LOS ANGELES – At-Large Capacity Building Working Group
Monday, October 13, 2014 – 16:00 to 17:00
ICANN – Los Angeles, USA

TIJANI BEN JEMAA: We have the Adobe Connect and everything? Okay. My name is Tijani Ben Jemaa. Ladies and gentlemen, good morning, good afternoon and good evening, wherever you are. I propose that the agenda that you have on the screen – first point, do we agree on this agenda? Is there any amendments you want to do? I don't see any voice, so the agenda is adopted. We'll start the meeting. The first point is introduction.

As you know, the Capacity Building Working Group, we really started our work as the new leadership of the Capacity Building Working Group just before the summit. We tried to make a program for the ALSes to prepare them for the summit.

This was done and you are all involved in it. Even ALS was involved in the choice of the subjects. This program was implemented. Today we will try to assess the result of this program and then we'll see what we have to do in the future.

The second point will be the follow-up on the Pre-ATLAS II Capacity Building Program. We have done some elements of assessment such as the number of attendees per webinar and per region. The result was that all the regions didn't attend in the same way those webinars. The best one, the one who attended the maximum of the webinars was the NARALO. The least one was EURALO. This is the first consultation.

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The second one was that some topics were more attended than the others. The first one was the Policy Development Process. The second was the Future of the Internet Governance, and it was done in two parts – part two was more popular than part one. And then the Security and Stability. The last one was Rule of Procedure. We can notice that the Policy Development Process, Future of Internet Governance and Security and Stability was on the top and then we have the others at the end.

What can we draw as lessons from this? I think that we need to work with the RALOs and to see why some RALOs weren't interested in the Capacity Building Program. We have to work with them and find solutions for that. We will continue doing the webinars and we don't want the situation to continue. We also have some topics that are the most interesting for people, and we will continue also to make webinars about those subjects, but it will be after consultation with the RALOs.

By the way, we decided last call to consult with the RALOs about what they think are interesting as topics for capacity building, unfortunately the mail didn't go because there was no bandwidth. The staff was very busy and we cannot do that. It will be done in the near future. The upcoming program will be done according to the consultation with the RALOs, according to the survey done for the summit, and also according to the hot topics and discussion now.

We will build a program for a year according to those elements. We will take into account the result of the Pre-ATLAS II Program so that we can perhaps remediate to some [currents] and perhaps enhance the quality of our work.

Another element of assessment was that we wanted to follow the download of the MP3 of each webinar, which will give the sense or [methods] more or less, of interest. It seems that the IT team couldn't do that, but we found another way to see that by counting the number of downloads of the page of each webinar.

The result was the topic, or pages, that were the most downloaded was the Future of Internet Governance. You can notice that the order is not the same between attendance and the download. This is perhaps because people who didn't attend downloaded the page. That's why it's not in the same order.

If you have any questions about what I said, about the Pre-ATLAS II Program, please. Any remark? Any question? Siranush?

SIRANUSH VARDANYAN: When you say, Tijani, download, do you mean that they downloaded the information and information and the recording for webinar to be heard?

TIJANI BEN JEMAA: We couldn't do that. This was the intention, but we couldn't do that. The IT team couldn't do that. They promised to prepare an application for it for the future, but for the previous webinars they couldn't do that. We counted the number of downloads of the page of the webinar, the meeting page, the call page, if you want. This is different, but this is also an indicator. Any other questions? If there are not anymore questions,

is there a remote question? This is for the assessment of the Pre-ATLAS II Program.

The next agenda item is the general program for the upcoming year. As I said at the beginning, this program will be done according to: first, the survey of the ATLAS II Capacity Building; second, consultation with the RALOs; and third, the hot topics. All this will be done by webinars. Besides the webinars, we'll perform specific programs and the specific requests.

We have now a specific request from AFRALO. The leadership of AFRALO will get training by AfriNIC about the IP address policy development. Those leadership members will replicate the training by webinars to the whole ALSes of Africa. This will be done through the Capacity Building Working Group. If you have any need, please ask the Capacity Building Working Group. It will do it for your region. Any region needs a specific program, it will be done by the Capacity Building Working Group.

We also plan to make other forms of Capacity Building for the region, especially. As you have heard Fadi on Sunday when he came here, he said that they will encourage the projects for the community. I will try to have funding for the face-to-face capacity building for the regions and at the request of the regions and with the commitment of the region.

