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KATHY SCHNITT: Good morning, good afternoon, good evening. This is the At-Large Capacity Building Working Group call on Tuesday, 11<sup>th</sup> November 2014 at 15:00 UTC. On the call today we have Oksana Prykhodko, Olivier Crépin-Leblond, Maureen Hilyard, Yasuici Kitamura, Fatima Cambronero, Siranush Vardanyan, Tijani Ben Jemaa, Judith Hellerstein, Dev Anand Teelucksingh, Narine Khachatryan and Alan Greenberg. We have no apologies at this time. From staff we have Heidi Ullrich, Ariel Liang, Gisella Gruber and myself, Kathy Schnitt. I'd like to remind all participants to please state your name before speaking for transcription purposes. Back over to you Tijani.

TIJANI BEN JEMAA: Thank you very much Kathy. Good morning, good afternoon, good evening. You have the Agenda on the AC. Do you agree with the Agenda? If you have any change for the Agenda, please speak up. I don't see any hands. The Agenda is adopted. We'll go to the next item, which is the 2015 Capacity Building Program. As you remember, I have separated the program. I've had two strong comments, from Olivier and Fatima. The intent of sending the program was to have your feedback. You remember, I committed in LA that I'll send you a program with the speakers, three weeks after LA, and I did. It was for your comments. I've received two comments. This call is to finalize this program, in several ways, because it will not be one shot I believe.

In LA we decided that each Member of the Working Group will work with his or her RALO to ask the ALSes about the topics that they feel they need capacity building for, so that they understand it better. Since I

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didn't receive anything, I sent the program as you saw. The program was based on one webinar per month and it was based on one complete year. The comments I received was two types. The first was that one webinar a month is not enough. We need more. The second comment was that those topics are not enough. There are several other topics we have to include in the program, and I received a number of those topics, that I put in the link here. The 2014 program, under proposed additional topics'. Click there and you'll see all the proposals I received.

The aim of this item, Item #3, is to see the program and topics, and we'll decide together, today, whether there is two ways to do it. I think the better one is to do a Survey Monkey with all those topics, and we ask people to rate them, and we give them a final possibility to add others. This will be a very difficult task because of the analysis of this survey. When you have topics proposed and you have 'yes' or 'no', it's very easy to do, the software will d it. But when you ask them to add other topics, you'll have to read all the comments. You will have to try to collate the same topics and then find what the topics are you have to take.

If you have one topic that only one requested, perhaps it wouldn't be intelligent to use it. So it will be very tough work and it will be time consuming. We have to decide today how to do it. This is the introduction of this call. Now I'll ask you please to comment on first the program I sent, and second on the topics we received, and how you see we need to proceed now. Olivier?

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OLIVIER CRÉPIN-LEBLOND: Thank you Tijani. Two things. The first one is to do with the schedule itself, and I understand there's one webinar a month. I was going to suggest we'd have more than one webinar a month – maybe two. But we can always add more webinars to the schedule. The concern I have here is the webinar is always in the middle of the month, so the second one might have to be at the start or end of the month, the 30<sup>th</sup> or the 1<sup>st</sup>, or something to that extent. You've seen my concerns with regards to the IANA stewardship transition, because this would really start happening after the ship has sailed, or the train has left the station.

I have a few concerns on that. Maybe we should move them earlier on, than having them that late in the game. The second point I wanted to make was to do with ICANN and human rights. This is too late anyway to advertise. We're going to have to move that further back. I note also that it says Wednesday 13<sup>th</sup>, but it's actually the 12<sup>th</sup>. You mentioned also that some people asked for surveys to be sent to my community. I think we should really make use of the input that we had in the lead up to the ATLAS II. We already did surveys then so personally I don't think surveys would help us any further than what we have so far.

As you very correctly said, starting surveys again is a time consuming measure, if you want to have any kind of decent response, and it would just give us the same answers as what we had eight months ago. At least that's the feeling I have. I would be going without the surveys and let's just decide on the topics, which we have heard are of great interest, both for ATLAS II and even during ATLAS II. I hope that the Members of this Working Group have spoken to people when they met them in London in June. Thank you.

