ANDREA GLANDON: We will now officially start the recording of today's conference call. Good morning, good afternoon, and good evening. Welcome to the At-Large Review Implementation Working Group Call held on Wednesday, the 6th of February 2019 at 19:00 UTC.

On today's call, we have Sarah Kiden, Glenn McKnight, Cheryl Langdon-Orr, Maureen Hilyard, Olivier Crepin-LeBlond, Liz Orembo, Daniel Nanghaka, Sebastien Bachollet, Yrjö Länsipuro, Alfredo Calderon, John Laprise, Javier Rúa-Jovet, Eduardo Diaz, Liana Galstyan, Ricardo Holmquist, Humberto Carrasco, Amrita Choudhury, Sergio Porto, Alberto Soto, [Olivier Tome], [Gabrielle Oseco], Abdeldjali Bong.

We do have apologies from Alan Greenberg, Tijani Ben Jemaa, and Leon Sanchez.

From staff, we have Heidi Ullrich, Evin Erdogdu; and myself, Andrea Glandon on call management. I would like to remind everyone to please state your name before speaking for transcription purposes and please speak at a reasonable rate for interpretation. Please keep your phones and microphones on mute when not speaking to avoid any background noise.

Thank you, and over to you, Maureen.

MAUREEN HILYARD: Thank you very much, Andrea, and welcome to this really good turnout for today's call. Thank you very much. Of course, the main item of course of our agenda is the board's approval of the plan and the fact

that we can actually now move forward and what we've got to do today is to sort of look at who we might … There are certain paths that have to be done. We have to choose a leader for each of those tasks and we can then start looking at creating some working groups that can actually move ahead on some of those activities.

So, moving on, first of all, to the board approval, the link can be put into the chat. It's in the agenda. But I think most of the details in the actual resolution have been taken from our document. So, I think, for me, the main section is to do with the fiscal impacts or ramifications which is just a little way down the section in the approval document. It looks at – that they actually acknowledge that there are going to be funding – there are funding implications which is good that [inaudible] the board understands that some of the priority one work, such as skills development and communication efforts will require FY20 additional budget requests.

It does mention this. We have actually made some … We've made some advances anyway and we are making adjustments as much as we can to not put too much onus on the actual funding implications. But it's good that they realize that they're – I'm so sorry about that nose outside. We acknowledged … It's good that they acknowledged that we have made those requests and that we will be requiring additional support and employee equivalent and other anticipated resource needs. So, at least that's been acknowledged.

I think that going forward is actually—

HEIDI ULLRICH:	Maureen?
MAUREEN HILYARD:	Yes.
HEIDI ULLRICH:	I have to apologize. I have forgotten to add an agenda item for MSSI to just present just a short discussion about how the interaction between ARIWG and MSSI will be going forward.
MAUREEN HILYARD:	Oh, awesome.
HEIDI ULLRICH:	So, I apologize to you and everyone, and to Lars, for that. I'm sorry. But he's here. Lars is here. And he has I believe a short presentation. So, before we go to item three, any further, could we perhaps just go over to Lars?
MAUREEN HILYARD:	Of course. It's very important for us to be working in with MSSI on this project. So, thank you very much.
HEIDI ULLRICH:	Yeah. Again, thank you. Lars, I think you sent some slides, which [inaudible].

LARS:

Hi, everyone. Good morning. I think you heard me on the call. I'm here with my colleague, Jennifer Bryce. Yes, the slide is up already. Thank you for doing that. I won't take very much time. Thank you for accommodating us. I think we'll be done in a couple of minutes.

I just want to quickly talk about the role of MSSI during the implementation process. As you know, we kind of facilitated the review process and now the implementation work to be done by this group, obviously, will be supported by Heidi and her team. So we will definitely take a backseat role. These are kind of the four main points that you see on the slides. We're going to be the first point of contact, if you will, in case there's any questions or any issues that the At-Large Review Implementation Working Group has to the OEC or to the board or vice-versa.

