
CLAUDIA RUIZ: Good morning, good afternoon, good evening to everyone. Welcome to the incoming ALAC development session on Thursday the 18th of November 2021 at 17:00 UTC.

On the call today we have Maureen Hilyard, Joanna Kulesza, Laura Margolis, Raymond Mamattah, and Carlos Aguirre on the Spanish channel.

From staff, we have Heidi Ullrich, Silvia Vivanco, Gisella Gruber, Evin Ergodu, Michelle DeSmyter, Melissa Peters Allgood and myself, Claudia Ruiz on call management.

Our Spanish interpreters for today are Paula and Veronica.

A friendly for everyone to please state their name when taking the floor for transcription purposes and so the interpreters can identify you on the other language channels.

Thank you all very much, and with this, I turn the call over to you, Maureen.

MAUREEN HILYARD: Thank you, everyone, for coming today. Welcome. Good morning, good afternoon, good evening wherever you may be. I'm going to be very brief because we've got quite a full agenda on. Just to let you know the reason for this particular session and just for our newbies, I've always felt that one of the things that was missing as I was getting involved, just missing out on a little bit of an orientation and just introducing

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people to the way that At-Large operates. It took me years to finally understand how things worked, and especially as I was at that particular point in time also working with ccNSO and wide differences in the way that people operated.

I wanted to introduce you into our community and establish you in a comfort zone about how we work and operate. Just like other communities within ICANN, each group has its own particular culture around the way that they operate. I'm sure you've noticed that already. But I'm really hopeful that we can make you feel welcome into our community and part of the family as you all find that—I really enjoy working with other communities, but this is home for us and it is very much like a family with the people we operate with.

And we just want you to feel that you get familiar with the people who are involved, the staff members as well as the other leaders which you'll meet at a larger leadership team meeting we'll have in a couple of weeks or something. But that meeting is more to do with the working relationships we have with each other and what we're going to be involved in. This is just that starting off point and introducing you to everyone, and particularly staff who are very important in the way that we operate.

So briefly going through the agenda that we have today, staff will introduce themselves, their roles they play within our community. You're establishing who to go to for all the key things that need to be done within At-Large, and then having a little session with Melissa who just established a little bit more about what we want to do and how we

might do it. Then a bit of discussion time. We really want to hear from you as well.

So without further ado, we'll move on to Heidi. She can tell you all about staff and will start the program. Thank you very much.

HEIDI ULLRICH:

Thank you very much, Maureen. Welcome, everyone. A warm welcome to all of you new ALAC members. You're officially on the ALAC, and time is ticking. I know there's going to be another At-Large development session early in December, but we wanted to make sure you're aware of, from our side, who does what on the At-Large staff, and a little bit of an introduction to ALAC/At-Large community as well. Next slide, please.

Just an overview of what we're going to do in just a little over ten minutes most likely. I'm going to first start by giving you an overview of ALAC and At-Large. I'm going to talk about the various work that the ALAC does. We'll hand over to two managers who work with the regional At-Large organizations, and then we'll talk about the key approach, the three tracks that Maureen has brought into the At-Large community, and then we'll move to the operations support and some of the key information you'll need just to make your work with ALAC and At-Large much more efficient. Next slide, please.

I'll first introduce everyone. This is a photo from ICANN 61 in San Juan, Puerto Rico. Most of our team is here, so I'll hand over to Silvia. We'll go from left to right just to have a brief introduction.

SILVIA VIVANCO: Thank you. Hello everyone. Nice to see you. Welcome. I think some of you already know me. I'm Silvia Vivanco, based in Lima, Peru, and I work managing AFRALO, LACRALO and NARALO, and I've been with ICANN ten years. I'm very happy to welcome you to your new positions. Over to Evin.

EVIN ERGOGDU: Hello everyone. My name is Evin, I'm Turkish American, currently based in Houston, Texas. I primarily support At-Large with their policy processes and At-Large membership due diligence, and some communications. Looking forward to working with you all. Over to Gisella.

GISELLA GRUBER: Thank you, everyone. Wishing everyone a very warm welcome. My name is Gisella Gruber. I'm based in Bath in the United Kingdom and I manage the At-Large support team as well as two regions, APRALO and EURALO. I also deal with the scheduling of the At-Large meetings during the ICANN public meetings. In January 2022, it'll be 13 years with ICANN. I'll now hand it over to Claudia Ruiz. Thank you.

