

ICANN Transcription – Abu Dhabi
GNSO – Not-for-Profit Operational Concerns (NPOC) Outreach Event Part 2
Saturday, 28 October 2017 10:30 GST

Note: The following is the output of transcribing from an audio recording. Although the transcription is largely accurate, in some cases it is incomplete or inaccurate due to inaudible passages or transcription errors. It is posted as an aid to understanding the proceedings at the meeting, but should not be treated as an authoritative record.

On page: <https://gnso.icann.org/en/group-activities/calendar>

Joan Kerr: Okay, so welcome back. So what we have now is Adam Peake, who will tell us who he is. And you can tell that he is from England because of his accent. So I read a story one time that if you want to scold anyone if you're in the workplace, hire an English supervisor so - because they sound serious. Is that true?

Adam Peake: It depends what time of day it is really.

Joan Kerr: Okay. Everyone, here's Adam Peake.

Adam Peake: All right. So good morning, everyone. I'm, yes, Adam Peake and I work for our Global Stakeholder Engagement Team. And I'm responsible for engagement with civil society and academics and stuff like that. So I think that covers a lot of people who are in the fellowship program, not all because

I know that you use business and technical and others. And (Alistair) has disappeared but never mind. He's...

Yes, so I'm English, or British, but I've not lived there for about 30 years. I lived in Japan for 28 years and I now live in Amsterdam in the Netherlands. So I've already done my Brexit.

Yes, so civil society in ICANN. It's really, what do we think of as civil society. So it's not-for-profit organizations, it's noncommercial organizations, individual Internet users that wish to identify in a sort of not-for-profit, noncommercial point of - approach to why you use the domain name system.

Of course, you can be a businessperson but it's really - when you come to ICANN, what is your interest when you come here. If it's to use the Internet for speech, if it's to promote the use of the domain name system and NPOC does, then that's the sort of person we're considering as civil society.

We have a lot of not-for-profit organizations and those are not-for-profit organizations that again are serving a noncommercial interest. Of course, if you have an association of businesses, very often those will be incorporated as not for profits. But their interest is to promote the interests of an industry or a business. So we would say that those fit within our business structures. So it's those who have an interest, a noncommercial interest.

You will, as fellows and next gen, you're going to hear a lot about the At Large. At Large is the representatives of individual Internet users. Again, many of those will sort of self-identify as civil society under the sort of description I've just given. And in that case they're civil society.

If they want to - their interest is technical and they want to be part of our technical tracks or if they're more interested in business, then those individuals and those groups can self-select and take part in the - sort of all the different organizations in ICANN that represent those interests.

So that's - oh, I'm looking at some notes that are completely wrong. That's not very helpful for me.

So there. That's really what we think of as civil society. NPOC I think is extremely interesting. One of the things we did early on, and I'm sure that Joan and others have touched on this, is the importance of domain names generally.

You can buy them for, what, \$8, \$9, \$10, and that's a very cheap product. But the value that you actually create around that domain name, particularly the value in branding and so on, is - it can be a few thousand. It could be that that is the brand that represents you on the Internet and it is the brand that - you know, you become represented by your domain name. So the value of this \$8 or \$9 product is immense.

You think of the billions and billions of dollars that go into a corporate domain name, a brand. That's one example. But as an NGO, you know, you become the name. ICANN is ICANN.org, right? This is an incredibly important, valuable part of our presentation to the world.

So the value of this thing is important. And over the years, we've developed many policies that allow people to protect their names. And this is what NPOC is really about.

Early on, you could lose a name. If you forgot - many people think you - get this notion that you own the domain name, it's yours. Just because it's Peake.MyFamily.Adam.com doesn't mean it's mine. I'm only leasing this thing. So you have to remember to renew it.

And in the earliest days of ICANN, there weren't policies that reminded you to renew these things. And all of a sudden, organizations, companies would lose their name because somebody forgot to register it.

It might have been registered by somebody within the organization who moved on and they forgot. Again, because it's only worth \$8, \$9, in terms of registration, if somebody moves on and they forget to tell you that they were the one who actually owned the - sorry, not owned, completely the wrong word - they were the one who were controlling the domain name...

So over the years one of the - some of the earliest policies that ICANN developed were policies that sort of gave you protections, basic consumer protections, to make sure that if you do forget to re-register your domain name, you'll have an opportunity to sort of - you know, you'll get renewal notices before it expires. You will get the opportunity after the event to sort of claim it back.

It might be more expensive because you're kind of being punished for forgetfulness and mismanagement but that's not the point. The point is that we developed policies for community to protect those domain names.

I - how many of you actually have a - registered a domain name? Yes. So when you went to a registrar, and that's one of the groups that you'll see around during the week, it's not just the domain name that they're offering you. It's a whole range of services. So you'll look for a domain name and you'll find the name you want. And then you'll go, do you want any other services.

And there'll be things like certification, security certification. So if you want to have that https part in the URL, they will give you that service. They will offer you e-mail so that you can attach an e-mail service with your domain name. They'll offer you Web hosting. In fact, it gets quite annoying at times if you just wanted - but anyway, they offer you all the services you want, to become and represent yourself on the Internet.