We don't necessarily expect anything, any communication, because the next point, there's the six monthly report that you will be preparing. But just in case you want to reach out to us first, we are always there to ask any questions that we can or facilitate communication with the OEC. That doesn't mean you can't reach out directly to the OEC.

I understand that Leon is part of this group as well, so obviously there you have a direct line already to the board and the OEC and there's no need to go through us. We're not there to channel or be a gatekeeper, just to facilitate if we're needed.

So, similarly, we will be liaising with you and the support staff when it comes to the six monthly reports. Again, we're not there to tell you

what to write or what to present with the context or the content. Rather, if you have questions how the report could be structured, if you wanted to see the kind of reports that other groups have formulated as a starting point, we're there to help you out where we can and provide input if needed.

The next point as well, we're happy to hop on any call if you wanted any advice or any input from us. We're happy to be available. But in principle, we're not going to be sitting on [inaudible]. It's your work that you should be doing with the help of your support staff and reporting to the OEC as you see fit and as the board asks you do to. So, we'll hop of the call as soon as this quick presentation is over.

Then, the last point, just to reiterate, we're not going to be involved in the implementation process. You have the workload given to you through the board resolution. You have an amazingly big group, diverse, and as it seems, keen to get started. So, that is great, and we are really just here as an advisory team, let's say, if needed and we will just make sure that the report [inaudible] of the OEC, that they're aware of your progress but that it's [inaudible]. It's going to be very much hands off from here on out.

If you've got any questions, feel free to ask them now or feel free to contact either Jennifer or myself by e-mail. If you don't have our e-mails, I'm sure that At-Large support staff will be able to provide that.

With that, I'm going to hand it back to Maureen, I believe. Thank you very much and [success from us].

MAUREEN HILYARD:	Thank you. Thank you, Lars. Very much appreciate that input. I noticed that Glenn had asked what MSSI was. Could you just give a brief explanation for those of us who may not know what your role is in regards to this overall process, apart from what you've said?
LARS:	Of course. So, MSSI is the very snappy department called the Multi-stakeholder Strategy and Strategic Initiatives department. It's headed by Theresa Swineheart, the SVP. And myself, I'm the director of organizational reviews and Jennifer Bryce here is – what is your title?
JENNIFER BRYCE:	Senior Review Coordinator.
LARS:	Senior Review Coordinator, there we go. [inaudible]. We supported the independent examiner in their work and the At-Large Review Working Party during their review work as well, during the review work. Our department supports all organizational reviews as well as the four specific reviews, although that's not me but Jennifer, for example, supports the SSR2 team. And then we also, others in our department support the strategy work such as the trend sessions and the strategic outlook. But myself, I'm just mainly working on organizational reviews and Jennifer [inaudible] reviews. Thanks.

MAUREEN HILYARD: Thank you, Lars. I think that as such an important group, it is important that we understand what that role implies for us all and I really appreciate that. We have several new people in our group, so it's great for everyone to understand how we all work together on this process. Thank you very much.

We can now move on, therefore, to our next agenda item which is of course looking at how we're going to go about implementing this particular program, having now been given permission to do that.

What we've done is we created a page that is going to be our one-stop-shop for anyone who is working on the implementation plan. I just wanted a page that … Can we have that link? Yeah. This is a page that anyone can go to to catch up not only on what they're doing but what others are doing in their areas as well and how you might be able to contribute to the work that is actually being done.

I'd really like to see that there is a lot of involvement, that the working groups are … Once we actually assign the leaders to the groups, that we have lots of people joining to try to make it happen and that it is an inclusive process.

Okay. So, looking at that particular page, I hope everyone has got it open. Again, just a normal header page, title page. We already have an At-Large Review Implementation Plan title page, header page, which has the information about how we got started, what the purpose was, and who the people who were going to help us to do it and all that kind of stuff. That is in the second … If you have a look down on that page, it says initial preparation and then it says the At-Large Review

Implementation Working Group. That was our initial meeting ARIWG formation page.

But we wanted to do in this particular instance, because we're moving forward, this is the actual implementation title page. So, this is the one that if you look at the gateway to the list, which is our quick access little section, so that you can get to the At-Large Summit and the At-Large Review Implementation pages, which are going to be our focus for the next year or so, that's where you can get into the Wiki space, onto the gateway straight in.

