

**NCPH Intersessional meeting, January 30th 2013
GNSO Toolkit Phase 2 dialogue 09:00 Local time**

Coordinator: I'd like to remind all participants this conference is being recorded. If you have any objections, you may disconnect at this time. You may begin.

Woman: Hello?

(David): Good morning. We're just about to start.

Woman: Okay, no. Thank you very much. We weren't sure from the silence whether or not we were connected.

(David): We're just about to start day two of our sessions. I'd like to thank everyone for participating at the reception last night. And no, you don't have to comment on my opening remarks there. They were supposed to be short. If it should be shorter, I'd like to hear about that.

In terms of today we have our 9:00 session on the GNS toolkit phase two discussions. After that from 9:30 to 11:00 we have a dialogue on internet governance and the landscape thereof.

The session begins to have a bit of a break because of trying to arrange the schedule for the CEO and for our board members. And so the topic of community needs is short and more of an intro between 11:30 and 12 noon. Then of course we have to break for lunch with the CEO. Then we can continue back in the afternoon as well as the discussions on the budget, a

wrap-up session and then of course finally from 5:00 to 6:00 a discussion with some of the board members who are here and arriving for a board workshop with maybe having five or six board members including the chairman of the board. And we look forward to our discussions with them.

And then of course there'll be a reception in the café so that you can talk with them further and that is a productive and long second day but we appreciate your patience and your efforts here. I'll now turn it over to Glenn and (Rob) on the toolkit.

(Rob): Thanks very much (David). Can everybody hear me okay here in the room? Looking for nods or thumbs up. Great, can you hear me now (Wendy)? Okay, good. Sounds good.

Thank you. As (David) noted, this is going to be a more abbreviated session in terms of the time that we're going to devote to it. I wanted to describe to you a little bit more of the art of the discussions today. These will be resources and other materials and things that you all will be looking for in terms of any kind of resources and other things from ICANN.

But this first session is going to focus briefly on what is in existence today and begin to segue to the discussion that you'll have with (David) that he just described which is a discussion of what resources, needs, materials, staff, other things that you're looking for to really help you all do your job better. And then we hope - if the arch of the day works well - at the end of the day we'll hear from your CFO and some of his team talking about okay, we've identified what we have, we've declared what we want and then this is how we ask for it and the process for doing that in the FY14 budget.

So that's essentially the arch of the day. We've got two slides - (Rob) and I - this morning just to alert most of you to what the current toolkit of services are.

What we've tried to do in terms of approaching the services that members of the community and the GNSA receive is submit data from a functional perspective and many of you all are very aware of us actively using these resources. But we wanted to spend two minutes just running through that list for you.

Before I do that though just to give you a sense of context that the concept of the toolkit of services came from the last independent review of the GNSO in which independent reviewers, members of the community and board members all agreed that it was really important for the community members to have more resources in kind administrative resources so all of you could really and truly focus on the substantive work - the substantive pilots of work and discussions to begin to bring the curve down in terms of the amount of administrative work, arrange your meetings during logistics, making sure your telephone calls and the rest and really allow you just to show up and conduct your affairs.

And so there were a total of I think about 12 people or so - various members of the different constituencies at the time. They came together as part of a team to identify - sort of arrange toolkit items of resources that would be made available to the community. And that took place in the context of the GNSO council discussions and were sort of in breach of the GNSO council at the time. So many of the members that participated in that effort were current members of the council.

And I mention that specifically because by contract, I don't think that there was much involvement of the specific constituency leaders as opposed to really focus on how some of the council activities could be included.

Pardon me a second. I lost my screen.

So this group got together for discussions. There were polls and surveys that the staff circulated to the community. And the final list came to about ten or

eleven issues that the GNSO council voted on and what became essentially in 2010 the GNSO toolkit. And that is a toolkit of right now ten tactical services. There's an eleventh item that one or two of you may ask me about and I'll reference briefly.

But just very briefly that the current toolkit of services starting what you see on the screen is really assembling background of efforts materials for working groups. So in other words making sure that that function of having substantive support for working group model policy development existing. Support for organizing face to face deals. Organizing the teleconferences as you see. Providing minutes and full meeting report - this is primarily on the part of the GNSO council. Identifying and scheduling, you know, communications capabilities, liaison - not only within the GNSO but the tools within GNSO and other supporting organizations and advisory committees.

