

## GNSO Communication Tools

### Executive Summary

#### **Introduction**

- Members of the Generic Names Supporting Organization (GNSO) and GNSO Council frequently use certain communication and collaboration tools to stay informed and conduct GNSO business.
- These include the ICANN Web site, newsletters and social media platforms; the GNSO Web site, “wiki” pages, mailing lists and teleconference services; and Adobe Connect.

#### **ICANN Web site**

- The ICANN Web site is a comprehensive source of ICANN news, information and documents. Its home page can be found at <http://www.icann.org/>.
- The public is invited to comment on virtually every substantial ongoing ICANN project, including its development of policies regarding the Internet’s Domain Name System (DNS). ICANN lists all topics currently open for public comment on its [Public Comments – Open](#) Web page.
- See Appendix 1 for a short list of useful ICANN Web pages.

#### **ICANN e-newsletters and social media**

- ICANN publishes a small number of “e-newsletters,” including the News Alert, Policy Update and Contractual Compliance newsletters. Sign up for them on ICANN’s [Newsletter Archive](#) Web page (click the Stay Connected link).
- You can also follow ICANN on various social media platforms, such as Facebook (at <http://www.facebook.com/icannorg>) and Twitter (at <https://twitter.com/#!/icann/>).

#### **GNSO Web site**

- The GNSO Web site contains a wealth of information and documents regarding the GNSO. Its home page can be found at <http://gnso.icann.org/>.
- Two of the site’s pages most useful to Council members are the [GNSO Calendar](#), containing a meeting schedule and past meetings’ minutes, and the [GNSO Project Status List](#), summarizing pending projects and Working Groups (WGs).
- See Appendix 2 for a short list of useful GNSO Web pages.

#### **GNSO wiki pages**

- A wiki is an easily edited Web page, making it an ideal tool for multiple users collaborating on a project.
- The GNSO Council, most Stakeholder Groups and Constituencies and GNSO WGs use wikis to update their members, collaborate on documents and conduct other work.
- The [GNSO Dashboard](#) wiki page contains links to all other GNSO wiki pages.
- See Appendix 3 for a short list of useful GNSO Web pages.

**GNSO mailing lists**

- The GNSO Council and WGs each have separate ICANN mailing lists that allow group members, along with the group's GNSO Staff, to be e-mailed simultaneously via a single e-mail address; non-members typically cannot be "subscribed to" these lists, but as these lists are publicly archived they can be viewed by non-members.
- The archives of these mailing lists are public, reflecting ICANN's commitment to transparency; they can be accessed from the [GNSO Mailing List Archives](#) Web page.

**Contracted teleconference services**

- Most GNSO Council and WG meetings are held as teleconferences, using commercial teleconference-service companies under contract to ICANN.
- Participants in most countries can call into a GNSO meeting with a toll-free telephone number. Participants in countries from which a toll-free number is not available may request a "dial-out" call from the GNSO Secretariat. Either way, participants incur no telephone charges.

**Adobe Connect**

- Adobe Connect is a Web-based conferencing tool that allows remote users to "meet" via their computers. Through Adobe Connect, they can perform meeting tasks such as following slide presentations and sharing documents.
- The GNSO Council and all GNSO WGs use Adobe Connect during their meetings, along with audio over standard telephone lines (see above).
- Some of the GNSO's Stakeholder Groups and Constituencies also use Adobe Connect during their meetings, along with standard telephone connections.
- To use Adobe Connect, a meeting participant, using any Internet browser and a link provided by the GNSO Secretariat, simply "enters" the dedicated Adobe Connect "room." (For instructions, see the [Adobe Connect Guide for GNSO Council Meetings](#).)

**Introduction**

Members of the Generic Names Supporting Organization (GNSO) and the GNSO Council frequently use certain communication and collaboration tools in their work. These help members stay updated on ICANN and GNSO activities, communicate with one another, hold meetings and conduct GNSO business in a number of other ways.

