
CLAUDIA RUIZ:

Good morning, good afternoon, and good evening, everyone. Welcome to the ALAC Subcommittee on Outreach and Engagement call on Thursday, the 30th of May, 2019, at 15:00 UTC.

On the call today, we have Adam Peake, Anne-Marie Jolly-Bachollet, Cheryl Langdon-Orr, Daniel Nanghaka, Dave Kissoondoyal, Eduardo Diaz, Ejikeme Egbuogo, Isaac Maposa, Maureen Hilyard, Jana Priytosh, Ricardo Holmquist, Shreedeeep Rayamajhi, and Vrikson Acosta. Also we have Vernatius Okwu Ezeama, Remmy Nweke, and Nkem Nweke.

We have received apologies from Marita Moll, Matthias Hudobnik, Natalia Filina, Vanda Scartezini, Judith Hellerstein, Glenn McKnight, Ali AlMeshal, Maritza Aguero, and a tentative apology from Marita Moll.

From staff, we have Heidi Ullrich, Evin Erdogdu, and myself, Claudia Ruiz, on call management.

Before we begin, I would like to remind everyone to please state their names before speaking for the transcription purposes. With this, I turn it over to you, Daniel.

DANIEL NANGHAKA:

Thank you very much for that roll call. I'd like to thank all the members of the Outreach and Engagement Team who are on the call, as this one of the second last calls that we shall be having for this respective [FY] before. The last meeting that we shall hold will be in Marrakech during ICANN 65.

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.

One of the key updates that I have from Outreach and Engagement is that I'm very happy to share that this FY [inaudible] of full utilization of discretionary funds, which was been focused so much on local engagement activities, [whereby as far yesterday but one]. I'm happy to share that 89% of the discretionary funds were fully utilized for local engagement. I think that's a very big plus towards all the respective RALOs for encouraging the use of the discretionary funds on local engagement.

Also, on this call, I'm happy to share that, among the RALOs that fully utilized their funds, it included AFRALO and then NARALO. LACRALO did not utilize funds. It has a listed balance of \$1,300. EURALO had a surplus of \$189. APRALO had a surplus [\$550]. I think this is a very achievement towards local engagement.

Also, I'm happy to share, also regarding CROP, we have had at least full utilization of the CROP trips. I think this is a very big plus, unlike times whereby we have not had opportunities to fully utilize respective CROP trips due to different challenges regarding the criteria, later application – for instance, NARALO had one of their trips not successful because it was submitted later because of the criteria they were using for selecting CROP trips. But [inaudible] is a very big milestone towards that.

Also, as we are coming towards the end of this respective FY, the agenda has at least some inputs that have been carried forward from all the previous meetings, starting from last year in 2018, I think [inaudible] September or October, which included communications. Glenn had drafted at least a presentation towards how we can be able to come up with appropriate communications.

Also, towards the Outreach and Engagement FY strategy for FY20, there's only one missing component, which is the communication strategy. So I'm happy to announce that, on this call, we are having the Comms Team – that's staff – who will be giving us a brief presentation. We shall be able to [inaudible] with them on how best we can come up with a comms strategy which will fit into At-Large, too, [generally] and be adopted.

Also, from [inaudible] we can be able to get volunteers to come up with an effective comms strategy for At-Large. Then we shall also be having updates on ATLAS III capacity-building sessions from Joanna and Alfred. Then we shall also get the status of the FY20 regional strategies. Then we shall be able to get at least updates regarding ICANN [inaudible] and also an update on how we are going to be able to proceed with the initial plans for outreach and engagement at ICANN 65.

Those at least were my brief updates. Allow me to proceed to Agenda Item #3. That is that Adam Peake will be giving us at least what are some of the GSE priorities for the next FY20.

Adam, you have the floor. Thank you.

ADAM PEAKE:

Hello, everyone. I'm wondering how to tell you about the priorities for FY20 in terms of engagement. I think you should be hearing from the policy team about a list of meetings that Global Stakeholder Engagement globally were asked to submit as events that we have identified as relevant for CROP meetings, meetings that you could apply for. We were asked to do this for FY20 so that you would have a

comprehensive list available to you as you plan what you could attend, essentially. This will be broader than last year, which I think was a little bit too restrictive. It was about more the ICANN meetings.

What we're doing is it's meeting that the regional VPs identified as relevant to regional strategies [inaudible] what you come up with and then also relevant to ICANN's mission and so on. So it will be broader than some of the previous [inaudible]. So it's still following this narrower criteria, but [inaudible]. It's being curated by Mary Wong's team. I'm sure they will be passing it along either to myself or to Heidi and the At-Large support team. So you'll see that coming through.

In terms of priorities, also what we're waiting for in GSE is to see your strategies so that we can comment on those. I think this was the agreed path we spoke about first of all in Kobe. So I'm looking forward to seeing those on the list, on the chat. I can see that a lot of these have all come in, so that's great news.

I'll go on to the next. I put a link to an ICANN-wide calendar. It's at the top of the chat at the moment. We said we would try and make sure that events are shared with you so that you can see where ICANN staff activities are taking place or ICANN staff [inaudible] activities. These go far beyond the CROP-related [inaudible] and would include events that [inaudible] where there [inaudible] ICANN staff has [inaudible] and so on. Should they be happening in a locale or somewhere near to where you are or one of the ALS members, then they would know about it and come along if they wish to and so on and so forth. But it wouldn't be for support or travel, more for information, so that you're aware of where there is ICANN activity. If you have a chance to look at that calendar,

you would see there are two elements to it which are relevant. One is – excuse me. I’ve lost the link – ah. This always seems to happen. Excuse me. There’s the green and the blue items that you would see there. Those are ICANN speaking events and community global events. So those would be the ones to flag. We will try and make sure that this is kept up to date. There’s a much more standardized process for this now.

Going onto other issues, we’ve spoken a little bit about the Internet Governance Forum this year in Berlin at the end of November. I know that there will be some challenges for North American members – United States, rather – in that it’s in overlap with Thanksgiving, which I know is an important particularly-family holiday for many people. But the Internet Governance Forum’s choice of timing, not anything to do with ICANN.

