are registered with IANA. So I would like to be part of the activities of that group, therefore how can I do to integrate the group?

ROBERT HOGGARTH: [Inaudible] you've raised that we can talk separately about the specific…

Oh, I do. No, that's okay, I'll do it.

She made had a very nice intercession asking about involvement in the ccNSO. She comes from the Congo and is very interested in technical issues with respect to the DNS and wants to become

more involves in the ccNSO, but because, I guess, Congo is undergoing a redelegation she was basically told, "Well, we're only for registered ccTLDs. You're not registered so you aren't eligible to participate." Is that a fair characterization?

So the way in which I'm answering it is to say we should talk on the side about some specific advice because, indeed, some of the Supporting Organizations and Advisory Committees do have eligibility rules. For example, the SSAC – and now I'm stealing your thunder, Ozan – only has 34 members. And participation in the SSAC is limited to you submitting an application, being considered by the group, and if they think you have the talents and capabilities to help them, then you can participate. There is basically a process in which they interview you, vet you, and permit you to join the group.

The Supporting Organizations are and should be more broad in that respect, but they do limit their participation as well. They allow for observers, they allow for participation more broadly by members of the community to see what they're doing, and so that's what I think we want to talk about afterwards.

You also asked about can individual Fellows be taken around the venue and participate. And I think there's a coaching system that exists.

SIRANUSH VARDANYAN: You're right.

ROBERT HOGGARTH: So if you don't, you will have a coach that will help you in that regard.

SIRANUSH VARDANYAN: She has.

ROBERT HOGGARTH: We can chat afterwards because any of us who have this on our badge are more than happy to interact with you. Happy to have that conversation and perhaps – and this is true for any of you, and so thank you for raising it – is if you do want to spend some time like I will with April afterwards just saying, "Okay, let's look at the schedule. What else would be of value?" I can work with your coach or whatever and we can collaboratively talk about some suggestions. I'm hopeful that that was close to responsive. Thank you.

SIRANUSH VARDANYAN: Said?

SAID MARJAN ZAZAI: Thank you. My name is Said. I come from Afghanistan. You said that your particular team's role is to support and manage process across different constituencies and working groups so my question is in terms of the management. Do you see a lot of gap or any gap between working groups or overlap between one working group and the other working group, and how do you monitor that if there is some overlap?

And my second part of the question is that you also said that you manage processes within ICANN. How do you make improvements to those processes? Is this something that you continuously do that or is this like once in a year or something? And also if there is an overlap – sorry, my first question of the overlap – within ICANN organization and also across like organization like APNIC and AFRINIC, if there are any overlaps, how do you manage that?

ROBERT HOGGARTH: Okay. I'm remembering overlap and evolution. I'm going to use that term for you.

In terms of overlap, we as a team work very collaboratively. We have individual staff members, staff teams, who are responsible for each Supporting Organization and Advisory Committee. But as a policy team we get together every week and we update each other in terms of what's going on with individual groups.

For the most part we will know, like with RDS or something like that, that there is a common issue and so we like to think that we avoid those inefficiencies.

Sometimes though, on particular issues an individual Supporting Organization or Advisory Committee will say, "Well, we're going to have our own separate group because we use that to establish our positions, our points of view," and then we'll take that to the cross-community group that has been established because we realize that this is an issue of common concern. So that's how we try to do that.

In terms of processes – and what's up on the screen is a good example – there's a Policy Development Process in the ICANN Bylaws that is supported by individual operating principles within the GNSO. And our job is to assist the leadership of those groups in following those processes. And you're right. On occasion, because this is ICANN – and as Göran Marby is happy to say, we're constantly doing something new that no one has ever done before – you're right. We'll see a gap. Either we'll identify it or it will be identified in one of the review processes that I told you about earlier, for example the ASO is going through. And when that happens, typically the community then engages in a discussion about, "How do we fix that gap? Oh, this time period of 21 days is way too short. We have to make it

longer." So for changes in processes among an SO and AC, they make those decisions. We as staff just help identify them.

