
CLAUDIA RUIZ:

Good morning, good afternoon, good evening to everyone. Welcome to the At-Large Capacity Building Working Group call on Wednesday the 8th of July 2020 at 21:00 UTC.

On the call today on the English channel we have Joanna Kulesza, Maureen Hilyard, Cheryl Langdon-Orr, Vernatius Ezeama, Abderrahim Chalfaouat, Hadia Eliminiawi, John More, and Lilian Ivette De Luque as well as Denise Hochbaum.

And we have received apologies from Alfredo Calderon, Olivier Crépin-Leblond, Priyatosh Jana, Nadira AlAraj, Shreedeeep Rayamajhi, and Dev Anand Teelucksingh.

From staff, we have Heidi Ullrich and myself, Claudia Ruiz on call management. Our interpreters for today are Claudia and Paula on Spanish and Isabelle and Jacques on French.

And before we begin, I would like to remind everyone to please state their name before speaking for the transcription purposes and also so the interpreters can identify you on the other language channels.

A friendly reminder that we also have RTT services on the call. I've just put the link in the chat for anyone who'd like to follow. Thank you very much, and with this, I turn the call over to Joanna.

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.

JOANNA KULESZA:

Thank you very much, Claudia. Thank you, everyone, for joining us. Thank you for taking the time to catch up on the work that has been done and is to be done with regards to capacity building.

The agenda as you can see is quite basic. We would like to go over the pending items, check on progress and see what our follow-up steps are. We would like to start with an update from the webinars team. I'm really glad that Hadia has taken the time to join us. There are a few minutes allocated in the agenda to hear about the webinars that have happened. We've had quite a few webinars leading up to ICANN 68. And there is a good schedule ahead, so we will try to review these. There is also the webinars small team working group meeting tomorrow at a similar time.

We will check on progress with regards to the onboarding slide deck. Unfortunately, Dev is an apology for this meeting but I'll try to do my best to update everyone on where we stand and what the potential holdups are with regards to updating the onboarding slide deck.

Then we're looking forward to an update from Maureen who has put in a lot of work and effort in creating more courses for the ICANN Learn platform. We have updates from Betsy as well, so I'm very much looking forward to hearing from Maureen. You can see the links on the agenda. On my computer, the agenda website seems to be in temporary maintenance. I hope that is indeed temporary and we will get the agenda on your screens as soon as possible as well. Thank you, Heidi. Betsy will not be joining us but she has sent us an e-mail, and I understand that Maureen and yourself have updates from the ICANN Learn team as well. So we will devote a few minutes of our

agenda to that specific item, and then I would like us to pick up on a new interesting idea Abdulkarim shared per e-mail a few weeks ago. So I'm really glad he joined us. I would like us to discuss the idea of an At-Large expertise database where we would try to identify the human resources we have, what would be the structure, and most significantly, what would be the criteria for building up such a database. Is this an option we can indeed follow up on? So I'm really glad that Abdulkarim is with us hopefully sharing his insights and thoughts and ideas on that.

And then we have a few more minutes for questions and Any Other Business. That is our agenda for today. I'm wondering if anyone has any suggestions, amendments, something we might have missed and should be updated on during today's meeting. I don't see any hands up, I don't see any comments. With that, I'm going to assume that the agenda is adopted as proposed, and I'm happy to swiftly give the floor to Hadia if she's willing to take it and give us an update on the progress made by the webinars team. Hadia, the floor is yours. Thank you very much.

HADIA ELMINIAWI:

Thank you, Joanna. So in preparation for the ICANN 68, we had two prep webinars. One was with regards to DNS abuse and the effect of the pandemic on DNS, and in relation to abuse of course actions. And the other prep webinar was with regards to universal acceptance. Those two webinars went very well. The number of participants was good, and there was an engagement from the audience.

During the ICANN 68—and that's not really the work of the webinar team, but there were several sessions also on webinars. One was about

DNS abuse. Again, the effects of the pandemic on the abuse of DNS. And the other was geopolitics and cybersecurity, and the third was universal acceptance again.

This month—usually, we have a webinar on the first Monday of every month. So we decided to skip July and this is because we already had an intense number of webinars in June in preparation to the ICANN meeting and during the ICANN meeting, and we will resume in August, so we will have a webinar on the first Monday of August and the topic will be the new gTLDs, the subsequent procedures. And Justine will be preparing for that webinar.

