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DURBAN – Engaging the Global Community-An Interactive Approach to Outreach  
Thursday, July 18, 2013 – 11:00 to 12:30  
ICANN – Durban, South Africa

SALLY COSTERTON:

I think we will get started if we could, please. If everybody would like to come in and take a seat, that would be great.

Good morning, everybody. Thank you for joining us. What we're going to address today is a follow-on from our meeting in Beijing, and we've also had quite a few -- couple of Webinars since we met in Beijing with many of you. So thank you for being part of that process.

The goal of this group is to spend some time together bringing the staff on the engagement side and the community members that are interested -- volunteers that are interested in capacity-building and outreach and engagement -- I know they are not all exactly the same thing but they tend to get grouped under the same group of people who are involved -- looking at specific projects we're working on together to help us to solve some of the challenges that we face around scale, around internationalization, around inclusion and access.

So what we're going to do this morning for those of you that weren't on the Webinars -- I know we have some people who are on the remote dial-in as well -- we are going to spend most of our session in groups. And we're going to look at three different topics, which we have the XPLANE guys with us here. If some of you have not met them or I suspect you have probably seen them in different sessions this week, we have Raul here, we have Dave King here and we have Patrick over

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here. They will help us to prompt our discussion in the groups and to record what we're saying and make sure that we synthesize well what we agree.

The groups we're -- I'm going to ask Janice to kick us off. She has been involved in this group since it was born which was a couple of years ago. It is important we have some continuity through this process. One or two things have come up during the conference calls on the issue of continuity that we want to make sure we level set before we go into our groups. She will also explain the brief of the groups and who is going to facilitate which group. We have got one over here where Raul here, one over here, and one in the corner -- or where Janice is standing. Okay. Thank you.

So I would just ask you to in a minute as soon as Janice has introduced the program and gone through what we will cover in the sessions, feel free to join the group that you want to join or feel free to move around between the groups during the session. We will have a facilitated period of discussion and then we will do a read out to the room at the end. So we will take as much time as we need within our slot.

So without further ado, Janice, if I could hand over to you. This makes us feel like news readers doing this together.

JANICE LANGE:

I know. This is really amazing.

So appreciating the fact that in Durban these have been cavernous rooms that we're trying to engage intimately in, I wouldn't mind at all if

people kind of gathered around the campfire. Seriously, kind of move your butts up and come in with us so we can kind of engage together.

When we started almost three years ago with the outreach and engagement initiative from a staff perspective, as a reminder to those new to this or an update to those new to this, it actually came from Akram who said to one of our senior executives at the time, you know, I think we're getting a lot of demand from the community for outreach in one way or another. It might be collateral. It might be travel. But we're hearing a lot through the budget requests, the special budget requests process, for outreach. And do we even as a staff understand what outreach is? So he challenged us to meet together from various departments to engage together first to see if we could together understand outreach. And I'll be honest, it is still a little bit out there. There are different definitions or understandings even within ICANN staff. But at one point, we brought our findings, which became known as the waffle model of participation to the then Public Participation Committee and then proceeded to engage with the community in Webinars and in Prague for those of you engaging there, we attempted to run, I don't know, about a 20 slide-set show. About two slides in the microphone line looked like public forum and we'd only set an hour for that particular time.

Well, it was completely filled up with the community telling us what we didn't do and what we needed to do. So, good. Good to get go, more Webinars, Toronto. Very little participation because of conflicting sessions, something we really have to work on here in the future.

But we did start to move forward under Sally coming in and her tutelage of global engagement to have Webinars and get to Beijing and begin to have an understanding.

What we heard from kind of the newer wave of individuals engaging with us after the two years had passed was, Stop, you don't have a strategy. You're starting to build platforms. You are starting to talk forward action items and I don't think you have a strategy.

So what I said to Sally was actually, you know what we had? We had some consensus built called "goals and principles." We didn't use the word "strategies." Let's not go backwards. But we did have the goals which was an operational goal to include outreach in the budget process. Again, the reason I backed up to Akram was so everyone would understand that goal and that's where it came from. And everybody got around it.

