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Rob Hoggarth: Good day everyone. This is Rob Hoggarth from the ICANN staff. This is our Community Regional Outreach Pilot Program Briefing Number Two. It's taking place on 1 October, 2013. The local time here in Los Angeles, California is noon. Thanks, all, for joining. I see Marie-Laure, you're in the Adobe Connect room. Thanks for joining us there. We're doing a couple of dial outs to a number of folks, including Olivier Crepin-Leblond, so we'll have others joining shortly, but we're getting started right here at the top of the hour, so that we can meet our 1 o'clock deadline. I'm going to be providing an overview for all of you who are listening live and those who are checking in on the recording of the Community Regional Outreach Pilot Program. I'm going to go through about nine slides or so, just giving you an overview of some of the major points of the program as it's been developed.

We're also going to have about 15 minutes of a tour of the wiki workspace that's going to be conducted by our colleague, Ken Bour, who supports our policy team efforts. So I'm hopeful that we'll be able to touch on most of the items that are of concern to members of the community. My hope and expectation is that there will be some questions. They may happen on this call; they may happen when those of you who've had the opportunity to look at the wiki workspace actually start diving into some of the details of the program. The good news is that this is not a tremendously complicated program, but it is an experiment and one that we're doing for the first time, so for better or for worse, we don't expect that it's going to be super smooth. We expect it'll work very efficiently and effectively, because we're doing a lot of work in developing it, but we also expect that there may be opportunities for improvements along the way. So it's very important for us early in the process, as we are now, to share with you details, overviews of the program so that we establish a good foundation for future collaboration and discussions.

So let me get right to the presentation for you. Some background, first, to get us started. The concept of this Regional Outreach Pilot Program really came from community requests for additional resources through the fiscal year '14 community special budget request process that that our finance team established. That idea of that process was for various communities to come forward with particular areas where they felt they needed additional support or resources, and one of the major areas where folks came forward was in the outreach area. There were requests for publication support. There were that expanded requests for travel support. There were request for meeting support that expanded from what the normal ICANN resource offerings were.

Of course, and unfortunately, I think it's just something to be expected, every community had a slightly different take on what they needed and one of the management challenges that was presented to us as staff was how can we be responsive to the community but in a way that is consistent, that provides a level of support that is satisfactory at the very least, but that can be managed effectively – not just from a budget perspective but from a staff resource perspective, from a community resource perspective, and the rest. The overall perspective that was given to the process was that there was a very clear message that resources for the community needed to be expanded and particularly in the area of community outreach and capacity building. The challenge, of course, is at the same time there's another effort that is ongoing for an overall I can outreach and engagement strategy. And it was very important that whatever was put in place in the shorter term, for FY14, was ultimately able to be folded into or to be a good part of an overall broader strategy.

The concept that began to develop was being able to provide an overall outreach resource that incorporated the travel components that members of the community felt were very important and to provide that in a programmed way. It was very important, though, particularly given the fact that we had a number of different thoughts and ideas from various members of the community that that support be flexible; that we don't set up something as staff that would be very difficult to manage or inflexible and that there were a set of rules that could not be tailored to individual community needs.

There was also a challenge to say, well, if we're going to offer this service and it may have not only short-term impacts but potentially longer-term impacts, can we identify and set up a pilot program, something that tests the capabilities of staff that test the concept that we can be more flexible in providing this resource for the community and so it was very important to identify and to focus on specific communities. The decision was made to focus on the at-large communities, specifically the five RALOs and the focus on the GNSO communities, specifically the non-contracted constituencies. It was felt that this could help the program be more targeted; that there could be close working relationships between staff and members of the community; that we could learn a lot over the course of the pilot; and make some conclusions and some determinations about whether we could continue with it – expand the pilot or make it a more permanent part of the ICANN budget.

So putting all that together, once the FY14 budget was approved, there was this resource for community outreach travel and staff immediately began to work on that when the board approved the final budget for FY14 in late August. We had several parameters for us to look at and adhere to as part of the budget grant. This next slide shows three of the primary areas. The first was travel allocations. This is a pilot program, so there wasn't the capability to offer a large number of trips as part of this

Regional Outreach Pilot Program. So the decision was made to have a little a bit broader community participate with a reasonable number of trips, and the compromise was five individual regional trips that would be allocated to the RALOs and to the non-contracted GNSO constituencies.

