

SO-AC-SG Leadership Conference Call
Thursday, 29 May 2014 @ 13:00 UTC

David Olive: Welcome Everyone to the SO-AC-SG Leadership Call

David Olive: Welcome Elisa

David Olive: Welcome Keith

David Olive: Call information: Adigo Conference ID: 45151321 – Toll-free access number (US and Canada): 800 550 6865. For your toll free call-in options: <http://adigo.com/icann/>. *Also, please see below. The session will be hosted on Adobe Connect at <https://icann.adobeconnect.com/icann-soac> This session will be recorded and transcribed.

Keith Drazek (RySG): Hi David, thanks.

David Olive: Welcome Rafik

David Olive: WE will be starting in a few minutes as we wait for other to join

David Olive: Welcome Jonathan

David Olive: Welcome Allan for Byron

David Olive: and welcome Wolf-Ulrich for the ISPs

Allan MacGillivray (on behalf of Byron Holland): Thank you David and good morning/afternoon everyone

Elisa Cooper - BC: Hi David

David Olive: Welcome Louis for the ASO

Jonathan Robinson (GNSO): Hi David. As far as I can see the international numbers and the Adigo ID do not work

rafik: @jonathan I always use Skype with US toll-free number and it works

Michele Neylon: afternoon kids

David Olive: OK Jonathan I will ask Susie to assist you

Michele Neylon: Jonathan the Irish freephone number works fine

Louie Lee: Thank you, David

David Olive: Welcome Michele

David Olive: Welcome Olivier

Michele Neylon: I muted myself

Jonathan Robinson (GNSO): @Rafik. Thanks. I just did that.

Michele Neylon: You don't want to hear my staff scream

David Olive: Start the recording

rafik: @michele there will be time for revolt :)

Michele Neylon: Rafik - t'es vraiment ...

Michele Neylon: je sais meme pas ou commencer ..

Keith Drazek (RySG): We can hear you great.

David Olive: Welcome Patrik

Patrik Fältström: Thanks David!

David Olive: Welcome Tony

Olivier Crepin-Leblond: At-Large Summit: <http://atlas.icann.org/>

David Olive: Thank you for the link, Olivier

David Olive: Welcome Heather

David Olive: Welcome Kristina

Kristina Rosette: Good morning everyone.

Jonathan Robinson (GNSO): Is this "GID" an extension of the responsibilities or a change of the scope of the GDD or were identifiers always implicit in its scope?

Jonathan Robinson (GNSO): How closely linked are discussion items 2 & 3. They seem very closely associated to me?

Keith Drazek (RySG): Expansion of the GDD to GID is an important detail that definitely requires more explanation. That's a major shift in focus for a division that is already overwhelmed with managing the New gTLD program and providing reliable service to its customers.

David Olive: Welcome Lars-Johan

Michele Neylon: What is "GID"?

Michele Neylon: GDD was only just launched

Keith Drazek (RySG): Global Identifiers Division -- the GDD plus numbers

Kristina Rosette: Well, don't try to use the website search function to get more GDD information. That turns up staff profiles.

Michele Neylon: The search on the site is useless

Jonathan Robinson (GNSO): There does seem to be a need to agree a common, current understanding of bottom-up. It's a key theme and seems to have been brewing for a while. Related is the role of leadership in a bottom-up context.

Kristina Rosette: Thanks. I look forward to receiving those numbers.

Jonathan Robinson (GNSO): Agreed that NetMundial seemed to provide a very good platform to experiment with various techniques of meeting management and organisation.

Michele Neylon: The issues with the main ICANN website need to be mentioned

David Olive: Elisa you are next and then Michele

Keith Drazek (RySG): @Elisa, the community should decide/determine the size and composition of any working groups or steering committees; it should not be dictated by ICANN staff.

Kristina Rosette: There is also great interest/concern within IPC about the size and composition of the ICANN Accountability WG.

Olivier Crepin-Leblond: Please avoid doing more in London. We already need at least 36 hours a day in London to keep up with what's going on

Michele Neylon: +1 I like the idea

Patrik Fältström: +1 to this idea

Michele Neylon: Maybe before IGF?

Jonathan Robinson (GNSO): I work pretty much full-time on GNSO and related activities. At least around 4 / 5 days and not a "European" 35 hr week either.

Patrik Fältström: I rather see something NOT connected to IGF, ICANN and what not. Pick two days in Washington DC for example.

Patrik Fältström: FWIW: We have tried that in leadership of SSAC, and it is VERY effective.

Olivier Crepin-Leblond: we are seeing an increase in burn-out

Jonathan Robinson (GNSO): Apparently 35 hrs is a French working week. Apologies to my fellow Europeans.

Heather Dryden: Agree with others about workload.

David Olive: Rafik after Michele and Jonathan

Lars Liman (RSSAC): I support Patrik here. Trying to cram more stuff into an existing conference is not the way forward.