Strategic goal to better allocate investment opportunities, keep the community more involved in the decisions, and make the current model more robust, the waffle model. Again, I needed to go backwards to bring you all in with us today. That's how that happened. We now call it the participation matrix.

The principles we said we should be global in nature. Global -- global stakeholder engagement, it is the perfect title for what we didn't even know at the time.

Increase all types, so we needed to get regional. We need to get global. We need to look at the kinds of outreach capacity building, training, leadership development that we're doing.

The future of outreach, it is an integrated process. It is a handshake between the community and the staff. We are one plus one, as I tell my fellows and newcomers, one plus one. Staff plus community, that's ICANN.

From there, I want to say that in the Webinar on June 3rd where we were able to gauge some community members in agreeing to an agenda for today, not just ICANN saying, "Here's what I think the agenda should be, won't you come?" We said, Here's what we're hearing from Beijing and here's what we put together from the Webinar. Would you come gather around and see if we can? And we heard strategies are needed and you told us here they are going forward: Establish solid collaboration and reciprocity -- I knew I would have trouble with that one -- between the staff and the community. Make sure the outreach activities and resources serve ICANN's overall strategy.

Those of you involved in the five-year strategy on Monday here I think got that tune with our partners from XPLANE. And I saw so many of you here in this room.

And maintain some autonomy for community groups. We understand that. We understand the differences in the stakeholder groups and the constituencies that are here in ICANN. We get it. We know you have to have some autonomy.

Let's understand this. We do need to have a global engagement strategy that encompasses all as one as ICANN and what ICANN needs to do going forward.

So we're here to play with you today. We'd like to go forward with these strategies that you as, community members, gave us, and we are going to do what we started to do in Beijing: break out in interactive sessions so that we hear from you.

Today we are lucky that we have the expertise of XPLANE. Those of you that played with them on Monday can better understand how they moved forward and they will do it better for me.

Group 1. And again, this is not coming from us as staff. This is what was agreed upon through consensus with the community building up to this.

We are going to build a framework around how to coordinate the work of our regional strategic engagement working groups. Let's start regionally and build it out globally. Okay?

So you need to tell us what kind of resources we need, how do we track the right type of participants, how will volunteers work alongside, how does the community walk hand in hand with staff one plus one. We're all in it together. What do we do regionally and then globally.

Group 2 will then really focus on Chris Gift's engagement platforms that he's heading. Okay?

We're going to want to make sure that what we provide is relevant, so are "we" in the we as in staff? No. The "we" is us, community. You tell us what's relevant. You tell us what we need. So we need you to engage here in Group 2 towards that.

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In Group 3, this is about what you had talked to us, a master calendar that works. Not one that exists; one that works for what you need for the entire Internet ecosystem, not just the ICANN.

And then the second thing about that was the speaker bureau, which was a new initiative that helps feed into the calendaring, but the speaker bureau stands right now, as a community you tell us, we'll find the staff expert. We know that's not everything. Tell us more. Tell us how to further facilitate this to make it a tool that works for you.

So at that, I want to turn this over. Sally, I --

SALLY COSTERTON:

Thank you, Janice. Thank you.

So if you have a strong regional focus and you want to help me, particularly, I'm going to facilitate this group here with Raul to focus on how are we going to manage scale, how are we going to manage scale without hiring hundreds and hundreds and hundreds of engagement people all over the world. How are we going to partner with regional organizations and with your groups in the community. That's this group. This is a very early-stage discussion. This is a brainstorming group. We don't -- we're not coming with any straw men, any demonstrations, any hypotheses, so this is a very early-stage process and we're really just looking for ideas and input and understanding about some of the issues that we might have to overcome.

And I'm going to ask the regional vice presidents in my team to be in this group, at least to start with, because they're the guys that have to

have this responsibility on the ground and I want them to hear your feedback.

And I want, you know, this to be a good discussion, because they know what their pressures are too.

In this group over here, we have a more developed program. So in Beijing we had a brainstorming session on digital platforms. Chris Gift has done, with his team, an enormous amount of work since Beijing on this. It was a really great brainstorming group. It got an enormous amount of input. What you're going to see in this group is a prototype, is a process of actually looking at what's been done and where we've got to with that. So if you're interested in online engagement and digital tools, this is the group to be in.