CLAUDIA RUIZ: Hi everyone. Thank you. My name is Claudia Ruiz. I've been with ICANN for about four years. I work with the support staff for At-Large and also support ccNSO. I live in Los Angeles in the United States and I speak English and Spanish. Thank you all. Next, over to Heidi.

HEIDI ULLRICH:

Hi. Just before I go to myself, I'll go back to the lady between Gisella and Claudia, that is Yesim Saglam. She's based in Istanbul, Turkey and she is the lead for the operations team. She's unable to be with us today.

My name is Heidi, I have been with ICANN for coming up on 13 years, so Gisella and I pretty much started together. I lead this amazing team. I work very closely with Maureen and the leadership and ALAC, and my overall responsibility is just the overall support of the whole At-Large operations. Over to Michelle.

MICHELLE DESMYTER:

Thank you, Heidi. Hello everyone. My name is Michelle DeSmyter. I'm remotely based out of Illinois, about two hours west of Chicago. I've been with ICANN for almost six years now. I support At-Large as well as the GNSO. This division provides me with a good overview of the two groups. I'm looking very much forward to working with you all. Welcome.

HEIDI ULLRICH:

Thank you very much, everyone. We call ourselves the A+ team because we pride ourselves on providing a highly professional support. So please always feel welcome to reach out. We would be happy to answer any of your questions or to guide you through any of your ... as you start your process, your path. Next slide, please.

I think this is a useful intro. Even though some of you have a long history with ALAC, just to understand the difference between the ALAC and the At-Large community, very briefly, the ALAC refers to the team members

of the At-Large Advisory Committee. Again, you're on the ALAC. And everyone else who's part of either an ALS or an individual member, part of a RALO leadership team, they're At-Large. At-Large plus the ALAC is the At-Large community. So that's a much larger community.

You'll see that through this organizational chart here, At-Large is a very globally dispersed bottom-up structure. Really the key strength is the ALSes, the At-Large structures, the grass roots for end users in all five regions of ICANN, plus the individuals. Then we lead on up to the five regional At-Large organizations. We'll hear a little bit about that momentarily.

Then again, the ALAC comprised of two elected or selected members from each of the five RALOs, and one each from the Nominating Committee. Starting in 2010, it went from a liaison from the ALAC to an At-Large elected director. That's currently León Sanchez who's also the vice chair of the ICANN Board. Next slide, please.

This is a great initiative that Maureen started, and it's dividing into all the work of the At-Large community into three tracks. You'll see that the three tracks are Policy, outreach and engagement, and operations. We'll go to Evin just to show you where you can find this. And if you're not all familiar, most of the work that At-Large does is all in our Wiki workspace. If any of the newbies wish to have a session as a group or individually about how to navigate our workspace, staff is happy to help you with that.

This is what we call the At-Large working group portal, and you can see the three tracks. The first is policy, and I'll hand over to Evin to talk about that. Evin.

EVIN ERGOGDU: Thank you, Heidi. We may have skipped a bit. Would you like to go over the RALOs first?

HEIDI ULLRICH: I'm sorry. Let's do this and then we'll go over to the RALOs.

EVIN ERGOGDU: Sure. For the ALAC policy advice development process—and Heidi noted the ALAC is an advisory committee within ICANN and it's able to provide both advice to the ICANN Board directly and also provide comments known as ALAC statements in response to ICANN public comment proceedings as well as cross-community solicitations for comments.

The ICANN public comment is a key part of the policy development process, allowing for refinement of recommendations before further consideration and potential adoption. Public comment is also used to guide implementation work, reviews and operational activities of the ICANN Organization.

The ALAC is also able to provide correspondence pertaining to nonconfidential topics within ICANN's remit, and those are directed to the ICANN Board, CEO, executive or staff. Summaries of ALAC advice

statements and correspondence may be found on the ALAC executive summary page which I'll share in the chat in a moment.

Within At-Large, as you can see on the screen as well, there are two working groups that are responsible for developing ALAC statements and advice in response to ICANN public comment proceedings. One group is the At-Large Consolidated Policy Working Group or CPWG which I think most of you are familiar with. It's co-chaired by Olivier Crépin-Leblond and Jonathan Zuck. They meet on a weekly basis to discuss ICANN policy issues and how they relate to the Internet end users. It was formed in December 2017 and it's got a great weekly attendance from all staff, community and ICANN Board. It's a great weekly moment for everyone to discuss end user policy issues.

The second group is At-Large Operations, Finance and Budget Working Group, and this deals with the organizational matters and develops ALAC statements in response to those topics. I'll also share in the chat a couple graphics that help illustrate how ALAC advice and statements are developed in the community. The first will be the ICANN multi-stakeholder advice development process which shows how the different advisory committees within ICANN approach policy advice, and the second is the CPWG position development process which shows how this particular working group and the community interact to assess and develop ALAC positions on policy topics related to end user interests.

