
CLAUDIA RUIZ:

Good morning, good afternoon, and good evening, everyone. Welcome to the LACRALO Monthly Meeting on Monday, February the 17th 2020 at 23:00 UTC.

On the Spanish channel, we have Sergio Salinas Porto, Harold Arcos, Lilian Ivette de Luque, Patricio Carranza, Vrikson Acosta, Adrian Carballo, Alberto Soto, Rodrigo Saucedo, Anahi Menendez, Carlos Gutierrez, [Sylvia Solara], Lito Ibarra,

On the English channel, we have Kerry Kerr, Dev Anand Teelucksingh.

Apologies have been sent by Humberto Carrasco and Sylvia Herlein Leite.

From staff, we have Silvia Vivanco; and myself, Claudia Ruiz. I will be managing the call today.

Our interpreters today on this call are Veronica and Marina on the Spanish channel. Esperanza and Bettina on the Portuguese channel. Claire and Jacques on the French channel.

Before starting the call, I would like to remind you all to state your name when taking the floor for the transcription and for the interpretation.

Please mute your lines when not speaking.

Thank you very much. And with that, Sergio, you have the floor. Please, go ahead.

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.

SERGIO SALINAS PORTO: Thank you very much, Claudia. Good morning, good afternoon, and good evening to you all. Today we have a very packed agenda and we also have a webinar scheduled for today. We are going to begin with a webinar. This was organized by the Capacity Building Working Group. So now I'm going to give the floor to Harold Arcos for the adoption of the agenda. After that, we will begin with our meeting. So, Harold, please go ahead.

HAROLD ARCOS: Thank you very much, Sergio. So, the agenda for today is as follows. We have the webinar. This is the DNS and the IOT Opportunities, Risks, and Challenges. This webinar will be delivered by Patricio Carranza. Then we will be delivering the reports by the working group communications leaders. This will be delivered by Lilian de Luque. Then we have the report by the [Training] Working Group. Adrian Carballo is in charge of delivering that report. Then, Sylvia Herlein Leite will speak about the IDN report.

We also have the regional conversation by our ALAC members. So, this is the opportunity for us to discuss the hot topics for us. Then we will have an update on metrics by Alberto Soto. This was proposed by Alberto Soto in the past as well. Then we will have an update by Sergio Salinas regarding the LACRALO Board.

After that, I would like to remind you to please stay in the Zoom room up until you fulfill the survey. This is a survey on the webinar program that we have implemented and this is for the GSC Working Group.

Then, after that, if there is any other business for today, you can do it right now. If there is any other business, we will discuss it at the end of the agenda. So, I see Alberto, you have your hand up, so please go ahead. Would you like to take the floor now, Alberto?

ALBERTO SOTO: Hello. Sorry. I didn't understand. I can take the floor and speak about metrics item, but in the report—in the past report—there was the secretariat report and we had the attendance of ALAC members at the meeting. So that is what I want to mention.

HAROLD ARCOS: Okay, Alberto. Thank you very much for the remarks. So, we included this item on the agenda, thanks to your proposal. And regarding the other metrics, these are the metrics that we are going to discuss afterwards. So we will discuss this topic when we get to that item on the agenda. Is there any other item that you would like to add, any comment?

If there are no comments, we will adopt the agenda now. And now we're going to start with the meeting. So, Sergio, please, you have the floor. Go ahead.

SERGIO SALINAS PORTO: Thank you very much, Harold. We now have adopted the agenda, so let's proceed to our next item and this is a webinar. We have the pleasure of introducing—and the honor of introducing—Patricio

Carranza. Patricio will be in charge of delivering our webinar on the DNS and IOT Issues, Opportunities, Risks, and Challenges.

This is going to be a very interesting webinar, so I'm just going to give the floor to him at once for him to start delivering this presentation. So, Patricio, please go ahead. You have the floor.

PATRICIO CARRANZA:

Thank you, Sergio. Thank you for the invitation and thank you for your time. Thank you for this opportunity to speak about this particular topic. It is a very interesting one. This is DNS and the IOT scenario.

So, when we speak about IOT or the Internet of Things and when with speak about DNS and we speak about Internet, we might start thinking about the definition and the differences. And please bear with me one second. I want to see if I can move forward with my presentation. Okay, there we go. Thank you.

So, as I was saying before, we need to understand the difference between Internet and the Internet of Things and why we have these two terms together. We need to agree upon a definition and we need to agree upon this definition of Internet of Things.

In this proposed agenda, I'm going to speak about the impact of the DNS on the Internet of Things and the difference of that impact in comparison to the use of the DNS and the impact that the DNS has in other things.

Then we're going to speak about the opportunities, the risks, and the challenges that we have ahead and that we have when we speak about DNS within the context of the IOT.

We also need to take into account—and let me say this—that the most important topic of my presentation is Internet and the IOT. I'm going to speak about risks, challenges, and opportunities. So, this presentation was prepared for ICANN.

First of all, we all know Internet, what Internet is. We know that Internet is the net of networks and that the development of Internet is well-known to all of us. But based on that and thinking about the definition of Internet—and please let's go back to my previous slide. Okay, there we go. Do I have permission to scroll down? Okay, there we go. Thank you.

So, talking about Internet, Internet as I said before, is a net of networks and that's why we have inter-networks. So, these are the connections of networks and these are the networks that we know as Internet.

One of the main features of Internet is that the addresses of these communication networks, the receptors of these communication networks, are people. So, this is the main and the most important feature of Internet as it was conceived some decades ago. Let's go to the next slide, please.

