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NATHALIE PEREGRINE: Good morning, good afternoon and good evening everybody and welcome to the ATLAS II Survey Working Group call on the 24<sup>th</sup> of September 2013. On the call today we have Olivier Crépin-Leblond, Siranush Vardanyan, Maureen Hilyard, Cheryl Langdon-Orr, Eduardo Diaz and Tijani Ben Jemaa. We have apologies from Dev Anand Teelucksingh, Wolf Ludwig and Ali Almeshal.

From Staff we have Heidi Ullrich, Carlos Reyes, Matt Ashtiani and myself, Nathalie Peregrine. I'd like to remind all participants to please state their names before speaking for transcription purposes. Thank you very much and over to you, Olivier.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Nathalie. Now what we have is two surveys in front of us. There is one survey that was put together by the Capacity Building Working Group and there was another one that was put together by the At-Large Summit Survey Sub-Working Group.

And one of the concerns was that having two surveys running in parallel, maybe a few weeks apart, would first lower the amount of response one would get, and secondly also confuse our At-Large structures, because getting more than one survey with many, many questions, would probably receive a lower yield altogether.

So Tijani Ben Jemaa, who is the new Chair of the Capacity Building Working Group and both myself and others involved in the effort,

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thought that it might be a good idea to put the two surveys together and merge them. And we're now here gathered to basically look at the drafts and find out how they've somehow come together.

And what I'll do is then pass the floor over to Tijani Ben Jemaa, who has been doing some work on this. Tijani, you have the floor.

TIJANI BEN JEMAA:

Thank you very much Olivier. First of all I would like to say that measuring the two ordinance surveys will lead to a huge, long survey that will also not be convenient for the ALSes, and perhaps you would not have a lot of respondents to this survey. That's why the idea was to make a very short part for capacity building, also a short part for the ATLAS II Survey, and a common part that's the ALS details if you want.

And this is what was done for the Capacity Building Working Group and also I have seen, this morning, the last version of the ATLAS II Survey and I note that from the original version it is very much shortened and I think it is now light. That, together with the part that we shortened for the Capacity Building Working Group, we will have a survey of two and a half pages, which I think is very reasonable and which is useful.

Why do we need our survey now? Both surveys are urgent to implement now because both will serve to prepare the Summit. For the ATLAS II it's obvious, but for the Capacity Building, as you know, we need to prepare the ALSes for the Summit. So preparing them means that we will implement the Capacity Building Program, and we really need input

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from the ALSes to implement a program that will be convenient for them and will help them prepare for the Summit.

So that's why it was a problem before. People thought that the Capacity Building Survey can be done afterwards. That's right – the comprehensive one will be done after, but this particular part has to be done now, to give us the tools to prepare the program. This is the reason behind it. Now, if you want, we can go through the consolidated survey, the one which includes both surveys.

OLIVIER CRÉPIN-LEBLOND: That has just uploaded to the Adobe Connect room, and I wonder whether that's correct or not?

TIJANI BEN JEMAA: That's correct, yes. What I did in this consolidated survey is I took the introduction of the ATLAS II for the first section; for the introduction of the survey, I took the introduction from the ATLAS II Survey. I changed it very slightly. I just added a phrase to say that one of the objectives was to get effective participation of the ALSes, and after that I added two things that Dharma Daily suggested; that we put the time it will take to fill in.

And this must be done by several people because I cannot do it because I prepared it so I know it very well, so I would be very fast in filling it in. I would like people to fill it in and tell me how long it takes them. I put a point in because I don't have the real minutes needed. Also there's

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another thing that she suggested: that we tell them that by filling in the survey you are helping us to understand your concerns and ideas, etc. So it is her suggestion and I've integrated it.

She has other suggestions that cannot be integrated here, and those are about how to manage it afterwards, so I'll speak about that later. After that we have Section (1), which is the ALS details, so that's also very short. It's only to ask about the ALS name, the primary contact, the secondary contact and the working languages. That's all.

Section (2) is about the ATLAS II Survey, and I took it as it is. I have a question. At the end of the last version of the ATLAS II Survey there is a question number two. Why do we have question number two at the beginning? I don't know why we have a question number two. And the question was: "what is the overarching theme you think we have to...?" And I thought that... Dharma said that we don't have to ask this question. We have to understand it from the answers of the previous questions. That's why I removed it.

So the ATLAS II Survey I didn't change at all. I kept it like it was, but I perhaps changed the presentation so that it will be in harmony with the rest of the survey. I don't know if I have to go through it, because it's on the Wiki and it was discussed before. The third section is the section about the capacity building, and there are two questions about that and additional comments at the end.

