

**Transcription ICANN Los Angeles
GNSO PDP Improvements Update to the Council meeting
Saturday 11 October 2014**

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On page: <http://gnso.icann.org/en/calendar/#oct>

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David Cake:

We've got 20 minutes and one more item to go, which I believe is the - yes the GNSO PDP improvements. Let us know when we're ready. We'll stop recording and start new.

Ready to go, GNSO PDP improvements and Marika, I believe you are (unintelligible).

Marika Konings: This is Marika. This is basically a continuation from the efforts on GNSO PDP improvements, which I think we started quite while back already and we had I think our first formal update in London.

So this is basically the second formal update on where we stand on the ten proposed improvements that I think I'll link here to document and try to address some of the things we're looking at, streamlining and enhancing the effectiveness are some of the steps in the PDP process as well as, you know, participation and engagement of community volunteers.

So basically we tasked staff to look at some of those items and moving forward in some of the implementation of those efforts, which several of those are actually conducted in a pilot form the whole idea being that we're trying to test out some of these ideas and actually trying to see if - do they have any effect?

Do we think that they are useful? And maybe formalize them by incorporating them in operating procedures or they're really not working so let's not continue doing those. Go to the next slide, please.

So the first one is the inclusion of a proposed charters part of the preliminary issue report. And basically the way we currently run it is that after the final issue report is provided a drafting team gets together, works on the charter, and typically some time can go over that because you need to have a call for volunteers, from the drafting team. They need to start meeting.

In most cases the charters to a large extent based on what is in the issue report. So one of the ideas was should we actually look at including a proposed charter as part of the preliminary issue report that's put out for public comments?

Everyone has an opportunity to look at that, provide input. Staff can then make changes or modifications to that charter and submit that then together with the final issue report to the council for consideration so that you have the option to initiate the PDP and adopt a charter at the same time.

But at the same time (unintelligible) as well you have the option to ignore or discard that charter and form a drafting team and have a separate effort looking at that.

So today we actually only had one effort where we did it as part of this initiative for the curative rights PDP. And with regard to that effort we actually

had I think 20 days between the initiation of the PDP and adoption of the charter.

So it was a relatively short timeframe and it was based on the charter that we have as part of the initial - the preliminary issue report although I think there were a couple of tweaks that were made based on discussions at the council level.

And of course there was only one effort so far. It's too early to draw our conclusions on the basis of that and we would suggest for any future PDPs we follow that same model so that at some point we have an idea of whether that does indeed really, you know, helping the process or not.

And then again at some point we'd need to consider is it something that needs to be formalized in the GNSO operating procedures or can we just leave it as an option as we currently have?

Some of the feedback we did receive last time was that we do need to make sure that the charter is submitted separately to the council as part of the final issue report to make sure that you have an opportunity to review that separately.

And also specifically call it out as part of the public comment forum so that people are aware that there is a draft charter included as part of the preliminary issue report and that specific input is sought on that.

Go to the next slide. And then PDP working group meetings, basically looking at some ideas on how to maybe speed up some of the work that's undergoing but recognizing as well that increasing intensity may not always be the answer because that requires more time from volunteers and participants and as well the current workload may not always be an option.

I think several of you participated actually in the effort that we had ongoing here yesterday, which is a pilot project for face to face facilitated PDP working group meetings and that was approved by the ICANN board as part of the special budget request in which we're basically trying to pilot and try out - you know, doesn't have an effect on the PDP if you actually get the people into a room and on top of that if you actually have, you know, a professional facilitator helping the effort.

So I said this is a pilot project. We had the first meeting here. We're planning to have a second one in Marrakesh. As I said here, we're trying to look a bit - you know, from a staff perspective where are different groups in the relevant stages of their process.

And from our perspective we think that maybe the PDP on curative rights would be a good candidate to have that face-to-face meeting at ICANN 52. So would like to get your input there if that's something you think is - you support. Are there any other PDPs that you think, you know, are maybe at a better state to benefit from that meeting?

We would know that - I think if we don't get any other suggestions or objections to moving forward with this we would start planning that because we have received feedback as well from some of the participants yesterday that the sooner they know the better because people do need to plan their travel. And for this meeting we'll need to look whether it's, you know, the day before, the day after.

So if you have any thoughts about that feel free to raise them now or throughout the meeting or think about which effort you think is best qualified to benefit from that face to face time. But we'll be looking at probably the curative rights PDP because they are probably at a state by then that they could really maybe benefit from that face to face time, next slide.