And then this group over here, which Patrick is going to facilitate, is really about more on the communications side, I would say. It's still about engagement but it's more on the communications side. So how do we manage a process that protects the quality of our message when we communicate so we're not all saying totally different things all the time and disagreeing with each other and all this kind of thing, that we have some consistency when we go out to speak on behalf of ICANN, when we're funded by ICANN. How do we expand that program into the community -- and I know that a lot of people want to talk about that -- and how do we put tools, particularly a master calendar, in place, which, again, was asked for. This is a request that came out of the Beijing discussion and we've been doing some work since then.

So the coms team -- Mandy -- are going to lead that group.



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So I think, without further ado, if you'd like to come and join the group that you're interested in and we'll get started and we'll run for how long, Dave?

DAVE KING:

We're going to do about 50 minutes -- five zero minutes -- and the idea - - we weren't sure how many people were going to show up. It's great to see so many people have shown up. We may rotate groups or we may stay in the group that you start in.

So we have 50 minutes. We may do 25 minutes and then rotate or just stay where you are.

We're going to just see how the discussion is going. That will be the deciding factor. If it's a healthy discussion and folks feel like they want to keep contributing to that topic, we'll leave everyone in place for the full 50 minutes.

So just by rough headcount, it looks like there are about 60 to 70 people in the room, so we want to make sure there's -- you go where you are interested to go, but also that we're balanced between the groups.

So we're going to try to do about 20 to 25 people at each group. When you get there, we can, you know, try to pull some of the chairs around without completely disrupting it, but so that it's comfortable for that time.

But without any further, please -- please come up and join us. Please go where you'd like to go.

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Again, capacity building there, the online tools on this side over here, and then the Internet governance and master calendar up there.

JANICE LANGE:

And for those who are participating remotely, and I did take a peek in the room and I do see some folks there remotely, remember this -- we do understand this is challenging to participate in remotely, so we are coming back at the end to do a summary of all the thoughts in the three groups and at that point you'll be able to listen into that live stream and we'll have a transcript and notes of everything that happens here today on the outreach mailing list, which if anybody is interested in joining the outreach mailing list, they simply need to write to me. I don't hide very well. It's [janice.lange@icann.org](mailto:janice.lange@icann.org) and I'm happy to take that information so that you can join the outreach mailing list. And we'll put that in the remote participation as well, so that you can see my address to mail to. Thank you.

**[ Working in groups ]**

DAVE KING:

Okay, groups. We would like you all to come back into the center area, if you can.

We're going to bring the boards to this center area right here and do a read-out from all of the groups to everyone here. So the more you can kind of come to the center, congregate in these middle seats, a bit easier it will be for you to follow the conversation.

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And if you can reset chairs as much as you can, that would be great, too. Please be careful moving things around. Don't want to hit anybody or trip anyone.

Come on back to the middle, grab a seat. There are cookies hidden under the chairs.

[ Laughter ]

Dollar bills under the chairs.

Groups, can you bring the boards with you, too, please? We want the boards to end up in the middle. This is our chance now to hear from the other groups. So if you weren't able to join any of the other groups, you'll be able to hear what they talked about. Thank you.

Sally, I think your easels are the closest to the center, it would probably be logistically easiest to have you start first as soon as we let people get here. But we will start with your group first.

SALLY COSTERTON:

Hello? Right. We haven't had a chance to organize this very well because we're doing this -- I said to this group, we have to build the plane and fly the plane at the same time. So my beautiful assistant here is helping me.

Okay. So this group, this was a brainstorming process. Fantastic input from this very generous group. Thank you all very much who participated. We looked at a number -- Really this was about capturing the high-level issues that we need to think about in terms of how do we work through issues around engagement generally. We try to focus

specifically on the regions. But we got great input globally and also at national level as well.

So the essential question or the key topic that we -- the problem we're trying to solve in this group, this is kind of my problem but it is also many of your problem is: How do we manage scale? How do we do this without hiring lots of people? How do we do this in a bottom-up, inclusive way?

So, one of the things that came up was -- Okay. One solution is that we partner with different organizations who already are interested in some of the things that we do, but they're not kind of full-time members of ICANN as it were. So that might be academia. It might be special interest groups. It might be NGOs. It might be a special interest group such as, for example, disability groups. This came up, too. This is a slightly separate point. Let me move on to that.