I'll stop there and we'll share those links in the chat. Back to you, Heidi.

HEIDI ULLRICH:

Thank you so much. Again, just to highlight again one of the key groups that you might wish to be part of. I think Maureen would like everyone to be part of the Consolidated Policy Working Group, CPWG.

The second track is the outreach and engagement. It's a really fun group. Several groups here you might wish to be part of. One is the Subcommittee on Outreach and Engagement that actually has regional liaisons that we're going to be choosing in the next few weeks. [inaudible] who will be managing that, and Daniel Nanghaka is the overall chair for that.

We also have a Capacity Building Working Group. They work primarily on developing workshops for At-Large. And we have an exciting series coming up on intercultural communications and working as a global group coming up. Also in this track is the Social Media Working Group that does all of the work for the At-Large's very busy social media presence.

The last track is operations. Evin mentioned one of the key groups already, the Operations, Finance and Budget Working Group. They focus primarily on anything related to ICANN Org, the budget, operations documents coming up, the annual processes, and then under them is another group related to that, the Finance and Budget Subcommittee and they deal primarily with the additional budget requests. Later today, we're having a joint call of those two groups to actually launch the At-Large process for the fiscal year 23 additional budget requests.

Another group within this operations track is the ALAC Appointee Selection Committee. They're the ones who look over any of the

applications for At-Large representatives to various ICANN Org groups. So again, three tracks, policy, outreach and engagement and operations. I'll hand over now to Silvia and possibly Gisella to go over the RALOs. Thank you.

SILVIA VIVANCO:

Okay, I'll go over the RALOs quickly. As you know, the RALOs are a communication forum and coordination point from the ALSes in their respective regions. I'm going to just highlight one activity of the RALOs I manage, the AFRALO. What they're working currently is enhancing the individuals' rights on the rules of procedure. LACRALO, they are already planning fiscal year 22 activity, the civil society and government workshop, and they just welcomed a new leader, a new chair and secretariat.

NARALO is in the process of organizing a universal acceptance course with the Universal Acceptance Steering Group and ICANN Org, and the GSE group. And this is following the success of the LACRALO universal acceptance activity which was held in May.

There are many more activities that are being organized by the RALOs, but I'll quickly turn it over to Gisella to go over the RALOs she's managing.

GISELLA GRUBER:

Thank you very much, Silvia. I manage the APRALO region and at the moment, the region is focusing on the policy forum and the mentorship program. the policy forum has been lead by Justine Chew and the

mentorship program both by Ali Almeshal and Lianna Galstyan. And we had a call today, Naveed, so welcome, it was lovely having you on the call this morning UTC time. And EURALO, the European region, where at the moment we are focusing on the virtual general assembly which will be held in December this year and then we will be working on the 2022 to have a general assembly again, and we will see how that pans out with the global pandemic.

Again, this is very much an overview of what we're doing, but if we do have any questions, I'll be happy to answer them at the end of the call. Thank you. Back to Silvia to go over the ALSes and individual members. Thank you.

SILVIA VIVANCO:

Thank you, Gisella. As you can see on the slide, we have the membership snapshot, ALSes and individuals. Currently, we have an ever growing community, 251 organizations, and 153 individuals. And I want to point out that all RALOs now accept individuals in their organizing documents, and this was a key recommendation of the At-Large review.

LACRALO is also accepting individuals. It says there are zero. The reason it says zero is because they are considered at the moment observers under the rules. They will be individuals very soon once the application form and all the procedures are finalized, but they do accept individuals as well. So it's an ever growing community and we are very happy to see the community growing and the continued and renewed interest of the

Internet community to become member of At-Large. Thank you, and now over to Heidi again.

HEIDI ULLRICH:

Thank you, Silvia. We'll go back over to Claudia to do the final couple of slides. Very important because this is going to make your life a lot easier.

CLAUDIA RUIZ:

Hi everyone. Welcome. The support staff covers a large time zone due to where we are located. For the various mailing lists, we have already reached out to you to subscribe you to the main ALAC-related lists. If you wish to be added to any working groups, please contact staff. We will then send you a GDPR consent form which will allow us to add you to the mailing list.

Each ALAC member has a statement of interest (SOI). I'll put the link in the chat for you as a reference. Yesim will generally reach out to you to update your SOI. If you haven't done so already, please update that. That's very important.

