AT-LARGE ADVISORY COMMITTEE
ALAC STATEMENT ON ICANN DRAFT FY20 OPERATING PLAN AND BUDGET AND FIVE-YEAR OPERATING PLAN UPDATE

Introduction

On 17 December 2018, public comment opened for the ICANN Draft FY20 Operating Plan and Budget and Five-Year Operating Plan Update. The At-Large Consolidated Working Group (CPWG) decided it would be in the interest of ALAC to develop a statement on behalf of Internet end users. During the CPWG meeting that week, members of the working group discussed the comment, and initial penholders volunteered to draft the statement.

Maureen Hilyard, ALAC Chair and Tijani Ben Jemaa, African Regional At-Large Organization (AFRALO) ALAC Member, volunteered as co-penholders for the ALAC statement.

On 23 January 2019, Maureen Hilyard posted initial comments on the At-Large workspace for the public comment.

On 24 January 2019, ICANN policy staff in support of the At-Large community created a Google Document for the penholders to consolidate comments. Maureen Hilyard consolidated initial comments into a template for CPWG discussion, and several meetings with the ALAC Subcommittee on Finance and Budget (FBSC).

On 04 February 2019, a final draft ALAC statement was presented to both the FBSC and CPWG for comment.

On 07 February 2019, a final call for comments was sent to both the ALAC and CPWG mailing lists.

On 08 February 2019, Maureen Hilyard incorporated final comments from the CPWG and At-Large community into a final version of the statement.

On 08 February 2019, the ALAC Chair, Maureen Hilyard, requested that the statement be transmitted to the ICANN public comment process, copying the ICANN staff member responsible for this topic, with a note that the statement is pending ALAC ratification.

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Summary of the ALAC Responses/Preamble:

The ALAC appreciates the opportunity to comment on the FY20 Operating Plan and Budget and Five-Year Operating Plan Update. While there may be some in our At-Large community who desire a greater ability to see and analyze more details in various project and/or portfolio expenditure, and proposed budgeting, and a finer degree of granularity, to be accessible where desired, to that end, the ALAC will continue to ensure that it is involved and engaged with the ongoing reporting refinement and development discussions with the community.

Of principal concern to At-Large is the ability for our group to achieve the objectives of the At-Large Review Implementation Plan currently being implemented following the Board's recent acceptance of the Plan. These may have implications on the FY20 budget as has been noted in our Plan, however, most of the activities that were prioritized for commencement during FY19 are those that did not require any major financial expectation. Later review issues planned to be implemented in FY20 are expected to require additional budget requirements. However, what has been noted in the Review Implementation Plan are the activities in which At-Large will be involved in during 2019, and any associated issues are explained herein. If there are any budget implications, these have been incorporated into the At-Large FY20 Additional Budget Requests (ABRs).

The following comments relate to particular portfolio or project areas and incorporate specific At-Large concerns.

1.1.1 Language Services

The ALAC/At-Large greatly appreciates the further provision of translations, transcription, interpretation and scribing support across all meetings throughout ICANN. As At-Large is a global community, the language services provide a critical resource for the ability of our members to communicate and to provide input into the policy advice development process. Interpretation services are a key component of the At-Large community's ability to communicate effectively. We urge ICANN to continue its high level of interpretation used during both teleconferences and in public meetings.

Complementing the important provision of translations and interpretation from Language Services is the continued need for effective, efficient and reliable solutions for **automated e-mail translation services** that will enable regular communications and interactions within the ICANN Community, particularly within policy work. We are aware of the various shortcomings of some solutions tried in the past, but heartily endorse the continued attempts by ICANN IT to provide more robust tools. We encourage ICANN to provide the appropriate level of resourcing to ICANN IT to allow for exploration, testing and support of the most appropriate resource fit for purpose.

Appropriate and reliable IT solution(s) for one region would also be welcomed by other regions with similar multilingual challenges. **(178476**).

We encourage the regular use of **real time transcription (RTT) services** to support the needs of those with hearing disabilities as well as those whose languages are not among the UN and other languages for which interpretation is currently provided. The impact of these services has also proven to be extremely useful for those whose first language is not English. We are hopeful that ICANN's continued support for suitable RTT services would also build on the successful pilot projects that have been carried out under ABRs by ALAC in recent years.