The first point was really how do we make sure that we, A, know who some of those groups are and, B, we worked out how, who should they go and talk to. One of the persons in our group said, I have a range of academic courses that I'm aware of that are looking at Internet governance and looking at some of these issues. I don't know who to send them to in ICANN to make a connection. So there's a kind of strategic question there and also a very practical one.

The second thing we looked at was who's not here. How do we identify the gaps? And there was some specific gaps that were raised. One was disability. The point was made very strongly in our group and there was, I think, a lot of agreement about it, that we need to do far more to open access to ICANN to people with lots of different kinds of

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disabilities. And at the moment, there was a sense -- the feedback came back in this group, Well, we're compliant but that's kind of it. And that's not -- that's not outreach. This was the feedback. That's not thinking about how we go out to people and think about what they need to bring them into ICANN. And that's obviously an issue globally.

Another group that was raised at the end of our session that isn't here very visibly was younger people. I've heard this coming up a lot at ICANN meetings. We tend to look around and say, Whoa, we all seem to be getting older. Where did everybody go?

So how do we bring younger people in? I think this is quite a sort of existential problem for Internet governance generally and for ICANN specifically. Very strong representation from the fellows in our group saying, We have the fellowship program and it rocks. It is great. Now, of course, fellows aren't always very young people. That's two slightly different things here. Some of them. Some of them aren't.

There is a perception in ICANN that fellows are all very young. But actually they are not necessarily. They are just newer, newcomers.

What came out of that is we have a great idea. It is a model, a framework, that maybe we could pick up and use, which leads me to another point that came up in this group, which is how do we make sure that we all know what we know, by which I mean we quite often find that we've solved a problem somewhere in the ICANN community but there's not much sharing of best practice. There is not really a clear mechanism as to how we connect with each other and make sure that we don't keep on trying to solve the same problems over and over again.

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I can see some heads nodding. Yeah. I think that's actually quite -- that's a challenge in a bottom-up model. It is more difficult. In a top-down model, you just push straight down the channels. But we don't have that. We have a bottom-up model, so we have to work much harder.

Another point that came out in our group, linking to that, is how do we make sure we connect the stakeholder groups regionally and globally, kind of side by side, in a more network way, both inside our existing ICANN community and in the wider groups like in the adjusting space, the Internet governance space. We share some of our interests but not all of them. I sense that we do this very well in a fairly insular way inside our community groups but there isn't enough understanding, knowledge sharing, getting together, and engagement between the groups, intra-community, if you'd like, and also into new communities that we want to bring in.

I think this is a big issue. This is not a little issue. This is quite a strategic challenge for ICANN in terms of a question of how do we manage that scale and how do we make sure that as people come in, which was another point that was raised in our group, that they know what they're talking about. So more for more's sake. Bigger isn't necessarily better. Bigger is better if people are coming because they want to come, they know why they're coming, and they know what they need to do to educate themselves to be effective and successful and to contribute. And some sense in this group that for existing, hard-working community members to suddenly have a whole bunch of waifs and strays that don't really know one end of an ICANN meeting from another isn't inherently helpful. So if we bring a lot more people into ICANN and they are

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wondering around not really knowing what to do, we haven't really got much further. And that isn't what engagement should be about.

What else did we have in here? Ah, yes. Quite a few people said one of the things we need to we need to focus on in engagement is the story, is the messaging. And this, I think, is a big kind of ask to me and particularly to the communications team at ICANN actually. We've begun to work -- Looking at Duncan here. This, by the way, for all of those who don't know him, I will admit, he's a very tall man, this is Duncan Burns who is the VP for communications for ICANN. It falls to Duncan to wake up at night and worry about this kind of issue. We're beginning. We're beginning, baby steps, to start to put together clearer messaging about some aspects of ICANN, for example, the new gTLD program.

But I would be the first person to admit that -- you said to me -- somebody said, I tried to explain to a guy in a taxi this morning what it is I do. And he asked me the question and I was like, Ahh, I can't explain. This is like a really big issue. How are we going to bring new people into ICANN if we can't even explain ourselves exactly kind of what we do and why we're here and why they might be interested in it? That's another really big issue, I think, that this group brought up which is very important about engagement.