Last but not least, we're scheduling our calls for the ALAC and the ALT Plus and most of the working groups, they are set on a rotating time to accommodate all regions, and those that we need to schedule, we will send out doodles. So please respond to the doodles in a timely manner to set those up, and also for the meeting invitations, those will be sent out at least a week prior to the meeting and we will send reminders out 48 to 24 hours and an hour before the call.

If you wish to have a dial out, please e-mail staff with your number and preferred language. As you may or may not be aware, all ALAC has Spanish, French and English interpretation. If you have any other questions, please e-mail us and we'll be glad to help you. I think that is it. The next slide is for our staff, our individual e-mail addresses and also for our staff e-mail, and those are our social media platforms, Facebook, Twitter and YouTube. Thank you very much, and over to Heidi.

HEIDI ULLRICH:

Thank you so much. And again, we're very happy to welcome you. We hope that this presentation gives you a little bit better idea of who we are, what we do and particularly how we can help you. So please feel free to contact us, we will be more than happy to assist you. Back to Maureen. Thank you.

MAUREEN HILYARD:

Thank you so much, staff. I hope our new ALAC members are more familiar now, especially if you see an e-mail coming from one of the staff, at least you have an idea of who they are and what role they actually play in the bigger picture of At-Large.

I now want to move on to Melissa who is—she'll explain what her role is within ICANN, but also just a familiarity exercise with everyone. Thank you very much.

MELISSA PETERS ALLGOOD:

Thanks, Maureen. So that was fast and furious from your wonderful At-Large team. I'm Melissa Allgood. My role is in conflict resolution. I sit

on the policy team just like everyone you just met, but I have a bit of a different role. I float in and out of different communities. I do mediations and trainings and generally try to help identify communication gaps and create some dialogue channels.

So I've had an opportunity to work a fair amount with your community over my two-year tenure here, and most of the ideas that I'm about to share with you, we shared at last year's SPS.

So Maureen asked me to come back and give you guys the opportunity to be on a level playing field with the group you're joining in terms of some of these ideas and tools that we're starting to see those various working groups and whatnot that the team was presenting on incorporating into their work within ALAC and At-Large more broadly.

I'll go through these things pretty quickly. Most of these ideas come out of the consensus playbook. Claudia is going to drop the consensus playbook into the chat for you guys as a resource. It is a lengthy document. If you haven't read it, I would encourage you to start with the executive summary that kind of gives a good snapshot. But you'll see there's a lot of connectivity between what I'm going to touch on and what's in there. Know that I'm always a resource, always available for questions, ideas, anything you may have. And your team knows how to get a hold of me.

So with that, I plan to talk about this for hopefully about ten minutes, so it's going to be really high level. Then we're going to move into a roundtable discussion. Maureen, as you mentioned, is interested in connectivity and having you guys connect more and everyone feel more

comfortable in your ALAC/At-Large family. I'll facilitate a bit of that discussion. So that's the thing that I think we're all the most excited about so we'll move through this pretty quickly. Next slide, please.

This deck really talks about these three areas, tools for meeting structure, I'll touch on those very briefly. Tools to improve dialogue, we'll spend a bit more time there. Then we'll [inaudible]. Next slide, please.

We're going to lean into the concept of getting process agreements up front and establishing group culture, and then meeting best practices and facilitating the process, I won't touch on too much today in the interest of time. Next slide, please.

Let's really be considering process agreements up front. We'll work on this exact issue in our next SPS session with the full ALAC in December, but ultimately, the concept here is establishing rules of your group. The goal is to have your group or committee agree upon and commit themselves to basic tenets. This allows everyone to be held accountable to the same standard.

You can also think of this as a concept of making commitments to one another and then being able to hold everybody to account, that way you're moving in the same direction.

So I've put some examples on the slide. You'll see this concept again, but these agreements we make to one another, participate in good faith, lead with respect, focus on the future and not the past. That can become challenging with this type of work that you all engage in. Agree to be prepared, to schedule and attend meetings. Those types of basic

fundamental tenets can be agreed upon and then you can build on those and create more specific ones. Like I said, you'll see more of this in the session in December. Next slide, please.

Group culture is a really squishy, soft skills kind of concept. Ultimately, I would argue that it really goes back to two-way communication. Being part of a group, you need leaders to trust you and you need to trust the leaders. And that can take time and effort to build. True trust isn't something that many can just readily give.

