YESIM NAZLAR:	Good morning, good afternoon, good evening to everyone. Welcome to the ATLAS III capacity building subgroup call taking place on Monday, 25th of February 2019 at 17:00 UTC.
	On our call today, on the English channel we have Alfredo Calderon, Olivier Crépin-Leblond, Cheryl Langdon-Orr, Daniel Nanghaka, Glenn McKnight, and Eduardo Diaz.
	On the Spanish channel, we have Lilian Ivette De Luque Bruges, and we have received apologies from Joanna Kulesza, Maureen Hilyard, Bikram Shrestha, and from Ali AlMeshal.
	From staff side, we have Gisella Gruber and myself, Yesim Nazlar, and I'll be managing today's call. We also have Spanish interpretation for this call, and our interpreters are Claudia and David.
	Just a kind reminder, please don't forget to state names, not only for the transcription but also for the interpretation purposes as well. And now, I would like to leave the floor back to you, Alfredo. Thank you very much.
ALFREDO CALDERON:	Thank you, and welcome, everyone, to this ATLAS capacity building working group or – team as I prefer to call it – call. What are the action items that we have up in the – Yesim.

YESIM NAZLAR: Sorry, Alfredo, which action items? You mean the previous call's action items?

ALFREDO CALDERON: Yes, please, if we have any pending issue.

YESIM NAZLAR: Just give me one second, please. Yes, okay, just give me one second, please. I'm quickly trying to upload it to the AC room. Okay.

ALFREDO CALDERON: Okay. I see it on the screen. And according to this, we have – okay, Joanna to coordinate the uploading of the 2018 capacity building webinars to ICANN Learn. That hasn't happened, because we haven't decided which are the webinars that we're going to upload to the ICANN Learn platform. That is part of the discussion we're going to have now, and I see that the second item is the Doodle for this call, so that's been settled as well.

So let's move on to the third point on the agenda. which is the review of the required courses. And can you please access the link that we have in the agenda, which is a Google doc, so we can talk about that?

Keep in mind that right now, from the working group, the only person or individuals on the call are Lilian, which is the only one that actually belongs to this capacity building working group who has participated in all the calls so far.

The review – well, our listeners or observers [know] what's going on within the group. So once the document comes up, we'll go through the courses, and in the meantime, let me tell you that it's been a challenge to determine specifically which are going to be the required courses, and which are going to be suggested as well as the webinar. Let's go step by step.

First of all, I just finished a chat with Elizabeth Andrews from ICANN Learn. There's a course that they are waiting to upload, which is the DNS fundamentals course. It's a revised course. She doesn't know when it's going to be available, and then there's another course that is long down the pipeline. She doesn't really know when it's going to be available as well because it's still under development. So we don't know about that one either.

I'm waiting for – I can't see anything on my screen, Yesim. Has the document been uploaded?

YESIM NAZLAR: Alfredo, it's already uploaded. Would you like me to share the link on the AC room as well?

ALFREDO CALDERON: Yes, please, because for some reason, I'm not seeing anything. I have a blank screen.

YESIM NAZLAR: Can anyone please confirm if you're able to see what I've posted, uploaded on the AC room?

CHERYL LANGDON-ORR: Yes. I'm seeing it, no problem.

YESIM NAZLAR: Okay. [So it's gone now.]

ALFREDO CALDERON: Okay, so I'm the –

YESIM NAZLAR: Sorry, I'm going to put it back.

ALFREDO CALDERON: Okay, now I can see it. So, from the previous meeting – and I'm going directly to the courses – you can see that the required courses that we have identified are from the introduction to ICANN, which are the – there's a course that introduces everybody to the ecosystem and the organization of ICANN. It's in various languages, and we're recommending that course as a required one just so that everybody that is applying is up to speed and knows the structure of ICANN presently. Although the people that are going to apply should know this, but it's worthwhile giving them a refresher course on that.

The following course is the Domain Names Demystified, but there's a new course as I mentioned that Elizabeth doesn't know when it's going to be up and running, but it's going to be a required course for the fellows that are going to Marrakech. So it should be up soon, but we don't know when. So in the meantime, we still have this one, the Domain Names Demystified, which is a long course that has a lot of videos.

The third course is introduction to the GNSO, and we have that for those that are already familiar with the GNSO and they have an idea how it works. The onboarding for the ccNSO was another one that we have in place, and the onboarding GAC course as well, that's a required course. Then we have the cybersecurity basics.

