
PANAMA – GAC: Preliminary Report on the Capacity Building Workshops
Monday, June 25, 2018 – 10:30 to 11:00 EST
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MANAL ISMAIL, GAC CHAIR: So if you can please start taking your seats. We will be starting in a minute.

So welcome back everyone to the second GAC session today on reporting back from the capacity building workshop. This session is scheduled only for 30 minutes on Monday, June 25th.

As you may know we have been organizing capacity building workshops for the GAC for quite some time now. Some are organized back to back with ICANN meetings but others are organized intersessionally. I think we have now concluded eight capacity building activities. And it is sort of an end of a phase where we will be evaluating this past experience and also hopefully having some input for improvements and enhancements.

So, today I think we will have the initial framework of the report presented, and I have with me here Pua, co chair of GAC underserved working group. Underserved region working group, And also Alice from the government engagement team at ICANN. So over to you Pua.

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PUA HUNTER:

Thank you Manal. Pua Hunter. Good morning everyone. Given the short time frame we have I just want to say that we, the underserved region working group, completed our final capacity development workshop yesterday for Latin America and the Caribbean regions. And I am happy we covered the ACP regions. Focused region defined in our TRI. I must acknowledge that we not been able to progress capacity workshop without the support of our former GAC Chair Thomas and also current Chair Manal. And I want to additionally thank the support and assistance from the ICANN team. From the GAC support team. The GAC secretariat, global stakeholder engagement. And also the public responsibility support.

We have as Manal said, developed a preliminary evaluation report of the capacity workshop. And I now hand over to Alice to present. Thank you.

ALICE MUNYUA:

Thank you Manal and thank you Pua. And I would like to thank all of the GAC members who have contributed and participated in the workshops since the onset on January 2017. Initial report of the activity that we have been conducting for the last couple of minutes. The aim was to determine what extent it has subjective and had an impact. The introduction has been covered by Manal and Pua. So I will provide an overview of the program. The methodology we use to evaluate this activity.

Share with you some preliminary observations and summary and move forward and hopefully some time for discussion.

So overview of the program the concept was proposed in 2016 when the GAC capacity building working group changed became GAC region working group. The work of the underserved region and capacity development. The approach was meant to be regionally, and demand driven. Meaning that at every pre workshop we had to consult with members of that region to determine the framework of the agenda. To determine the material and also to determine the speakers and how the program was going to be implemented and developed.

So general demand driven. The locations were determined by GAC members. The first one in 2017, the government of Kenya hosted it. And the consequent one was held in Fiji. Especially those ones that had not (indiscernible) with ICANN meetings. As mentioned the pre workshop provided agenda, demand driven. And outcomes were evaluated at every event with online survey. First two workshops, we did not have online surveys we focused group discussion. All the others had surveys.

So far we have eight workshops since 2017 in five regions as mentioned in Africa we had Kenya that with two days targeted government and two days specifically for law enforcement agencies. Johannesburg was specific for DNS abuse. And the recent in Senegal with the Africa Internet Summit.

We had two in Asia Pacific. First in Fiji where we had full participation of government from the Pacific region. And Kathmandu in February both GAC and non GAC members.

Middle East and Latin America and Caribbean and so far we had over 200 participants from GAC and law enforcement as well as non GAC members. Also members from industry, civil society, technical community participating and sharing and offering as resource people for some of the programs.

Some common themes we have covered. I think the most important theme was consistent throughout the pre evaluate surveys was the understanding and creating awareness around the global and ICANN is situated within that. The role of the GAC and policy development process. Basics on the operation domain service. And security and stability and personal data protection and access. Especially in regards to GDPR now. And some locations specific programs that was discussed by the GAC in Puerto Rico that we looked at DNS disaster recovery and preparedness.

In terms of methodology, we used the method was endorsed by GAC during and we use different methods multiple sources of data. As mentioned the pre workshop evaluation provided good data for determining the agenda. The post workshop were important for determining what level the workshops had achieved the objectives.