Tomorrow, we have, as Joanna said, the meeting for the small team, and we will be discussing the upcoming webinars. So I'll stop here and leave it to you, Joanna, to fill in what I have not said. Thank you.

JOANNA KULESZA:

Thank you very much, Hadia. That was indeed very comprehensive. As you rightfully noted, this first Monday, we're not holding a webinar since ICANN 68 tested the limits of Zoom fatigue so to speak, and the noted good attendance both in the DNS abuse and the universal acceptance prep webinars even though those two weeks were quite intense.

If you click on the website for the webinars team meetings, you will see proposed webinars at this point. I try to follow up on the e-mail exchanges and the discussion we've had here. There are three topics coming up. There's the ATRT3 report that is being drafted as we speak, and there was a demand for that report to be presented to the

community for us to better understand the way forward in improving the multi-stakeholder model as per the recommendations.

There was a suggestion on Work Stream 2 to also be covered by a webinar, and following the intense discussion we had leading up to ICANN 68, there seems to be a demand to discuss copyright issues around presenting and building capacity for the community as global and diverse as it is.

So there are three more topics added to that list, and as always, the list is open to your suggestions. If there are any ideas for future webinars, please feel free to share your ideas on the list or during the meeting. Cheryl, the floor is yours.

CHERYL LANGDON-ORR:

Thanks, Joanna. And I'll bring this up in the webinar small team specifically. I think it's about this time tomorrow, actually. But I'm questioning the rationale now for the ATRT3 as such to be a topic, because by the time we get to it, not only will be—as it is already—the report be in the hands of the ICANN board, but they will have completed their public comment period. We will have all commented, and they will be deciding how they're going to be prioritizing the few recommendations we make.

What might be worthwhile, however, is to dig into an aspect of, rather than the report overall, noting of course we also had Sébastien's presentation today in the OFBC working group call as well. I think the whole thing is, what I'm saying, going to be covered well and truly by the time we get to plugging it in. But there might be an aspect, such as

the nuances and specifics of the continuous improvement, and that would pick up both on the ARIWG work as well as the recommendations made regarding continuous improvement within ACs and SOs. So just a modification [on the theme here.] Thank you.

JOANNA KULESZA:

Thank you, Cheryl. I welcome all feedback on that, but that was indeed, I understand from Sébastien's comment as well, the original plan. So the ATRT seems to be the leading document on the way forward, so that seems to indicate the way in which we want to improve, as you indicate, the continuous improvement of the multi-stakeholder model. So my understanding was that the takeaway from the ATRT3 report would be worthy of a presentation [inaudible] whether we would [plan to] have two separate meetings or webinars has yet to be discussed, as you can note in the Wiki page, there are no specific dates. [inaudible] would assume that we would go back to trying to put dates to those [topics] [inaudible] after the holiday season, somewhere around September depending on [inaudible] the original understanding was that we would look at ATRT3 as a high-level standard for continuous improvement of the community, and I understand that that was also the recommendation that you made. So thank you very much for that.

And yes indeed, tomorrow is the webinars team meeting. Everyone is more than welcome to join and comment on that specific aspect. If there are no more comments or questions on the webinars, I'm happy to move forward to our next agenda item, which is an update from the onboarding slide deck team. I understand that Dev is an apology for this call. I'm curious if we have any team members from the onboarding

slide deck team who would like to share their insight, if there's any work that has been done that I'm not aware of, if there are any specific challenges that need to be addressed, that we could pick up in this wider group, I would be happy to hear back from you.

I'm not seeing any hands. Comments or questions? My understanding from our last meeting was that the challenges, first, the copy right issue or the format issue for that slide deck, and the second element that Dev was waiting for was the policy bits that would be added to the onboarding slide deck. And also, the work that is being done elsewhere with regards to webinars, but more significantly with regards to ICANN Learn courses were the reasons why the onboarding slide deck team might want to hold back with the pace of the work to make sure that all of those actions are well consolidated.

If there are no questions or comments on that specific issue, I would like to use the time originally devoted to agenda item four to hear back from Maureen on our ICANN Learn courses. I know that also Betsy shared insights on where we stand with the courses' development. There's a more general policy development course that's going to be made available on the ICANN Learn platform later this week. So with that, I would be happy to give the floor to Maureen, and if there are any updates I'm missing, I'd also be happy to hear from Heidi and team from the Org side. Maureen, the floor is yours.