So those are the six courses we have as required for everybody applying for the ATLAS III. And they should take these courses when they apply before May 1st. Under the understanding that the DNS, the Domain Names Demystified course, 111, the new one is up and running, we can substitute that. But we don't know when it's going to be available. Any questions so far?

Seeing that there's no questions so far, I'll keep moving forward. Then we have the suggested courses or webinars starting off with the onboarding Intellectual Property Constituency and the digital trade and global Internet governance. The digital trade and global Internet governance originally was a required course, but based on the recommendations by some of you, we decided to move it to a suggested course, and basically, the idea of these two courses is to bring up to speed people that aren't aware that there are other

constituencies within ICANN that acutely participate in some instances in policy development as well.

After that, we have the At-Large capacity building webinars from 2017, and Joanna, she was in charge of evaluating the webinars, and she stipulates that from the 2017, lesson one and lesson two, which is the ICANN policy development process and At-Large policy advice development process are the two that she recommends based on the description and reviewing both webinars.

I have my doubts with the ICANN policy development process, which is a 2017 course. I don't know if some of the [ACs or the SOs] have changed something in the way they work around policy development. I know that we have. When I say we, I mean At-Large. We have done some modifications in terms of how we're working on advice and policy.

Then from the 2018 capacity building webinars, we have a list, and keep in mind that the 2018 webinars are not within the ICANN Learn platform. The previous ones, the 2017 two suggested webinars are in there, but as you can notice, the questions haven't been developed to assess that the participants watching those webinars have acquired any knowledge. And besides that, they haven't been edited, as we discussed in our previous meeting where we suggested that we split the video and cut off the introduction from the beginning and cut off the end which had to deal with questions and answers, and the survey and some other questions that were asked to the participants to assess their knowledge.

After that, the 2018 webinars, they're not in ICANN Learn. The ones that we – or Joanna and I – are suggesting is a list that includes the data

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protection, what do you need to know as end users, which is available, the audio is available in English, French and Spanish. And after that, we have the compliance of the WHOIS registrations [with] GDPR and so forth. We have the new gTLD application [fees and] community support and the KSK rollover, which is a course that is recommended since I just gives you some historical data and what happened with the implementation of the KSK.

The protection of global public interest in contractual compliance, consumer rights, etc. It's a webinar that brings up to date what has happened with the protection of global public interest in contractual compliance and consumer rights, and since we are consumers and users of the internet, it's worth having all the people going to ATLAS III to review what was presented in that webinar.

After that, there's the ccTLD assigning country code, delegation and retirement of ccTLDs, which is also a course to bring up to speed the participants on some of the issues that are ongoing within ICANN in terms of policy development. And the last one is the At-Large review, which in fact every one of us as end users and within the At-Large community, which is an ongoing processes, and it's worthwhile having everybody brought up to speed in terms of what is the At-Large review and what is the implementation process, and how they can get involved in implementing some of the areas that were mentioned.

And that's basically it. Now, in terms of the technical issues, we talked about how can we synchronize the presentation with each one of the languages available, and it's going to be – I tried doing that exercise, and there's no way to sync the presentation with the audio, especially in

French and in Spanish, without paying attention to every slide, to every detail, to every word spoken in those languages. It's time consuming, is my – well, not my perception, I tried to do one and it took me forever.

So I'm open to suggestions, what can we do? My recommendation and Joanna as well is to leave the webinars that we are recommending or suggesting as they are, and linked to the different languages, French and Spanish or whatever is available, and this actually is going to make it difficult for us to embed them within ICANN Learn and develop the assessment questions that [we want.] That's also going to happen with some of the required courses that still haven't had the assessment questions, as with the introduction to the GNSO one that you can see in the top list, and the GNSO fundamentals course, which should have them as they are [inaudible].

So basically, my recommendation is not to edit the videos, because it's not going to be feasible. I tried the exercise. I couldn't do it. I asked for volunteers weeks ago and nobody has offered themselves as volunteers besides Olivier that did the test as well as I did to make this happen.

So I'm open to questions, suggestions. How can we deal with this? If you have any ideas. I reached out to Elizabeth. They don't have the manpower or the staff to do the editing or to work on the questions. That's something that we will have to do if we decide to go with any one of these webinars.