DAVE KING:

Sally, you have about two, three minutes.

SALLY COSTERTON:

Anything I missed on here, Raul?

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>> (speaker off microphone).

SALLY COSTERTON: I think those were the main things. In terms of --

>> (speaker off microphone).

SALLY COSTERTON: National versus regional versus global. Thank you very much. This is partly -- this is really about our internal processes as much as anything else. How do we make sure? The example I gave is if I say -- Pierre and I decide -- Pierre Dandjinou who is our Africa VP, that he really needs to increase his civil society engagement in Africa, who is he going to work within the community groups to do that? It is not just the African stakeholders. The NCUC which isn't a particularly regionalized group needs to know -- needs to help. They need to at least be aware of it, and there needs to be some engagement kind of from Pierre to global, if you will, as well as what's going on in Africa even if there isn't widespread representation.

So a lot of big-picture stuff came out of this group. What we will do after this meeting is synthesize it into those kind of key areas and anybody in this group that would like to be parent of our mailing list and join our Webinars, we will carry on how we working how these problems together over the next months and we will get back together if people want to in Buenos Aires and see where we've got to.



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Is that okay, Dave? Am I on time?

DAVID KING:

Yeah, that's great. While you are on the topic, I will add we will take high-resolution photos of all of these boards and they will be on the Web site shortly after -- I guess, however long it takes to get them posted.

Good. Thank you, Sally. So the next group is Chris Gift.

And, Chris, if you want to remind everyone what your topic is about.

CHRIS GIFT:

So my topic -- or our topic was about ICANN Labs. And what we were doing is, in Beijing, we had a discussion about digital engagement, and we came up with out of that meeting three concepts that were very important to digital engagement. That information needed to be topical on the Web sites, and digital tools needed to be topical, they needed to be relevant to people, and they needed to be accessible and the whole breadth of accessibility.

So what we did is created ICANN Labs as space for us as a community to co-create new services that address these three issues. So the question to the group was, okay, we have these three issues we want to address. We have ICANN Labs which is a space in which to do it. But which ones do we tackle first?

So the question to the group was: What personal problems do they need digitally solved as they come to ICANN, icann.org? What is it they want to accomplish?

So very quickly, before I start reading these off, I do want to very much thank the group for participating and engaging in this discussion with me. I also want to point out the group was very heavily represented from fellows and people from Africa and from the different regions. I'm very grateful they were there and talked in this group because this is one of the big benefits of having this meetings in some of the regions, is we can meet with you directly and engage in this discussion. So I'm very grateful. Thank you very much for these ideas.

They did follow a few themes. One was very visual. There was the notion that a lot of the written information is there and that's great. But it can be difficult to access. It is not very accessible, especially to newcomers or people who don't necessarily understand all the concepts or the nuances of the concepts. So to be able to provide those in either visual -- some visual format, whether that was people kept talking about skits, videos, cartoons, anything that allowed people to readily -- more readily connect to what was being discussed and the issues. So it was not only a question of accessibility, it was also a question of relevance that visual communication would make it more relevant to people. That was one theme that we saw across all the groups.

The other theme was about the quality of our current assets. By that I mean our icann.org Web site and other Web sites. I think will just quote this one, "The Web site is a mess." So I think that was a theme that people said. We really needed to make it just the Web site as a whole easier to navigate and to understand information. And while that is a big one and not necessarily something we can -- we will be tackling that but one thing at a time.

Also, easy to catch up on what's going on and where we are in the decisions, especially the point was made here the decisions recently made. Again, how do I follow the decisions that are being made? Because I may not want to understand all the content that's there. I just want to see the relevant things, right? What was decided? And then I can -- if I decide that decision was important to me, then I can track the information that followed up to that decision. So that was a very interesting topic as well.

There was a very good idea about -- another one about -- so all of this -- sort of this other visual stuff fell under the rubric of "ICANN learn," which we started to see a theme here about ICANN names, which was very interesting.