The type of travel that was determined that would be the easiest to manage and the most direct to manage was a regional trip; a three-day, two-night activity that would happen on a regional basis taking place within the region – very important component, that given the timeframe and the expenses that were being devoted to this from a budget standpoint. And so that, the essential components of that travel support would include transportation; that would be either airfare or because it was regional, potentially rail travel; the lodging for the two nights; and then a per diem as a number of communities have been familiar with in terms of how they are travel support is arranged.

The third important component was the booking. Again, a number of different communities have different ways that the travel is implemented or applied to the ICANN travel guidelines, but it was important for this pilot effort – because we were essentially adding 50 trips to the portfolio for the ICANN constituency travel team – that these be booked through ICANN staff; that individual travelers wouldn't really have the flexibility or the option to book their own travel but that the arrangements would be made by ICANN staff. So those were the primary deliverables.

There were some key operating guidelines and these are ones that, candidly, we've developed as staff through a number of discussions with various community leaders through experience that the travel team has had with current constituency travel and the rest and if you'll recall as I mentioned before, with some spirit of making sure that what we did as a part of this program was linked to the future, more comprehensive strategic outreach and engagement plan that's being developed by Sally Costerton.

So the concept was really too critical ones: First, travel associated with this Community Regional Outreach Pilot Program would be approved by the communities to which it was being allocated. So in other words, setting up and giving you all, as leaders in the community, the opportunity to set up the criteria or the process for evaluating potential trips and approving those trips. A very important component of this that the travel go through leadership; that it be assessed as part of your strategic plan or your longer-range plans for outreach and engagement; and that you all have final say in that regard. Again, a lot of flexibility there. Some communities may set up some very formal programs. Others may be a little bit less formal. I think some people have existing processes in place already for travel to ICANN public meetings. Again, we wanted to provide the flexibility to all of you to decide how to manage and approach that.

It's important to remember we're – as far as this COPP program is concerned that we're only talking about five trips per community, so some considerations on your part about balance and putting together a process that is manageable by you but it is not overly burdensome, given the fact that this is not a 50 trip portfolio, but you're really only dealing with 5 trips.

A second critical part of the operating guidelines or principles was connecting any of the outreach activities taking place on a regional basis with the regional team from ICANN staff that is responsible for that area. You know we now have stakeholder engagement vice presidents, formally we refer to them as regional vice presidents, who are responsible for particular operational regions within ICANN. An important part of this program is that when an application for one of the five trips from your community comes in, it includes a blessing, if you will, from the regional team responsible for the region from the leader of that effort for stakeholder engagement VP who basically represents that yes, this activity, this trip is consistent with our overall regional engagement strategy.

Or in the case where in a regional engagement strategy is still being developed that there is some consistency with ICANN's general mission and with our overall engagement efforts within that region. Again, a very important component that we quite frankly hoped was going to increased support for the community by essentially creating the opportunity for your community to reach out and engage with the regional VPs that would create a learning opportunity for them as well as for you because through that collaboration there would be better learning, maybe more robust calendar sharing and development, so that the community and the staff would really have an opportunity to learn about what's going on on if not a daily or weekly basis, certainly on a monthly or trimester basis as far as the ICANN public meeting cycle is concerned.

Another key aspect of the guidelines, of course, is having some early planning efforts for travel, for taking advantage of these trips. And that means at least in terms of the guidelines we set up, six months advance notice for between when an application comes in and when the expected trip is going to take place. We worked very hard over the last month to pull together this initiative now because we thought that some members of the community, particularly in the Latin American region might want to take advantage of the Buenos Aires meeting. And so, by kicking off this program now we'd be outside that six week window and there might be some opportunities for folks to take advantage of the program there.

By the same token, there were also, there are a number of issues from just a management standpoint and trip arrangements standpoint where it's important to have that early warning. The travel team can get better deals

on lodging and airfare; there is an opportunity for better collaboration with the regional team for the region in which the trip is taking place, so a number of considerations given for that heads up process.

The other critical piece that's a part of this program is that it is an experiment. That this is a test and that we need to have a means of evaluating it. One of the major components that we put into the process is a trip assessment that would take place after the travel has taken place where the traveler compares the goals of the trip with the actual implementation of the trip and this is really an opportunity for learning on our part as staff and for you as members of the community. You go into the trip with certain expectations and we really want to learn whether those expectations were met; whether the goals that you originally went into the activity were actually achieve. If not, what you learned from that experience. So that's going to be an important part of the overall evaluation of this program. We don't expect, again, as I said earlier, anything to work perfectly, but it's something that we think is very important to have this assessment component as a part of the program.

