ALEJANDRA REYNOSO: Welcome, all, whatever the time of the day is for everyone. This is the ccNSO Council Meeting 172 on the 22nd of April, 2021, at 12:00 UTC. It is 6:00 AM here in Guatemala. This is my first meeting as Chair of the ccNSO, and I really hope I meet your expectations.

As Kim said previously, please remember to add, to your screenname, "ccNSO Council," so you can be spotted by the Secretariat and the rest of the audience.

Well, Kim, you already told me that we seem to be quorate. Is that correct?

KIM CARLSON: Correct. And we have two apologies—one from Giovanni and a tentative one from Javier.

ALEJANDRA REYNOSO: Thank you. I do see Javier now on the call, so he's here.

Okay. So I did send you through e-mail a link where all the materials for this call are available, but I'm posting it in the chat, too, so you have it ready in case you need to see anything.

I want to start with the introduction of the flow of the sessions and a few changes. So, when we discuss a topic, I will try to follow this structure. First, there will be an introduction of the topic, either by me or a fellow councilor. Then the floor will be open for questions and discussions on the topic. If there is a draft resolution, I will ask for a

mover and a seconder. For this particularly, I will please ask you to use the Raise Hand tool because that helps us see the order of the hands that are raised and we know who moves and who seconds. Then the floor will be open for questions and discussions on the resolution itself. If there are no more questions or comments, then we will start the voting.

For the voting, this time we will be more active, and I will ask you to use your Zoom tools. For a vote in favor, we will use the green check. To vote against, we will use the red cross. To abstain, we will use the white arrow sign, like "Slow down." And Jordan has demonstrated it already. Thank you. But I want to see if we all can find it. Let's do a check. So, can all councilors please select your green check?

Uh-huh. Uh-huh. And, again, during the meeting, if I don't see any reaction on the side of your name, I will ask you directly what your vote is. Also, when doing this, please wait until I say so because otherwise some checks have some delay to show up, and we need to see if everyone has voted. So thank you very much for the test. You can now uncheck your … What is it called? Your reaction. Thank you.

Okay. So, for the updates part, to make the most of our time together during these council calls, we will limit the updates to written updates, unless, of course, there is a need to provide a verbal update due to last-minute events or an important issue that needs to be consulted on with the council. For example, the SOPC had a meeting yesterday, which was the case, with the GNSO Standing Committee and Budget and Operations, we cannot expect them to give us a written update before the call. So a verbal update makes sense.

Another example would be, for example, when the MPC has informed us about plenary topics that have been proposed and they are requesting feedback. Sorry about my dogs. That will be a combination of written and verbal updates. Of course, the council mailing list will always be available to discuss anything that you see in the written updates. If any discussion needs to be discussed in a council call, it can be added as an item in the agenda if needed.

So, to do another test on our reaction buttons, how do you feel about this approach? Again, green check for being in favor, the red cross for against, and the white arrow/slow-down sign to abstain. And wait, please, until we see everyone's reaction.

Mm-hmm. Mm-hmm. I'm still missing a couple. Ali, I see your hand up. You want to say something?

You are on mute, Ali. So maybe wait a little bit? Okay. So I see everyone. Jordan, I didn't see yours.

Yeah, the dogs agree, definitely. Missing Mirjana and Jordan. But okay. I see many greens, so thank you very much. You can uncheck now. If at any point you feel like you don't find your reactions, well, please unmute your microphone and let me know that you cannot find it—or if you are against something. Just don't be shy. Thank you very much.

And Stephen checked the dog for the bingo card. Yes. A heads up for today. It seems Giovanni has sent his apologies. I would like someone from the SOPC that was, yesterday, in the meeting to give us a brief update but when we get to Item 12. So just a head's up if that is possible. If not, we can receive a written update.

So let's start with the business. So minutes and action items. Only one action item is pending, and it's scheduled for the next May council call. The Triage Committee will be involved in preparation of the item and will take on the role of overseeing the annual and monthly workplan and changes to the workplan. So nothing else there.

Moving to the next item, inter-meeting decisions, there's the appointment of Biyi Oladipo as member of the OISC, and the appointment of Javier Rua to the IGLC. Thank you very much for joining this work.

Now, moving to the ccPDP3: Part 1 (Retirement Update), please, Bart, can you provide us an update on the public comment?

BART BOSWINKEL: Thank you, Alejandra. The public comment period has closed last week, but there was a late submission by the Business Constituency. So, at the end, the working group received two comments—one from the Registry Stakeholder Group and one from the GNSO Business Constituency. Both agreed with the separation, meaning that the working group does not have to wait for the conclusion or the review mechanism to proceed. So you can expect a final report shortly for voting and for membership votes. And you'll receive it from me, in my role as issue manager. And that's about it.

With respect to the substance of the retirement proposals, there was a reiteration of previous comments, but they were already addressed in the previous comments' round. So there is no change in the policy or proposed policy itself either. So, effectively, no surprises. So expect

[inaudible] or the council report by May for voting. Then we'll go into the membership voting to conclude Part 1 of ccPDP 3.

Thank you. Back to you.

ALEJANDRA REYNOSO: Thank you very much, Bart. And now Part 2: Review Mechanism. May I ask Stephen to provide an update and to see how the webinar went?

STEPHEN DEERHAKE: Hi there.

ALEJANDRA REYNOSO: Hi.

STEPHEN DEERHAKE: I got very poor bandwidth here. I'm sitting in my car on the side of the road. I thought the webinars went pretty well. We had our last review mechanism meeting yesterday. We have adjusted our time for meetings to a constant time now based on participation. We had presentations by both Bart and Bernard with regards to focusing in on topics—one topic per meeting. That's the direction we're going to go in to do deep dives into the various topics that we have all defined as being on the table for the review mechanism. So we're going to embark on that process. And we have, I think, three meetings now between now and the next ICANN meeting. We are not scheduled to meet at the ICANN meeting, so we'd like to get a fair amount of work done in the next three meetings.

So that's where we are with that. Thank you.

ALEJANDRA REYNOSO: Thank you very much, Stephen. Then, moving on to IDN ccPDP4, may I ask Ai-Chin for an update and how their webinar went?