MAUREEN HILYARD:

Thank you, Joanna. Just before I go on to the ICANN Learn courses, I'm really glad that Hadia mentioned the plenaries that we presented at

ICANN 67 and 68. At those sessions, there were some really interesting topics that are covered, that involve cross-community participants, which I really believe should be included in the At-Large participation toolkit workspace of resources that people can avail themselves of in order to build their knowledge about certain policy areas, because the discussions—they were quite diverse, but they really are—we selected those topics because they're important to our policy platform and to the topics that are important for At-Large.

So I feel that we shouldn't be just discarding or not using those resources. Those are extremely valuable and should be placed somewhere prominent, and the toolkit seems like the ideal place for it.

But also, as well as the actual plenaries, there's the talking points that Jonathan introduces each of the ICANN meetings with, and again, these are summaries of the policy areas that are really important. So when we're actually looking at capacity building, we should be actually putting those as, creating them as sort of resources that our outreach ambassadors can actually avail themselves of for their own building capacity but also for when they're actually working with their communities.

But my area was looking at ICANN Learn courses. It's an interest area of mine and I wanted to try and share that interest with this team in particular because I'm a little bit disappointed in that it's such a small group. But that's okay. I do need your support, however.

For example, the stuff that I found myself allocated with was an introduction to At-Large, which I guess makes sense. And which we

don't actually have an ICANN Learn course on At-Large. Other communities have introductions to their sections. There isn't one for At-Large, so it seemed as if there's a gap that we should perhaps fill.

So my task was to go through basically a resource that was developed five or so years ago, but things happen so quickly within ICANN. Things change so much that we couldn't just transpose a 2015 document into an ICANN Learn course.

And I think too with our latest review and identifying that there are several changes that have been made within At-Large that we really do need to relay to the communities who want to find out more about At-Large as well as our own.

The link is in the agenda if you want to go into it with regards to the dashboard. If you go to the dashboard and then into the actual ICANN Learn course on the introduction to At-Large. It's just on a Google doc at the moment, and so it's just a transcript of what was in the book, plus additional information.

But the reason that I'm seeking your support is that many of you are new, and so it would be an ideal opportunity for you to have a skim through and just send me an e-mail and let me know what other information you think should be in this document.

Some things that perhaps Joanna, Cheryl and I might take for granted and so we forget that there are other things that people, when they're new to At-Large, would have liked to have known about when they first came in.

So I'm really keen for this group to go through this document and to make some suggestions so that we can at least get the information, and then we will break it up into the various lessons and we've got to add quiz questions and that kind of stuff to it.

So that's the first course that we're looking at. I would really like us to get this out by the end of the month. We gave ourselves a time frame for things that we wanted to get basically produced from this group, and I guess for me, I've been the problem with this particular one because I've been a little bit busy with some other areas, and last week, I decided to really get stuck into it. So this is where I'm up to at the moment, and as I said, I'd really like your input to identify the gaps so we can get more information in there.

But the second item that I wanted to raise, which I probably need to get some feedback from Joanna and Jonathan—but I don't think Jonathan's on the call—about a course is the At-Large policy development course, which I think Joanna mentioned anyway. But that one is a little bit more difficult because I think we're developing it at the moment from Jonathan's video, and so what we've got to do is to try and see how we include that information into a format that we can actually transfer to the platform that ICANN Learn uses.

So that's something that we are going to need some help with, and we'd like to get that finished by end of August if possible, but as that develops more into a format that we will be able to use, using the ICANN Learn platform and working with Betsy Andrews, that we'll hopefully get more input from this group.

But I do understand too there are case studies that need to be worked through. But I think what is important is that before either of these courses go to ICANN Learn, by they're passed on, this group should have some input. It does actually have to get okayed by probably ALT Plus or the ALAC group to get their okay on that, they're happy for that information to go out representing their community. So there is consultation that actually happens before it goes online, and we're all happy with what's there.

For me personally, these are my two priorities, and as we get these out, we'll probably look and seek your advice on what other courses might be appropriate for At-Large. Are there any questions? Joanna, I'll pass it back to you, then.

JOANNA KULESZA:

Thank you, Maureen. That was very informative. I do have a few questions, but I see Heidi's hand is up. Heidi, the floor is yours.