Question one is challenges you encounter as an ALS and the second question was areas identified for capacity building. And here you have a

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multiple choice that you have to tick for each question. And at the end there's space for any additional comments or requests. So the whole survey I sent by email. I think you have it all on your screens, and now I will give the floor to Olivier to continue.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Tijani. And I note that Dharma Daily, who brought all her initial input into the ATLAS II Survey has responded. Did you take all the response from Dharma into account to produce an additional latest version of this, or is that pretty much far down the... She sent her notes just about an hour ago.

TIJANI BEN JEMAA: Ah, I haven't seen it yet so I didn't receive it. Yes, I see it now. No, I didn't integrate it. But I will do. No problem.

OLIVIER CRÉPIN-LEBLOND: Okay. Let's take questions from others at the moment, and as we let you read Dharma's message in the meantime, I open the floor for questions. Does anyone have any comments or questions on this? I guess the first question really is whether everyone here believes it's a terrible idea or a good idea to bring the two surveys together? I know there was much discussion that took place, and it looks as though everyone seems to agree now that one survey is a better idea.

I must say, I'm personally quite pleased to see the results as they are at the moment, but obviously there might be some editorial changes and a

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few things that need to be added and changed, and maybe numbering and so on. But I see Eduardo has put his hand up. Eduardo, you have the floor.

EDUARDO DIAZ: I have a question – is it going to be something that's going to be filled out in an online system or something like this?

TIJANI BEN JEMAA: Thank you Eduardo. The intention is to put it online, and I was hoping that Dev would be with us because I laid on him especially for this. That's why I put squares to tick. If it was something to download and to write on, I would say write yes or no, but I put boxes that people have to tick. So I think the best way is to put it online with the possibility for people who are more comfortable with paper to download it and fill it in and scan it in and send it by email.

I think we need to give the ALSes all the possibilities so that we will get more responses. Thank you.

CHERYL LANGDON-ORR: Tijani, just following on from your answer to Eduardo's question – and I think my preference is that it's key for it to be online. If we do do it online, and I think we should, ICANN uses a couple of tools. Obviously we have the BigPulse tool that we're all familiar with, which whilst we use it as a voting tool is actually a very capable survey tool as well.

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I just don't know whether Matt and the rest of our Staff have the experience in that to put this together, but certainly he's been in a position to probably get himself up to speed fairly quickly if needs be as well. But ICANN does also use Survey Monkey, which is certainly an easy tool to use. But the metrics and the ongoing analysis, etc., that you can get out of Survey Monkey is... You still have a commitment of time to take the metrics and do the analysis.

I suspect, particularly if we're going to use the same type of survey back-end, to do the follow-up work, that we should ask Staff to look very carefully at our choice of online tool. What I wouldn't want to see is some simply mark-up document that happens to be online and that we're just virtually having an online equivalent to a paper document. I think that would be far too much time and you don't have the ability to manipulate the data effectively. Thank you.

OLIVIER CRÉPIN-LEBLOND: Cheryl, as someone who was around at the time of the organization of the first ATLAS, the prior survey, how was it done? Was it done online? Was it a mix of online and on virtual paper, or how did it work?

CHERYL LANGDON-ORR: The reason I was not particularly thrilled with the concept of doing it as a virtual paper is because that's exactly how it was done, and if we look to follow up to the [00:15:07] the community has done, and I think we all remember the great material we got out of some of those surveys, the time it took to get the analysis together... Darlene and I remember from

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being in that analysis group that there was a huge amount of work that had to be done to manipulate things in spreadsheets and things.

And if we get our back-end right all that happens with someone else's computer power and our people just put their desired search criteria. And I'd be strongly encouraging you to go that way.

OLIVIER CRÉPIN-LEBLOND: Thank you Cheryl. Tijani?

TIJANI BEN JEMAA: Cheryl, I am really counting on BigPulse, because with BigPulse it will be easy to analyze the survey afterward. We will not be obliged to take the sheets and to count every answer, etc. So the advantage of the online survey is especially the analysis of the results, and I hope we will be able to use BigPulse and Matt is one of the experts of BigPulse. I hope he will help us.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Tijani. Next we have Eduardo Diaz.

EDUARDO DIAZ: The question I have is from Section (3), and in relation to Dharma's last email she has a very good question – what happens when in Section (3) they mark all of them or the majority of them. How do you prioritize what capacity building or challenges are there? I would suggest that



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those two are done in a one, two, three, four, five, six, seven, eight type selection so you can prioritize them. That's my comment.

OLIVIER CRÉPIN-LEBLOND: Thank you Eudardo. I think that's a worthwhile thing. Tijani?