So, what we produced here is the introduction. Basically, what we have done over the last year or so. Has it been a year? And looking at the eight issues that remain, that we actually put into our implementation plan as the ones that we were going to focus on over the next few months, and probably a year for some of them.

And the board has agreed that if we just focus on those and get those done, then we might need to look at some of the others. I think we're going to … These are sort of like the core issues, actually. There are things that we may do within these issues that might impact on some of those other ones down the track anyway.

So, going through, in the initial preparation, if you click onto that one, you will see that the things that we were supposed to do were to actually get some job descriptions and the actual implementation sets, and other expectations.

However, the only thing that … We've actually covered, you'll notice when we go through, we've actually covered some of the others. It's

just that we didn't do these job descriptions of the issue leaders, but we'll work on those and we'll tell those people what they're going to be doing probably in the session.

But, I think that … Let's just go through, for example, as we normally do. Issue one. For every one of those groups, what we've done is we've created similarly as we did for the initial activity that we had where we had the first page actually had all the issues, which people could contribute to their comments and support of that particular item. But here we have, in the first sentence, we have issue one. We will select a working group leader.

But if you click onto the issue on dashboard and progress chart, that takes you to a page which is solely related to issue one and it is our final proposal, what we had said to the board that we would actually cover. So, this has to be the priority for what we need to do, what we promised that we were going to do, and once that has actually been completed, we will be reporting – of course we will be reporting, as Lars said, six monthly intervals to give them an overview of what progress has been made in each of those activities. And we're assuming that a lot of it – there are some activities that are already in place and we don't have that much more to do to actually complete what we proposed in our initial document.

So, we have all the details related to that particular item and we have a progress chart so that starting from the bottom, we can actually, if there are any meetings, any decisions that are made, any items that you want to put into those sections to give us a link overview to the progress that

has made and it's on a monthly basis, so we can give a very comprehensive view of what is being done.

I mean, I don't think [inaudible] bullet points type activity, sort of reporting in that particular section just so that we get an overview of what work is being done and that the meetings are being held to actually implement what needs to be done. Okay. And that goes for all the items that we actually have that was the eight items.

There are, for example, going to be, for example, issue three which is to do with staff resourcing and the sort of work that staff has to do that we are working with them in relation to preparation for policy advice, because that is a staff-only issue that's taken out of the equation.

Also, the issue nine where there is a need for increased At-Large community awareness. I think that's already being … Although it's been taken care of by Social Media Working Group, the issue as stated in the proposal document is really related to staff and how they implement that. There was something to do with some training.

So, what it means is we only need six leaders. I don't know if we … First of all, I think we'll see if there are any questions, but I hope people are thinking about what they might want to volunteer for. But we do need to have someone who was part of that implementation plan development and can lead the group to continuing on with that particular activity.

So, any questions? Daniel?

DANIEL NANGKAHA: Thank you very much, Maureen. I hope you can hear me loud and clear. I strongly approve with the progress that has been done by the Implementation Working Group. But one thing that also I would like to reiterate, that during the previous six months, there's a lot of changes that have been happening, especially to enhance collaboration.

Speaking from the state of outreach and engagement, there is a lot of work that is being done especially to harmonize the communication, documentation, and strategies on how we can be able to enhance engagement. And all this is coming in after all the documentation strategies which are getting into the appropriate implementation of the strategies. So, I think this is going to [inaudible] cross-collaboration together with this working group, [inaudible] we are able to come up with the appropriate milestones and appropriate probably, I should say, metrics on how we will be able to achieve, to measure the [inaudible] of all the effective methodologies that have been put into place.

Just to reiterate on the Capacity Building Working Group, which [inaudible] this year. Already there is at least some good milestones that are coming in regarding to the capacity building strategy, the new strategy. So far, some of the activities probably may look as though they are on hold, but probably after implementation of the strategy, we should be able to know how best to implement it together with the respective tools.

