
OLIVIER CREPIN-LEBLOND: Let's start the call, please.

YESIM NAZLAR: Okay, sure. Let's please start the recording and I'll go ahead with the roll call. Good morning, good afternoon, and good evening to everyone. Welcome to the EURALO Involvement in EECA Call taking place on Thursday, 24th of January, 2019 at 11:00 UTC.

On our call today we have Olivier Crepin-LeBlond, Maureen Hilyard, Satish Babu, Liana Galstyan, and Yrjo Lansipuro. We haven't received any apologies for today's call. From staff side, we have Silvia Vivanco, Gisella Gruber, Alexandra Kulikova, Natalia [Mochu]; and myself, Yesim Nazlar. I'll be doing call management for this call.

Before we start, kind reminder to please state your names for the transcription purposes please. Now I would like to leave the floor back to you, Olivier. Thank you very much.

OLIVIER CREPIN-LEBLOND: Thank you very much, Yesim. Thanks, everyone, for joining us on this call today. I'm glad to also see Liana from APRALO on the call. We're going to be focusing I guess specifically with EURALO during the first part of the call and then see what we can do to collaborate and serve countries that are somehow across the two RALOs. We're speaking particularly of Armenia and Georgia.

Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.

Alexandra got in touch with me a while ago following up on the work, on the discussions that we had in Barcelona at the EURALO General Assembly and some of the action items were effectively to follow-up and find out how we could work better with global stakeholder engagement in the various territories that EURALO was covering and EURALO is spanning two different – well, it's basically covered by two different parts of global stakeholder engagement. In fact, I think it's even three. We've got western Europe, we have eastern Europe, and we've got the ECA which are effectively different people and with, what I would say, quite different needs depending on the part of the territory.

In EURALO, we have a real problem in some way in that we haven't got that much involvement from eastern Europe. We have a lot of Germans and French and some people from the UK – me, for example. People from Spain. But then, looking at eastern Europe, there is less involvement. Of course, now, recently we've added the people from Russia that have been very involved, thanks to the CROP.

But there's still a number of countries in eastern Europe that neither have an ALS nor have ... I think some of them even are not GAC members and some don't even have a registrar or registry, so we have some real missing bits in the overall equation when you look at the map.

I was going to start with taking you quickly or swiftly through the EURALO outreach strategic plan which is linked from the document, from the agenda that you have on the screen. Now, that strategic plan, like all of the other strategic plans in the different RALOs, it's usually

done in advance of the fiscal year, so FY19 outreach strategy was effectively devised and designed in the late 2018.

Since that, of course we've managed to finalize our CROP slots a little more. For example, the first CROP slot that we have used was the one with the IGF in Geneva and then we used another CROP slot after – no, before that, I believe. Yes, the first CROP slot that we used was not that. The first CROP slot that we used was to send Sandra Hoferichter to the Barcelona meeting since one of the three CROP slots has to take place at an ICANN meeting.

The second one was Natalia Filina that came to the IGF in Paris and I think everyone will agree that this was a really great, really very successful trip.

The third one is still under review and we can see there are a number of potentials that are listed here, including – well, perhaps not including the European Summer School on Internet Governance, but certainly including the Global IGF which will take place this year in Berlin. I'm actually getting that completely wrong, because of course, Berlin is next year, or next fiscal year – sorry.

So, we've got a RIPE meeting that took place Marseille, but that was last year. So, really, the big one is going to be the EuroDIG event and then there are some others that could be the CEEDIG event. There could be Republica. There could be the CPDP which is happening just in a week's time. I know that some people are going to that from our community and there could be the Internet Governance ... Well, the Internet Governance Week in Brussels is happening as we speak at the moment.

But not that many events taking place that are geared toward eastern Europe. There was the Eastern European DNS Forum that took place in December, and thankfully we did not have to use a CROP slot for that because we have some people who could attend locally. That's effectively what we have.

Now, since then, we've actually updated this because we have another parallel process at the moment that talks about the EURALO hot topics. Within the document of the EURALO hot topics – and I'm going to give you a link to this. This is a work in process, so please bear in mind that this is a complete mess, but because it's a working document.

But, if you actually scroll towards the bottom of that document – so we're looking at page number four or five – we have an outreach and engagement activities in Europe session, and in there we have added a number of things. So, CPDP is there. But it also mentions that we are co-organizing a panel together with Global Stakeholder Engagement ensuring domain name data is safe, the WHOIS experience of balancing cybersecurity and privacy in the era of GDPR and major evolution of piracy legislation around the world.

You can see we are working on a traditionally very short titles which is great. I'm being very sarcastic here, but there you go – a joke.

Now, with regards to Republica, we still haven't decided on whether we want to ask for CROP slots for this, but then maybe CEEDIG might be a good thing to do. CROP slots this year for EuroDIG are I would say probably might be unlikely because we only have one slot left, basically, and [inaudible] already quite well covered, so it's a question of whether

we want to ... Whether there will be a large number of people coming from eastern Europe to this event or not. This is unknown at the moment.

There are other things which have been added here if you can look underneath in red. There's FIC. Okay, that just happened. But, there's CyCon in Tallinn. There's GLOBSEC in Bratislava Forum. There's Cyber Week in Tel Aviv which is a little bit of a stretch because I think is in APRALO region. There is the Cyber Norms Conference in the Hague. Then, there is the Association of Internet Researchers Annual Conference which is in – well, in Australia. That's not going to be helpful is it, this year?

So, these are the ones that we've identified. I think that now I'll open the floor because we are not quite sure what to go for, and at the same time, we have to be aware that whatever conference we decide to go and send someone to, it needs to be agreed with the Global Stakeholder Engagement as part of the strategy for that region.

So, for this, thankfully, we have Alexandra who's on the call who will be able to provide us with more details about what she is planning and what we're likely to be able to work out together.

ALEXANDRA KULIKOVA: Hello. Can you hear me?

OLIVIER CREPIN-LEBLOND: Yes. Very well, Alexandra. Welcome.

ALEXANDRA KULIKOVA: Hi, Olivier. Hi, everyone. Thank you very much for coming together for this call. The first thing, I would like to introduce my new colleague, Natalia [Machu], who is joining us on the call as well. She only joined in December as [CSC] manager and she will be working with me in Eastern Europe and Central Asia, so please welcome her. I'm very happy that there is now more than one person taking care of this biggest region, at least in GSE terms. As we both know, it has both EURALO and APRALO involved.