TIJANI BEN JEMAA: Yes, I am reading that on the Dharma email. I agree with her, and you also Eduardo. Perhaps we can modify slightly the question so that... But it was meant to be questions for the ALS and not for the person who's filling in the survey, because it's assumed that the person filling in the survey is the first contact of the ALS and he will respond on behalf of the ALS and not give his own response.

But she's right – the manner of the question will make it the point of view of the person and not the ALS. I will try to modify that.

OLIVIER CRÉPIN-LEBLOND: Thank you Tijani. I noted that Darlene Thompson had her hand up for a short while and then it dropped off. Are you still in the queue Darlene?

DARLENE THOMPSON: Thank you. I'll put myself back in the queue. I made this comment during the ATLAS II Working Group meeting that we had last time, but since this is capacity building I'm going to make it again, since there are some different people here. Yes, the Doodle polls are excellent. What I

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would suggest on top of that though is since the North American region just went through a series of painful elections, one of them required us to change our Rules of Procedure.

For that we need 70% participation from active ALSes. So what Matt Ashtiani did, when they didn't respond, is spend every single day emailing those individual people saying, "you haven't voted yet," "you haven't voted yet." And it was awesome, we got 70% and more. So if these kinds of stats could be sent even to the Secretariats during when we're having these surveys filled out, then the Secretariats could easily send out emails to those individuals and say, "you haven't filled this out yet. You won't be able to go to London if you don't fill it out, " or whatever.

Or even start calling the people. Because we know these people and we can start phoning them. And honestly, some people have all their RALO stuff going into a folder that they only look at once in a while. So I think this kind of pushing might be necessary.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Darlene. I think that's one of the requisites for ALSes to come to London, will be that they have to answer this survey altogether. I think there was some talk about this going on. I don't know whether this is finalized but maybe we'll find out maybe later on in this call or maybe during the ATLAS conference call itself. Cheryl is next. Darlene, sorry. Go ahead.

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DARLENE THOMPSON: Sorry Cheryl. The ATLAS II Group did decide that these need to be filled out in order to be able to go to London, so that group is pretty adamant on that, and I think that this is pretty much a minimal requirement, but that's my opinion. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thanks very much Darlene. Next is Cheryl Langdon-Orr.

CHERYL LANGDON-ORR: And the ATLAS I also had the filling out of the survey as the make or break criteria for engagement. So the precedent is set, so I certainly wouldn't want to be encouraging anyone to think otherwise. I'm not on the BigPulse payroll, I'd like to make that very clear, but when I was Chair and we were deciding on BigPulse I did spend a reasonable amount of time looking at the whole of their product line.

And one of the things they can do is exactly what Darlene was suggesting, and that is in each of these sections, even though to the person filling out the survey, it appears seamless, each of those sections can generate reports separately, so you can have continuous updates on who, say, has filled out Section (1). And that would mean that you could do exactly as you said, Darlene, and have the local Secretariats in each region do some follow up.

I think the other thing that would be interesting – I can only apologize for the [00:22:44]. It is spring and very noisy here in the morning –, the other advantage in having a very robust and technically-oriented back-

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end that does all the mathematical and arithmetical magic without any of us having to worry about it, is that in Section (3) – and it's a little bit beyond just the challenges in Section (3.1), but thinking more about Section (3.2) for example –, rather than just having what we have had before, right back to a very earlier survey before we were even on any forms of Wiki, we did a survey which gave us a key interests or top-ten list.

What tended to happen was that it was not “any” but “all of the above” that ended up, and so being able to rank or prioritize them in some way is extremely handy. It's also extremely time-consuming if you're doing it manually. With these smart online systems there are a bunch of ways it can be done.

Obviously you can ask the person filling it out to put it in priority order, but one of the common ways that's done now is to ask people to allocate ten points, or 12 points or 20 points and they can allocate it to any or all. So they can put zero against some of these things.

So that type of tool gives you a lot more information and you can know not just what are the top three but how far ahead one of those top three might be in a real metrics measure. And as I said before in the chat, that's the bread and butter work that BigPulse is set up to do. It's far more than a voting tool.

So if this group would like to know more, we did have the guys from BigPulse come to a teleconference webinar for another matter entirely and explain some of the cleverness that their system could do that we

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weren't aware of, and I'm sure if we wanted to feel comfortable about choices we could have the same thing – we could have someone from Survey Monkey and indeed someone from BigPulse come to offer their wares and sell which one we think would be of most benefit.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Cheryl. I'd like to hear from Matt about his experience on BigPulse and Survey Monkey as well. Matt, are you able to give us a bit of feedback on this please?