So we'll talk more about this. The consensus playbook talks about it a lot, incremental things that you can do, very tangible tips and tools that then cultivate that trust, things like having meetings be on time, being prepared, doing what you say you're going to do. Those types of things really do build upon one another. So except that the group to the ALAC broadly will be focusing in this area as well. Next slide, please.

We'll touch these quickly. Meeting best practices, your team along with staff does a great job of really being focused in what's the purpose of the meeting, what are we trying to get out of it, who needs to be there and what's the process to get to our end goal. That's always just a good tool to structure your meeting. You see a great job of that in the CPWG with Jonathan and Olivier. Next slide, please.

These are just good meeting tips. You can read these on your own, things to do before the meeting, after the meeting. If you get to a space that you're leading meetings. But it's always good to know these as well to be a good meeting participant. Next slide, please.

More meeting tips. The increased interaction, this is an area where your community is creative and innovative and often shines being really at the forefront of trying to find new ways to connect in our fully virtual space. So they are the expertise there, certainly not me. Next slide, please.

So facilitating the process. I'm really not going to touch on this one too much at this stage. We didn't do the SPS in two parts last year. But I wanted you to have all the information.

The consensus playbook, this is a top level of how it encourages leadership of a group, and it talks about this in depth across the entire consensus playbook. If you are in a spot where you are looking to build a group at some point or move into various leadership opportunities, group opportunities, I really encourage you to explore the facilitation tips and tools and the consensus playbook because they're pretty tangible and drilled down. And like I said, I'm happy to always be a resource to that end.

But let's go to the next slide, and this is where I'd like to spend a bit more time. It's about dialogues. And I think we're seeing this across the ICANN community, these communication gaps. Certainly a theme that we saw pretty clearly at ICANN 72, specifically at that kind of policy recommendation [inaudible] supporting organization in there in that space between the Board and the IRT. But those dialogue gaps exist all over the place, and we talked a lot in your community over the course of the past few years about because of your complicated structure, how there can be gaps in communication with the RALOs, with that two-way dialogue or navigating the ALSes. So this is something I really encourage

you to drill down and back to basics when we think about communication. Next slide, please.

We'll dive into active listening. If anyone has heard me speak, ever, I always use this slide. But active listening is a fundamental building block of understanding one another. And it's hard to do in person. It's even harder to do with language barriers, speaking two different languages becomes even more challenging for active listening. And then you put us in a virtual world and that's challenge on top of challenge.

But I try to not get frustrated by those types of things and just bring it back to basics. And here are your basics of active listening. Listen to your speakers' words but also look for their tone and nonverbal cues. The only way you can really see those is by turning on your cameras. And I love that across the community, we're seeing more of that. So to the extent possible—time zones—we always understand those types of things, but if you can, turn on your cameras when you're in these group settings because it is impactful and you can really learn so much about how the person is receiving your message, and that allows you to facilitate greater understanding and communication.

I'm the queen of nonverbal feedback. You can always see me frantically shaking my head or all those things, because you almost have to be a little bit bigger in the virtual world. But people do appreciate it because we can feel like we're just speaking into a vacuum sometimes.

More than anything with active listening though, I think the focus is really on asking questions. And I love to see across the community and certainly within yours, I really see you guys asking each other more

questions and trying to understand each other more and more, especially as the CPWG evolved its work. That's also the meeting that I attend more regularly. These active listening skills to understand each other really are the basis for communication. Next slide, please.

So along with active listening, we use summarizing, and a lot of us do this just naturally, and that's the concept of someone states their position and you summarize back, "What I heard from you is you like A, B and C, and you have a problem with D. Is that correct?" And that gives the speaker the opportunity to come back to you and say, "No, that's not what I meant."

Just this simple act can really help clear up a lot of misconceptions. And I think we're learning across the world, the ICANN ecosphere, that those little misunderstandings when we make assumptions can get really big down the road. And if we had nipped them in the bud so to speak earlier on, our communication could have been a lot more effective.

So I know this communication piece is a big emphasis of your leadership, so that's why I bring it up here. Next slide, please.

This group culture goes back to this two-way concept of communication, trying to listen and understand each other, and this then creates you as a deliberative body, because at the end of the day, as the ALAC, you are a deliberative body. So as long as you're leading with transparency, you're building that trust, being honest about your goals, your motivations for participation, where you can participate and where you're out of bandwidth. We hear bandwidth talked about so much, and understandably. We're all struggling with bandwidth for all

the reasons that are happening, both pandemic-wise and also how that impacts our personal lives in our homes. And I think the more that you can communicate those issues to one another, the more transparent you can be and forthright, the more effective you guys are going to be as a deliberative body because you'll understand where each other's gaps are and help each other, support each other to fill in those spaces. Next slide, please.