AI-CHIN LU: Okay. I think the ccPDP4 webinar is very good. [inaudible] IDN ccPDP4. After ICANN70, we [held a] ccPDP4 Working Group meeting. For thse two meetings, I think we focused on continuing discussion on IDN string selection criteria procedures and documentation. During the meeting, I think that we had a second reading on some sections and the related to the selection string or designated language. No contentious string was in the territory [in] a lot of things. For this part, I think the working group is concerned about designated language and it seems like the situation on Unicode and the IDNA2008 needed to be clarified. So the staff will prepare a revised text to be reviewed at a later stage.

We also had a first reading related to the general string requirement and the validations. I think the working group inputted some comment on technical criteria. After the meeting, staff will update this section based on the discussion.

I think the meeting went well. Thank you, Bart, for leading the discussion. Bart, do you want to add more?

BART BOSWINKEL:	Maybe one thing: that the Variant Management Group has started its work as well. So that's one of the subgroups. This subgroup has concluded, I would say, a deep dive into, what does variant management mean? So, if you have any questions, don't hesitate to contact us around variance management. We will gladly defer your question to the more knowledgeable people. Thanks.
ALEJANDRA REYNOSO:	Well, thank you very much, Ai-Chin and Bart. I wonder if anyone has any questions regarding any of our ccPDPs. Or comments.
	I see Javier put in the chat that the webinars were very good. Thank you.
	Okay. Then, moving on with the appointment of the chair of the OISC, according to the terms of reference of the OISC, the group should nominate the chair, which will then be appointed by council. Pablo was the only candidate nominated, seconded, and he accepted the nomination.
	Do we have any questions or comments regarding the topic?
	I see none and no hands raised.
	And we have a draft resolution. Please, using the Raise Hand tool, may I have a mover and a seconder?
	I see Stephen.
JAVIER RUA-JOVET:	I can move, Javier—oh, okay.

ALEJANDRA REYNOSO: And Javier seconds.

JAVIER RUA-JOVET: I can second then.

ALEJANDRA REYNOSO: Okay. Thank you. The draft resolution says the ccNSO Council appoints Pablo Rodriguez as Chair of the OISC up until his term ends. The Secretariat is requested to inform the OISC membership and list Pablo and such on the OISC webpage accordingly.

So any questions on the resolution?

I see none, and I see the heads in the cameras saying no. Okay.

So let's take a vote. Again, using your reactions, let's see how it goes.

And if for some reason they disappear, please put them up again.

I see Biyi and Jianking haven't put their … Okay. I see all green. But just in case, may I ask if anyone is against? Or anyone abstains?

No? Then all in favor. Thank you very much. We are experimenting with these reaction tools, so we'll see.

Next item. The council roles and responsibilities. We have 7.A. Its focus is on chairs and vice chairs. Here I wanted just to give you a summary on how we intend to divide our work among the vice chairs and myself. To put it in simple terms, the ccNSO has two views—an internal view as a

global platform for and by ccTLDs. It's looking to the ccNSO, to its community. That's the internal view. This is where Pablo and Jordan will emphasize their efforts. Pablo will focus on the outreach and engagement side through the OISC. And Jordan will be focusing on the priorities and the oversight of the workplan through the Triage Committee.

And there is—thank you, Jordan—an external view as a supporting organization with the ICANN structure-and as a decisional participant. This is where I will concentrate my efforts. That's how we intend to do our job.

With that, I go to 7.B: Adoption of roles and responsibilities of councilors. For this one, the councilors were requested to volunteer for a role and a related responsibility in a Google Doc that was circulated through the mailing list. Afterwards, it was split into two documents.

So, Kim, can we please display the overview of roles and responsibilities of the ccNSO Council? That's the one with the blue table.

Thank you. Can we zoom in a little bit? Because the letters are quite small. In any case, I will put in the chat the link to this document, just if it's easier for you to see it that way.

Okay. So here we can see how the appointments are so far. There have been a few minor edits from the one that was circulated. One of them is that the Triage Committee has an alternate member—Irina Danelia—who most likely will become a fourth member of the Triage Committee once they start working on the expanded role of the committee. Also, the OISC was added. The rejection action and approval

action process manager roles were merged into one. Also, please note that it will be only Nick will have this role and not Pablo and him. Those are the highlights of these roles.

Can we go now, Kim, to the other document? It's the overview of the ccNSO external appointments. I'm placing the link also in the chat for your ease to see it. Thank you very much, Kim.

So this is the document that will serve to centralize a way of keeping track of the external appointments. It will be a living document, since whenever we get a request for an appointment, we will add it to this document. It includes appointments of liaisons to ALAC and to the GNSO, NomCom, CSC, and the Fellowship Program.

At the bottom of the document, I've added a couple more groups that we missed in the one circulated before. That's the Root Server System Governance Working Group and the Community Representative Group to select the Independent Review Process Standing Panel.

Also, here are other appointments that have been done quite a while back, like the CCG Representative Advisory Committee to the IETF Trust. So Maarten Simon is there. Here's also where we have the member of the ECA placed. This is where I hope to be coached by the most experienced and knowledgeable person in this matter up to date. That is Stephen.

Stephen, would you like to share with us in a few minutes your over five years of experience in the ECA?

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STEPHEN DEERHAKE: Yes. Thank you, Alejandra. First indulge me for a couple minutes here. I want to say that I've been honored to have represented the ccNSO since the IANA transition in 2016. I also want to say that I'm also happy to be retiring from this role and retiring as the last chartered member of the ECA. Almost six years is a long time. I'd also be remiss if I didn't thank Katrina with entrusting me with this new and unchartered responsibility back in the day.

At the outset, I'd say there was a lot of give and take between the ECA and ICANN work and who got to do what when and who got to hold the pen. There were certainly some conflict between me and ICANN Org as part of that give and take in the early days. I ended up holding the pen for the ECA partly because I argued for it within the ECA and partly because the other members of the ECA were then and still are engulfed in battles within their own silos. That has historically resulted in high turnover within the ECA. It was a running joke whether I could report there was no changeover from one council meeting to the next.

I really felt at the outset—and I still do—that it's important that the ECA step up to their responsibilities and continue to take the lead and not delegate the required letter-writing to ICANN Org and [the] meeting organization to ICANN Org.

