
CLAUDIA RUIZ: Good morning, good afternoon, good evening, everyone. Welcome to LACRALO communications working group call on Wednesday, September the 2nd at 23:00 UTC.

Today on the Spanish channel we have Sylvia Herlein Leite, Adrian Carballo, Melissa Saucedo, Harold Arcos, Gilberto Lara, Lilian Ivette De Luque who's about to join the call, and Raitme Citterio.

From staff, there is Silvia Vivanco and myself, Claudia Ruiz who will be managing the call. Our interpreters today are Marina and Claudia. And before we start, a kind reminder to please say your name before taking the floor for transcription purposes. With this, I give the floor to Sylvia.

SYLVIA HERLEIN LEITE: Thank you, Claudia. Very kind of you. Good afternoon, everyone. You're most welcome. I'm very happy that you're here with us and very happy that we were able to gather this group of people and invent, so to say, create this project which I think will make us closer, those of us who were always involved in LACRALO.

I am now speaking on behalf of the universal acceptance working group of LACRALO, and I see that my co-chair, Raitme, is also with us on the call. That's terrific. And let me now share with you the background of this, what this need is stemming from. This need I shared with Adrian and Lilian, and certainly, we discussed it with Sergio Salinas and Harold, the need for such a project.

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.

You probably know from our monthly calls that already before Montréal, we had been involved on universal acceptance issues, and we want to be what the global universal acceptance group defines as local initiatives. We were the first [and we are working on this.]

This local initiative project in our specific case, in the case of LACRALO, we want to replicate a project, a study conducted in Brazil, the universal acceptance ambassador for Latin America and the Caribbean has conducted in Brazil with the top 50 most widely websites in Brazil to check where they were with respect to universal acceptance.

The results of the study showed, as we've seen in our online webinar, Mark explained this to us, and we learned that most sites are not prepared for universal acceptance. So when Raitme took over as co-chair of our working group, we started developing the backbone of our project and we had this idea to work with 23 Latin American and Caribbean countries, particularly from Latin America.

We were going to check with our group members what universal acceptance looked like. Our goal was to find out through the study in 23 countries, instead of checking these top 50 websites most widely used, work with 100 websites. But we realized that we didn't have people duly qualified to do this, that we had to train them, that Raitme was not able to do this by himself. And then we noticed that there are many people in our region with technological skills but who lacked a deep understanding. Everybody knows what universal acceptance is, but they actually lacked a deep knowledge about it.

That is how, that is why this idea of the course started, and then we contacted the Capacity Building Working Group led by Adrian, and we definitely need people to take these courses. Lilian would be handling the course delivery. And in our conversations with the instructors—and Adrian will tell us more about this—there was this idea that once the course is completed, we noticed that we're not only going to have qualified people but volunteers who could become members of the global universal acceptance working group and could become ambassadors, because the only one now is Mark who speaks Portuguese and English, and he understands Spanish very well. But we still need more. Our region is huge, and we'd like to have Spanish speaking ambassadors as well.

So we had several conversations with Raitme and we came up with this idea of a course and we contacted people who are knowledgeable on how to organize courses such as Adrian Carballo.

So now I will ask Adrian to share with us what his working group role will be.

ADRIAN CARBALLO:

Thank you, ?Sylvia. I will start with a brief introduction. What is universal acceptance? What are we talking about? Some software, some IT programs do not make a proper recognition of domain names and e-mail addresses. Domain names could have characters in the top level that are not in the alphabet coming from [repertoire that is much vaster] than the ASCII characters. E-mail addresses [process, accept and

validate] the domain names based on the characters [they read.] This is just an introduction on our topic.

With respect to capacity building, in strict terms, as Sylvia said, we had already contacted four instructors, Raitme Citterio, Mark Datysgeld, Daniel Fink, and [inaudible]. When we started our conversations, I thought it would be timely reaching the technology communities through LACNIC, although there are institutions and companies or the academia itself, nevertheless, we have a formal agreement with LACNIC. We channel this proposal through LACNIC to see how we could work together to raise this issue in the next meeting they will have in October. There will be one course for technical people and another course for end users. And the technical course will have some oversight, and the intention is, depending on the number of topics to agree on the number of hours, and the platform which I guess will be Zoom for the classes, but what we have to do is to develop a workplan and open up this issue of universal acceptance to deliver further knowledge to the community in general which, as you very well said, many people may know the terms but not what it is or how it applies. So, it's very relevant for our region to gain knowledge through this training.

So we are going to be the local initiative which we are adopting to deliver knowledge to the region, and in the future, we're going to work with Sylvia and Lilian, and in this case, if LACNIC accepts—I hope they will—also with them or from other environments, universities and others to develop a program that will be useful and valuable for our region. This is all for now on my side and I'm certainly open to any questions you might have. Thank you.