We will have an ICANN booth. As I’ve mentioned on the chat session for the Outreach and Engagement chairs and so on, At-Large would be very welcome to join that. I think we have confirmation that you wish to do that. What we’re doing is talking to the IGF Secretariat to try and ensure that we have an appropriately available and large space so that we can invite all community members to join in that both. So it’ll be something that all SO and AC leaders would be informed about and invited to join in whatever way they wish.

The issue here is that, if it’s a table, as we’ve seen at the last two IGFs, then those tables are quite small and therefore we may be brave enough to ask for two tables, as we’re combining various people who’ve applied for such booth space. We don’t know what the result of that

would be, but we think that's a fair thing to do. That would give us space to accommodate everybody in a more comfortable manner. If it [inaudible] some of the other IGFs, some of you will have been in Guadalajara and other locations where it's more like an exhibition village, a little bit more like the ICANN spaces that we make available at ICANN meetings – I don't mean the out-of-the-way place at Kobe; sorry about that; but more like the space that has a couple of chairs and a few tables – then that would be able to accommodate all of us. So that's something that's ongoing.

I've also mentioned – this is something I think to remember and to apply for – to look at the travel support that's offered by the German government via the Internet Governance Forum website. As we discussed, we found out that, [for] people from indigenous communities, not necessarily from underserved or underdeveloped regions, one of the criteria is that applicants for travel support should come from underdeveloped countries and underdeveloped regions – so small island and developing states and so on – but also people from indigenous communities would also be considered. They're not mentioned on the actual application form, but we confirmed this with the Secretariat. So please be aware of that and be ready to reach out to ALSes and so on who may be interested in trying to take advantage of this. ICANN of course is not involved in this selection process, but I hope anybody who applies is successful.

I think that's about it for me. We will of course be in Marrakech. I'm not sure that all the regional VPs will be in Marrakech. Not all of them attend these policy meetings because the engagement from their regional communities is often not great enough to justify the extra

expense and travel and so on. But many will be there and will be available to discuss. It's a very busy meeting for everybody. It's a very short meeting so it's more difficult to arrange. We will have further updates, I hope, on things like the Internet Governance Forum, which are priorities. By then, we should also have that full list of meetings that would be CROP-ready or CROP-available to you sometimes soon.

So that's it for me. Happy to try and answer any questions and of course take away any actions. Thank you.

DANIEL NANGHAKA:

Thank you very much, Adam, for that insightful update regarding the respective priorities. Allow me now to highlight a few [inaudible] how all these things have been working out over a period of time.

Right from the At-Large Review proposal, there were some challenges that were highlighted. One of the challenges that was highlighted was regarding lack of inadequate collaboration between staff, Outreach and Engagement, and maybe the Global Stakeholder Engagement Team – how does At-Large collaborate and so forth – but I think this is a very good example of how we're able to collaborate respectively.

One of the previous challenges that we had was that Outreach and Engagement Co-Chairs were having their own calendar of the respective activities. It was very hard to determine what activities or events the GSE is prioritizing. I think sharing the calendar through the link at least gives us at least an open light or level of transparency of what activities the GSE is [inaudible]. I'm going to at least ask the respective Co-Chairs

and the respective RALOs to see how they can be able to fit into these respective activities. I think that is a very big plus.

Also, regarding the IGF, I think we should have more intensive discussions how we are going to carry out outreach activities and engagement at the IGF coming soon.

[inaudible] remarks. In case there anyone has a question or remarks regarding Adam's updates, I'd welcome the updates. In case there is no one, I'm going to proceed to Agenda Item #4 regarding the communications strategy. I'll just a brief intro about the strategy because it started discussions starting from last year in October. In Kobe, we had the Comms Team, but there was a challenge regarding time. So we overshot time and then we missed this presentation. At least I'm very happy to share that, on this call, we're having the Comms Team on the call. That is Liana Tao, who is the head of the Communications [inaudible] Office, then Carlos on the call. So I'm going to give the floor to them so that they can be able to proceed with their respective presentation. Thank you. Liana Teo you have floor.

CARLOS REYES:

Thank you, everyone. This is Carlos Reyes. Liana is finishing another call. She should be here shortly. So I'll go ahead and get us started. To be honest, Liana and I prepared one slide just to give you an overview of some of the work that she and have taken on on behalf of the two teams: the policy team and the communications team. We're actually more interested in getting feedback from the subcommittee here about what goals and objectives you have for a communications strategy.

We've heard bits and pieces. This was the first time we're able to interact with you as a group. This would help us with some of our work between now and the next few months in ensuring that the work that we undertake is aligned with what you would like to achieve. Because this is the first opportunity that we have to interact with you, we're more interested in fielding some of the early ideas or feedback you may have. Then I'm happy to go over the slide we prepared just to give you a sense of where we're headed. As I said, we're more interested in your ideas right now. There's pretty diverse representation here in the subcommittee, so I think this would help us understand some of the global objectives that you may have as the At-Large community.

I'll stop here and hand it back to you, Daniel. Like I said, any input you have at this point is helpful. Then I'm happy to go over our slide.

DANIEL NANGHAKA:

Okay. Thank you very much for that brief highlight. One thing about how the issue of the communications strategy came about was that there was a challenge in the way we are [inaudible] communication. There are various different communication channels that exist, but what is the most appropriate, or what are the most effective ways of how we can be able to enhance communication? If you have an appropriate communication strategy, then that means that you shall be able to achieve substantial milestones when it comes to communication. Already, the Social Media Working Group has its own strategy, which includes using Facebook and Twitter, just to mention, for communication. Then another interesting issue came up regarding

blogging and newsletters. These are different perspective communication channels.

Regarding all that, with the current strategy for FY20, one of the missing bits is a unifying communications strategy that At-Large can be able to adopt such that they can be able to move forward and have high effectiveness and efficiency regarding policy development processes regarding At-Large. We have these discussions that are held, but how are they relayed out to the end users? With the fact that At-Large represents the goals of the end users, how are we communicating? At least that gives us at least a brief introduction.

I'm also happy to look at the chat. At least one of the links has been shared regarding the blog. That is the ICANN At-Large blog, which shares a lot of information regarding the activities through the [act of] blogging. Also, different RALOs have their respective newsletters which they communicate with.