It is also appreciated that there is to be some focus on **Plain English resources** that will assess, produce and implement enhanced document production and writing capabilities across the organization, as well as enhance understanding of the information that is distributed about policy and other ICANN matters. This has been a concern raised by the ALAC and the GAC communities who want to get information out to their mainly non-expert members in a way that they can "*quickly*

determine, whether a particular issue is of concern to them, and if yes, to participate in the process [of commenting on policy] easily and effectively, on equal footing with other stakeholders…"

One page briefing notes have been requested that "use plain language, short paragraphs and uncomplicated sentences" in order to get the correct message across about often complex policy issues. As with our other communication issue raised above, if we don't ensure that our members are provided with appropriate information that enhances their understanding of the policy issues which are our primary focus, then we cannot effectively provide relevant contributions to the policy development work of ICANN **(178486).**

The ALAC notes with appreciation that on 27 January 2019, the ICANN Board passed a resolution (2019.01.27.18), adopting the scorecard titled "GAC Advice – Barcelona Communiqué: Actions and Updates (25 January 2019)" in response to items of GAC advice in the Barcelona Communiqué and the Panama Communiqué. The Scorecard included reference to the Joint ALAC/GAC Statement entitled: Follow-Up to the Joint Statement by ALAC and GAC: Enabling Inclusive, Informed and Meaningful Participation at ICANN that the ALAC approved on 24 October 2018.

We thank the ICANN Board for their recognition and support for critical resources that will ensure that ALAC and GAC members can participate in the policy development process as effective and equal partners. The ALAC looks forward to working together with ICANN Org in whatever way we can so that this expectation of improved communication does not create more of a financial burden on current ICANN resources than is necessary.

1.1.2 Raising stakeholder awareness of ICANN world-wide

The ALAC appreciates that funding is being provided for **regional engagement (176398)**.

Continued relationship building with Policy and our Global Stakeholder Engagement and Government Engagement partners, as well as the ability to use the greatly appreciated Additional Budget Requests (ABRs) offering discretionary funding managed by ICANN staff, have enabled regional participants to more effectively participate in local and regional activities, such as At-Large Structure Read Out Sessions; provide materials that support outreach and engagement activities; and enhance RALO relationships with regional I* partners. These opportunities also enable continued engagement of At-Large Members already participating in ICANN's activities and policy development processes, as well as encourage new volunteers to join us in our policy advice work which is a priority of At-Large.

ALAC/At-Large is always willing to collaborate with the **Information Transparency Initiative Team (141753)** on its revised document management system. Improved content findability is one of a set of objectives that have been identified as improvements within the At-Large Review Implementation Plan as approved by the ICANN Board. This is particularly important as we endeavor to navigate through the current www.icann.org to locate appropriate policy pages. On the community wiki, this is difficult when some pages have URLs with words and others with numbers as their titles. As mentioned in Section 1.1.1 above, the ALAC and GAC aim to work collaboratively with the ITI team on the provision of plain English resources to engage more of their respective members in policy issues.

1.2.2 Engage Stakeholders regionally

The At-Large global network of members is a considerable resource for ICANN in its work to engage stakeholders within the regions. Our members have regional and local knowledge, expertise and networks that can facilitate the work of ICANN including raising awareness of ICANN policies and contributing to the policy development process. We have already mentioned that we welcome additional engagement and collaboration with the Policy, Global Stakeholder Engagement (GSE) and Government Engagement (GE) teams in our joint efforts to engage stakeholders regionally in ICANN issues.

ALAC/At-Large appreciates the provision that is being made within the GSE budgets (**188503 and possibly 160505)** to enhance regional cooperation and partnerships to increase opportunities for our At-Large members to take advantage of regional engagement to upskill themselves about Internet-related policy and technical work. Working with our regional partners is an objective that has been

incorporated into our Review Implementation Plan. Many regions have benefitted from facilitating connections with regional I* partners which ultimately brings benefits back to ICANN.

ALAC/At-Large welcomed the recent policy advice development infographic that was published in late 2018. Given its usefulness in explaining the policy process for the ALAC, we would like to request that an additional infographic be produced that highlights only the ALAC policy development process so that we may include it in our toolbox of outreach and engagement materials focusing on At-Large.