I think all this [inaudible] review team implementation [inaudible] first draft. Thank you. Back to you, Maureen.

MAUREEN HILYARD: Thank you, Daniel, [inaudible] highlighting what each of those issues are going to be focusing on so that we can ensure that the people who – well, the person who is selected as the working group leader is the most appropriate person for that particular group. And as you say, if we're going to [inaudible] section that involves quite a lot of outreach and engagement, it might be appropriate for – and if the outreach and engagement team wants to take that on, that could be a good way to cover a whole lot of bases.

Are there any other questions? Daniel, is your hand still up or is it going down? Okay, I'm assuming it's going to go down soon.

We will get some job description expectations and I think that everyone has got a pretty good idea of what we need to do and, as Cheryl said, the leadership role will be mainly facilitating the activities that are required by the group, so that … Just basically managing the activities.

The steps that were proposed within the implementation plan were supposed to provide some process. So, it's really just going through how the group will actually go about that process to facilitate achieving the goal. Eduardo?

EDUARDO DIAZ: Thank you, Maureen. Just a question on how we're going to select these leaders and by when we need them. Thank you.

MAUREEN HILYARD: Yes. I think ideally if somebody wanted to put their hand up now. But we will do is we will go through the steps activities to highlight exactly

what the knowledge and skills are required for that particular role. So, I think that if we can just do that and then I will ask for volunteers and we can actually make a recommendation from this group as to who will actually lead those particular activities.

So, moving then to the homepage, again, looking at, for example, issue one. The activities, for example, in the implementation activity section, proposed implementation steps. What will be required is, as stated, finalizing the categorization of the [inaudible] remembering – I should have done [inaudible]. That this issue is relating to … Although, it is quality and quantity of ALAC advice. How this advice was actually stated on the website and the policy advice pages and making sure that they are accurate and understandable. This is a specific … It's not the overall of the implementation – I'm sorry, of the original issues that were raised, but we felt it was integral to the policy and quantity as perceived by others.

So, this is an issue that needs to be worked on. It's a website thing. But it has overall, an overarching implication for the policy work that we do in general and how [inaudible].

So, if we go through that, we're actually looking at quite basic but technical implementation steps that have been set down here. I think that when it comes down to what is required in this particular activity, it's quite … I don't think it's actually a long-term thing. It's something we can … It's working with staff and working with the technical teams to make sure that what happens, what is actually displayed on the website truly reflects what it is that we want to do.

At the same time, we've got to look at what happens here, how it actually helps what it is that we're doing within our policy area and is it going to make, require any changes or whatever?

So, I just need to get some input into how we actually implement it and how it's going to impact on policy in general.

Cheryl, when we were actually doing this, there was obviously some rationale into why this was really important. How do we use that? How do we use this information or this development moving forward with a policy which was the main issue that was raised within the original report? Cheryl?

CHERYL LANGDON-ORR: Yes, I'm on the call, Maureen. I don't have my hand up.

MAUREEN HILYARD: Oh, okay. I just thought you might actually have a comment.

CHERYL LANGDON-ORR: Oh, I have plenty of comments, none of them I think are appropriate here. I was actually typing to Ricardo, so I shall say it. He asked a question about volunteering, leading issue [seven]. Whoever is the small team leader – because these don't need to be [inaudible] of people. A few of [inaudible] split into groups of three or four, to five will be fine. Someone needs to step up to take the responsibility to ensure that coordination, facilitation, and administration including the ongoing and continuous reporting, back to your working group calls, these

ARIWG calls. The WG part of ARIWG is working group and that's a board-mandated working group. That one has the leader be able to make reporting person or otherwise to the regular gatherings at the ARIWG level and to ensure that there's a hopefully continuous reporting and update into whatever templates we choose to use, so that we can not play [rush and] catch-up at our six monthly reporting periods. That makes life easier for ourselves. In other words, be working smarter, not harder, seeing that I keep carrying on about.