If we speak about now Internet of Things, we are referring to a similar concept. But in this particular case, people are not the main actors. We are not the receptors of information and the senders of information and that role is being occupied by things, by objects. And we are not talking

about non-traditional optics. I mean, we are talking about or we are referring to objects to which not long ago did not have the capacity because of their designs. They were not able to connect to this communication infrastructure. And I say communications infrastructure. I did not say Internet because when we speak about Internet of Things, we are referring to the inter-connections of objects, which is not strictly done or carried out through the Internet.

We also have other communication infrastructures, allowing these connections of objects or these connections of things of the Internet. That's why I would like to start this webinar by making a difference between Internet and the Internet of Things and by pointing out that Internet—the concept of Internet—is related to the definition of net of networks and not on the fact that Internet of Things is a natural evolution of Internet, per se.

Of course, Internet of Things does use Internet but I would like to make this clear, so that we can be on the same page and that we can agree upon the fact that Internet of Things is the change in the paradigm and this is not just a technological solution. It's not a product. But it is a definition changing our thinking, our conception of the creation of information within the net of networks because people are not longer being the main actors and now the main actors are objects. We can speak about objects that are already designed to be connected to a communications infrastructure or non-traditional objects that are adapted to connect to the Internet and to be able to function in this new structure which is the Internet of things.

If I have to define Internet of Things, I need to say that this is a concept that is being created and we can say that Internet of Things is based upon four pillars. One of them is the objects. Objects have the capacity of connecting. Then we have the communications structures because Internet is one of these structures—perhaps the biggest one but not the only one. And the third pillar is the creation of data that was already considered in the Internet model but now we see that there is a change in which we see this communication infrastructure. And the fourth pillar is a set of actors and sensors giving life to this new paradigm, creating new information, generating great volume of information which have the opportunity to interact with the real world.

If we go to the next slide, we see a graph, and in this graph, we see a very interesting situation regarding the evolution of connectivity throughout time. If we pay attention, at the very beginning of this century or this decade, we can see that the growth and the adoption of connected or digital devices has a linear growth, and this linear growth is a steady growth up until the year 2008, where there is a turning point.

In 2008, for the first time in history, the amount of devices connected has a strong relationship with the world population. So, since 2008, there are more devices than people interconnected in the world.

Another implement characteristic to take into account based on this turning point is that this linear growth, at the beginning of the decade, this linear growth based on that turning point, now turns into an exponential growth. And we see that the adoption of technology by people is being multiplied and that it is five times faster than other sources of connections such as telephone connections or electricity. So,

since 2008, we see that there is an increasing amount of devices being connected to the Internet or to other communications infrastructure.

One of the main features of this exponential growth is that this growth up until 2010 was characterized by the connection of mobile phones or mobile devices that were very popular at that point in time. But with the passing of time, we had new devices connected to the Internet. These were different devices and they were not mobile cell phones. These devices are different and they have a particular feature because they can be connected autonomously. This means that they do not depend on human interaction to interact within or inside the interconnected environment.

So, this is what we started to see. These are the interactions that we started to analyze. There was an increase—an exponential increase—of devices being connected, and by 2020, we are going to have [five] billion devices connected. So, this is what we call the Internet of Things. I mean, the extensive and [inaudible] interconnection of devices that are now connected to the Internet and to other digital infrastructures.

This exponential growth in a short period of time, of course, poses some problems. There are some [inaudible] that are coming up. Let's go to the next slide, please.

We see some issues arising and something that we need to take into account. These things were not part of our everyday life in the past. For example, there are now tasks that are being carried out remotely in the cloud and these activities or tasks are carried out by devices, processing information using artificial intelligence and they process information

that is being generated by multiple [sensors]. So, let's remember that we are no longer the operators of the network. People are no longer producing or creating or receiving information and we are now passive actors and now objects are the ones creating informational data through multiple sensors.

There is another particular feature of this new definition, of this new paradigm, and this is that there are things that are being connected. When we speak about Internet, we speak about fully virtual content or a fully virtual scenario. The Internet of Things joins or bridges the gap between the real world and the virtual world and we have the characteristics of the virtual world and the Internet. This is being taken to the real world.

There are studies that are being carried out showing that IOT solutions are using DNS to locate remote services because these spreading of objects and sensors that are now connected to the Internet is [now] requiring service guaranteeing connections and guaranteeing the service [or the] DNS service guarantees, and this is that we need to find the source of information, the origin of the information.

So, as I said before, there is a kind of triangle being created. We have the real world that is now part of this new scenario by means of actors and by means of sensors that are connected to the virtual world and now we have the DNS and the DNS needs to provide services to this communication infrastructure.

Let's continue with the next slide. Let's see how this scenario works, how we can join this virtual world and the real world and how the DNS interacts with these two worlds.

This graph that you see on the screen is part of the document that I mentioned on the agenda. As you can see here, there is a description—a very simple description of the two scenarios that are usually presented in the solutions of the Internet of Things.

If we take into account the first scenario, we call it DP1 in this graph, we have devices that are connected to a service. In this particular case, if we are speaking about a solution at home or a home solution, we will see that there are devices that are being used for that particular solution. Let's say a smart watch.

So, these smart watches have connectivity features and capacity, so they gather information throughout their sensors. For example, they take vital signs of a person and they use the services of a remote server that is being identified as one. They use these services to interpret, to understand, that information, and based on that interpretation, these devices take decisions.