And so that's the sort of ecosystem that we built up around domain names.

Civil society organizations in ICANN. So what do they do that's important in all of this? As I mentioned, they were the ones that sort of instigated these early consumer protections. And that came basically initially from some of the civil society organizations.

And they've been very helpful in trying to protect against an intellectual property. One of the first cases and there's still a lawyer who was involved in this case in ICANN was McDonalds.com. McDonald's in 1995 or something like that hadn't registered McDonalds.com so a journalist registered it. And then he went to them and said by the way, I now have your name. And that's - this is a long time ago but this could still happen today if that string is available.

And that began a whole set of issues that - around what we call cybersquatting, where someone deliberately took the name of a registered trademark or it might be the name of a famous person and deliberately said to them I've got your name, give me money and you'll get it back. So we developed a whole slew, a whole set of policies around rights protection.

And that's not just rights protection for brands. It was also to try and ensure that free speech wasn't inhibited by overly protecting intellectual property. So you'll see very strong balances between rights in terms of speech and also rights in terms of intellectual property and protection. And there's been discussions about that for many, many years in ICANN.

That's sort of what it is. I hope that if you are from a civil society or an academic background, you'll find a home in NPOC. It might be At Large or it could be all of them because many of them, you can actually join more than one.

Joan Kerr: No. We're here about NPOC, just them.

Adam Peake: Yes, yes. No, I know, I know. I know. But that's what I'm saying, that you can actually be - you don't have to limit yourself to just one organization. You can spread yourself. But it's probably very confusing to even try. So you're in the room at the moment. Just stick here, honestly. This week is going to be interesting.

And how many of you are first time at ICANN? Oh, lord. Yes, so you're going to have an interesting week. Don't - just enjoy it. Get to know people. Try and find people who have an affiliation with you and an affinity with you. I don't know what your backgrounds are but you will probably find tens of people with very similar backgrounds to you.

The networking you can do here -- I hope you'll enjoy ICANN -- but I hope you'll also find people that will help you in your other work or your other interests because that's what it's really about.

You have 1,500, 2,000 people, you're going to find people who will help you in most of the work that you do. If you're interested in ICT, if you're interested in Internet, then there are going to be people here who will help you beyond just this week of ICANN. And networking is incredibly important. So I hope you enjoy that.

Well, do you have any questions, I suppose? I'll - I talk a lot. Hello.

(Susannah Gregan): I have a question - (Susannah Gregan). I have a question about the benefits to organizations that join NPOC. Can you outline what benefits the people that join get out of this group?

Adam Peake: Do you want to take that rather than? I can think about the benefits of joining ICANN. And the first one would be the sort of network effect of actually meeting people in a similar interest. I don't know your background. I think I should because I think I know you.

(Susannah Gregan): But specifically about this group. I'm interested specifically to know because I run an ISOC chapter so I'm considering, you know, becoming affiliated. But I want to know what benefits the organization would get out of that.

Adam Peake: That's one for this end of the table I think.

Joan Kerr: So the - where did she go? Oh, sorry. Yes, so thank you for the question. It's an important question. So NPOC is actually part of what we call the Noncommercial Stakeholder Group and we're a constituency dealing with just organizations.

So to become a member, first of all you have to become a member of NSG then NPOC. That's how it works.

So where - our scope is very narrow, which is to only deal with the operational concerns. So we - our mission is to educate people about what protection of their domain names specifically, like that's one of the biggest mandates that we have and so what are the concerns for you as a not for profit to operate in. So that would be the biggest benefit.

But you also are part of the Non-stakeholder Group and we work as a group from the stakeholder entity. But for NPOC we encourage people to join us and we educate them about policies within ICANN, why it's important to protect your domain name, the cybersecurity issues, things like that.

(Susannah Gregan): Okay. So the benefits are education and information sharing, okay. Thank you.

Joan Kerr: Any questions for - go ahead. For Adam or for - it doesn't matter, I guess. Who was first? Go ahead.

(Alphie Pho): So I'm (Alphie Pho) from Bangladesh. So in one of - in one of the points you have mentioned that you need people from cybersecurity to contribute. So I belong to that group. Just I wanted to know where do I fit? I mean, how can I contribute? Thank you.

Joan Kerr: Yes, so thank you. We're really looking for people to help us with that so join, become a member. And we have four priorities. Cybersecurity is a huge one that we've identified. And so when you - after this meeting, we're going to send out an e-mail. I'll send out an e-mail to everyone and then also state the priorities. And then you can say I'm interested in this one and we'll put you on a subcommittee that we're creating. Does that help?

Raoul Plommer: Just to add to that, I think it's really to help organizations to deal with the cybersecurity issues. There's a lot of NGOs and organizations that don't really have a clue about that and they need to protect their domain as well as their brand. And like if somebody attacks their Web site and sort of does all kinds of nasty things to it, they might lose like a lot of credibility in the eyes of all your members so.