HEIDI ULLRICH:

Thank you. Just very briefly to add, to the activities on ICANN Learn, Betsy informed Maureen and Joanna and I that the ICANN policy development fundamentals course will be out later this week, so we'll alert you when that is posted. And again, that's going to be more of a general policy course but it will have a relevance to At-Large. Thank you.

JOANNA KULESZA:

Thank you very much, Heidi. Maureen, just for me to get a clear understanding, we are still looking to have two courses developed. The

one that would be on ICANN At-Large policy development separate from the policy development fundamentals out later this week, and the second one with a more general introduction to the community as other communities have in the ICANN Learn repository already. Is that correct, so we're still looking at some courses? Or would you want to have these two courses combined?

MAUREEN HILYARD: I think the fundamentals one that you just mentioned, that very general one, and that's the one that I think ICANN Learn has been developing. Were you saying that At-Large was actually going to create their own fundamentals course?

JOANNA KULESZA: Yes.

MAUREEN HILYARD: That's basically what I'm thinking. What was the other? Can you just explain what the other policy development course is that you're talking about?

JOANNA KULESZA: Thank you, Maureen. I'll try to do that. I apologize for not being sufficiently clear. I see Heidi's hand is up. I will give you the floor, Heidi, in a minute. I'm referring to the slide that is on display. We can see three items in that table. The first one is a brief video that Jonathan provided for our previous virtual meeting, and I understand that that is

awaiting ICANN Legal's sign off. And I remember us initially looking at two courses. The prior one, the one that was identified earlier, is number three in that table, At-Large policy development ICANN Learn course, with Jonathan providing a draft on the [inaudible] as you can see website here. And I remember Jonathan going into intense discussions with Betsy on the format, and I understand us coming to a conclusion that what Jonathan provided would be used by Betsy to provide the basic course of how we develop policies within At-Large. And once that would be up, we would supplement it with two additional case studies. And that was, to my best recollection, where we left off that discussion. And then later on, there was discussion around item two on the table which is introduction to ALAC and At-Large, initially a separate ICANN Learn course with you in the lead, and that is a document that is now up for review.

I do have a few comments on that document specifically, but before we go into that discussion, I would like us to get a good understanding of whether the work that was provided by Jonathan on At-Large policy development is the consensus statement we are ready to provide to ICANN Learn and have a course developed, a separate, own standing course on At-Large policy development as in the table, or whether we are looking to have those two combined.

Heidi, I'm happy to give you the floor as there might be an answer there, and your hand was up earlier. But I'm looking forward to hearing back from Maureen as well. Thank you.

HEIDI ULLRICH: Thank you, Joanna. So I'll let Maureen go first, and then I'll respond with what I understand.

MAUREEN HILYARD: Thank you, Heidi. First of all, the video, I thought that we were going to actually use the video as a standalone introduction and that all we were waiting on, so that we could actually incorporate it into the toolkit, was getting ICANN Legal's sign off on the copyright things. And I think that that's actually been okayed.

So although it's an ICANN Learn course sort of thing, it is a video and a separate resource. And of course, the ICANN Learn introduction to ALAC and At-Large is what I've just been—and honestly, putting any comments in that, please do, that's what it's there for, because we actually want to get that done as quickly as possible.

The third item that's on the policy fundamentals for At-Large, the At-Large policy development course, is the one that I'm wanting to get some idea of where we're at. I've clicked into the link that is there, and they are the slides that Jonathan has incorporated into the policy development. But I'm not quite sure how that relates to the actual course development that you mentioned where he's got an introduction and that kind of stuff. So I guess if we could actually have that in the references so everybody on this group as well has an opportunity to get in there and have a look at it and just see how it's developing into a course.

Heidi, perhaps you might need to ...

HEIDI ULLRICH:

Thank you very much, Maureen. You're absolutely correct. The video is a separate tool. So this is a larger tool, a bucket of tools for At-Large, and the ICANN Learn courses are just a fraction of that, because we do have a wider selection of tools and we have the ICANN Learn courses for example, this policy fundamentals course, that's a general course, and then we have these two identified At-Large ICANN Learn courses. The first one that Maureen has made a fantastic update on which is still being developed, that's the beginner's guide, the introduction to At-Large and ALAC.