And then face to face meetings, I mentioned in Nairobi and Fiji. And the workshop had delivered and also collected good data on that. The three evaluated classes that we used the process approach that looked specifically at GAC, the process that endorsed by the GAC and the activities then supported by ICANN org and the ICANN Board. Implementation of the project we had developed a workshop template and then planning template. And then looked at sustainability of capacity building activities and got really interesting recommendations from theoretically all the workshops. Some of them in common areas.

As mentioned, the framework was presented to the underserved regions which then forward to GAC for endorsement. We analyzed workshop specific results and feedback from participants and also the documents reports and documents. And also as mentioned the GAC communique. So in terms of the observations, preliminary observations and recommendations there has been very high level of satisfaction recorded for 4.5 out of 5. The highest coming from the Kenya meeting and Fiji. And recommendations for request for online material. Yesterday several members mentioned they would like to delve a little deeper in DNS security others would still like to have a beginner manual or approach.

Availability of material in advance and you know the extremely well organized speakers and panelist. And one request that is common from the first workshop to this last one is the value of

having online learning platform that would put all of this material so that all GAC members can access them including non GAC members and we are of opinion this may become good tool for awareness and outreach as well, very valid as well. The GAC underserved regions and helped implementing this reached out to industry, the technical community and civil society to also contribute to resource people to this workshop. So it provided level of richness of learning ICANNs role in the broader internet government ecosystem.

In terms of what we see in online platform or GAC and also on the GAC website will be extremely helpful. Especially given taken into consideration the concerns or challenges of the high turnover of GAC members. And the difficulties we had in keeping track to determine what extent the capacity build of the individuals that attend the meetings and how that capacity then benefits the countries. And so you know, we are of opinion and also from the data collected that it will actually make a lot of sense to have a very good online learning platform going forward.

One of the other concerns, I am mixing the two, opportunities and concerns. So one of the concerns was obviously that we are not able to actually measure, the significant impact of the various levels political, economic, social at the national level. And so that would take much more energy, time, and resources and I think it's not within the limit of underserved regions group.

It will be interesting to measure that as well. As mentioned, I think the high turnover poses a challenge. The capacity was built of that budgetary constraints as well is a concern and hoping that this is something that can be mitigated by having online learning platform or perhaps requesting for additional budget to insure that the GAC underserved regions can continue to implement these very valuable training sessions and workshops. And also the question of expense, we talked earlier about expense of ICANN meetings. And that was an issue that kept coming up. Especially from members of underserved regions. The difficulties and resource of attending ICANN meetings. And to the extent to explore whether some of the GAC members are host some of the region workshops.

For example, you know what happened in Fiji and what happened in Dakar and what happened in Nepal that is something we can explore going forward.

Recommendations, I covered this. Online platform should be on board. The process and roles. A lot of keen interest in materials and policy issues. Especially policy issues that ICANN is addressing and the GAC is addressing. And the request to have them updated. So they are not able to participate as actively or attend every GAC face to face meeting.

Evolved into budgetary and that could be linked to on boarding process for new GAC members. And the importance of

maintaining that demand driven model to insure that they remain relevant to members.

Summary and way forward. We are going to have a post survey result to determine to what extent yesterday's workshop achieved its objective. We are going to launch the survey towards the end of this meeting and provide two weeks for responses.

And then we are going to revise the evaluation report with this new data and then the evaluation, final report, draft report is going to be circulated to GAC by the end of July. And the presentation in ICANN 63 in Barcelona. And with that I hand back to Pua for any questions. Thank you.

PUA HUNTER:

Thank you Alice. I actually want to hear from the GAC members and observers whether you have any comments or any questions relating to the presentation? Thank you. Please state your name.