But different communities know what is best for them regarding communication. For instance, for example, NARALO has used so much of [inaudible] and they produced [inaudible] that lists [inaudible]. But then, if you look at AFRALO, AFRALO doesn't have a newsletter. APRALO has a newsletter. So how do you harmonize all these different communication channels into one communication strategy which we can be able to leverage for engagement?

I think at least that gives an intro. Is there anyone on the call who would like to add on something [inaudible] regarding the communication strategy?

Dev, you have the floor. I can see Dev's hand up. Then Maureen. Dev, please, you have the floor.

DEV ANAND TEELUCKSINGH: Okay. Can you hear me?

DANIEL NANGHAKA: Yes. We can hear you loud and clear.

DEV ANAND TEELUCKSINGH: Okay. Thank you. Hello, everyone. My thoughts regarding communication strategy is we want to, as I see it, ensure that the information about At-Large is able to be shared with as much persons as possible. The audience, as I see it, are two audiences: the [end reach], which is the internal At-Large community. I include the ALS members that are not really officially part of At-Large but are the members of an organization that may not even be vaguely aware that they have representation in the At-Large community. The second audience is the public and try to attract persons in the activities of the At-Large community. A lot of times, the activities of the At-Large community isn't seen, even though there's a lot happening in terms of meetings and so forth. So that's one idea I have for that.

The second thing is also [inaudible] allow the At-Large community to actually know each other. By that, I mean you can [inaudible] the staff to say we have so much ALSes, but I dare say that a majority don't really know each other. I would say even staff doesn't really even know what is happening in the ALSes. Or ICANN themselves is not even aware

what's happening to the ALSes. So I think it would be good, even though it may not be ICANN directly, all of our At-Large organizations are supposed to be involved in some aspect of Internet governance. That's why they're involved in At-Large.

So I would like to see some sort of stories or inputs showing here's what this organization is doing within a month. It could be consolidated into one [process] – what ALSes are doing – and you can have, "Here's what's happening in the Latin American/Caribbean region. Here's what's happening in the Asia-Pacific region," so it's not becoming too overwhelming. So that's to me a second goal. It's not really an objective of the communication strategy, but I want to emphasize that I think what we should do is to try to, because we are all very busy, adopt a strategy of write once/distribute many, or distribute elsewhere. So, instead of trying to send an e-mail and then copy that e-mail and paste it into a newsletter, copy and paste it and try to paste it to the social media, and copy and paste – that's repetition. So to me, is to write once, distribute everywhere. To me, this is what the blog strategy, I think, could best achieve. You can distribute it in an e-mail letter. You can automatically share it on social media and so forth.

Let me stop there because I could probably go on longer and longer.

DANIEL NANGHAKA:

Thank you very much, Dev, for that highlight. Let me give the floor to Maureen. Maureen, you have the floor.

MAUREEN HILYARD: Thank you, Daniel. I just wanted to point out that I think what we're talking about here—

DANIEL NANGHAKA: Maureen, we can't hear you.

CLAUDIA RUIZ: Daniel, we can hear her.

MAUREEN HILYARD: Can you hear me now? I have [inaudible] my phone.

CHERYL LANGDON-ORR: We could hear you before, Maureen.

MAUREEN HILYARD: Can you hear me now?

CLAUDIA RUIZ: Hello, Maureen. Are you able to speak? If you're speaking, you're on mute.

CHERYL LANGDON-ORR: Actually, she's able to be heard on the phone bridge particularly well.

MAUREEN HILYARD: All right. Okay. I'll go onto—

DANIEL NANGHAKA: It seems Maureen is still have challenges with her connection ... okay.
She—

MAUREEN HILYARD: All righty. I'm on my laptop. Can you hear me now? I'm getting some
very strange happenings here.

DANIEL NANGHAKA: Maureen, we can hear you. Please proceed.

MAUREEN HILYARD: Sorry. I'm getting an echo.

CLAUDIA RUIZ: Okay. Try again, Maureen.

MAUREEN HILYARD: Okay. Can you hear me now?

CLAUDIA RUIZ: Yes.

MAUREEN HILYARD: But I have an echo.

CLAUDIA RUIZ: We are not hearing an echo.

MAUREEN HILYARD: Okay. All right.

CLAUDIA RUIZ: Maureen, are you able to speak? We hear you clearly.

MAUREEN HILYARD: Great.

DANIEL NANGHAKA: I think, Maureen, if you're still having challenges, let's proceed and have Cheryl. Then, whilst the audio issues of Maureen have been highlighted, we can get back to her. Hope that works. Please, Cheryl, proceed.

CHERYL LANGDON-ORR: First of all, can you hear me on the phone bridge now?

CLAUDIA RUIZ: Yes, Cheryl, we can hear you.

DANIEL NANGHAKA:

Yes.

CHERYL LANGDON-ORR:

You couldn't hear me on the phone bridge before when I was trying to tell you that I could hear Maureen on the phone bridge, even though you were all having problems hearing her. [inaudible]. Interesting. The background noise, I can assure you, isn't me. Anyway—

UNIDENTIFIED MALE:

[inaudible]

CHERYL LANGDON-ORR:

That's very nice. No. All I was trying to hear – to “hear”; ha-ha; to say – was in support of something Dev was saying but to still exercise perhaps even more caution. That is that the making of the reporting. I know that none of you will be surprised to hear that I'm very personally keen on the measurables and the metrics and all of it, so I think the reporting is not only useful but essential for us to, at any point in the future, show any sort of return on investment or evidence-based materials that we might need to make available on why communications and communications strategies are not working.

The smartest way – that's the S-M-A-R-T-est –that you can get the feedback and regular feedback really also needs to be considered. I heard Dev mention, for example, the very regular reporting back on what ALSes are doing and what regions are doing it from time to time with specific relevance to ICANN's mandate and mission, not the extraordinarily small. So the likelihood of that being reported, if there's

any impediments to the ease of reporting, goes down almost exponentially. It's kind of got to be done almost from the event or in preparation of the event of the time, while it's top-of-mind, or it just doesn't [get] done. So the write once/distribute many is an important credo to follow and would definitely encourage the ICANN communications people and all of us involved in any form of outreach and engagement to have that on your coffee mug and read it daily, as well as put it into practice.