I see there's a couple of hands up, so let's start with Lilian. Lilian, you have the floor.

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LILIAN IVETTE DE LUQUE BRUGES: Hello, everyone. I'll repeat something that I wrote in the chat, and I will say it in English. My concern is the number of the courses that have to be done. I wrote the question in the chat.

ALFREDO CALDERON: Thank you for that, Lilian. I'm going to answer your question. I'm reading the chat. You wrote, "My concern is the time versus the number of courses and webinars that must be done as a requirement. If the time is enough to make them all, or does that are still to be done?"

Okay. So Lilian, in terms of which are the required courses, there's only the introduction to ICANN, the DNS fundamentals if it's up and running, otherwise it's [inaudible]. There's also the introduction to the GNSO, the onboarding for ccNSO, the onboarding for the GAC, and the cybersecurity basics course. So we're talking about a total of six courses, and the longest, which is the DNS – in the format that it's right now, it's 320 minutes. So yes, you'll have enough time to take the required courses, the courses you must take in order to apply to be selected for the ATLAS III meeting.

The other courses are just suggested or recommended courses. If you feel comfortable with the knowledge you have, you don't have to take them, but we highly recommend all participants to the ATLAS III encounter to take them, to at least go through them to draft some probably new information that they may not be aware of. So there's only six courses that are required, the rest are optional, or as I indicated, suggested or recommended.

I hope that answers your question. Glenn, you have your hand up. You have the floor, Glenn, so go ahead.

GLENN MCKNIGHT: Hi. Okay, a couple of things. One of the things I've used in the past is something called [Easily,] which shows a roadmap on your journey, and I've used that effectively in other things. So maybe if I could suggest we can use the infographic tools like [Easily] has so that people can see clearly what are the core – here's the journey. They're driving along, and these are the core subjects they have to take, bang bang. And then there's these branches. It depends on what their interests and expertise is, or where they're lacking certain knowledge. So, we could show the branches.

So maybe Alfredo, I'll be happy to create this infographic. I'll send you some examples I've done, like I said. Maybe that'll help people understand what are the core subjects that they have to do and what their options are. As long as they start their journey at point A and get to point B, and these are the things in order to get there. So that may not hurt. So that's my first thing.

I need to ask, because Vanda and I and other people will be coming and giving comments on the program itself, so I'm looking at these courses, and they're all good, except I'm a little confused on how they're connected to the program, which we haven't – [inaudible] complete yet, we're still compiling public feedback, what subject [inaudible].

In some cases, some people have the view, as you saw in the call earlier today, of very much leadership focus. Other people, we need worker

bees. So we have to have a little of each. So maybe if you can explain to me, Alfredo, how these courses have any application or applicable to what we're going to deliver. Thank you.

ALFREDO CALDERON: Thank you, Glenn. That's an excellent question, and that was going to be one of my comments. The thing is that we as the capacity building team or working subgroup or whatever, there's nothing out there within ICANN Learn that we could consider as something tied directly to the objective of ATLAS III. There's nothing related directly with building leadership skills.

So the only thing that we can actually do right now is identify those courses that will set the pace to bring everybody up to the same level so that then, after March 1st when they start taking these required courses, and they start taking some of the suggested courses, we might be able to develop some webinars through the At-Large capacity building working group. And we would suggest them to take them, as was mentioned in the previous meeting. We can't require them to take them, because we won't have, besides the attendance list, any other way of knowing if they took them or participated in the webinar itself.

So through those At-Large capacity building webinars that would be developed after, we might be able to tie in closer to the leadership skills that we're looking forward to. And I agree with you. You, the people that have to design the plenaries and the breakout sessions in Montréal have a really tough job, because you don't actually know what is going to be the probably the starting point for you guys in Montréal and what

actually would be the outcome and how are you going to design the different sessions, because there's no background information that we can actually give you at this time and stage of the process.

I hope that answers your question, Glenn. Your question is very important and very pertinent to what we're doing, but that's all I can tell you. Thank you.

GLENN MCKNIGHT: Alfredo, I'm pondering it as well. I know it's a difficult question to answer, that's why it's important that this group and our group are working hand in hand. As [the expression goes,] you could take a horse to water but you can't force it to drink. So these are suggested pathways of lifelong learning. If people want, they may get deeply involved with it. And we hope that what we inspire in ATLAS III, that they take it seriously and suggest a bunch of other additional courses as well.