MATT ASHTIANI: I can discuss it if you like, but I'm just taking it all in, listening to the questions and trying to think about what would be the best way forward. Because I can think of some benefits of Survey Monkey and some benefits in BigPulse, so before I say which one I think is better, I think it's best that I do some research.

OLIVIER CRÉPIN-LEBLOND: Do you feel confident if you were to do it in BigPulse, regarding your knowledge? Because Cheryl has mentioned that there is help at hand for BigPulse if we were to do it with them.

MATT ASHTIANI: I suppose if you want to do it with BigPulse you could. They have services that we can always call in case I do need help, but I am still hesitant to actually give an answer until I get in there and play around

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for a little bit. But it does seem possible, if that gives you any of what you were looking for.

OLIVIER CRÉPIN-LEBLOND: Okay. Thanks Matt. So the AI is for Matt Ashtiani to explore a platform for the consolidated ATLAS II and CB Survey. Let's get back to the content rather than the system itself. I did note – and talking with other people I did note – that the question with regards to question 2.6: “would your ALS like to be part of the team planning the Summit?”

And then 2.7: “can we contact you with follow up questions about this Summit?” And there is “yes”, “no” and “maybe”. What's “maybe” supposed to mean? Is it a yes or is it a no?

TIJANI BEN JEMAA: You're right. For 2.7, yes, you are right. “Maybe” is not relevant.

OLIVIER CRÉPIN-LEBLOND: It's a maybe, but you could put maybe everywhere. In general I don't think that we should provide the ability to not answer questions. Ultimately, I think it's important that all questions are answered because otherwise we'll just end up with having “maybes” everywhere. So that was one thought. With regards to the other questions, does anyone have feedback on those?

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TIJANI BEN JEMAA: Olivier, do you propose that also for 2.6 we remove the maybe?

OLIVIER CRÉPIN-LEBLOND: That's correct. I think ultimately we just need to get people to say yes or no. If an ALS answers maybe then in any case they will be contacted. Or do you think that a maybe is a less of a step than to say yes and so we're likely to get more ALSes to be interested in being part of the team planning the Summit? Is this a rhetorical question where you ask the question and if they say maybe then that's it, it's a yes, but a maybe to them sounds less engaging than a yes? Cheryl?

CHERYL LANGDON-ORR: Sorry to jump in but my Adobe Connect freezes every time I try and hit the return button on what I've typed. It's a little annoying and now it's frozen totally. An alternate to maybe would be "undecided" or "require more information". There are a couple of ways to skinning that cat but I do think that "maybe" is a bit too ambiguous.

OLIVIER CRÉPIN-LEBLOND: Perhaps "require more information"? That would bring engagement from the ALS and at that point the team could get hold of that ALS and that would be a first step forward to bring them in on the organization of things.

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TIJANI BEN JEMAA: May I speak? I would like to remove them. You are right. Because if I put “require more information” we’d need more treatment afterwards and we don’t have time now. We are on a very tight timeline, so we will leave it as simple as possible and people who want to be part of the organizing or planning team can respond yes, and people who are not sure can respond no. And that’s all.

OLIVIER CRÉPIN-LEBLOND: Thank you Tijani. Any other thoughts on this? I see that Eduardo is bringing in the weatherman or the weather persons as well. Maybe it will rain. I notice Maureen is asking whether we’re sending this survey to the primary contact from the ALS side, and why are we asking for a second contact?

TIJANI BEN JEMAA: Thank you. We need a secondary contact because a lot of the time we don’t manage to contact the first contact. Second point – I have a big concern about ALSes of one person. So when you ask about the second contact it will give you the level of the reality of this ALS and if there are other persons with this first contact. As you know, most of the ALSes we know have only one person and it’s a big problem.

In my mind, the Summit is a good thing but it will be a really good thing if we can get more than one per ALS. Because if you always have the same person, that means we are working with the same person and not with the ALS. So I think that really we need to have the second contact



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so that we can contact him instead the first contact would be [00:32:43]  
Perhaps they will not respond.

And it is very important to have every ALS present in the Summit.

OLIVIER CRÉPIN-LEBLOND: Thank you Tijani. I notice agreement from Cheryl on the Adobe. And you certainly have my agreement as well on this. I've also read the input from Dharma Daily and certainly the questions that ask about the interest in Section (2) would probably need to be ordered or formatted in the format that Dharma mentions here, which effectively says instead of using checkboxes, ask alternated questions for capacity building questions, or rephrase the checkbox questions so they reflect priorities.

And I guess that by having numbering and putting those as a priority list, that would probably be helping. Maybe we should ask for at least three? On Section (2.1), realizing if people have to put priorities I don't think they can actually prioritize the whole list there. How many do you think they should prioritize?