Before I go down to the strategy, Olivier, I think it's probably also worthwhile to remind everyone here, even though those people who are on this call I think are very familiar with not maybe an issue, but a point that we come back to every now and then, is the lack of understanding in the community and sometimes even honestly within ICANN Org about who is doing what, who is responsible for what in RALOs and in GSE.

So, sometimes this gets [inaudible] as we know. Olivier, you and I have had this discussion. I think it's one of the issues we need to keep in mind when we are planning our joint activities and [inaudible] especially when we have to explain things to the community.

Now, the space which we define administratively within GSE, it's one of GSE regions within ICANN Org [inaudible] Eastern Europe and Central Asia which is a bit of a misnomer because it also has [inaudible] and Russia, in fact, which is somewhere in between. But essentially it's 12 countries.

And the Eastern Europe, the way we call Eastern Europe in this particular sense, is four countries of proper [inaudible] – apologies for any formulations which don't sit comfortably for others, but that's mentally easier for me at least to split this big region in four big parts, whereby we have Ukraine, Moldova, and Belarus comprising let's say the Eastern part of Europe because there is Western Eastern Europe which belongs to [inaudible] region, Czech Republic, Poland, Romania and those are handled by my colleagues and his team. Then we have [seven] caucuses, three countries – Armenia, Georgia, and [inaudible]. Then, five [inaudible]. And Russia [inaudible] from east to west.

Here the concept of eastern Europe is also fluid a little bit and we know that it's [inaudible] some way that in the [inaudible] caucuses as well. We know that Georgia has now joined CENTR, for instance, the association of European registries. So, that's good that we have an opportunity to plan our activities together across the whole continent, but [inaudible] does not necessarily also correspond to the RALO split.

Apart from the very practical things we are going to discuss on this call, I just wanted to remind everyone that this split up is not intentional. It may be historical. And in no ways it should [inaudible] get the impression that this affects in any way, that we serve their needs. It is complicated, but we're here to make it work.

I was a bit surprised, Olivier, when you said that some eastern European countries don't have registries or registrars. I can certainly say that the countries which are in this particular region do have registries. Some of them actually have both – well, [inaudible] ccTLDs and IDNs, and very successful ones. And some of them have developed a new system of

registrars. You might have heard about the reform that Georgia has just gone through. It's actually very interesting to see how this is evolving.

At the same time, you actually [inaudible] that the participation from those countries is not very high and this is part of GSE task as well, not only to be on the region and be the live speaker, basically, for what is happening in the global community. We are very much keen on bringing up the issues and the priorities which are happening there and if we're talking about specifically the territory which falls under EURALO and GSE, Eastern Europe and Central Asia which would be I suppose four countries – Ukraine, Belarus, Moldova, and Russia – and [inaudible] point and very much due to never-ending [inaudible] but also structural changes in the [inaudible] and different agencies which are responsible for the IT development, and actually for the registry as well.

But, I have Natalia on board now, who is from Moldova actually and we're hoping to maybe look forward for new parts for [inaudible].

As I was saying, part of the GSE work is actually to try and bring more participants from these new countries into global processes. So far, I must say that the fellowship program has proved very successful for this. I've put a lot of effort into this in the past couple of years at least trying to promote it and I think we've succeeded. We've seen a lot of participants from Ukraine and less from Belarus, but actually also a lot of participants from Armenia and Georgia [inaudible] moving into the next RALO.

So, this has been positive, but I do understand that if we look at EURALO and the fact that, in itself, it works at the same time with two

[inaudible], with two GSE regions and of course [inaudible] of opportunities for interaction, for engagement, in Western Europe is much, much richer and much more interesting landscape maybe, that of course when you have just a couple of CROP slots it's very hard to dedicate one [inaudible] to Eastern Europe, for instance, [inaudible] which is outside or [inaudible] the way we understand this.

But, that was one of my thoughts. Now, having looked at all the events that you keep in your mind and you're looking at where and how the engagement would be happening from EURALO, I understand your predicament of allocating time and capacity for specifically a region – well, the other region, so to speak, which is [inaudible] to EURALO.

My question would be just from my understanding – better understanding – of course, for Natalia as well, [inaudible] in this group. When you were explaining the EURALO members' participation in those events, how do you measure success of that participation or what sorts of activities you expect from those members who are going to events and how they can actually contribute to the strategy that you have while they're attending those events.

I have [inaudible], let's say, or certain highlights for the forthcoming calendar year and parts of financial years which we can discuss specifically. But, before that, I would just like to hear a bit more about what exactly is happening for EURALO on the ground and how you measure this engagement and participation [inaudible] mentioned Natalia Filina and RIPE, in IGF, and it was a big success. So, how do you see that? What does good look like in this sense?

OLIVIER CREPIN-LEBLOND: Thanks very much, Alexandra. So, just one thing first before answering the question. I was looking at the list of the stakeholder analysis tool, ICANN stakeholder tool, which is very helpful, which Dev Anand Teelucksigh has put together some time ago and has regularly updated.

Looking at, for example, the Republic of Moldova, at the moment, it shows no accredited registrars. It also, of course, shows no At-Large Structure, either, and that's of course one of the things that we're trying to find and plug in those gaps. We also have no At-Large Structure in Belarus, as far as I can see in there. So, that's the data that I was basing my introduction on.

Now, with regards to how do we measure success, we have a number of ways that we do so. The first of course is when it comes down to the activities that the person has performed. So, whoever it is, the traveler has performed at the location, the feedback needs to be that they must have engaged with as many people as possible and perhaps even brought back some follow-up contact details that we can then use to send these people an e-mail, etc.

Often, if there is a thing such as a booth, for example, we would be able to connect names of people who have an interest and then send them further information afterwards. That being said, from experience that we have – and you did collect a lot of names at the IGF, the e-mail addresses are sometimes not that reliable, so we've had mitigated success on this. But that being said, I can't say that we've had total failure, because indeed, some people that were interested in the booth

and showed their interest are providing their details were then contacted and they then joined either as individual users or they got eventually their organization to join.