As part of the guidelines, we wanted to keep things flexible with respect to how many people might participate in a certain activity. You, as community leaders, might determine that as part of your strategy, there are two or three major events that we really want to take advantage of and at some events throughout the course of the next eight, nine months, will require, perhaps, more than one person from your community to be there. May be there are a number of activities taking place, maybe you have multiple goals and so we wanted to leave open the flexibility that a trip wasn't limited to an individual person taking a single track. And so there's flexibility in the program for more than one traveler to be identified for an activity and while those two trips would count against your total of five, you have the flexibility of sending more than one person to a single activity.

The other side of that coin is that a trip is a trip is a trip. That was a monochrome that we used on several occasions in terms of trying to develop this program. What we couldn't allow, at least in terms of management of this experiment, was people to divide up components of the trip and from the compounding perspective say, "Oh, we're going to share a room," or from the travel splitting perspective say, "You know, one person needs airfare, somebody else needs lodging, and someone else needs a per diem." That's a system that some communities use for travel to ICANN public meetings but that's not something that we could apply if we were going to be able to introduce this program in the short timeframe that we have. So that's going to be one of the limitations.

The other two critical areas in terms of limitations that you would think are fairly logical are that any trips that you're planning must take place in this fiscal year. So an important consideration would be that whatever the

activity is, it ends by June 29, 2014. And we can't have somebody as a part of this program asking for something that will take place outside of the fiscal year '14. So we hope that we're launching this early enough in the process that you all have the opportunity as you're looking to identify these five trips over the course of the next year, that we hope that the calendars will permit things happening earlier in June, if in fact, you go that late into the year.

And just to be clear about it, one of the critical elements is if you don't use the trips, we can't carry them over. So, I mean, this is a commitment that's being made for a pilot program in FY 2014 and if strategically your community says, "You know we only really need to use three," well, that's what you'll have for this year. And we'll take the learning experience from those trips and that's what we'll apply for the analysis of whether we do this again in the future.

So those are just some general, and I think key, aspects of the operating guidelines. The wiki workspace that Ken will give you a tour of shortly will highlight for you other areas where you can look and you can learn some more details about the actual operations and administration of the program. Now, a program like this is not going to work and be effective if we don't have a good partnerships between members of the community and members of the staff. And what we've highlighted in the next couple of slides is basically identifying responsibilities that we're going to look to you as community leaders to provide to us and some commitments that we, as staff, our going to make to the – to you and to the appropriate administration of this program.

There's three critical ones from a community perspective: one, as I mentioned earlier, there needs to be some internal approval process on your end. Again, you can decide that that's one person making that decision; you can decide that it's a first-come, first-served process. I know some of you are looking to sort of pool resources and form a committee that would help assess and decide how the trips will be applied for and managed, but the way – and you'll see when Ken shows you – the way the wiki space is set up is we've essentially set up a separate page for each one of your allocated trips. And we've got a system in place, as you'll see on the third bullet here, where a specific individual is going to be responsible for entering the information. So it's going to be very important for you to have an internal process that allows you to scope out what trips you're going to look into applying for and how that's going to work.

The second critical piece that I would ask is, particularly for those of you from a RALO perspective, is to reach out early and often to the regional stakeholder engagement VPs in your region. It's an important feature of this program, I think, that we've tried to create, as part of the program, opportunities for you to engage with the regional VPs. We think that's just a critical element to the future success of any ICANN outreach efforts. It's

something that's going to make these regional VPs much more successful in your regions. It's going to make, we hope, you more successful by having that channel of communications, and a number of these regional VPs are new to ICANN. And number of them are creating new teams to help support them in the region and the more we can encourage that interaction between you and them, is going to be a long-term benefit. So we ask that you engage early with them, particularly when you start to think about specific trips that you are looking to take or engage with.

The final point – and I mentioned it a little bit ago – is this concept of a pilot program coordinator. We've got ten different communities who are going to be taking advantage of this program. You will have many, many members, and we thought it was very important to avoid confusion that only a few people have access to the actual application forms and have the authority to fill them out. We want you to be able to, within your communities, act as the vetting mechanism as the funnel, if you will, for targeting these trips so that when we know that an application does come in, literally all staff is doing is checking the boxes and making sure that you filled in all the appropriate boxes. It's not going to be our job to conduct an evaluation of your proposal; it's just going to be our job to make sure that all the information is there and that the due diligence has been done by you or by the regional VP. So we're going to be looking to all of you, before you can file an application for a trip, to identify for us who your program coordinators are. You can name one person – we prefer that you name two and probably stick to just two people – who have authority to actually go into the system of the wiki workspace and actually fill out the applications. The pilot program coordinator will be expected to be your point person, probably for connecting with the regional VP and securing their permission; secondly, to do the online form; thirdly, to identify potentially alternate travelers – you know there've been plenty of situations where, with a week to go, someone gets sick or there's a family emergency and they're not going to be able to travel – well, it would be nice to have somebody else in the wings the might be capable of taking on that trip. And so we offer the option of you identifying alternate travelers who may be able to step in if perhaps the primary traveler can't participate in the event.