1.3.1 Support Policy Development, Policy Related and Advisory Activities

At-Large and the ALAC appreciate the continued ICANN Org support for 5 Full-time Equivalent Staff to assist our Policy and Working Group related goals and objectives during FY19/20 (**151055 and 151157**).

As stated in the At-Large Review Implementation (ARI) Plan which the Board recently approved, Review Issue 2 emphasizes the need for an increased focus on At-Large policy advice development, including ensuring the process and content is clear, understandable and representative of the perspective of the At-Large community, consisting of both At-Large Structure (ALS) members and At-Large individuals.

To ensure that community involvement and policy advice development achieve the aims of the At-Large Review Implementation, there will be a need for a renewed emphasis on all aspects of At-Large policy development. This includes, as a priority, greater understanding of the policy being discussed and its potential impact on Internet end users; increased engagement from all levels of At-Large membership, from ALS and unaffiliated members to At-Large leadership; as well as communication of the policy being discussed and ALAC statements to At-Large members and the broader ICANN community. This communication will include innovative use of the At-Large website, wiki, teleconferences, At-Large mailing lists, social media channels and other means of ensuring the bi-directional flow of information between the regions and the ALAC.

It is expected that the growth in At-Large membership, from the current of 232 ALSes will remain steady or decrease as new ALS obligations are introduced. At the same time, there will be a significant increase from the current 101 individuals within the five regional At-Large organizations (RALOs). Thus, there is a need for increased attention to encourage engagement, develop the required policy skills, and monitor the role of ALS and unaffiliated members within the At-Large policy advice development process.

At-Large staff will play a crucial element in both the areas covering deeper and broader support of the At-Large policy advice development and member management.

It is clear to the members of the ALAC that the equivalent of at least one full time equivalent with relevant policy, technical and membership skills will be needed to ensure the successful implementation of the aims and objectives of the At-Large Review Implementation.

The request for the addition of one full time equivalent person to assist with our Policy workstream (through the At-Large Review Implementation Plan) would greatly assist in the development of the heavier than normal number of policy advice statements have been required by ICANN, as well as support for the increasing number of At-Large individual members.

1.3.2 Reinforce Stakeholder Effectiveness, Collaboration and Communication Capabilities

The ALAC/At-Large appreciates the support received from the Board to hold its ATLASIII in Montreal, during its assigned 5 year cycle. ATLAS III aims to provide a strong leadership skills program that will develop competent, visionary, and knowledgeable policy-focused leaders who will not only advocate for the rights and interests of Internet end-users within ICANN but also appropriately and actively represent the interests of ICANN within their local and global outreach and engagement activities.

A specific example of the focus of the ATLAS III activities is to develop a small selection (up to 60) thought and change leaders who will play a critical role in the implementation of the At-Large Review Implementation Plan as well as an ongoing plan of continuous improvement within At-Large. At the

same time we will continue to look at the value added to policy inputs by regional organizations and the continuation of General Assemblies in the intervening years.

The issue raised in 1.1.1 emphasizes the need for immediate attention to be given to the LACRALO Translation tool to benefit not only the Latin American and Caribbean region but also other regions facing similar multilingual and communication challenges.

4.1.1 Coordination of ICANN Participation in Internet Governance

At-Large believes that while the ICANN strategic plan highlights the importance of participation in an inclusive multistakeholder Internet governance ecosystem, its current practice does not demonstrate acknowledgement of the multistakeholder model. While we encourage and support ICANN's continued and expansive involvement in Internet governance, we believe that the Internet Governance Forum (IGF) is an important mechanism for raising stakeholder consciousness and that it would behoove ICANN to take such an opportunity to showcase the diversity and depth of our own stakeholders and not only ICANN Org's Board and staff.

An example of this type of opportunity for ICANN is the support and resourcing of ICANN community workshops at IGF, which ALAC believes is a crucial medium for demonstration of the bottom-up ICANN multistakeholder model. Recent examples of success include the community booths at Global IGFs in 2017 and 2018 which encouraged greater engagement benefitting the ICANN community.

It is noted that ICANN is supporting "Coordination of ICANN Participation in Internet Governance" (**178604**) with USD1.1 million, but these funds largely exclude the active community members who already contribute directly to national and regional Internet Governance activities. We would hope ICANN will reconsider their support of the IG interests of these community members.

