YESIM NAZLAR: Good morning, good afternoon, and good evening to everyone. Welcome to the At-Large Capacity Building Program 2017, our sixth webinar on the topic "How Diversity is Addressed within ICANN: Underserved Regions and ICANN," taking place on Wednesday, the 6th of September, 2017, at 13:00 UTC.

We will not be doing the roll call since it's a webinar, but if I could please remind all participants on the phone bridge as well as computers to mute your speakers and microphones when not speaking.

Please do not forget to state your name before speaking, not only for the transcription purposes, but also to allow our interpreters to identify you on the different language channels. We have English, Spanish, and French interpretation for this webinar.

Thank you all for joining. I will now turn it back over to Tijani Ben Jemaa, the Chair of the At-Large Capacity Building Working Group. Over to you, Tijani. Thank you very much.

TIJANI BEN JEMAA: Thank you very much, Yesim. Good morning, good afternoon, good evening, everyone. This is the seventh webinar of the At-Large Capacity Building Working Group of this year, 2017. It is the first one of the second part of the year. This webinar is about how diversity is addressed within ICANN. We will speak specifically about underserved regions and ICANN.

Today, two speakers will address this topic. The first one is Cheryl Langdon-Orr. She's a member of the Diversity Subgroup in the Work Stream 2 CCWG Accountability. She has a lot of experience in ICANN, and she knows very well about diversity. That's why she was chosen. The second one will be Alice Munyua, [with] the Chair of the GAC Working Group about underserved regions. That's why we want to [talk to] one of the speakers today.

Before entering into the webinar, I will give the floor again to Yesim for some housekeeping announcements. Yesim please.

YESIM NAZLAR: Thank you very much, Tijani. Before I start, I think you're on the phone bridge as well, so may I please ask you to use your phone when speaking? I think your audio was much better on the phone bridge. Can we test it again, please?

TIJANI BEN JEMAA: Okay. I will do it. Thank you. Go ahead, please.

YESIM NAZLAR: Okay. Meanwhile, I will be covering the housekeeping [close]. Let's take a quick look at the housekeeping presentation we have here displaying now. We'll have question and answer poll during this webinar. As you see, it's located on the left-hand side of the Adobe Connect room. If you have any questions, we do encourage you to type them here, and they will be directed to the presenters.

We also have a pop quiz section, and it's located on the right-hand side of the Adobe Connect room. After the speakers' presentations, please be ready to answer the questions posted on the [poll box].

Finally, we'll have a user experience part. There will be a seven-question survey at the end of this webinar. Please stay around for an extra three minutes or so to complete them.

Back to you, Tijani. Thank you very much.

TIJANI BEN JEMAA: Thank you very much, Yesim. Back to the webinar, I said we will have two presentations. The first one will be from Cheryl Langdon-Orr, who is today the liaison of At-Large to the GNSO. As I said, she's a member of the Diversity Subgroup in the CCWG Accountability Work Stream 2.

Cheryl, you have the floor.

CHERYL LANGDON-ORR: Thank you very much, Tijani. As ever, it is an absolute pleasure to talk in these capacity building webinars. I always appreciate the opportunity, and I'd like to thank you for inviting me yet again.

Yes, that's a good slide to start on. The beginning one is really just a cover slide. The slide we're looking at now is how diversity is addressed within ICANN. The subtext, which of course is starting show you some of my bias, is because diversity matters. Alice is nodding her head because she's heard me say this in some of her seminars before. I usually say it about three times. Diversity does matter.

What I'm planning to do very briefly with you in today's webinar, however, is give you a little whirlwind tour through what we mean by diversity within ICANN. There I will be taking you through the outcomes of the most recent work from the Work Stream 2 of the Cross-Community Working Group of Accountability.

Please leave it. I'll tell you when to move the slides. I'm not wanting the slides moved yet. Thank you very much. That's fantastic.

We will be looking at the outcomes of the reporting from that particular subject matter group.

The next thing we'll look at – and to those of you who find statistics and things somewhat worrying, fear not. It is a very, very brief look at data capture and statistics and reviews and reporting. And we will look at why this may or may not be useful in any organization, but in particular for ICANN.

Finally, we'll have hopefully what will be an interaction with you, where I want to develop a short conversation, but I hope one that you will engage in about: do we need what's called a diversity culture within ICANN?

Now if we can have the next slide, thanks very much, Yesim. I appreciate that. We'll get into the first topic, and that is: what do we mean by diversity within ICANN?

Moving to this familiar slide, one that you will have seen in a number of presentations by a number of people – if you're not in it, fear not. I for one am not. I don't know why they insisted on taking such a group

photo at a time I wasn't available. I shall feel very hurt from that. But there is a heap of people there, certainly nowhere near the number that we have as members. We have at the moment more than 230 organizational members and individual members from more than 101 countries across the world in our At-Large movement.

This is just one of the good examples of the development and facilitation of what I'm describing as a designed diversity that ICANN has used, which aims, of course in our case, for us to be able to better represent the interests of individual Internet users in ICANN activities. I could put a photo up on this slide of the Non-Commercial Stakeholders Group, either/or both the Non-Commercial Users Constituency or the NPOC, which is the not-for-profit organizational group. I could put a photo of the Business Constituency and the GNSO.

But regardless of most cases of what photos we put up there, what you'd see is a very culturally diverse looking group of people. Cultural diversity is of course one of the things that organizations aim for. Cultural diversity being a focus of many businesses and organizations of course doesn't mean, especially when you're a global or international type of organization, that you have actual cultural diversity. You could of course have a great variety of cultural background, all drawn from identical English, for example, language-speaking bases, and they all indeed have English as their at least second language and often first language. They may have all been exposed to a similar if not identical educational set of experiences.