I've just not been impressed with the ICANN Learn stuff. Given what they could possibly do – and I have no idea on the metrics, on how many people have taken it, what the results are. I'm not holding my breath, but this is the way to learn in terms of it's a tool. I think learning one on one with mentoring and meeting the leaders of our community and helping you as an individual be successful, that's critical, and we have to mix that in somehow. But that's all I have to say. Thanks.

ALFREDO CALDERON: Thank you, Glenn, for that. Cheryl, you have the floor.

CHERYL LANGDON-ORR: Thanks, Alfredo. Just something that I'm hearing, and I guess part of it is where you are up to in the process, but I just want to make sure that building on what Glenn was just saying, you are looking at, I believe, a multi-stage approach here, and what you've got in front of you with the current documentation is all about almost the pre-preparation, the expectations for self-motivation and self-starting before people even put themselves up for selection.

Then you've got the work to come, which is partly covered in this documentation, which is not so much the must haves before you're even considered, but the should haves – is another way of putting that – is what then comes along with the recommendations. So the must-have courses before you can even be considered, the should have, which will make your consideration perhaps more likely, or as Glenn was saying, makes the specifics of your pathway more clear. And I like the infographic approach. Of course, Glenn, as you would hardly be surprised.

But when it comes to what will be the going on, I would suspect the opportunity in Montréal is very much more than that. It should have those must-haves done, it should have the should-haves well achieved, and by the time people get to Montréal, it's not the musts and the shoulds, but the coulds, the could haves. And the [inaudible] thing, the material that particular expertise such as that [a Kolb] would bring to it, the specifics of change management, the specifics of effectively writing for policy development, the specifics for managing difficulties in certain types of meetings. All of that stuff is the could haves that makes the real

difference to the outcomes. And so I'm not countering anything I've heard, but I just want to remind you that you're right at the very beginning of a process which actually has a bunch of layers and a bunch of opportunities. Thanks.

ALFREDO CALDERON: Thank you, Cheryl, for that, and actually, I tend to agree with you that we're just setting the basis. So that as I mentioned, we have some capacity building webinars for those that wish to take them to build towards what's going to happen in the program in Montréal. And actually, I think I was talking with you, Glenn, about this. You presented a case where we would have probably a plenary where we would discuss communication tools and how does a chair or a co-chair or a leader manage a group that is using Adobe Connect or how to use Slack as a tool to engage in social media.

So that could be what's going to happen at Montréal, but we have to set the stage. So we would probably have a webinar where we have people re-listen how to use Slack, and then in Montréal, they'll probably give us some feedback and tell us, well, of all the communication tools that I've seen lout there, this is something that we could use probably better than the ones that are in place right now.

And, you know, we could have the breakout [session, review] all those tools and have some recommendations come up from the different participants. And that's just an idea. The other thing is that we've always been talking about hard skills and soft skills, and probably in Montréal, what we're going to give emphasis is to having them show us

and to reflect on themselves if they are actually comfortable leading a working group. That could be something that comes up, that they come out saying, "Well, after five days, I think I'm not the best person to lead a group. I'm more of an observer or a person that likes to deal with things behind the scenes." And that's part of the whole process as well.

Glenn, you have your hand up, so you have another question. Go ahead. You have the floor. Glenn? You're muted. Well, I guess Glenn doesn't have another – Okay, Glenn. Go ahead.

GLENN MCKNIGHT: [inaudible].

ALFREDO CALDERON: Glenn, you have the floor.

GLENN MCKNIGHT: Yeah, I know. So I don't remember seeing – I don't want to bring it up – or we had this discussion in black and white, we had an e-mail, full response from [Andrew and staff] saying this is what he did. I don't remember seeing that. But John and [Harish] are absolutely empathic saying, "No, we've to an adequate response." And I keep asking the same thing. Maybe I missed it. But no one still has sent me –

ALFREDO CALDERON: Okay. So I guess Glenn is in another call as well. So, Olivier, I don't know if you're on the phone bridge as of this moment. I know Eduardo has

some issues with his computer. It crashed and he's trying to get online again, I guess.

So I need some feedback from –

GLENN MCKNIGHT: Yeah, but there's a person that's assassinated already. You're accusing somebody of a crime, but you're not proving it. It's just hearsay. So we make an assessment, people kick him out because somebody said he said this. And he's eliminated, with no proof.