These tools include:

- The ICANN Web site;
- ICANN newsletters and social media;
- The GNSO Web site;
- GNSO wiki pages;
- GNSO mailing lists;
- Contracted teleconference services; and
- Adobe Connect.

***This document***

For new GNSO Council members and others not familiar with some or all of these communication tools, this document can be used as a quick introduction. For those already familiar with most of these tools, it can be used as a refresher course.

**ICANN Web Site**

The ICANN Web site is one of several public faces of ICANN, and one of the most comprehensive sources of ICANN news, information and documentation. The site's [ICANN home page](#) can be found at <http://www.icann.org/>.

Appendix 1 of this document contains a short list of ICANN Web pages that may be useful to anyone who would like to explore a variety of ICANN topics. ICANN Staff is regularly exploring new ways to make the information on ICANN.org more accessible and useful to the community.

***Public input into ICANN's work***

Input from the multi-stakeholder community is a vital element of ICANN's work, ranging from the review and revision of its internal processes to the development of policies regarding the Internet's Domain Name System (DNS). Community members and the wider public are given opportunities to offer comments at a number of points in virtually every substantial ICANN project.

ICANN lists all topics currently open for public comment on its [Public Comments – Open](#) Web page. From this page, anyone can submit a comment and view comments already submitted by others on a topic. The page also contains information about upcoming topics for comment and an archive of past topics and their comments.

**ICANN E-Newsletters and Social Media*****ICANN e-newsletters***

ICANN publishes several informative “e-newsletters,” including its News Alert, Policy Update and Contractual Compliance newsletters.

It is recommended that GNSO participants subscribe to all of ICANN's newsletters. This can be done from ICANN's [Newsletter Archive](#) Web page (click the “Stay Connected” link toward the bottom of the page) or the [ICANN Newsletters & News Alerts](#) sign-up page.

***ICANN social media***

You can follow ICANN on various social media platforms – perhaps most notably:

- Facebook (at <http://www.facebook.com/icannorg/>);
- Twitter (at <https://twitter.com/#!/icann/>);
- YouTube (at <http://www.youtube.com/icannnews/>); and
- Flickr (at <http://www.flickr.com/photos/icann/>).

### **Other ways to keep up**

Other ways of keeping up with ICANN include:

- Reading the [ICANN Blog](#);
- Signing up for [ICANN RSS feeds](#) – including the new [myICANN.org resource](#);
- Participating in ICANN’s Policy Update Webinars that are regularly scheduled prior to each ICANN meeting. Archives are viewable at: <http://www.icann.org/en/resources/policy/presentations> and
- Monitoring GNSO Council meetings. Meeting agendas and motions from the past five years are accessible at <https://community.icann.org/display/gnsocouncilmeetings/Meetings>

### **GNSO Web Site**

The GNSO Web site is an invaluable resource for GNSO Council and community members. The site’s [GNSO home page](#), found at <http://gnso.icann.org/>, is a good starting point when looking for all sorts of information and documents regarding the GNSO or its Stakeholder Groups and Constituencies.

Two of the site’s pages most useful to Council members on a regular basis are:

- The [GNSO Calendar](#), which lists GNSO meeting dates and times, as well as links to the minutes and recordings of past meetings; and
- The [GNSO Project Status List](#), which list of all pending GNSO Council projects, Working Groups (WGs) and other activities; and

Appendix 2 of this document contains a brief list of GNSO Web pages that may be useful to Council members, new or experienced, seeking to familiarize themselves with a variety of GNSO topics.

### **GNSO Wiki Pages**

A “wiki” is a Web page that allows its users easily and quickly to add, modify or delete content. This is done simply by editing the wiki page in a Web browser basically as if it were a text document. Hence the name “wiki” – a Hawaiian word for “quick.”

Due to its ease of use, a wiki is often an ideal tool for multiple users collaborating on projects or tasks. In addition, different users may be given different levels of access. For example, some users may be allowed only to view a wiki, while others may be able to edit or comments on its content.

