

**Second At-Large Summit
(ATLAS II, London 21-26 June 2014)**

Executive Summary

Five years after the first At-Large Summit (ATLAS I, Mexico 2009), The At-Large Advisory Committee (ALAC) chose ***The Global Internet in the User Perspective*** as the overall theme for its second At-Large Summit (ATLAS II, London 2014). Internet end-users and/or their representatives, as well as many At-Large Structures (ALSs) participated in 2 days of brainstorming sessions in order to develop a range of recommendations and observations on the future direction of ICANN. This work was carried out in 5 thematic groups.

In the following paragraphs, the ALAC presents its executive summary of these **recommendations** (to the ICANN Board and/or ALAC itself) and **observations** (to individuals and organizations promoting a more inclusive Internet).

The User Perspective

The end-user should be considered an essential component of ICANN's Multi-Stakeholder model, as referred to in the *NETmundial Multi-Stakeholder Statement*.

Recommendations

1. Support end-users to take part in policy development.
2. Eliminate barriers to participation and engagement with ICANN processes and practices.
3. Input the user perspective, wherever necessary, to advance accountability, transparency and policy development within ICANN.
4. Encourage public campaigns on using the Internet for education, information, creativity and empowerment.

Observations

1. Focus on education, digital literacy and the empowerment of the user community and, where possible, on building, maintaining and operating computers & programmes.
2. Promote end-user digital rights globally, and thus re-establish trust in the Internet; demand effective protection against arbitrary and pervasive surveillance, collection, treatment, handling and use of personal data; permit users to require the deletion of their private data from servers and databases; ensure compatibility between user rights and the terms of service of private companies serving the Internet community.
3. Obtain openness and transparency from each country's ccTLD (or Country Code) operator.

4. Promote the use, by individuals and organizations, of secure, efficient, easy-to-use interoperable online identity credentials; promote web standards favouring user autonomy and security (e.g. XML and Web Content Accessibility Guidelines), with the active participation of impacted communities.
5. Foster substantial local content, beyond infotainment; ensure access to truthful information and knowledge.

The Future of Multi-Stakeholder Models

It is imperative that Multi-stakeholder Models place the user perspective at the centre of the decision-making process, as users will be the primary beneficiaries of decisions made within the overall framework of various models.

Recommendations

1. ICANN should continue to support outreach programmes that engage a broader audience, in order to reinforce participation from all stakeholders.
2. ICANN should increase support (budget, staff) to programmes having brought valuable members to the community.
3. ICANN should continue shaping an accountability model reaching not only Board members but all parts of the ICANN community, in order to develop a more transparent and productive environment.
4. ICANN should study the possibility of enhancing and increasing the role of Liaisons between its different Advisory Committees and Supporting Organizations (AC/SOs) to do away with the “silo culture” .
5. ICANN should examine how best to ensure that the end-user constituency remains at the heart of the accountability process in all perspective pertaining the transition of stewardship of the IANA function.
6. ICANN’s MSM should serve as the reference in encouraging all participants (individuals or parties) to declare and update existing or potential conflicts-of-interest, each time a vote takes place or consensus is sought.
7. A periodic review of the MSM should be performed to ensure that the processes and the composition of ICANN’s constituent parts adequately address the relevant decision-making requirements in the Corporation.
8. The ALAC has the duty to keep track of action taken on all of the above recommendations.

Observations

1. As no single MSM can serve as a universal reference, the community must foster consideration and innovation of different models, allowing the best possible implementation of MSM for any particular decision-making requirement;
2. The composition, segmentation ("Silos") and diversity of ICANN's constituent parts should be flexible, as different areas of policy may call for different groupings of interested communities.
3. Cross-community cooperation should be the default mode; segmentation should only be engaged when the MSM is ineffective;
4. The MSM requires efficient processes, clarity of scope, a sufficiently open membership, as well as enhanced engagement between different parts of the Internet ecosystem.
5. Fellowship programs should be enhanced to enable disadvantaged people and communities within richer nations to participate.

Globalisation of ICANN

To pursue its globalization, ICANN must ensure that the entire Internet community is comfortable with its level of access, participation and input into decision-making processes and production of global policies.