In my experience, with respect to the overall experience, the two highlights for me were the two approval action public forums that I shared, the first of which was at ICANN59 in Johannesburg in June of 2017, and the second at ICANN66 in Montreal in November of 2019, if I recall correctly. Ironically, they both involved really insignificant changes to fundamental ICANN bylaws, but that was not the point, particularly

with the first one. I really had to go and pound on the table with ICANN Org to make them take this seriously. It was a rather large fight in scheduling. [I] ended up compromising on an early morning timeslot, but at least we got them to acknowledge, and the precedent was set. I sincerely encourage you to be vigorous going forward in that, if you need to run another one of these, it needs to be held not over the telephone but in person, assuming we ever meet in person again, of course.

With regards to the first one, the other satisfying aspect was that it was Chris Disspain representing the Board. Its result was another example of the ccNSO community taking a leadership role in this crazy, newfangled Empowered Community structure back at the time. So that was nice to see.

With regards to the letter-writing, it's basically writing JJ and saying, "Yeah, rejection action happened, and nothing happened." Whoever within the ECA picks up the pen—be it Alejandra or another ECA member—I really think it's important that that correspondence trail stays within the SO/AC community and does not [refer] it to ICANN.org. ICANN Org just simply is cranking them out on your behalf.

Alejandra, I can provide you with my historical letter-writing volume offline. Don't be scared. It's not bad that. It's about nine per year, I think.

Anyway, in any event, thank you, all. It's been a privilege. Alejandra, I wish you all the best. Thank you.

ALEJANDRA REYNOSO: Thank you so much, Stephen, for all your hard work and commitment. We really appreciate it. It has been outstanding. If I may, I will ask for applause, if possible remotely. Thank you so much.

STEPHEN DEERHAKE: [Thank you so much].

ALEJANDRA REYNOSO: And don't think that you will get rid of me so quickly. I will intend to have you on my speed dial.

STEPHEN DEERHAKE: I'll answer.

ALEJANDRA REYNOSO: Well, thank you. Thank you so much.

So, with this, now I open the floor for questions or comments on the topic of the roles and responsibilities. Anyone would like to say anything or have any questions?

No? Okay.

So, we do have a draft resolution now, but, however, given the late changes, I want to give you an opportunity to digest the overviews and suggest that we take a decision online. Do we have any objections on that?

To try our new tool again, all in favor then to have an online decision?

I see yes. Yes from everyone. Okay. So approved. We will take it online. Thank you very much. Once again, thank you, Stephen.

So, moving on Item 8 (the ccNSO Council workshop), that took place on the 16th of March. We have the results of the workshop of effectiveness and efficiency of the council. Can we please, Kim, have the first slide of the Jamboard up, please? The one with the summary? Thank you very much.

So, in the end, there was a document circulated to you with a summary of the workshop and proposed activities to enhance the effectiveness and efficiency of the council. Here displayed on the screen now we have eight of them. There's a partnership with new councilors—like a mentoring program—translation services to service councilors and engage more ccTLD talent, and communication among councilors [through] multiple channels—for example, a WhatsApp group. In this particular one, I would like to propose to consider the utility of having a WhatsApp group to be able to give communication quickly to the group.

Also, #4 was virtual coffees—another proposal—between council meetings to enable us to have our social gatherings even via remote participation but still to be able to know each other better, especially now that we have new councilors. There's the outreach to the NomCom-appointed councilors to feel more welcome, and then the increase in collaboration with the regional organizations to make the relation more effective and, while in in-person meetings, the focus on relation-building to work better online, and, finally, the development of a living document for councilors on the main topics of interest so they're updated quickly.

So these are the activities that were proposed in the workshop.

What I would like us to do now is to do an exercise. This exercise will require us to put how much impact these activities have on the efficiency and the effectiveness of the council—is it high, medium, or low?—and the effort it will take to make this activity happen? Again, also high, medium, or low? With that result, then we can summarize what are the activities that require low effort and have a high impact. That's the low-hanging fruit or the things we should do right now because it's easy to do. Then we can prioritize the other ones. So, for this, we will divide ourselves in two breakout rooms, where you can—

UNIDENTIFIED FEMALE: Ale?

ALEJANDRA REYNOSO: Yes?

UNIDENTIFIED MALE: Before you move on, I believe there is a question in the chat. Irina is asking for clarification on #8.

ALEJANDRA REYNOSO: Oh, yes. Sorry, Irina. I wasn't looking at the chat. This was an idea on having, let's say, a Google Doc with the main topics that are being currently discussed within the council so new councilors can go right to it and get an update on those topics and have summaries or links to

resources, and it can be a way of getting on board quicker. That was the idea. If anybody remembers something else, please let me know now.

No. I think that was it. So that is the idea. Does that make it clear, Irina?

IRINA DANELIA: If you could give just one example of such a topic, it would be very helpful. Thank you.

ALEJANDRA REYNOSO: For example, what I can think about now, it's to have a summary of the ccPDPs already there; what is going on right now—not the whole document of the whole process of the ccPDP but where they're at now. That would be one. That would be one that I would add there.

BART BOSWINKEL: Alejandra?

ALEJANDRA REYNOSO: Yes, Bart?

BART BOSWINKEL: Jenifer has her hand up as well.

ALEJANDRA REYNOSO: Oh, sorry. Jenifer?

JENIFER LOPEZ: Irina, the idea is like half a guide to all councilors to be on the same page—everyone—so we can understand better ccNSO as well and participate more actively.

ALEJANDRA REYNOSO: Thank you, Jenifer. Okay, you got it now. Thank you, Irina, for the question.

BART BOSWINKEL: And Marie-Noemie has her hand up as well.

ALEJANDRA REYNOSO: Thank you. Noemie?

MARIE-NOEMIE MARQUES: Thank you. I would just like to support Jennifer's comment. I think that this was the idea I had in mind because I was one of the ones who proposed it. I think that, yeah, it would be good to have a sort of guide that would include a bunch of information that would be useful for the newcomers. For example, if we would like to deepen on that, maybe we could ask the newcomers, for example, what they are needing and what is missing in their view at the moment when they're entering the process. Maybe we already have a lot of information like that in the website or whatever, but we could have a guide that would summarize some starting-point information that'd be useful. So I agree that the risk

is to have a too-lengthy document, but at least we should try to see what would be the basic information that is needed for the newcomers. That's the point to me. Thank you.