It's important to note that when an organization joins, it's not just the case of one person being able to say we're going to join. Often, it requires a whole process within the organization. So, it's not something where we can send someone to an event, and two weeks later, their organization joins. Often, we're looking at maybe months – sometimes even years – before an organization actually joins as a result of the engagement and the outreach that we've done during a meeting. It's hard to quantify this as it's not an immediate action-reaction system.

I think that, unfortunately, that doesn't appear – at least my feeling is ICANN sometimes has not understood that and has basically ... We've been under criticism of saying you send someone over there, but what do you get for it? Nobody signs up on the spot. You didn't get 10 ALSes accredited or five individual members, etc. But, these things – and I've seen it on a number of times and I've seen it certainly with APRALO. It just takes time for organizations to be convinced and to sign up at the end because it is quite an important commitment, certainly time-wise.

So, one of the ways that we do that, of course, is long term we see the rise in the number of At-Large Structure that have signed up. Of course, now we're pushing for individual users, so we certainly can see this. But, perhaps more so, it's not just a thing of signing up. I think it's also actual proper involvement.

When I mentioned Natalia having done a great job at IGF, it's not only as an individual person that was funded by CROP to go and talk to a lot of people, but at the same time, the follow-up that was done afterwards by her and she is now actively involved. And there are a number of people who she got in touch with, who she contacted during IGF, who are also now actively involved in working groups, whose name we see more often on the ALAC calls or on the At-Large Working Group calls. It's not an exact science, but that's one of the ways that we measure our success.

Of course, I think the emphasis these days is a lot on having people involved in policy, and we have seen in some RALOs and certainly in EURALO to some extent as well, we've seen more involvement in the Consolidated Policy Working Group that the ALAC is running. That's the working group in which policy commenting and all matters of policy are handled. Therefore, I think seeing a rise in the number of members involved in this is potentially one of the ways that we can measure success with regards to our outreach and our in-reach, because we're not only dealing with outreach here. There is also this whole thing of being able to send someone somewhere and relating to the local ALSes that might have not quite [inaudible] as being part of the inner circle, as one could say, the people that are most involved. Certainly, you can redynamize – I don't even know if that word exists. Redynamize an ALS that is local by just visiting them and inviting them over to take part in the booth that is set up in a specific location.

I know that was a little bit of a long answer, but I hope it makes sense. I note that Yrjo Lansipuro has put his hand up. Maybe Alexandra, I'll let you respond and then I'll hand the floor to Yrjo after that.

ALEXANDRA KULIKOVA: Sure. I just wanted to say that this definitely makes sense and this is very similar to how we're trying to flesh out our success as well. And it's very hard. Sometimes, like filling air, honestly. But, yes, you're correct that it's not only about participation. It's about meaningful involvement and what I've seen, at least across the whole of the region, one of the challenges is very much in the cultural and historical tradition of not coming up to the microphone, if you know what I mean. This is something we're not going to change, but that probably adds to the challenge of the timing, as you said, of not necessarily immediately jumping on board and be willing to participate. That's fine. We keep reaching out, keeping that in mind, that it just needs more explanation sometimes and sometimes more personal help if people need to be pointed to certain [inaudible] experience might be useful.

This is quite a lot of work for all of us, of course, [inaudible] talk about personal [inaudible]. But it helps. It hopefully helps. Let's hear Yrjo, then.

OLIVIER CREPIN-LEBLOND: Yrjo Lansipuro, you have the floor. Yrjo, by the way, is the chair of our Outreach and Engagement Subcommittee Taskforce in EURALO. Yrjo?

YRJO LANSIPURO: Thank you, Olivier. Olivier mentioned that there are actually a couple of countries in Eastern Europe which don't have an At-Large Structure at the moment and I'm just wondering perhaps Alexandra or anybody

could have an idea how to start building ALSes in Belarus and in Moldova. Obviously, we should start with a few individuals who could then start doing the groundwork. This is my question, really, how to start. Thank you.

OLIVIER CREPIN-LEBLOND: Alexandra, I think you might be muted.

ALEXANDRA KULIKOVA: Yes, I was muted. I was thinking this is more a question to you because you're the one looking for new ALSes normally. But I think it's the same logic. We're all looking for active community members and those who might be potentially interested in contributing their expertise to the policy [inaudible] processes.

If you take those in particular, this is an extremely small community and I might have – now, if I concentrate on the country, I might have an idea of what organizations, if not people, might be theoretically interested in joining EURALO.

But, at the same time, I know very specific dynamic about making things happen there or in Belarus specifically. What I'm saying is I suppose there's one way of doing this, if one by one, just identifying, I don't know, targets, organizations and talking to them directly.

The other one is probably something that you've been doing anyway, going out to events located in certain places and just seeing which opportunities come out from those.

I certainly can add more of such opportunities to you, to your list, which you have in the document happening in Eastern Europe, so that you might consider at least flagging those to the people you already have on the ground and they might be joining, even if you can't send somebody through CROP.

For instance, the national IGFs, the Russian IGF which is coming the 8th of April, that's going to be also quite a [inaudible] opportunity occasion, the 25th anniversary of [inaudible] and the whole year will be marked by celebrations.

Then, there will be Belarus IGF in October. From what I understand, they started with May as the month they do it, but now it seems to have shifted to October. I don't think we have the date, though, at this point.

The Ukrainian IGF in September, normally. I'm sure you've heard about that from Oksana. She's very active.

Apart from the IGFs, then there is again, there are more specialized platforms. I'm not sure how exactly that works for EURALO but given that we don't have that many opportunities in the region anyway, they're worth considering. I'm talking about [inaudible] which this year will be in September in Lithuania and ran by the Russian registry. But also being a regional event.

UADOM, another DNS conference which is run by the Ukrainian registry, a very good event, has been running for nine or ten years now I think. Of course, there's [inaudible] DNS Forum which now has seen three additions and hopefully another one coming later this year which is

[inaudible]. We need a host. We need somebody to come up and be a host.

These are more specialized industry for of course technical issues focused events, the last three that I mentioned. For the topics which usually in EURALO focus, that might be specifically interesting. So, that's what I see in the coming year as worth considering and worth planning into your lineup.