So just looking at the sea of faces is not going to give you a very accurate measure of the diversity of any group. But what it does do is

give us some indication that ICANN is an organization that takes a number of aspects of diversity very, very seriously. What you can all be proud of in the ICANN world in diversity with the At-Large movement is, if you were to blow up that slide and look carefully, you would see the five geographic regional labels behind. Our particular part of the ICANN world is of course one of those that has a designed geographic diversity into its very existence. We'll come back to that later. That is of course more difficult in some parts of ICANN than others.

If we move to our next slide then, let's look at how I am, to some extent, unapologetic about the amount of words on this slide. You will all have access to the presentation, but all this slide does is act as a ready reference for those of you who want to go into greater detail at a later date as to how ICANN uses important regulations – that's the word I'll be using – within its Bylaws to develop and design particular aspects of diversity. This is something which has been a primary focus for ICANN since its very inception, and early white papers and discussion papers took quite some time to look specifically at how ICANN would be designed, at least along a regional geographic diversity base.

We have Bylaws, and I've given you an excerpt there that ensures that the ICANN Board is geographically diverse. The ICANN Board has to have at least one member from each of the ICANN geographic regions and can have no more than five members from a geographic region serving at any one time. That is regardless of whether those people on the Board, those that are put there by the Supporting Organizations and Advisory Committees, are in fact appointments of the Nominating Committee.

The Nominating Committee itself, which appoints certainly both Board members and members to some of the ACs and SOs, also was itself isn't designed in the Bylaws to be diverse and sadly frequently has a bad gender diversity. It is instructed from the Bylaws to have to take a particular care for the geographic diversity but also some of the other diversity features when it is appointing to the ICANN Board.

The ACs and the SOs, as I mentioned early, and our At-Large Advisory Committee, which is a 15-person Advisory Committee is designed with three members from each of the geographic regions. So that's three times five. Two of those members, in the case of our organizational structure of our committee, are appointed by the Regional At-Large Organizations, and one is from the Nominating Committee. But that is a very particular and very defined regional geographic diversity designed into our model. Of course, the five Regional At-Large Organizations themselves are based on the five ICANN geographic regions as well.

Similarly, the Address Supporting Organization and the Country Code Name Support Organization have a particular, tightly-defined set of rules within the Bylaws that insist on a balanced geographic regional diversity in their councils. The GNSO Council also has requirements within the Bylaws to ensure geographic diversity.

Unfortunately, there is no specific requirements within the Bylaws applying to the Government Advisory Committee, the Security Stability Advisory Committee, and the Root Servers Advisory Committee. But if we looked at them, we'd note that they do make great effort to at least be as geographically diverse as possible in their leadership or structures.

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With that, I wanted to point one final thing out before we leave this terribly wordy slide. As I say, it is one that is a reference point for you when you go back over this. And that is something that I think is proof personified, I think, in a very timely manner of how seriously diversity is addressed within the ICANN Organization. As a result of the recent Cross-Community Working Group – the Work Stream 1, as it's known, on Accountability – there was even a change in ICANN Bylaws in what's known as core values, which I've got bolded in this particular slide, to ensure that, in a forward-looking way, matters of diversity are a specific focus for ICANN the organization.

Here I am going to take the time to read it out to you, and that is that, under this particular section, it says, "Seeking and supporting broad, informed participation reflecting the functional, geographic, and cultural diversity of the Internet at all levels of policy development and decision-making to ensure that the bottom-up, multi-stakeholder policy development process is used to ascertain the global public interest, and that those processes are accountable and transparent." That is in fact a very powerful core value statement which underpins what is being done about diversity now within ICANN and what can be done about diversity in ICANN in the future.

With that, I'll take a deep breath and a sip of water and we'll move to our next slide – thank heavens, one that is far less wordy.

Here I would just like to start drawing your attention very, very briefly to the recent recommendations in the diversity from Work Stream 2 in the Cross-Community Working Group Accountability Work Group. They've only in the last week to ten days presented their final report to

the Cross-Community Working Group, so it is not as yet set in stone, as we can say, but this is a very fresh set of recommendations which I'd like to briefly bring to your attention. I think you'll find them quite refreshing.

In terms of defining diversity, the first recommendation identifies seven key elements of diversity which should be used as a common starting point for all of the diversity considerations within ICANN. The recommendation is asking that the Supporting Organizations and the Advisory Committees, such as ourselves and the At-Large community, the groups, agree that these seven key elements are the essential starting points. You'll notice – I hope quite refreshed in noticing – that it is a lot more than just geography and language.

Let's list them for the record. The first one is indeed geographic and regional representation. The second one: language. The third: gender. Followed by age, physical – I'm going to say ability; it says physical disability – diverse skills or diversity in skills, and the stakeholder group or constituency.

Now, these particular elements are not in a particular priority order. They will have greater or lesser weight depending on the circumstance you're looking at. But we are not looking just at language diversity or just gender diversity. We are stating that, from this point in time on, we need to consider, at the least, these seven key points when we're thinking diversity and, I trust, designing diversity.

If we move to the next slide, we'll find a small amount of continuation in the recommendations still while we're talking about defining diversity.

Here the second recommendation from the Diversity Subgroup is as follows. It says, "Each Supporting Organization, Advisory Committee, or group should identify which elements of diversity are mandated in their charters," or, of course, the ICANN Bylaws, which we went over in the earlier slide, "and any other elements" – that's important; any other elements – "that are relevant and applicable to each of its levels, including leadership" – which is part of looking at the diversity criteria for leadership – and publish the results of this identification exercise in their official website.

What this is going to mean is that, if you are looking at ICANN from the outside or as a prospective, active person, as a member of any part of the ICANN Organization, you should be able to look at the entity you're interested in and know what their particular focus on diversity is at any time. It may be that they do wait. One particular element of diversity that we've listed as [inaudible] or indeed something we haven't listed, and that they hold in a high weight as an absolute essential. If they do do that, then this should be able to be published and easily accessible. This then means that we can start designing and capacity building for more people to engage effectively in those parts of ICANN.

