

Collaboration, Engagement, Community

ROUND 0

Question: What things we can do to improve collaboration? What we have done in the past that worked? What we could do in the future to improve?

- Increase visibility for ccNSO. Collaborate with ICANN, do cross community work. ccNSO has been inside its shell.
- Share technical knowledge? Share policy knowledge? What are the tools to use to increase collaboration.
- ccTLD news session, sharing experience, knowledge transfer, case studies, trends. We have common problems, common concerns. Collaboration will be important to find common ground and understanding and opportunity to discuss to solve problems.
- Knowledge transfer can be bottom up and top down. Collaboration has no direction. We have to teach other communities about ccNSO does.
- Some ccNSO has good relationship with their corresponding GAC representatives. GAC are discussing ccNSO topics without understanding the details. The result is no concrete outputs.
- ccTLDs are very diverse (gov to private model), effort to teach outside about ccNSO will learn about the legitimacy that ccNSO brings to ICANN itself. Contribute to internet governance. ccNSO is a parallel of multistakeholder model. Transnational conversations. Legitimacy.
- The translational mandate comes from ccTLDs. ccNSO has sovereign states, sovereign territories, private companies

ROUND 1

Question: What can we do to improve collaboration?

- TechDay
- Policy Forum is a good for policy transfer
- Helpful to share when ccTLD managers share their operation knowledge, with a operational focus, CSR session is interesting
- Focus on the pacific region, need our help, how to reach out to them and ccNSO is available to provide help. It is a friendly group
- Outreach, mentoring would help, so newcomers don't need to work out everything themselves
- Buddy system
- Caribbean that has little islands that may need mentorship
- We operate a two character TLD, there is no other commonality, the objectives are different
- Mentorship doesn't matter who you are
- From ccNSO we ran a case of mentoring. Someone comes to the ccNSO, in whatever role they have, try to have mentoring in order to understand the elections, procedures, etc. It would be more motivating for the newcomers to continue participating. Review the prior experience and see what can be done in the future.
- Mentoring will help engagement and involvement
- TechDay, people to present the technical results, what can others can learn from our experience, it is not specific to your operation, can generalize to other community

- There is disparity among the TLDs. Some TLDs have a lot of expertise, but some lack them. Find the mechanism to bring the gap of expertise.
- What we have in common is operator of two-character TLDs. If you have fantastic process of registration, but if it is run by the government and has little budget, and not selling the domain names.
- Improve the quality of the ccTLDs, some has no resources.
- Jamaica has zero resources and is not engaged in registering domain names.
- Giving free domains are not sufficient. Some bad actors will take advantage of it. DNS abuse. We need to start registering domain names and charge for them.
- Important to identify the nature of various ccTLDs to provide them with ideas that are digestible. Every TLD's objectives are different.

ROUND 2

- Identify that mentorship as a path to help smaller ccTLDs to gain knowledge
- TWNIC paper helped Pablo's research
- ccTLDs in the South Pacific Region need help, a number of islands that can benefit from knowledge transfer
- TWNIC has done a lot of case studies, for certain topics. Rarely to see a collection of all case studies. Create a library for case studies. Can find answers in the library. Need to find a place to make knowledge accessible, systematic, and organized.
- ccNSO library: knowledge repository
- Knowledge sharing is an avenue for ccTLD collaboration
- On the regional basis, share resources? Each ccTLD in that region will not need to duplicate resources? African region came up with an idea to say a pool of accredited registrars can operate across border.
- LacTLD created a WHOIS for the TLDs in the region.
- Create a platform that can facilitate cross border collaboration.
- ccTLDs can create a common platform to share information in the region, for capacity building, etc. How to increase my domain registration, what can I do? How to combat DNS abuse? I want a big server to manage the ccTLD, how to go about with it. That kind of information.
- Belgium's presentation on the CSR. Singapore has the same case. If you collaborate with the other ccTLD, you can solve the same problem.
- Commercial collaboration
- CSR Collaboration: It may be useful that for the other ccTLD to reference

ROUND 3

- Some ccTLDs are more advanced than others, and are in position to help others
- Mentorship in the form of knowledge transfer, technology and policy wise, both direction
- Creation of ccNSO library, knowledge repository, to store information on TLD ops, CRS, etc.
- How can we unit resources, efforts and initiatives to help each other commercially (e.g., a common WHOIS for the LAC region, can find what's available, what can be registered, perhaps can be done for other regions)
- What else can we do to increase collaboration among the ccTLDs themselves?
- Make it easier to copy each other's ideas
- Learn what they are doing, sharing info to junior people

- ccTLDs are not particularly thinking about applying for fellowship or nextGen
- Can have a ccNSO sponsored applications
- Learn how other ccTLDs do their business, marketing, cybersecurity, etc.
- Find ways to give each other projects, e.g., zoom master. Project management capacity building
- Wiki page on ICANN site, deposit stuff made for the ccTLDs
- Translate the materials regarding TLD ops in the seven languages that ICANN use
- It could be difficult to collaborate if translation is not provided
- Can have language community groups to enhance collaboration
- Exchange among ccTLDs' technical, legal, admin staff is key
- If we want to involve some regional organizations, can ICANN fund to support those?
- To create summary of work to easily engage incoming newcomers
- Share to certain extent regulatory environment. There may be slightly different from region to region. Not to duplicate the effort from neighboring country / territory.
- Global overview would be helpful to learn practices in regions far away. How to enhance long distance collaboration.