The GNSO uses Atlassian Confluence software to create and revise its wiki pages, as do ICANN’s other Supporting Organizations (SOs) and Advisory Committees (ACs). (For more details, see the [Confluence Tutorial Videos](#) on the main [Confluence Web site](#).)

### ***The GNSO’s use of wikis***

The collaborative work of many groups within the GNSO is assisted by the use of wikis. These groups include the GNSO Council, most of its Stakeholder Groups and Constituencies and all GNSO WGs.

GNSO WGs, for example, use wiki pages to keep their members updated, to work together on documents and to conduct other aspects of their work between meetings. This can be done easily because, typically, all of a WG's members and Staff may edit its wiki.

The public, on the other hand, may view, but not edit, all GNSO wikis.

The [GNSO Dashboard](#) Tab on the ICANN Community wiki contains links to all other GNSO wiki pages. Indeed, it can be used as a table of contents to GNSO wiki pages.

Appendix 3 of this document contains a brief list of GNSO wiki pages that may be useful to GNSO Council members, new or experienced, and anyone else seeking information regarding the current projects of the GNSO Council, WGs, Stakeholder Groups and Constituencies.

### ***GNSO Web page vs. wiki page***

Various groups within the GNSO, including the GNSO Council and most of the Stakeholder Groups and Constituencies, find it useful to maintain both regular Web pages and wiki pages. These groups use regular Web pages to share basic and relatively "static" information that rarely needs to be changed. These same groups use wiki pages – easier to revise than regular Web pages – for information that they frequently must change because it concerns progressing projects or evolving topics.

For this reason, the GNSO Council and most of the Stakeholder Groups and Constituencies have regular Web pages listed in Appendix 2 of this document and wiki pages listed in Appendix 3.

## **GNSO Mailing Lists**

The GNSO Council and WGs (including Work Teams, Drafting Teams, etc.) each have a dedicated ICANN mailing list that allows the group's members to be e-mailed simultaneously via a single e-mail address. This is an easy way for individual group members or a group's GNSO Staff to communicate with the entire group.

In addition, the GNSO Stakeholder Groups and Constituencies maintain their own mailing lists for their members.

### ***How the GNSO Council and WG mailing lists work***

The mailing lists of the GNSO Council and WGs include not only the members of each group but also the GNSO Policy Staff members who support the group. Typically, all those enrolled in ("subscribed to," to use Internet jargon) a mailing list not only receive e-mails to the list but also can send e-mails ("post messages") to the list.

The GNSO Secretariat subscribes members of each group to the appropriate mailing list. Non-members typically cannot be subscribed to one of these mailing lists.

Cleverly, every e-mail sent to the same GNSO mailing list automatically gets the same, standard “prefix,” in brackets, at the beginning of its subject line. (For example, “[council]” is automatically placed at the beginning of the subject line of every e-mail sent to the GNSO Council mailing list.) This allows for the easy identification of all e-mails sent to the same mailing list.

### ***The GNSO Council and WG mailing list archives***

The archives of all GNSO Council and WG mailing lists are public, reflecting ICANN’s commitment to transparency. These mailing lists are accessible from the [GNSO Mailing List Archives](#) Web page. For example, anyone can access the past e-mails sent to the GNSO Council mailing list by going to the [GNSO Mailing List Archives](#) page and clicking on the [GNSO Council Archive](#) link.

## **Contracted Teleconference Services**

Most GNSO Council and WG meetings are held as teleconferences, facilitated by commercial teleconference-service companies under contract to ICANN.

### ***Participating in a GNSO teleconference***

Regardless of which teleconference service is administering a specific call, the procedure for GNSO participants is basically the same – and quite simple:

- Participants in most countries may call into a GNSO teleconference meeting with a toll-free telephone number. Once connected, the participant is asked for a “passcode” or conference identification number.
- Participants in countries from which a toll-free number is not available may request a call (a “dial-out,” in GNSO jargon) from the teleconferencing service in order to join a GNSO meeting. This is arranged through the GNSO Secretariat.