So I think you'll find that Recommendation 2, whilst it will require us to all have a little bit of an analysis of discussion exercise – the outcome of that and the advertisement of the results of that discussion that we will need to have in the near future is going to be very important indeed.

Let's move to the next slide, looking at other aspects, which is no longer defining diversity but measuring and promoting diversity. Next slide, please. Thank you.

Here we have a couple of recommendations. Again, this is on each of the Supporting Organizations, Advisory Committee, or groups because the ICANN Board is really, I think, well taken care of within the Bylaw regulations.

The first is, supported by ICANN staff, an initial assessment of diversity for all of our structures, including leadership, based on our own decided and published diversity criteria is done and that be published on our official website. Again, this is all part of transparency and of course accountability and an easier design of diversity as we go on.

Recommendation 4 is that each Supporting Organization, Advisory Committee, or group should use the information from this initial assessment to define and publish on our website exactly what our diversity criteria, objectives, and strategies for achieving these are, as well as some timelines for doing so. This is a very exciting step in looking at developing a genuinely diverse entity.

Let's move to the next slide. I don't want to take too much time on each of these. Here they're continuing measuring and promoting diversity. Recommendation 5 states that, again, supported by ICANN staff, there should be an annual update of a diversity assessment against our diversity criteria and objectives at all level of our component parts of ICANN, including our leadership. Again, these need to be reported on and published in the usual way on our websites.

On the next slide we will be moving onto supporting diversity rather than measuring it. Recommendation 6 indicates that ICANN staff should provide support and tools for each of the Supporting Organizations,

Advisory Committees, and groups to assist them in this assessment of our diversity and also that ICANN should identify staff or community resources that can assist Supporting Organizations, Advisory Committees, or other components of the community with their diversity-related activities and strategies. This is very important because so often very good aspirations in developing a diversity culture within an entity exists but the resources don't. This recommendation calls for adequate resourcing and assistance specific to each of the component parts of ICANN's needs.

Recommendation 7 – we're nearly there; fear not, people – says that ICANN staff should develop and publish a process for dealing with diversity-related complaints and issues. Of course, I would highly surprised if our Ombud's Office and Complaints Office – particularly the Ombud's Office – was not an appropriate part of that process, but that needs to be developed by ICANN.

If we can move to the last slide on this section, we will look at the final part and the final recommendation – Recommendation 8 – in supporting diversity. Here it outlines that the ICANN staff should support the capture, analysis, and communication of diversity information in the following ways. There are four particular points in this particular recommendation.

It's recommending that, when we have ICANN create a diversity section on the ICANN website, ICANN gather and maintain all relevant diversity information in one place, that ICANN produce an annual diversity report for ICANN based on all the annual information and global analysis of trends and summaries from each of the Supporting Organizations,

Advisory Committees, and groups, so that a report card, for want of a better word, on diversity is maintained. Of course, that would be publicly maintained. And finally, that including diversity information derived from the annual diversity report and part of that diversity report forms part of ICANN's annual reporting.

Now, that's a whole lot of work, and it's not going to happen overnight. But if the broader ICANN community and the ICANN Board and ICANN Org undertake these recommendations, we will see a very great shift and a very specific focus on diversity. It shows that diversity is being addressed differently but effectively within ICANN, and it gives an enormous opportunity for a really exciting time, where a far greater wealth of input, of experiences, of knowledge base, of thinking, will be brought into our work that we do in ICANN, including of course in policy development.

I'm sorry if my sound is breaking. I'm not using a boom microphone. I'm using a handheld phone, so hopefully, it will stabilize.

So, that's one of these times where I'm excited to see a community as well as an entity which is taking diversity very seriously, indeed.

Now, with this, there is also, not a recommendation of the group because it was not a majority consensus held view, but there was a significant number of people in the work group on diversity within Work Stream 2 who also wanted to consider the possibilities of the development of something like an Office of Diversity within ICANN.

It didn't make the specific cut as a final recommendation, but it will be part of the deliberations and discussions and public comment that we

will be calling for from the community and the wider ICANN so that when this goes to public comment, not only will everyone have the opportunity to react to these eight specific recommendations, but also to have their say on what they think would be the benefits or otherwise of having an office or a Diversity Office developed as well.

Okay. With that, let me move now to the shorter part of our current festivities and that will keep me pretty much on time. I want to very, very briefly look at data capture, statistic reviews and reporting. And here, I'm not really going to look into the numbers. I'll show you a few of them. But I want you to think about the value of reporting and data capture in ICANN diversity, and remember back to several of those recommendations when you do because it talked about data capture and reporting as a key feature from a number of those recommendations.

Let's take a look at the next slide. It's often said that if you report on something, then it drives more attention to it. So to that end, there are a number of existing reporting, but they are ad hoc reporting that you will find on ICANN with using websites.

And here's an example of one, which obviously, I've picked a good one. I've picked a diverse one. But it's the Cross-Community Working Group on Accountability. The large group which was the, first of all, Work Stream 1 resulting in a number of Bylaw changes and the increase in accountability of ICANN that was required to get the IANA transition completed.

And it continues its work in this Work Stream 2 where we have some eight different topics which are being analyzed by small groups and then discussed in plenary. But that is a working group of 280 people, as at, I believe March of this year. So 280 people, that's a big working group. But there are 26, these are formal members, these are people who, if [either/or] was ever held, would cast the votes on behalf of the Support Organizations and Advisory Committees. But it has 254 participants.

Now, of those 280 people, in most of the meetings, there is no difference at all between the members and the participants. They're in addition to that. So this is the 280 people. There are another almost 200, 199 mailing list observers.