And again, as you do this, you identify your natural partners, you work to collaborate. One of the things we see so much across ICANN—and this does happen in the At-Large community broadly—is we find duplicative work. You'll see that on the next slide as well. But through better communication, more intentional and deliberate communication, we can start to close some of those gaps and not recreate the wheel over and over again.

So with that, let's skip the next slide. I apologize for that being so high level. But I want to get to this part. And this is, let's ourselves start to have a dialogue and to communicate and actively listen and all the things. We'd like to know, what brings you to ALAC? And those of you that are coming back, why are you coming back now? What is the motivation for you? What do you hope to achieve and how do you seek to contribute?

So let's take down the slides. I know all the questions. I'd like to have all of our faces. Thank you, Claudia. And to the extent possible, to turn on your cameras. Those of you that are joining the ALAC, please raise your hand, let's speak up and identify why you're here and what you're

looking forward to, and then we can get into it even further. Raymond, what brings you to ALAC, why now?

RAYMOND MANMATTAH:

What brings me to ALAC and why now? I've been engaged in the ecosystem for a while now, and we've been doing some outreach and engagement activities locally which I am really enjoying because it produces results. One of the major things we're doing is Ghana school of Internet governance, and I'm proud to say that this year, it has produced three ICANN fellows for ICANN 73. So it's one of the things I'm really enjoying.

And coming to ALAC and why now, it's by coincidence and per se, it is something that I think my engagement has built me up to. I was actually told to try the NomCom position and [inaudible] sure that I'm qualified for it. The person said yes, I should go ahead.

So I just went in, but going through the stages and the forms we're supposed to fill, I realized most of the things they requested, I have them. The experience, the engagement. And during the interview, I wasn't too sure of myself anyway, but the one who interviewed me told me I gave genuine answers. So the whole process for me was quite a scary and interesting one because I wasn't too qualified, but going through the stages, I realized that I have the experience that brought me onboard.

And I can say that I'm happy to be on Board because I see the opportunity to get more engaged and also to build my capacity for other engagement in the ecosystem, most especially to bring more Ghanaians

and Africans onboard, because I realize we don't have much Ghanaians that are engaging. If we look into the ecosystem now, how many Ghanaians can be mentioned? If we talk compared to east Africa where the Ugandans, Kenyans, Tanzanians are everywhere, so I think it is the right time to bring Ghana into the limelight and also to do more outreach activities that would bring other end users into the ecosystem.

And why now? I think this is the right time to be engaged, though it is a coincidence.

MELISSA PETERS ALLGOOD: Raymond, I appreciate your candor and honesty. That's what we're kind of hoping for with this discussion. So I'm hearing that you at this point really anticipate your area of interest being in that outreach piece and specifically Africa and Ghana, yeah?

RAYMOND MANMATTAH: Yes. For now, I'm enjoying the outreach, but I think it's too early to concretely say that is the only side that I want to engage in, because we are a few weeks into this role. So if I should pinpoint one, I might be wrong. But I'm enjoying the outreach and engagement for now. But with time, I'm sure I could pick other areas that I'll get more engaged in as well.

MELISSA PETERS ALLGOOD: Lovely. So you're interested in learning more and exploring more. Fantastic. Thank you for sharing. Laura, you have your camera on so I'm going to ask you the same big questions. What brings you here now at

this time? Because you've been in other parts of the community, right?
So please, the floor is yours.

LAURA MARGOLIS:

First of all, thank you for your presentations. I'm really happy to be here. I can tell you that Raymond talked about Africa and his country, and I am in the other side of the world, in Uruguay which is a very small country from the region of Latin America and the Caribbean, but we have many similar things.

What brings me now to ALAC? Well, when I just started to come to know about ICANN many years ago, my first meeting I attended was 2011 in San Francisco, and I wanted to get engaged, but I couldn't be part of At-Large, of LACRALO at that time because LACRALO wouldn't accept individual members and I wasn't part of any ALS that was part of LACRALO. So I wanted to get in but I couldn't. It wasn't so easy for me to get into ICANN. I know ICANN is always, "Come, come, participate, come to work." But for me, in my case, it wasn't a very easy experience because as I told you, I wanted to be part of the At-Large but it wasn't possible for me at that moment.

So now I can tell you that I am the first LACRALO individual member because I've been fighting with Sergio because Sergio didn't want the individual members [inaudible] at that moment. I'm talking about a few years ago, not about 2011. That was not my first meeting.