And then - where was I. Right, the concept of supporting your web presence, truthfully improving the GNSO website but also making capabilities available to individual constituencies and stakeholder groups, maintaining the member of contact information, producing the meeting reports primarily - and this is something that didn't really exist substantive in 2009 - having recordings of basically every meeting available and posted on the website.

And then finally something that's become even more popular over time - assisting in elections within the different communities as well as supporting the council elections. Now that's the toolkit. What's missing from this list is there is also the concept and the desire for grants of funds with the constituencies and stakeholder group's use independently. That's never really been operationalized and somewhat fell to the wayside as we focused on providing the in house and in kind services support.

So essentially right now a number of your groups are using these services in a variety of different ways and the primary delivery mechanism of those services is (Glenda Sanjay) and her team - the GNSO secretariat.

And what Glenn wanted to do is just go to through a number of the services that the secretariat is currently providing, maybe give some examples of the different groups are offering and then talk to a little bit about what the potential next steps are in terms of how we can begin to consider expanding assistive services. Yes ma'am?

Marilyn Cade: It's Marilyn Cade. Let me just ask a clarifying question. There is a separate process by which the stakeholder groups and constituencies have a prize for additional services besides the toolkit. So in our discussion about what the toolkit offers now, we'll be raising with you the additional things we want added to the toolkit because the toolkit is an a la cart menu of services. While specialized requests which are more specific to the needs of a particular constituency or ST, go into that other budget process as I understand it. Just to clarify it because we seem to have the same questions and comments.

So we'll be talking about just the toolkit now and enhancements to the toolkit?

(Rob): Yes. Right now we're talking about what exists today and what sort of the path is going to be for phase two. It's a separate and broader discussion - as you've noted - that a separate process was created organization wise about special budget requests. I think the intent there has been that the toolkit is a permanent floor of services that every community can expect to receive on a regular basis.

The concept of additional requests were to identify things that weren't already in the infrastructure and that were potentially one off or two off situations. I think the overall arch - and (David) may talk to you about this, this afternoon - is that as some of these special requests that you make are, you know, proven to be effective tools, then they become a permanent part of the budget. And so they become a part of the floor with the existing infrastructure. And perhaps over time or ideally over time the number of special requests

become more limited as the infrastructure and all of its foundational elements built up.

So Glenn I'm going to turn it over to you to describe some of the existing services and some of the like some people are currently having and some of the discussions that are beginning to take place about improving the toolkit.

Glenn de Saint Gery: Thank you (Rob). Good morning everyone. I would like to share some thoughts with you because from my view - having an overall view not only of the non contracted party house but also the contracted party house - having an overall view of everybody that is currently using what we have to offer such as telephone service, debit and the rest.

Plus I would like very much then for you to come back and tell us what you would like. But what I would like to share with you is that they are other groups and mainly - they said I could mention them - the registries who are currently very busy looking at different services that they need. And they also feel that these services are not only particular to them but that there are other groups who might need the same sort of thing like data processing, document sharing, invoicing - things like that.

And what they are doing is they have formed a group among themselves and they are drawing from expertise in that group. So different companies, for example, use different methods of document sharing and they're coming together to find out would this method be one that we could use commonly. And this might be something that you would like to think about or add to and they are very open to sharing this because obviously if we can find something that works well for one group, it could perhaps work for others. And it would save a lot of research and a lot of each one looking at, you know, different solutions.

So that's what I would like to share with you and then hear what you have to say. Thank you.

(Rob): Thank you. I think that the overall message is that there are improvements that we can make to these individual pieces certainly and there are clearly efforts to identify that. It's also important to note that of these various toolkit services that exist today, a couple haven't been fully built out yet. Some of those were delays caused by, you know, communication infrastructure that ICANN's getting and developing - took place during (Rob's) tender and now (Claudia's) brining on board.

There was an improvement to the GNSO website now complete and in phase two we're through with that effort now. And so looking at overall organizational solutions has been a real sort of push that we've gotten from our IT team. In other words, you know, recently we spent some time with (Mike) and talking about the web presence for the ISP community.

We talked with (Robin) about organizational record keeping and membership records in the NCUC and NCSG. And I think what we're seeing throughout the GNSO and I think to Glenn's point that the critical element here is being able to provide solutions that are usable by everyone. It has the components that everybody wants to see used but we don't have the capabilities presently and probably not in the near future to customize everyone. So we can provide the basic floor of the types of services that work and that's the ideal approach.