Now, as an example of multi-stakeholderism, you can see why I picked this one, as this is all data off one of the wiki pages, to show how diversity and measurements of diversity can work.

I'm not going to take you through the numbers there. You can see how many people come from the different – the regional representation as follows and you can also see the various affiliations from those people that are part of the 280 in the various stakeholder groups.

But if you look at numbers like this, you can then say, "Well, it doesn't appear that, for example, the Security and Stability Advisory Committee is as heavily represented in this working group as At-Large or the GAC. That's what the numbers are telling us."

It can tell you that, for example, a wall of the stakeholder groups, the Generic Names Support Organization, has put more people as participants, members or otherwise, in this particular working group.

And so, by looking at these numbers, by advertising these numbers, we can make use of these numbers and it may, in fact, inspire the ALAC and the GAC, for example, to see whether we could get more people to perhaps get closer to equity in numbers as well as in regional representation and balance in further or future exercises.

So they're not the only examples of data capture that are going on at the moment. One is the, I think, very pivotal pieces of work is, in fact then, when you get these slides, these underlined words where it says "questionnaire" and "survey," they are actually linked to the wiki pages of the questionnaire and survey.

There has recently been a very important piece of diversity data capture done by Work Stream 2 with their questionnaire which went to the Advisory Committees and Support Organizational members, and also, it is the recently closed ICANN-run Gender Diversity and Participation Survey. So these, again, are data capture exercises that have recently been held, sort of brought out really useful information.

And, of course, ICANN itself collects a number of data points every time we register for a webinar or a face-to-face meeting. Various metrics by these registration processes are captured and can be used to design better future events. Let's move to the next slide, however.

Here, again, rather wordy. But this is, again, a reference point for you, is me waxing lyrical a little bit on the benefits of data capture and the statistics and reporting on diversity, and that is taking these snapshots and publicizing them is a well-established tool to drive improvement,

and I'm not going to go through each of these points, but there are different references there.

I've got a link to the excellent ICANN diversity data, providing facts and figures to support diversity enhancement, documents published towards the end of the Work Stream 1 work of the Cross-Community Working Group and accountability by AfriNIC. There is also, for example, one of the projects, the African languages in top-level TLDs is another example where using this data, getting initial data, you can then drive important projects and change.

So it's not just a matter of getting a balanced-looking panel or a balanced-looking counsel or a balanced-looking committee. It's about designing better mechanisms for ICANN to do its work.

With that, we're going to move on to the last section and I'm hoping that I might encourage you because time is against us, to type into our chat or to put into Q&A if you have some responses to some questions that I'm going to briefly pose to you, not in this slide, but in the next one.

So let's move to the next slide. We're going to look at do we need or, in fact, do we have a diversity culture within ICANN.

But first, I better make sure we all understand what is a diversity culture, and don't try googling it because you won't get anything under "diversity culture" that's going to be very informative. If you Google "diversity culture," you will probably end up with a lot of excellent references on cultural diversity, but for me, I'd like you to think about the following as a definition.

Diversity culture for any organization, but particularly for our organization of ICANN, can be defined as how the organization approaches its provision of an enabled and facilitated environment so that there is a developing and strengthening of inclusion practices and a leveraging of diversity and inclusion to further the entity's aims and objectives.

Now, that's the very wordy quote, that's a very specific quote, and if you want to know who said it, me. Until you all start publishing it and referencing it, you won't find it in Google. That's how I define "diversity culture" and that's the basis upon which I'd like to encourage you to think about the following questions.

I'm not going to ask you to do this now, but please do put it in the chat or in the Q&A. Why is something like a diversity culture important? It may not be, but if you think it's important, why is it important? Does ICANN have a diversity culture or does it even need one? And if it doesn't need one, then what?

With that, I'm going to close my dissertation, I think I might describe it as, on how ICANN deals with diversity and pass it back to Tijani and over, no doubt, to Alice for a much less whirlwind and far more balanced and calm presentation on the fantastic work that's being done for underserved regions. Thank you, everybody, and I'll answer questions later.

TIJANI BEN JEMAA: Thank you very much, Cheryl. This was a wonderful presentation. I will have a question for you when we finish the presentation. Now let's give

the floor to Alice who is chairing, as I said, a working group into the GAC that's called Underserved Regions. So Alice, please go ahead.

ALICE MUNYUA: Thank you very much, Tijani and everyone. Can you hear me?

TIJANI BEN JEMAA: I hear you very well.

ALICE MUNYUA: Okay, thank you. My name is Alice Munyua. First, I'd like to thank Cheryl Langdon-Orr for that excellent presentation and very interesting and revealing data on diversity there, and to thank you all for inviting me and the GAC specifically to the Underserved Regions Working Group to present on what we are doing for underserved regions' governments to, again, encourage a certain level of diversity not just diversity representation, but diversity interpretation of views from the Governmental Advisory Committee.

Very quickly about the GAC, as we call it, Governmental Advisory Committee or call it the GAC. It's main work is to advise the ICANN Board on issues relating to public policy development, so that's quite an important role and it's provisioned by the ICANN Bylaws and specifically says that the GAC considers and provides advice on the activities of ICANN as they relate to concerns of governments, particularly matters where there may be an interaction between ICANN policies and various laws and international agreements where they may affect public policy issues.

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So the Governmental Advisory Committee [needs] – now we are about 170 or so governments as full members and then 35 international government organizations as observers. The way that the Governmental Advisory Committee works is via several working groups, internal working groups. Most of [them] are created to address various ICANN internal matters.

So a very good example is the Underserved Regions Working Group, which was previously called the Capacity Building Working Group. And then we have the Public Safety Working Group, which also engages in several capacity development working groups in the aim to ensure that there is a certain level of diversity when it comes to law enforcement agencies and their engagement to meet the Government Advisory Committee, and ICANN by extension.