But I'd also remind you that what tends to happen – and it is annoying for poor old things like me – is that we get wrapped up in whatever the newest application or flavor-of-the-month tool is. I would not be able to count on both hands the number of whizzbang wonderful write-once-and-distribute-many things I have used over my years of using Internet-enabled communication modalities. So, whatever we use, let's also make sure it's got either a longevity or an ease of moving into the next platform or the next most-favored methodology. Thank you.

DANIEL NANGHAKA: Thank you very much, Cheryl. Can I confirm that Maureen's line has now been rectified? Maureen are you able to have the floor?

MAUREEN HILYARD: I can, Daniel. Can you hear me?

DANIEL NANGHAKA Perfect. Please go ahead.

MAUREEN HILYARD: [inaudible]. I've disconnected the phone bridge. For some reason, for the first time ever on Zoom, it was an issue. Anyway, what I wanted to say was, very, very briefly, that we're looking at two different strategies here. What Daniel is focusing on is of course the outreach and engagement strategy, which is related to how he can actually effectively increment the actual outreach and engagement strategy. So he's looking for a communication strategy that will actually help him to help the Outreach and Engagement Team in getting communication out at a regional level.

We will actually be looking at an At-Large communication strategy in the long term, and that will be taking into account the sorts of things that Dev and Cheryl were talking about. It's the umbrella strategy of looking – it's the public one – at how we communicate with not only At-Large in general, getting down to certainly our sub-organizational activities, but focusing on the bigger picture for communication, in line with the ICANN strategy as well. So we're talking about just different levels.

I think what Daniel and his team are actually doing is really important because the whole purpose of the outreach and engagement strategy which they have actually organized, is to get appropriate coverage of our outreach into the regions – the communication strategy is really important to it – just to make sure of what we're actually looking for in this particular instance, not to take over the bigger picture but to focus on how we actually communicate effectively with our regions. Thank you. I'm sorry for the hassle.

DANIEL NANGHAKA: Thank you very much, Maureen. At least we've been able to get your respective feedback.

Let's hear from Shreedeeep Rayamajhi. Please, you have the floor.

SHREDEEP RAYAMAJHI: Can you hear me, Daniel.

DANIEL NANGHAKA: Yes, we can hear you.

SHREDEEP RAYAMAJHI: Okay. We talk about communication. I attended two of these meetings and I clearly felt that there was a lack of clarity of what we are communicating [inaudible]. So the staff is doing their part. The community is doing our part. It's not collaborative. So the first thing is we need to collaborate. I do recommend that we should have [inaudible] strategies for [agreeing on things].

I see a lot of confusion with whole outreach and engagement as well because we have social media, and the Outreach and Engagement Group is there. So there should be one strategy under which it should all combine. And we should further the outreach and engagement with the community with things like toolkits and guidelines because people are more confused about how we want participate and how they can comment.

So these are the things that I think that we need to [tweet]. The staff is doing the best. Our leaders are doing their best. But individually, it's quite differentiating at different levels. So I see that problem and I think having a communications strategy for a meeting – a [fixed] strategy – can solve those problems. Thank you.

DANIEL NANGHAKA:

Thank you very much, Shreedeeep, for that. I'm going to close the queue for any questions and remarks. I'm just going to highlight that there's one of the benchmark reports that was produced in 2014. To be precise, it was, I think, February 18th, 2018. One of the sections highlighted one of the recommendations, which was to come up with a general communications strategy for ICANN. But when I was going through that document, it did not only apply to only ICANN staff, but I think it applies to the whole general community, regarding to that.

With just that brief intro, allow me to give the floor back to Carlos to proceed with his PowerPoint presentation on the report. Please, Carlos, you have the floor.

CARLOS REYES:

Thank you, Daniel, Hi, everyone. Thanks for your comments. That was actually super helpful. And Liana was able to join, so we've been chatting. It sounds like there are a few acute challenges here that we should be able to address with some of the work that we're doing and work with you in the coming months.

Basically, I'm hearing a few things. I'm hearing issue identifying audience and then customizing communications for those different audiences and then ensuring that your communications work aligns with perhaps your RALO's strategic plans – obviously, Maureen mentioned a comms strategy for the whole of At-Large – and obviously ensuring that this also aligns with the intent of the recommendations from the At-Large Review. So there's a lot there, but we're happy to work with you.

Let me pull up the slide that we prepared. I'll explain what we're working on right now. This is in development still. It's something that David Olive and Sally Newell Cohen have asked Liana and me to take on. That's basically putting together a toolkit or a handbook for the community groups to help them focus on their comms work.

Let me share my screen. Do you see the slide, [Daniel]?

DANIEL NANGHAKA: Yes, we can see the slide. Proceed. Thank you.

CARLOS REYES: Okay, sure. As I mentioned, we're working on a handbook. The purpose of the handbook here is to basically create an onboarding package for community leaders. So it's whether Maureen as ALAC Chair or John as the Vice-Chair or Daniel with the Outreach and Engagement Subcommittee, we want to present you with the tools and assets that you can utilize.

The handbook will include some guidance for what is a communications plan, what is available for you, to utilize, via the ICANN Comms Team, and then how we can work with you and your support team – the policy staff – on connecting those dots for you. This is in development right now. We’re targeting October to launch this, right around the time of the AGM. So, if there are any new leaders across any groups, this will be available for them. Hopefully it can help bring some discipline to this work and also just help you address some of those challenges that you’ve identified.

I’ll stop here, Liana, if you’d like to comment on anything. Otherwise, Daniel, I’ll hand the floor back to you.

DANIEL NANGHAKA:

Liana, would you like to add something?

Okay. Liana doesn’t. She agrees that Carlos has covered everything. I think I’d like to thank you for that great presentation. I can see Dev’s hand is up. Dev, you have the floor. I’ll give you two minute to make your remarks, Dev.

DEV ANAND TEELUCKSINGH:

Thanks for that. Thanks, Carlos. I see a timeline of October 2019. Is there something like a first draft or anything of this sort that could be shared before then, just to get a better inkling of what this handbook would look like in terms of even the table of contents. I see some bullet points here, but I think some more details would be helpful. Is it possible to then have a comment on the handbook? Are you planning to

make it available for comment and then to be refined based on input from all the different ACs and SOs?