The fourth aspect is very critical and that I've already mentioned is having the pilot program coordinator be in that position to remind the traveler to prepare the text, if necessary, to put in a trip assessment. When Ken shows you the form, you'll see it's just the couple simple text boxes, but there's got to be some coordination there because we're going to be pinging the pilot coordinator two weeks or so after the trip has been taken to make sure that their trip assessment's being prepared and gets put in.

Now, in terms of responsibilities for us, it's very important to us that we provide a framework and a system for you that is streamlined; that's easy to use; and that has clarity in terms of the guidelines and the expectations

that you have and so the team of me, Rob Hoggarth, of Janice Douma Lange, who's the representative from the stakeholder engagement group within ICANN and our colleague, Ken Bour, who has been the iron man in terms of developing the wiki workspace, we're going to be the team to help you all navigate this process. Again, we hope it's relatively straightforward, but there may be questions. There may be issues that you have and we want to make sure that you know that we are available and happy to talk to you about this at any point, whether you want an interpretation of the guidelines or advice in terms of housing should be filled out. Likewise, we want to play the role of collecting your feedback, getting information from you, so that we can help develop the assessments and the analysis of this program to determine whether it's worthwhile continuing in the future.

So in terms of actual administration, once an application comes in, it's going to be the job of Janice or of me to essentially go through and check the application, make sure that all the boxes are checked. We'll reach back out to the program coordinator, to the regional VP to make sure that everybody's onboard with the proposal, and then we'll play the internal coordination role as well with our colleagues to make sure that the constituency travel team is geared up and ready to communicate with the traveler that, and the communications team needs to step in and help you out with any particular content and, as some of you may have heard recently, ICANN has created sort of the central repository for slides and other content and we can help you in that regard. Also, as you know, there's the Speaker Bureau that's been up and running some period of time now. If there are similar events going on where we identify where there may be more than one community member, then, going to a particular event, we want to make sure that there's some coordination or at least some awareness that the traveler will have about some leveraging opportunities that they might be able to take advantage of on the trip.

Of course, we're going to continue to monitor the program between now and when it ends on June 30 to make sure that we are adhering to our SLA's, if you will, to make sure that we are being quick and responsive; that our colleagues are being responsive; and that the trips are actually being taken and that we're getting all the data back that we need. And we'll do regular reporting, probably in conjunction with the Buenos Aires meeting, the Singapore meeting, and we'll be advising senior ICANN staff management about how well the program's being implemented.

Now, we created – and some of you will see this on the wiki space – this next slide is just a simple process flow diagram, which just highlights sort of the general flow of the activity from the program coordinator, the PPC, and the need that they have to adhere to your internal processes, coordinate things with the regional VP, to the program administration that we need to do as the point staff people responsible for administering this program, and then noting that the participants, in addition to taking the

trip, has the obligation to come back and provide us with an assessment. Ideally, that'll be a collaborative effort with the traveler and with the program coordinator that you've nominated to get the right language together and to provide a good evaluation of the experience of the trip.

Now, evaluation is going to be a very important component of this because this is a pilot program. We've only got the funding for this initial year. And we had to be, we had to pick certain parameters, making it a regional trip with a three-day, two-night sort of arc to it. The timetables, the number of trips, the number of communities who are going to participate. We're going to learn and evaluate over the course of the next eight or nine months if those calls were correct or they should be adjusted, if we continue this program in the future. You all might come back and say, "We don't need six weeks. We can do it in five." In terms of early notice. We'll learn things about the application form and the information. We'll learn about the data collection. The wiki workspace is going to be completely transparent and that any member of the ICANN community is going to be able to go and read an application and see a trip assessment report; see who the regional VP was approved the travel; see what the rationale for it was and see what the assessment is. At any point in time, any of you can look at your own system, your community members can look at what you're doing, and you can look and see the experience of other communities. We're hopeful this transparency will not only provide information to help us assess the program, but we'll give you information so you can provide us with feedback and detailed comments coming back saying, "Wow, this is great," or "Oh, my goodness, this is terrible." And it's going to be important to have that dialogue throughout the course of the year.