We also have several other working groups, Protection of Geographic Names and Human Rights and International Law. And the GAC also participates very, well, not as actively as noted by several studies, both ethnic and the diversity one. We try to participate and provide input across constituency working groups and some of them, the recent one, on accountability.

And I think that is where some of our weaknesses come in, in terms of representation of GAC views and what we discovered when the Underserved Regions Working Group sought to find out the main reason was the lack of understanding of how ICANN policy works and the lack of understanding of some of the issues that the cross-constituency working groups are working on.

And so, the one that I work with specifically, and I work with Pua Hunter from Cook Islands who is the current Chair, and Cathrin Bauer-Bulst from the European Commission of the Public Safety Working Group. Both working groups are very, very focused not just on those specific issues, but also on outreach. But the one that focuses specifically on outreach is the Underserved Regions.

Now the [terms of] reference of the Underserved Regions Working Group as provided for by the Governmental Advisory Committee is to focus on regions underserved by the DNS industry and on least developed economies in small island developing states with a particular focus on underserved economy countries from Africa, the Caribbean, and the Pacific regions. That is the current term of reference.

In terms of the work that we are doing, [inaudible] have been focusing very specifically in capacity development and now that we call it capacity development [inaudible] building because our sanction, and this is from surveys that we've conducted with several workshops we've held, is that there's a [inaudible] understanding of [inaudible] in governments' ecosystem and of ICANN, for that matter.

So what is required for those governments who are participating in the GAC and in the Internet governance [stakes] and who are not members of the GAC, it's a deeper understanding of how ICANN works.

So capacity development is one of the focus areas, and so far, we've done quite a huge amount of work for the last one year. The first, and we've been doing it regionally. And our regions, again, are similar to the

At-Large region, so Africa, Asia-Pacific, Latin America, the Caribbean, Asia and Europe.

And so, the first workshop was held for the African region in January 2017 with nearly 60 participants, two days focusing specifically on the government and advisory committee and its work within ICANN. And then we had two additional days that were focused specifically on engaging the [inaudible] enforcement agencies from the Africa region.

The second workshop was held in Fiji for the Pacific island nations and all the Pacific island governments participated, all 17 of them.

The third was, once again, very specific and went much more detail, was therefore, a second one held for law enforcement agencies from the southern Africa region, but also South Africa during the Johannesburg meeting. And the next one is going to be for the Middle East and it's going to be held just prior to the Abu Dhabi meeting taking place in October.

In terms of who we work with, capacity building, we work with the government engagement and global stakeholder engagement, and all the other departments, ICANN departments including security, stability, [inaudible], especially when it comes to engaging law enforcement.

But what the main focus when we are engaging with all the other ICANN constituencies and ICANN departments is to address a consistent lack of awareness and understanding of how ICANN works, what it does, and so by extension, to ensure that while the GAC is one of the most diverse Advisory Committees, we, I do not believe – and this is my personal view – I do not believe we have attained diversity in terms of views that

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are presented or represented on the various communiqués and on the work that the GAC persist, or consistently shares with the community. And that's through the various communiqués and letters.

And so, the main focus is to increase effective and meaningful participation at the GAC which means that we would like to see more views from more than – which are definitely unique from the Africa region, from the Asia region, and from the Latin American region, which, and the small island states, the regions who identified on the list, with the list to [inaudible] in terms of engagement and discussions, and increase data to participation and understanding public policy issues.

YESIM NAZLAR: Alice?

ALICE MUNYUA: Yes.

YESIM NAZLAR: Excuse me. Apologies, my apologies for interrupting you but our interpreters just informed me that you're speaking too fast and it's really hard for them to follow you, so could you please speak a bit more slowly?

ALICE MUNYUA: My apologies.

YESIM NAZLAR: Thank you very much. Thank you. Back to you, please.

ALICE MUNYUA: Okay. All right, so I would very quickly, I think repeat on the capacity building focus in a bit to engage, to ensure diversity, and the Underserved Regions Working Group of the GAC tries to address the issue of the lack of diversity of views, not of, of participation and of views through trying to provide capacity development workshops for us to increase our effective participation.

We are seeing quite a number. We are seeing some results at the moment coming from some of the workshops that we have currently undertaken. We see more governments from underserved regions engaging in various working groups, and also cross-community working groups, that we feel have quite a long way to go in terms of ensuring that we attain that level of diversity that we all want to see reflected, not just in terms of representation on the microphone, but representation of views and public policy proposals.

I think I already spoke about the regional meetings, what we are focusing for the working group next is the Middle East, which has already been confirmed and it will take place right before ICANN60 in Abu Dhabi, and then the next one will be for the Caribbean that, and again, we are going to [co-allocate] all of this capacity development workshops at ICANN meetings.

We intend to have additional more focused thematic capacity development sessions in various regions. As I mentioned for the Africa

region, we have, we keep doing that, trying to [co-allocate] and coordinate that with already ongoing events.

And for example, the last one was in, during the Johannesburg meeting and we had law enforcement agencies from Africa region once again engaging with ICANN's Security, Stability and Resiliency Department and Working Group, and ALAC, among others.

What are the lessons we've learned so far? The importance of having, of ensuring that we have governments engaging and buy-in, and understanding how ICANN is placed within the broader Internet governance ecosystem because the people, most of the government representatives that attend the GAC also have to do other work related to Internet governance, for example, the ITU and others. And I think one of the most difficult things is to understand how the ICANN multi-stakeholder model works.

So that is one of the challenges, and the challenge there is always trying to engage governments, especially from underserved regions who already have quite a large portfolio as it is to take the GAC seriously, especially taking into consideration the multi-stakeholder model itself and that the GAC is an Advisory Committee and does not create policy.

And so, the capacity development goes, I think, slightly broadly, much more broader than that, is to place ICANN within that broader space.