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TIJANI BEN JEMAA:

Thank you Olivier. You said something very important. Remember this question of asking the RALOs about the topics to be addressed and webinars? I told you that we just made the survey for the Summit, so we'll receive the same thing. But I was really surprised to see that I was blamed because the RALOs didn't receive the request for the themes. Yes, it was my duty. It was also the duty of the Members of the region. That's why I'm not proposing the survey, and I want everyone to express himself or herself and give their points of view.

I don't want to do work and receive responses like, "Why did you decide alone, what is this?" etcetera. I don't want this, and that's why I want everyone today to speak and say what the way forward is, what we need to do, and then we'll take the decision together. Thank you. Any other comment please? I need your comments. Maureen please?

MAUREEN HILYARD:

Thank you. I had put a comment in the chat, and I think it's [unclear 00:09:55] because our most recent latest survey was for ATLAS II, there was a big long list of suggestions that came from people about what they wanted to cover at ATLAS II. Amongst that list there might be other things that we haven't covered in the webinars we provided. That would also be a bit of a starter as well.

TIJANI BEN JEMAA:

Thank you very much. My comment on that is that we took the topics that were the most popular. We didn't take one topic that was

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suggested by one representative of an ALS, so is it intelligent to take those topics that were suggested by a few people and make a webinar for them? We have to know that today we have very important topics to address. I have to respond to Olivier also about the IANA stewardship transition. The aim of the webinars is not to make our ALSes experts and we don't expect that we'll give the proposals for the transition – it's only to make them aware and make them understand, because the IANA functions are very important for the Internet and very few people in At-Large understand them.

This is the aim of what I propose. It's to make people understand and make several webinars about IANA functions; first to explain the functions, and second to take each function and detail it a little bit more, and then speak about the transition. This was from my point of view something very important, and of the most importance, because first it's something basic for the Internet and we need to understand it and know it, and second because there's the transition this year. Of course, it's better to have everything understood before the transition, but if we don't manage – and we'll not manage – since we know that in January the proposals will be done, so in any case we'll not manage to cover everything before the update.

But we need to address the IANA functions deeply, in my point of view. Deeply to understand them, it's not deeply to be a technical expert, no. Deeply to understand them. Second point. I agree with Olivier that I didn't schedule enough accountability sessions. I scheduled only one in the framework of the transition, in general. This is a part of the accountability and I need to schedule other sessions for the accountability, because it's one of the main issues there is in ICANN.

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Also, the topics that I received from Olivier, from Fatima and from LACRALO – and thank you very much LACRALO – the only RALO that sent topics, so thank you.

If you see the list, it's a huge list, and for sure we'll not take all these and put them in this year's program. Since some topics are [unclear 00:14:08] we can program them for next year, no problem. This year we have only 12 webinars – now people who want to make more, we can make 24 if you want. You have to discuss it, because there is another very important issue. If we make the webinars frequent, we make the representatives less interested, because it will consume their time. They have to concentrate. It's not something that you come and see and go. You have to concentrate, you have to understand, if you want it to be useful.

So perhaps people will not be as interested as if it were only once a month. I don't know. This is something to discuss today also. If we decide to do two per month, we will have 24 webinars only. I think that with the huge list we have now, if we go back to the survey and take the list from the bottom and put them in the webinar program, we'll have enough for tow years, not one. Olivier?

OLIVIER CRÉPIN-LEBLOND: Thank you Tijani. I understand your point on needed two years for so many of the topics. What I was going to suggest was that we keep the schedule that we have here as a monthly webinar, and we also decide on a date, either the 30<sup>th</sup> or the 1<sup>st</sup> or 2<sup>nd</sup> of each month, when we could have an ad-hoc webinar on a hot topic. The concern I have with

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choosing the topics so much in advance is that we have no idea what is going to be the hot topic in January or in February and so on. Being able to use the beginning of a webinar that's on a hot topic, that we can decide on at short notice, will certainly bring some flexibility but also make sure that our list of topics covered is wider than just one topic per month.

TIJANI BEN JEMAA: Yes. I said it in my email. I said that for example for the briefing about the ICANN meetings, it will be done in parallel with this program, so we'll add one webinar every time we need it.