So he told me, okay, you will be the first individual member. Then I wanted to be part of the Business Constituency but I couldn't either because to be part of the Business Constituency, your company has to

have no more than 30% of the [inaudible] domain name registration, which I didn't get into that.

Then I tried to get from different [inaudible] someone suggested me to get into the registrar constituency, but I wasn't an ICANN-accredited registrar so I couldn't. I have a long history in ICANN. But when I went to Puerto Rico in 2018 I think, someone suggested me to apply for NomCom, and at that moment, there wasn't any ALAC LAC position available, so it was something for Europe and Asia Pacific, I can't remember now.

So I said, okay, I will try with the ccNSO, which was totally different, and I didn't think I was going to be the one elected, but I was there, so now I ended my term and I confess to you that I'm still trying to get disconnected from the ccNSO and trying to connect to ALAC, which is not that easy to leave one and get inserted in the other one. But I'm in that process. So here I am. I wanted to be part of the ALAC and user community, but it seems this is the moment.

MELISSA PETERS ALLGOOD: Thank you for sharing with us. Such an interesting journey. And I would imagine you're going to bring a multitude of interesting perspectives to the work. That's really exciting. It also makes me think of Tatiana, going from the GNSO Council over to the ccNSO. There's these big leaps going on. All very interesting. Thank you for that.

So we have left Naveed and Carlos. Would either one of you like to go? I think I'll call on Naveed because I saw Carlos's connectivity go back and forth.

NAVEED BIN RAIS:

Sure, I can go. [Nice to see you again.] I hope you remember we did a couple of fellowship mentoring sessions before [inaudible] and all that. So this is me. Incidentally, I'm wearing my ICANN fellows t-shirt. I've been an ICANN fellow a number of times, then on fellowship mentoring and all that, and I actually developed the fellowship guidelines in the past.

So I've been wearing a number of hats during last five, six years. Honestly, never thought about joining ALAC at the highest level on the user community. So I've been serving on the fellowship mentoring committee and just finished my role as the Standing Selection Committee member of GNSO. So last year, I spent on that. Before that, I've been with SSR2 review team, so we spent around three years making the review and all that with the whole ups and downs going on.

A friend of mine advised me to go for NomCom and choose the ALAC since I have a background with the APRALO and I presided over the ISOC chapters, have been the Board member of my ISOC chapter before. So I have this user affiliation and I've also been working with the NCUC and NCSG so kind of the user and always remained with me during this process.

I'm a technical person, a professor of computer engineering, residing in UA, but I'm from Pakistan. I just started this NomCom, the process was quite long and that gave me actually an experience of how that NomCom actually works. I could appreciate all the hard work and the stepwise selection and all that, though I never thought I would be the

one who got selected in the end. But here I am. So I look forward to working with some of the great names in our community that I always look forward to. And now being among them is a great honor for me and I really look forward to contributing to the best of my potential.

I won't take much of your time as it's almost the top of the hour. I can go on speaking, but I think it's better to stop.

MELISSA PETERS ALLGOOD: It is certainly all of your time, not my time. I do have a question, and Laura, I [still have] to ask you this before we finally go to Carlos. Naveed, are there areas right now that you know you're interested in diving into in the At-Large world generally or within the ALAC itself, or are you still feeling things out? Where do you land?

NAVEED BIN RAIS: I've been an active member of Subcommittee on Outreach and Engagement already on the ALAC, so I think I can contribute much into that. I'm an operations guy as well, so already, we have a meeting in one hour for the Finance and Budget Subcommittee. So I look forward to working in whatever capacity I may contribute. And we had a policy development workshop, the fellows and all that, so I have all the background for that as well. I can [inaudible] all that. So I find myself quite settled with all three streams that I see ALAC is doing. Would love to work in whatever capacity I can.

MELISSA PETERS ALLGOOD: I see Maureen nodding her head over there. Laura, I'd like to hear the same thing from you before we go to Carlos.

LAURA MARGOLIS: I also like outreach and engagement, but I feel already many people may be in that area. But I will be still figuring out where I can fit best, so I will be telling you during the next phase. And if there's any place where you need me—I was speaking something some days ago with Maureen—I will be happy to contribute. Thank you.

MELISSA PETERS ALLGOOD: Lovely. Thank you. Carlos, I understand that you used to be quite involved we this community and you're coming back. So please, the floor is yours. Share away.

INTERPRETER: Carlos's audio is coming and going.

MELISSA PETERS ALLGOOD: I am so sad. I really want to know what Carlos is saying. Do we think we can rescue the audio, or is this just a technical glitch?