What kind of decisions do they take? Okay. Based on the information provided by this smart watch—for example, we have geo-positioning information—this device might be sending that information throughout the Internet to the server, managing that information. And based on the analysis carried out by the server of that information, this [server] will send others to device number three saying, for example, that the owner

of the watch is in front of a door and the door needs to be opened. Or it might be providing information regarding the house.

So, this is the process—the traditional process—that the Internet of Things uses. We have a sensor inside the smart watch sending information to the server and the server is the one taking the decisions and providing [inaudible] to the other devices, D2 and D3, these are the actors taking all the decisions based on that information. [inaudible], when these devices that are selected on this first scenario, when they have to connect to this service, this service has to record the address in DNS. I mean, this information has to be recorded for the devices to be able to find the right server to connect based on the queries that they receive and based on the queries to the DNS server.

There is a second scenario, and this is the most frequent scenario, especially if we are referring to IOT. This scenario that can be seen in smart cities, for example, these scenarios uses devices that, unlike the first scenario, these devices do not have the capacity to have access to IP addresses or to manage IP addresses. And there is a reason for this.

When we speak about sensors, distributed sensors in geographic areas, these sensors have very particular functions. And these are also sensors that do not have a strong capacity for data storage and they then require a good management of energy because these resources have to be autonomous. Therefore, they do not have enough capacity to manage IP addresses.

So, how do they work? This group of sensors, based on different communication infrastructures, such as the ones that we can find in a

smart city, these sensors are managed throughout communication infrastructure and these sensors connect to a gateway and this gateway has the capacity of managing the information provided by the sensors and this gateway has the necessary infrastructure to manage the communication to the exterior. So, this gateway controls the sensors and the gateway is establishing communication with the server as it happened in the previous case. This server will analyze the information being received. The server will take the necessary decisions and will provide the orders.

In this particular case, let's imagine the following. If these devices that we see now on the screen, if these devices are sensors—for example, environmental pollution sensors and these sensors are distributed in a smart city, they might be interpreting in real-time the level of pollution at different levels in different parts of the city, and based on that, they might transfer that information to the gateway. The gateway will deliver that information to the server and the server, based on that, might be able to create a map of the city to reconfigure the traffic lights in the city in order to direct or redirect traffic to areas that are not that polluted, and therefore we can have a better distribution of traffic and a better control of the pollution in the city.

So, based on the information that the server is receiving, this server will be ready to provide instructions to, for example, the traffic light networks and the actors for them to reconfigure the information for them to be able to redistribute the traffic in the city.

So, before, these devices are simple devices from the technical aspect because they do not have the ability to manage IP addresses. These

devices will connect to the controller and the controller will be the one in charge of transferring or transmitting information to server S2. This server has the DNS address already recorded and it will provide this information to the controller for the controller to be able to find the information in a better way.

So, this is basically the communications infrastructure that we have. And as you can see, there are no great differences between this infrastructure and the traditional infrastructure of the Internet because Internet connects to the DNS in order to get the right information and to connect to the right server.

So, if there are no great differences in this, where should we start detecting problems or issues? These issues arise when we see volume. And we need to focus on volume, because this scenario is being multiplied in thousands of times. So, let's imagine the amount of queries that the DNS may have coming from devices that are constantly connected to create—to receive or to provide information, and therefore to take decisions or perform actions.

So, the first issue, the first problem that we identified, has to do with the exponential growth and the volume that we face and the volume that the DNS has to manage. So, this is one of the issues that we need to take into account.

So, let's now discuss this trilogy of opportunities, risks, and challenges posed by the DNS system. Now understanding that we are facing a situation with [several] [inaudible] in terms of volume. Volume is directly related to the strength to which the DNS services are subjected,

services that have to meet the needs of controllers or objects for direct connection.

So, in this context, we should start by saying that we have a security problem that becomes an opportunity for the DNS. So, DNS might help strengthen the security issues that the IOT shows today.

What are the security problems of IOT? Well, one of the first to be mentioned is that the rapid spreading of devices and objects born for IOT do not come with the required security. Nowadays, we can purchase anywhere in any market an IP camera at a very low cost that could be connected over the home network or any public network and this IP camera might have very low security level. So the user of this camera can do very little in terms of security management. That is one of the first things to note.

So, how can DNS help improve the security features? Well, by providing solutions such as DoH or DoT. These solutions basically consist of enabling security features or capabilities through, for instance, encryption, communication security between IOT and DNS devices. The fact that communication between an IOT device and DNS is not encrypted certainly brings into the equation security problems because anyone accepting that communication between the device and the DNS might be embedding or injecting malware or even changing the information exchanged between the DNS and the device.

So, if there is communication encryption between the device and the controller, well that's a significant contribution that DNS could make to improve the security of IOT solutions.

We do not have too much time to go into the details of DoH, but let's say that DoH might provide to the DNS the HTTPS security features, which are in general similar to those that browsers have which basically enable encrypted communication between both ends.

So, as I was saying, DNS over HTTPS or DNS over TLS, that's another possibility to encrypt communications over TLS between origin and destination.

If we see these in terms of opportunities for the DNS, first we should say that the DNS is no longer serving just people but objects as well, and many more objects than people. So we might be asked to shift the focus and change the paradigm and understand that our queries, our requests, to the DNS are now more varied and different because the query issuer, the requesting party, is different. So, encrypting communications is the solution and an opportunity for the DNS.