SYLVIA HERLEIN LEITE: Thank you, Adrian. To complement what you've just said, let me say that we're only developing the backbone of the course. We'd like to have a course where the participants feel at ease with sufficient time to ask questions, to learn, to do hands-on practice. So even though it hasn't been defined yet, we are considering four two-hour sessions, for example, and depending on the number of people registered and how the course develops, we might have a second instance, a second part, because as Adrian says, we'll also have another call for end users.

A relevant note for the technical course targeting developers and such, the global universal acceptance group agreed to issue a participation certificate because that's very important for technical people to say, to prove that they've taken this course with people who are knowledgeable on this. This is a free of charge course, of course, but it requires time, so people should be acknowledged their time and issued a participation certificate.

I'd like to know if Lilian is with us to give her the floor.

LILIAN IVETTE DE LUQUE: Thank you, Sylvia. In fact, this intention to work with universal acceptance in Latin America and the Caribbean is a project that started last year. So this is a very important project that was designed by the IDN multilingualism and universal acceptance working group, and it requires teamwork of all groups.

Why? Because we intend to let people know what universal acceptance is about. So, through the communications working group, we want to provide support with the dissemination of this significant educational project involving as many ALSes as possible from our region. In addition, last year, we created a great database when we had scholarship program. We had 120 people registered, people who are very interested in topics like this. So with a proper dissemination and with adequate explanation of what this course is about, we might have a good outcome. So basically, continue working, developing the strategies required to join both the technical and end user interested people to make them join this educational project. This is basically what I wanted to say. Thank you, Sylvia.

SYLVIA HERLEIN LEITE:

Thank you very much, Lilian. I would like to add that Adrian has also got a slot in LACNIC so as to promote these courses, not just to people that is part of LACRALO and of course, Lilian will be in touch with the 60 ALSes so that they may act as a [inaudible] to which universities, developers in each country—there's nothing better than LACNIC to gather all technical people. So Adrian has made this contact, so we will be able to promote the course to other types of [groups] and to invite all technical people in LACNIC to participate in these courses.

Of course, they're open to everyone in the region willing to join this course. So this contact with LACNIC is really very important. This is a summary of this project that is certainly, given its first steps, we are confidence that it will be something very interesting, it will add value to

our region. And I don't know if there is any question or any comment you're willing to make.

LILIAN IVETTE DE LUQUE:

Sylvia, I forgot to say something. As you're aware, I'm part of the extended community of universal acceptance, and they thoroughly appreciate that Latin America is willing to commit and engage because there is no many Latin American people engaged in that. There's kind of lack of awareness.

So I think it's a good point. And perhaps an [inaudible] will be to have a Spanish-speaking ambassador. The last meeting was called off, but I will ask for real-time transcription and interpretation for the working group because you may have all the documents in Spanish in the page but there's no much presence. So I was willing to add that. And thank you very much, Sylvia.

SYLVIA HERLEIN LEITE:

Great, Lilian. So I'm convinced that after the course when people really understand about this topic, they will transfer what they have learned. They would like to become ambassadors. There is a program in the global universal acceptance group. There is an ambassador program, and just like us, they're volunteers. They don't receive any money for it. But there is a budget allocated to each ambassador so that they may participate at ICANN meetings and they may be part of the outreach project. So I think that this is really good, and [Dennis] will be one of the teachers. And I think that they will motivate our students because the

universal acceptance group is interested in spreading out the word about this topic.

When we talked about a local initiative, I've learned that they have put Latin America aside because they thought there'd be no people interested in that. But when I say we are willing to participate, we are interested in that, they certainly appreciated that and they're supporting us a lot. And certainly, they're looking at the course they're encouraged by this, and I think this project has the opportunity of becoming a successful story.

So, any questions, any ideas, any comments? Because we're just starting to prepare the topics to be discussed, so ...

SILVIA VIVANCO:

I have some questions, Sylvia. I wrote in the chat the page of the universal acceptance steering group, and I think that the certificate will be given by that group. Is that correct?

SYLVIA HERLEIN LEITE:

Yes, and we are speaking with Rodrigo de la Parra to find out if we may do something jointly. ICANN may give us something, but there is nothing official in this, so I know it has been done in some other regions, the UASG has given a certificate. It will be great to have two certificates, as a matter of fact. This is something that we have to confirm.

SILVIA VIVANCO:

The certificate you mentioned is not something for sure?

SYLVIA HERLEIN LEITE: Yes, they have agreed to that, but this is a LACRALO initiative, so we would like ICANN to have a participation in that certificate. Bu the universal acceptance steering group has agreed to the certificate.