What we haven't been very rigorous on, and this was a conscious decision, although we were asked to look into it, was specific metrics. I mean beyond how many trips the constituency travel team will assess for us how much it costs, what's the average airfare, what's the average – because we have a budget target within that three-day, two-night trip – we're going to have some metrics, but we didn't want to create expectations of your group will bring on X number of new members or we'll see a spike in applications or you increase the number of countries where you had ALSs by a factor of two or five. We wanted to be careful about that because this is a learning experience but we are very hopeful that you and the travelers who travel on behalf of your communities will really think through and provide us feedback about ways that we can measure this in terms of connections, in terms of resources – not necessarily in terms of how many business cards you collect. But to the extent that you find that there may be metrics that do make sense, we certainly want to hear about those because when it comes to the next April, March April May time frame, when we're evaluating this program and there's some decision by the board whether to continue it or not, we want to make sure that we put the best case forward in terms of information, in terms of data, in terms of

feedback. So this is an area that, in future dialogue I hope will have feedback from all of you in terms of what works, what has been effective.

This is, we understand, somewhat of a compressed timetable. The board wasn't able to approve the final FY14 budget until almost 2 months into the fiscal year. And it's taken us a month to put together the framework, so we understand we're going to be operating in a relatively compressed timeframe and I think that'll put more of a premium on our dialogue and the feedback that you can provide. And Ken will show you on the wiki space where we have common opportunities and feedback opportunities from all of you.

Now, one final slide before we turn to the tour. Just wanted you to be aware of some of the broader program milestones. Obviously, we're doing the briefing calls today. We announced things earlier last week when I shared the email with a number of view, and we're formally going to launch the program, in other words, turn on the wiki workspace next week. We've targeted Wednesday for that turn on time period. We're, I mean right now, you can go look at the wiki workspace but in terms of activating the application forms and the rest, we want this next period, this next week or so, for those of you who want to move relatively quickly, potentially for Buenos Aires, to ___ we begin to move forward giving us your program coordinator names and email addresses so we can get them into the system.

But we're also going to be providing training opportunities. We've got two session scheduled for next Thursday, the same times that we had the briefing calls today, both at 1300 and 1900 UTC for your program coordinators to walk through with Ken Bour sort of the mechanisms for filling out the application form. Understand that we're going to record those, have them available on the wiki site. Ken has already put together a couple of videos that are going to be on the site for people who before the 10th may want to take a look and see how to fill out the application form and what's necessary to do that.

But, we're not limiting the training opportunities to just next week. Basically, we understand that a number of view may take your time. I mean you could hold off and not apply for travel until next February or March for that matter, and so we – or people might come in and out in terms of volunteers, so we want to keep a roster of about two PPC's for each community, but if you've got somebody new somebody who needs a refresher course, Ken has said that he is more than happy to have individual sessions with one or two people. We are more than happy to take a phone call or just answer a very quick question about something. We could even help you fill out forms if it comes to that, but I don't think it will. But we're very open and will be very available for you all for training opportunities, just to get people familiar with the system. Again,

as you'll see in the tour here momentarily, it's not that many questions, so it shouldn't be that complex.

We are going to be looking to evaluate the program starting around the March timeframe. As many of you know having gone through the SOAC special request program this last year, the finance team asked for that feedback fairly early. We want to be prepared as early in the process as possible to begin to develop or at least get a sense as to what our recommendations might be and so we really are going to want to look at the statistics as they've been gathered in around that March-April time frame so that we can start, through collaboration with you, making some assessments as to whether this has proven to be successful and has some legs to it or whether it's just not something in its present form that may work for you. So that's the timetable in which we're going to be looking at the comprehensive evaluation. Obviously, we're going to be assessing things as they happen on a weekly basis. We're going to have weekly calls as a team, but I think we'll have a better comprehensive view once we have seen 10, 20, 30 trips actually not only get applied for, but get taken and have assessments come back.

And then the critical element again, I can't emphasize this enough, we have that cut off of 30 June and if you are looking at our six-week timetable for coming in with applications, if you're looking at a mid to late June event, then you really need to get the application proposal in in the early to mid-May time frame.

So that's an overall look at and view of the program and where things are. What I'd like to do, I'm going to turn off this program and start sharing the screen so that Ken can begin to share his screen to give you the tour, but as that's happening, please feel free to raise your hand in the Adobe connect chat room. We are pleased to speak out now. I'm happy to take a queue and we'll try to answer any questions you might have. And I'll give folks a moment or two to come off mute if they have any questions.

Olivier Crepin-Leblond: It's Olivier.