Certainly, the implementation of DNSSEC is relevant and applicable for security and it is also an opportunity because DNS service providers could add security schemes that, for IOT structures, could improve the DNS and make it the choice before other options. So, this is a significant opportunity for IOT.

Then, authentication. Authentication is also seen as an opportunity because multi-factor authentication (or MFA) provides to IOT environments something that other [inaudible] do not provide. If I'm working from my [netbook] accessing the Internet and [various] services, I have a certain control of the information I'm accepting. I can [inaudible]. I can see the registering authority. I can see a lot of

information. Information that is not available when those who are using these services are IOT devices. An IOT camera, accessing DNS to request information from a server, does that on an autonomous manner, and depending on the device, it does, through information or data, record it on the firmware that cannot be seen or updated.

So, the possibility of implementing MFA would somehow allow to work out this issue. Let me give you an example. If I do know that a certain device of certain characteristics connected to certain domains used certain certificates and I also know who the certificate issuer is, I might be authenticating the communications in addition to encrypting it. Not just checking the validity of the certificate but also checking that the certificate issuer is the right one for that type of device or the type of solution that is submitting the request. That is the notion—the general notion—of what multi-factor authentication is, having more than one element to check the authority of who is submitting the request to the DNS.

Finally, the [inaudible] of DNS queries. Again, this camera that submits queries on a regular basis, submitting requests to the DNS, the camera has its own software and I do not know exactly how it works, [what it] connects, which DNS it's using. All that information is information that the end user or the IOT solution manager will be of extreme [use] if it's given by the DNS. So, that's also an opportunity to increase the usefulness of the DNS based on the queries that are being made.

As we will see later on, this is information that can also be useful for security purposes because regarding DNS and IOT queries, there are other challenges. IOT devices, unlike laptops or smartphones [inaudible]

never idle. They work 24/7 and the number of queries they make is exponentially higher than a number of queries that any other type of user could do with a smartphone or laptop or any other standard device.

So, now let's see what the risks are in this environment. Again, with the same example of the camera, just for the sake of illustration but also because we know there was a security incident involving cameras. One of the first remarks I'd like to say here in terms of risks is unfriendly programming.

Unfriendly programming means hostile programming by IOT devices—programming that typically do not consider security. That is not one of their pillars. And this is because, basically, those who design and develop IOT devices are not experts in that field. So, perhaps because they do not know it, perhaps because of ignorance, they disregard or they trust solutions for DNS management on which they have no power. There are certain devices, for example, that use operating systems that, to a certain extent, are more compact [linear] solution, where for instance address resolution services are already embedded and packaged. This is not something developed by IOT solutions and they have no control over that.

So, IOT solution developers are embedding their solution into their solutions elements that have not been controlled or developed by themselves. For instance, address resolution and connection to DNS. So, programming now becomes a complicated matter.

In the past, we knew what to expect from a DNS connection. These are known operating systems. These are devices with known architectures. So, this is an environment that we are familiar with. Now we are multiplying this environment with an increasing number of infrastructures or technical architecture that are diverse and that have been embedded massively into the [communication infrastructure], so that's something that we should take into account.

Another risk we face, which is not new, DDoS (Distributed Denial of Service) attack. You remember the first slide, the exponential increase in the number of connections. These DDoS are amplified. These attacks by botnets against IOT will result in an exponential increase of the problem.

The distributed denial of service for IOT botnets has several complex characteristics for several reasons. These botnets can host malware, malicious code, and be managed by a controller board that will eventually decide when to awake the malicious code in the various IOT devices. And this is highly complex and malicious because when this malware is awakened in the IOT devices—and we're talking about millions of devices—probably the delegation of the service will be difficult to manage. And this is because the malware will not awake just one type of attack but multiple types of attacks from devices that typically will have an unknown architecture, an architecture we're not familiar with.

Then we have the amplification of the distributed denial of service attacks. What does amplification mean, DDoS amplification? Typically, when a device submits a query to resolve an address, it gets an answer,

a reply. A reply from the DNS. The characteristic of this exchange is that the DNS reply is typically bigger, larger in terms of weight, than the query. If the query is being made by a device that has been infected by malware, the code in this device is also able to change the sender's address [inaudible] so the DNS will send the reply to the query to an address that is other than the sender. So, the malware could be diverting [inaudible] environment because the reply has many more [bytes] than the query and it is redirecting the reply to its victim. And in addition, this reply is much larger than the query. So, the denial of service is amplified. That is the concept of amplification.

So now, to conclude with this trilogy of opportunities, risks, and challenges, let's now see in the next slide the challenges. I think I'm running out of time, so let's move faster. Let's talk about the challenges.

SERGIO SALINAS PORTO: Patricio, I apologize, but we are almost out of time, so if you would be so kind to sum up.

PATRICIO CARRANZA: I promise I will present what's left in just one minute and I apologize for taking so much of your time.

SERGIO SALINAS PORTO: No. We are the ones who have to apologize.

PATRICIO CARRANZA:

Yes, because this is my passion, so that's why I took so much of your time. So, very quickly, what are the challenges? The security library. DNS has ability to create security libraries to know what types of attacks are circulating, so if at any point in time the DNS received DDoS, it should right away put it into the security library so that all servers can take applicable, preventive action.

Then training. Training is [inaudible]. Those who design IOT devices should also be trained on things such as networking, security. They should also work with the experts in those fields to be more consistent in their designs.

Then to know about cross-DNS operating systems. DNS servers should be able to take over the functions of other DNS servers that do not work because they have been attacked. So, have sort of a network set up to take action when these actions are or should be taken by other DNS servers that [get attacked].