CHERYL LANGDON-ORR: Yes, can you mute him, please?

ALFREDO CALDERON: Yesim, can you mute Glenn? He's on something –

CHERYL LANGDON-ORR: This is, A, not appropriate for us to be listening to.

YESIM NAZLAR: Just muted Glenn.

CHERYL LANGDON-ORR: As exciting as fake news management is, I spend a lot of time in IEEE and W3C meetings about fake news. I don't need to listen to it during ATLAS III capacity building. Okay? Thanks.

ALFREDO CALDERON: Thank you, Yesim, for that. So I need some feedback from the leadership of ATLAS III on what do you think should be our next steps besides the courses that we've recommended. And I guess that at the end of the day, Joanna and I are going to be the ones that'll have to develop the questions, unless some of the other members of the team volunteer to help us out with that.

OLIVIER CRÉPIN-LEBLOND: Alfredo, it's Olivier.

ALFREDO CALDERON: Yes, go ahead, Olivier.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Alfredo. I wanted to ask you a question earlier, but I was in a terrible mobile reception area, so it was cutting off. I might have missed it, but you did mention that you had spoken to Elizabeth, and in fact, she had updated you on a number of things. Is the GNSO course ready, the new one?

ALFREDO CALDERON: No, and she doesn't have any date set for that course.

OLIVIER CRÉPIN-LEBLOND: Okay. I think we seriously then need to consider the old GNSO course and ask for it to be fixed, because I really cannot see – I mean, I could certainly see an ICANN Learn process take place, but I just cannot see an ICANN Learn process leading to ATLAS III without participants knowing what happens in the GNSO and how policy is made and how the GNSO is constituted, etc.

For ICANN, what ICANN does, it probably is the most significant supporting organization for the At-Large community because we take part in the PDPs, we take part in the work of the GNSO, we comment on GNSO policy, etc. So we really need to resolve this, I think, as a matter of priority.

And if that elusive GNSO new course doesn't come up soon – and I think that now we have until the end of the week – then we're going to need to have one GNSO course that actually works. We can't launch without having a GNSO course on [there.] That's the first thing I wanted to ask.

The second one was you mentioned earlier that Judith to spoke Joly MacFie regarding the editing of the videos, and I wondered whether you had had any response from her so far. Worst come to the worst, I could take some time and do the edits, I'll just get my computer to crunch the thing in the night and stuff. But it would be nicer, I guess, as a group that this workload would be distributed among several people rather than just one person doing it all. That's it. Thanks.

ALFREDO CALDERON: Thank you for those comments and those questions, Olivier. Regarding the GNSO course, as I mentioned, she doesn't have any specific date

when it's going to be available. There's the DNS course, the fundamentals. She expects it to be up soon because she wants – well, she doesn't want, it's supposed to be available for the fellows that are going to Marrakech, so it should be up sometime soon, but she still doesn't have a date.

I have requested her that there are some courses that we are recommending that have some mistakes, but I guess that maybe you, Olivier, who have already submitted the corrections or the errors, should follow up on that, because I told her already, but I don't know. You know, she doesn't seem to think that's a priority when I say it will. That's my perception. So I'll leave it up to you guys to work on that.

I forget if you had another comment, but I see that Cheryl has her hand up. Daniel, I hear your voice. Are you asking to speak as well? Okay, so Cheryl, you have the floor. Go ahead.

CHERYL LANGDON-ORR: Thank you, Alfredo. And I think what I was going to say is very much a follow-on from the first part of what Olivier was just outlining, and that's got to do with the GNSO course. We know that Betsy's hands are also tied. It's been with Legal since we first were meeting. All she can tell us is it's still with Legal. And that could drop tomorrow or it could drop after Kobe. That's out of her hand. It's not that she's being difficult. She can't give us information she doesn't have ability to guarantee.

So everyone works with the difficulties they've got. And to that end, what we've got is a course that does exist that we recognize is not as good as it should be by any means, and it's in fact about to be replaced.

But I would suggest that running with that course, as Olivier just suggested – but either having the edits made to bring it into line, or because I doubt that ICANN Learn want to be spending the time doing that when they've got other ones to get out that are fresh and new, that perhaps what we could do is – Olivier's got the errata well and truly – Alfredo, you did too. You know what the problems are with that course. We put out an annex that says, "This course is about to be replaced. Until it is, this is the one we need to use. However, note the following errata."