If you don't have the help of the region – local help – you will not be able to make anything. The region that has ideas and are willing to participate in those actions, can count on the Capacity Building Working

Group, we will make the request for funding for such actions in the future.

All this will be the yearly program. Normally today I have to present this program. I will not do this because I don't have all the elements, especially the RALO feedback. As you know, if we postpone, it will never be done, so I commit to give you in three weeks a program with confirmed trainers and with specific dates. A program of webinars, as I said at the beginning and a program for AFRALO training, and I will be waiting for any other requests.

As for the face-to-face capacity building in the regions, it will depend on the funding, on the budget, and I will make the request for the next budget and I hope we will have this budget and, in this case, we'll program it. Siranush?

SIRANUSH VARDANYAN: Tijani, when you are saying there will be webinars for AFRALO members, is it open to other RALOs and ALSes so the announcement may go and the timing may be appropriate for other ALSes to join?

TIJANI BEN JEMAA: Thank you, Siranush, for the question. All of the Capacity Building Program is open for all. There is a warning that I have to give you. This will be more or less specific to AfriNIC. It will be more useful for African people than for the others, but anyone is welcome to participate. Thank you.

Fatima?

FATIMA CAMBRONERO: I have two questions. When you say, Tijani, that in three weeks' time you will present or introduce a program with these webinars and the speakers for these webinars [inaudible] of these programs and in the selection of speakers, will allthe working group participate or will it be you by yourself creating the program?

On the other hand, my question is when you say the regions would need a specific webinar they will be able to request that to the working group, for the working group to organize it, will we have any type of procedure? Any timeline to request that? How are we going to manage these? Just to have a clear picture of that. Thank you.

TIJANI BEN JEMAA: Thank you, Fatima, for the question. First question, yes the program will be proposed to you for adoption, but I really count on you to help in operating this program. A working group is not one person, so we need all to participate in it. Any idea, any proposal, will be welcome.

We can do it through the list, we can do it on the Wiki page, if you want, but we need to do it in three weeks. Not more than three weeks. We postponed a lot of times and now we have to have something in three weeks. This is for the preparation of the program.

Now, for the regional requests. I don't think we need a formal way to do it. If you have the request, you can do it by e-mail, on the Wiki, as you want. The most important thing is that you propose the item and the

topic you want to address and you give your ideas about how you want it to be done.

For some regions, the webinar is not the best way to do it. For other regions, the webinar is the best. You are the one who can say what form this Capacity Building Program can have. You can also give the time, the period – and APRALO is not in the same period as another region. You know that there are differences. Any requests have to give the topics, to give the period, and they have to give the tools to be used. The Capacity Building Group will try to accommodate all this and prepare a program for it.

Once more, the Capacity Building Working Group is a group. We do it all together. You do it with me, with Siranush, with anyone. Any other questions? Siranush?

SIRANUSH VARDANYAN: Tijani, when you said tools to be used, what are the capacities we have other than webinar? How else except face-to-face?

TIJANI BEN JEMAA: You know, now we have an online learning program. We can use it. Perhaps for some people or for some topics, perhaps it could be material on the shelf. Not necessarily a trainer and trainees. You can only provide the material. So it depends what kind of topic, what kind of tool you need, your region needs.

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SIRANUSH VARDANYAN: You mentioned that there is some statistics and you named some statistics related to Pre-ATLAS webinars participation. Can you send this to RALO leadership?

TIJANI BEN JEMAA: Yes, we shared it in one of the calls, but I will send it on the list again. Dev, please?

DEV ANAND TEELUCKSINGH: Thank you. One thing, Tijani, that I was thinking about, especially when it came to the Pre-ATLAS II Capacity Building webinars was that I was a little bit concerned about the ease of which the Capacity Building webinars could be referenced later on. By that I mean that when you attend the webinar virtually, it is beneficial. But for those persons that don't attend, a transcript alone may not help, a recording alone may not help.

I was thinking it's very hard to share that by social media, a link to an hour-long audio recording or to a webinar link. I'm thinking what we have to look at from the capacity building point of view is to make our webinars more digestible and maybe make it accessible by popular video sharing sites, like YouTube and so forth. That way it could be easily embedded in ALS blogs, on Facebook and so forth, so it can get maximum sharing impact. Thank you.

TIJANI BEN JEMAA: Thank you, Dev, for this proposal. I will lay on the help of the Technology Task Force and on Social Media Working Group. Yes, it is a

good idea, but I need your help. Any other questions? Olivier Crépin-Leblond, please?