Then, at once [inaudible] mitigation, there exists mechanisms for attack mitigation, so we should test where those boundaries are and we should be able to somehow outsource the mitigation capabilities when we do not have our own.

And finally, understand what happens with the exponential [curve]. Be aware and make an ongoing measurement of the evolution of IOT [inaudible] records and do projections.

Finally, the last slide. I should basically close with a backbone. The document SAC 105, rather than a document with recommendations, it's more like a tutorial. It opens up the topic [two comments]. It displays

the problems we are sharing and we present it in terms of risks, opportunities, and challenges. And this is all on my [site]. I should again apologize for taking so much of your time. And thank you again.

SERGIO SALINAS PORTO: Thank you, Patricio, for this webinar. We will invite you in the future again. As I said, we have time constraints and it's hard on us to interrupt speakers when they are presenting interesting materials. We have [inaudible]. On our WhatsApp group, we have many positive comments. So, basically let me thank you again for your presentation and I hope we will have you again in the future to go into further details.

PATRICIO CARRANZA: Of course I will be more than pleased to be again with you. Thank you.

SERGIO SALINAS PORTO: We should now move on with our agenda. Let me see what's the next item. We will now have a report by Lilian de Luque from the Communications Working Group. I will kindly ask Lilian to be on time because we have only 35 minutes including the survey before the end of the day. So we have a lot to discuss for the report. So, please, Lilian, if you're ready, welcome and, please, you have the floor.

LILIAN DE LUQUE: Good evening. I hope you can hear me well. Let's be very quick. I'm on the phone. I will kindly ask staff to display the presentation so that we can move fast. So, we have started a new—

SERGIO SALINAS PORTO: Please, Lilian, just wait for a minute for the presentation to be displayed. There it is.

LILIAN DE LUQUE: Let me see if I can adjust my connection. So, let's see if I can start now. Can I start?

SERGIO SALINAS PORTO: Yes. please, go ahead, Lilian.

LILIAN DE LUQUE: So, as I was saying, we have set up a small team for our initiative. Martin Rodriguez has sent a message circulated among all ALSes inviting them to be more actively engaged in the LACRALO activities and for them to report on what they do, because I do know that they can do a lot of things, but we were asking about the most important ones that have an impact on the region. So we've asked the staff to give us an updated list of the ALSes. We've already started sending the emails with the message that was drafted by [Marcello]. We will be sending them also by WhatsApp to those who have WhatsApp. And Sylvia is given some [inaudible] for this. The next one, please.

So, we've already contacted Evin again through Sylvia to discuss a couple of issues with her. Coordinate the joint work between the Social Media and Communications Working Group to share information of interest through our social media such as Twitter, Facebook, and

Instagram and we will also be working very closely to promote At-Large and LACRALO activities n ICANN 67 in Cancun.

So, we've asked Evin to give us support for the publication of our bimonthly newsletter which we will start after the Cancun meeting with information on the participation of the region and what topics have been discussed in At-Large and other things of interest. [inaudible], etc. So, we are getting organized, so that we can start developing the content with Evin.

We will be working with [inaudible] from [Panama] to strengthen the relationships with the Central American ALSes. She will be our liaison. We will be conveying information through her on events and any collaborative work. And I'd like to see that replicated in the Caribbean with [Kerry's] support. He said that he was willing to support the communications group. I will submit this to [Kerry]. I didn't have the chance to speak with him. And in South America, we will be taking care of that.

And finally, in the design of our newsletter, there will be several sections of interest where some articles will be published on hot topics of interest both to the region, both internal to ICANN and external.

I have been talking to Antonia Medina who is always up to date and he was kind enough to become a member of this group of communications.

and to conclude, in addition to the above, this is an invitation to all LACRALO members to get engaged in our actions. After the ICANN

meeting, we will have our materials ready. I will write a document that we will share for feedback.

Finally, the universal acceptance group is working on a presentation of the actions taken in the past months. We will make this presentation on the 8th in [inaudible]. I think there is also a joint presentation with At-Large universal acceptance group.

This is all. This has been highly positive work [inaudible] and we see that the new heading, the new course of action, for this group has already been successful. Thank you.

SERGIO SALINAS PORTO: Thank you, Lilian, for your report. I have two questions. First of all, is there any comment or any question for Lilian? If that is the case, I'm going to give you some seconds for you to ask your questions.

Then, I would like to ask you, Lilian, the following. Can you please tell us or give us an update on our social media? Do we have all the accounts up and running? Is there anyone which is meeting?

LILIAN DE LUQUE: We have them all up and running. We have Facebook, Twitter, and Instagram and I need to recover the Twitter account password in order to reactivate that account. But everything is up and running, Sergio.

SERGIO SALINAS PORTO: Thank you.

LILIAN DE LUQUE: And I have one request for the staff. Can you please upload this presentation to the Wiki page? Thank you.

SERGIO SALINAS PORTO: Thank you very much, Lilian, for your update. Hello? Can you hear me? Now we have Adrian Carballo. He is the Capacity Building Working Group chair, so he will now have the floor.

ADRIAN CARBALLO: Regarding the Capacity Building Working Group, as you already know, we had a webinar. This webinar was more than positive. This is the first webinar being organized by the working group. We are discussing and we are analyzing different topics. We are going to select some topics so as to be able to create and provide some webinars.