DRC:

Thank you very much. Thank you very much to ICANN and mostly to underserved region working group leadership. I have a comment actually, I was a bit afraid after attending some capacity building workshops recording the underserved region working group programs that it might be mostly relevant to only

newcomers or new delegates attending or preparing them to attend ICANN meeting. I discovered for regular and frequent GAC members who are very, I mean very familiar with ICANN meetings these workshops were very relevant. In my own case, there is still something new to discover and still learn. So I really like to encourage the ICANN organization to still carry on with these workshops as long as it's possible. Whenever it's still possible. Mostly in regard to the budget constraint and budget issue that we are having. Whenever it's possible I encourage ICANN to go with this.

Second comment. Most of the delegates even if this workshops are aim primarily, I noticed that for some delegates this is a unique opportunity or unique platform to express their views that they are supposed to express during the public meetings but for some reasons I do not know because sometimes we have been talking about the of work maybe. Format of the meetings with so many delegates. Some delegates even if it was aimed to be educational program that is the only opportunity they have to express their official views. So I might have comment or recommendations to the underserved region working group to find a way to bring to the leadership or to bring this view which are still official, I mean governmental views expressed in the line of this workshop but still reflecting government proposal or government proposition to the formal ICANN meetings. If you can find a way of, I mean translating or bringing to the ICANN or

to the GAC leads. Because these delegates sometimes never have opportunity to express them during public meetings. Thank you.

PUA HUNTER: Thank you for your useful recommendations. I actually have

UNIDENTIFIED SPEAKER: Thank you very much. I would like to speak or to talk a bit about what happened in Dakar as Alice mentioned in her summary the workshop was organized on May 5th during African summit. It was a very important workshop. It was targeted French speakers that are GAC Members and over 20 representatives from GAC attended that workshop.

The workshop lasted several days and it was a good opportunity to review newcomers (indiscernible) there were different sessions. Some of them address cybersecurity and others, data protection including DNS problems and issues.

Some other sessions were related to participation of Africa and ICANN. There was a session regarding ICANN multi stakeholders and African strategy of ICANN and other sessions best practices related to the development of (indiscernible) in Africa.

There were several sessions as I mentioned regarding internet governance and in this workshop we were able to observe a new method for workshops. We used to tell participants to go to

ICANN learn so they may take some modules there and take full advantage of the information regarding the workshops. But in this case it was difficult because participants were able to take advantage of the workshop, face to face meeting. And I would like to thank the ICANN staff (indiscernible). The workshop was held in Dakar on May the fifth.

PUA HUNTER: Nigel we have one minute.

NIGEL: Participant in capacity building workshop. The comments as regards to content. Someone who is no longer new to the GAC. There was content yesterday that I found very valuable which I think build capacity, which was the point of the exercise. Also may be having some online material that people can use for onboarding and reference at any time. But I also want to suggest that we seek opportunities to continue having the capacity building workshops. Because it's an opportunity for people to explore the issues in a bit more detail than is possible in the actual meeting. People coming on and people who want to be more involved can go to the capacity building workshops and ask their questions in an environment that is maybe less threatening. Those two ideas I would like to put forward for consideration thank you.

PUA HUNTER: Thank you. We have one more in the queue, India.

INDIA: So India expresses its appreciation for taken GAC particularly Mrs. Hunter and ICANN. By having piloting these capacity workshops and all of those that make these workshops possible. And express our appreciation for all of these GAC representatives who have spoken at these workshops for the community and some of the new GAC members.

And India welcomes the launch of ICANN learn platform which is ICANN online learning platform. With more and more content regarding capacity building and the latest development taking place and issues coming up for discussion at ICANN being made available not only in the UN's official languages but several others most widely spoken languages. And used languages of the world it is expected that the platform will play a pivotal role of getting larger sections of underrepresented regions also actively participating as ICANN.

PUA HUNTER: Thank you very much India and now close this session and hand over to Manal. Thank you everyone.

MANAL ISMAIL, GAC CHAIR: Thank you very much for this useful exchange and I hope you keep the comments coming over email. This concludes our session on the reporting back from capacity building workshops. And please remain seated, we will proceed directly with the following session with GDPR which is scheduled for one hour. I would like to invite Catherin and Laureen. And please if we can have the slide deck on the screen.

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