So, the issue lead for issue seven, for example, which Ricardo was talking about, is if he wants to step up, that is terrific, unless other people on this call feel that they have greater facilitatory and administrative skillsets and experience than he does. This is a perfect example of how you should be filling these roles. If another person feels desperately that they want to take that role in, for example, issue seven, then they should say so now and demand that we consider them along with Ricardo. But for me, someone with the keenness and [inaudible] as Ricardo shows, should be receptive. If there is somebody equally [inaudible], these are hardly formal positions but they are working positions, so having even co-leads as we found in the real work of the PDP processes in the support organizations has often been quite handy.

So, if someone else is desperate to take that same capital L Lead role along with Ricardo, that's also something that the working group could consider.

Then, of course, you need three or four people gathered around in that group as well and the same can go with each of the groups.

So, I've now deleted what I was typing back to Ricardo because I've pretty much said it all and you see issue seven points as an example of what you could be doing for the rest of the call with the rest of the topics. Identify what skill sets are needed under the generic job descriptions that you and I have now at least – well, you outlined and I've embellished – and see who is able to commit.

And commit is a serious term here because you may be running your own small team meetings once a week. You may have to run them twice a week at some point. You may just do it all on e-mail. But however it's done, you will need to coordinate with the other teams and you will need to coordinate with the At-Large Review Implementation Working Group, capital W, capital G in an effective and efficient way.

Ricardo, I'm looking forward to helping you in any way, shape, or form in your issue because I think it's a great one for you to have, just as I do with anyone else in any of the other teams.

Do you need anything else from me now, Maureen, while I sit and [seethe]?

MAUREEN HILYARD: No. You can sit there and relax for a little while. Thank you very much for that. That's exactly what we needed to hear. I think as we go through, people are looking at how they can contribute. We've got Heidi with her hand up.

HEIDI ULLRICH: Thank you, Maureen, and hello everyone. I will volunteer to be the team lead for issue three. That is the item or the issue of staff resources. As well as issue nine – that is the issue of social media training for At-Large staff. So, I don't think that we'll need working group meetings for those. I will be providing updates as we move along on those two items. So, I just wanted to let you know about that. Thank you.

MAUREEN HILYARD: Thank you, Heidi. Yes, I was hoping that you might step up into that role. That is the sort of thing that we're going to require is that we have those meetings, regular meetings, of the ARIWG team to get some updates on progress. And if they're on the progress chart as well, that will make it very helpful.

Okay. So, going back, therefore, with that in mind about what is required, I think that going back to the issue. Issue one, looking for some facilitation, as I said, to creating the website presence to reflect accurately what it is that we are doing within the CPWG, to be honest. So, that's one item moving forward.

If there are no questions on that one, we can then move on to issue two, which was the biggie, I must admit because it actually incorporated a whole lot of different issues about membership, in particular. But the implementation steps, if we go down there, it's quite an involved item and so it needs to have someone who is actually going to be pretty much up with the play about ALSes, the ALS criteria and expectations.

We're looking at number two, the application process, which was something that we had always been worried about. The individual,

unaffiliated members, and the, again, application and expectations of that particular group.

It does show that it's quite – actually, number six, when we're looking at develop a roadmap through the multitude of ICANN Learn courses. Very much in line with what Olivier is already doing and Eduardo are already doing in regards to … Oh. And they're [inaudible] the ATLAS III programming group.

So, I think if we can actually get some good matches with what is actually already being done, that would be a very good idea. Cheryl, I see your hand is up again. Or hand is up this time.

CHERYL LANGDON-ORR: Thank you. My hand is up actually for the first time. Yes, Maureen. On issue two, as you've certainly covered, this is a behemoth of a piece of work and I would like to suggest that we volunteer/voluntold possibly co-leads on this one. My personal preference, and hopefully they will agree, would be to have someone with the vast history and longevity of the knowledge of not only the current rules that we operate under and in limitations and benefits, but the historical context of all the various rules that have gone before on all of this, and someone with new, fresh, and innovative thinking.