TIJANI BEN JEMAA: Here it is down as three. But we can ask them to order them and put one, two, three, so that we know that one is the first priority etc.

OLIVIER CRÉPIN-LEBLOND: Okay, thanks Tijani. Cheryl?

CHERYL LANGDON-ORR: What you were just talking about – and it does meet the points that Dharma has made and they're very important ones – I'd encourage us not to go into open-ended questions at this point in time. As Tijani said, we're up against time already. It's a luxury you may have as a follow up, but I don't think you have time. Not that it's hard to write the open-ended question in the survey, it's hugely time-consuming to analyze them and that's what I would discourage.

So go for the weighted or prioritized listings wherever possible. I just wanted to make clear, where you've got a list of five, ten or twenty options, you can ask for just your top three but you can also ask people to allocate points, which is a very common survey tool these days.

You say you've got 20 topics and 20 points and you can allocate all 20 of those points to one topic or ten points to two topics and so on. And that gives you much more powerful information according to the survey gurus.

OLIVIER CRÉPIN-LEBLOND: Thank you Cheryl. That's a very good point – no pun intended. We'll make it a point this time round for Matt to check this out with either of the tools that he might be using. I'm not sure whether these can be used in most of the tools that are in consideration. Eduardo, you're next.

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EDUARDO DIAZ: In Section (3.1) I would eliminate the “all of the above” choice, if we’re going to prioritize those. We should take that one out.

OLIVIER CRÉPIN-LEBLOND: Thank you Eduardo. I hope that someone is making notes of the amendments that need to be made. Tijani, will you be producing the latest version from the discussions we have here?

TIJANI BEN JEMAA: I am trying to do it in real-time but perhaps at the end, if I have a summary, that would be good. But I am following on the survey and trying to correct as we go.

OLIVIER CRÉPIN-LEBLOND: So “all of the above” to be eliminated from (3.1). Is there consensus here? I don’t see anyone saying no, so “all of the above” to be removed from (3.1). Back to you Tijani.

TIJANI BEN JEMAA: Eduardo, don’t you think that there is an ALS that has all of these challenges? Oh, you are right. They can tick every one. You are right. We can remove it. They can check every box if they have all those concerns.

EDUARDO DIAZ: What we want to do is prioritize them.

OLIVIER CRÉPIN-LEBLOND: I think that Cheryl's suggestion of having people give some weight to those, so they don't need to prioritize it as one, two, three, four, five, but they can actually put some weight... They have say 20 points so they can put ten points on one and five on another and three on another – that will effectively provide feeling when the survey machine works it all out, the one with the highest number of points is obviously the one that is the most important out of all of them.

And that looks like it's quite a straightforward thing and certainly will show more weighting than other ways of doing it. Eduardo?

EDUARDO DIAZ: What happens if I put a weight of ten in all of them? It's the same thing.

OLIVIER CRÉPIN-LEBLOND: Eduardo, you would have 20 points altogether so you wouldn't be able to give ten for all of them. If you put ten in one then you'd still have ten to distribute among all of the others that are remaining there, including some that would remain at zero.

EDUARDO DIAZ: Okay. I've got you. Thank you.

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TIJANI BEN JEMAA: I am afraid this will complicate things for the ALSes. Perhaps prioritizing something is easy to do, but giving them credit that they have to distribute among those points... I don't know if that's a really easily understood method and will be well used. Perhaps you would get results that are not the reality of the situation.

OLIVIER CRÉPIN-LEBLOND: Thank you Tijani. Are there any other thoughts on this from anyone else on the call? Eduardo?

EDUARDO DIAZ: Yes, I think the points system would give us a better indication of what has more weight than other things, but for somebody answering a survey I think it will take longer.

OLIVIER CRÉPIN-LEBLOND: Thank you Eduardo. Any other thoughts or points? Let me ask Darlene. Darlene, I'm sorry to put you on the spot but you have a fair knowledge of dealing with the public in general. I wonder what your thought is on points, weighted points or just having people put it in order?

DARLENE THOMPSON: Ah, he put me on the spot! No, I have no problem with either way. I think they could both work, so whichever way the most of you think is fine with me. But I do like the [00:41:41] point system for the elections,

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like we used for the elections, like Maureen’s talking about there. That seems to work. But I don’t have a firm idea either way. Thank you.

OLIVIER CRÉPIN-LEBLOND: Okay, thank you. I see that Cheryl has written a few things in the chat and her hand has been going up and down. I suggest that it’s probably her wrestling with the system. Cheryl, you have the floor.

CHERYL LANGDON-ORR: Thank you very much. And no, I definitely wanted to leave my hand up even though my screen is now totally blank. Well, I have a blue section and white attendee section.