SILVIA VIVANCO: Okay. So I think that it will be really interesting to understand or to have a kind of paper about the purpose, the scheme, the speakers so as to make a connection with the ICANN people that are in charge of this initiative. You know that El Bashir is ICANN staff now, and he's the program manager for universal acceptance. And Sarmad Hussain, a colleague of us, is also working on that. So we may certainly make the contact to tell them about this course with the paper I mentioned so that they may see if there's any kind of synergy. And we may do something in that respect. So, I would recommend you to put this in a document, perhaps a one-page document so as to circulate amongst our colleagues, promote it, and then start with [this train of thought.]

SYLVIA HERLEIN LEITE: Yeah. Great, Silvia. We have thought about that, as a matter of fact, because one of the speakers, and Dennis certainly on our side is part of the project, so he could make that connection. Our idea is that when we have everything ready, there's maybe taken to [other] RALOs because other RALOs I think need to be aware of this. So this is like a pilot project. But of course, Dennis is vice president of that group, and of course, he's in contact with Mohamed and Sarmad. Thank you very much, Silvia. Anything else? Sergio Salinas Porto, please go ahead.

SERGIO SALINAS PORTO: Hello everyone. I would like to congratulate you for the work you have done, because I think this is a great step forward, and I thoroughly encourage you to keep on generating more proposals for LACRALO. [Just this,] I wanted to say that so as to encourage you. Thank you very much.

SYLVIA HERLEIN LEITE: Thank you very much, Mr. Chairman, because your support is very well appreciated. Thank you. I don't know if Raitme wants to say something.

RAITME CITTERIO: Good evening, everyone. Thank you very much, Sylvia and thank you to all the members of LACRALO. Thank you for participating in the meetings. Thank you, ICANN, for your support. And I would like to make some comments so as to connect the dots.

When we made the first survey meeting a couple of weeks ago, [we found out that] we need some potential candidates. I should just mention [that by Dennis] and thanks to his [way along what] Sylvia has done with respect to the support they're willing to give us. We need to advertise this much more, so as to have more volunteers, that we may train them and they will be properly trained so as to become ambassadors and represent us appropriately.

There's certainly a long road ahead because the region is quite large and extensive, but I think that each of us has something to do so as to start connecting the links.

I also want to say that if possible, I would like to speak at least a bit about IDNs. That was my comment. Thank you very much.

SYLVIA HERLEIN LEITE:

Thank you very much, Raitme. Of course, and there's no doubt that IDNs are connected with universal acceptance. We certainly encourage our speakers to talk about that, because we have to seize the opportunity. These topics are very much related. So, thank you very much. Silvia speaks about the draft. We are preparing the basis. We held two meetings with the speakers, and we are preparing—we have [inaudible] material that [inaudible] in other regions [inaudible] available, it is in English, and we will need volunteers for translation because we need to translate this material. And the speakers will create material at the same time. This will be new material that will be written in Spanish.

So we're speaking about a course that will take [seven, eight hours, course] number one, and there may be a second course, but the speakers are the ones who have to decide about the order because the idea is to start from scratch. Of course, the course will be targeted and at technical community, so we will have to start from scratch the universal acceptance for the technical people and at the same time, the same speakers will start from scratch giving a course to end users so that end users may demand their developers say, "We did this, this is important, this is the future, this will save lots of time." So we will need that because we are LACRALO and LACRALO is the house for end users. So, end users should have a say and participate as well. Any other comment?

MELISSA SAUCEDO: Hello everyone. Everything you've said, I see it as a great initiative. Here, we are seeing a huge boom of ecommerce with people developing new websites. So we believe that [inaudible] great support. In terms of advertising, we are offering our help to disseminate it.

SYLVIA HERLEIN LEITE: This is great, Melissa. Very good news. Good to hear you.

MELISSA SAUCEDO: You're most welcome. Actually, the ministry of commerce of Panama has started a campaign to train both the technical and end users to implement best practices when they start their online business. So in our association, we have a liaison for the ministry of commerce. So that could be a way to publicize the effort.

SYLVIA HERLEIN LEITE: Of course. Certainly. Everyone is invited to participate.

LILIAN IVETTE DE LUQUE: I agree with what Melissa has said. Here in Colombia, I am a member of governmental chief officers with a couple of hundred municipalities in the network. That could also be a dissemination vehicle.

SYLVIA HERLEIN LEITE: Fantastic. With regards to Melissa's comments, Mariel from Paraguay has said that she knows a person who is an expert on ecommerce and who's interested, so we'll have people from Panama and from Paraguay engaged in ecommerce. You're welcome, Anahi, the co-chair of the Capacity Building Working Group who works very hard and helps us with e-mails and the rest. So you're welcome, Anahi. Alejandro Pisanty, you have the floor.