I would like to be very brief regarding the capacity building session in Spanish. We have been working on the topic. We created an internal group and we are now working together so as to be able to issue a report in the short run. The idea is to deliver the report to you for your consideration and we are going to give details on the topics that we would like to address and the methodology for those topics to be addressed.

And regarding training itself on the training in the region, we have been working with Dev. We need to find the topics of interest, common topics. And based on that, we would need to identify the most relevant issues and topics just to see which of these topics are going to be within

[not] the ICANN remit but are going to be addressed within the working group remit.

So, this is my brief update on the activities of the working group. I'm open to questions. Thank you.

SERGIO SALINAS PORTO: Thank you, Adrian, for your update. Now the next speaker is Sylvia Herlein but she is not available right now. I see some apologies by Maritza Aguero, Alejandro Piscanty as well. So, perhaps we should record those apologies as well on the Wiki page.

Okay. Is there anyone from the IDN Working Group who would like to provide an update? Harold, have you got any information?

RAITME CITTERIO: Hello. I am Raitme Citterio for the record.

SERGIO SALINAS PORTO: Hello, Raitme. Welcome.

RAITME CITTERIO: Okay. I am a member of the working group, so if I may, I can very briefly tell you about the activities of the working group. We have been working on creating or preparing the pilot program for the region. We are working on that program. We had carried out some outreach activities. I personally proposed one activity together with the support of a university in my country. So, we are now evaluating other

alternatives just to see if we can move forward with those proposals and to see if we can promote and carry out the event. So, this is what we are doing right now. We are also working at an internal level. Thank you very much.

SERGIO SALINAS PORTO: Thank you, Raitme, for your update. That's good news. Sylvia Herlein sent me a very brief update—a very brief letter—that is going to be sent to LAC TLD. This letter contains a report of the working group and there is also a joint working proposal for LACRALO and LAC TLD. I imagine this is going to be sent by you [these days]. I am checking the information. I know we have to discuss it. So I would like to congratulate you all on your tasks because I know and I see that you are moving forward. You are making progress on concrete things.

I don't know if the report has already been sent to the region, but in any case, it's worth sharing that report.

RAITME CITTERIO: I think that we are about to send the report.

SERGIO SALINAS PORTO: Raitme, if I may, please consider the fact of sending this report shortly to the region because this is a very good report and this is the result of a joint participation and it is a very good report. So I believe that we have to feel very proud of this because our region is working and moving forward and this is thanks to this new participation and engagement

scheme. So, my congratulations to you and to your colleagues and I am very proud of seeing that this working group is working so well.

We have now a topic and this is regional conversation among ALAC members. I don't know, Raul, could you please give us a very brief update on the activities of ALAC? Can you please provide us with an update? Raul, are you there? Can you hear me? Carlos Raul, can you hear me?

SILVIA VIVANCO: Claudia, is Carlos Raul Gutierrez connected to the line?

CLAUDIA RUIZ: He is connected but he might be muted, so Carlos, could you please unmute and take the floor? Can you please take the floor?

SERGIO SALINAS PORTO: Okay. We have some gaps. So, I'm going to give the floor to Harold, then. But before giving the floor to Harold, if I may, there is one topic to be addressed. This is a topic of interest proposed by Alberto Soto and I would like Alberto to speak about that. I think that has to do with ALAC metrics and perhaps it would be the opportunity for Alberto to take the floor. So, Alberto, please go ahead.

ALBERTO SOTO: Hello, Can you hear me?

SERGIO SALINAS PORTO: Yes, please go ahead.

ALBERTO SOTO: Okay. Thank you. I was quite concerned about some topics. As you already know, I have some health issues and I was not able to participate. But when I recovered and I started participating again, I am trying to find out the list of attendance, and according to the metrics, I cannot find that information. And this is really important because, based on that candidate, we'd have to meet the metric requirement and I was not able to find the link with the information. So I don't know where this information should be. This is when it comes to metrics.

Then I wanted to find information on the activities, and I realize that the secretariat report has not been delivered since February 2018. So the last report dates back from February 2018. So this is something serious as well.

The other topic I would like to mention is the participation of ALAC members. Humberto is not here but I would like to ask him personally because he was not able to participate in more than 50% of the meetings that are mandatory for him and perhaps he has some personal circumstances but it is very important for him to attend these meetings. He is our liaison with ALAC, and if he cannot attend the meetings, we have no information from ALAC. So these are my concerns.

SERGIO SALINAS PORTO: Okay. Thank you, Alberto. I will answer to your questions. I mean, we do not have any record regarding the ALAC member participation because

this is not our task. But of course I take your point regarding the metrics. Rules of procedures are about to be finished and now we are going to start debating these rules of procedures and they say that in March, every single March, a report—the secretariat will have to deliver a report, a detailed report, once a year. This is carried out once a year, not on a daily or a regular basis.

So, once a year, all the information is collected and this is translated into a report. So this is a transparent and public way of drafting the report. And then the secretariat will have to work in order to deliver those reports in a timely manner.

Now, regarding secretariat reports, I'm going to give the floor to Harold. He may have some comments. I may give my personal perspective. Perhaps in 2019 we didn't have the terms of delivering the report but we're going to issue the report for sure in 2020. Of course, I apologize for that mistake, for that omission, and of course we need to work on this. But if there is any information missing, please let me know.

SERGIO SALINAS PORTO: Is there any other comment?

ALBERTO SOTO: Sorry, Sergio, I was muted. Thank you for your comments, Sergio. That was all on my part.

SERGIO SALINAS PORTO: Okay, thank you. Now I am going to give the floor to Harold. Harold, you can also answer to Alberto. Please go ahead.