OLIVIER CRÉPIN-LEBLOND: The number of hands is limited to a maximum, as hands equals 20, that’s what it is.

CHERYL LANGDON-ORR: Right. Fantastic. Look, I don’t want it to take too much of our time on this. It’s also going to be somewhat dependent on what tool is chosen, and with which... You can make any tool do it, but how much hard coding has to go in to get the analysis done on the other end easily may not be worth it. So if we go for a tool that has use as a bog-standard thing to do, then that’s probably going to make your decision much easier.

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But I just want to argue against the concept that it actually takes longer. In fact, the reason that this point system or the slider on the scale of one to ten is a popular survey tool these days, is that it actually gets humans to respond faster and more honestly, and in fact they've found that people are more likely to complete a survey using this style of survey than they are the other.

And I could bore you all, and won't do so now, on the reasons for all of that, but there's a huge science behind all of this and I can tell you that if you did go the way of this point-type system, and especially if it was a system that was easy for you to use as in the analysis and the setting up of the survey and not the people you're asking to do the survey itself, it really won't matter that much. And what it should do is make it more likely that people will fill it out and fill it out quickly and effectively.

OLIVIER CRÉPIN-LEBLOND: Thank you Cheryl. I think at the moment we're not having any specific consensus on this, but let's check on the tools first and the content and the questions, which are particularly important.

Tijani, you have your hand up and I think that I'll ask you to go through what you've heard with regards to the amendments to be made, and then afterwards we're going to have to go to the next part of our call, which is a summary of where we are at with regards to the next steps. And Eduardo will be able to take us through this.

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TIJANI BEN JEMAA: Thank you. Now, when Eduardo spoke about the points to be distributed, he said I will give ten to each, and you explained to him that no, he has a total of 20 that he has to distribute – this is Eduardo who knows very well the system and who conceived the system with us. What about people there? What about if you have people putting more than the total credit?

OLIVIER CRÉPIN-LEBLOND: The system will not allow them to do that.

TIJANI BEN JEMAA: How will you manage that? How will you explain that? How will you interpret that?

OLIVIER CRÉPIN-LEBLOND: Tijani, the system will not allow this. If the system allows for a maximum of 20 points to be distributed among all of the different selections, then if you allocate 20/20 on one then the system will not allow for the rest to be allocated. But I wanted to move away from this because we don't even know if the system is going to allow for something like that or not at the moment.

It's something to look at. If it does allow it maybe we can do a quick test with Matt and see if it's straightforward to use, and if it doesn't allow it then in any case we are wasting time.



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TIJANI BEN JEMAA:                    Okay. Okay, it works.

OLIVIER CRÉPIN-LEBLOND:        Tijani, can you please take us through what you've heard with regards to the actual amendments on the survey itself? I think that looking at Section (1), ALS details, we're fine with primary contact, secondary contacts and the working languages. Section (2) we were looking at the ordering of these, if I remember correctly. Have you heard anything else on this? Have you made any other amendments?

TIJANI BEN JEMAA:                    No, I didn't make any amendments on it. I just heard about prioritizing or distributing the total credit.

OLIVIER CRÉPIN-LEBLOND:        Okay, fantastic. There is a question – actually, we can deal with the questions from Dharma just afterwards. Then there's Section (2) with various different questions. Again, the "maybe". "Will your ALS attend the Summit?" Please don't put in "maybe" because that doesn't help us at all. We need a yes or a no.

TIJANI BEN JEMAA:                    Okay, I've removed all the maybes.

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OLIVIER CRÉPIN-LEBLOND: Okay, thank you Tijani. Then the different questions underneath, I guess... Is everyone okay with the questions underneath here? No objections and I can see some green ticks from Eduardo, so then we have Section (3), and Section (3) again has this ability perhaps to order the different points and there is a removal on (3.1) – removal of “all of the above”.

TIJANI BEN JEMAA: Exactly. That’s done.

OLIVIER CRÉPIN-LEBLOND: Anything else on Section (3.1)? Everyone okay? (3.2)?

TIJANI BEN JEMAA: The same. You have to order them.

OLIVIER CRÉPIN-LEBLOND: And then additional comments or requests? And that pretty much is the full survey. That looks like quite a well-put-together survey. Tijani, I guess you will then send the ATLAS II Survey Group and the Capacity Building Working Group the latest version please?

TIJANI BEN JEMAA: Okay. Olivier, I will carefully read the email from Dharma, and if there are other things I will include it and send the latest version of the survey.

OLIVIER CRÉPIN-LEBLOND: Thank you Tijani. There is a question with regards to confidentiality. And it says in there: “any information you provide will remain confidential. It will be used to prepare a summary of results. No individual information will be published.” Could you explain this please?