So increasing the pool of PDP working group volunteers and there's several efforts that we've been implementing in that regard. We have monthly open house newcomer, working group webinars that are co-hosted with a number of council members.

I want to thank Avri, (James), and (Thomas) have been serving as hosts on those webinars and I think at least the feedback we've received from people that have participated is that is really helpful.

It's basically for anyone interested to come along. It's - we run through some of the basics of PDP working groups but the main reason for the session is for anyone to ask any questions they may have about what it takes to be involved in the PDP working group and to learn from people that are doing that on a almost daily basis.

And we've actually seen - I think it started up relatively slowly because we would have one, two, three people. Recently actually have seen RSVPs increase threefold so we believe that is a good sign and people see the use of this and benefit from participation.

We're also working on implementation of a PDP working group member onboarding program and we'll get to that as well on the recommendation five and (Lars) will talk a little bit about that.

And we're also exploring other tools that may facilitate the signup of a new member because now people have to go through their secretariat, you know, get emails, look for information to see if there are ways to streamline that process and maybe automate part of those functions to make it easier as well for people to obtain information and find a way around, go to the next slide.

And this was when we were looking at requiring working groups representative from each SGC and SO/AC. We haven't really discussed this

further. We said we'd look at data and see how the recent makeup of working groups is.

You know, do we still have an issue where certain groups are under-represented? I do believe - and it's not scientifically examined but I think we do have better representation from the different groups on the different working groups.

I think a lot of stakeholder groups and constituencies are making a real effort to at least have one person in that group that then briefs others in their community on the effort and keeping each other up to date. But again it's something we - people do believe it's still a concern that we could explore further.

The GAC GNSO consultation group is exploring mechanisms for early engagement of the GAC. I think you'll hear more about it as well tomorrow so hopefully there will be mechanisms to engage the GAC at an earlier stage and obtain their input.

And something that we implemented following some suggestions and ideas and during the London meeting is the option for interested parties to join as a mailing list observer.

Basically two objectives there, for one we believe it'd low the barrier for participation. You can just watch a little bit for a while until you feel comfortable to actually join as a full member. But it also ensures that those that sign up as a member are really the ones that want to do work.

So you can make a realistic assessment of who's there to do the work and who is there to listen which it's fair enough to want to be following conversations but you may not have the time to actually do so.

And I think so far this has been quite successful. We - for the new gTLD discussion group, I think we have over 30 observers in the group. I think curative rights is a smaller group. We have four observers as well.

But we're hoping that will allow us well for better breakdown between people that - either want to learn and/or also those that just don't have the time to actively participate. So that chair or whoever is supporting the group can make an assessment, do we have enough people there to actually do and undertake the work?

So again, I think we're interested as well to hear what your experiences are. I'm sure that some of you are probably signed up as an observer to certain efforts so I think for now we'll just continue with that.

And one of the improvements already made as well too - I think we're going to change the terminology because I think in some of the calls for volunteers we've been using the term observer but I think for some people it wasn't clear what that actually meant.

So I think we're returning to implement the term mailing list observer to really make clear what it actually entails. Go to the next slide.

So improved online tools and training, what we also implemented after London. And I think there we're also interested to hear from all of you. I see some person that's really happy about it in the chair is a calendar invited facilitate attendance.

So in addition to sending out the call details it now has a little attachment that you can click and open and then automatically save in your calendar. So you get a pop-up reminding you that a call is starting and has all the details.

I think we'll continue because - I see that Cheryl is very happy so that makes us happy. So that's something we're again implementing to try to facilitate

participation for working group participants. Just hand over to (Lars) to maybe say a little bit about the on-boarding program that we're working on and implementing.

(Lars): Thanks, Marika. Yes, together with (Mary) actually - it's not just (unintelligible). We're trying to build a little bit on what's being learned on the Learned.ICANN.org website, I don't know if you had a chance to look at that.

So we'd like to produce a couple of presentations. Both (Mary) and I have some background in teaching and so the idea is to have maybe - depending on what the colleagues in the ICANN learn department can help us with.

I have some basic videos, some presentations with voiceovers. There's some topics here on the slide as you can see such as how GNSO structured, (unintelligible) policy, how does the PDP work. There's other issues as well that we thought about that could be useful, you know, who are the different ICANN SOs and ACs?

I personally joined the staff only a year and a half ago and I didn't know what a registrar was.