CARLOS REYES:

Thanks for the question. At this point, no. The intent is not to share it broadly. What we're doing, Liana and I, is we'll get the approval from David Olive and Sally Newell Cohen to proceed. The reason we're not really [socializing] it – the substantive details of it – is frankly because, through our colleagues who support the different SOs and ACs and other community groups, Liana and I have been receiving feedback from the people on the front lines for several months now. For example, within the At-Large community, we know that [Evin] helps you a lot with your communications work. So any feedback that you may have has been channeled through the different key members of the court, all the different community groups. So we have some input there.

Once we get to a point where it is in a state where we can share it, it'll probably go to, at the very least, the SO/AC chairs and other community leaders. But part of this is also that we want to make sure we're responding to the need. We don't want to create too many iterations of this, where we spend more time developing than actually helping you with this.

DANIEL NANGHAKA:

Thank you very much for that, Carlos. I think we shall be at least working closely with you regarding that and also look forward to that respective document.

As we proceed to the next item on the agenda, during one of the previous calls, there was a lunch for members to be able to join the communication strategy team. So far, the members who had confirmed: We had Glenn McKnight, Shreedeeep Rayamajhi, Ali AlMeshal, John Levine, and Natalia, just to mention. But now, since we've already finished this presentation, I believe the members have an idea of what is required in their respective comms strategy. I'm going to ask probably for staff to make a call again for members to be able to join the drafting of the communications strategies. So we need at least respective volunteers. So, in case you are willing to join this interesting team to work on the communications strategy, you will come to join.

Allow me to proceed to Item #6 on our agenda, which is an update on ATLAS III regarding capacity-building sessions and any other business to mention regarding ATLAS III.

Do we have Joanna on the call? Or Alfredo on the call?

CLAUDIA RUIZ: Hello, Daniel. No, I do not see either one on the call at this moment.

DANIEL NANGHAKA: Okay. Since they're not on the call, is there anyone – I think Olivier could be on the call somewhere. Probably Olivier could be able to [inaudible]. Olivier?

OLIVIER CREPIN-LEBLOND: Yeah. Can you hear me?

DANIEL NANGHAKA: Yes, we can hear you very well. Please proceed.

OLIVIER CREPIN-LEBLOND: Excellent. Thank you, Daniel. I'm speaking from a noisy street, walking down the street.

Two things. First, the capacity-building part of the work. As you know, there were five webinars that were set up over the last five weeks. There's also been an ICANN Learn course for people to get up to speed. The webinars effectively were very much in line with each one of the courses, so, if you missed a webinar, then you could go over to one of these courses. These five courses and/or these five webinars are mandatory for anyone to be considered to be funded to go to ATLAS III. I don't have any figures of how many people qualified at the end, but judging from the number of people who were taking the courses and so on, I guess that we've got quite a number of people.

The second part that I'd like to report on quickly is the Programme Working Group itself. So the actual program at ATLAS III. We had shared this information with the ALAC a few days ago. To our surprise, a number of ALAC members were a little disappointed that the summit was not an actual summit working on specific topics and then coming up with a final statement that would be sent to the Board. The reason for this not happening is because one of the conditions of ATLAS III was actually that we would focus more on capacity building on preparing the next generation of our leaders with a whole set of courses and case scenarios and a number of workshops, rather than having them work on

a statement. So it was a condition of the funding that we engage in this direction.

That being said, the Programme Working Group is currently putting together the program. It's being discussed. Yes, it's not ready yet, so we still have ample time in front of us. The working group itself has [found a mix] of workshops and plenary sessions. We don't actually know the actual makeup of ATLAS III because we don't have a finalized block rough schedule that should be supplied by ICANN. This might come in very late. So what we worked on primarily is just the different blocks as such, irrespective of where they're going to go. There is a very strong of the leadership training course that will come into this. We're working with a consultant from ICANN in order to work in hand-in-hand because we'll be able to have the help of that consultant in order to deliver these leadership training courses. There's a writing course as well, a little bit like the NCSG had. In general, people that will go to ATLAS III will be learning all sorts of things, not only about ICANN because there will have already learned a lot before arriving in Montreal, but actually how to handle meetings, how to chair things. There's really a number of skills and skill sets that you need in this environment.

I think I've spoken enough and I'm happy to answer any questions.

DANIEL NANGHAKA:

Thank you very much, Olivier, for that succinct update regarding ATLAS III. I can see Cheryl's hand is up. Cheryl, please, you have the floor.

CHERYL LANGDON-ORR: Thank you very much, Daniel. Just to highlight and perhaps give a little bit of color if not depth to a few of thing that Olivier just said regarding, first of all, those who are bemoaning the fact that this particular meeting called ATLAS III is in a different style and format and also a very, very specific and very, I think, suitably mandated purpose, dare I say, “Those of us who are resistant to change deserve to be left behind” is something perhaps more of us should ponder. I might leave that comment just to echo around the hallways then. On the supposed value of flying people to a convocation or large meeting point and them, in a face-to-face mode, developing sort of singular statement on any aspect of ICANN, policy or otherwise, as has been in the past two ATLASes and any measure of what success that may have had or impact that may have had, we’ll give you “It has been a resounding failure,” because others in the self-congratulatory mode of, “Oh, my. Weren’t we wonderful coming up with a final document?” which, dare I say, the Consolidated Working Group now does quite regularly – that was built on consensus – little is actually developed out of it. But they are debates we can perhaps have in our future.

So I would encourage all of you to embrace the changes, that this current ATLAS activity is going on, and to celebrate the type of programming that we will be treated to.

That said, I think an observation I want to share from an outreach and engagement perspective and a communications modality perspective was how extraordinarily impressed I was with the number of people who attended the webinars that, yes, were very much prepared and presented to ensure that the baseline requirements for those people who wish to apply with their expressions of interest for being part of the

ATLAS process was going to be complied with. But many, many more people, including a lot of people who were all definitely going to the Montreal meeting because they're serving in other capacities and have absolutely not self-motivation, other than the excellence of the programs being delivered and the usefulness of the material being presented, turned up to these things, and sometimes to both sessions only twelve hours apart. I think that's saying something about, when we put quality material out, how it is interesting and engaging and it is well-advertised and accessible in a choice of time zones. The audience does identify [them]. I think that's a big take-home message that I didn't want to let slip past without congratulating all the team that's been involved in that as well. Thank you.