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Tijani. I believe that the Adobe Connect has a feature where you can record the session. Are you able to just record the sound or is the whole session recordable with the slides the whole thing? There could be a way to record the whole projection, including the slideshow, etc. and people could replay this as if they were actually part of the session. The only thing they wouldn't be able to do would be to ask questions, obviously. But they would be able to replay the whole thing. Then, as you're saying, one could easily transfer that, make a copy of it, and put it over to YouTube as well to make it easily watchable by anyone. Just a suggestion, thank you.

TIJANI BEN JEMAA: I never heard about it. If it was available, I don't know why it wasn't used, because it's very helpful.

GISELLA GRUBER: Just while you're looking into that, I'm going to double check because I believe that from Capacity Building webinar three on which we have the AC recording, which is, as Olivier was saying, is a recording of the session which includes showing the slides, etc. It's a full recording of the session as though someone is actually participating live. Thank you.

TIJANI BEN JEMAA: Thank you, Gisella, waiting for your information. Yes, Siranush, please?

SIRANUSH VARDANYAN: Yes, we already used that type of tool when we had APNIC post development expert conducting webinar for APRALO members. It was exactly recorded in the way Olivier told. He provided huge PowerPoint presentation and it goes right with his presentation, so whenever you hear that recording you are just there without asking a question, but you can follow the whole process.

TIJANI BEN JEMAA: Thank you very much for this information. Dev, another commitment.

DEV ANAND TEELUCKSINGH: Hopefully other members of the Technology Task Force and Social Media can help in this task. To jump onto what Olivier was saying, I'm aware that Adobe Connect does allow for recording. The disadvantage is, of course, it's not a very easily shareable. It's a very big, huge, massive file. Sometimes a GB or more and in video size. It's not easily shareable and so forth.

Somebody has to take that and edit it to put it on YouTube, so there is an extra process step, but it is doable. I think that's the quickest way to get the Capacity Building webinars in a more accessible format or digestible format.

TIJANI BEN JEMAA: Thank you, Dev. Olivier, you want to comment?

OLIVIER CRÉPIN-LEBLOND: Yes, thank you, Tijani. I just wondered whether we could ask for help from the services of ICANN that deal with this sort of thing. They obviously have the tools to do a transfer from one format to another. It might just be a part of their workflow. It might just take them five minutes, whilst having any of us do such a thing without the knowledge and understanding of how it works, we might takes hours.

TIJANI BEN JEMAA: What I am asking Dev for is to give us what is needed, then the implementation will be done by the staff. There is another point – Ariel, do we have information about what was done regarding the download?

ARIEL LIANG: I have checked with IT. They could upgrade the Wiki, the conference system, to a higher version and use a macro called Google Analytics. With that macro we can check the click-through rates and download rates. The issue right now is they haven't upgraded the system, so we couldn't use the macro for now. But I found an alternative method.

There's something called a Google Short URL, goo.gl. When I shorten the URL I will be able to see the click-through rates of different lengths or documents we put on the Wiki. In that way we can track the click-through rates from the time we post it up to date.

TIJANI BEN JEMAA: Thank you, Ariel, for this work you are doing yourself. Do we have feedback from the staff when they will include the facility of having the

information of download? They said they will put a new application, isn't it?

ARIEL LIANG: I will follow-up with IT.

TIJANI BEN JEMAA: Thank you. We said we will have the program normally in three weeks. Please give us your point of view, your ideas, your proposals for the program.

The last thing will be the next steps and the next steps we spoke about. In three weeks we will have the program and we will make a request for the Capacity Building Working Group to have a face-to-face in its region. Specific actions for specific regions for specific needs. Is there any other business? Olivier?

OLIVIER CRÉPIN-LEBLOND: Yes. Thank you, Tijani. I might have missed this, but did we discuss the discussion we had about the Council of Europe webinar? We saw the Council of Europe yesterday and there was a mention that this would be intertwined with our webinar schedule.

TIJANI BEN JEMAA: Yes, Olivier. I spoke about the program that we will present in three weeks. Inside this program there will be an ICANN and human right about the Council of Europe; and there will be another webinar about the ICANN 52 Briefing. Heidi just gave me a proposal from someone.

HEIDI ULLRICH: Dave Piscitello, we spoke after the discussion with the beginners guide on DNSSEC that was discussed yesterday during the ALAC session. He has another idea for a webinar. Tijani, do you want to read the title?