Then, if we are going to [inaudible] country, and just looking for ALSes, as I said, that's another path and I might have ideas – maybe we could take it offline – about who might be good people to talk to. Then, I need your advice on how you normally would make this outreach in such a [inaudible], if it's acceptable. So, these are my thoughts at this point.

OLIVIER CREPIN-LEBLOND: Thanks very much, Alexandra. I have a few questions. First one, with regards to [TLDCON], UADOM, and the Eastern European DNS Forum, how much of an end user component is in this? how relevant is this to end users? I was under the impression that these are primarily [inaudible] or people that are in domain name industry.

ALEXANDRA KULIKOVA: That's exactly what I meant when saying that these are more specialized events. Then, if we take, for instance, DNS Forum, and you know that there are a few – well, there are four – DNS Forums run by ICANN Org in cooperation with local partners and they all have different formats and different goals and objectives that were focus areas.

So, the one which is in Eastern Europe doesn't have a focus on end user, but that's not, let's say, an integral part of its design. It's more focused on technical issues. We have one full day of technical discussions and that was meant to be so because the [inaudible] matters are traditionally very much focused and have much more highlight in this community than the broader policy issues discussions about access and human rights. You know this. You've been around and you've seen how this dynamic works. There are a lot of techies and people who are truly involved in, let's say, IETF and [NOGS]. We really wanted to create space for those community members and that takes one day.

The other one is more focused on policy and this year specifically, we didn't really look that much on the DNS market. It was more around DNS evolution, about regulator risks in particular, because you know that ICANN now runs specific reporting system on the upcoming [inaudible] initiative. Now that we've all appreciated the fun we're having with GDPR, we're trying to watch out, look around, and see what's going on.

I also have some [inaudible] of showing – of showcasing, actually – the community members from the region who are really involved in participating in policy work in the global ICANN community, though that came out very [inaudible].

So, answering your question, there is no direct focus on end user perspective here, but certain topics which are discussed in both days indirectly affect end users by definition. For instance, we had presentations on [inaudible] DNS protocols which are actually empowering the user through encryption – stronger encryption – and if

you take the context of certain, let's say political context of certain countries in Eastern Europe, this is something that end users might become a bit more aware of and more worried about. There are the work presentations from different angles, IDNs and universal acceptance. I'm sure you've heard that ICANN Org is planning, as requested by community, to focus more on those topics as well and these are essentially about providing more opportunities for end users in the next billion of those who come online.

If you look at the policy issues and you look at the legislative initiatives which are coming from the region, again this is something that we, at the end of the day, can all see [inaudible] reality in laws passed and the user experience change.

So, I wouldn't dismiss them altogether, but rather you can look at the topics which you consider are within the realm of high interest for EURALO members or potential members and just look whichever is more interesting for getting [inaudible].

Same applies to [TLDCOM] and UADOM, actually. These are one-day events, [inaudible] one and a half I think, normally. They are both very good in content, very condensed and really juicy and interesting. Again, with no direct focus no end user or declared one, but through the discussions which get highlighted year on year, you can see what they're inspired by. In Ukraine, I've seen an increasing interest towards the topic of blocking, [inaudible] being blocked and the discussion not only about how to basically exist in such a user reality, but also about education, about more awareness of how technology works, etc. In [TLDCON], traditionally security issues are very much at the top of the

agenda. Again, at the end of the day, this is something [inaudible] come face-to-face, sometimes [inaudible].

So, this is a long answer, but you probably see my points. If I can make it more specific, just let me know.

OLIVIER CREPIN-LEBLOND: Thanks, Alexandra. You just mentioned blocking. Is this blocking at DNS level or blocking of content? Because, as you know, there's always this concern admitted by some members that, oh, you're dealing with content and ICANN can't deal with content.

ALEXANDRA KULIKOVA: It's a thin line. Of course this comes from the content issue, but then depending on what events you are looking at, the focus on the origin or the technical presentation might shift. But that doesn't mean that ICANN is out there on this page and actually talks about content blocking. That's not what I meant. It's more looking at the issue as a societal issue and then looking at how sometimes, for instance, how technical implementation may, because of lack of knowledge or, I don't know, just wrong implementation, it affects a much bigger number of online resources than planned or anticipated and that obviously results in end user experience, where basically you can't reach completely lawful resources.

So, yes, if you ask me, ICANN Org is careful about what we specifically talk about, but then again, at all these events that I mentioned, we are not the one running or completely owning the event. If European DNS

Forum is very much driven by ICANN, I think the governance model will be reviewed with more community participation in the preparation process, at least at that I think would be a natural development line.

But, the other two [inaudible] the UADOM, they're supported by ICANN and of course have an input from us. But I was just mentioning to you the topics which come up and [become prominent] these days.

OLIVIER CREPIN-LEBLOND: Thanks for this, Alexandra. Earlier, you mentioned – and I'm not seeing any hands up at the moment, so that's why I'm asking further questions. You earlier mentioned that Moldova and Belarus were small communities and tightly knit communities. I wonder if we can learn some lessons from the successes that we've had in other small communities. I'm looking here at Armenia, for example, Georgia to a slightly lesser extent but Armenia has been very successful in having a lot of people involved in a wide involvement in a lot of things at ICANN. Are there lessons that we can learn from how Armenia came into this and got involved with ICANN? Can we do something like this?

ALEXANDRA KULIKOVA: I don't think we can—

OLIVIER CREPIN-LEBLOND: I mean, [inaudible] countries?

ALEXANDRA KULIKOVA: It's a difficult question, but I don't think you can copy/paste anything, honestly, because these are countries [inaudible] different contexts, political, economic, well cultural [inaudible] – actually, cultural tradition does affect a lot the way people engage and the way they open up, the way they are ready to even jump at opportunities which are out there and within reach. That becomes so clear when you work with them on a daily basis.

Having worked for so long with Liana who is on this call I can see how much proactivity there is in Armenian community and this didn't happen overnight, obviously. But the dynamic of, let's say, the different processes which are happening in the country, the context in which the potential development of the registries and registrars can happen, they are so different that it's hard to take [inaudible] in one country and then go to the other one.