Rob Hoggarth: Is that Dev? Or is that Olivier?

Olivier Crepin-Leblond: Yes, sorry. It's Olivier Crepin. I was thinking, I'm afraid I'm not in the chat room, so I'm unable to put my hand up and so I'd like to be put in the queue please.

Rob Hoggarth: Certainly. You're the only one at the moment, Olivier, so please.

Olivier Crepin-Leblond: Okay, thanks very much. Olivier is speaking. With regards to the trip reports, some members of our community would be already involved with no connectivity that our non-English language, in other words, in French or in Spanish, and the question is whether they would be able to

submit their trip report in Spanish or in French because of their lack of proficiency in the English language.

Rob Hoggarth: Certainly and the answer to that would be yes. We're more than happy to translate that for the rest of the community to see. One of the challenges and Olivier, you and other members of the ALAC might be aware of this, we recently had some challenges with the wiki workspace with some of the plug-ins. For a good period of time there, we had a plug-in that allowed automatic being translations of the entire wiki page or site and there have been a number of recent glitches there. We're hopeful that that can be solved and that that will cure any difficulties and that people will automatically be able to do that. But I think that the demand for that translation capability will be manageable and a great test, by the way, of the program. Let's make this as multilingual as we can for – we'd like to keep the applications in English, if we can, but we're perfectly happy and I think, Ken, you won't kick me under the table, virtually that we can't make that work. So we'll certainly pursue that, Olivier, and I think that that's something that folks should feel comfortable doing.

Olivier Crepin-Leblond: That's great, thank you.

Rob Hoggarth: Any other questions? I don't see any other hands in the chat. Anyone else verbally want to raise their voice? Okay, Ken. We'll turn it –

Olivier Crepin-Leblond: I have another question. This is (inaudible).

Rob Hoggarth: Please, yes.

Olivier Crepin-Leblond: I guess I can try my luck twice. Olivier speaking. You mentioned the amount of time that it would take for an application to be lifted and examined by our ICANN, is this time-compressible and how would you be evaluating?

Rob Hoggarth: Well we're – there are a couple of things in play here. One is clearly, and some of you I think have experienced this, it's just a financial issue, where the six weeks is pretty much a good sweet spot for getting the best airfares; for getting some of the better hotel deals. Priceline and those web search tools notwithstanding in terms of managing a 50 trip program. That seems to be a good sweet spot. There is also – and this is something that a number of us just haven't experienced – but there are certain review processes that the US government has been much more focused on enforcing with respect to ICANN for various checking. There's this OFAC program, and so there are just certain timetables built in that are important for us to make sure that we have the time to do the processing to make the arrangements. There may be exceptions, Olivier, but we want to try to shoot for this guideline a six weeks. You should know that we started with about eight weeks. We've pushed back and forth internally and figured that six weeks is comfortable without starting to create

stresses. You have to appreciate that still, at present, what we're doing is adding 50 trips to Joseph DeJesus's portfolio of management and so we've got that challenge as well in terms of we're basically adding this new burden on and what do we do if someone wants a trip that's not very and ICANN public meeting but it's right in the middle of the time that the travel team, Joseph in particular, is trying to manage that.

So we're trying to manage expectations. We're comfortable that if we get the request in six weeks ahead of time, will be able to do all the checks, all the approvals, all the arrangements. If you get within six weeks, then we may not have that guarantee and that's something that you'll just have to know going into it – that well, you know, we're doing the best we can. So that's the logic behind that.

Ken, I'm going to turn to you, because we timed it that you need about 12 to 15 minutes to do the tour of the wiki workspace. This is not intended to be a training but more just to give you as leaders a general overview of the space and an understanding of how it's laid out so that you're comfortable that this isn't something we just made up yesterday but that we've actually thought through very carefully. And I'm hopeful that with some of the highlights can shows in this to her, you'll see areas where you can contribute or give us further feedback. So Ken, let me turn the microphone over to you.

Ken Bour: Thank you, Rob. First, I want to make a comment that I saw in the chat. I think it was Dev that asked about the translate functionality. Rob mentioned it a minute ago. I just want to confirm the plug-in that has been working in the wiki for some time went on the fritz and it has not been able to be repaired. One of the things that happens is the plug-in manufacturers upgrade to various and sundry things that the makers of Confluence do and things sometimes sometimes get out of sync what's happening in the background – and I worked several hours today on this with the IT tech staff – they are now upgrading Confluence to the latest version, which is, I think, five-dot-something and in the process, we have determined that that translate functionality is working in the new version and I think the plan is to bring it online Thursday night this week, around 8 PM Eastern time – although that still tentative. So just a word on – that looks like it's coming along but it's not there today.