ALEJANDRA REYNOSO: Thank you very much, Marie-Noemie. And, yes, this document, if I understand correctly, is the starting point to our topics. So it should not have all the information but links and resources that you can go to and go into a deep dive if necessary.

Any other questions?

Biyi?

BIYI OLADIPO: I just wanted to add my voice to what Jennifer and Marie-Noemie had said. When some of us joined the council, we struggled quite a bit with catching up with the things that are being done, and it looked like a foreign language to most of us. Then it took us a lot of time to catch up and come up to speed. So this document would be like some sort of councilor onboarding document which gives a brief of what has been discussed and what is going on and then has links that you can use to get that information, rather than having to go around and around and around, looking for [inaudible] or something. So I think it's a great initiative.

ALEJANDRA REYNOSO: Thank you very much. But now I will go to the exercise because this is the kind of discussion that I want you to have but in the breakout rooms. So here are the rules. There will be two breakout rooms. One will be Joke taking notes, and the other will be Bart taking notes. Please note that this is a councilors activity. All other participants are welcome to remain as observers. As such, please do not interfere with the activity. So observe, but that's it. So can we go to the breakout rooms?

KIM CALRSON: Yeah. Just as a reminder, the green group will stay in the main room with Bart, and then the yellow group will be in the breakout room. I'll go ahead and open the rooms now. Thank you.

ALEJANDRA REYNOSO: Thank you, Kim.

BART BOSWINKEL: There we are. Welcome to Breakout Room 1. So that's with me. The goal of the exercise is to understand what you … So you have a summary of the various initiatives and activities you identified during the workshop. So this is just an abbreviation of it. The first step is to identify and think about whether it's a high, low, or medium impact on the effectiveness and efficiency of the council—so, on your working methods, I would say, in general; whether it improves your working methods; so the effectiveness and efficiency of you as councilors. So it's not about the ccNSO in general. It's just about you as a council and what you think really adds value. So I'll go to this. So I hope you can see if I make

change. So I will put in a sticky note for with high, for example, and [save, Council,] and put it somewhere like communication channel. Can you see this? Yes, you do. So I'll go back.

So who may I give the floor to who wants to make a first comment/observation on what you think is a high on the activity? What is the impact benefit of, for example, mentoring of new ccTLD councilors? Who would want to start off?

PABLO RODRIGUEZ: Do we raise hands, or …

BART BOSWINKEL: Just speak up. It's just as easy.

PABLO RODRIGUEZ: Thanks. I would like to say that, in mentoring, the impact would be high because it's so much easier when you have someone that can help you and guide you on understanding a lot quicker what is happening regarding a particular topic. Of course, no one is going to make a decision on your behalf, but it will shed some light on what it is exactly that it entails—that particular issue or topic that is being discussed.

BART BOSWINKEL: Thank you. Anyone else on this particular one? We do have around twenty minutes. That's what Alejandra forgot to say. Anyone else who disagrees or wants to add anything on the impact of mentoring?

[NICK WENBAN-SMITH:]   Just in terms of mentoring, is this a smaller part of the general induction into the council when somebody joins in terms of … It's not just mentoring, isn't it? It's just to understand a bit about all of the other ways of working, where the materials are kept, where the notes are kept, the membership, who are the other people are. Certainly, I remember sitting down and [inaudible].

BART BOSWINKEL: That's already existing. I would say this is a change. Recall from the previous exercise that you had what needs to stay. So that was a plus, and this was a delta. So this is introducing mentoring. The rest will remain. So maybe that is the response to your question. So the assumption—

[NICK WENBAN-SMITH:]   Yeah, I get it. So is this formal or informal? I think to have somebody buddy up, if you'd like—an experienced councilor buddy up with a new councilor—if that's what's proposed, as Pablo says, is pretty to organize, right?

BART BOSWINKEL: We'll talk about the efforts [in a minute]. This is more the impacts. Do you see value in doing this? And, if so, it is high? Pablo sees high value. But do you agree with him that it's of high value, it has a high impact, and it's been very beneficial to the efficiency and effectiveness of the council?

[NICK WENBAN-SMITH:]   I don't know. I don't know if I'd agree. I think it could be, but it'd depend on who the people are and what the relationship is. And, obviously, anybody coming on to the council comes in with their own background. It's unusual, I think, for somebody to join the council with no knowledge of cc's or anything. So everybody comes into the council with their own background and network.

And I guess I wouldn't say mentoring is then answer to everything, but perhaps the chair should meet with all of the new councilors and say, "Well, what's your skills, background, and experience? And are there any gaps that we could try to address specifically?" and have perhaps a more tailored approach. That could include mentoring, but it might not. Right?

BART BOSWINKEL: I would say tailoring—I hope I spell it right—is more around what is needed to make it work—so, the effort.   Do you think that's a high, medium, or low effort?

[NICK WENBAN-SMITH:]   I think it's relatively easy to do because I think councilors are willing. I think this could be a quite useful area to get new councilors up to speed more quickly. So I think it would have a high impact and it wouldn't be that much hard work.

EN

BART BOSWINKEL:	So medium/low. That's Jordan said as well. Depends on how complicated you might things with the more effort you put into it. That's obvious as well. So effectively is should be medium/low effort, like Jordan said. Is that correct? If you look at it that way.
	Shall we go onto the next one: translation? Again, who wants to kick off on translation?
PABLO RODRIGUEZ:	I'd like to jump on that translation.
BART BOSWINKEL:	Go ahead, Pablo.
PABLO RODRIGUEZ:	Thank you. As someone who has seen how difficult it is for the Latin American or Caribbean—Latin American, mostly—to participate, they feel shy from participating because they're not English speakers—native English speakers). Consequently, translations will make a huge difference to get other people to participate, not only from English and Spanish but all of then other languages that we translate to. Right? So I strongly believe that it's going to make a difference in engaging other ccTLDs to participate, to engage, in the events related to our day-to-day work.