So, if we're talking about Belarus, it's a rollercoaster, if I can explain it in one word, which means that sometimes – basically, we hit the wall with an existential question [inaudible] registry which is not quite clear what its future is in the current context. I just don't want to go into too much detail because these are politically sensitive things.

But just to give you an idea of what success looks like. So, if Belarus success looks like having a Eastern European DNS [inaudible] huge success because we managed to book together an event, we managed to have a full room of participants, it was still a small event by ICANN measures. It was [150] maybe people. It was not that much. But, it was very [regional] in the sense of participants. We had the speakers we really wanted. Unfortunately, we didn't have the governmental speaker

that we wanted, again because of certain [inaudible] which happen all the time. That's why I was specifically thinking about maybe targeted approach in this particular case, because I know that the major drive in that particular country is the registry and they're pretty much [inaudible] entity which is trying dot-by and dot-bell [inaudible] pretty much the only player in the field which is trying to bring together the broader Internet governance community around them, even though they represent a business, but they're pushing ... They initiated the IETF process in the country. They're pushing it almost singlehandedly. It's a lot of work and it's very hard, especially when you don't get support from the government or it's not very well pronounced or you don't really know where it's going to be tomorrow.

That's why it's very hard for them to plan and it's very hard for them – and I use “them” cumulatively because I can just see it in many conversations with different people – to decide which initiatives [inaudible] participate in, as seen externally, [inaudible]. It's sometimes about, from what I see, it's very important for them to be cautious about what initiatives and events one can participate in and you have to be sensitive about it.

For instance, the organization I've been referring to is called [inaudible]. It's a human rights protection organization which has been quite active and they seem to be quite confident about what they're doing within the country and within the region. So, maybe it's a good time to try and approach them in the next step, for instance, because I know they've been going to RightsCon. They are also in good [inaudible] similar organizations in Russia, and actually in Central Asia, as well they're running trainings and maybe that could be a good fit.

I hope this helps. The main point to make here is that there is no one-size-fits-all approach here at all. I think, from what I've seen so far, you actually really need to go to per country and see.

OLIVIER CREPIN-LEBLOND: Thanks, Alexandra. Next is Liana Galstyan.

LIANA GALSTYAN: Thank you, Olivier. I just wanted to echo what Alexandra has talked about, about Belarus, about countries and [inaudible] about the lessons learned, and also [inaudible] how to start that. It's really not that easy to start the process, and [inaudible] about a measurement of participation, etc. So, with Belarus specifically, they have very specific policy or political situation, whatever you [inaudible]. It's not that easy to bring them on the end user perspective for the discussions or to create an ALS. But, I think the IGF is the right platform to start with, [inaudible] national IGF [inaudible] the end of the year, like October they usually now do, as Alexandra already told that. But that will be a good start. Or even use the global IGF to go and see those people.

For instance, at the last IGF that they had, [inaudible] and some people came approached me and they [inaudible] to see about what's going on, on certain topics. So, there is a lot of interest there, but also you need to be very careful how to start and see the ground work, what to do on this.

I don't really know about Moldova. It is really lacking the contact as well and I hope that Natalia now that she's on board, she will help us [inaudible] and bring them all to ICANN meetings and become engaged.

But I also wanted to mention you have in the strategic document the CEEDIG event and you've been speaking about [inaudible] European countries. They are actually active. We have a lot of participant countries there – Albania. We have Serbia, Macedonia. And if you're missing those countries in an ALS, this will be the right place, to be there and do an outreach event. As you know, I'm one of the members of the Executive Committee and I'll be happy to communicate and coordinate there with EURALO on this outreach thing. You have the date there, your document. So, if you have any detailed planning, etc., I'll be happy to help you out with this, Olivier.

OLIVIER CREPIN-LEBLOND: Thanks very much, Liana. That's very helpful. Two questions. The first is to do with the national and regional IGFs. So, the national IGFs which Alexandra mentioned were the Russian, the Belarus, and the Ukrainian one. Are these supported by ICANN as locations where we could send someone for CROP?

Secondly, the CEEDIG. Is this also a conference that is supported by ICANN, so then we could send someone there for CROP?

ALEXANDRA KULIKOVA: Yes, national IGF ... Sorry, Liana, go ahead.

OLIVIER CREPIN-LEBLOND: [inaudible].

ALEXANDRA KULIKOVA: Just very quickly, yes indeed, national IGFs are supported by ICANN. Yes.

LIANA GALSTYAN: Yes, and the same is for the CEEDIG. ICANN does [inaudible] organization for the CEEDIG event, so you can definitely use that as well.

OLIVIER CREPIN-LEBLOND: Thanks for this. Then, the next question is – and that’s of course with regards to having a real impact in those places, how easy is it to get, one, a booth in any of these or, two, be on a panel or whoever is taking part actually have an active part in there and not just be a single simple participant?

We had last year the experience of Matthias Hudobnik who went to Republica and he absolutely loved it and he felt that it was really a great location, a great meeting, to get the unusual suspects, different types of crowds, to be able to learn about EURALO, learn about At-Large.

But, that being said, in order to make an impact, he immediately felt that it was important to either stage some kind of event or to actually have a booth there or a number of things.

I’m aware of several other events that take place in Europe. For example, there’s another forum which takes place in Romania every year. But you really can only make an impact with actual booths and so

on, or at least that's the vision or feeling that I had. Is this your experience as well? And I gather – and if ICANN is supporting CEEDIG and the national IGFs, will ICANN have a booth there or how will it be present? How can we work together on this?

ALEXANDRA KULIKOVA:

Normally, we don't have any booths and we don't have – I can't say that any of these IGFs actually have the habit of having booths on the ground. Normally, it's the registration desk. No. Liana, you can correct me if you remember, but that's not something which was an integral part of the event. We normally don't have the booth just because, well, it's been just me for a year and a half. I have a banner, but I bring it to ... I've actually located a couple of banners with some of the regional partners, to have to carry it around with me. So, sometimes as part of the agreement with the organizers of the event, we have certain materials printed out and they [inaudible] of the delegation [packs] or something like this.

It doesn't mean that this can't be discussed in any way in the preparation for certain events. It doesn't hurt to ask what the plan for the room layout is, whether there will be booths generally or where we could have maybe a good start to locate our [inaudible] documents or if you have somebody in mind who could be on the ground who could be there for potential outreach or, I don't know, bring a banner if you have a EURALO one, for instance.