Jonathan Robinson (GNSO): Transition from NTIA / NTIA transition?

Michele Neylon: +1 to Elisa

Kristina Rosette: +1 to Elisa.

Olivier Crepin-Leblond: -1 - that would make it all overwhelmingly GNSO focused.

Michele Neylon: maybe it's time to move from SO/AC to "Community leaders" or something

Kristina Rosette: @David et al: Is there an EWG presentation session on the schedule for London? If not, it seems that one may be helpful in the community digesting a 200-page report.

Kristina Rosette: Agree with Michele that it's a concern. Disagree that it's not relevant. Directly impacts transparency, IMHO.

Patrik Fältström: I think it is important for example GNSO and CCNSO get a balanced participation.

Kristina Rosette: My issues: links fail; trying to access GAC section requires password (although if you hit cancel multiple times you can get past that - if you have the patience); doesn't function well on IE9

Theresa Swinehart: @Elisa, Very useful input and points of Patrik, Michele. Look forward to following up and others, please let me know who'd like to join for a follow-up discussion on this.

David Olive: @Kristina yes there will be a few sessions on the EWG

Kristina Rosette: @David: Thanks!

Elisa Cooper - BC: Thanks Theresa

Kristina Rosette: @Theresa: I'd like to participate, please.

Olivier Crepin-Leblond: Fadi, could you please define "engage with us"? Are there metrics associated with the new Site so as to measure & define what "engagement" is?

Michele Neylon: East Coast US or somewhere central in Europe preferably

Michele Neylon: ie. not West Coast US

David Olive: Good feedback, Michele, thanks

Michele Neylon: David - west coast US only works for US types I think :)

rafik: @michele EU or US don't work for me ;)

rafik: @theresa maybe organizing call with the different groups of GNSO

Michele Neylon: Rafik - where would work for you?

Michele Neylon: and don't say Japan :)

Michele Neylon: (though TBH I've never been :))

Keith Drazek (RySG): As a general statement, service delivery is an important issue. Whether it's the new website, the RADAR security breach, the CZDS glitch, the delays in RSEP processing, or any of the other recent issues, ICANN and the GDD need to do a better job of service delivery and meeting service level requirements. This is a critical concern if the GDD is going to expand beyond focusing on service delivery to contracted parties become the GID.

Michele Neylon: Keith +1

Patrik Fältström: Keith +1

Olivier Crepin-Leblond: Keith +1

Michele Neylon: Rafik +1

Michele Neylon: Or give longer comment periods

rafik: like lean management they use "kanban"

tony holmes: Fully support Rafik's comments

Olivier Crepin-Leblond: +1 Rafik.

Olivier Crepin-Leblond: Has there been an increase in Community Support Staff?

Olivier Crepin-Leblond: because a lot of the workload that's on the community could be somehow taken on by more workers in staff. And I note "workers" rather than "top management"

Keith Drazek (RySG): On the issue of overload...ICANN has grown its staff and consultants exponentially over the last year. As a result, ICANN has the ability to

DDOS the community with new processes, documents, comment periods, etc. It's the day job of ICANN staff, but the rest of us have other obligations and responsibilities. The ICANN staff should be working to support and facilitate the community in its work and be careful to not overwhelm the community by dictating the pace or concentration of work. To Fadi's comment, the work should not be "put on the community." The community should determine priority and what's important within ICANN's narrow technical remit.

- rafik: @michele you are coming to Japan then :)
- Keith Drazek (RySG): The 15-day advance publication requirement was great when it was enforced.
- Olivier Crepin-Leblond: With the added workload, the ALAC has not regularly said it will send its comment in the reply period. This is becoming more regular as we are over-stretched.
- Olivier Crepin-Leblond: not -> now
- David Olive: Please send the website issues to me thanks
- rafik: @olivier 21 is not enough when you need to get draft and members consensus
- Olivier Crepin-Leblond: The Forecast has already been applied. This is already in place
- Olivier Crepin-Leblond: The problem with the forecast is that it has not worked
- Michele Neylon: Thanks all
- rafik: I would prefer using lean management , supply chain metaphor can freak out people :)
- Patrik Fältström: Thanks!
- Kristina Rosette: @David: I've listed my website issues in the chat (towards the beginning of the call). I'll go back to my notes and let you know of any others that have been raised.
- Olivier Crepin-Leblond: The forecast was a request from ATRT1. It was implemented by Staff. It doesn't work. ATRT2's asked that Staff should try a lot more things re: PCs. The Board has not yet ratified any ATRT2 work. So that's where we are.
- Louie Lee: Thanks David
- Heather Dryden: Thanks!

Olivier Crepin-Leblond:	Thanks David
Kristina Rosette:	Thanks everyone. Safe travels to London!
Louie Lee:	Thanks Fadi
David Olive:	Thanks all - bye for now
Keith Drazek (RySG):	The supply-chain flow needs to be pushed from the bottom, not pushed from the top. The community are not consumers of ICANN's product.