HAROLD ARCOS: Thank you, Sergio. Okay. Regarding the metrics issue, you have already explained that. So this new space, it is one of the commitments by the secretariat [inaudible] secretariat. We had a decision period back in the meeting in Barcelona and there was a transition period. During the transition period, we had a meeting with the former leaders, Maritza and Humberto, and they said that the secretariat reports were no longer being used even during the period during which Humberto was the secretary. This was not a regular practice because they realized that there were not reports being drafted and they were used—I mean, Wiki pages and working group Wiki pages were used as a record.

But regardless, I believe we are working on the topic. We are also working on the rules of procedures and this particular point is being considered. So we are focusing on that.

SERGIO SALINAS PORTO: I see Alberto with his hand up, so I'm going to add something and it is this. We have the secretariat report and we can add this report now or have this report as a Board report. It is not going to be the Board the one providing the report at the administrative level, because of course, as you know, the Board is in charge of administrative tasks, and perhaps the Board is [now/not] going to deliver this report. So, perhaps it will make sense then to have a report. This is going to be a general report

on the working groups on participation. So this is a change that we might implement.

And I insist on the following. I didn't know that the secretariat had to create a report, but in any case, Alberto, Harold had already explained that. Alberto, please go ahead.

ALBERTO SOTO:

I'm sorry for disagreeing when you say that these were not normal practice because I remember that there was one report completed by Maritza. I know that RALOs are issuing reports on a bimonthly basis and they have monthly information or bimonthly information posted on their reports. I mean, they have a different sort of format and they reflect all the activities of the RALO. So this is done by the secretariat of the RALO.

SERGIO SALINAS PORTO:

Thank you, Alberto. I'm going to close this item. I have only one doubt. We had been working on our Rules of Procedures. We have the old Rules of Procedures and the new rules of procedures. This was not implemented in the past, so perhaps we have to review documents in ALAC. Perhaps this was mandatory for all the RALOs but we were not complying with that particular requirement. So we will work on that.

So, Harold, please go ahead regarding the metrics update.

HAROLD ARCOS:

Regarding metrics, I'm going to say that this commitment by the secretaries and vice secretaries, along these lines we are sending to the mailing list suggestions and the document that is posted on the agenda is the document that was approved and we had the participation of Alberto and two other members participated on the debate. These metrics are part of the tools that we have in order to be able to measure participation of our ALSes as a region. Therefore, this gives us the opportunity to see the different percentages. This allows us to see how many members are actively participating, if they are well communicated, and if we can share interest and information.

So, we developed the Board and training communication and other working groups are working on these working lines and we are also focusing our work agendas on the ALSes.

Some of these metrics have the objective of having at least 50% of attendees in the meetings, in regional meetings, as the one that we are now having today and the idea is to prove that these are not just numbers and metrics. This document is available on our agenda and this is also available at the Wiki page. These metrics are simple metrics and we have a minimum expectation for ALSes to participate.

So, this is the criteria that was established by the working group some time ago and the idea is to measure participation based on each organization. We do not only take into account the member of the ALS but if there is any other member in the community participating at webinars or participating in meetings, these will be considered for the metrics and for the organization. Of course, the idea is to promote

participation. We are always focusing on promoting participation. We do not want to chase ALSes or go against them.

From the leadership, we would like to focus on that and we want to be able to contact organizations so as to be able to ask them to participate and to measure their participation. Myself and other colleagues are working on the mailing list and we will be receiving suggestions on how to measure participation and on what ALSes would like to discuss.

So, in addition to these metrics, what other factors should we take into account to measure participation? Perhaps we can discuss the metrics. We are also discussing mechanisms and we are looking for alternatives with Dev Anand. He is a very active member of the Technology Taskforce and he had developed very interesting tools. So from the secretariat, we have thought about this Technology Taskforce for us to work together, for attendance to be recorded automatically in order to avoid any human error in the recording of attendance, because in the past, we had some mistakes, some errors, when counting the participants at the webinars of GSC and LACRALO. Some colleagues had to request their validation of their attendance because they were recorded in the recordings of the meetings but they were not reflected or that information was not reflected on the Wiki page.

So, these are the three topics that we would like to show to the community. We are open to receive suggestions from the community to see what we should include in the LACRALO metrics. And of course we are sharing this document on the agenda and we expect to receive your feedback.

If there are questions, we are open to answer those questions, but for the sake of time, I believe that it would be good to receive those questions through the mailing list.

SERGIO SALINAS PORTO: Okay. Thank you, Harold. I'm going to give a very brief update on the Governance Working Group. We finished the draft document on the rules of procedures. This document is going to be in Spanish and English to be sent to the working group for the working group to review this document.

Then, once we agree on the document, this document is going to be sent to the region for the region to debate the document and provide feedback on this work because we had devoted many hours of work trying to think about improving our rules of procedures.

So, I imagine that this is part of the contributions that we need to work towards the growth of the region and we are very happy to have finished this first stage or phase. We have a second stage of debate with David Plum. David Plum will help us. And for those who do not remember him, he is the mediator that is helping us in the region. And now we are going to work on this new process which is to finish our main goal.

And now I have to speak about the Board. As you know, we will have our Board meeting in Cancun. We will be meeting there very soon. And we have been doing a lot of work internally. We've had regular Board meetings. We are making a SWOT analysis. We're working on [inaudible] metrics moving forward in each area to find the best way,

the best strategy, for the LACRALO Board. So we will identify our goals, how we're going to implement them. This will be a five-year strategic plan. The Board will have to renew its strategic plan every five years, so it's very important for us to discuss this plan.