ALEJANDRO PISANTY: Thank you, and greetings to all. I wanted to note for the record the proposal made by e-mail for IDN. We might invite someone who knows the history of the language, the script, and how IDN developed. So, if anyone is interested in developing IDNs, that can be helpful. Thank you.

SYLVIA HERLEIN LEITE: Thank you, Alejandro. Very interesting. And this is pretty much related to what Raitme said. We're going to ask our trainers to include IDN as a topic and we might send an invitation to an expert to talk about this if you know anyone. Thank you so much.

ALEJANDRO PISANTY: Well, if you have in the list Mohamed El Bashir, you could ask him if he has his [inaudible]. If not, our colleagues from NIC Egypt were also involved in this.

SYLVIA HERLEIN LEITE: Okay. Thank you so much. I'm taking note.

LILIAN IVETTE DE LUQUE: Alejandro is right, this person from Egypt, [Abdelmonem,] is excellent.

SYLVIA HERLEIN LEITE: Great. We are adding people.

ALEJANDRO PISANTY: I think there was someone more recent.

LILIAN IVETTE DE LUQUE: Yes, you're right. He has a very long name. I think he's been there for two years.

ALEJANDRO PISANTY: Yes. Another option is to find someone such as James Seng who is one of the founders of this technology and he might have some experience on translation from Chinese alphabet. He's from Singapore.

LILIAN IVETTE DE LUQUE: That's right.

SYLVIA HERLEIN LEITE: Gilberto Lara, you have the floor, and welcome.

GILBERTO LARA:

Thank you, and greetings to all. If I may, I will make a comment and present some of my concerns. I've read on the chat that the draft will be for September 15. Is it going to be a course to be given public, open, or will there be any restrictions in terms of number of participants? In addition, the participants' profile should be specified to identify the sector, the group of users who want to target.

I say this because—let me give you this example. In El Salvador, we could join, we could send the invitation also with Guatemala and Honduras because we have partnered associations. Besides, all this profiling would be helpful to determine the invitation to participants as we are inviting high profile instructors for our courses. Parallel to that, we should have a significant number of participants.

As it is the first edition of the course, we should aim at having a great impact. The first impression opens or closes the doors for future versions. Just that comment I wanted to share with you. And if you may, Sylvia, perhaps you can give me some answers how invitations or how this registration will happen.

SYLVIA HERLEIN LEITE:

Thank you, Gilberto. Yes, we are discussing this together with the instructors. What the minimum requirements will be for instance for developers, what languages they should master. We are now discussing the topics, the minimum requirements with them. The instructors themselves will be the ones who will decide what profile they will have.

And with respect to the contact you have with other countries, Lilian who is taking note will contact you to reach those countries as well. As I

said, for this very reason, it is relevant for us to be present at the LACNIC meeting because they are the best to reach the entire Latin America and Caribbean on technical matters. Great, thank you. Anyone else?

LILIAN IVETTE DE LUQUE: Silvia is writing on the chat, there's difference. There will be one for technical users and another one for end users. Certainly, the language will be different because we cannot explain and speak to someone who has no idea on technical issues, though he's interested as to a technical person with qualifications. We are talking about this in our group.

SYLVIA HERLEIN LEITE: Thank you, Lilian. Exactly. There will be two courses. With Raitme, we found this need to train people to meet this commitment of ours to become a local initiative and replicate the project held in Brazil in the 23 Latin American countries. And after that, we realized that we had to involve end users. But these will be two separate classes. We're not going to mix people, because both groups will not feel comfortable working together.

Okay. As you know, we have a WhatsApp group, we have the e-mail, and the staff is always giving their support. They were able to set up this call very quickly. So if you have any idea, any comment, please have it sent to us, just as Gilberto did, because it is very important, it is the new thing, and as Gilberto said, the first version will let us know if this will continue or not. So, it is very relevant to reach as many as possible.

I'm not sure, I don't know what the limit could be if there is any technical restriction in the number of participants. I guess there isn't. So the more people involved, the better. And Lilian is counting on you of the dissemination of these efforts. It will be very important.

Okay, I see no further hands, so let me just close by thanking Marina and Claudia, our interpreters for today. I hope that the English channel will be heard, will be listened to, they'll learn about what we're organizing. and thank you all for your enthusiasm, for your energy, for answering my e-mails.

Now, I will not be the only one. Both Adrian and Lilian will be sent in [persistent] e-mails. So, thank you all, and let's move forward with this subject. Have a good night.

[END OF TRANSCRIPTION]