Maryam Bakoshi: Hi. May I remind everyone to please state your name before speaking?
Thank you very much. And then the membership form, that's the joining URL, so please just do that now. Thank you.

Joan Kerr: I was going to do that at the end so.

Raoul Plommer: Because it's a first meeting for a lot of people that the point of stating your name - sorry, Raoul speaking, the point of saying your name before you speak is that we can actually see in the transcripts who is speaking. Otherwise, it's just Man/Woman who is speaking and you can't know who it is.

Like for example, if you wanted to contact some people regarding their comment, you can find it in the transcript and find their name next to it.

(Alexander Somian): Okay. I'm (Alexander Somian) formerly from Technical Community. So my question is, and you nearly touched this in previous discussions just now, because the name is very loud and I'm very saying nonprofit operational concerns in something like.

But actually, well the fact that you are related to domain names are also its popular track to give cybersecurity because no one can avoid it. But actually related to Internet interactions of nonprofit organizations who doesn't hold professional right and left persons who can help with new computers.

Actually, operational concerns is a bit wide as domain names and well popular cybersecurity, sustainability of your Web site, sustainability of success of your members, sustainability of possible costs from meetings and something like.

Well, I don't think this inside ICANN is complete. It's a place to do all those things.

But do you know, as an operational concerns groups, it may be us organizations which are completely addressing to your activities to let a nonprofit organization to keep sustainable work on the full Internet-related range. Thank you.

Joan Kerr: Well, this is why we have these conversations, right? The - one of the things that we struggle with is all of those things. We want to do so many things because we know it's - I mean, I run a not for profit. And I love not for profits and you have lots of issues.

But within ICANN, NPOC's responsibility is the protection of the name. That's our main goal. So we say well, how do we do that? Well, people need, you know, cybersecurity. They need to be educated about it. So we focus that on it primarily.

However, we need to expand but we need that to come from the community. We can't just invent it. It has to come from the community. Then we discuss it, put it out for public comment and then it's a process. But you're right. I mean, there's all kinds of issues but - sorry, go ahead.

(Alexander Somian): No a question. I understand that you shouldn't do everything in ICANN. But maybe you can reference as a such groups inside, well, ISOC also likes to talk about cybersecurity but not much about sustainability. Maybe some other institutions or organizations which could cover different topics of operations for nonprofits like Web hosting which is not actually your thing, like access.

Joan Kerr: So can you state your name so that we can follow up on that?

(Alexander Somian): Again, (Alexander Somian).

Adam Peake: Can I - I think that's a very good question and it's certainly not - it's certainly one I've not thought of before. But yes, the Internet Society probably would be one that's doing - you know, who in the not-for-profit NGO world is looking at operational concerns of NGOs? Internet Society probably, Web Foundation.

But I haven't - it's a good question and one I think we ought to investigate and look for parallel organizations to NPOC. So yes, thank you. Hadn't thought of it and it's a good question.

Joan Kerr: Thank you for your name and thank you for that question. It's something that we need to look at and so we do have your name.

Adam Peake: I was just thinking about this cybersecurity question because there was - at the NPOC meeting in Hyderabad and you've changed your Web site. So I thought I knew what your Web site looked like but you've gone and changed

it, which is confusing for me. So it's a new Web site and I can't find the actual information I was looking for.

But there was a very good session that you ran in Hyderabad where a guy called Jim Galvin came along and he's one of ICANN's security experts. And he gave a very good presentation running through what are the security issues of actually operating a domain name, you know, from the point of view of somebody who has a domain name and is running Web sites off it and so on and so forth.

So I can't find that on your Web site at the moment but that presentation...

Maryam Bakoshi: (iligible) NPOC?

Adam Peake: Yes. That presentation...

Joan Kerr: We're going to cover some of that.

Adam Peake: Right. But that, yes, it's a very good one and would go to the question...

Joan Kerr: Yes.

Adam Peake: ...from the lady from Bangladesh.

(Katrina Linnick): Thank you so much. (Katrina Linnick), Ukraine, Kiev. So I - thank you for your presentation, your topic which has been primarily focused on the value of the domain name for end users for noncommercial use over the Internet.

However, there have been the opinion that specifically after the launch of the new GTLDs, which is now more about 1,300, the value of the domain name has been diluted due to the launch of a very big number of new domain names and new GTLDs.

Yet more, the new algorithm for search engines and the era of the public platforms like Facebook, it constitutes yet another reason which makes in theory the domain name not so many - not so much attractive for end user.

So my question is what is the main mission of ICANN? What are the activities of ICANN to promote the value of the brand for educational purposes to show that the specific domain name and operation of the very secured Web site is yet another reason to hold up your own domain name and to have the secure at local presence on - in the online environment?

Adam Peake: Well, ICANN as the organization wouldn't be doing exactly what you've just asked. We - it's not for staff to promote different types of domain names and so on. But certainly, the industries around and the players that you see down in the coffee area and all the people in the booths and so on, they will be promoting different aspects of domain names.