Other lessons we've learned from the last two to three workshops is that it's important to engage with all the players, all the stakeholders, and to this, we ensure that we have a roundtable that tries to bring in various stakeholders from ICANN. So during, for example, the Africa

meeting, we had presentations from the various constituencies, AFRALO, and the GNSO, and the ccNSO, and others.

We still have a long way to go, as I mentioned, and we keep ensuring that we are measuring and monitoring what we are doing so we do have a very detailed monitoring and evaluation framework that we are working with to ensure that we, at the end, especially of the main, major regional workshops that we have, we're able to come back and see to what extent that has contributed to creating diversity not just within the GAC, but within ICANN, and what the challenges are and how we can deal with those challenges.

I will stop here, Tijani, and thank you very much, and wait for questions, if any. Thank you.

TIJANI BEN JEMAA: Thank you very much, Alice, for your presentation. Thank you for presenting the work you are doing in your working group.

I was hoping that you would speak about diversity from the angle of the underserved regions, but no problem. We will, we will try to have questions about that, okay?

Now, [inaudible]. Okay, the next item on the agenda will be the pop quiz. We have only one question, but Yesim, please go ahead.

YESIM NAZLAR: Hi, Tijani. So would you like me to move on to the pop quiz section or would you like first to answer the questions from our community members?

TIJANI BEN JEMAA: On the agenda is just pop quiz now. Yes, let's go for the pop quiz. We have one more question. Go ahead.

YESIM NAZLAR: Okay, sure. Sure, of course. We actually have only two questions, so let me first start with the first one. The first question is, do the ICANN Bylaws outline where the key focus and commitment to diverse values exist? Is it a yes or a no? Please enter your votes now.

I'm hearing some echo. I would like to ask our operator to locate it please. Thank you. And for the answers, Cheryl, over to you, please for the correct answers.

CHERYL LANGDON-ORR: Thank you very much, and I would say "Yes, but" is the answer. Yes, the ICANN Bylaws do outline some key focus areas and a commitment to diversity. They're a little bit like the backbone of diversity.

But, of course, as you've seen with the detailed recommendations coming out of our Work Stream 2, they are certainly not the only source of key focused areas and basis for a commitment.

So yes would be the best answer, but I certainly do understand the no because I would say it's a yes, but. Next question, then.

YESIM NAZLAR: Thank you very much, Cheryl. Our second question is, in diversity considerations within ICANN, we only need to look at geographic, language, and gender diversity. Is this true or is it false? Please cast your votes now. And again, Cheryl, if you could please give us the correct answer.

CHERYL LANGDON-ORR: Thank you very much again, Yesim, and I would like to think that those people who've said that is false certainly get my vote and support. Yes, it is in fact not just the issues of geography, language and gender.

Geography, language and gender are often the most obvious and the most common elements of diversity that we look at in organizations, but they are far from the only. And in fact, the Work Stream 2 diversity group's recommendations are very keen on making sure that the component parts of ICANN as they customize their diversity design are looking at much more than geography, language and gender balance. Thanks. Back to you.

YESIM NAZLAR: Thank you very much, Cheryl. And this was the end of our pop quiz section. Back to you, Tijani.

TIJANI BEN JEMAA:	Thank you very much, Yesim. So now we go to our questions. Yesim, are there any questions that you asked on the chat?
YESIM NAZLAR:	Yes, Tijani. Actually, I currently have a couple of questions on the question and answer pod from William Michael Cunningham, and I would like to read it out.
	His first question is, how is race, ethnicity considered? How is the group working with supranational organizations like the UN, IMF, World Bank, and their efforts to reach underserved communities?
TIJANI BEN JEMAA:	Cheryl?
CHERYL LANGDON-ORR:	Yes. Do you want me to have a go at part of that answer?
TIJANI BEN JEMAA:	Yes, please. Go ahead.
CHERYL LANGDON-ORR:	Okay. Thank you, Tijani. And I'm just going to jump in because I like questions that say things like race and ethnicity. Of course, race and ethnicity are two very different things. They're often terms that are used interchangeably, but in fact from an academic point of view, we need to recognize that one's race is normally classified based on our

physical appearances and our ancestry, but our ethnicity takes in a number of other aspects, much more akin to the cultural conditions we've been raised in. And even if we're in the same local geographic set, different times in history will make a difference to what we will see in ethnicity.

Let me assure you that ICANN has not looked at ethnicity or race as a key factor in its diversity, but when looking at geographic diversity, it is intended that what we expect from a very large and diverse world is a range of ethnicities and a range of races will be ideally encouraged and enabled to participate at all levels of our ICANN activities.

And let me give you an example of why we can't just classify things by something like race or just like geography based on one's past or to one's domicile. I can be a second or third generation Chinese race individual.

For my three generations, myself, my parents and my grandparents, I had been residing in a European country. So my culture is going to be predominantly that of the European country, and the education base that I've come from, in other words my culture, is going to have a greater influence on what I bring to an ICANN table or any other table, and not so much what would be a more appearance-based classification.

And the same can be said of course the other way. We have had in the At-Large Advisory Committee, for example, someone who served very well in the ALAC, and they were domiciled in Japan. And I can assure that their race was definitely not Asian.

And if we also look at what could be supposedly grouped together racial characteristics, the oceanic and pacific island people for example, if you just take it based on a race measurement or even an ethnicity measurement, you're not going to adjust this to the wide and diverse cultural and socioeconomic diversity that you'll find in that same grouping. So the answer is, no it doesn't if it's picked up within aspects of the geographic and other key diversity measures.

And regarding the work with other key organizations, [are] working and doing great work internationally in diversity, and particularly with undeserved regions. I'm going to toss that one right back to Alice. Over to you, Alice.