DANIEL NANGHAKA:

Thank you very much, Cheryl, for that. Also, just to sum up the update of ATLAS III, the deadline for applications is the 31st, which is tomorrow. So for those who haven't applied, please make sure that you have your applications ready by tomorrow.

Allow me to proceed to regional updates from the respective Co-Chairs and the [inaudible] that's available. I'll begin by giving the floor to Fatimata. Fatimata, are you on the call? If yes, please proceed with the AFRALO strategies.

Fatimata?

YESIM NAZLAR:

Daniel, I know that Fatimata has sent her apology.

DANIEL NANGHAKA: Okay. Thank you very much for that update. Is there any member from AFRALO who would be willing to give updates regarding the presentation?

Okay. In case there is no one at the moment, allow me to proceed to the next one. Is—

YESIM NAZLAR: Daniel? Apologies for interrupting. Tijani's hand is up.

DANIEL NANGHAKA: Oh. I'm sorry, Tijani. Tijani, please proceed. Thank you.

TIJANI BEN JEMAA: No problem. Hello. Thank you very much. I am sorry that Fatimata is not able to attend. She normally has everything to present here, but I will tell you what I know. I know that we prepared our outreach and engagement strategy for FY20. As for the other aspects of outreach and engagement in AFRALO, we have had a lot of activities in the past as ALSes. We have reported on that before, but if you want, I can give some elements.

For example, I organized in Tunisia a conference about IPv6. It was in December. This event was also an opportunity for us to make outreach to recruit people to our ALS and also for ICANN. We had [Yovee, as] staff from ICANN, who had made a presentation. We had also AFRINIC

people to make presentations, etc. So this is one of the events that ALSes in our region are organizing.

I also participated in the organization of the Tunisian Internet Governance School last month. I made a presentation, of course, about ICANN. It is also an act of outreach for ICANN and for AFRALO. This is my part. Other ALSes have done such activities, but I will not report on their behalf.

We have a big program for ICANN 65. If you want me to speak about it now, okay, but I see that you have an item from the agenda about it. So let's keep it to that.

DANIEL NANGHAKA: Tijani, I think [we had plans to update] for ICANN 65. You'll be able to have the floor after the updates from the regional strategies.

TIJANI BEN JEMAA: Okay. Thank you.

DANIEL NANGHAKA: Thank you very much. Can we proceed to APRALO? Is there someone? Because I know Ali sent in his apologies. Because this is a very critical thing for our brothers and sisters who are going through [inaudible]. Is there someone from APRALO to give us at least a brief update?

Okay. Seeing no hands up, allow me to proceed to EURALO. Matthias I think also sent in his apologies. Can I ask probably the Chair – that is

Olivier – to be able to give us an update regarding the EURALO FY20 strategies [inaudible] very much aware? Olivier, are you on the call? Sorry for putting you on the spot.

OLIVIER CREPIN-LEBLOND: I am on the call. Indeed, always. Thank you, Daniel. Can you hear me correctly? I'm in another location now.

DANIEL NANGHAKA: Yes, we can hear you. Please go ahead.

OLIVIER CREPIN-LEBLOND: It's working. Okay, thank you. We had a lot of recent events that have taken place in the EURALO region. The main one that we've attended and where we sent two representatives, both Matthias Hudobnik and [inaudible] was the SEEDIG – the Southeastern Europe Dialogue on Internet Governance. Both of them attended the full meeting. They all together had a ... well, you ... [inaudible] pictures and so on with a number of people who were not funded but we are actually present there. So we had a good impact on that.

Of course, we're also going to be attending the EURODIG [inaudible]. The European Dialogue on Internet Governance will take place in The Hague in join. We have several people, myself included, who will be attending this. We've been working with ICANN's Global Stakeholder Engagement department and Global Government Engagement department to have the right number of brochures and banners, etc., to be able to take to EURODIG.

There's also RightsCon that is taking place not in Europe in this year but in Tunisia, just across the pond. Quite a number of our members in Civil Society are going to go to RightsCon. We don't actually have a booth or any coordinated activity as such there, but I'd be interested to hear maybe from Tijani if there is anything that is organized for this conference, which will bring a lot of Civil Society groups together. So that's another thing that's in the cards.

With regards to our next strategy, I have forwarded the calendar of the adoption of the strategy over to our team. We have a task force on At-Large Structure engagement. This group is working on it. That's being led by Yrjo Lansipuro and with the help, of course, of Matthias Hudobnik. I don't think they've moved forward with a document yet. What we're likely to do is take last year's document and change it and amend it accordingly. So far, we've used all of our CROP slots and we've used all of our discretionary funding. It's worked out rather well this year, so I'm hoping that next year it'll work out equally as well, with of course expanded activities based on [year on year].

DANIEL NANGHAKA:

Thank you very much, Olivier, for that. There's a [inaudible] plan to bring the RightsCon [inaudible] ICANN 65? [inaudible] But also, Adam says that he can be able to comment about RightsCon. Adam, would you like to make the comment right now, please?

ADAM PEAKE:

Thank you very much. I hope you can hear me.

DANIEL NAGHAKA: Yes, we can hear you.

ADAM PEAKE: Excellent. Yes, ICANN will have presence at RightsCon. It's a conference that the Global Stakeholder Engagement team believes is worth sponsoring, so it's one of the sponsored conferences we take care of each year. Not a major sponsor, but we do support it. I will be attending [Frad] from the [Miak] region will be attending. He is speaking on a session. I see that Tijani is invited to speak on a review session from the Internet Jurisdiction Project, which I think will be extremely interesting. ICANN will have a booth, and we have two people from Tunisia who will be supporting that. I won't give their names if you don't mind because I'm not entirely sure that they've agreed. So it would be wrong of me to do that, but there will be a booth. We will be taking generic At-Large brochures and other materials. I believe I have access to AFRALO brochures. Tijani, if you have any, you can bring them along [inaudible].

I think that's about it. As I said, it's a conference we think is interesting. It's important. If there are At-Large members attending, if you could let Daniel or just me know. Then we can make sure to say hello and include you in activities and so on and so forth. Thank you.