OLIVIER CRÉPIN-LEBLOND: Yes, so we're in agreement.

TIJANI BEN JEMAA: Yes. If we need a webinar to add, we can add it, because we have only one a month. If we have two a month we'll not be able to add anything. Any other comments please? My question I want to ask is do you want us to do a survey for all RALOs to define topics to be added to the program? Fatima?

FATIMA CAMBRONERO: Thank you Tijani. Just a suggestion to discuss. I understand that the IANA transition is a very important topic. We can organize one webinar per month about the IANA transition and also another webinar about another topic, or another topic that the RALO propose, for example. I

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am not sure if we can cover two webinars per month, but I think this would be an idea to include both the IANA transition and any other topic. Thanks.

TIJANI BEN JEMAA:

Thank you Fatima. You are proposing two webinars per month – one about IANA and another about another thing. First of all, I don't think we have enough sessions about the IANA transition for the year. We'll only have three or four, maximum, about IANA, and I hope we'll have covered everything. But if we decide today to do two webinars a month I agree, I don't have any problem. My point of view is not to have more than one, plus any additional ones, for example that the ICANN Meetings bring about. It's up to the group to decide.

FATIMA CAMBRONERO:

Maybe we can plan a special webinar about the IANA transition, and the main webinars could be about the topics that the RALOs decide – not only the IANA transition but also ICANN accountability, for example.

TIJANI BEN JEMAA:

I understand. So you propose that in one single webinar, the first part would be IANA or accountability and the second part would be another thing. This is your proposal?

FATIMA CAMBRONERO:

No, but it's a good idea also.



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TIJANI BEN JEMAA:

Fatima, believe me, people will be fed up. People will not be able to follow. The experience of the pre-Summit webinars is very indicative. We had very few participants. Even if we insisted that people will not follow the webinars they wouldn't go to London, and yet they didn't go to the webinars. So it is a very bad experience. I can tell you. It's like this. We cannot change the world. People are not really interested. We have to make them interested, so we have to put something light, something interesting, and not give them something heavy. Webinars with two topics will be heavy for them in my point of view.

Too many webinars will also be heavy for them. I ask the other members of the group, please speak up. Please participate in this debate and tell us what your point of views are. Do you want two webinars a month or only one? Do you want a webinar with two topics or each webinar has to have only one topic?

FATIMA CAMBRONERO:

Tijani, sorry. I agree with you about the mix of topics in one webinar will be complicated for participants. I agree one single topic per webinar, but I think the problem of the participation in the ATLAS II pre-Summit webinars was that all the webinars was in a short area of time. Now maybe if we have one webinar a month, it's different. People can participate in one webinar a month, for example, or two. I don't know about that.

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TIJANI BEN JEMAA: Okay, thank you Fatimata. Any other comments please? Alan, do you have a comment?

ALAN GREENBERG: I don't have a particular comment. We're in a complex situation. As you point out, our attendance has not been as good as we had hoped for, even when we gave them a particular reason to attend. These webinars take an awful lot of time to put on, so I'm reluctant to schedule huge numbers of them and then find no one shows up. On the other hand, capacity building and education is an important part of what we have to do if we're going to expect more participation. I think we've just got to decide on something, go with it for six months, and then try and evaluation how successful it's been.

My inclination is not to be over ambitious, but really keep track of what our attendance is like, what the follow on participation is like on that subject. Are these webinars helping? Then do some evaluation once we've gone through the process for a number of months. I have no particular wisdom to say what should we do. We just have to make a decision and then go forward and measure. Thank you.

TIJANI BEN JEMAA: Thank you Alan. For your information, to make people participate better or more, I will propose to you that we make a certificate for the six webinars; a certificate that is signed by you, Fadi and myself. It is something very important for people to have a signature of Fadi on their certificate. Perhaps this is something that we could make.

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ALAN GREENBERG: We will see how important it is.