BART BOSWINKEL: Is this is also at the level of the council? Because we talk about council. It's not just about the broader community. This is specifically about council.

PABLO RODRIGUEZ: I see. Well, actually, if this is about council, I would say that the impact would be low. That's what I guess. I believe that most people [inaudible].

BART BOSWINKEL: Okay. Anybody else?

UNIDENTIFIED MALE: What is going to be translated here? Is it like a live audio translation [inaudible]?

BART BOSWINKEL: I have no idea. Somebody suggested this: that it would improve. And that's why we're doing the exercise. Somebody suggested to do translations and said … We can go back to the previous page. "Translation services to service councilors and engage more ccTLD talent." That was suggested by one of you.

[NICK WENBAN-SMITH:] Look, obviously we all understand about the language barriers, but is it that all of the council materials should be translated into all of the ICANN languages, even though we should have simultaneous interpretation and translation at meetings? What degree of this is

there? Unfortunately, English is the default language, but it could be a massive amount of effort and complication.

BART BOSWINKEL: Yeah. I'll put in that it's a high effort. Maybe it depends very much on the scope of documents—what scope and what needs to be translated. Is that a fair summary?

[NICK WENBAN-SMITH:]   Yeah. I suppose there's an issue which is that I think, within the councilors, everyone seems to be fluent in English. Even the non-English speakers have astonishingly good language skills from my perspective. I guess perhaps there's a barrier to getting on the council or effectively participating in any of the ICANN structures unless you've got pretty good fluency in English. I don't know whether we can wave a magic wand to fix that, unfortunately. But it's really sad that there are able and talented people who don't feel able to, or there's a barrier to participation, because of the native English piece. But I don't know if there's an easy solution to that.

BART BOSWINKEL: Yeah. Thanks. Ali, I see your hand is up. Is that an old one?

ALI HADJI: Just to add something about the language because I think translation is a barrier now. Sometimes I did have a good idea, but if I had this barrier, I could not give this. So we are councilors now, and I think we have many

people in our community behind us. If we have some issue of the language or that translation, I think it will be an issue for the next step of our actions or for understanding what we do now. Thank you.

BART BOSWINKEL: Do you see this, for example, in between the council and your community, or among the councilors themselves? Because we're focusing right now, among the councilors, on what is happening.

ALI HADJI: Only for ours—the councilors—because I'm not sure that all members of councilors understand well the English we're now using. If we translation, we will make an effort, and the councilor will be easy and comfortable for what we will do during our mission of that community.

BART BOSWINKEL: So would that mean that, in your view, it is middle to high (the benefit of translation)?

ALI HADJI: Excuse me. I didn't understand well.

BART BOSWINKEL: So, if you think about translations for the councilors, the benefit it, the impact for your work, would be high. So it would really benefit you.

ALI HADJI:	I think both. Not only for me, but both.
BART BOSWINKEL:	Yeah, for others as well. So I'll put in high as well and that it depends very much on … So low/high and "takes away threshold" and "allows better interaction." I'll put it this way.
	Okay. I want to go to the next one, please, unless anybody has a final say about this.
[NICK WENBAN-SMITH:]	I was just going to say, on the language doc, sometimes I find it very helpful to see the subtitles, where you can see it written down in text and not just listen to it. Sometimes, it's easier to take it in visually rather than to try to catch what someone was saying maybe quite quickly in a strong accent. Is that also within the scope of translation? Because it's different from translation but it might [inaudible].
BART BOSWINKEL:	It is. I know, for meetings, we do have real-time transcription. I think that's the way it's called. So I'll put it there as well. We're starting during this. So during ICANN70, we had, I think, automated real-time transcription, which looks like it really worked. It's definitely not a full transcription, not as good as in the past when you had transcribers, but this suffices specifically of the purpose, just to follow the discussions. So I'll put it there as well.

Can we move on to the next one, please: communication channels and updates? Anybody? So this is the WhatsApp channels for councilors. Anybody want to speak to this one, please?

JAVIER RUA-JOVET: Yeah. This is Javier here, if I may.

BART BOSWINKEL: Yeah. Go ahead. Of course.

JAVIER RUA-JOVET: I want to go in because I might go out. I think that's a very good idea. It's egotistically. I like it a lot personally. Automatically, where I came from in the ALAC or actually the At-Large community as a whole, there's a Skype channel there. It can be used for very formal stuff but also very informal stuff. One has to decide the rules of engagement in there. But it's good. And I think it's low effort.

BART BOSWINKEL: Yeah. And it's low effort. Okay. Anybody else? So the basic idea was, if you listen to what Alejandra said, creating two channels—one informal for conversations, and one just an alert so that you don't bombarded with e-mails because it's like using a sledgehammer to get, for example, you voting or alert you for this; it's using an out-of-band channel of communication, like a WhatsApp alert. That is the base of it.

JAVIER RUA-JOVET:	Just quickly, this rhymes or has a link with another discussion that we're having in terms of developing this intra-community more [inaudible]. The informal channel is great for happy birthdays and things like that, and that is something is good for teambuilding and that type of thing. So I really do like it.
BART BOSWINKEL:	Okay. Thank you. So both the informal and the formal. I will put it this way. Anybody else? Now, I saw a lot of support for this notion in the chat as well.
	So then we move on to the next item. That is virtual coffee breaks. So it's to, mid-session, have just an informal meeting. Just set a time and date. Whoever wants to join joins, just to have a, "What's going on?" maybe in different time zones, just to meet outside of these formal meetings. That, I believe, was the basic idea.
	Anybody? Impact benefit of such a meeting?
PABLO RODRIGUEZ:	Bart? Pablo again.
BART BOSWINKEL:	Yeah. Go ahead.
PABLO RODRIGUEZ:	I strongly believe that it will be high impact/low effort. I think it's high impact in the sense that it's a form of teambuilding and allows people to

establish those personal links and breaks barriers that will, at some other point, allow you to reach out when you have doubts, when you want clarifications. It is, as I mentioned, an excellent teambuilding exercise.

BART BOSWINKEL: Thank you. Anybody else?