DANIEL NANGHAKA: Thank you very much, Adam, for that. Olivier, is that an old hand or do you want to add something? Olivier?

OLIVIER CREPIN-LEBLOND: Thank you, Daniel. I just wanted to add one more thing regarding SEEDIG. It is the first year that EURALO actually sends people to SEEDIG. It was a very interesting conference. As you might or might not know, EURALO does have not enough members from the Eastern European region. That's one of the regions we're really trying to focus on. It was great to see the number of people from our community that actually attended this. I wanted to recognize, based on the pictures that Matthias Hubodnik sent out, the presence of – well, Andrea Beccalli was of course there from Global Stakeholder Engagement, but also Roberto Gaetano, who leads our individual users section, [inaudible], who's an individual, who's an individual user, Sandra Hoferichter, whom you all know and is also running the EURODIG, and a young chap called [O Cappalls], who has been very much involved in a lot of Internet governance in Europe and is a good future prospect for EURALO.

Speaking of Sandra Hoferichter, she also is running the Summer School on Internet governance, the EuroSSIG, possibly the first Summer School on Internet Governance. It started twelve or 13 years ago now in Meissen in Germany. As per every year, I shall be going there to teach and to speak about At-Large and about our community. A lot of the people that you see – of course, EuroSSIG is not just solely restricted to Europeans. It does have people from around the world that come there for a full week of activities relating to Internet governance. In that whole week, there is a full day relating to ICANN. We had Avri Doria that is there every year. I'm not sure if she's there this year. I gather that she probably will be as well. So there's a high emphasis on learning about ICANN. A lot of people in our community, not only in EURALO but all the

RALOs, have actually attended EuroSSIG and have found this to be quite an experience.

So this year's listing of course is fully booked, and people have already been chosen, but I would like to take this occasion to mention that you can start thinking about applying for next year. It really is an experience in itself. That's all. Thank you.

DANIEL NANGHAKA: Thank you very much, Olivier, for that insight [inaudible]. I think we shall be carrying on more of this discussion [inaudible]—

LIANA TEO: Daniel?

DANIEL NANGHAKA: Yes, please?

LIANA TEO: This is Liana speaking. I wanted to give an update about [inaudible]. Hello? Can you hear me?

DANIEL NANGHAKA: I think your network is not very good or your phone is not very clear. I beg your pardon.

LIANA TEO: [inaudible]. Should I proceed?

DANIEL NANGHAKA: Please proceed. You have, like, one minute.

LIANA TEO: If no one updated about the APRALO strategy, I'd like to give a brief overview of that. We have already finalized the [inaudible] for the FY20. The [inaudible]

DANIEL NANGHAKA: I think the audio is breaking. I can't hear anything.

YESIM NAZLAR: Daniel, this is Yesim. I'm sorry for interrupting. She just dropped. Adigo is redialing back to her.

DANIEL NANGHAKA: Okay. Since Adigo is redialing back to her, can we would be able to get updates from LACRALO? Marita sent in an apology. Is there anyone from LACRALO to give an update?

Okay. I can't see any response. Glenn also sent in an apology. I would like to ask Eduardo to give an update since Glenn is not available. Eduardo, would you give us an update on NARALO.

EDUARDO DIAZ:

Yes, I can do that. Very briefly, we are in the process of finalizing our strategic plan for next year, for FY20. We are using CROP again to go to at least two events that we usually go every year to. One is ARIN, and another one [inaudible] inclusion, which we got very good feedback this year [on]. The strategic plan – we have been using and are updating ... Again, we were going to focus on the west coast of the U.S. and the [inaudible] of different areas to try to do outreach there. Most of the ALSes we have are on the east coast, and that's where want to focus. We need to identify events there that will help support the strategic plan.

Also, we have found that these ICANN readouts we do after ICANN meeting is a very good event to do for outreach and engagement. It's easy to set up. It's easy to polish, and it's easy to be used and accessed. I think it gives you an opportunity to spread the word about ICANN. It seems that we do in a nutshell.

In the NARALO [inaudible] region, I know it's been done this year with the [inaudible] the New York ISOC ALs. Now, today, Glenn and Marita are doing one in Montreal for another ICANN readout. [inaudible] a few weeks ago. The ones that we do are interesting because we do it in Spanish in all the regions [inaudible].

So those are the things that we have been doing and what we're planning to do. We have the strategic plan on time as required. Thank you so much.

DANIEL NANGHAKA:

Thank you very much—

LIANA TEO:

Daniel, this is Liana. May I still continue? I'm sorry. I'm on the phone bridge and it keeps dropping me out from the line. Quickly, on the update of the APRALO, on the strategic plan on outreach and engagement, I wanted to say that the [inaudible] activity and event in the region of Asia-Pacific is of course the Asia-Pacific Regional IGF, which this year is going to happen in Vladivostok, Russia. It will be in July.

The other big event in outreach is the APRICOT, which is primarily the [tech support] event, happening usually in February. So we plan to go attend that event. The APRALO leadership will be there.

We do have the capacity building programs, which is the APIGA, which is the Asia-Pacific Internet Governance Academy. This is also a very big event covering all of the IG ecosystem and having the leadership participation there.

We do plan also the outreach in France on a country that we did not have ALSes. One of that is Myanmar. We planned that with the GSE/APAC team to attend [inaudible] define or see who can be the potential members/participants for the Asia-Pacific region in that country.

Another thing that I wanted to update to this community is the central Asian region, or sub-region, as we call it. We did not have any ALS or any members participating in our activities in our group. This year, they had the fourth central Asian IGF, and I had a chance to attend that meeting, that two-day event. I would say that it published some [content] with

media, with the NGOs. I hope that, if this event occurs regularly – like every year – we will have an opportunity to go this region. We would make a good outreach in this region as well because it’s like a [white spot] in ICANN. We do not have any representation from there.

We do have quite a lot of schools on Internet governance in our region, so we want to go there as well—

DANIEL NANGHAKA: Thank you [inaudible]

LIANA TEO: Yeah, I will wrap up here. I think our strategic plan is already shared with the staff and it’s going to be published on the wiki. Thank you very much, Daniel.