Honestly, I would very much welcome some guidance here as well because we haven't had EURALO participating in the regional events that much. Hopefully, we can discuss this again how this can work.

In terms of participation in the agenda, again this probably depends on the topics that the organizer chooses. I don't think any of these IGFs we've been talking about actually have a call for presentation. Maybe not the Russian one, the Ukrainian potentially [inaudible] don't think so.

Again, probably in the run-up to the events we can look for particular [inaudible], especially if you have any topics [inaudible] issues which you think would be good to bring up and then we can see where they match.

OLIVIER CREPIN-LEBLOND: Thank you, Alexandra. How do you share EURALO brochures? Because I do know you have a bunch of them in Russian.

ALEXANDRA KULIKOVA: Not so much anymore [inaudible] using them. I actually bring them on with me to the events, alongside with some other print materials which we have from ICANN and just put them on the registration desk most of the times. And for the Eastern European DNS forum, we had some of the print materials on the registration desk and then some of them also went to the delegation pack.

OLIVIER CREPIN-LEBLOND: Okay, excellent. I see Silvia Vivanco has put her hand up. Silvia?

SILVIA VIVANCO:

Thank you, Olivier. I was wondering [inaudible] idea about how to engage better with [inaudible] region. Perhaps input [inaudible] think about how to manage their own [inaudible] of ICANN and the At-Large and the civil society in those countries. By this, I mean, for example, what are we going to ... Of course it's great to go in person and have a booth, [inaudible] and participation. That's the best way to engage [inaudible] but we could also try to think about some type of communication strategy, like for example [inaudible] younger generations, they are into the blogs, watching videos of people that could be [inaudible] topics. So, I was wondering [inaudible] some sort of communication strategy online to manage, to create an online community [inaudible] for the end user [inaudible] video, our community members could participate in the video [inaudible] interesting messages for end users [inaudible] and maybe even in the local languages. Perhaps that could be an idea to reach out not only [inaudible].

ALEXANDRA KULIKOVA:

Thank you, Silvia. Of course we have a very close relationship with ... Well, first of all, with the communications team, the internal communications team, and whatever we do with them is linked to the GSE plan of engagement in the region and in the local language. So, we have ICANN handling Russian. We have a plan around each events, which [inaudible] social media platforms. Sometimes, with blogs. Actually, one is due to come out or was due to come out last week and it's coming up about the DNS forum, in fact, and with a survey as well,

which invites the participants to give feedback on this effort now that we've been through three years of this effort, and with the idea of taking this further with community input.

Basically, whichever communications we are making happen, they are always done at least ... Well, in Russian plus English. We don't really do other languages. That doesn't make sense. So, no, there is a mechanism there. We are using them as much as we can. We use different tools as much as we can.

That also, by the way, raises the question of how the traditional tools that they have proven to be successful in other regions are not necessarily that efficient in Eastern Europe. For instance, Twitter doesn't have that much outreach as in Western Europe.

We are always looking at this point and trying to basically use everything that's at our disposal. Plus, of course, all the regional contexts that exists.

No, of course it's not all offline. There is a lot of communication or reaching out at least, which is going on in the local language. I'm only speaking about Russian, of course, because from there on, from Russia which is treated as a language which is shared by a lot of people on [inaudible] also rely on our regional partners, local partners, who then after we do something together – we do an event together, we have an initiative together – can push this further in local language, in Armenia, in Georgia, Ukraine, Belarus maybe. I don't see that we're relying – at least the registry doesn't rely that much on the Belarus language communications.

What I'm saying is that it's a knock-on effect in that sense. Yes, it's useful, especially when we're talking about such a big territory.

OLIVIER CREPIN-LEBLOND: Thank you, Alexandra. Satish Babu is next.

SATISH BABU: Thank you, Olivier. I hope you can hear me. A couple of iterations on what I've been listening so far. My first point is that generally Armenia and Georgia are bracketed together, but for me, there is a third country out there, Azerbaijan, which I find missing from this discussion, especially since now things seem to be looking up between Armenia and Azerbaijan. So, I was wondering about that country.

Second is that the five [inaudible] have been mentioned. Now in some of the communities in [inaudible] Internet governance [inaudible]. We've been having present from some of these countries, plus Mongolia. Now, Mongolia I'm not sure where it fits. For some reason, we've been having quite a bit of [inaudible] with people from Mongolia in the [inaudible]. So, I was curious to know where [inaudible].

A final quick point about the [inaudible] regional IGF coming up in [inaudible] in July. There would be some overlap. Normally, [inaudible] special countries there is no overlap between EURALO and APRALO, but the [inaudible] Digital IGF coming up could be one of those times where there is an overlap. So, we'll be happy to keep some kind of a register or book there to record people who would like to – we are trying to have a booth, although the travel times are far from being finalized and we

would like to hand over to EURALO the people who would like to join EURALO.

I'm not sure how this works. If an individual member walks in and says, "I'm from [inaudible]. Can I join APRALO?" I'm not sure what is the right answer there. Is it EURALO or is it APRALO? Thanks.

OLIVIER CREPIN-LEBLOND: Thanks for this, Satish. So, we've had a similar set of questions. We've had people from Armenia wanting to join EURALO, and as an At-Large Structure, that's not been possible. As individuals, what we have done is create I think a special type of membership, so they're observers or something to that extent, so they can certainly take part in the mailing list and so on but they're not a fully-fledged members. That's where for [inaudible] it might be something to look at. But that's for APRALO to work on. I'm not quite sure how you register individual users in your region. We, of course, would be happy to have them as individual users in EURALO. Geographically, of course, it's one of these challenging things. Alexandra?

ALEXANDRA KULIKOVA: Satish, to answer your questions, yes indeed, Azerbaijan is on our lower profile somehow in the south caucuses, and honestly, this is again due to certain internal processes I think. Actually, Azerbaijani IGF, the national one, as you know they have hosted the global one once. In 2015 was the first event I went to as ICANN staff. It was the first one. Actually, nothing has happened ever since. So, there has been [administerial] shake-up a bit later and it's a knock-on effect. It basically

resulted in this initiative being [inaudible] for a while. There was an attempt to set up an IGF last year – not 2018, but 2017. But the communications about it happening came up about two weeks before the event, and you know that in this community, the planning process is very [extended].