Marilyn and then (Steve).

Marilyn Cade: Thanks (Rob). Marilyn Cade. The BC may be one of the most active users of many of the platform services including the use of transcripts not integrated recordings which are not actually useful to business users very much. They didn't have time to be on a call. They don't have hours to listen to an MP3 recording. So not saying MP3 recordings aren't wonderful but the value of the transcript is it's searchable. It helps us for our non English speaking members

and it's something I wanted to share that isn't treated as an exception but is assumed as a basic platform because it is an additional cost.

But I have two points to make. One is I think the idea of toolkit service which in fact did start out with what you guys were providing to the GNSO policy council and then sort of transmogrified into what you would partially provide to the constituents in the stakeholder groups really has to be viewed very differently now. And that is that we are a huge engine of workers.

And so not just the services but making sure that there are project management contact points to support our use of the services. There is a burden on each of the constituency stakeholder groups to organize to use your services. And as wonderful as it is to fill out a form and have a meeting room and an ICANN meeting, there is still a lot of work that goes on in the constituencies preparing an agenda, preparing materials, et cetera.

So I think we need to sort of take into account the idea that you will need to beef up the kinds of people who are acceptable. And I will also just say that meeting room support has not fully met the expectations or the needs of - at least I can say - the business constituency and all of the settings although it's improved considerably.

So I think we would need to factor in a projection toward what else is needed to support onsite meeting support. And as a specific example in planning for China, we will have a need for translation at the CSG I believe and at the constituency level for Chinese although we don't always ask for language translation at all meetings. I think we need to talk among the stakeholder groups about how that may be a standard need as we go forward.

And then I just think the final thing I'd like to say is I would like to propose that banking services be added to the toolkit to support the constituencies and stakeholder groups if they need that support. I look at that as difference in

invoicing but actual banking services. Some may need invoicing - the other part time secretariat - but the banking needs are a priority for us.

(Rob): Great, thank you. You had four really good points there that I want to try to capture.

The first is the evolutionary matrix of work. You noted that hey, the toolkit only says MP3 services but overtime - and it's because the capability of Glenn's team - that's evolved. For those of you who have asked for it, hey, we'll provide a transcript as well. So I think that's one example.

Another is at the time this was developed, the ability to connect technology wasn't even fully being utilized by ICANN organizationally. That has come aboard as Glenn and the team have found ways to develop that.

You're right that the initial primary use of the toolkit came from the GNSO council. That's when - guess what - the only GNSO secretariat was Glenn de Saint Gery. Over the last three years she's now added two more people to her team - granted not 100% each - but there's now additional people, you know, a part of that.

(David) always comes on board and says wow, let's look at more of a group concept of the secretariat. So you don't even only have Glenn and (Giza) and (Natalie) but at special times you've heard (Julia) you've heard (Christina) and others who also participate. So it's a very important point and I'm glad to share it Marilyn about the evolutionary sort of nature.

And I think the next step is okay, let's do that. And you pointed out translations is spot on. I mean my eyes went wide the moment you said that thinking oh, has anyone thought about how that's to be planned or put together for a number of the upcoming meetings.

It also points out another sort of touch point here where the discussion did start with the GNSO within the council. Now it's expanded to the stakeholder groups and constituencies. But when you talk about the meeting arrangements, that's not been Glenn's domain. So then it's been sort of coordination between the GNSO secretariat and the meetings team. And we're dealing with a meetings planning process where, you know - s you've seen in some of the latest announcements - they're looking two years in advance.

But when they originally looked at Beijing I don't know that a lot of the toolkit concepts and ideas were in their mind. So the planning is always - when you're talking about meetings - is to do it two or three meetings behind just because of the evolution thing and the standards change and the needs change and the amount of people change.

You mentioned Beijing. I think that's an important component. I saw (Nick Tamatza) walking through the halls. (Sally's) going to be back here in about ten minutes with (Tara). The opportunity's I think there to talk about more broadly with them - not necessarily here today but identify opportunities to chat with them about that.

One thing that I would like to get some clarification on and we can do it offline in the parking lot is you said translations. I heard in my mind interpretation. So that's...