There are other areas where we can just step in immediately or, based on community input, we can make some more independent recommendations or changes in process. A good example is the public comment process. Ozon's very involved in that. Based upon recommendations of a review team a couple of years ago, we as staff worked to adjust the time frame for response to public comments. Originally it was a minimum of 21 days and we said, "Well, based on feedback from the community, we need to make the minimum default of 40 days." So there's some other changes that we do like that.

SIRANUSH VARDANYAN: I have one and then… Yes, Ricardo, please. Then you and Claire and then Manmeet.

RICARDO HOLMQUIST: It's just a quick comment based on April comment. My name is Ricardo Holmquist. I came from Venezuela. It's about timing because for us that are new here, for me it was a surprise – this is my second Fellowship; my first was in Hyderabad – Work Stream 2 discussions were prior to the meeting. So I have the Fellowship arrange my trip three months in advance or something like that,

two months in advance, so whenever I find out that the meeting was at the time I was in the plane. But for me it was the most important policy development because it was [several] times there, there is [inaudible] put in there. There is nine discussions simultaneously so it was very interesting to follow this policy. The same happens here. Officially it is started yesterday but the discussion of the Work Stream 2 was on Sunday. Fortunately my trip was on Saturday so I can finally go to a face-to-face meeting, but if I didn't know that I will end up being in a trip in a plane at the same time. So impossible to go by Adobe Connect or whatever.

Just a comment that sometimes we don't know when this is going to happen and we miss the real discussion, the real policy making, because it's not at the same time of the meeting. Thank you.

ROBERT HOGGARTH: Thank you. Your comment identifies another couple of issues. One is, what's policy development and what's – as I noted with April's question – what are these other discussions taking place as part of ICANN accountability? How we, the ICANN community, have chosen to manage the IANA Transition and subsequently the accountability is to look at that as that's not policy development. Policy development is a more discrete area of

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implications about the operations of the DNS. Over here we've got the discussions about the operations of the ICANN. So is that a big-P Policy or is that a small-P policy? We always use that internally sort of that as a joking term because someone will say, "What's the Human Resource policy for vacation days? Rob, what are you going to do about that?" We have a much more limited remit. The ICANN teams that focus on the accountability work are part of our Strategy Department because it's a much bigger organizational implication.

So we have to be careful sometimes – and this is important for the respective areas of interest that you all have – are you interested in more that, "What's Internet governance and how does ICANN play in that bigger field," and look at this unique, multicultural institution. How does it organize itself? How does it ensure principles of diversity and accountability? That's fantastic work. We don't do that. And I don't say that happily or sadly. It's just a recognition of where the lines are.

The challenge we have as an organization, for someone from your perspective with the question you had is, how do we as a community distinguish that? Is it even distinguishable? And when you want to contribute to that effort and don't hear about the meeting until the day after it took place, where's the disconnect? So here we identify – to his earlier question – we see a gap. Why didn't you know about it? Are you on the list for the

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CCWG? Are you participating? Did they not send out a notice of the meeting? Over time what we have done as ICANN is establish certain policies, with a small P, about meeting notices, about publishing the schedule for the ICANN meeting, when do things have to be in, when does the schedule arrangement stop, what happens if Siranush forgot to ask for a microphone for this room, what happens if you just decided to hold this meeting because you guys got together and said, "We need to talk about this"? So there are all those issues of notice and activity.

We're, I think, organizationally much more disciplined about that when we're talking right now about an official Policy Development Process and you should share that experience that you've had with others of that group to see if we can effect some improvements in that area of ICANN's operations, because it is a problem. And particularly, if you had asked me that question you'd be saying, "Why isn't ICANN's policy effort being properly managed in that regard?" And I think that's, just as you mentioned, a gap that we have to pay more attention to. I hope I was responsive. Okay. Thank you.

SIRANUSH VARDANYAN: Claire, please.

ROBERT HOGGARTH: Just as a program note, we've decided to abandon our slides and just answer questions.

SIRANUSH VARDANYAN: Okay. Thank you.

ROBERT HOGGARTH: I hope anyone who is really excited about slides 21 through 39 is not too disappointed. And you'll have, through Siranush, a copy of them if you'd like.

He's standing. Is he next?

SIRANUSH VARDANYAN: Yeah. [You did?] I thought you already asked your question. Yes. Go on.