Why are the new GTLDs useful? It's for them to promote. Why is NGO useful? It would be interesting to have somebody from PIR to come and explain why they think - why they have the business model to create .ngo.

Because the idea was to create - as I understand it, the idea was to make a space on the Internet where you could identify and show that you were actually a legitimate NGO. (Susannah's) question about how do you actually define an NGO in some environments is important. But they do actually have criteria that get around that and address some of those sort of outlier issues.

But in terms of - yes, ICANN doesn't try - ICANN as the organization doesn't try and create the industry. We don't promote and market domain names. We allow that to happen by the community itself. And yes, of course, people will use Facebook and will use apps. So we aren't entering URLs as much. So the industry is changing.

And if - I think that our position is that, you know, if that's the way the Internet evolves, then that's the way the Internet evolves. We're not going to try and - as an ICANN staff, we're not going to try and protect our industry. We're not going to try to become an incumbent obstacle to the future.

So it's up to you to choose what you're going to - how you're going to, you know, access the domain name system or not. Of course, it's underlying it. You still need unique identifiers. If you don't have uniqueness in identifiers, then you're not going to go to the right Web site, whether it's an app or whether it's Facebook or whatever. Your e-mail's still not going to be delivered. So there's still the unique assignment role that ICANN does that's essential.

But the future will be what the future is. And we should not get in the way of it. We don't want to be that old telco that tried to stop the Internet evolving. We want the Internet to evolve and be used. It's not a very good answer.

(Katrina Linnick): Okay, thank you. So your main idea - so ICANN is ready for the changes in the online environment and it's really adaptable, yes, so then you model the case. Okay, thank you.

Adam Peake: Yes. And you can still enter an IP address and you don't need a domain name. I don't know if you've ever tried - I've got one written down. If you enter 210.160.35.8, that will take you to a Web site. You don't actually need the domain name things. You just have to remember lots of numbers, which I don't.

Woman 1: Which I'm sure a lot of people don't remember.

Adam Peake: It's actually the basis of what ICANN does, is translate that complicated number and make it into something that is memorable and useful. But, you know, if you want to try it, I can, you know, 210.160.35.8.

Woman 2: (Unintelligible).

Adam Peake: Okay.

(Enju): Okay. So I'm (Enju) and I'm from Fiji. I've heard a lot about outreach and capacity building. You're doing a lot in ICANN and maybe in other countries - sorry, and ICANN meetings.

But what about reaching out to the different regions? Are you doing anything outside of the meetings itself? Like a lot of people are here, they know about NPOC but when they go back, they go back into their little, you know - so I was just wondering what sort of approaches you have. That's one question.

And the other one is a lot of us sort of look at success stories. And I was interested in looking at what are your success stories in addressing some of these issues like DNS fraud, etcetera. So basically that would actually entitle me to join NPOC.

Joan Kerr: So you want to take a first crack at it and then I'll?

Raoul Plommer: Right.

Joan Kerr: State your name.

Raoul Plommer: So Raoul speaking. We do outreach outside ICANN meetings but it's still very much restricted in Internet governance forums like different ones, both regional Internet governance forums as well as some technical forums for example.

So basically we look - and that's something that's facilitated by ICANN. ICANN gives us, as a constituency, we get basically five trips a year that we can send a representative, like one representative, to one of these meetings. That's outside ICANN meetings. And we get to choose which ones are

relevant for NPOC and where we would actually find interested people who are interested in NPOC or doing nonprofit operational concerns.

(Enju): And do you know how many members you have so far?

Raoul Plommer: I think we have something 70 organizations. Yes, 70.

(Enju): (Unintelligible) cover what regions?

Raoul Plommer: Yes, it's pretty much from all around the world, yes. I guess we are one of the - we have - our constituency doesn't have that many members because all the members are organizations, which have thousands of people in some cases, yes.

Joan Kerr: Yes, so we're involved with other events. But we're also developing a strategy for membership outreach where the - where our EC, our Executive Committee, is very diverse. And so what we're trying to do is maintain the diversity geographically and have the members of the Executive Committee actually work within their region so that there's a contact and there's communications with their own group, sometimes maybe in their own languages because that's also important, and develop that sort of relationship because I think it's really important.

So you asked about success stories. And we think just being NPOC is a success story, first of all, just to say. But we're the babies. And so we've been doing a lot of work about developing and that - the fact that we've had a number of meetings where many people came is actually a huge success because first we found out that not a lot of people know about ICANN. And certainly a lot of people don't know about NPOC.

But in saying that we're the babies, we're also, I believe -- and so ICANN might not be happy about this but that's okay -- I personally love the not-for-profit sector and the - they do absolutely amazing work. And we want to focus

on them and let them tell their stories about their missions and how they're helping people.

And that I think is what our success will be, is that we're not focusing on what we do and that we're successful, but we're going to be focusing on our members and how successful they are in helping. That's the strategy that we have. As opposed to saying, you know, the EC has done this and NPOC has done this is that our member organizations, this is their work. So that's where we're going, if that answers your question.