So, if I was to have my utopian design on the facilitators and leads for issue two, it would be Jonathan Zuck and Alan Greenberg working together. I know Alan is an apology but I also know that, having spoken to him recently at length, he is keen with the pending close of one of his major review team commitments to keep involved and occupied in

particular with our issues in ARIWG and it seems like a very natural fit. We all know Jonathan's outstanding talents. I think that would be a good match. Yin and yang, admittedly, but a good match.

MAUREEN HILYARD: Okay. That's a recommendation. I think that we … I must admit, I had actually looked at – and I know Jonathan had a lot to do with issue one and I think that we'll see which … Is he here today? No. We'll see which activity he would be interested in, but I certainly think that Alan with his experience in that, in covering a lot of those areas, as you mentioned, would be a perfect person to actually lead it. There is, as you say, so much.

We're going to need people within the working group itself, coaches and mentors, the ICANN Learn courses, the development of material for the volunteer community. I mean, there is so much within that, it's going to be a major issue for us to work through.

Interestingly enough, it's the sort of stuff we probably have subgroups within that particular working group, but it's not something that we probably would need a lot of funding for. We're going to need a lot of volunteer effort and time. That's where we come in and contributing to the work of making it an effective … These systems effective for us to work through and make At-Large great, of course.

Well, there's a recommendation there anyway and we can move on to the next issue which is to do … We [inaudible] number three. Going into the ALAC and—

OLIVIER CREPIN-LEBLOND: Maureen?

MAUREEN HILYARD: Yes, sorry. Yes?

OLIVIER CREPIN-LEBLOND: I'm sorry, Maureen. I put my hand up and I think Heidi's hand is also up and it was also up and it was there before—

HEIDI ULLRICH: Mine is an old hand. Sorry about that.

MAUREEN HILYARD: Sorry. I didn't have my thing right up to the top. Sorry, Olivier, I missed your hand. Okay, let's have you.

OLIVIER CREPIN-LEBLOND: Thanks very much, Maureen. Just to mention that reading through those proposed implementation steps, it's worth nothing that many of these are actually taking place for the preparation of ATLAS III. So, let's make sure there's no doubling of resources or tripling of resources and there's good coordination in this. Thanks.

MAUREEN HILYARD: Yes. That's perfect. I think the team leader, as I was mentioning, that subgroups could be working within that particular group and that particular item could be assigned to the ATLAS III Working Group because it's already something – as you say, it's already an activity that's in hand already. So, yes.

As I mentioned before, there's quite a lot of work already happening within At-Large to start work on this. So, we're going to take notice of those. But log them into the progress chart so that we're actually stating already what progress is being made and how we're working through these. And that will give us a picture that when we're actually doing that six-month review, the progress chart indicates what has been done and achieved within each of those sections. But thank you for reminding us all of that.

So, we're up to issue four, which was to do with the ALAC and leadership team and I think in this particular instance, this is something that I can put my hand up for in regards to the fact that it's very much to do with the organogram and how the At-Large leadership team and other activities that are on the organogram are organized and how we can actually … And number three is looking at …

Or number two, for a start, looking at job descriptions and that kind of stuff, which we can organize. And number three, looking at those communication links between the various structures and that's something that is important, that it's not just between ALAC and the actual [ALT Plus] teams but it's also how RALO meetings and [newsletters] but the communication between RALOs – between RALOs and within RALOs. There are other aspects that we're working on that

could be incorporated into this as well. So, I'll be volunteering for that one, unless someone else wants to do it. But I'll definitely be calling on people to help who are interested, especially in the ALT Plus team or people who are involve din a lot of the working groups and how we can make them effective as well.

Okay. So, we're going through them. Seven, the At-Large working groups themselves.

HEIDI ULLRICH: Maureen?

MAUREEN HILYARD: Yes?

HEIDI ULLRICH: Maureen, I'm sorry I didn't raise my hand. Yeah. Ricardo has already volunteered for that one.

MAUREEN HILYARD: Yes. It's a good little section to do. As Cheryl said, Ricardo can actually build himself a little working group to assist him with that, so that's looking good as well. Alrighty. We're actually moving through these quite well.