SERGE-PARFAIT GOMA: Thank you. My name is Serge-Parfait Goma and I'm from Congo-Brazzaville. I'm a member of ISOC, Internet Society. I have two questions. The first is about policies, and I want to know who have to initiate the policy? It's anyone or is it specific groups of people who have initiate, how it's working? And the second one is the relation between ICANN and the government. I know that there is a group called the GAC [here] and how [ISOC ICANN] deal with them mostly the question like [inaudible]. Because last

month or two weeks ago we [was working] in AFRINIC [I guess] there is a policy about [inaudible] but the policy has been dropped. The reason was it was not a good platform to deal with the question. But where can we deal with the case like [inaudible]? Thank you.

SIRANUSH VARDANYAN: Robert, if I will make just a brief comment. If you can limit yourself with one question only, that would be great because we really have limited time left, like maximum Rob can stay 10 minutes more but we need to leave the room. And just limit yourself with one question, and I know there are a lot of questions. So you will have time to see Robert in the corridors and try to talk to him if possible.

ROBERT HOGGARTH: I would note I have to answer his questions. Ozan may be able to stick around. I'm doing another presentation in the next meeting block. These are great questions because you give me jumping off points to talk about a number of things.

Very briefly, because I don't have the time to answer your full question, is think of introducing a policy as a funnel. At the top of the funnel, there's many ideas within the ICANN community. We have a very active regional engagement team in every region

of the world who's telling people about ICANN and folks are very interested in what we do. But realistically, ICANN, depending upon your philosophy as a member of the ICANN community, has a very relative, narrow, remit in terms of the domain name system policies and how registrars, registries, ccTLD managers, and others, interact. And so when you get to an issue like Internet shut-down, it may start there at the top of the funnel but it's going to get peeled off. Why? Because ICANN doesn't deal with those types of issues.

And so the challenge is, from an organizational standpoint, is moving that very rich environment of ideas to what ICANN can literally accomplish. Because, as we talked about being open, transparent, and multistakeholder, how do you narrow that work with the reality of the limited amount of time, with the challenges of my answer to the previous question about how long it takes? So that funnel begins to narrow, but the initial thoughts you share with the Advisory Committee or Supporting Organization that you're a part of, you raise it at an ICANN Public Forum and see if others have a similar point of view. You work with ICANN staff and leadership of the different SOs and ACs to see if there is interest or time on an agenda to talk about something. So those are the means and mechanisms that one can bring to the table to raise an issue.

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And as I noted earlier in the response to a previous question, when it starts to get more formal and narrow it's the Board is going to instruct an SO or AC to take on something. That community will within its own processes take it on. Or we might end up establishing – you may be familiar with this in ISOC – a "birds of a feather" group where you say, "Okay, I know ICANN doesn't handle this but we're all going to be together at the ICANN meeting. Can we find a place at the end of the corridor or at the restaurant across the street to talk about it and begin to develop a coalition or a group of interests for something?" I hope that was helpful.

SIRANUSH VARDANYAN: We'll take the last question, Rob. But what I think, people can send those questions to me and I'll send it to you both, because I know you also should go to another session. But I will collect all the questions, send it to you, and then we'll get your responses to share with the team, if that's okay.

ROBERT HOGGARTH: And a number of people I said let's talk later. Please, if you can talk to Siranush, share your contact information so that we can connect, have further conversations. Siranush is probably your first point of contact, but when she goes, "I don't know," then get me involved. Janice is sitting next to her. Ozan would be

delighted to do so as well and he may stick around. You can ask as long a question as you want, but I won't give a super long answer.

CLAIRE CRAIG: Hi. Good afternoon. My name is Claire Craig. I am from Trinidad and Tobago. This is my second Fellowship. My first one was in Copenhagen, so I'm not here a long time. I just want you to clear up a little confusion because, as you know, ICANN is very confusing. We were talking about the Policy Development Process, so over in the next set of rooms by the boardrooms there's some boards with some flow charts and it talks about, I think it's Policy Development Process and it asks for comments and contribution, but first you have to understand what they're asking you for. So I am hoping that you could advise what those flow charts are and what is expected of us, if anything, or the community or who is expected to provide comments on them. Thank you.