And by the way, I would love to come to Fiji in December for the - yes. So but we unfortunately won't be able to but - unless you can convince them that we should.

Adam Peake: We've - I've already mentioned that to (Andrew) that there's a very, very major civil society NGO conference happening in Suva in Fiji in early December. But it's - yes, well, it's easy for you to get there. We'll talk about. We'll see what we can do.

So one of the things that we do in the Global Stakeholder Engagement Group, and I don't know how many - how much, you know, you've been told about the various ICANN structures yet -- that's part of the Fellowship and NextGen -- is that we're divided into regions. So it's, you know, all the usual ICANN regions. And there's a VP for the region and engagement staff.

And they go around to different meetings talking about the different parts of the ICANN structures. If they go to an NGO-related event or an academic-related event, then they will give information about NPOC and the other structures that are available in ICANN. And they'll talk about the different issues that are ongoing in ICANN relevant to the group they're speaking to.

So there's quite a large sort of engagement effort ongoing around - in every part of the world really by staff. If we have people in a particular region, and

this is something we want to do particularly with the fellows and next gens is if I have a meeting in, and I'll pick the, you know, in Suva, in Fiji, then we know that we have (Enju) there and we would try and make sure that she goes along, that she joins the representative from ICANN and we can use your knowledge to talk to other people as well.

So there might not be a representative of NPOC at the event but there will be somebody who's been through a Fellowship program, a NextGen program, or just a general community member who can participate and sort of spread the word.

And that's something we're going to start trying to do. But something you may also hear is that ICANN's budgets are quite flat at the moment so we don't have a lot of money to support this. So, you know, we'll buy you cups of tea and coffee and give a biscuit.

But no, in all seriousness, we do want to use the Fellowship program, you as, when you become fellowship alumni, then how can you help us spread the word and invite you to meetings, make sure that you know about meetings that are happening in your regions. But that's an important part of this.

Joan Kerr: So one of the things we also want to do is have our - if we go to an event is actually invite our members to be part of that event so that - you know, it's all about the local involvement, it really is, at the end of the day, right?

So we have another guest that we're - since we're talking about member and outreach, we may as well talk about our - some other things that we've been doing. And this actually answers some of your questions about success, that we've been part of the onboarding program.

And Agustina is going to - first, you're going to tell us who you are and talk a little bit about the onboarding program and - because we think it's an

important thing so. And she's an NPOC member and she's moved on. We have another representative. But please go ahead.

Agustina Callegari: Well, yes. Well, thanks. Good morning, everybody. My name is Agustina Callegari. I'm a member of NPOC. I am part of the onboarding program. I'm going to tell you a little bit more about this program now.

Well, as Joan was saying, we have this onboarding program which is a community-led program with the aim of develop communication materials to engage newcomers.

So in order to be able to involve new members in the policymaking process, (Insayem Bokmarchi) and I, who is now counsel, we have developed some communication materials to help newcomers, as many of you who are here, to get involved in NPOC.

So we have a toolkit and a welcoming letter for new members to help them to understand what is NPOC about, what we are doing here at this moment at this event and to give you some input on ideas of how to get involved in the policymaking process.

So currently we have the final version of these materials but we would love for your input. So I think we are going to be sharing with the ones that are already NPOC members in our list so you can comment on that. You can be involved in the process of develop new ways of communicating what we are doing here in NPOC and how you can contribute and get involved.

So related to outreach and what are we doing here, the importance of this project is that we are taking care of new members because they want you to feel welcome and feel involved because we know that it's really hard to get involved in ICANN. And if this is your first meeting, we know that you are going to have a lot of question and maybe you are going to feel lost because it's overwhelming.

So the idea of this onboarding program is to make your life easier, at least as it is possible, to give you some guidance of what - who you should ask about, I don't know, policy things or communication things, how to get involved, make your organization part of this community.

So I don't know if you have any question but this is the idea of the onboarding project and this is what we are developing inside NPOC for the community.
Thank you.

Joan Kerr: So Agustina just talked about how an NPOC member takes an initiative and helps us. So this is what we want to see. Any questions? So you know you did a good job when there's no questions.

Agustina Callegari: We are going to share this material. We are working on the final version. And well, if you need something, you can reach us out. Thank you.

Joan Kerr: Yes, and I'll be happy to - we will have it on the Web site as well so you can download it and comment on it. So thank you for coming and for doing the work too. So it was a lot of work. And we will send it out and send it back to you. Is that what you're waiting for?

Agustina Callegari: We - well, now we have the final version of course. If we are changing things inside of it, we'll need a new version. So we have to update the materials.

And also we are working on doing these material more visually appealing because we know that it's a lot of information and sometimes we don't want to read that much. But it's important that you do it. We have been trying to make this material easier as we can.

So yes, we are going to be sharing with a lot of you and also maybe for other meeting, we will have them printed. Well, we are improving little by little the materials.

Joan Kerr:

Great. Thanks a lot. So I guess we should go back to the -- there was no questions -- go back to that presentation so we can answer some of those technical questions that Adam referred to. And I'm just going to go over it peripherally because I am not going to pretend that I am a security person.