Also, offline participation. Not everybody has bandwidth available to them 24-by-7 so how do they participate offline. A very good idea and suggestion. And especially access to documents. They wanted to be able to access documents, download them all in one batch, read them later. Mobile device as well. So I can download them all to my phone at one point when I have either WiFi access or some other access and then I'll read them later on during the week. So that was a very, very good idea and very good suggestion there that we can certainly look at.

The idea of a 24-by-7 chat. So if I cannot find the information that's relevant to me, I can pose the question to somebody, whether it's staff or somebody else in the community that happens to be up, right?

You know, "I can't find it. Can somebody help me with this?"

So community -- a community support mechanism where people can pose questions and help each other find information and make things relevant.

I think that one is another very good -- excellent suggestion.

Certainly document management, co-editing of documents, is important to people.

The wiki format. Some people were suggesting is it locks people out when somebody's making a change, so different means of co-editing was of interest to people.

Better use of social media along the lines with the 24-by-7 chatroom. And then there was a group around here, around -- back to the awareness and communication updates, and then providing information also -- seems a little offbeat, but -- not offbeat, but off to one side, but providing information to schools. Providing links and content and maybe an application readily available to schools.

And I think the last idea that wasn't -- that was discussed and I'm not sure made it up here was also an application for the meetings. So you could have an app that would help you navigate the meetings because they are very complex with rich schedules and a lot of content.

So something that could -- could help people navigate and understand where they need to be to -- just to talk about topics that are relevant to them.

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So I think that's it. Some very, very good suggestions. Some of these will be appearing on ICANN Labs and we will start co-creating them with you, so look, sign up, and participate.

DAVE KING:

Good. Thanks, Chris.

And I want to give a chance for people to ask questions or add comments, but let's do the last board because we're coming up against time and I know other people need to -- have other meetings to go to, so let's let them do that.

So for the last group, Chris Mondini.

CHRISTOPHER MONDINI:

Hi. I will try to go quickly so we have time for some questions.

We had a very good group. It was very diverse. We had new people, we had seasoned people, we had good geographic distribution, and everyone participated. So thank you very much.

We addressed the master calendar concept and we addressed the speakers bureau.

And looking here first at the master calendar concept, we really looked at structuring it in four layers.

We looked at the ICANN calendar, the kind of thing that's now pushed out on the MyICANN platform, and we looked at the groups that contribute to it, the supporting organizations and constituencies, and we talked about getting that right and making sure that that's working

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as an important way to assure success as we go to the next level up, which is where we talked about broader Internet governance organizations and integrating with their calendars and going out to see what other calendars are being kept.

And then even at a higher level here -- there should be a blue square here -- which is even associations or other organizations that may not be full-time in the Internet governance space but they may have something that's topical on the calendar, and that's actually also relevant when we get to the speakers bureau.

A couple of the feedback points were to -- one was actually on the interface.

So this kind of -- sort of colored blocks on a schedule that you see when you look at MyICANN, we thought as the calendar got bigger, with more populated content, that's not good enough. We have to figure out a way how to make the interface even better.

And we had a couple of really good suggestions on filtering. Both filtering -- being able, when you go on, to pick which calendars you'd like to feed your -- into your own calendar, but also filtering on things like whether it's a by-invitation meeting or it's an open meeting, filtering by geography. "I know I'm going to be in Brussels for a month later this year. What are the meetings that are there?"

So that -- whether it's an application that's pushing the information to your calendar, in whatever calendar that you use, or whether it's a static passive calendar that you consult, that you would be able to sort on

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these factors and see, "Oh, what's in Brussels that has to do specifically with security" would be a great feature to have.

We talked about also the fact that a lot of the organizations down at the supporting level, they're volunteer organizations so their bandwidth and their support are limited, and so we talked about sort of the quality and the trustworthiness of the calendar.

So if -- you know, it's only as good as it is until the first time something is not correct, so if it's ever inaccurate or a meeting has been cancelled and you show up and it's not there, it -- that's a detriment to the quality.

And also, the better it is, the more of a motivation to the supporting groups that are an all-volunteer group to actually invest the time and resource to populate it.

And then we had a number of ideas of what are the other calendars that we might want to consider integrating with at these two levels.

And also, we should try to get them to standardize their platform.