TIJANI BEN JEMAA: She asked me that. She said, “are you sure?”

OLIVIER CRÉPIN-LEBLOND: She’s wondering this. She asks, “is this true?” Because of course some of the information that is there, such as the name of primary and secondary contacts, these are going to be published.

TIJANI BEN JEMAA: This is public information. We have them already on the website, so those are not confidential. What is confidential is the specific questions we asked about their challenges, their wishes, their difficulties, etc. Those are confidential.

OLIVIER CRÉPIN-LEBLOND: Perhaps, Tijani, saying any confidential information or any unpublished information that hasn’t been published so far, you provide will remain confidential? Or you could say “you choice and selection of priorities or challenges will remain confidential.” But obviously not all of the

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information in there will remain confidential, since some of it is already public knowledge.

TIJANI BEN JEMAA: Okay. I will try and find a way to... Yes, okay. Will do.

OLIVIER CRÉPIN-LEBLOND: Thank you. We are already one minute over the limit. If we can spend five more minutes with everyone looking at the forthcoming schedule, I could ask Staff to please swap over to the prior screen that we had, with the wonderful timeline that Eduardo had put together? And I guess I can give the floor over to Eduardo as soon as the timeline shows up on the screen, and Eduardo will be able to take us through this and show us if we do have a problem or crunch or if we're able to still survive.

EDUARDO DIAZ: Basically, if you look at tomorrow, which is the September 25<sup>th</sup>, today or tomorrow, if we have consensus on this survey, I will say that by October 3<sup>rd</sup>, once we get all the information ready for the ALSes – and I believe this survey is going to be translated into more languages – I think we'll allow from September 25<sup>th</sup> to October 3<sup>rd</sup> to work on that. So by October 3<sup>rd</sup> we are ready to send it out.

Now, I heard Heidi and others that they think that week they're going to be not very available; they're taking some kind of training, so if that happens we'll give 14 days for people to respond to the survey and by October 17<sup>th</sup> we'll get all the survey responses and then we'll allow to

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start working on and analyzing the data and the Events Sub-Group can start working on preparing and organizing the actual events, putting together some kind of draft from October 24<sup>th</sup> to the beginning of September.

So by November 7<sup>th</sup> we have a draft organization of what is going to happen in the Summit, and then we can have it out there to get feedback from everyone, as we did with the survey. And I believe by Buenos Aires we can talk about the feedback and if we're not able to ratify the events there we should do it sometime before the end of the year. That's basically the timeline.

OLIVIER CRÉPIN-LEBLOND: Thank you Eduardo. Any feedback on this timeline from those on this call?

TIJANI BEN JEMAA: Thank you Olivier. Thank you Eduardo. I do think that it's an ambitious timeline. I hope that we will manage to keep within this timeline, because we have to translate the survey, and that's not easy. You will see that the translation that you'll get needs to be reviewed by people who speak this language, so that the ALSes will not be confused.

We need to make a crosscheck of the translations. I think that this will take time and that's why I say it's ambitious.

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OLIVIER CRÉPIN-LEBLOND: Thank you Tijani. Next is Darlene Thompson.

DARLENE THOMPSON: I agree with Tijani. I've just been reading Heidi's comments there in the chat area, where she was asking how many languages the survey is to be translated into – just English French and Spanish or the five UN languages? It will take a week to have the survey translated, so if we're looking at a week for survey translation and then to have some volunteers go through the survey, it's going to take longer than that.

OLIVIER CRÉPIN-LEBLOND: Thank you Darlene. Eduardo?

EDUARDO DIAZ: What I'm hearing is that we should move everything by one week. Is that what we're talking about? Or two weeks?

TIJANI BEN JEMAA: Yes please.

OLIVIER CRÉPIN-LEBLOND: Well, Eduardo, I think the first thing that I was going to ask was for... We see the size of the survey itself and I just wonder how long it would take. First we need to choose how many languages – Spanish and French? Or do we want it in the five UN languages. And if we want it in the five UN

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languages, how long is the interpretation and languages department going to take to translate this?

TIJANI BEN JEMAA:

Olivier, there is no need to translate it in the six UN languages. We are using three languages right now in all the RALOs, so we will restrict it to three languages.

OLIVIER CRÉPIN-LEBLOND:

Okay. I see Siranush is also saying the same thing. She assumes that English, Spanish and French will be enough. Agreed. Let's go for three languages. Can I ask Staff to please check with the Languages Department that we know the size of the survey itself, check how long it would take to have that document translated. I have a feeling this is no more than a day. Quick turnover on this. We're far away from an ICANN meeting at the moment. We should be able to have this very fast.