Recommendations

1. ICANN should open regional offices with a clear strategy, subject to a cost-benefit analysis, focusing on the areas where the access to the Internet is growing, and where growth is more likely to occur.
2. The next evolution of language services must adopt further extension of live scribing for all meetings and generally extend the current interpretation and translation processes and make translations available in a timely manner.
3. ICANN must implement a range of services to facilitate access according to various criteria (gender; cultural diversity) and user needs (disabilities...).
4. In collaboration with At-Large Structures, ICANN should put in place campaigns to raise awareness and extend education programmes across underrepresented regions.
5. ICANN should review the overall balance of stakeholder representation to ensure that appropriate consideration is given to all views, proportionally to their scope and relevance.
6. ICANN should adjust its contractual framework to minimize conflict between its requirements and relevant national laws.
7. ICANN should examine the possibility of modifying its legal structure befitting a truly global organization, and examine appropriate legal and organizational solutions.
8. ICANN needs to improve their direct communications regardless of time zones.
9. ICANN needs to be sensitive to the fact that social media are blocked in certain countries and, in conjunction with technical bodies, promote credible alternatives.

ICANN Transparency and Accountability

ICANN, under its own Bylaws and the Affirmation of Commitments, must ensure that decisions made related to its responsibilities coordinating Internet Names and Numbers be made in the Public Interest , and must be accountable and transparent.

Recommendations

1. Members of the general public should be able participate in ICANN on an issue-by-issue basis. Information on the ICANN website should, where practical, be in clear and non-technical language.
2. The roles and jurisdiction of the Ombudsman should be expanded. The ICANN website should provide a clear and simple way for the public to make complaints.
3. Both the areas of the Ombudsman and Contractual Compliance should report regularly on the complaints they received, resolved, pending resolution and actions taken to address issues raise by unresolved complaints.
4. There must be a Standing Oversight Body, to hold the ICANN Board responsible for its action or in-action.

At-Large Community Engagement in ICANN

The At-Large Community has become one of the largest communities in ICANN, comprised of a diverse group of organisations across all regions and with various end-user interests and backgrounds. Even five years after the first ICANN At-Large Summit in 2009, the engagement of such a community in ICANN still needs to be improved.

Recommendations

1. Current policy management processes within ICANN are insufficient. ICANN must implement a workable Policy Management Process System, available for use across the SO/ACs, in order to:
 - enhance Knowledge Management,
 - improve the effectiveness of all ICANN volunteer communities,
 - improve cross-community policy-specific activity,
 - enhanced policy development metrics,
 - facilitate multilingual engagement,
 - create a taxonomy of policy categories,
 - provide policy development history as an aside for newcomers.
2. The Board must implement ATRT2 Recommendation 9.1, regarding Formal Advice from Advisory Committees.
3. The ALAC should work with all RALOs and ALSes to map the current expertise and interests in their membership, to identify Subject Matter Experts and facilitate policy communication.

4. The ALAC should implement an automated system for tracking topics of interest currently being discussed among the various RALOs and accessible by everyone.
5. For each Public Comment process, SOs and ACs should be adequately resourced to produce impact statements.
6. ICANN and the ALAC should investigate the use of simple tools and methods to facilitate participation in public comments and use crowdsourcing.
7. ICANN should ensure that all acronyms, terminology in its materials are clearly defined in simpler terms.
8. The ALAC should arrange more At-Large Capacity Building Webinars.
9. In collaboration with the global Internet user community, the ALAC shall reiterate the link between user rights and the Public Interest.
10. The ICANN Board should hold a minimum of one conference call with the At-Large Community in between ICANN Public Meetings.
11. The At-Large Community should envisage conference calls with other ACs and SOs in between ICANN public meetings to improve collaboration and engagement.
12. Additional logistical support from ICANN is needed to improve the At-Large wiki.
13. ICANN should ensure its Beginner Guides are easily accessible.
14. ICANN should encourage “open data” best practices that foster re-use of the information by any third party.
15. ICANN should offer a process similar to the Community Regional Outreach Pilot Program (CROPP), but applicable to short lead-time non-travel requests.
16. The ALAC should work with the ICANN Board in seeking additional sources of funding for At-Large activities.
17. ICANN should enable annual face-to-face RALO meetings, either at ICANN regional offices or in concert with regional events.
18. RALOs should encourage their inactive ALS representatives to comply with ALAC minimum participation requirements.

-:-

In the course of the ICANN-50 Meeting in London, the Chair of the ICANN Board of Directors, and the corporation’s CEO, underlined the need to place the user perspective at the centre of this organization’s work. The ALAC is pleased to convey to the leadership of ICANN and its global community, its eagerness to fully assume its role in achieving this objective./.