I didn't come from - within the ICANN world. I knew nothing and so I think for this particular project it's a big benefit.

I think it's sometimes quite easy to get lost in the acronyms and is a very complicated structure. So I think what we're both trying to do is to boil it down to a few important issues and the subjects that you need to know about if you want to join this community and to contribute actively.

And we have also (unintelligible) - some of these issues might also refreshers for people who are part of the community and maybe just in one specific corner would like to broaden their horizon.

So if you have any questions, suggestions, very welcome to contribute, watch the space, and we'll be starting up with a small subject area, put this out and see what the feedback is and then build on that.

Marika Konings: Go to the next slide. PDP working repertoire, we haven't really paid any attention to that.

It's something we may want to explore further post Los Angeles with the idea of instead of having the kind of joined writing effort on initial report, should we maybe explore having a kind of repertoire that for example the start of the process we do the rounds, talk to everyone, and then the basis of that would draft some initial recommendations or initial report that then the group could further looked at. We haven't really explored it further at this stage, next slide.

Professional moderation and facilitation and involvement of experts, I mentioned the facilitation that we had yesterday although our professional facilitator got ill so we didn't really have a chance to benefit but we had (Thomas) serving there, maybe not as professional facilitator but he did it very professionally so that was really good.

Woman:

Marika Konings: Yes, although he almost died twice doing it but fortunately he's still here with us.

As well the continuation of the community leadership training and I think several of you participated in that this time around so another opportunity to enhance people's skills and build on that.

And again we need to review as well the facilitated PDP working group meetings and based on that explore further options or, you know, if there are other recommendations we should be looking at we should take care of that, next slide.

Organize workshops and discussions at the outset, I think again this is something just a standing item to really encourage people that if there are certain issues that they'd like to see up for policy consideration or really consider having first a workshop or a discussion around it before you immediately launch into a request for initial report to really make sure people understand what the issue is, you know, gather as much information as you can, and really try to decide whether indeed a PDP is the proper road to go or the other options for addressing the issue. Go to the next slide.

About our data metrics, you already heard today about the efforts that are going on the data metrics for policy making working group. And I think from our side we're also trying to gather some data that may help inform this effort. There are some of these initiatives having an effect. You know, do more people show up for conference calls now we actually send them invites? Do we get more people joining working groups now that there's - you know, they can also join as an observer? I think we're trying as well to see if we can track that and help inform this discussion as well, next slide. I think that's basically the end.

Yes, it's also the explore flexibility in relation to the public comment forum duration. I think there was a communication that actually went out around London time and I think this was initially planned to have happened already before.

I think now it's scheduled to happen shortly after Los Angeles so the idea is for you to review after that has been implemented to see if that indeed meets your concerns and, you know, determine if this is an area that you need to undertake any further action on or if there are any further changes that are needed.

I think that's - so next steps. No, any inputs you have on these issue or any ideas you may have, you know, please bring them forward.

I think - again this is really kind of a pilot project approach. We're trying to see what things may help, what things may work, really aimed at how can we make PDP more efficient and effective and also engage as many people as we can in those efforts. So we'll continue with some of the things we mentioned here and then we hope to provide you with the next update in Marrakesh.

(David): (Thomas)?

(Thomas): Yes, two quick points, first one under newcomer sessions which I could also help hosting. I think these are excellent events. You know, the slides deck that's prepared for that is great.

The turnout is not particularly overwhelming I should say and I think we should try and find mechanisms to bring this to the attention of a broader audience, how much fun GNSO work actually is so maybe you guys could talk to the people that are managing ICANN's newsletters or ICANN's website. Maybe we can get this posted on the main page more visibly so that more people are being attracted.

Secondly on the face-to-face working group meeting pilot that I was privileged to witness yesterday, you know, I studied law because I can deal with words better than with numbers. But if we assume that for a call that you have per week - you know, for one hour cause you wait for four or five minutes until everybody's there.

You do a roll call. Then you do a little recap of what's happened during the previous calls. I would be surprised if you had substantial work going on for more than 45 minutes.

So I think that with the day yesterday we have been as good as if not even not more productive than two months of working group work remotely. And I

would - I think - you know, we have to wait for you guys to look at the evaluation forms.

But if the participants thought this was a worthwhile effort I would like to encourage you to compare the cost of eight calls worldwide versus the cost of a face-to-face meeting.