Marilyn Cade: Actually I mean both in the sense of we would need translation of documents into Chinese for our newsletter, et cetera just as we would need it for Spanish. But I don't think we're alone in that. I think others, you know, I would expect our agenda needs to be in Chinese and in English. So, you know, that's - interpretation at the constituency level I think is going to be a priority from the conversations I've had with the Chinese organizers. They're expecting to have significant turnout from Chinese speaking participants. And normally, you know, we've not normally had translation at that level.

Glenn de Saint Gery: Excuse me (Marilyn). I have planned this already with the meeting staff - interpretation for the meeting.

(Rob): And just before I turn to (Steve) the fourth point that you raised which is a potential new addition to the toolkit - it's going to be (Steve) (Bill) and (Mark) and Mikey and (Lisa) but we have like five minutes. So I want to manage everyone's expectations. And you know me. I'm not really good at short answers.

The banking services piece I view as an addition to the toolkit. I, you know, we've talked about that item and it may be of interest to the broader group. I don't know how many of you actually charge dues or manage expenses and things like that but the precedent is that the registrars do get banking services from ICANN and that's been in place probably since 2007 or something. That was a board resolution that at the time I think (Kurt) and (Marshal) drew under some circumstances.

So there is precedent there. I think - just as you were pointing out (Marilyn) though - there are different ways of thinking about banking services and it could be very helpful to continue some of the previous discussions that you and (Chris) may have had with - I don't even know if it was (Don) but maybe it is - you know, his predecessors. It might now be time to introduce that again.

(Steve)?

(Steve): Yes, in view of the time, let me just make one point.

So I recall back when the toolkit was being developed and a lot of these items were on the list. And there was another item on the list - it was thoughtful and taken and it didn't win but it came in pretty well - which was providing - in effect providing vouchers for services so that you're at the point that your goal is to have a uniform service one size fits all. Well it doesn't fit all. The

customization is maybe what's needed and we think we could do a better job of finding the services we need in some of these risk - particularly I'm thinking of the website management - than what ICANN is offering.

So I'd like to put that back on the table. And I know since then we've had changes in the budget process and everything else but I think ICANN should be willing to fund reasonable proposals out of the toolkit for some of these services to be procured independently. Thanks.

(Rob): That's very helpful. Thank you.

Bill?

(Steve): I'm trying not to respond now out of courtesy so that everybody can make a comment. We'll continue this discussion later as well.

(Rob): Thanks. Bill?

Bill Drake: First of all thank you for doing all of this because it's been unanimously useful. We have I think the best, you know, remote participation and recording and so on of any of the processes I have participated in and I know it's really appreciated in the community.

There are just a few quick things I would add. One is I would certainly support what (Steve) just said, the motion - I never thought of it as vouchers. That sounds like an American political environment. But it is often going to be the case that constituencies and stakeholder groups can find services that are much more optimized for their particular needs than what ICANN might be identify off the shelf.

And if a mechanism could be established for example where we could, you know, we're given an X amount of budget and we go out and get a person or a contractor to suit our particular needs and we're satisfied with the subject of

some reporting requirements and standards that you set, I think that would give people a lot more freedom and a lot more ownership of the process. So I would certainly think it's a good idea to pursue that.

Secondly, the translation and interpretation - I totally agree with (Marilyn). The third point I would say what would be helpful I think for us would be, you know, we have the transcripts and the recordings. What we don't have is just a brief summary of what the (unintelligible) about. And I supposed we could take the time to do it but we don't do it.

If we have staffers we could even just list more bullet highlights meeting address such and such and have that shown on the webpage for the members who were not able to tune in, in real time or for subsequent people who get involved in the process. It'd be a useful way to find out which calls they might want to listen to for lead through.

The last part, I was just wondering have you sort of got an assessment of which constituencies and stakeholder groups are using which of these services now and what their experiences are because things like website hosting, et cetera, I know we're not doing that with you. If others are doing that with you, I'd be curious what's happening with that. And is there maybe some variations experiences so far? I'm just wondering what you've learned from there. Thank you.

(Rob): Yes. We will share that with you. Glenn knows what everybody gets and what they use. I shared with a number of the meeting planners a draft of the annual toolkit checklist that Glenn produces and circulates every year. And so perhaps after we get back the feedback from that, we can provide a current existing list of those groups.

Her checklist is going to come out in the next ten days or two weeks - give you about six weeks to respond to it. It's literally saying what are you going to use from the existing menu in FY14? And based on this discussion we will

also add elements for you to add some additional things that you hope to see as well. So we'll definitely follow-up on that (Bill).