NPOC - I'm the Chair of NPOC. And our job is to inform you about ICANN and what NPOC does and to get you into the policymaking process. That's our role. Right, Adam? Did I say that, right? I had to say that because ICANN's here so and they won't give us those teas and cookies.

So as I said before, it is about your domain name. And I don't know if we can stress enough how important it is to protect the name. I can give you hundreds - and I'm sure other people can -- Adam alluded to it as well -- about how the domain name needs to be protected not just for renewal but the - how the administrative functions.

Now, does anybody here have a domain name that a volunteer registered? Or was it an organization that registered or you? Anyone?

So typically, what happens a lot is in not-for-profit organizations it's a volunteer that will register the name. And that volunteer moves on and you don't have the password, they own it. They don't even sometimes know - remember. The renewal goes to the e-mail that that person gave, not to the organization. Yes, oh, it's a huge problem. It happens for Facebook, I can tell you. I also see that.

So it's very important that you have a process and that's what we try to do. This is where our education comes in, is make sure that if you do register the

name that there is some administrative responsibilities that passwords are to the organization so you can pass them on.

I heard a - I think it was from ISOC, there was a presentation about protecting your domain name. And one of the things that the security person said -- and, you know, I've been in this business for a long time and I just never thought of it and it's the simplest things -- he said that many organizations give their names. For example, I'm JoanKerr@FBSE.org. That's my organization. That's not a good thing to have because if your Web site is hacked, you no longer have an e-mail to get. And I was like wow.

So their suggestion was to get a Gmail or another generic e-mail that e-mail comes to so that if your e-mail - your Web site is hacked, you can still access your - because if it's hacked and they send it to that e-mail, you no longer now get that e-mail. And I thought wow, I hadn't thought of that, just a simple thing like that.

So that's one of the roles that we try to play, to give simple education about - around that.

So they also talked about, you know, different people having different access points so that it's this whole protection of the administrative-ness of your Web site. Does that make sense? Yes.

Okay, next. I'll go up. So what is - what would be considered protection. You can go up. That's just a picture of having like a wall, a broken wall, ugly wall but. So what this - this is a presentation that was done by a security person. So the reason I'm doing it is just to give you an idea that we do get experts that come in and do this. And this is our task, to get the expert to do it.

So he talks about having not your main site but giving, you know, different access points to people who are working with you. So for example, I have people that work with me or NPOC did it. We create specific e-mails for

specific people and then it goes off when those people are not involved. Am I correct? Yes.

So for example, when I was a membership chair, the membership applications came to me personally. Well, when I was no longer the membership chair, they still came to me. So what we did was, Maryam is the support staff person from ICANN, so it goes a central e-mail and so but then she passes it on so that it's protected for NPOC in other words. Because if I had gone away, no one would have been able to get those applications. So that's an example.

So your domain -- did you go to the next one? Thanks. Your domain credentials. So make sure that they're always the same on everything that you use. It - there's nothing more frustrating than when you click on the Web site and it goes to something else.

Like the other day, I was coming to Abu Dhabi and I clicked on a Web site to find out what time because I'm from Canada and I, you know, I was trying to track how much traveling time. So I clicked on a Web site to a world clock and it took me to Walmart. I'm like, I don't want to buy anything, I don't want to buy a clock. But that's someone - obviously that's something different.

But I'm just saying that make sure that your site doesn't go to someone else or that it's done properly. And it's just that one little thing that who's responsible for it, make sure it's properly and it's in everything.

Next. So these are some of the - geez, these are very technical but Adam alluded to the https...

Woman 3: (Unintelligible).

Joan Kerr: Yes, yes. There is - you can actually join some of these in ICANN. And I'm not even going to touch them. But someone was asking about other things in

ICANN. There is everything that you can think of in terms of the domain name in ICANN.

But one of the biggest things is the DNSSE group. And that stands for -- Adam, do you know what that stands for -- DNSSE, Domain Name System Security Extensions. Thank you. I told you I wasn't a security person. But I read that, I said that's not for me.

But, however, it's important to be aware that you can actually go to those meetings at ICANN. And like I said, this was a security person that did this and said that that was an important element for us to tell our members to become involved with that committee. So that's what I'm doing. I'm telling you to go to that committee. See?

Next. So if, for nothing else, if you could leave today to understand that your domain name is very valuable and it's not to be taken lightly and to look at ways of - and a security person can talk about this more than I can -- but at least be aware that you should have some multiple factor authentication and to embrace security.

And that's why we've created some of the committees that we've created from NPOC so that people can become involved to address these exact issues. So do feel free to join us and help us on this path.

What I'm going to do - is there any questions? Question.

(Tongee Li): Sorry. This is (Tongee Li) from South Korea. And according to summary, this is my understanding that the domain is one of the valuable assets. But I think the Internet domain is one of the public assets, public goods, like it means nobody can get the domain individually. So is the word asset is a point of view by individual or the government or even ICANN views? So I was just want to make sure that it's asset like for everybody, which can get individually or not.