TIJANI BEN JEMAA: Thank you very much, Cheryl. I'd like to, if I may, I have a comment. I will not speak about race, but I can speak about culture. Yes, you can tell me we don't consider culture as an element of diversity in our Work Stream 2 Subgroup, because geographic region and language, we bring us the different cultures, which is not always true. And a very clear example is the AP region.

In the AP region you have the culture from India which is different from the culture of Australia, which is very different form the culture of Saudi Arabia. So the region will not bring us the cultural diversity, which is in my point of view something that is a little bit missing in the working group findings, and perhaps I don't know if it can be addressed in one way or another. Thank you. Do we have other questions, Yesim?

YESIM NAZLAR: Actually, we have a comment from William Michael Cunningham after Cheryl's explanation, and he says, "Right, I meant both race and ethnicity separately. So it was just not explicitly. It's kind of a hidden factor. I suggest making it explicit. Thank you."

TIJANI BEN JEMAA: Thank you. This is the comment. Okay. Now, is there any question from the floor? I need to see your hands.

YESIM NAZLAR: Tijani, if I may.

TIJANI BEN JEMAA: Yes, Yesim. Go ahead.

YESIM NAZLAR: I see there is a question for Cheryl from the Adobe Connect chat from Renata Aquino Ribeiro. Apologies for my mispronunciation. Renata is asking, "Self-identification has been flagged as an important path for diversity policy. Is that currently taken into account in ICANN? And what can one expect in addressing this? The example is one can self-identify as transgender or gender nonconforming. There are also vulnerable populations, indigenous, and etc." And Renata wanted us to address it to Cheryl. Thank you.

TIJANI BEN JEMAA: Okay. Thank you. Cheryl, go ahead.

EN

CHERYL LANGDON-ORR: Thanks, Tijani. And thanks, Renata. That's an excellent question. And the self-identification of course is something that ICANN does use in a limited way in its data capture for a number of – for example its public meetings and its activities. But we also need to reassure our communities when they are self-identifying under any element – the example you've given is obviously one of the more common ones, the gender self-identification – but that helps – having that data is vital in my view.

But it is data that needs to be handled very carefully. And you know very well where in some parts of our world, to self-identify for example as trans gender could in fact have other consequences outside of ICANN.

From an ICANN perspective, having an increase of self-identified indeterminate or transgender individuals may be an excellent sign that we are having a more balanced and more representative set of individuals from a global perspective involved in our work. But if we don't protect the rights and privacies of those individuals who self-identified effectively, there could be consequences which are unattended.

For example, whilst I see the use of the data from self-identification, I often would prefer to not identify gender. Now, I'm very keen on making sure we have diversity and indeed gender balance as an element in diversity, and yet from a personal perspective, I rankle, I object to some extent on being asked what my gender is, because I should be

being looked at on merit in my view, not on what my XY genetics are, whether or not I agree with my assigned genome or not.

So it's an important conversation. It's certainly one that I think we will continue to data capture, and we'll need to make sure that when we do data capture, a number of the self-identified questions – like many of the questions, questions about health and physical ability for example – we need to also ensure that appropriate data protection is in place as well. Thank you.

TIJANI BEN JEMAA: Thank you, Cheryl. Yesim, I saw a question from Renata for Alice.

YESIM NAZLAR: Yes, that's right. I was going to read that out. So Renata's second question is for Alice, and she says, "Rephrased from earlier comment. How does one follow the GAC working group on underserved regions? Is there any possibility to open the list archives or release summaries? Also the workshop in Abu Dhabi and Peru, can you tell us dates and where, and if it's open to observers? Thank you."

TIJANI BEN JEMAA: Alice?

ALICE MUNYUA: Okay. Thank you very much for those questions. All the information that can be found on the Governmental Advisory Committee website that

reports what was discussed. Some of the recommendations from all the workshops are on the GAC website, and both the Public [Security] Working Group and the Underserved Regions Working Group.

Regarding the mailing list archives, that'll be difficult. The Governmental Advisory Committee have a closed mailing list, and even the website itself is closed. Some aspects of the website are closed to members only. We have to take into consideration that these are governments.

In terms of participation, the meetings are open to observers, and in fact we do reach out to other constituencies when we are working or developing the agenda for the various workshops. Like I mentioned earlier, if it's a bigger workshop, for example, similar to the one that took place in Nairobi for the Africa region, we had all the people representing the various constituencies including AFRALO and At-Large.

For the Abu Dhabi meeting, a workshop is going to take place on the 28th of October, that is just prior to the GAC meetings. It's going to be one day for Middle East newcomers, and again it's open to observers and especially to various constituencies, but the main participants are obviously governments from the Middle East.

And for Peru, that has been for the Latin America region, we are considering having that sometime next year alongside the Panama meeting. I hope that answers all the questions. Thank you.

TIJANI BEN JEMAA: Thank you, Alice. I will ask you a question since you are here. I know what you are doing. You know I participated in the Nairobi workshop.

But I wonder if you talked about this issue of the diversity regarding the underserved regions, meaning that for participation in ICANN activities, there is a big disparity between people coming from the north and people coming from the underserved regions. And this is because there are barriers for those people. Barriers of connectivity, Adobe Connect does not work because they don't have a good connectivity. Because of telephone even. The telephone network is not very good. Very often when those people start speaking on the bridge, they bring a huge noise with them and they don't understand what we said. So there is a barrier for their participation because of that, at least because of that.

So I don't know if you addressed the issue of [lack] of participation or a disparity of participation from the underserved regions because of those kinds of barriers. Thank you.

ALICE MUNYUA: Thank you, Tijani, for that that question. And yes, we do acknowledge that there are various barriers, including time differences and connectivity, the language, even though I think the GAC now – we do all our meetings [are] covered in the six UN languages including Portuguese, and all documents are translated in that way.