The second one is what I understood from the last conversation with the team was this was going to be a beginner's guide or an introduction to At-Large policy advice development, sort of a one-on-one course level. And my understanding was that that was going to include three case studies that Joanna was coordinating, including from Justine, from Holly, and I don't recall the third case study. And then Jonathan came in, and I think that the idea there was for him to develop perhaps the context. But I think that we need to just take the reset here, focus on where we are with those three case studies, make sure that they are at this beginner's level, and then go back to Jonathan and this team to develop that introductory scene setting text for the course. Thank you.

JOANNA KULESZA:

Thank you, Heidi. I'm just trying to keep up with the updates as they come in. So if I was to make a suggestion, I would kindly suggest to update Jonathan on where we stand, because my understanding is that

he had provided a comprehensive background document for Betsy to use as draft for an actual course that was going to be developed.

So in order for us to avoid volunteer fatigue and Jonathan's frustration, I would suggest that we might want to update him on the need to reset and check back with how we develop policy before that is put to use. And my understanding is that now we should focus on the introduction to At-Large course.

And keeping in mind the lessons learned from the intense conversations we had with Jonathan and Betsy, I would like to ask for feedback on the format of an actual draft for an ICANN Learn course. I remember Betsy indicating quite clearly that a document to be used as a background for any ICANN Learn course is to be no longer than three to five pages. The comprehensive draft that Maureen provided, I think it's wonderful, but I'm concerned whether Betsy would be willing to use it directly as a background for an ICANN Learn course.

I see Heidi's hand is up and I'm expecting a comprehensive answer. Heidi, the floor is yours.

HEIDI ULLRICH:

Thank you. I'm going to actually be very brief. So again, the idea of testing parts of an ICANN Learn course, not within that tools that they use because that'll not work on a Wiki, but testing either the scripts, questions that may be included into the course, as well as other tools, for example, videos, podcasts, etc., there we can easily—and I think effectively—add them to a Wiki and have this group test them to see if

it reaches the audience, if that's the right way to go. So that's the way that I think things are going to be moving forward. Thank you.

JOANNA KULESZA:

Thank you very much, Heidi. I think we need to move forward. I'll try to pick this up for e-mail and try to figure out where we stand. I'm wondering if Maureen has any feedback. I'm just concerned that the work [inaudible] put in would [inaudible] by Betsy saying it's too long. Go ahead.

MAUREEN HILYARD:

Thank you. One of the things that I wanted to do was to—I would rather that it was more information in there than is required than too little. But also, the way that Betsy uses the material, it doesn't necessarily have to be just in a long dialog. There's information in there that she can put into quiz type things, and that sort of—and there's lots of different ways in which [she presents] material.

So I think it's really important that we put—with regards to this information and how she and her team can more creatively incorporate that information into the learning resource. So I just wanted to make sure that what was there was enough for her to actually work with, rather than not having enough. Thank you.

JOANNA KULESZA:

Thank you very much, Maureen. That is duly noted. I'm just concerned for us not to have to cut down on the wonderful content that is being provided. I'm happy to get this back to Betsy to make sure that what we

are developing is what she is expecting, and I'm also taking a personal action item of putting on hold the policy development for At-Large course until we know where we stand, if I'm reading this lengthy conversation we're having correctly.

So I would like to conclude on this agenda item if possible. We'll circle back if need be. I don't see any specific comments at this point. I think it's an ongoing discussion, so I'm not closing it now, I'd just like us to try and pick up on other threads that are left in the discussion. We have Abdulkarim, and I've put ten minutes for Abdulkarim to share his ideas on building an At-Large expertise database. We've had a wonderful exchange of e-mails. Abdulkarim, if you're available, I would love to hear back from you on building a resource—since we're speaking about building a variety of resources on At-Large expertise database. If you could briefly introduce the idea, what we're looking for or what it would look like, who would make the assessment, who would update it and maintain it, that would be wonderful. I would love to hear that and I would love to hear feedback. The floor is yours, Abdulkarim.

ABDULKARIM OLOYEDE:

Thank you very much, Joanna. Yes, I don't think I want to take up the ten minutes, I'll just share the idea I have. The idea I have—which I already shared with you—is for us to have [inaudible] because I can see that we're having regular webinars now whereby people will have something like an online Google doc that can probably be managed by staff and people will sign up to it and say, "You know what? This is my name, this is this and this about me, and I can give you a presentation on this."

Then this committee would look at it, do we want to have a presentation on this issue? Then check on the database, who do we have on this database- that we can actually invite to give a presentation on the issue in which we want to actually have a webinar on?