ROBERT HOGGARTH: Thank you. For the next presentation make a note, she can join our team because I should have had that as one of my answers when someone asked about process. Yes, what ICANN – and this, by the way, goes beyond policy development – but one of the things that our community CEO, Göran Marby, noted shortly

after he joined, that there are a lot of processes at ICANN, not just policy development. And to your point, there are, when you start to look at them or start to press and put some pressure and stress on these processes, there are gaps. People create these things by consensus. They develop things that they think will happen or won't happen, and once you actually start to practice it you will see gaps.

I think right now the value of someone who has been to two meetings, may not have participated in one of those groups, is first, to the extent possible, familiarize yourself [without] looking at it and ask questions, ask questions of me and other staff. In some of the cases I've looked at some of those diagrams and go, "Okay. I'm glad I don't' have to do that." So don't have an expectation – and I think this is true of particularly anybody who's new and even some of you who've been here for a while – you can't be expected to know everything because it's just not physically possible.

And this is a struggle we have with our principles of openness and transparency. Someone could say, "That's very transparent. We put up all of our processes. They're up there on a board. Next." So it's a case really of how is that useful to you? Your point really is, "How can I contribute to that if I don't have the fundamental understanding of what it is and what it's talking about to me?"

And so the only overall philosophy I can share with you all that I think holds many folks like Tracy in high regard, who've ultimately begun to not only participate but lead organizations, is that you don't be shy about asking questions, that you don't stop investigating and pressing people, because in very short order you might be the expert on a particular process or activity. Why? Because the reality is, of all the people in this room you're the only one who's thinking about it.

And I think that's just sort of the fundamental takeaway, if some of you can, from this and for you as coaches to encourage your mentees, it's you've been successful because you're willing to put yourself out there, to contribute, to ask questions. Please encourage that of your mentees, and you mentees please make the effort to not only learn from your mentor, but know that you can achieve even more than your mentor if you're really committed and really have an interest in this. Not all of you will. But a good number of you will. And I guarantee based upon what I've seen and my experience is that, like anything, you get out of it what you put into it. And if you're willing to put in the time and make the effort if you have the time, it'll prove to be beneficial and I think positive for you.

Thank you all very much for letting me up here. Thank you to Ozan who –

JANICE DOUMA LANGE: Hey Rob?

ROBERT HOGGARTH: Yes, Janice.

JANICE DOUMA LANGE: I think I just heard something, though, that could work. We have the ICANN Information Booth that's run by our Fellowship alumni and our NextGen Ambassadors. And with some collaboration ahead of time – because I think the set-up out there is brilliant but I think Claire's point was very good but – "What do you want of me? What are the expectations and what do I do with that?" So maybe at the pre-policy webinar you could talk about it. We could have information at the booth about it. And we might be able to put it into the newsletter that the Coms does that says, "Here's what we'd like. We'd like you to take a look at it." Maybe there's an easel there or a comment chart. We'd be more than happy to help at the ICANN booth if we set it up somewhere around it and we could help take some comments in, but I think we could do some collaboration to actually get everybody engaged in the process and the questioning of the process and have expectations of the people and then some results that we can feed back.

ROBERT HOGGARTH: Yeah, that's an excellent point. Just by show of hands – don't feel bad – did anyone in this room participate in either of the two pre-meeting policy webinars?

Okay. And Janice, I think, has made a great suggestion in terms of, as you all become future mentors, in terms of some of the preparation, that would be really good.

Great. Again, thank you all very much. Appreciate your time.

SIRANUSH VARDANYAN: Thank you very much, Rob and Ozan. I know this is a hard topic but this is important topic and it takes time. But I'll make sure that I'll gather, collect, all the questions and get back to you. And thank you for taking time coming to the Fellowship group. Thank you.

And it means that next time you will know that and understand that pre-webinar is very important for you to participate. This is something which is done for you to make you ready as much as possible for the meeting you are coming. Thank you very much, one more time. Our session is adjourned and we'll see you tonight.

I have here some ICANN Learn stickers so those who wants to take, just come here and pick them up.

[END OF TRANSCRIPTION]