On the speakers bureau, we really described two things. I don't -- I would say that we didn't address some of the prioritization questions, which need to come, but we did talk about the speakers bureau as a clearinghouse for information coming in, explaining what we've been doing to date.

So invitations that come in currently, we're doing similarly at this level. We're looking at ICANN and we're looking at ICANN board members. And we want to expand that to the broader community. And we talked

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about -- we talked about -- we talked a lot about the content, and we talked more, I think, about the content platforms than we did about the speakers bureau itself. But the concept of the speakers bureau is really a clearinghouse of invitations coming in and an opportunity for all of you, even beyond ICANN staff and board, to see what's being requested and where you might be able to help.

And on materials, we talked about a platform that -- you know, currently on wikis, we have slide decks, so maybe the latest slide deck on DNSSEC, a security issue that was presented by an ICANN staff member in Oslo, is now available, and similarly, tagged. Like how recent it was, what kind of audiences it's appropriate for, whether it's something that could be in the public domain or should -- you should have some qualification before you try to present it.

But also the same kind of materials clearinghouse to go hand in hand with the speakers clearinghouse.

We talked about -- we talked about also the challenges. You know, there are some regions that request -- that have a lot of requests that are hard to cover. We had a participant from Nigeria and we felt that this is actually a strongly unmet need to broaden the awareness of these invitation- -- invitations that are out there beyond the people that are seeing them currently because it's a big continent and at the staff and even board, we have very few people actually located there.

And then the issue of resource came up, and we should be able to put invitations there out and make them available, and sometimes they're paid invitations.



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So sometimes the immediate question is, "Well, who's going to pay or what are the resources available?" But this could be a very valuable tool, the clearinghouse of invitations and speakers bureau, to know where paid opportunities also exist, where they're sponsored.

And I think I will stop there.

DAVE KING: Okay.

CHRISTOPHER MONDINI: Thank you.

DAVE KING: Good. Thanks, Chris.

So we've only got a couple minutes left before some of these folks who are helping organize things need to leave, and actually, Sally, I'm going to let you wrap up and then let anyone else who wants to stay and ask questions or have further conversation, can do that. Okay.

SALLY COSTERTON: Thanks, Dave. I'm afraid I have to go to another meeting, but I -- anybody -- we'll do that, but -- so if anybody has questions of me, then you can ask me in the public forum. No. I'll be back, I'll be back. I'll be around. No. I mean, listen, you know where to find me. And I always answer e-mail, by the way, so if you want me to -- if you do miss me for any reason, you can always do that.

Thank you all so much. This group is beginning to get some real momentum. The quality of the interaction, I think, is fantastic, and it's -- the tone is great. It's really very collaborative, it's very helpful, it's very ICANN. It's very much in the spirit of how we work together.

So I really value that enormously. You didn't have to come. You don't have to come on the calls. You did and you do, and I hope you will continue to do so in the future, and again, thank you very much, indeed, for the time you've spent. It's enormously helpful and I look forward to seeing you later on. Thank you.

JANICE LANGE:

So Sally, I'm just going to make a quick comment.

We understand there are some accessibility issues with the community wiki and we have some materials that are on the icann.org and some in the community wiki.

We need all of you to be engaged in the community wiki, as well as the outreach mailing list, so I'm putting out what I've been telling the newcomers and fellows all week. I don't hide well. We're transparent about us. You can find staff. You can find me. I look different but I'm the same, [janice.lange@icann.org](mailto:janice.lange@icann.org). I will make sure that you get attached to the mailing list. I will make sure that you get attached to the community wiki, which is a wealth of information and gives you an opportunity to exchange with the community and watch them exchange and understand how they exchange as you determine to jump in.

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So again, for the ICANN community wiki or for ICANN -- MyICANN or the outreach mailing list, one stop shopping, [janice.lange@icann.org](mailto:janice.lange@icann.org) and I'll get you in the right place.

DAVE KING:

Good. So with a couple minutes, if you need to leave, by all means, it's understood but I want to -- I did promise any Q&A or any comments that anybody wants to make, we'll take those for a few minutes, but otherwise, we'll -- thank you for your time.

All right. Thank you for your time. Thank you for participating. Appreciate it.

[ END OF AUDIO ]