So it's something simple. It shouldn't be something complicated. And I think one of the issues that was raised is if people will say, "I'm an expert in this area" which they're not an expert. I don't think that might be serious problem, because I don't think anybody would want to do that because it's just like making a ridicule of yourself coming to give a presentation in an area where you know nothing about. It's going to look bad on you, in as much as I think there's no incentive for anybody to give false information. I think it's going to help us in actually looking at wide spectrum of people that can give different presentations. I think it's going to be of importance to this group, because it's going to save us a lot of time, and at the same time, we will be able to actually carry the community along. And that's the idea.

So the idea is to have maybe a Google doc and would tell the community this is what you need to do, if you think you have an expertise or there's something you want to share with us in a webinar, and there's no guarantee that anybody will have a slot, it's just for this committee or this working group to use it as a working document. Thank you very much.

JOANNA KULESZA:

Thank you very much, Abdulkarim. I'm wondering if we have any feedback from the group. I do have a few questions. I see the comments

in the chat indicating that we as a community have been talking about building such a database for a while. I like to think in visual terms, so I'm wondering what this would look like, whether this would be just an Excel sheet, whether staff has any more advanced ideas on the backside, the technical side of this. I don't see any hands up, I'm just seeing comments in the chat with Cheryl sharing she understands concerns of whether this would be—yeah. I don't see Cheryl's hand up.

CHERYL LANGDON-ORR: I haven't put my hand up, but I'm happy to speak if Maureen wants me to put my hand up. Is that what she's trying to say?

JOANNA KULESZA: I think you've been dragged into speaking, Cheryl. Thank you very much.

CHERYL LANGDON-ORR: Sounds like I've been voluntold, yes. I just wanted to—well, two things. I've put in my personal opinion that of course we've all suffered through people presenting and representing our groups and their thoughts poorly. The most appalling presenters with the most ill-informed and not well -balanced material. So having a resource to pull on would be an excellent thing indeed, was my final comment.

But in response to Maureen talking about the fact that this is something that has been talked about before, I just wanted to remind her—and I might as well remind us all now—that we do have what is technically a customer relationship management, or in this case, it'll be called a community relationship management, tool being rolled out ICANN-

wide, and that with the proper encoding of this type of information and material, that the management of and access to this sort of capability and skillset database would be very easily done. But of course, I would not want to see huge efforts going into creating much more than a Google doc or an Excel spreadsheet that could be then later encoded to work with the new system that not only all of ICANN but our own At-Large community will be expected to be wedged into in the not too distant future.

I think I covered it then. Did I, Maureen? But put my hand back up again if I didn't.

JOANNA KULESZA: Thank you very much.

MAUREEN HILYARD: Perfectly. Thank you, Cheryl.

JOANNA KULESZA: Thank you. I'm concerned with regards to how quick such a process and us streamlining with that process might be, because we've kind of had—

CHERYL LANGDON-ORR: Joanna, if you believe what we can only believe because that's what we've been told, the date for our turn for the beginning of the rollout of this—and I think we're just about the last part of ICANN to get it—is August.

JOANNA KULESZA: Maureen, your hand is up.

MAUREEN HILYARD: Yeah, following on from that, there's nothing wrong with making a start, Abdulkarim, if you wanted to make some inroads into what kind of database we could be looking at, so that when we finally—we considered that we were sort of top priority with regards to the needs for this particular tool, but August is the date they've given us. But there's nothing wrong with making a start, because we need to be looking at, once we do get to this particular tool, to have some idea of what it is that we need, what kind of database are we going to be looking at.

So yeah, thinking caps on would be really great to actually get some kind of design so that we can just really slot into it once it arrives. Thank you.

JOANNA KULESZA: Thank you, Maureen. So this was my suggestion exactly, that was my line of thinking in terms of a very simple tool where we would know whom we have with regards to which topics.

And I think part of that work has been done with the pondering Jonathan and myself have been doing around the forever work in progress with the policy platform, where we seem to face a similar situation. So the idea is here, the design is there. We're kind of looking for a tool to make it available.

What I hear Abdulkarim—and I'm looking forward to your feedback, Abdulkarim—I think it looks like a simple spreadsheet at this point. We could use the policy hot topics as we originally called them or the policy theme, and then look for volunteers focused on each of those with this group agreeing or disagreeing on individuals capable of conducting webinars or providing feedback with regards to those policy topics.