So, unfortunately, there hasn't been much happening in terms of DNS-related events, but there is now a stabilized presentation in the GAC from our long-standing community member who is very much, so to speak, in charge of DNS matters in the country. On the one hand, it's good when you have one to go to. On the other hand, of course [they] would like to diversify a little bit.

Again – and I won't repeat it again, but many of you know that [inaudible] in this region has been understaffed for a year and a half, at least. Of course, a lot of focus was on the countries which actually have a lot going on. This is just on the to-do list, something that hopefully will have a bit more [inaudible] to look at now that there are two people.

Speaking about Mongolia, unfortunately I can't say anything that is not in GSE [inaudible] Asia region. I think this falls under Jai-Rong's region. So, probably the best would be to actually reach out to him and see how the engagement is going there.

And maybe if everybody is comfortable, I could touch a little bit on the Asia-Pacific regional IGF, which again is an interesting effort in the intersection of the different regions and different [inaudible] parts of ICANN community.

But, what's going to happen on our side, or the Org side, is that Jai-Rong's team is the lead within ICANN on the AP regional IGF and we will be involved with the preparation. We, as in GSE [inaudible] and Central Asia, will be working with them on [inaudible] and potentially submission of certain workshops and also making sure that in those submissions, the prospective or [inaudible] of this GSE region's community is counted in. Why? Because Russia is the host for this particular event.

This is very similar to how we treated internally EuroDIG, which happens technically in [ECA] this year – sorry, 2018. I just can't say goodbye to it. At the same time, the internal lead on EuroDIG has been Andrea Becalli for a long time and you all know him well. Same way we cooperated and coordinated our efforts, communication efforts included, ahead of the event. But he has been the lead on this as an institutional partner, so to speak.

You've all seen the call for workshops I suppose, which has come out, so as I said, we will be in touch internally to look how we could contribute to this. In terms of communications, I think this is where we could work with maybe both EURALO and APRALO to spread the word out about the event, about the potential ways of participation. I don't know if the call for fellowship is now closed. I think it was open at some point in late December. [inaudible] closed up. I don't remember, honestly. But we've been circulating that information to try and promote this across this region.

So, if you have any particular ideas about how we could be helpful for this particular occasion, happy to discuss. This [inaudible] a little bit way from EURALO, but yes, it's a good opportunity to have all of [you] here.

OLIVIER CREPIN-LEBLOND: Thanks, Alexandra.

SATISH BABU: Yes, thanks, Alexandra.

OLIVIER CREPIN-LEBLOND: Thank you. I have a quick question and then I'll turn to Liana. For last year's EuroDIG, GSE was quite flexible in the allocation of the CROP slots since we know that CROPs are usually restricted to the region itself. It is an intention that this might be the case if somebody comes in from Eastern Asia into [inaudible], so within the general area. Would there be an opportunity for this?

ALEXANDRA KULIKOVA: Well, I definitely think this is worth asking. It's definitely worth asking the question. With who did you discuss this for EuroDIG?

OLIVIER CREPIN-LEBLOND: EuroDIG was with Jean-Jacques, because of course that was within our region. So, Jean-Jacques, I gather ... I'm not sure how he worked it out, but he basically made the choice that CROP would be valid even though

that was outside the European region. [inaudible] outside the EURALO region. Let me get it right.

ALEXANDRA KULIKOVA: Right. Okay. Let me take this back and then get back to you on this question, on the CROP specifically.

OLIVIER CREPIN-LEBLOND: Okay, thanks. Liana, you have the floor. I think we're going to have to close soon. I know we've somehow made a bit of a mess of the agenda. It's my fault. I apologize, but I think we might have covered a lot of things here. Liana Galstyan?

LIANA GALSTYAN: Thank you, Olivier. The overlapping of the region happened with the EuroDIG last year and happening in Georgia which is in RALO [inaudible] Asia-Pacific, APRALO. But thanks to the flexibility and cooperation with European with Jean-Jacques, I think it works out very well and I'm sure that the same could happen with Jai-Rong this year with APRALO IGF happening in Russia. This cooperation could work out since we have this precedent already.

Coming back on the impacts. As we said, the [booth panel] for the CEEDIG [inaudible], I would say that the process is very bottom-up and the program, and [inaudible] on the panel could be quite possible. We are defining ... We published agenda and once the time comes for speakers [inaudible] or defining them, I could send out the program to the EURALO mailing list and we could invite speakers for those panels

and [inaudible] discussions. We had a lot of [inaudible] sessions for this year. You could even speak on certain topics and then speak about the opportunity of joining to EURALO I think.

So, no, we did not have a booth specifically for some outreach events that happened for the previous years. But I recall on our first meeting which happened in Sofia, Tatiana Tropina used the lunch break or coffee break and she called about the NCUC.

We have some opportunities for lighting speaks or some speakers corner format, so we can accommodate that in the program if you think it's worth doing.

OLIVIER CREPIN-LEBLOND:

Okay. That's great. Thank you very much for this, Liana. The last thing I wanted to also mention was we mentioned Azerbaijan or Satish mentioned Azerbaijan. I'll relate the experience that I had during the global IGF that took place in Azerbaijan. I was invited to meet with ... At the time, I was ALAC chair, so I was invited to meet with the local civil society organizations I could be interested in joining. What did confuse me a little was the gentleman that turned up gave me both a civil society organization card and also their government e-mail address, business card as well because they were also part of the Ministry of Communication. It was a little difficult to follow-up. Unfortunately, I did follow-up and nothing actually came out of it afterwards. I'm not quite sure for what reason, but it wasn't a successful connection as such. Alexandra, back to you. Sorry, Liana?

LIANA GALSTYAN: Yeah. For Azerbaijan, we have an ALS with an APRALO. We have [inaudible] latest meeting in Abu Dhabi when we had our general assembly. That representative was present and he attended the meeting, but actually, as [inaudible] said, we don't have any contribution and real participation from that country. [inaudible] situation and we don't know how to go forward with them. But we have non-active ALSes from different countries, too, so this is something internal that we need to work out with.