Nine is done. 13 is looking at RALO participation and [inaudible] regional events. We had quite a lot of discussion in the lead-up and [sent] some various other interest areas. So, we need to be looking at how we

formalize what it is that and how RALOs and how individual members are actually engaging themselves in outreach and engagement activities.

This dashboard that we're looking at with regards to providing information on travel funding opportunities and other funding resources that we could – I mean, that came up in the discussion of the implementation steps, but I'm just wondering on how we go about this. But then again, that's something we had put into the proposal and something we had to deal with and the person who takes that on board will need to establish some sort of way in which we can incorporate all those activities under one umbrella.

I know that Daniel and the Outreach and Engagement group are already working on some of those activities anyway, so the dashboard which provides information on travel funding and opportunities could be incorporated into that whole ICANN non-ICANN funding goal. So, if Daniel and his co-chairs would like to take that one on board, that would be a recommendation that makes it a fit into what it is that is being planned for the whole outreach and engagement thing, so we can match – so that outreach and engagement is actually fulfilling some of those review items. Okay. Daniel?

DANIEL NANGKAHA: I put myself up for this but I'm also happy to work with any other team members who are ready to come up on this because it is so much of a [inaudible] outreach and engagement. Thank you.

MAUREEN HILYARD: Okay. Thank you. I think it's a good fit. And of course, as you say, you do have your co-chairs. You have a great outreach and engagement team working with you at the moment. So, again, just as I was talking about things being, some of the issues being made into subgroups so that you've got subgroups working on something that's quite meaty and quite valuable to the whole of At-Large. So, I think that's a good fit. Alberto?

ANDREA GLANDON: One moment, Maureen. He's on the Spanish channel, so I just want to make sure. Maybe they're translating right now. One moment. It looks like he muted himself. It will be just a moment.

MAUREEN HILYARD: Okay.

ALBERTO SOTO: Hello. Can you hear me?

MAUREEN HILYARD: We can. Thank you.

ALBERTO SOTO: Thank you. Sorry. I was disconnected for a couple of minutes and I saw Cheryl volunteering me for issue number 13. I don't know what issue number 13 is, but I fully trust Cheryl, so I will be a volunteer for issue number 13. Thank you.

MAUREEN HILYARD:	Yes. Thank you, Alberto. We were just saying that because it's an outreach and engagement activity, that it would be good to have the Outreach and Engagement Working Group working on that. But of course they're going to need a support team and I think you'll be a valuable addition to that group. I think that being on that level of engagement, too, that would be an extremely good – your input would be greatly valued.

Okay. Therefore, that just leaves us of course with the issue 16 which is the metrics issue. Now, I know that one of the things that we're actually doing, for example, in the leadership team is looking at – we were looking initially at metrics. Hang on. I notice some hands. Alberto, is your hand still up or is that an old hand? Okay. Cheryl? Comments from Cheryl, please. |
| CHERYL LANGDON-ORR: | Thank you, Maureen. Just coming off mute. Just to remind you, you have an already fully constituted metrics working group which is a working group of the ALAC that was put on hold during other workloads taking far too much time of the [inaudible] members [away] over the last few years. I understood that it was poised to step up to act in support of the ARIWG capacity and I shall pass on it as a reminder to everybody of that. The [inaudible] group itself would need to be refreshed. Some of the members are no longer involved in ICANN [inaudible] perhaps passionate about a matter of metrics, but it's poised and ready to go as a vehicle and could very easily act just as the ATLAS |

preparations contributing to [inaudible] issues one and two. But also the Metrics Working Group could act in a coordination capacity with the various metrics coming out of [inaudible] but also the outreach and engagement team and all of those other places because that's what this is all about, isn't it? A coordination and data capture role.

Anyway, certainly up to you what you do with the Metrics Working Group. If you're not going to use it for this service, I would strongly encourage you move to disband it immediately.

MAUREEN HILYARD: Thank you, Cheryl. I was just going to … The Metrics Working Group is actually mentioned in the very first bullet point. What I was actually just going to say was that this metrics group, as Cheryl said, it's already established and does probably need to be refreshed because it's from long times past and heaven knows if people who were on that group are still around.