With either method of participation in GNSO teleconferences, the goal is to ensure that no GNSO participant incurs any telephone charges.

During these teleconferences, assistance is available from the GNSO Secretariat, other GNSO Staff members and/or an operator from the teleconference service.

### ***Country-specific call-in telephone numbers***

Here is where to find the country-specific, toll-free telephone numbers used to call into GNSO meetings:

- For GNSO Council meetings and other GNSO teleconferences administered by Verizon Conferencing, the call-in numbers are listed on the Council’s [Call-in Numbers](#) wiki page.
- For GNSO teleconferences administered by the Adigo Telecom Group, the call-in numbers are listed on the [Adigo.com/ICANN](#) Web page.

## **Adobe Connect**

Adobe Connect is a Web-based conferencing tool that allows face-to-face and remote users to perform meeting tasks via their computers. These tasks include:

- Following slide presentations;
- Sharing, reading and even collaboratively editing documents; and
- Instant messaging each other and the group.

The GNSO Council and most GNSO WGs use Adobe Connect during their meetings. It is used in conjunction with audio over standard telephone lines, administered by a teleconferencing service (see above).

ICANN also makes Adobe Connect available to the GNSO's Stakeholder Groups and Constituencies. Some use it regularly during their meetings; including the Non-Commercial Stakeholder Group (NCSG) and Commercial and Business Users Constituency (BC).

### ***Using Adobe Connect***

To use Adobe Connect to participate in a GNSO meeting, a meeting participant must first "enter" the dedicated Adobe Connect meeting "room." This is the Adobe Connect interface that appears in his/her Internet browser.

Instructions for entering an Adobe Connect meeting room can be found in the brief [Adobe Connect Guide for GNSO Council Meetings](#). To follow these instructions, the participant needs the Web address of the room's log-in page, a user name and a password, all of which are provided by the GNSO Secretariat. (In this instruction document, the Web address of the log-in page for the GNSO Council's Adobe Connect meeting room is used as an example.)

In the participant's browser, the Adobe Connect room appears as a set of differently sized windows containing different content, such as the meeting agenda, a list of logged-in meeting attendees, instant messages exchanged during the meeting and a shared document or slide presentation.

For further instructions on Adobe Connect, please see the [Learn Adobe Connect](#) page on the main [Adobe Connect](#) Web site.

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## Appendix 1: Basic ICANN Web Pages

Below is a list of basic ICANN Web pages useful to those seeking information on ICANN.

ICANN home page

<http://www.icann.org/>

About ICANN and ICANN Welcome

<http://www.icann.org/en/about> and <http://www.icann.org/en/about/welcome>

ICANN Announcements

<http://www.icann.org/en/news/announcements>

ICANN Archives

<http://archive.icann.org/en/documents/>

ICANN Blog

<http://blog.icann.org/>

ICANN Board Activity

<http://www.icann.org/en/groups/board/documents>

ICANN Bylaws

<http://www.icann.org/en/about/governance/bylaws>

ICANN E-Learning

<http://www.icann.org/en/about/learning>

- Includes educational podcasts, webinars and audio briefings.

ICANN Glossary

<http://www.icann.org/en/general/glossary.htm>

ICANN International Meetings

<http://meetings.icann.org/>

ICANN Newsletters Sign-Up Page and ICANN Newsletter Archive

<http://www.icann.org/en/newsletter/> and <http://www.icann.org/en/news/newsletter>

ICANN Policy Information Area

<http://www.icann.org/en/resources/policy>

ICANN Public Comments – Open

<http://www.icann.org/en/news/public-comment>

ICANN RSS Feeds

<http://www.icann.org/en/news/rss>

<https://www.myicann.org/>



## Appendix 2: Basic GNSO Web Pages

Below is a list of basic GNSO Web pages useful to those seeking information on the GNSO.

### GNSO General

GNSO home page

<http://gns0.icann.org/>

GNSO Announcements

<http://gns0.icann.org/announcements/>

GNSO Calendar

<http://gns0.icann.org/calendar/>

- Includes a schedule of meetings, plus links to past meeting minutes and recordings.