(Mark)?

(Mark): To a large extent (Steve) made that point out to me but I would add onto that not just for a website hosting and content agent. There's a number of solutions out there that really provide a lot of these services in a package. They're not only website hosting and content agents but, you know, document sharing, organizational record keeping, making member contact information, automatic invoicing for those constituencies that do that.

And so, you know, to the extent of that there could be funding or a voucher to get those services and generally pretty nominal between, you know, 1000 and 2000 a year. Or alternately, you know, maybe ICANN could select, you know, several of these packages that would be approved packages and the constituencies can just sign off. And I would be, you know, happy to talk to you kind of offline and share with you some of these solutions that are out there. But really there is just a large number and they do this very, very well.

So that seems to me to be a lower cost to ICANN both financially and in resources of not having to customize and maintain use throughout these sites because these tools are designed, you know, often for non technical people - just point and click. And they make very simple changes.

(Rob): That's a great suggestion. We'll take you up on that. Thank you.

(Mike)?

(Mike): I have to buy a new mike. I'm excited to announce that I have a (unintelligible). And I felt paralyzed yesterday because I didn't. I just want to join the parade in battling to Glenn. What would we do without Glenn?

I've got just a little rata tat, tat. I've got it in an email and I'll send it to you guys in a second. We've talked a lot about the GNSO council and constituencies and stakeholder groups. I'm just lobbying for working groups and working groups have similar but ever so slightly different needs. And, you know, as a person who does working group stuff daily, I love everything you do but there are some things that I'd like to add to the pile of future consideration that are a little bit more working group focused.

One which will be a bit controversial and it's not the right time to get total clarity but working groups are more like projects. And so there are project kinds of things that would be really helpful. Sort of jumping on the notion of a brief summary of our meeting but then a little bit on status reporting, a little bit on project administration, blah, blah, blah - kind of a list of things to think about.

If the registered working group that's looking at new tools for accepting an alien member from the ISP's, I would love to join that gang because I love, you know, (Pam) and I love our new toys. So one incredibly narrow thing that I know I've been bugging about forever but it's becoming more and more important and that is this idea that people can subscribe to mailing lists just so they can be on the list totally in working mode.

And the reason this has become more and more important is because as we bring more and more people into working groups, one of the problems that we've got - I was talking to (Elaine) about this earlier today - is right now the only way to bring people into a working group is to bring them entirely into the working group. There's no way for a person to sort of take a test flight. There's no way to sort of audit one or two to get a feel for what goes on.

And so as we reach more broadly, you know (unintelligible) I mean, you know, this is one of those difficult things that we need to get better at. And I think this working mode thing would be really helpful because, you know, I know that you guys are good people.

That's it. I'm done. Thanks.

Marilyn Cade: (Jim) could I ask Mikey a friendly question? Would you accept a friendly change of word to observer instead of lurker?

Mikey O'Connor: You're no fun. Marilyn's just no fun. She never lets me get away with anything. Of course, that's fine.

((Crosstalk))

Marilyn Cade: But I actually have a different point I want to make. You use - well we don't today use - the BC does not today use website hosting although we probably will in the future. But we do use email archiving. And if you don't use - that is a major, major service to us. And if you're not - that is an expensive service to do.

It doesn't come without some labor on your part of figuring out, you know, who you add to your list. But I will just say when you say website hosting and content maintenance, I think that that service is inclusive there but everyone might not know it. And that is actually one of our requirements and evaluation. So I wanted to be sure I flagged that for everyone's awareness that that service is available.

(Rob): Great, thank you. We're continuing to watch time. (Sally) and (Derrick) - I think they're a little late. Also knowing the art we described as of this day, I'm going to tell you what my list is of folks to the extent that we don't get to you during this session because we'll stop when (Sally) and (Derrick) arrive. We'll just add you first on the queue for the next session. But (Alisa) you're next.

(Alisa): Yes. So I really wanted to kind of emphasize something that Bill Drake said and that is having a summary of what is actually included in the transcript because I think as a business user, even reading through the transcript is

pretty time consuming. So I don't know if we need some meeting minutes but I think having that summary would be hugely helpful, especially for members that can't attend the call.

(Rob): That's very helpful to hear that perspective because what we had to do when we first rolled out this session just based upon, you know, human resources was we had to limit that meeting reports and minutes to the council. And I think there's always been that desire to expand it. Clearly again at that time we didn't have a fifth constituency.