CARLOS AGUIRRE: Hello. I don't have a good connection. I'm very sorry. I will tell you more about me next time.

MELISSA PETERS ALLGOOD: Okay. I think that that is lovely and fair. Carlos, we can't wait to hear about you. I'm very intrigued about what brings you back. So that allows us to actually end on time or close to on time. Before we wrap, I would like to ask, since you have some of your leaders here, Jonathan, Maureen, do you have any follow-up questions? Did I miss anything, or any wise leader words for your new team members?

JONATHAN ZUCK: I'm happy to say a few words. This is Jonathan Zuck. I think we met on the introductory Zoom that we had when you came on Board and introduced yourselves. I currently serve as the co-vice chair of the ALAC and I also serve as the co-chair of the CPWG that you heard about from Evin in this session. So obviously, I'm interested in encouraging all of you to become involved in one way or another in the policy discussions in which we're engaged, because they happen in a lot of different contexts.

In the CPWG, we begin by developing a position on a policy-related topic inside of ICANN and then volunteers go out into the community and evangelize those positions in a number of different ways, not the least of which is just hallway conversations or Zoom chats or other areas where we're trying to get a message across on behalf of individual end users.

Sometimes that participation is in a working group and there's different levels of participation in the working group. You can be a participant or an alternate or an observer. So there's incremental ways to get engaged in the actual activities of the At-Large community.

I think your actual work within the ALAC itself will be the smallest percentage of your work within the At-Large community generally. So look for things to participate in even if it's just starting out by listening, but the more familiar that you become with the issues that concern the At-Large community, the more you're able—whether through outreach and engagement or participation within ICANN meetings—to evangelize those positions and put them in front of people, whatever people you're in front of.

So don't be afraid to engage incrementally, ask questions, and be a part of the broader spectrum of activities in which we're engaged.

JOANNA KULESZA:

Jonathan, I hate to disappoint you, I heard [a lot of folks] speaking about outreach and capacity building. So nice pitch, my friend, but I see natural volunteers for outreach and capacity building. This is to say that whatever you find is of fancy to you, because that's the work that you do, the topic that you feel deeply passionate about, I'm certain that Maureen and the team can accommodate that eagerness. So just let us know where you feel comfortable.

We have experienced members this term, which I think is wonderful. So I don't think there's much explanation needed. Just let us know how we could help you and whether it's in an individual Zoom, Skype, WhatsApp chat, whatever you guys need, or if it's a small team meeting, a big team meeting, just drop by, ask your questions. And if you can support us in any way, that will be well accommodated. That's all I wanted to say. Thank you very much.

JONATHAN ZUCK:

I'll just speak up here quickly. There's no competition between policy and outreach and engagement, because policy is in fact what the At-Large community does with respect to ICANN and that outreach and engagement is to inform people about what's going on in ICANN, the issues that are being discussed, and hopefully particularly from an At-Large perspective. In other words, policy finds its way into any outreach and engagement activities that are out there because it's the job of the outreach and engagement work to better educate the public on what's going on inside of ICANN, what things are being discussed, what debates are happening and where they impact the interests of individual end users. So I don't feel any competition. I'm very excited that everybody is interested in outreach and engagement, and I know that you'll all get spun up on the issues of the community so that that outreach and engagement is well informed.

JOANNA KULESZA:

That's absolutely true. I was just joking. So Jonathan and myself, together with the finance group, we work together in trying to connect all the dots and carry comprehensive message across. It is more challenging in pandemic times. So great to have you guys on Board with all of the online working experience, and these three tracks indeed go hand in hand. So I was just teasing, Jonathan. You know I love you.

MAUREEN HILYARD:

I must admit this is making you feel welcome within our family, and it's good, healthy sibling rivalry. I'm very fortunate to have my two vice

chairs, Jonathan and Joanna here today, but also working alongside— and two very important go-to people. the three of us are always available if anyone's got any questions or queries. We're always here. Feel free to get in touch with us. Not a problem.

Okay, we're a little bit over time and we've got another meeting to go to. So thank you so much, everyone, for joining. Thank you so much, Melissa, for your presentation and for facilitating some really excellent dialogue. Really great to hear about everybody. There were things about you all that I didn't know before, and I think it's really helped us to gel together and learn more where the interests are but also, as Jonathan says, as you become more familiar with what's actually happening around you, then you'll actually be able to find that little niche area for you to settle into and really make a difference within At-Large. So thank you, everyone. We'll see you at the next leadership meeting. Bye everyone.

[END OF TRANSCRIPTION]