As you know, this meeting will be fundamental for us because it will be our first meeting—face-to-face meeting. We will be working with newest members recently appointed. Those who will soon be the chair and the vice chair for the region.

It will be an open session with open participation. You will be able to follow the meeting. We have few working hours and a lot of work to do because, in addition to that, we have to produce a document with our regional strategy. It will be recorded. There will be a transcript and the only ones who will speak or the only ones who will have a voice will be the board members. There will not be participation from external parties, precisely because we do not have much time. That's intended.

So, to complete the agenda discussion, on Tuesday we will have a networking event with Goran Marby, Leon, Lito, [inaudible]. We will have Rodrigo de la Parra. That will be a [pleasant] opportunity to see him. Well, the list is not complete. We are getting organized.

There will also be a networking event. There will be a screening of a movie by one of our ALAC colleagues. So, basically, that's very nice. It would be a great meeting. It would be the preparation for the LACRALO General Assembly that will also take place in Cancun in March. I don't know if I have anything else to say.

CLAUDIA RUIZ: Sergio, Leon wants to take the floor.

SERGIO SALINAS PORTO: Leon, you have the floor.

LEON SANCHEZ: Thank you, Sergio. If I'm not mistaken, Humberto has also raised his hand. I don't know if he wants to say anything. And then I will take the floor.

HUMBERTO CARRASCO: Leon, I had actually raised my hand. I hope you can hear me. First of all, I'd like to apologize because I joined the call late. I just wanted to say that I was actively participating in the drafting of the rules of procedure, and again I apologize for not attending this call full time. I, nevertheless, think that we are going to discuss this further in Cancun. That's all I wanted to say. Thank you.

LEON SANCHEZ: Thank you, Humberto, and thank you, Sergio. I understand that the time for this call is almost over, so let me say just tomorrow, as you know or if you don't know I will tell you, there will be a meeting with the community leaders and the ICANN Org. Maarten will be there and other board members. We will be discussing the potential scenarios for ICANN 67.

As you know, there is a major global concern at present on the coronavirus epidemic COVID-19 and now there is a team working on assessing potential scenarios and the various implications of each. And tomorrow, in this meeting with the community, the point is to listen to what the people have to say, what they feel, and any advice you can give us to be taken into account for the decision-making.

The meeting is closed. It will be happening very soon. That means that we must make a decision on whether to have it actually face-to-face or, if any other decision is made, perhaps explore any possibilities to hold it remotely. I will keep you posted. So, it's very relevant for you. It's very significant for you to take part in this meeting. It will take place at 17:00 UTC. I do not have the Zoom link at hand, so I kindly ask that staff, if you are aware of it, whether they can post it on the chat or it will be in the At-Large website. So this is basically an invitation for you to attend this call. Then, if you have any, give your opinion.

SERGIO SALINAS PORTO:

Thank you, Leon. What you have just thrown to us is actually a bomb. We've been discussing this on our WhatsApp group, actually. There were some members such as Carlos Raul or Vanda Scartezini among others who said their viewpoint. I have my own. I think a greater concern of the Kuala Lumpur more than Cancun but that's a discussion for tomorrow.

So, this is the end of our call. There is a question by Dev. Dev, honestly, anyone can ask questions and all questions can be made. The issue is whether we will have time to answer. If we do not have time, what I will

ask is Silvia Vivanco and the staff is to take note of them and we will answer them in writing. We will not have time. If we discuss all topics with everyone outside the meeting, we will have no outcome, no positive results and this investment ICANN is making will be wasted. So, we will not be achieving the goals for the region.

However, I personally commit to reply to everything that is going to be discussed in the Board meeting. All questions from anyone from the region will be answered in due time and manner after we have discussed what has been set for the face-to-face discussion meeting.

So, for you to have an idea, the workshop time at the ATLAS III ... Well, those times when people were able to express themselves, we will not have those times now. It will just be internal work. So, we'll see how it goes.

Is there any other issue, any other topic to be discussed? Otherwise, because of the time, I will close—who is speaking?

LEON SANCHEZ: Leon again.

SERGIO SALINAS PORTO: Please, go ahead, Leon.

LEON SANCHEZ: Let me make a clarification. When I invited you to participate and share your opinion, I meant that this call will be just for community leaders, so

through your community leaders you should give your advice. Maureen will be the one who will present the region perspective as well.

SERGIO SALINAS PORTO: Okay. Thank you very much, Leon. And now we have the survey questions. So, Claudia, can we start with the questions?

CLAUDIA RUIZ: So, this is the first question. How is technology used for this webinar?
That is the first question.

The second question: has the speaker shown mastery of the topic?

The third question is: are you pleased with the webinar?

And the fourth question is: how many years of experience do you have in the ICANN community?

And the fifth question is: what topics would you like us to cover in future webinars?

Please write your answers on the chat to have them [inaudible] for future webinars. Thank you very much.

SILVIA VIVANCO: Now we will give you a few seconds for you to answer. Your feedback is very important for future webinars. Thank you very much.

SERGIO SALINAS PORTO: Okay. I don't know how we're doing, if everybody has filled in the survey. If so, we will close this call. I want to thank all participants for attending and we'll be seeing each other very soon. Thank you. Bye.

SILVIA VIVANCO: The survey is still open, so if you please feel it in. Thank you.

[END OF TRANSCRIPTION]