GNSO Correspondence and Presentations

<http://gns0.icann.org/correspondence/>

GNSO Drafts and Working Documents

<http://gns0.icann.org/drafts/>

GNSO Glossary of Acronyms

<http://gns0.icann.org/acronyms.html>

GNSO Mailing List Archives

<http://gns0.icann.org/mailling-lists/index.htm>

GNSO Project Status List

<http://gns0.icann.org/meetings/pending-projects-list.pdf>

### GNSO Council

GNSO Council Abstentions: Notification Form

<http://gns0.icann.org/council/abstention-notification-form-en.htm>

GNSO Council Abstentions: Visual Procedures Map (Abstentions, Absences and Vacancies)

<http://gns0.icann.org/council/visual-procedures-map-en.htm>

GNSO Council Administrative Documents

<http://gns0.icann.org/council/docs.html>

GNSO Council Members

<http://gns0.icann.org/council/members.html>

GNSO Council Resolutions

<http://gns0.icann.org/resolutions/>

GNSO ICANN Board Directors

<http://gns0.icann.org/council/icann-participants.html>

GNSO Operating Procedures

<http://gns0.icann.org/council/gns0-op-procedures-08apr11-en.pdf>

GNSO Working Group Guidelines

<http://gns0.icann.org/council/annex-1-gns0-wg-guidelines-08apr11-en.pdf>

## **GNSO Stakeholder Groups and Constituencies**

Commercial Stakeholder Group (CSG)

<http://gns0.icann.org/about/commercial.htm>

Commercial and Business Users Constituency (BC)

<http://gns0.icann.org/commercial-and-business/>

Intellectual Property Interests Constituency (IPC)

<http://gns0.icann.org/intellectual-property/>

Internet Service and Connection Providers Constituency ISPCP)

<http://gns0.icann.org/internet-service-and-connection-providers/>

Non-Commercial Stakeholder Group (NCSG)

<http://gns0.icann.org/non-commercial/>

Non-Commercial Users Constituency (NCUC)

<http://gns0.icann.org/about/ncuc.htm>

Not-for-Profit Operational Concerns Constituency (NPOC)

<http://gns0.icann.org/about/npoc.htm>

Registrars Stakeholder Group (RrSG)

<http://gns0.icann.org/registrars/>

Registries Stakeholder Group (RySG)

<http://gns0.icann.org/gtld-registries/>

## Appendix 3: Basic GNSO Wiki Pages

Below is a list of basic GNSO wiki pages useful to those seeking information regarding the current projects of the GNSO Council, WGs, Stakeholder Groups and Constituencies.

### GNSO General

GNSO Dashboard

<https://community.icann.org/category/sub-dashboard.action?categoryKey=gnso>

- Acts as a table of contents for the wikis of the GNSO Council, WGs, Stakeholder Groups and Constituencies.

GNSO Statements of Interest (SOIs)

<https://community.icann.org/display/gnsosoi/GNSO+Statements+of+Interest+%28SOI%29>

- Includes an archive of SOIs, plus instructions and a template for creating a new SOI.

RAA Amendment Negotiations

<https://community.icann.org/display/RAA/Negotiations+Between+ICANN+and+Registrars+to+Amend+the+Registrar+Accreditation+Agreement>

### GNSO Council

GNSO Council Meetings

<https://community.icann.org/display/gnsocouncilmeetings/Home>

GNSO Council Resources

<https://community.icann.org/display/gnsocounres/General>

### GNSO Stakeholder Groups

Commercial Stakeholder Group (CSG)

- Creates wikis as needed; does not currently maintain a permanent wiki.

Non-Commercial Stakeholder Group (NCSG)

<https://community.icann.org/display/gnsoncomstake/Home>

Registrars Stakeholder Group (RrSG)

<https://community.icann.org/display/gnsoregstakegrp/Home>

Registries Stakeholder Group (RySG)

<https://community.icann.org/display/gnsogtldregstake/Home>