So with that in mind, the first thing I'd like to do is briefly mention how the permissions are set up for this particular workspace. You'll notice at the top here, that I'm logged in as me and I am a super admin, so I can see and do everything but when you login you'll see a slightly different arrangement although most of them pages all share you will be ones that you can look at.

First thing to notice is that we are located, this community CROPP program, is located in the global stakeholder engagement at the top level

of the wiki. And so if you click that down here, you'll see Community Regional Outreach Pilot. This particular site is open, not only to registered confluence users who have IDs and passwords but also to anonymous users, people who just happen to have the link. They'll be able to view it they won't be able to do anything other than view. Those who have Confluence IDs will be able to edit comments or to add comments but they won't be able to edit any pages. That will be restricted only to the pilot program coordinators. So when we talk about the forms in a few minutes, that will be restricted to the PPC's.

All right, so let's – I'm going to go through the structure of the site briefly. We started out with a homepage and the homepage contains some bullets here that essentially outline that we have an announcement letter, program operations, tools and resources, forms, feedback and then you won't see this on your screen but I see admin notes private because that's an area that Janice, Rob, and I use for internal checklist items and things of that type that we're working on.

So let me start very quickly with this announcement letter. This was sent out via email on 21 September to the leaders of both the RALOs and the constituencies that are non-contract parties. I'm not going to, of course, go through this in any detail, but I do want to point out that there was an overview document attached and it was a Word document I believe. And we have taken the time to translate that overview document, which contains all the procedures and the criteria and principles in the six UN languages. I'll just click the second one, here, to show you that if you happen to be a Chinese speaker, you'll be able to read about the program that way. So in combination with the translation that we're gonna try to do for documentation, hopefully the wiki will also have a translate capability and that will facilitate everybody being able to see what's going on.

Moving now to the Program Operations tab – this is where all the material that's in the overview letter, in the documents that we've created is all contained, essentially, in this space as well. In addition, you'll see that we have listed the stakeholder engagement vice presidents and their contact information, the two primary staff contacts, and then there's a set of pages I'm going to just click through them very quickly. Key deliverables and the operating guidelines – most of this material was what Rob covered in his slides. There's also a principles and criteria page which you can look at. There are some additional travel guidelines that you might want to take a look at – these were provided to us by ICANN Travel. And then, you saw this in the presentation, the processing flow diagram and you can see all of this material is available on the wiki.

We've also created a section called Program Tools and Resources in which we're building a FAQ, frequently asked questions page. We have our first one by the way. Each one of these will be a question and if you click on it, the answer will appear below it. And then the slide presentation that

Rob just gave is available in this Tools and Resources section right here. I think we're going to create a Tutorials section. I recorded this intro that I'm giving you now, I did it before and it is available on the site as a MP3 that you can download and so anybody who didn't happen to make it to the October one sessions can also go here and be introduced to how the site is organized. When we get to the Pilot Program Coordinator training, I will create a tutorial there, one or two depending on how many we need, to help them acclimate themselves to this wiki space.

I'm going to talk just a second about the feedback, because that's an important dimension to the program and be have created a separate feedback page. You will see that we actually have one contributor so far to this, but when looking for a whole lot more and all you have to do to contribute is: One, remember that you have to be logged in to the Confluence with your ID and password, but once you do that, all you have to do is go to the bottom of this page and click in the Write a Comment section, and here you can enter whatever – what happened? Hang on a second.

Let me try that again. So, oh, I must've hit a bad character. So you can type whatever you want in this section and then once you hit the save button, it'll remain there on the site. You have lots of capabilities up here. You could insert an image, an attachment; you can put in emoticons, underline, italicize, change the color, all these kinds of editing features are also available. So I'll just cancel here, since I don't want to save that gobbledygook.

Now, to the most important section – that is the forms area. And this is where, essentially, the PPCs will do their work, the coordinators. The master page just really shows all of the At-Large RALOs, the GNSO structures and then there's this thing I call a Test Structure, which you won't see but it's done just so I can play around with the templates and the formats and I'm going to actually use this one because it helps me to show you how this actually works.

So I'm going to click on Test Structure for a minute, just to show you what this might look like. So for each of the RALOs and each of the GNSO constituencies, there'll be a page that will give a status of each of the five trip proposals and let's assume for the moment that you had one traveler for each one, these would ultimately get filled out. The applications would be either unused or in a pending state, and then ultimately confirmed. When the trip assessments are due when the trip has been completed, there'll be a status that shows that; and over here on the far right, we just keep track of what's happened to the five trips. So in this particular case, in my testing, I said, "Okay, let's pretend that Trip Proposal One had to travelers and Test Trip Proposal Two had two travelers; that means that there's one remaining." And so at some point, one traveler can still go on one more trip.