This will be at least advising people, because Olivier is absolutely correct, if we don't have people understand how the GNSO PDP process works and how the GNSO works in itself, then we're not going to do service to our ATLAS III people at all.

And now the other point is what we need to realize is that the PDP process in the GNSO is about to go through another shift with the new PDP 3.0 coming out. This will not make huge, wholesale changes, but rather, some particular adjustments, some expansion of certain roles, some changes to particular policy of how you run policy development processes are being modified.

But we can deal with that in a webinar form. The GNSO itself, the GNSO staff would be happy to create a webinar for it. So I don't see these as die in a ditch deal breakers. I see it as, damn, pity the timing's not worked out. We'll just have to run with what we've got and hopefully by the time we're partway through, the new course will be up and we can all have a quick look at it. Best we can do. Thanks.

ALFREDO CALDERON: Thank you, Cheryl. Good point, and I agree with you. Let's see. We have Olivier, his hand is up. You have the floor.

OLIVIER CRÉPIN-LEBLOND: Thanks very much, Alfredo. I totally agree that if we cannot get the new GNSO course out there – and it seems to be stuck somewhere in Legal for some reason, so there might he real significant issues with it or at least I'd imagine there are significant issues with it for it to be stuck in Legal for so long – then we run with the original GNSO course.

The concern that I have – and that's really firmly in the ICANN Learn people's hands – is that they have had now an erratum list of all the errors. Some of them, which are actually wrong, as in it asks a question and it only proceeds forward with providing the wrong answer rather than providing the right answer, which is pretty terrible showing.

The correction of the courses, I would think – I can't imagine it's that difficult to correct, except if you have to rewrite the whole thing from scratch, but I'd imagine it's not more than a couple of person hours. Let's say half a day, let's be generous. Half a day for one person to look at this. And yet ICANN is spending several hundreds of thousands of dollars, or is about to spend several hundreds of thousands of dollars to send people to the ATLAS III, and we can't spare one person for two hours.

If I have the access to ICANN Learn and being able to fix the darn thing, I'd do it myself. But I don't know, we're kind of stuck saying, well,

there's no need to update the old course because the new course is coming. Yet, I'm waiting for [inaudible] on one side and on the other side, I see the ship sinking. It's just frustrating. I'm really sorry. Thank you.

ALFREDO CALDERON: Thank you, Olivier. So am I. As a matter of fact, I asked ICANN Learn staff for some information regarding some statistics, and it seems they can't produce them besides saying, "Well, there are some courses that are longer than others." That's basically it.

Now, going back to your point, I don't know if I should be the person to ask Elizabeth if she can grant us – you or me – access to the course – not the platform, but specifically to a course that we can do the adjustments that are needed within the questions at least, because I had the impression that the content itself is more difficult to correct. So I'll send her a message and see what she says regarding that. But probably, I'm afraid that since we're changing the content, although it's in error, it'll have to probably go to Legal. I'm just thinking out of the box and what could happen if we gain access to that. So, but anyway, I'll send her a message and see what happens regarding that. And I'll copy Eduardo and yourself on that.

Any other concerns? So, our recommendation – Joanna is not on this call, she had apologized – our recommendation after a conversation we had over the weekend is that we go with the required courses that are listed there, and the rest of the courses that are suggested are courses and webinars doing some adjustments in terms of if a new course is in

place, we can update that in the application form or the website or the Wiki where information is posted. And besides that, we're still looking for volunteers for those courses that don't have the assessment questions in place. And probably a couple of us will have to do that, unless we hear from volunteers that are on this call right now. Those are my comments and recommendations. Thank you.

CHERYL LANGDON-ORR: Alfredo?

ALFREDO CALDERON: Yes, Cheryl, go ahead.

CHERYL LANGDON-ORR: Looking at the volunteers that are on this call right now, out of your group, you have two that are listed here.

ALFREDO CALDERON: Yes.

CHERYL LANGDON-ORR: Now, you've already mentioned Lilian's – and I think [Dev's] also not missed any of the meetings. There gets to be a point in time where you just have to voluntold people, not ask them to volunteer. And it's kind of still a risk, because a voluntold person, if they're going to be recalcitrant, may still end up failing you, and sometimes you will have to step in and do the job yourself.