TIJANI BEN JEMAA: Yes, the webinar will be more or less about security issues aimed at civil society, [inaudible], etc. The right title he gave was Understanding and Designating Among Civil Activities. The name is Dave Piscitello. This will also be included. We will have a webinar on this. Those are more or less a short-term projects. It will be inside the program, but it will be perhaps the first one that we will do. Olivier?

OLIVIER CRÉPIN-LEBLOND: Second question under any other business is I've noticed we have a few people around the room who are not the usual suspects. Since this is a discussion about Capacity Building Program, I just wonder if the ALAC or At-Large was going to have a Capacity Building Program, when would they be interested in seeing a Capacity Building Webinar that they can attend at their leisure?

TIJANI BEN JEMAA: Thank you for this question. This is a real concern. Olivier, we can decide not to do it, but I don't think it is the good solution. I think that people are not here because there are a lot of meetings here going on.

OLIVIER CRÉPIN-LEBLOND: There are some people here. My point is shall we ask them? There's people in this room who are not the usual suspects of At-Large. My question is wouldn't it be better if we ask them what sort of Capacity Building Programs they would like to have if they had the possibility of connecting online? There is about six people here, but maybe they could bring new ideas to this group.

TIJANI BEN JEMAA: You are right. Everyone here, if you have ideas, what do you think? Or if you're concerned about this Capacity Building Program, what do you propose as items, tools, etc.?

OLIVIER CRÉPIN-LEBLOND: Thank you, Tijani. Right now, a member of staff would have jumped, would have come and taken the microphone and gone over to the people in the audience and put them on the spot. Lock the doors as well in the meantime. You can't escape.

[YAKIT AMARADA]: [Yakit Amarada] from APRALO. From my understanding is that the webinar is very useful for me. But this is my second time to attend ICANN. Most of you know very well about, for example, the IANA transition, but I want to hear such a topic several times at the webinar. Even if this is a very simple thing for you, but for me it's not simple and also not for default things. I always want to update my information so that even if you think that is [inaudible], please do such topics again and again. That is very useful. Thank you very much.

KAMICA FORTUNE: My name is Kamica Fortune. I am interested in Internet Governance. Another topic I would like to hear more about is cyber security because I think it is of much importance.

UNIDENTIFIED FEMALE: Another one here.

UNIDENTIFIED FEMALE: I am [inaudible]. I represent the [inaudible] Africa and from Nigeria. For me, so much that we assess and security like the last person said, that this webinar [we're not seeing] has to do so much with assets and most times when it's time for it, where I come from, at times it's early and has to do with the bandwidth, but at the end of the day before you know what's happening.

The time schedules, understand the time difference, you're carried away. Before you know it you're thinking it's 2:00 PM Nigerian time before you realize the different time here in Los Angeles has come and gone. That's why most of the time you see us coming up for the face-to-face meeting. It's not as if one does know that you can participate, you can do the remote thing. But because of these difficulties in assessing timing and whatnot.

But the Capacity Building [thing],I think so much, like she rightly pointed out, ICANN models, not just ICANN models for – not mind the fact that it's my fourth meeting. I was in Durban, I was in London and was – it's still difficult finding your way around, being [inaudible] participate.

When I came in here and we were discussing the metrics, I was like, "Well, for me, not for me," it's still a bit confusing at this time.

You begin to wonder what about this one? You're like, "My sister [inaudible], that's why she couldn't really say anything because it's still a bit confusing for me, in my fourth or fifth meeting. I mean, so much to do. Thank you.

TIJANI BEN JEMAA: Okay. Now we have a remote question. Ariel, please?

ARIEL LIANG: We have a question from [inaudible], ISOC, Venezuela: "On the platform of ICANN Learn, I think you need that available materials are tailored to the specific needs of the region, especially for the translation of documents. I have taken all courses, and in my opinion, the materials need a better approach to be functional for new members."

TIJANI BEN JEMAA: Fatima?

FATIMA CAMBRONERO: Can I take the answer to [Raime]? Can I answer to the remote participant in Spanish?

[Raime] has been taking some of the LACRALO seminars and t LACRALO together with Natalia Encisco we have an introductory course to LACRALO, which is on the ICANN Learn platform, which is available in seven languages. You are all invited to take that course, although some

sections are specific for LACRALO. The recent introduction for At-Large which may be useful for all the RALOs.

[Raime] helped us. He submitted comments to improve this seminar. We have been working on this with Jeff Dunn from ICANN Learn staff. Thank you for his comments, for your comments, and we'll take into account what he has just suggested.