So I mean there's these issues and why it'll be important later in the day in the discussion with (David) about needs to reinforce some of these things is because as we do the resource planning, it's to say okay let's get a sense. If it's four bullet points that somebody can do in, you know, it's never just 20 minutes because you have to listen to the transcript or have sat in on the meeting. So we can identify, you know, what that sweet spot is and certainly explore that. Thank you.

Now just to clarify who I have in the list in the queue is we got Klaus then (Chris) then (Tom). Anyone else want to - then (Claudia). Again, I hope we'll get to you all in this session but just in case, we'll have you queued up for the next one.

Klaus?

Klaus Stoll: I would like to make a suggestion which is a little bit out of the box. The US conquest and ICANN have something in common. It's a discussion to develop policies and then trying to implement them and they have the same problem. It's that the common consumer actually has no idea - doesn't understand what we guys are talking about.

So they did something which is - and you can look it up - it's called www.topworkspopularworks.com where they basically translate - put up

policy meeting laws in a form which is understandable for everybody and invites the public to participate to talk about it in detail and all that. And I think that given the discussions we had about outreach and thing like that that we should at least have a look at this if we have something similar going for ICANN. And especially in human language please.

And it's unique. I know the guys who are doing that pop works and I can get ICANN in touch with them. Thank you. That's all.

(Rob): Thank you Klaus.

Chris Chaplow.

Chris Chaplow: My name's Chris Chaplow from DC.

We're interested in the service providers that (Gary) alluded to. I don't know very much about that. So if some discussion were called to educate us about that, I would be interested in that.

We don't do hosting at the moment. We do our own independent hosting. So I can't say about other companies. I think is something we'd like to move to next year and I know it's something that ICANN could easily provide. So I think that's (unintelligible). But more than that I'm thinking about document archiving. We've got the review coming up and in the event that, you know, a catastrophic failure or earthquake or something like that, our documents are held in a couple of different locations. Some sort of central FTP depository that the books hook up to and it's just archived away because I'm sure (Mike) and (unintelligible).

And it's sort of been talked about before but just to hone in on it again. (Unintelligible) support. As (Steve) mentioned, vouchers or something. So just to highlight again so we don't get caught between the forms in the stalls this year coming out the toolkit or (unintelligible) support request. So it's just

something around and about. So it is very, you know, (unintelligible) whether it's the toolkit or support request. Thank you.

(Rob): Thank you very much (Chris). You know, as you noted we've got a couple of good ideas from like (Mark) and Mikey and Glenn's interpreting as volunteering to contribute. Either we'll take the work product you share with us or somehow get you involved in at least maybe one or two calls. We'll send these other groups to be able to crank that in because I believe Glenn's initial point was that's not a contracted party's initiative. That is someone who wants to be a GNSO group initiative. So we can get and share all those ideas. So thank you.

And I did note in the early prior request and we like to point it out, it's this concept that we're alluding to that (Steve) referenced of the vouchers. It's this concept of trying to find some mechanism so that you guys can find the cheaper solutions. You all know based from the staff perspective over the last couple of years, a couple of staff has said yes, if it's possible and the correct sort of management can go around it, giving you the flexibility of finding independent solutions that are unique to your communities is probably the best way to go.

Mikey do you want to get back in the queue or just a quick comment?

Mikey O'Connor: I just had a real quick comment to that and that is let's not leave the baby with the bathwater. There is continuity here that we need to remember because sometimes there are transitions in the leadership of this group that are very rapid. And if we have unique solutions that are kind of lost from the point of view of Glenn and her crew, that can be a big problem. So just to offset - I mean I'm all enthusiastic about cool tools but let's be careful not to go too far.

(Rob): Thanks for that. Is this a comment on this piece (Mark)? Okay, thanks.

(Mark): I would just make a comment that we probably could build in some procedures as workarounds that are fail safe for example, you know, to the extent that, you know, ICANN has a select group of vendors that can provide you services that it's in part of the agreement that should some crazy situation happen that, you know, in ICANN to the person is able to access the account and unlock it.

So I think that's a very good point that Mikey made but you can probably build in some fail safes to accommodate that.

(Rob): Great, thank you. (Ponsolar) you're next in the queue sir.