So I see that also it's a relatively versatile tool which might help us fuel individual into policy development as we move on. Abdulkarim, I would love to hear back from you whether this is something you had in mind or whether I'm putting words in your mouth. Thank you.

ABDULKARIM OLOYEDE: Thank you, Joanna. No, I think what you've said is correct and I totally agree with you.

JOANNA KULESZA: Okay. Perfect. Thank you very much. So my understanding is that we would be looking to develop a very simple spreadsheet or database of expertise within At-Large. That would be our action item. We might want to use the policy topics, themes, and we would then procure a request for experts who might want to support us in those.

Abdulkarim indicated we might need to ask for staff support, and conveniently, I see Heidi's hand is up so I'm going to leave the floor open for Heidi. Heidi, go ahead.

HEIDI ULLRICH: Yeah. Actually, I had my hand up for another point, but I'll respond to that one as well. Just keep in mind that there are some RALOs that have carried out surveys on expertise in their RALO. For example, EURALO has done this relatively recently. So it would be useful, Abdulkarim, if you did reach out. It was, I believe, Yrjö who led that survey, so he'll have the results of that. So that might be a good start, and I can reach out to the regional manager of staff to see if other RALOs have done that recently as well. Thank you.

JOANNA KULESZA: Thank you, Heidi. That sounds perfect. Abdulkarim, does that sound okay to you? Would that be an action item you'd be willing to lead on?

ABDULKARIM OLOYEDE: Yes, I would be willing to lead on this, Joanna. Thank you.

JOANNA KULESZA: Perfect. Thank you. So that looks like we completed another agenda item. We have Any Other Business. I'm not seeing hands up. I would like us to circle back to this idea of aggregating resources. I understand that ICANN Learn is one of the tools we would be using. I heard Heidi and Maureen confirming we have consent from Legal on the DNS abuse video. I'm wondering if we have any ideas on where such a video or this specific video would be placed within the Wiki or beyond. I'm wondering if we have any answers on that at this point. Heidi, Maureen, or anyone who might be able to support that?

HEIDI ULLRICH: Hi. Joanna, on this, are you referring to like an ICANN-wide resource for capacity building? I heard that you mentioned that on one of the earlier calls today.

JOANNA KULESZA: That would be the ultimate plan, but I understand that that might be a long way ahead of us. So I'm looking for At-Large capacity development—

HEIDI ULLRICH: Actually—

JOANNA KULESZA: Yes?

HEIDI ULLRICH: Yes, go ahead, sorry.

JOANNA KULESZA: No, that was the gist of the question. So I'm thinking in small steps, whether we want this done for our own purposes at this point or whether indeed there is a speedy solution to that challenge that we could use.

HEIDI ULLRICH: As mentioned earlier, At-Large staff would go ahead and develop a sandbox for this group, for capacity building tool testing. And so that's

the first answer, for At-Large. On your point that you made on another call and have made again, the idea of a broader area of perhaps ICANN Org's website for capacity building tools across the SOs and ACs, I'm happy to raise that internally and see where that goes if that is something that you'd like me to do. Thank you.

JOANNA KULESZA:

Thank you very much, Heidi. Maureen.

MAUREEN HILYARD:

Thank you. Ideally, like we've got this capacity building and resources dashboard, which I assumed was the place where everyone in this group has a chance to look at what there is, contribute to the development of it, trial it if need be, those sorts of things on this particular resource development dashboard.

Then once it's actually been approved and then it gets shifted to the toolkit, which is really where I would like to see as many different resources as possible shifted to and taken out to the communities, and there's feedback that comes back from the communities as well so that, again, as part of this continuous improvement initiative that we've got within At-Large, is that we are continually looking at the resources that we're providing for our communities and then improving them as much as we can on a particular topic or within a particular area and putting them in the toolkit.

Once we can actually say this is something that we have been using in our communities and it works well, it might be appropriate for other

people to use. That includes our ICANN Learn courses and that sort of stuff, so that really, even though we might put it out to our communities, it doesn't just stop. It's not a completed work until we start getting really positive responses back from the community saying how valuable that was to them.

So if they're not getting those sorts of things, then we're thinking maybe it needs something else, maybe we need to put something ... So really, before it actually goes out to anywhere beyond At-Large, I'd really like to see that we actually have a decent range of resources that are actually valuable to the work that is done by our outreach team. This is the whole purpose of getting that so that our At-Large ambassadors, when they're going out to their communities and using this information, that it's actually meaningful to those which they're actually presenting it to. Thank you.