I'm going back to another issue which is the relationship with RALOs. I, personally, don't clearly understand how to manage the relationship between the Capacity Building Working Group and each of the RALOs – if within the group we should have liaison people to work with each RALO, because for example—

My question is we ask RALOs about the issues they would receive training on, but is it going to be an open-ended question? What areas would you like to have webinars on? Are we going to give them a list from which they should pick? Because I understand the needs of the RALOs very significantly. What may be of interest for LACRALO may be different from what EURALO wants.

I personally would like to clarify the rules of the Capacity Building Working Group so that we can work in an orderly fashion and we achieve the results which are expected from this group. Thank you.

TAJANI BEN JEMAA: As for the relationship with the RALOs, normally we have members from each RALO and those members can be the liaison, as you said, between the RALO and the Capacity Building Working Group. But for some specific things we have to make consultation with the RALO. If we intent

to make, for example, a whole program for the year, it will be good to have their feedback about what will be the most important topics that we have to address for this yearly program.

It is sure that the members of this RALO will be helping in this relationship, because all the members don't make this role of liaison, unfortunately. We will be happy to have the members doing the liaison, but also we will try to have a direct relationship for the big issues that we have to do. Ron, please.

RON SHERWOOD: Thank you. Everything we have just heard appears to me to be very much related to an earlier discussion about knowledge management, document management, graphics management; the ability for anyone that needs or wants to increase their learning and their capacity to have access in their time, particularly since we're all volunteers, to information that is already recorded and available. That would answer many of the questions that have just been raised.

TAJANI BEN JEMAA: Thank you, Ron. Yes, you are right that the Capacity Building Working Group works on the knowledge management, but from a certain angle. Knowledge management includes any kind of data management. It is not our work. Our work is to transmit knowledge to people. There is a part of the knowledge management in our duty, but we are doing all of it. Thank you. Aziz, please.

AZIZ HILALI: Thank you, Tijani. I'll speak in French. I'd like to go back to what Fatima was saying regarding Capacity Building and RALOs. I think some topics are common to all RALOs. Now when we do organize Capacity Building sessions, we should try to include all the RALOs, especially if it's a topic which is very important for ICANN now. It's going to be less expensive and it's going to give the opportunity to many people from different RALOs to discuss and have a dialogue. Those are for the topics that are not specific to a region.

To what we said earlier regarding evaluations, I think that AFRALO, we have a lot of Capacity Building, as you said, Tijani, after Dakar. We did organize a lot before the Durban meeting, a lot of training online and capacity building programs. We did evaluate them. What is too bad is that we had few participants. We have to think why people didn't participate en mass to those trainings. We have to evaluate our programs and make sure we can in the future do better.

To conclude, I would like to think about the role of the RALOs going beyond this capacity building and building something new. I don't have anything to propose right now, but you have to think ahead and think for the future in order to attract our ALS so that we have more people coming to our training.

TIJANI BEN JEMAA: Chair of the ICANN Academy asked for the floor, so Sandra, please.

SANDRA HOFERICHTER: Thank you, Tijani. I might have a proposal for a very short webinar for those who didn't attend very much ICANN meetings. We're doing a

leadership training program. Tijani, you might remember that. It's that you break down the ICANN meeting agenda so that you actually go through every day, explain what the idea is behind, explain what the sessions are, because for some people it's confusing. What is this At-Large, NARALO, LACRALO? Why is this important for me?" so that we actually give a sort of explanation about what all is behind the session. What can you achieve there, whom can you meet there, how are they conducted? This is something which is difficult for a relatively newcomer to ICANN to get [inaudible]. It's actually a very short webinar. I think an hour should be more than enough. Thank you.

TIJANI BEN JEMAA: Thank you, Sandra. We started doing that for the ICANN 51 and we will do it for ICANN 52. I hope we will do it for all the ICANN general meetings.

Yes, please?

SANDRA HOFERICHTER: Just a question. I remember we did it during out monthly call, right?

TIJANI BEN JEMAA: No, it was a specific webinar. It was a few weeks ago. I was told that we have to leave the room. Thank you for attending, I hope that you will have very good work together. I really count on your help, on your participation. The work of the Capacity Building Working Group is not the work of one person. It is the work of the whole group. Thank you.

GISELLA GRUBER: The next meeting will start in five minutes. Thank you.

[END OF TRANSCRIPTION]