But one of the biggest challenges as you mentioned is also that lack of views from underserved regions and lack of representation of those views. And so we do acknowledge that, and to that extent that's why the underserved regions was mandated to look into this and work with the ICANN Board and by extension ICANN department to look for creative ways of dealing with it.

And we've had that where, for example, for the face-to-face meetings, the GAC presents travel support for over 30 governments for underserved regions. Translation is provided, and now capacity development at every meeting if we are able to do that, especially for newcomers.

The GAC and ICANN cannot address issues to do with connectivity, because it's not the role of ICANN or the mandate of the GAC. That can only happen at the national level with the various governments. And in that way, all we can do is develop policy brief for those governments who are not able to participate in webinars and in Adobe Connect meetings.

But beyond that, the GAC as a body, as an Advisory Committee, is not able to address some of the challenges, and especially those ones regarding issues of infrastructure, or those that do not pertain to the ICANN mandate for that matter.

TIJANI BEN JEMAA: Thank you very much. Yesim, you have your hand raised. Yesim?

YESIM NAZLAR: Yes, Tijani. Sorry, I was trying to unmute. There is a follow-up question from Renata to Alice. Renata is saying, "Alice, you said the workshop in Abu Dhabi will be one day before GAC meeting. So is it October 30? Thank you."

UNIDENTIFIED FEMALE: Yes.

ALICE MUNYUA: Yes, October 28th.

TIJANI BEN JEMAA: [inaudible] Okay, thank you. Yesim, another question?

YESIM NAZLAR: I think Glenn wants me to read his question as well. So Glenn McKnight is asking, "How do we avoid tokenism in being proactive, in being more inclusive? Thank you."

TIJANI BEN JEMAA: To whom is this question? I think it is to Alice. Isn't it?

ALICE MUNYUA: I think the question is for discussion, to everybody.

TIJANI BEN JEMAA: Yes, okay. Who wants to take it?

CHERYL LANGDON-ORR: Okay, I'll jump in. I was hoping not to jump in in front of Alice if she wanted to grab that first. Tokenism is an ongoing risk, and tokenism, just to make sure we all understand why this is important, is something

that people of my obvious gender – in other words genetically female – and of my particular age – in other words in excess of six decades on this earth – have come through the ranks with.

We in many cases have been – now don't laugh when I say this, but – the token female. Some of you who know me well may think choosing me as the token female on a Board or a committee was a very silly thing indeed, and I guess it is an example of how we battle tokenism.

Tokenism is a real risk. Having a particular [formula] that says, "We will have two of this culture, three of this ethnicity and equal balance of the following other key elements" often runs a risk of saying, "Oh, heavens above, we just need someone to fit that criteria," and someone is put into a position or a role as a token gesture so that we can tick that box in our aspirational elements. And that is often a very bad outcome.

The reason it's a very bad outcome is when the person who is the token is not empowered and facilitated to act. I think the way to battle tokenism is to make sure that with capacity building, with peer support, with coaching and with the appropriate examples in other parts of an entity like ICANN, that it can be seen that there is no point in tokenism, and that if one did go through a tokenistic exercise, that even those individuals put into those tokenistic positions should and could be empowered to be effective and active, and therefore make the necessary changes away from tokenism itself. But that's just my two cents' worth. Thank you.

TIJANI BEN JEMAA: Thank you very much, Cheryl. Any other question? We still – no, we don't have a lot of time, so if there are no more questions, I will go to the next point on the agenda, which is the evaluation. Yesim, can you please go ahead with the evaluation questions?

YESIM NAZLAR: Sure. Thank you very much, Tijani. So here is our evaluation part. Our first question is, how was the timing of the webinar – which is 13:00 UTC – for you? Is it too early, just right, or too late? Please cast your votes now. Thank you very much. And I'm now moving on to the second question.

How is the technology used for the webinar? Is it very good, good, sufficient, bad, or very bad? Again, please cast your votes now. And now moving on to the third question. Our third question is, did the speakers demonstrate mastery of the topic? Is it extremely strong, strong, sufficient, weak, or extremely weak? Please cast your votes now.

And now our fourth question is, are you satisfied with the webinar? Is it extremely satisfied, satisfied, moderately satisfied, slightly satisfied, or not satisfied at all? You may cast your votes now

Thank you very much. And now moving on to our fifth question, which is, what region do you live in at the moment? Is it Africa, is it Asia, Australia and Pacific Islands? Is it Europe, is it Latin America and the Caribbean islands, or is it North America? Please cast your votes again.

TIJANI BEN JEMAA:	Yesim, seeing the result of the vote, I want to thank very much our colleagues from the Asia Pacific region because the time is not the best of them, and the most number of our attendees come from this region. Thank you.

YESIM NAZLAR:	Yes. You're right, Tijani. And now I'm moving on to our sixth question. Our sixth question is, how many years of experience do you have in the ICANN community? Is it less than one year, is it one to three, three to five, five to ten, or more than ten years?

And slowly, I'm moving on to our final question. Our final question is, what topics would you like us to cover for the future webinars? Please type your answers here in the blank space, and also don't forget to hit the button.

TIJANI BEN JEMAA:	Okay. Thank you very much, Yesim. For this question, please give us your preferred topics, because those topics I use to prepare for the next cycle of the At-Large capacity building. Please provide us with your preferred topics. Even if you don't put them here, you can send them by e-mail to the staff or to me so that we take them into account when we prepare for the next cycle. Thank you very much.

Now we are one minute past our hours, so thank you very much, everyone. This webinar is now adjourned. I want to thank first the two presenters, Cheryl and Alice. I want to thank the interpreters and our wonderful staff. Thank you all. Bye-bye.

YESIM NAZLAR: Thank you all. This webinar is now adjourned. Have a lovely rest of the day. Bye-bye.

[END OF TRANSCRIPTION]