But what I wanted to mention is metrics [inaudible] as we are doing within the leadership development team and looking at criteria and demonstrable indicators. So, when we're talking about metrics, too, is that the metrics looking at measures and counting beans, the metrics can include criteria that can be evidenced, so that's a sort of issue that we're actually developing towards in this particular instance.

So, for those people who are interested in the Metrics Working Group and would like to join that, you'd be very welcome when we identify a leader and we can move into getting that working group up and running again, especially in light of the fact that for each of the six – well,

actually, for all of the issues that have been identified in this implementation program, that we are including – that the metrics are clearly laid out so that we can actually show that we've actually achieved that, according to what those metrics actually outline.

Cheryl, is your hand up again?

CHERYL LANGDON-ORR: Yes, it is. I was again typing, but I may as well speak. Am I to assume, Maureen, that the current chair of the Metrics Working Group is or is not to put out a call to refresh its membership and to ensure that they understand the purpose and role of their coordination under the new model you've got as well as this role in ARIWG?

MAUREEN HILYARD: Please.

CHERYL LANGDON-ORR: Okay, fine. Because you were talking about finding a leader for the team. Are you going to have the Metrics Working Group chair working in coordination with another person or do you want [inaudible]? Because I'm confused.

MAUREEN HILYARD: Yeah. Sure, there is a Metrics Working Group and I did make the statement making sure that all the metrics – I mean, who was still

available. So, remind me who the Metrics Working Group leader is. Is it you?

CHERYL LANGDON-ORR: You can look that up, my dear.

MAUREEN HILYARD: Sorry. I'm sorry. I'm just going through all of these and looking at them. I mean, I'm quite happy for the current working group leader to take on that role and I'm sure that if there is anyone else who wants to jump in and join the working group, they're more than welcome and we can work on that moving on. Cheryl, I should have [inaudible] with that.

Okay. So, those are all the issues anyway and I think we've already identified some leaders. They're already in place. I think that what we will start doing now is looking at confirming leaders and starting to establish working group volunteers. Then we'll start on the work and there will be regular meetings of the – regular as in monthly I would assume – of the full working group and to get updates, but that the working groups themselves will be also gathering to start working on their particular plan of action with regards to the actual program, approach to this whole implementation plan.

Any other final questions, therefore, before we finish? Eduardo?

EDUARDO DIAZ: Yes, Maureen. I was typing it but I'm going to ask it. If these groups that are being set up, are they going to be supported by staff in the context

to coordinate whatever meetings they need to go through? The second thing is if these meetings are going to – is there going to be interpretation available for these meetings? Thank you.

MAUREEN HILYARD: Heidi?

HEIDI ULLRICH: I'm sorry. Could you repeat that, Eduardo?

MAUREEN HILYARD: Are the meetings going to have interpretation if there is a working group meeting?

HEIDI ULLRICH: Well, I think it depends on the numbers. We're trying to keep to that number of three people [inaudible] interpretation. However, obviously if there is someone who is a key part, we can see if we can get that interpretation. Thank you.

EDUARDO DIAZ: Heidi, the other question was is staff going to help in coordinating these meetings? Thank you.

HEIDI ULLRICH: Absolutely. Absolutely.

EDUARDO DIAZ: Thank you.

MAUREEN HILYARD: That's their job. Yeah. Okay, Alberto?

ALBERTO SOTO: I volunteer for metrics, but I think it's not reported in action items that I'm volunteering for that working group. Thank you.

MAUREEN HILYARD: Okay. Good on you. Thank you. Thank you, Alberto. Any other questions or queries? Okay. The action items will be, if anyone needs to refer back to those, they'll be on the call page and if there's any other questions or queries, feel free to contact myself or Heidi so that we can address those. We're looking forward to seeing everyone volunteering for one of those working groups. You won't need to be a volunteer for issue three and issue nine, but definitely for the others. We look forward to working with you over the next few months, at least. Thank you. Bye.

ANDREA GLANDON: This concludes today's conference. Please remember to disconnect all lines and have a wonderful rest of your day.

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