DANIEL NANGHAKA: Thank you very much for this, Liana. Allow me to give the floor to Harold to be able to speak for only two minutes since we are almost coming to the end of the call. Then we shall be merging Agenda Item #8 [inaudible] and the initial plan for outreach and engagement [for] ICANN 65. I think they all merge together. So let me give Harold the floor for two minutes and then we can [inaudible] proceed. Harold, you have the floor.

UNIDENTIFIED FEMALE: Hello? Hello, Daniel? Hello?

DANIEL NANGHAKA: Yes, please. We can hear you. Proceed.

UNIDENTIFIED FEMALE: I've been trying to [inaudible] on AFRALO outreach and engagement. I've been trying to [inaudible]. Can I speak now? I just want to ask – hello?

DANIEL NANGHAKA: We haven't come to that item on the agenda. Let's hear from Harold and then from there Tijani will proceed with the [inaudible]. Is that okay?

UNIDENTIFIED FEMALE: Hello, Daniel? Hello?

CHERYL LANGDON-ORR: Whoever is saying "hello" [inaudible]

UNIDENTIFIED SPEAKERS: [inaudible]

YESIM NAZLAR: Daniel, this is Yesim speaking. I'm sorry for interrupting, but it seems that Nkem is in a room. We'll disconnect him and then reconnect him back.

DANIEL NANGHAKA: That is perfectly fine. I would request that we give the floor to Harold. Then, from Harold, we shall proceed with Tijani to give an update on ICANN 65 preparations and AFRALO activities since it is also the same item, almost, [as] Item #9 on the agenda. From there, we shall be able to hear from Nkem.

Harold, could you please have the floor? Thank you.

HAROLD ARCOS: Thank you, Daniel. Can you hear me?

DANIEL NANGHAKA: Yes, we can hear you. Proceed.

HAROLD ARCOS: Thank you. Our FY20 [proposition]. We're still under [inaudible]. Our [inaudible] capacity building. For this, we agreed with staff [to study the activity] of working with the ICANN Learn platform to develop some models for LACRALO specifically. We think this is very important for planning activities for the region, [such as the] School of Internet Governance and the LAC IGF [inaudible] together and then another [hot topic] together with the staff. [We thought] request to be considered as part of the implantation as the LAC review since one of the recommendations is to increase the presence of the outreach community in Latin America and the Caribbean. In this way, some travelers are to be financed by the CROP program and others by RALO

discretionary funds. As I mentioned, we're still collecting the opinions of the regions [and then will] post it later. The main [inaudible] is our [inaudible]. Thank you, Daniel.

DANIEL NANGHAKA: Thank you very much for that update. Let's proceed to the next item, which is an update regarding ICANN 65 that is coming in from AFRALO since the next ICANN is going to be in Marrakech.

Tijani, could you please proceed with the updates?

TIJANI BEN JEMAA: Thank you very much, Daniel. Yes, I will do it, but before that, allow me to complete the report. I didn't have everything in front of me. AFRALO participated in AFRINIC 29 in Tunis. With me being Tunisian, I didn't have a need for funding. Abdulkarim took a slot from CROP. We had the booth. We had the banner, etc., as usual. We will participate in the Kampala Africa Internet Summit. There will be a huge delegation because we have two persons from those countries who are Daniel and Sarah. So [inaudible] by CROP, two slots from [inaudible]. I will be at RightsCon, and I will be a speaker. I will be a speaker in one of the sessions. So, Olivier, if you want to communicate together, we can perhaps coordinate our work at RightsCon. So this is for the outreach and engagement activities of AFRALO.

Coming back now to ICANN 65, we will have students from Rabat University coming from Marrakech. They will spend with us two days: Monday and Tuesday. We are preparing a program for them. We will

have a regular briefing with them. We will break them into small groups. We will allocate mentors for each group. On Tuesday afternoon, we will go with those students to the Marrakech university with the students of Marrakech and will have a huge event there, an open discussion with students and teachers about everything related to ICANN. Of course, people, when they speak about the Internet, they speak about the content. We will try, as we always did, to limit the discussion to things that are related to the ICANN discussion. So this is for the Marrakech outreach and engagement activities.

That's all, Daniel. Thank you.

DANIEL NANGHAKA:

Thank you very much, Tijani, for that respective update. I think we had Nkem on the call. Nkem, do you still want to speak or have an item or question that you want to highlight?

Nkem who's on the phone bridge.

Hearing no response, I think we are coming to the end of the call. As we come to the end of the call, previously there was a Doodle that was sent up by staff regarding scheduling of our calls. Could we have at least an update from staff on when the next call would be? Yesim?

YESIM NAZLAR:

Hi, Daniel. As you know we have decided to set a [inaudible] for our upcoming calls. According to the Doodle, the result is the last Wednesday of each month at 17:00 UTC. As you know, for June, it's going to clash with ICANN 65. We'll be all in Marrakech, so I believe we

will need to skip that call, unless you would like to hold a call before we start traveling to Marrakech. Then we can have the next call on – sorry for that – the 31st of July on Wednesday at 17:00 UTC.

DANIEL NANGHAKA:

Thank you very much for this. As we come to the end of the call, I would like to mention that we are finishing at least eight minutes before time. I'd like to thank our interpreters, our staff, who have been on the call, all members who have been present on the call, and also the tech support team who have been there, and also various staff that have been available.

But before we proceed, can we note the action points that have come from this [inaudible] agenda call? Staff, could you please give us the different action points?

EVIN ERDOGDU:

Daniel, this is Evin speaking. I'm not sure. We had another call going on at the same time, so I tried to capture two action items, one being that staff will make a call for the Outreach and Engagement Subcommittee members to join the drafting team of the communication strategy. The second is to have At-Large members coordinate with yourself, Daniel Nanghaka, and Adam Peake on the RightsCon Tunisia, including an initiative by ISOC Tunisia to organize a meeting there.

If there are any other AIs, please let me know and I'll note them now. Thank you.

DANIEL NANGHAKA:

I think you've captured those main/key action points for the call. Since we've come to the end of the call, I'm going to adjourn this call, with our next calling being the face-to-face meeting at ICANN 65. Thank you for much for attending. I'll then wish you a lovely morning, lovely day, good evening, and a good night to all the members. Thank you all and bye.

[END OF TRANSCRIPTION]