Joan Kerr: Yes. So we're talking about organizations so that's what we're addressing.

(Alexander Somian): I just have a little comment if you'll allow. (Alexander Somian). Well you mentioned that the domain is an asset for organizations needed to very carefully register it. Well, I've registered my first total domain 20 years and one day ago. And I definitely remember that since that times, our situation is being changed.

So it was (unintelligible) and very signs that you will be possible to change your registrar and move to another organization whom you need to pay. And they changing rules and they want you to update contacts and so on and so on and so on. So it's very important, not just carefully register but also have an assigned person or assigned track, an assigned process will keep track on what's going on with this kind of assets.

Because if you have a car, you have technical services. You need technical authorizations. You need do a lot of things. So domain is an asset, even it's virtual, it's an asset like this. So you should have a process of caring of such kind of asset.

It's really important because otherwise, you might fail to update some contacts, whatever else. If you lose it, it's not because of idleness but because of violation of rules. Actually it's not to happens very often but it's also could be. That's track on having process of keeping care is also very important, especially if you're a nonprofit, nontechnical organization and do not have technical professionals.

Joan Kerr: Yes. I like that nontechnical comment at the end. So yes, you're right. So you're signed up for helping us with the security, right?

(Alexander Somian): (Unintelligible).

Woman 4: Okay. All right.

(Susannah Gregan): Just one more quick question. This is (Susannah Gregan). I'm just wondering about your - how you operate. Do you have like monthly calls? Do you do everything on a mailing list?

Joan Kerr: Yes. So you want to know how the Operations Committee operates. Yes. So we have a monthly EC meeting but we also have the constituency day meetings at ICANN. The individual committees like the membership can choose...

Woman 5: (Unintelligible).

Joan Kerr: Sorry? Oh. Can choose to have a membership call. Policy calls are scheduled as well. And we'll put those on the Web site if you want to become involved. Yes.

Man 1: Okay.

(Shenai): Hi, my name is (Shenai) and I'm from (unintelligible) City, Africa. I just edited that, as you can tell. Anyway, so my question is in relation to everything that was talked about in terms of the members of NPOC. And the question I have is do you ever profile who your members are, in particular in relation to the point that was raised about (unintelligible) your community. I work in an ICT policy organization but trust me, our security is not that great. So yes, that might just be useful in developing strategies of outreach.

Joan Kerr: What a great question. Yes, we want to get to that point where we're profiling our members and so that - the whole is that you can network with each other and ask each other questions and support each other. That's where we want to get to so yes, we are getting to that for the Web site. So great, thank you.

Caleb Ogundele: Just a general comment. My name is Caleb from Nigeria. I would want to suggest that probably most of the organizations should probably, when they're contacting their registrar, they should register for the domain for more than eight years so they won't have to fall into the problem of their domain being hijacked in the middle of distance.

So probably - because I am aware of the issue Microsoft had at one time, Google had and just within a window period, somebody hijacked or they went to pay for Google.com. Yes, I read it on the news. And somehow, there was some back turning on the accusation and the domain stuff was reversed.

So it's actually good that organizations probably register for a long period of time, not just one year, or they could do like five years with their registrar and a lot more probably just pay for the SSL certificates as well same time.

Joan Kerr: Great. So this is the sort of thing that we need to hear from - so we can put it up so people are aware. We really, really want to inform the community and our members. So thank you. So you are going to join, right? Yes.

Do you get the impression that I'm asking for people to join?

Group: Yes.

Joan Kerr: Yay. Another question? Come around.

(Weshabin Hassin): Hi. I'm (Weshabin Hassin). My question is how were nonprofit organizations kind of represented within ICANN before NPOC?

How were nonprofit organizations represented within the ICANN infrastructure in the past? I know it's probably a little messy but is there like a general idea because it seems like this is something that's really important. And I'm surprised you've only existed for six years, you said, five. I'm just curious. Thank you.

Joan Kerr: And I've only been involved in ICANN for two and a half years, first of all. And so how I became involved was through AVOC, which is the advisory arm, and became aware of NPOC. And I thought, when I heard about NPOC at that time, I was like why didn't I hear about NPOC before. And so I started to make inquiries. But that - it was true, joining ICANN and AVOC that I heard about NPOC. So then of course I thought well, how can you join something if you don't know about it, right?

So that's what we're doing. We're informing the community about it and why it's important because like I keep saying, my heart is with not for profits. And they get picked on because a lot of times they don't have a lot of money and they don't know processes that are there. And it's only when they're caught up in the situation that it becomes an issue. And we're trying to get them to be able to prevent them from happening. That make sense?

Caleb Ogundele: Just a quick one from me. Yes. My name is Caleb for the records. So is it possible to actually join more than one working group within?

Maryam Bakoshi: Yes.

Caleb Ogundele: Okay. And I hope the activities won't be so overwhelming.

Joan Kerr: (Unintelligible) NPOC Day. Go ahead.