But these kumbaya moments of allocating people into a team and hoping that they're all going to be equally enthused, ICANN is a small part of their lives, and it's always challenging working with volunteers, even when you're a volunteer leader.

So to some extent, if you are just going to step up and do it all yourself, we don't need teams. We certainly don't need all these volunteers working in ATLAS. We could have appointed seven people from the ALAC to organize ATLAS. End of story, that's it. Right? No need for RALO input, no need for member input, no need for all these teams. And you know what? It would probably be just as successful.

However, it wouldn't have the buy-in, it wouldn't have the added benefits of people developing through the process, and us helping people gain their confidence and developing their skills in actually putting ATLAS together as well. So I'm not advocating – although there would be times I'd be tempted – to go back to say we only need seven people to run it. But the fact is we probably only need seven people to run it.

So let's see how you go. Making a call for volunteers on calls where your volunteers aren't there also doesn't help. So maybe saying everyone is going to need to do five questions for [inaudible] or just allocate them out, but see how you go, make sure you give yourself plenty of oops time. In other words, set a deadline for the questions for the webinars for example that is sufficiently early that when people fail you – and it will, people are always going to disappoint us in some way, shape or form whether we're volunteers or not, it's kind of what life's all about –

and to that end, give yourself enough time to save it before a hard deadline.

ALFREDO CALDERON: Yeah.

CHERYL LANGDON-ORR: But just see how you go. But all I'm hearing on these calls – and honestly, I feel like I'm that little emoji that just bangs its head against the wall – is all the things that are not working, too slow, hasn't happened yet, and frustrations. Well, shit happens, people. We've still got to make it work.

Okay. Thank you.

ALFREDO CALDERON: Thank you, Cheryl. Glenn, you have your hand up. You have the floor.

GLENN MCKNIGHT: Yeah. I'm just listening intently, and I do sympathize with Cheryl, and before that, Olivier. Now I forgot what I was going to say after [inaudible] on that. Okay, so you were asking for volunteers. One of the [inaudible] was the thing that was called around as editing their videos and they needed volunteers for that.

I don't mind volunteering for some things, but that was just stupid. The amount of time and energy – and everybody thinks it's no big deal, it's easy for you to do. So I really don't mind volunteering, it's just that it

has to be productive for me, and it has to be focused. So if I can help you in some capacity, Alfredo, just let me know. I'll be happy to work with you on this infographic if you want so that it's very clear what the learning pathway is.

So count me in on that, but video editing, no. Even though I could do it, but I have to use my time [inaudible] the best, because I'm tied up with ISOC board, I was chair for the NomCom for that, and I've got other stuff [inaudible] my life. So I don't mind. This is not my be all, end all. So, thanks.

ALFREDO CALDERON: Thank you, Glenn, for that, and I'll take your word on that. I would do the video editing, at least some of them, but I use a Mac, and as Olivier and I learned, I can't do it on my Mac. So I can't do the video editing.

So I'm going to ask Dev and Lilian if they can help us with that. And as Cheryl suggested, I'm just going to voluntold a couple of the people that are on the call and that aren't on the call, and I'll give them a deadline until Friday to work on that.

So staff, if you please write action items, I will appoint some people to work on the questions for some of the required courses that are already in ICANN Learn, and the second action item is ask Ali – and I can't recall who else mentioned that they would be in the position to help out with the editing of some videos. And as soon as I know who the other person was, I'll send you the information so you can add it to the action item.

So today, I'll deal with that this afternoon, and the other action item is that Glenn is going to help me out with the infographic for the pathway between the required courses and the suggested courses and webinars. And we'll talk about that. Glenn, you have the link to the document as well.

GLENN MCKNIGHT: Yeah. Just quickly, just assign a course to me and I'll create the questions for it. I'll put an hour or so, whatever it takes. So that'll be fine.

ALFREDO CALDERON: Okay. Thank you for that, Glenn, so volunteered for that. So Glenn will also work on one of the questions for our course.

Having said that, is there Any Other Business that we want to take care of? Because we're almost at the top of the hour. Yes, Olivier, you have the floor.