OLIVIER CREPIN-LEBLOND: Thanks for this, Liana. I was not aware that there was an ALS, so that kind of proved the point that it does take a while for ALSes to sign up after initial contact. Alexandra, I think we might be ... We are 20 minutes over the official time of this call. Is there anything else that we need to touch on?

LIANA GALSTYAN: Thanks, Olivier. I think that ... Well, one thing which I wanted to say is that if APRALO colleagues would like to – I understand we've spent our time today, but if you would like to have a similar call specifically on APRALO and the countries which again have an [inter-session] with [GSE], we can follow-up on this because it's not only the AP region IGF that is happening in [inaudible] formats and platforms which we could discuss together. So, this might be another opportunity when you're ready, when we have a good time.

I think this has been useful just to at least from a point of view of approaches that EURALO takes or RALOs take and GSE normally uses.

They're very similar. We seem to have similar challenges of bringing people on board and actually fully bringing them on board, not just in terms of people showing up to events. We can't possibly force that in any way and sometimes we really should, just for the sake of [inaudible] a lot of context issues.

By the way, whenever we can be helpful about this specifically, please do reach out so that we can maybe inform you a little bit better about this or that organization [inaudible] person and the context of reaching out, etc. Very open to that.

My takeaway is that hopefully we can contribute to the calendar at least that you have and [inaudible] have already with the day. Olivier or others have probably taken this down. If we can work together [inaudible] and help you in any way, let's discuss it.

The first one I think chronologically is the Russian IGF which means that, Olivier, you probably will be reaching out to Natalia and coordinating with her as a participant or maybe there will be an opportunity for actual speaking opportunities. But, as I said, normally this is something that the [inaudible] will start preparing the agenda, and then in the normal flow of things, it will become clearer how that possible. But ICANN will be supporting again. We are involved in the organizational committee for this [jubilee] year, so that's a good reaching out opportunity.

So, I suppose it's per event. Once we have the dates, we could just try and approach them one by one and see how you could do your outreach as we are doing ours together. The other thing which I

mentioned, if we [inaudible] specific countries, you have certain ideas that you would like to hear from us, which organizations could be targeted, then we can take this offline.

OLIVIER CREPIN-LEBLOND: Thank you for this, Alexandra. My takeaway also from this is perhaps that we'll follow-up also with Natalia with regards to introductions in the countries that we spoke about, specifically Belarus and Moldova, I think. One of the problems, we don't really have any introduction there. We have been in touch with some people but they've never been able to have a proper organization that might be interested in becoming ALSes in those countries. That's the takeaway that I take from this.

MAUREEN HILYARD: Olivier, can I just say—

OLIVIER CREPIN-LEBLOND: Yes, Maureen, please. Maureen Hilyard, listening away.

MAUREEN HILYARD: Hi, there. I have been listening away and it's been extremely interesting. I'm terribly sorry I haven't been able to connect at all to the Internet, but I'm so grateful that although I think our satellite [inaudible] rain – it's been raining all night, so I have a feeling that our satellite on our little island is not being all that great.

I have been really, really interested in the conversation because one of the things that we want to do when we're in Kobe, for example, at the outreach and engagement workshop, we want to include the GSE team within a conversation within all the ... Get people understanding what is actually happening within the different regions.

I'm sort of really pleased, for example, that Liana had an opportunity to attend the EURALO meetings because for us within APRALO – and I'm sure Satish will agree – Liana is a [inaudible] right on the very edge of the meeting of the two regions. So, someone is active as Liana is within the structure of our RALO. She's involved with so many things and she's an absolute asset. I think that you have been able to provide and support [inaudible]. Please do because she's one of our best RALO leaders.

But at the same time, it's interesting to see the work that's actually being done within ICANN. I didn't even realize that this sort of thing was actually happening. But capturing an area that has potential, and we see it in people like Liana and Natalia, as Olivier mentioned earlier. There's some absolute [inaudible] there who not only come along to the events and participate, but actually actively engaged.

You mentioned what are the metrics. We're trying to discover what the metrics are, how to actually measure the effectiveness of that outreach that we're doing. But, at the same time, I think that we need to work together, as you say, using the human resources and it may be the ALSes, but it may be individuals. As Yrjo says, you've got to start with individuals and then you grow those individuals, and if there isn't an ALS

at the moment and they can say could – those individuals within an area could construct a pseudo ALS but at least they'll be working together.

So, there's all these different ways and I think that this is one of the things that we wanted to get the GSE guys, get our regional people together, bring in the RIRs, bring in any regional partners into the workshop and look at how we can all cooperate and collaborate so that we're actually capturing people who can actually help us [inaudible] At-Large and ICANN overall.

But I just thought, "Wow, [inaudible]," because I've just been hearing such wonderful things. I'm just sorry that ... Usually, I would be chatting, using the chatting facility, but I can't access that. But, it has been a very interesting discussion. It's 1:00 in the morning start for me. It was certainly something that I was certainly [inaudible] got up for. Thank you very much, Olivier.

OLIVIER CREPIN-LEBLOND:

Thanks very much for this, Maureen. Great to hear that you still managed to be with us, even though the elements are somehow preventing Internet activity.

I'd like to thank you all for being on this call. I think it's been really productive. I would certainly be interested in any follow-up, if there is a follow, especially with regards to [Vladibostock] in Asia-Pacific IGF. If we can be of assistance in any way, we'll be happy to oblige.

And of course, thanks to Alexandra for reaching out and for following up on this. Let's continue with our action items, though, then. I'll also be

working with Liana on seeing if we can have a CROP slot to send someone to CEEDIG. I think that in prior years, we've sent people to EuroDIG. I don't remember ever having a CROP to CEEDIG, and to me it looks like probably the fastest way and best way to be able to reach out to most of our Eastern European country colleagues, rather than just going for a single IGF – for a single country IGF, for example, we can usually use local people who are already locally there. Let's [inaudible].

Thanks very much, everyone. This call is adjourned. Thank you. Have a very good day.

MAUREEN HILYARD: Thank you. Bye.

SATISH BABU: Bye-bye.

YESIM NAZLER: Thank you, all. This meeting is now ended. Have a great rest of the day.
Bye-bye!

[END OF TRANSCRIPTION]