It will take less time as a small document. If we have this survey finalized within the next couple of days and ready for comments and are able to get this translated fast enough, I don't see a reason why we should let the schedule slip further than what it currently is at the moment. I'm a little concerned about giving ourselves two more weeks and people don't feel the pressure that we have to push forward with this.

And we'll feel the pressure in March 2014. And that's a real concern, because in March 2014 it will be way too late and we really need to

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move as much as we can. So I'd like to try and keep the pressure up on everyone so that we actually get things done, rather than thinking, "well, we can delay it by another week and then we'll have a bit more time," today. We don't have time. We need to move. Tijani?

TIJANI BEN JEMAA: I do feel the pressure. I feel it very, very hard, and that's why I was running after the survey. I think that now the survey is almost finalized, we did something very good. We are making good progress. But we have to be realistic Olivier. It is not important to have a very tight timeline. Why we can't [00:58:34] be in it.

OLIVIER CRÉPIN-LEBLOND: But Tijani, the survey itself is a tiny little speck of dust compared to the amount of work that will be needed to actually get the events created and the discussion going. This survey has now taken two months. As far as I'm concerned this is way into the red part of the spectrum at the moment. It needs to be out. Sorry to be putting the pressure on this but it needs to be out.

TIJANI BEN JEMAA: Okay.

OLIVIER CRÉPIN-LEBLOND: I'm very happy to the fact that you've managed to put them together. You've done an excellent, amazing job on this. But we have to put the



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pressure on the rest of the team that they read through that survey one last time, then we have it translated and it goes out. I think we're 72 hours away from sending this out and moving forward. Eduardo?

EDUARDO DIAZ:

I suggest that we keep the timeline the way it is and we try to shoot for the dates that we have here. Like you said, the survey is not that long. It shouldn't take that long to translate. And the tools that we're going to use are there, so we should keep trying to shoot for these dates and see what happens.

OLIVIER CRÉPIN-LEBLOND:

Thanks very much Eduardo. The third AI is for Staff to check with the Languages Department for the time it would take to have that survey translated into Spanish and French. Any other comments or questions before we close off?

TIJANI BEN JEMAA:

Yes, for the AIs Olivier, I would like to add one AI: for Tijani to finalize the survey according to the remarks on the call and the remarks of Dharma. Another AI: I would like at least three of the team to fill in the survey and give me the time that it took them so that I can put that on the survey, because we added that to the introduction. And quickly, so that the survey can be released very soon.

OLIVIER CRÉPIN-LEBLOND: Thank you Tijani. I don't know who is currently typing the AIs but we have them added. I think it's Carlos Reyes that's adding them.

TIJANI BEN JEMAA: May I suggest that the three people should be one from Latin America, because of the language... Ah, yes, we will translate it. I am sorry. They must be English speaking.

OLIVIER CRÉPIN-LEBLOND: No need to distribute at this point.

TIJANI BEN JEMAA: Okay. Fantastic. Any other comments or questions? It is 12 minutes past the top of the hour. I believe that many people have to move forward. Darlene Thompson, one last comment?

DARLENE THOMPSON: Very quick comment – I would volunteer to take the survey because I'm on a super, super slow Internet connection, so it really doesn't get any worse than me. Can you send me a link to it or something like that?

OLIVIER CRÉPIN-LEBLOND: Fantastic. Thank you very much Darlene. For our first AI, Matt will be exploring a platform for the consolidated ATLAS II and Capacity Building Survey. Matt will be choosing the platforms. Maybe Matt can work with you and see which one of the two works better as well, once he's looked

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into this. That's certainly an AI for him. Okay, any other comments or questions on this?

TIJANI BEN JEMAA: Yes. We need a trial with downloading the survey and filling it in by hand, because perhaps we said that we will give this opportunity to people, so we have to check the time that this takes to fill out by hand.

OLIVIER CRÉPIN-LEBLOND: Yeah. We'll definitely do some trials and things. Once it's done and it's ready, both online and in paper form then we'll do a few tests on this.

TIJANI BEN JEMAA: And I do believe we have the time for this. Right, well, thanks very much to all of you. It's been good progress here and I'm very glad that we've come to consensus on this call. Tijani, we're waiting for your circulation of the updated draft, and of course Wolf Ludwig will have to agree to this as well, once he reads his emails, and the other Members of the Survey Working Group.

I thank all of you for having joined us this morning, this afternoon or this evening. Thanks to everyone. Thanks to Staff for taking notes, and this call is now adjourned. Well done. Bye-bye.

**[END OF TRANSCRIPT]**