OLIVIER CRÉPIN-LEBLOND: Yes. Thanks, Alfredo. The video editing is an interesting one, because what we're doing is to take the Adobe Connect recording, which is not a standard video editing recording-type thing because it's got all the different windows and so on which appear independently and actually are recreated in exactly the way that the windows come out, so you've got the attendees, the chat and all that.

And we basically have to capture the main screen with the presentation. For some reason – and I think it might either be to do with the amount of memory in your machine or if it's a Mac or if it's a powerful machine or something, on some machines, it doesn't display too well, so you get blank pages. So alfredo did this thing – and you have to record it in real time.

So for a one and a half-hour webinar, your machine has to run for one and a half hour displaying it, and then you capture one and a half hours, you capture that part of the screen. And for some reason, it displays as gray slides, which of course completely takes out the reason for the webinar at that point. And once only you've converted it then to a video file can you then edit it. So you chop the front, chop the end, add captions in the beginning, add captions in the end.

But as Glenn mentioned and as everyone agrees, first there's that 90 minutes that we're going to be there to record the whole thing, and then there's the rendition of it which takes time depending on the speed of your machine. It might take another 20 minutes or so. And then after that, there is the editing, which also takes X amount of time, an then you have to convert it to an output file and that takes another amount of time. This is why it takes three to four hours per video.

If we could share this among a number of people, then it would be fine. But if one person has to do it, it's going to be really hard. The only person I could think of that could do something like that is Joly, who has several machines that he can run this thing in parallel, and very powerful machines indeed.

So now the only thing I could imagine what we could do, because these webinars, we can already earmark which webinars we are to display, because it's not impossible to edit these things, it's just editing them all on the same day or in the same week. We could actually say, "Look, these are, I don't know, eight webinars that people will have to follow. At the moment, the first four are out there, and then every week, we'll add another webinar to the list or we'll add another two to the list," and within three weeks, we'll be there.

Maybe we can do that. And if people say, "I've only got one month now to watch a webinar," then flipping heck, one month to watch something that lasts an hour and a half, you know, it's not like they're going to watch two minutes every day of it. Usually when someone starts following a webinar, you follow the whole thing. So I'm sure they can find an hour somehow in the month for that.

I think what might take more time is doing the actual courses, the ones that are interactive where they have to read and maybe answer questions, read, answer questions. Anyway, I don't want to monopolize this, but we also have to be flexible in that if that's possible.

And just one last thing, I did send a note to Heidi about our problems with having the ICANN Learn updated, and I think Heidi's going to follow up urgently on that. So we don't need to repeat the same discussion when we either have our next call or meet in Kobe. Thank you.

ALFREDO CALDERON: Great. Thank you for that, Olivier. I see that some of you have volunteered to work on the courses, [either doing the questions for

some of the courses.] So what I'll do is I'll send you an e-mail, the volunteers, so that you can identify the course that you're going to be working on this afternoon.

Any other business? We're at the top of the hour. We'll probably meet – Yesim, can you set up a Doodle to see when we can meet next week probably? Since we might have an extension to submit the final recommendations.

YESIM NAZLAR: Alfredo, if I may – I think Gisella's hand is up for the same thing. Gisella, would you like to take the floor, or shall I, about next week?

GISELLA GRUBER: Be my guest, please, Yesim. You may go ahead.

YESIM NAZLAR: Okay. Thank you. So Alfredo, the first thing is we are not going to have interpretation next week as interpreters are traveling, and also, At-Large support staff will be traveling on Tuesday. So if you really would like to hold a call before ICANN 64, what we can do is I can open a Doodle for Monday if that works for you, without interpretation.

ALFREDO CALDERON: I believe we have on this call Harold and Lilian. If it's okay with them, we'll have to do that, because we have to meet a deadline to have

everything in place. So let's set the call for Monday, and we'll figure out the time.

YESIM NAZLAR: Okay. Sure. I'll send the Doodle for next Monday with alternatives as much as I can offer. Sure.

ALFREDO CALDERON: Okay. Well, it's the top of the hour, so thank you to everyone. I'll be sending out an e-mail to those of you that volunteered to assign you some tasks for the week. Thank you, and have a good day. Good morning, good afternoon, good evening. Thank you to all.

HEIDI ULLRICH: Thanks, everyone.

GISELLA GRUBER: Thank you very much.

YESIM NAZLAR: Thank you all. This meeting is now ended. Have a great rest of the day. Bye.

[END OF TRANSCRIPTION]