Let's just take a look now at the first one, to see what it looks like. So this would be a completed example with illustrative data. In the top right, there's a staff use area that tells us quickly what the application status is. It tells us when we're expecting the trip assessment to come in, which would be three weeks from the return day of the trip. Also what status. If it, hopefully, it's not overdue, but in this case is not due.

Moving into the Trip Proposal section, it tells us how many travelers. In this case, we know it's two. Who the two travelers are, their email addresses, who their alternates are, and their email addresses. The date of the application. The departure date; return date. And then moving on to question four, it turns out to be the event conference name, a web link for it, the address of the conference location, what geographic region attend, who are the primary sponsors. This is important for to be consistent with the travel guidelines. And then, obviously, we need the purposes and goals of the trip and the expected outcomes and question ten, and then any additional information that might be appropriate in this case. I just made up that the CEO would be a guest speaker.

The next section has to do with acknowledgments. We're asking that all of the participants indicate their agreement to the terms and conditions. The Pilot Coordinator may just indicate yes in the space. We want to be sure that the organization has authorized the trip proposal and also that the regional stakeholder engagement vice president has concurred. When the trip is over, there's a very brief trip assessment section, as Rob mentioned. They're really two basic questions: describe how the purposes and goals were accomplished and tell us how the original outcomes were achieved.

The bottom section of this form is for staff use only and it helps Rob and Janice primarily to keep track of the various program requirements and also the coordination internally with various staff departments – you can see Speakers Bureau and communications and meetings, travel, and so forth. And then at the very end when the trip is completely confirmed, they can indicate that all of the parameters have been satisfied.

So that's a quick tour of how the trip proposal functions and if we take a look at a blank one for a minute, I'll just go up here to the AFRALO and you can see that essentially, we've got five trips proposals ready, the travelers. They're all unused and just waiting for the first one. And if I look at the first trip proposal, you'll see the exact same form, except that it's entirely blank. And when the PPCs have the right permissions, they'll see this Edit Content button at the top of the page like I'm showing, and once they click that, then it opens up this template and they can go in and actually complete all these various forms.

So I'll cancel that. And that, I believe, completes my part of it, Rob, so I'll turn it over for questions.

Rob Hoggarth: Great, thanks very much, Ken. Yes, please. Again, does anyone have any questions? You can either raise your hand in the chat or type it in the chat. And I see some typing and otherwise let folks a moment or two to get off mute. While I'm waiting to see if anyone completes their typing, again, I think a critical aspect of this for it to be successful is that we have good collaboration between you as community leaders and us as staff administrators. Encouraging people, not only to come up with very solid trip proposals, but then following up with a good analysis. You saw in the form that Ken had that it's a relatively small field but it's expandable. So if someone wants to write three paragraphs, I would submit that that's more effective and helpful to the program than someone who writes three sentences. That's something that we'll evaluate over time, but it's certainly the opportunity for the community member or the community traveler to provide that feedback. I think there will be many opportunities for learning from these folks and from these trips, and so it's going to be a very worthwhile program.

Thank you all for your comments there in the chat. I don't see any additional questions. Ken, any other final points that you think I may have missed? We had the benefit of Janice this morning and she was very good in terms of filling in any holes. You get to play that role as a wrap-up, Ken.

Ken Bour: Thanks, Rob but I cannot think of anything that hasn't been covered.

Rob Hoggarth: Well, great. Well, in terms of next steps then, thank you all for participating in this. The recording of the session, as well as the recording of this morning's session will be posted on the wiki workspace. If you had colleagues who could not participate, please encourage them to go to the space and check out that resource page, those resources. Please, if you want a separate individual briefing as a community, please let me or Janice know. As you saw in the wiki workspace, our emails are right there. Please let us know, and we'll be more than happy to attend any of your leadership meetings or just general meetings that your community has and we are happy to do that in Buenos Aires as well as just on the phone with you at any time. Emails are also a good way to ask questions. As Ken noted, we'll have an FAQ section that we're populating as we get those questions in, so that everyone will have the benefit of the questions and the answers.

So thanks, all, very much for participating. Appreciate your questions and contributions today and I will conclude this call. Thank you, Kim, our operator for getting I set up. We'll see you all on line or in a meeting. Thanks a lot. Bye-bye.