JAVIER RUA-JOVET: Yeah. I fully support Pablo's comment. I think this also rhymes—it has a cadence—with the mentoring aspect because of what he mentions: the best thing to do good mentoring is having friendly diplomatic relations with people and being not afraid to ask a question. So I fully support Pablo.

BART BOSWINKEL: Thank you. So I'll leave it at that. If you look at the chat, there is strong support for that view as well.

Let's go to outreach to new NomCom appointees. Note—I don't know why it was raised—we do reach out, I believe. But maybe this is something for you, Javier: whether you think we need to do additional work beyond the point because this is beyond what we do on a regular basis. And I see Laura is on the call, in this group, as well. So maybe one of you [inaudible].

JAVIER RUA-JOVET: I wonder if this really a question for the OISC. Right? Maybe that's a decision to be taken down to that level—to the committee, to the outreach committee or something? Or is it for—

BART BOSWINKEL: This is for councilors.

JAVIER RUA-JOVET: Oh, I see.

BART BOSWINKEL: So we're talking about the councilors.

JAVIER RUA-JOVET: Well, I don't have an opinion right now. I have to think about it. I'm going to listen to the group.

BART BOSWINKEL: Anybody on this one?

PABLO RODRIGUEZ: Hi, Bart. Pablo here.

BART BOSWINKEL: Yeah?

PABLO RODRIGUEZ: As you all—or most of you—know, I served in NomCom for two years. I established an excellent relationship with the leadership there and continue to hold that leadership and continue to participate in WhatsApp groups—speaking of WhatsApp groups. So we have a NomCom [inaudible]. And we continue to participate in that. Many times, when we have questions about particular decisions, whether ccNSO or otherwise, I consult with them and they consult with me. But it's on an unofficial basis. Would it be higher impact if it's [inaudible]?

BART BOSWINKEL: I don't know. If I look at what is suggested, then we can change this, of course. What was suggested is outreach to NomCom-appointed to councilors to feel more welcome. That's why I've alluded to Javier and Laura.

PABLO RODRIGUEZ: I see.

JAVIER RUA-JOVET: Oh, okay. Sorry, I didn't get it. I think I would love it, but I think maybe it's not the best use of resources. I already feel that the outreach has been done, and the ccNSO has really opened its arms wide open. So I don't what else would be done, honestly. Doing the same thing that this great council has to me as I came in with future NomCom councilors—I'm sure that would happen. So I don't know if it's an extra effort to be done. I just [thank] the same great people you are already—we are.

BART BOSWINKEL: Yeah. Maybe Laura? Because I know we stepped up to it since …

LAURA MARGOLIS: Yes, I agree. I felt really very welcomed by the staff and also by my council fellows. So I don't feel there's very much to do on this point.

BART BOSWINKEL: Okay.

LAURA MARGOLIS: Thank you.

BART BOSWINKEL: Thank you very much. So I'll put in low and high if you really want to improve it. So it's one of those.

Next one. Increase cooperation with the ROs.

[KIM CARLSON]:   I just wanted to interrupt. We have about four minutes left. The other group has asked to extend it by five minutes. So we have about four minutes left before closing. They have finished 6, 7, and 8 and are working on 5 right now as well.

BART BOSWINKEL: Okay. So that's good because then we have a bit of an overlap. But at least then we have the reverse order.

Personally, I find this one very interesting: increase collaboration with the ROs. Again, this is not about the need of the ccNSO in general to increase the relation with the ROs. But this is about the effectiveness and efficiency of the ccNSO Council itself, that the increase in collaboration with the ROs would be beneficial for the efficiency and effectiveness of the council. So that's, I think, the point and the way to interpret the increase of collaboration with the ROs.

Anybody have a view on the impact benefit and on the effort?

PABLO RODRIGUEZ: Bart, Pablo here.

BART BOSWINKEL: Yeah. Go ahead.

PABLO RODRIGUEZ: I can think of that increased collaboration with ROs if we are to identify talent that perhaps could participate at some point as ccNSO councilors, but I don't think I understand well what we are being asked.

BART BOSWINKEL: That's why I looked for the clarification. The collaboration with the regional organization is very important, but if you look at the

effectiveness and efficiency of the council—that's what we're talking about—I think you should view it in that context.

Anybody else? So, if I understand you correctly, it's low impact.

PABLO RODRIGUEZ: Correct.

UNIDENTIFIED MALE: Bart?

BART BOSWINKEL: Yeah? Go ahead.

UNIDENTIFIED MALE: I agree. [inaudible] as a councilor, I think it's low impact, and the effort is unknown because we have to for our work in ccNSO. But as a council, I just don't think it's relevant, really.

BART BOSWINKEL: Okay. Effort is unknown. So effectively it definitely is a high effort because it will require far more research, etc., to really understand and check where it's needed. Do you agree with that interpretation of what you just said? Or you really want to keep it as an unknown.

UNIDENTIFIED MALE: I don't mind because I [inaudible].

BART BOSWINKEL: Okay. Thanks. I think we're almost done. Let's go to the end: focus on face-to-face relations you're building. I think that was a very interesting … If there is a face-to-face meeting, it should, first and foremost … What should be very important is to focus on relationship-building. That was a suggestion I recall from Jordan.

Anybody on anything about the impact benefit of this?

PABLO RODRIGUEZ: High. Low effort.

BART BOSWINKEL: High impact?

PABLO RODRIGUEZ: High impact. Low effort.

UNIDENTIFIED MALE: Yeah. It's essential, I think, to have face-to-face meetings.

BART BOSWINKEL: As soon as you have … Okay. Yeah, that's a caveat, of course.

UNIDENTIFIED MALE: As soon as we can, yeah.

BART BOSWINKEL: Yeah. Okay. So that means going out.

[KIM CARLSON]:   The rooms will be closing in one minute.

BART BOSWINKEL: Yeah. And the final one is what we discussed just before the meeting: develop a document with topic of interest. Now I'm preempting on some of the work that will happen. There will be monthly in the near future. We let it go for a while. So now, with the changing role of the Triage Committee, etc., it will happen. But I believe, from the call, that people … Anybody who feels that it's very helpful for their role in the council to develop such a document? Or maintain such a document; I'll put it this way. Anybody?

                       "Wouldn't hurt."