And I think if that doesn't differ too much and if you take the non-tangible benefit of PDPs coming to a close earlier into the equation then I think maybe that's something that we should build into this as a routine.

(David): (Unintelligible)?

Man: I think I was one of the participants in this newcomers where two people showed up but you just criticized the one hour format so don't put the new one into the one hour format because it looks like any other call but that's just recommended because I thought it was very good.

I remember you made the introduction and you made a presentation, (Thomas). It was before London and it was an excellent experience for me, the newcomers.

And the second comment, I see a line connected between the words facilitator and reporter and face-to-face and workshop. There's a mind map set you started trying.

So I see obviously a clear need for some standard methodology on how to proceed so a workshop just on that issue trying to connect reporter and facilitator and workshop would be worthwhile.

I don't know if there is time left this Friday for this kind of feedback or not but it's certainly necessary to put them together. I think it was an excellent list of commands but some of them can be grouped. Thank you.

(David): Do we have any other comments? Yes?

Cheryl Langdon-Orr: Yes, just briefly and Cheryl for the record and very much as a worker participant in no other capacity. I think the - what sounds like very successful pilot is incredibly important and I certainly agree with what you just said, (Thomas), because it is - if you do that top benefit analysis I think it'll be very interesting.

But I'd also always want to make the case for still having remote - effective remote participation with these face-to-face efforts.

You still can't disenfranchise because you cannot travel and people can put even a four-hour block into a seven or a six hour day and still not be able to travel but they could do that remotely. So I just wanted to keep that on the agenda as well.

(David): I think - Avri, are you going to - yes.

Marika Konings: Responding to Cheryl because we did have remote participation and actually the way we structured the meeting - because initially we're talking about to have breakout groups and clip charts and I think we made a conscious decision to say no because we do have people that will be participating remotely.

And for some it was in the middle of the night because we have several people in different time zones but they were very committed and providing comments and then we also had the phone bridge.

So we definitely did factor that in and of course it's not the same as being in the room but I think we did do our best and at least I think the people that were participating at least appreciated the opportunity to provide input.

And also of course important to know that anything coming out of such efforts does go back to the full working group, recognizing that not everyone may be there or have a chance to, you know, see the whole day. So I think that was a common understanding as well, that everything that came out of that meeting will now go back to the full working group to really make sure that it's with everyone.

Male: in the remote participation was in fact the biggest barrier to participation in the face to face. Actually one of the biggest barriers turned out to be in person participation at other ICANN events that were held on the same day. Avri?

Avri Doria: A couple things. One I have a question on the phone calls that we do those. Is there any measurement? Do people ever go and look into them after or are indeed - I'd be curious to hear that because there is a number of people that have said we don't understand at all. Well, you should come to those calls, yes, and they don't.
So I'm really curious about that.

The other thing, I would also think of looking at other kinds of experiments other than the full day looking at the time economics that (Thomas) is mentioning in terms of using some of those other tools that allow people to see each other but still be remote, you know, the WebEx's and such as that.

And I know that when those things happen for some people it's the middle of the night but you just have to explain to them that it's just jetlag without spending any time in a plane. And you know, it's better than traveling.

And I think - so I'm not trying to dissuade from having these sessions. They're good. But while looking at experiments, the three hour with a break and then perhaps another three hours, you know, using a tool that allows you to see faces so the WebEx kind of tools where you actually are more interacting, might also be a worthwhile experiment.

(David): Yes?

Marika Konings: Yes, this is Marika. I think on the down low it's a very good point and I think it's something that we can probably get access to that information. So we'll check that because I think we do refer people to them and we send them out afterwards as well.

And similarly on the other one - because I think Adobe Connect also has the webcam option. We just never used it because - most people may not want to get up in the middle of the night but I think the option does exist.

So maybe it's something to explore and I don't know how it works in practice so if someone's speaking and you see them or they can choose to be seen. So maybe something that we can experiment with.

(David): And also the only sort of asynchronous tools we really use Internet and Wikis which there's bound to be some interesting things to look at. Do we have any more questions for Marika? I think we seem to be out.

Well, I've just got to say I think that was a really good - you know, really useful update, remind us just how much the staff actually are doing to try to improve this. When you put it all together it really is quite a lot and I definitely found participation in the face to face trial to be really useful.

So I'll thank Marika very much for that report. It was really helpful and that being the last item of the day - yes, that being last item of the day that we'll close that one. Volker wants to say something.

Volker Greimann: Okay we can stop the recording of the official (unintelligible).

END