Juan Manuel Rojas: Okay. Yes, this is Juan from the record. Yes, you can do that, you can be part of NPOC or NCUC or any kind of constituency inside ICANN. And you could also involve in working groups despite any topic that you are discussing it. Right? Then it doesn't just okay. It does just you are working here. But you are working with this point of view, from NPOC in our case.

Joan Kerr: Right.

Juan Manuel Rojas: Thank you.

Joan Kerr: Here we go. We have 15 minutes. We're going to spend a couple of minutes. Raoul has been working a little bit to update the Trello site. And he's just going to let us know what he's done so that you can see that we are trying to get information to you. So Raoul, you're on.

Raoul Plommer: Okay. I can see from the tracking that there's been a lot of visitors to our site today. So it's a little embarrassing to do it ad hoc right here but I've tried. And basically I've added and open public the two main boards of Trello, which are the policy development and administrative issues.

And we're going to build - administrative issues is something that we've been tackling for the last half a year or so. That's basically - that's been taking most of our effort at NPOC at the last half - or since the beginning of the year really.

But now, we are really keen on starting our policy work after we get our charter done here in Abu Dhabi meeting. So we actually get to do what we're supposed to do here at NPOC again.

And what I did here was if you go to NPOC.org and you click on the Get Involved in the topic, it takes you to a page that now has links to these two Trello pages.

And I added some information of how you can join NPOC. You have to do it through the NCSG application form. NCSG is our sort of umbrella organization within ICANN for the noncommercial interests. So basically to join NPOC, you have to join NCSG first.

And in the second part of that application which you can all do at once, you choose the constituency. And there's two constituencies within NCSG which

are the NCUC, which is User - Noncommercial User Constituency, and us, which is the Nonprofit Operational Concerns. So you select NPOC of course.

And once you've become a member for NPOC and accepting new members can take anything between a month or three months - it really depends on how the process is taking. Like during those months it varies a lot.

Sometimes I guess it can happen even in a few weeks. But it's - we have to go through the applications and look that they actually - for example, they're not part of some other stakeholder group within ICANN and that they are like a valid member organization for us, yes.

So on that page, NPOC.org/Get-Involved, there you - there's the link to the NCSG form. And after you've become a member of NPOC, you can come and fill the rest of this form that's on the page. And basically put your name and the organization you're representing and your e-mail. And we can add you to our Trello team.

And you can already see what's on the Trello page to see what we're doing but after you join the Trello team, you can actually start editing some of the cards as well and adding them. But we need to - we can't let just anyone on the Internet to do that because you - for obvious reasons. Okay, that's it.

Joan Kerr: Great. Thank you. So if there are no other questions - one other question.

(Lucien): (Lucien). I'm a next gen fellow. And my concern is about implementation for DNSSEC. And did you made it compulsory for all the registries across the globe? Is it deployed? And I believe this is very crucial because phishing attacks are very popular these days. I want to know about the status of the implementation of DNSSEC.

Adam Peake: There will be a presentation on DNSSEC I think from - during the fellowship and the newcomers program tomorrow. I'm a bit hesitant to say this because I'm not 100% sure. I think we made it a requirement for the new GTLDs, the

ones that came out of the program recently. But it's not, what you call it, grandfathered in. So it's not historically going backwards that you have to have it. It's something we encourage.

But you'll get the accurate information tomorrow from the security people who will come to the Newcomers Day and the Fellowship Days and so on. But yes, so carry on with that question and you'll get the right answer.

(Lucien): Thank you. I was - DNSSEC it's tomorrow at 8:30 and in the afternoon too. There are workshops for tomorrow, How It Works, DNS Fundamentals and DNSSEC for Everybody. You can see it in the schedule for tomorrow.

Joan Kerr: Okay. So I guess I'll wrap up. So let me first say I will send out an e-mail. I hope I can read - does everybody write nicely so I can read your e-mails? Yes, thank you. No, I always promise to send people information and I go to read it and I was like, I can't read that. But I do like to send out - if I say I'm going to do it, I do it.

So I'm going to do something else, which is please - my e-mail at NPOC is Joan@NPOC.org. So also, you can take responsibility for sending me one and I can also respond. And I will send you out the link to the application so you can just click on it and do it.

And I think that's it. But just let me really, really thank you for being here and for your wonderful questions. I think that NPOC is a fantastic organization and if you want to really make a difference, it is the organization to join. I am biased and I happily admit it. But I do think that the work that we're doing is very serious and will help on the ground. So I, in all seriousness, think that we not only will educate people but that all of us will make a difference so that people don't end up having to pay unnecessary money and not do their mission. That's the thing, that's what we want to do.

So I want to thank you all. And if you could just, because this is just me, if we could just give ourselves a round of applause, that would be fantastic. Thank you.

And last but not least, I'd like to thank our speakers -- (Carlos) is not here, Agustina and Adam -- for joining us. And of course we have to thank Maryam. Maryam, if you could stand up, please stand up. Maryam is our go-to person that when we don't know anything or know where to find anything. And it's on (unintelligible). So thank you, Maryam, for everything.

So thank you all. And please join us. Thanks.

END