UNIDENTIFIED MALE: There's a wider point around the papers for council meetings being kept in a good state and circulated in advance and [inaudible] reference to those sorts of things. Hopefully, they should cover them. Otherwise, you'd end up with parallel sets of [inaudible].

BART BOSWINKEL: Yeah. So I'll do low and then high effort, as Jordan suggested. Low/medium, to be fair. Low/medium and then high effort because it is

maintaining. This is what I can see happening. That is the real ... Like everybody, everything, else, when you have something like this, initially it's nice and worthwhile, but once you need to maintain it, it's quite some work.

I think we're done. Thank you very much. I hope this was helpful, especially for Nick and Jordan. This is the impact benefit or effort analysis that was suggested for the triage as well for work items.

ALEJANDRA REYNOSO: Hello.

BART BOSWINKEL: Hello.

[ALEJANDRA REYNOSO]:   [Are you back]?

BART BOSWINKEL: And I didn't do the green sticky notes, which I should have done. Is everybody back?

ALEJANDRA REYNOSO: I think so, yes.

BART BOSWINKEL: If you agree, let me go quickly through the scoring.

ALEJANDRA REYNOSO: Javier, can you mute your microphone, please? Thank you.

BART BOSWINKEL: Let me go quickly through both the assessment of the impact and the effort. I think the mentoring was believed to be high impact and … Let me open up … It is increases understanding, etc., of new councilors. However, it depends very much on how you organize it and the tailoring. So it's middle to low effort as well. So it's not low-hanging fruit, but at the same time, it needs to be developed a little bit further to really understand and to add a value that people think about it.

Then translation. Again, we're talking about the council work—so the effectiveness and efficiency of the council. That was always the context in which these proposals were discussed. So, on the one hand, it was very much agreed that it takes away threshold, etc. At the same time, most documentation is in English and the discussions are in English. With the availability of RTT (and maybe in the future for council meetings)—real-time transcription—the impact was considered low to high. It depends a bit on your perspective. That was very clear as well. But at the same time, the effort, again, was considered to be high. So it definitely needs more work. We'll get there in a minute.

Communication channels. That was quickly done: high and low—so high impact and low effort. So [do it tomorrow.] So it's creating an informal and formal WhatsApp channel to keep people more informed and involved.

Virtual coffee. That was high and low as well. So it's good for teambuilding and building links and establishing links and breaking down barriers and, when it's really needed around council meetings, it would help. So, again, that was high/low.

Outreach to NomCom. We had two NomCom councilors in our group. That was low impact and high effort. If you think about it, what needs to happen in addition to what we already do … That was quite a compliment, I would say, from the two NomCom councilors in our group. They feel really welcome and probably understood as much as other councilors when they joined.

Increase collaboration with ROs. Again, this was specifically focused on the effectiveness and efficiency of the council. If you think from that perspective, it was considered low impact and high effort.

Focus on relation-building once we met again face-to-face. So it's first and foremost a focus on relation-building. Again, that was high impact and considered very important and beneficial, with low [effort].

Finally, developing a document on topics of interest was considered of low/medium benefit with high effort. One of the reasons why it was done so—I know this because of my other roles—is because, in the future, there will be a monthly update of the workplan, etc., where you will find documentation of what is happening. That will be either in a Google Doc or whatever format. And maintaining is definitely a high. So having too many documents floating around probably adds to the confusion. So that's why it's low/middle/high.

Maybe someone else from my group wants to add anything? I hope I captured it properly.

I don't see any hands up. Over to you, Joke.

JOKE BRAEKEN: Thanks, Bart. So what you can see now is the Jamboard that the other group discussed. We started from the bottom down—so from Topic 8—and then moved upwards. We didn't address # 4, 3, 2, and 1.

So, regarding #8—the development of a document with topics of interest—there was some discussion as well on what exactly this meant, and the discussion was reflecting in the pink Post-Its. Regarding #8, there was a comment that somebody needs to own this. It's a high effort probably at the start, but it will become easier after a while. Also, we need to make sure that it's up to date. In terms of the impact, it was considered to be of high impact but with a high to medium effort, potentially even becoming a low effort after a while.

Regarding Topic #7—focus on the relation-building and face-to-face meetings—that discussion was really short. We simply cannot implement it now. So that was one comment. The impact would be high, but the effort would be low.

#6. Increase the collaboration with regional organizations. There we had quite a long discussion and some comments that the there are already efforts to involve the regional organizations. ccTLDs do participate as well in their own regions. But the outreach to the regional organizations could be done in a more deliberate manner by involving the regional

organizations actively and not taking for granted that things are being distributed across those channels. Potentially councilors would liaise with the regional organizations and also there were some examples shared of how this happened in the past. The impact of this idea was considered to be high, and the effort low to potentially medium.

Then #5. Outreach to NomCom-appointed councilors. Also there was some clarification needed and some context that this needed to be seen in terms of the effectiveness and the efficiency of the council overall. A NomCom-appointed council … [From] one in our group[,] there was a comment that this particular suggestion was potentially already addressed in Suggestion #1 (the mentoring) or in Suggestion #8 (the development of the topics of interest), but then the also group also says this is not enough. Additional efforts towards NomCom-appointed councilors are needed. What exactly those are is up to the NomCom-appointed councilors to specify on what this exactly entails. The impact was considered to be high, whereas the effort was considered to be medium.

Then, in terms of the overall distribution, perhaps we could go to the next Jamboard. While you were talking, Bart, I already took some notes in terms of the impact effort analysis. So the next Jamboard is ready.

BART BOSWINKEL: May I ask a question to Group 2, please, regarding #6?

ALEJANDRA REYNOSO: Yes?

BART BOSWINKEL: It's more for Group 2. Were you focusing on the general interaction between regional organizations and the ccNSO or on the interaction between the ccNSO council and the … and looking at the effectiveness and efficiency of the ccNSO Council and the increase of the collaboration with the regional organizations? Because that really made a difference in Group 1. That's why they considered it low because this is where the main discrepancy is, if I just look at the points. But it's at least probably for discussion.

ALEJANDRA REYNOSO: Well, in the group, it was seen as how the regional organization can impact the participation on the ccNSO overall of several ccTLDs and how we could get them more involved than they are or at least be more proactive in asking them to do things. That's how we took it.