(Ponsolar): Good morning. Thanks everybody. I just wanted to make two suggestions. Maybe the first one - I don't think I've seen it. I'm looking at possibilities like having a one page fax sheet - especially when all (unintelligible) with the various working groups so that people will get an insight of what is expected from them volunteering to join that working group. I think personally for me it will be helpful. So I don't know if that can be done.

The second thing I want to see within the toolkit is possibilities of the modules database of the members of the different constituencies and what the organizations actually do instead of just having the list of members of that constituency - their names on the organization - but actually what the organizations do and stuff like that. Thank you.

(Rob): Thank you. That's an excellent concept and I mean that could conceivably be added to working groups and other things as well. Thank you.

I've got (Claudia) and then (Bill). That's right, (Claudia) was out of the queue.

(Bill): I think one of the challenges for all of us is just the volume of activity that goes on. The working groups are the issues that are posted for public

comment. Sometimes it's related to working groups. Sometimes it's got to be better going on - different reviews that are going on.

We - it's a challenge for us as a constituency. We have member organizations. Sometimes they're involved in certain projects. And it's not the constituency itself. It's the formal participant. We actually have this other layer. Now we're a part of the stakeholder group structure. So I think it's very difficult I think for the executive committees and the chairs to manage all the activity that's going on.

And we know (Donnie) yesterday, he referenced that he's starting to implement a program management system for ICANN - one that basically tracks all the activities and it puts it into a single system which shows what the projects are, who owns them, the deadlines, if there's cross ownership between the different, you know, stakeholders involved. And I'm wondering if that's something that maybe we could integrate down to the constituency level and that type of software system.

(Rob): That's a very good suggestion. I think it's fair to say we are - from a staff perspective - very excited about this new management tool. But it's also we're just beginning it and I think we've got a lot of learning to do.

I think with your suggestion, certainly those of us who are leading the policy team - they look at it in terms of how to apply it in much more broader terms because I think that would be really, really helpful to do.

Just a quick observation for our folks who have joined us for remote participation - we are continuing our 9:00 session right now. (Sally) and (Derrick) are a little late. They'll be joining us shortly at which time we will end this session. Unfortunately - unlike yesterday - at least for this transition we will have to hang up and dial back in using the password. Just a quick warning there.

(Bill) you're next. And this will (unintelligible) after you're done.

(Bill): I wanted to just briefly really echo (Ponsolar's) point. We raised this issue, you know, for some time now. And progress has been made in making the descriptions about the working groups and so on more accessible, et cetera. There's no question it's better than it used to be.

But still for - I think - I don't want to say the situation of social society people is apparently unique. But never the less when you are talking about people who don't necessarily have financial skin in the game but might be interested from a public standpoint and so on. And they're trying to look at the possibility of committing to a working group. For them I think the bar's a little bit higher in terms of what kind of information we have to provide to them for them to feel - okay, I feel really - I want to know what this would actually buy from me. And I know how to calibrate what level of engagement I might be able to commit to and so on.

And, you know, right now I think people look at some of this stuff and they just go whoa, you know. This is high RTP part B - what's that? Leave the 30 pages of background material then try and decide whether or not that's something you want to get involved and you're not quite sure what the time paints and how, you know, what your particular role would be.

So something that would help to frame for the person who's kind of floating on the edge and looking for somewhere to contribute but not quite sure how deep to go. It would really be very, very helpful.

(Rob): Great, thank you.

(Tony) if you could hold on one second. Do we have anything on remote participation? I want to make sure I capture - I noted for briefly (Michael Pelage) there was - we had the chat room up and I saw that you had

contributed a comment on the history of the registrar's financial situation. So I thank you for that.

Any comments from the remote side? No? Okay, great. Thank you.

(Tony) can you be first next time in the next session? And then I've got after (Tony) Mikey. And I don't think I have anyone else still in the room who's left in the queue.

I'd like to thank all of you for the intro and the contributions for this session. We have been - for those of you in the room, you've seen we've been taking some feverish notes. If I have some time during (Sally) and (Derrick's) session, I'm going to try to capture an itemized number of those because that discussion may be useful as part of the needs conversation we had with (David) later on this morning.

So let's take a brief two minute break just so we can hang up and reconnect from a remote participation standpoint. That'll allow (Sally) and (Derrick) to come forward - (David) for you to prepare your introduction. So they'll - we'll get started in let's say three or four minutes. Thank you very much.

END