JOANNA KULESZA:

Thank you very much, Maureen. I think that is the perfect answer with [inaudible] using the Wiki capacity building dashboard as a drawing pad, so to speak, and then once we're ready, we can push that forward whenever the new tool becomes available. I think that's a perfect summary and a wonderful takeaway from this discussion we've been having, and I think that's initially the resource we need to look into as we move forward.

I'm wondering if there are any more comments or questions. We have four more minutes. Heidi making an AI. What would that AI be, Heidi?

HEIDI ULLRICH: Yes, Joanna, it would be on creating a workspace within the capacity building dashboard for this toolbox area to test the courses and the other tools.

JOANNA KULESZA: Okay. That sounds good. Again, I'm a visual individual so I'm looking forward to seeing what that would look like. But yes, of course, if that's something that would be useful, I'm happy to have that done as well.

HEIDI ULLRICH: Perfect thank you. I'll note that.

JOANNA KULESZA: Thank you very much. So it looks like we're making progress in the very technical sense, we know where we're working on and we know what we're working on. In terms of AI, I think it might make sense for Maureen, Jonathan and myself to meet again and make sure what is needed to create an ICANN Learn course. Does that sound roughly correct, Heidi in terms of the conversations we've been having? Heidi and Maureen, with regards to progress on the ICANN Learn course or courses?

HEIDI ULLRICH: Sorry, Joanna, I didn't quite catch that.

JOANNA KULESZA: An action item [inaudible] Maureen and myself meeting with Jonathan and Betsy to make sure we are on the same page when it comes to further ICANN Learn courses in terms of content and format. Would that be an AI we could take down as well?

HEIDI ULLRICH: Sure. I'm not sure if Betsy is needed at this point, but I'm in contact with her, but I'm happy to invite her. Thank you.

JOANNA KULESZA: Great. I'm happy to follow your and Maureen's lead on this, whatever would suit as best—

MAUREEN HILYARD: I think that we need to coordinate things. So that we're not actually doing too much more than we need to do, but that we're also making sure that we've also got enough that Betsy needs.

JOANNA KULESZA: Great. Sounds great. So we're looking forward to feedback from this group on the Google doc with regards to introduction to At-Large. Myself and Maureen will coordinate in terms of what courses are needed and are safe at this point, and we will produce results of that conversation to this group as we move on. There is a call for webinars group coming up tomorrow.

The next meeting, I understand we agreed on rotating the meetings. Once a month, if I recall correctly, every first Wednesday with rotating times depending on the Consolidated Policy Working Group. Am I correct?

HEIDI ULLRICH:

Michelle, do you happen to know that? We've just had a change in call support because of technical issues. Or Joanna, it might be that we just get back to you on that. We'll just confirm.

JOANNA KULESZA:

That would be perfect. Thank you. I believe it was Yesim making the actual arrangement the last time, but I'm happy to follow up with you. But tentatively, I would assume this would be the first Wednesday, probably of September because ICANN might be on holiday in August if I'm not mistaken. We will get back to you on that, whether this is going to be the first Wednesday of August or whether we would need to take a rain check because of the holiday season, but I understand that our— Cheryl is asking why would ICANN be on holidays in August. I don't know, I just assumed they have holidays at some point. But we will get back to you with the specific date. I understand there's a rotation of first Wednesday of each month, so if ICANN is not on holidays then I'm happy to adopt that schedule.

I don't see any hands up. Thank you, Cheryl, for clarifying. In that case, I will assume the rotation will take place as originally agreed upon. ICANN is not on holiday. Great. So that looks like indeed the first Wednesday of

August at a time adjusted to the Consolidated Policy Working Group to avoid a clash.

And with that, I think I'm safe to close the meeting, unless I've missed anything. Please let me know. I don't see hands up. Thank you very much, and thank you for joining us. Enjoy the rest of your day, morning, evening or afternoon. Thank you, everyone. Thanks for joining us. Thank you to the team, the translation team. Enjoy your day. Thanks so much. The meeting is adjourned.

MICHELLE DESMYTER:

Thank you, Joanna. Thank you everyone. The meeting is adjourned. Please take care and stay safe.

[END OF TRANSCRIPTION]