BART BOSWINKEL: I think that's a different point than what this exercise was about. That's more an OISC point of discussion than for the council itself. But that's probably why there is a distinction between Group 1 and Group 2 in this specific area: because … Thanks.

ALEJANDRA REYNOSO: Okay. So, looking at the time, are we going to see the summary? I'm not sure if [inaudible] now to have a summary.

EN

BART BOSWINKEL:	Joke filled it in. Can we go to the next frame, please? This is how it looks. Let me explain. So there is clearly—that's what's important—actions we can take or you can take directly with our support. So that's easy wins/low-hanging fruit. Once you adopt this formally, we can start doing, and probably in a week's time. For example, the WhatsApp channels can be organized after they become formal.

If you look at the other ones—outreach to NomCom—this is middle and very much [in] development. Both groups agreed it would be of high impact: the document. But it's definitely high effort. So it is about whether it really brings what you … And that's what the meaning is. That's why we put it this way. Probably [we should have] more thought on how to organize this and whether it really brings the effort you want.

Translations is probably, if you look at it, almost in the quadrant of money pit. If we're not very careful, we end up spending a lot of effort while it has a low-to-medium impact. So that was with respect to translations.

Then outreach to NomCom and increase to … So, from the yellow group, that was clearly a low effort. So, again, it was in the area of money pit. Don't put too much effort. But the green group—Joke's group—is more into outreach to the NomCom. It's definitely worth looking into. And mentoring is also in that area.

So, based on this, I would say outreach to NomCom, mentoring, and developing a document are clearly areas that need further research. And then, on the other ones, again, I would say there is clear low-hanging

fruit—for example, the WhatsApp channels—where the groups concurred.

Back to you.

ALEJANDRA REYNOSO: Thank you very much, Bart, for the summary. And thank you, everyone, for the exercise. I'm wondering if we can take a decision now because we do have a draft resolution. As Bart just mentioned, maybe we can take this decision online and have a summary in the mailing list. Then we can decide to implement the easy wins as soon as possible.

Do you agree that it would be a good idea to take this decision online?

Can I see green ticks? Or not, right?

I see some green ticks. Mm-hmm. Mm-hmm. And just for good measure, thank you very much for the green ticks.

Is anyone against taking this decision online?

I see none. Thank you, again, everyone, for the exercise and the input. We will continue this in the mailing list.

Now, next item. We have a letter to ICANN requesting translation of the written ccNSO course on the ICANN Learn Portal into all ICANN languages. The ccNSO Independent Review recommended, in Recommendation #8, that the ccNSO Council should request ICANN to translate the written ccNSO course in the ICANN Learn portal into all ICANN languages. This was based on the finding that many respondents

indicated that more could be done to enhance the orientation and onboarding of new and newer (less than two years) ccNSO members, as well as newly elected leaders.

So any questions or comments on the topic?

I see none. Using the Raise Hand tool, may I have a mover and a seconder?

I see Jordan move. And Sean seconded. Thank you very much.

So there is a draft resolution. The ccNSO Council supports the draft letter to the relevant ICANN executive staff members and requests its Chair to send it as soon as possible. The council requests the Secretariat to update the ccNSO review recommendation dashboard accordingly.

Any questions or discussion on the resolution?

Okay. I see none. So let's go for the voting. So, again, green tick for approve, red for against, and "slow down" for abstain.

Okay. I see Marie-Noemie abstains. Just in case, I will ask if anyone is against.

Okay. So we have approval with one abstention. Thank you very much.

I will move forward with the next item, that is the update on ECA and CSC. So, Stephen, any updates you would like to share with us now?

I think he's not on the call.

KIM CARLSON: It looks like he dropped. He was driving earlier.

ALEJANDRA REYNOSO: Yes. He said he had some issues with connectivity, too, so we will ask him offline.

So with the CSC, I do have the update. The CSC completed the review of the March report and found the performance excellent. That means all thresholds were met. So this is always good.

In other news, I also announced there that I will be stepping down as a voting member of the CSC to be able to focus on all my efforts in the chairing of the ccNSO. For this, there will be a decision online to decide to do the call for volunteers. That will be circulated by e-mail. Do not worry. While we find a replacement, I will continue with the work on the CSC. So no worries on that.

Any other updates from the Chair, Vice Chairs, councilors, ROs, or the Secretariat?

Okay. If none, we move to the update of the working groups. We have received written updates from the IGLC, from the OISC, and from the MPC. I did give a heads up before, but I want to ask now if someone from the SOPC would like to comment on the call that happened yesterday.

Yes, Irina?

IRINA DANIELA: Thank you, Alejandra. I was actually not prepared to provide this update, but just to say it in a few words, we had a joint meeting with the SCBO—this is a committee from the GNSO—dealing with the same issues as SOPC. While reviewing the ICANN operational plan and budget for the next period, we as SOPC did some ranking to identify which operating initiatives are considered most important for ccNSO by SOPC members. And SCBO did the same exercise. It was really interesting to compare the results of this ranking.

What really surprised me was that some initiatives that got the highest rank for cc's were not highly ranked for g's and vice-versa. But at the same time, a couple of them, like evolve and strengthening ICANN's multi-stakeholder model or universal acceptance were ranked more or less equally and comparatively high.

Based on this, we might consider in the future repeating this ranking exercise, probably involving the broader community. If I'm correct, Giovanni had an idea to bring it up to their council. Probably, this might give us the basis to better use our resources when reviewing the next ICANN plans and budgets and focusing on the areas which are of the most interest and relevance for the cc's.

That's probably what I'm ready to say right now.

ALEJANDRA REYNOSO: Thank you very much, Irina. Sorry for putting you on the spot.

Okay. Again, thank you for the update. Remember that ICANN71 is getting close very fast. So be aware of the update given by the MPC on our mailing list. We will have written updates from our liaisons.

For the meetings, there are the dates and times for our next council meetings, following our usual rotation.

I would like to go Any Other Business because we are one minute over the time. So does anyone have any other business?

If not, I thank you very much. This is the end of the council call. We all survived. So thank you very much. I'll see you next time. Thanks for joining.

[END OF TRANSCRIPT]