The ALAC has submitted a FY20 ABR for increased RALO Discretionary Funding that would also allow for one cross-regional trip. This would enable some contribution towards one At-Large member from each of the RALOs to participate in the 2019 Global IGF, if that is a priority for them. We ask that this ABR be approved.

5.2.2 Supporting Organizational Reviews

Organizational (and Specific) Reviews are components of the Budget that are intended to meet and further ICANN's current Strategic Planning within *"Objective 5: Develop and Implement a Global Public Interest Framework Bounded by ICANN's Mission',* and as detailed from the perspective of the MSSI Portfolio in Module 6 of the Budget documentation, does attract some limited comment from the ALAC. As noted in the timeline graphic and text the ALAC/At-Large has recently emerged from its second full Organizational Review Process, with Independent Examination. We note that now in our Implementation phase like several other recently reviewed entities, most if not all budgetary aspects of the work fall away from the purview of the Organizational Review Portfolio, and within the budgets of the portfolios/departments that support the AC and SO's and the usual Budgetary processes/requests therin, or are subject perhaps to Additional Budget Requests for the FY20 budget, and beyond. The ccNSO second review is lagged slightly behind and not quite to the 'Feasibility' or 'Implementation' phases of the usual cycle of processes but will be at that point in FY20.

Before we start a third cycle of Organizational Reviews, it seems to be reasonable to delay further organizational reviews and fully consider the processes we have been following over the first two cycles. We need to examine the benefits (or otherwise) of these reviews, and determine how the continuous improvement intent of the Bylaws can be better implemented. The aim should be to keep the cost (financial, ICANN Org time and volunteer time) to a minimum and to result in real benefits. ATRT3 may be an opportunity to begin this study, although it may warrant a dedicated effort apart from ATRT3. All such studies, examination or consultancies looking at the current and earlier processes and their results should be complete before we commit to future reviews.

The ALAC is supportive of a continuous improvement processes for the SOs and ACs as an important aspect of being not only effective and efficient entities, but to aspire to the highest standards of

accountability and transparency; inclusive of, self, peer and independent examination being carried out as needs be. But we believe the processes to best achieve this is not one where an Organizational Review starts before in some cases the implementation of agreed recommendations from the previous one has been possible. A timely collaborative community review of this matter would we believe be at this stage highly beneficial.

As the ALAC currently enters the active part of our approved Recommendations Implementation Plan we are also keen to ensure that sufficient budget and resourcing is provided for and made available to allow for this work to be carried out, in keeping of course with the guidance included in the Boards Resolutions regarding the Implementation Plan and with budget requests duly and correctly made within the normal ICANN Budgetary cycle (in this case for FY20 but also beyond) either under portfolio and project budgeting or failing that option, via the ABR process, so that we and others do not find ourselves unable to implement an action or process having been detailed, recommended and approved, for the lack of funding, other than in exceptional and for FY20 unforeseen circumstances.

5.3 2 Supporting Stakeholder Participation

The ALAC appreciates the support that is being given to the pilot program (**151960**) to promote and strengthen regional stakeholder participation. While acknowledging again the support being given to grow leadership skills among our active participants who will attend the third At-Large Summit (ATLAS III) (in 1.3.2), we also applaud the continued support for the Fellowship (**151962**) and the Next Gen@ICANN (**151961**) Programs, as well as their own continued internal encouragement for participants to be more engaged with ICANN before, during and following their Fellowships.

ICANN Learn (**176554**) will be a major preparatory feature of the ATLAS III program, so that all participants will already be well appraised about ICANN in general and specifically pre-prepared to efficiently, effectively and fully engage in the ATLAS program. This will allow the ATLAS program to immediately deep dive into the leadership aspects of our work in At-Large and to encourage greater engagement from our already registered ALS and individual members. At-Large appreciates the support given to educational programs that will encourage greater understanding about ICANN and policy development.

Again, as mentioned above, any support that can be given to the departments of Policy and GSE (**188502**) to support regional policy-related education and awareness events and initiatives, would help to support our outreach to new members and engagement efforts to engage our existing members. This will result in more volunteers for At-Large and our policy discussion tables.

Conclusion:

Finally, the At-Large Advisory Committee and members ALAC Finance and Budget Subcommittee would like to thank the ICANN CFO and his team for the clarity of FY20 Operating Plan and Budget and the continuous improvement made on the planning process.