TIJANI BEN JEMAA: I don't know. I say we try anything. A second thing for the evaluation – last time we made a manual evaluation sheet. This time I want it to be online. I am preparing, with Ariel, this type of evaluation sheet, so that when it's online it will be better and easier to analyze, and you'll perhaps have the information easier than before when we had to read everything, and we had to evaluate every word and translate it as well. So I'm preparing something to make the evaluation better than last time. Olivier?

OLIVIER CRÉPIN-LEBLOND: Thank you Tijani. Since Alan is on the call as well, I wanted to disband one thing. There is a proposal for having a monthly webinar. I've also heard in the past about some At-Large briefing sessions that Alan and the ALT have discussed, and I wonder if we might be confusing the two, or how do these fit together? Because if this group looks solely at the capacity building then we can also use the second half of the month with an At-Large briefing.

TIJANI BEN JEMAA: Alan?

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ALAN GREENBERG: I'm going to be a little bit cynical. No matter how much we differentiate between the subtle differences between the two, I don't think our audience is going to differentiate an awful lot.

TIJANI BEN JEMAA: Before giving the floor to Heidi, I'd like to say that in my point of view – and this is my point of view – any informative or learning effort in At-Large should be done through the Capacity Building Working Group, otherwise we don't need the Capacity Building Working Group. For me, we have to do it through the Capacity Building Working Group, but if there is another decision, I don't mind. It's not a problem for me. It's only a matter of organization, a matter of to make things fit in its framework. Heidi?

HEIDI ULLRICH: Just for a little bit of background on how the two types of calls differ a little bit, the At-Large briefing sessions have traditionally been developed on an ad-hoc basis by the Chair of ALAC and the ALT, and they're mostly informative with one or two presenters and then some time for questions and answers. The capacity building webinars, how they've been developed, is again its this group, with direction of the Chair, and there are more interactive tutorials. In terms of the certificate, I'm wondering whether the distinction here is important, because the certificate will be based on the attendance for the capacity building webinars, so if we hold one versus two per month, that will be a larger...

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Holding two sessions of the capacity building webinars will be a much larger time allotment for people than holding one per month. Those are some of the comments I wanted to make. Thank you.

TIJANI BEN JEMAA:

Thank you Heidi. Again, I don't mind that the At-Large briefing be outside the Capacity Building Working Group. It's not a problem for me. AS I said, it's only a matter of organization. It's not our main concern today. Our concern is about this program, about those topics. I heard from Olivier, from Alan, from Fatima. I want to hear from the others. I also heard from Maureen. Thank you very much. Dev, I want to hear from you.

DEV ANAND TEELUCKSINGH:

Okay. Thanks Tijani. I was just thinking what Heidi was saying. If I understand it correctly, the briefing sessions can be the hot topics, where the hot topic sessions could be based on a particular issue that comes up in that particular month, and we can still have our regular capacity building pre-scheduled topics for capacity building. I think what I see here is good. One comment. I just think that we make a lot of emphasis on people attending the webinar, but I think we really should be looking at making our webinars more accessible afterwards, and by that I mean that it's easier for ALSes to share the content of the webinar.

My suggestion would be having it put on YouTube, for example, so that it's more easily shared on social media and so it's easier for people to view the webinars afterwards. That's my comment. I don't think that it being on the AC is a particularly attractive way for people to go back and

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listen to the webinars. It's quite cumbersome. YouTube is much better. That's my comment. The AC also has polling capabilities, so you can poll the attendees during an AC session. That's something I wanted to throw in. That's it.

TIJANI BEN JEMAA: Thank you Dev. So you are proposing that we have to put the content of the content of the call on social media so that people can access it easily? Is that your proposal?

DEV ANAND TEELUCKSINGH: Yes. I know it's an item of post-production, but I think it will be helpful, and it will also be very useful to see how many people watch those webinars afterwards, because not everybody can make it to the webinar that particular night, let's be honest. But if you're really interested in the topic and it's all listed on one page, you can just click and listen to the webinar and it's great.

TIJANI BEN JEMAA: Thank you. As for knowing who goes back to the webinar, Ariel has kindly put piece of software in the Confluence, and we'll be able to count the number of people who came back and downloaded the webinar, to listen to it. Any other comments?

ARIEL LIANG: Just to comment on the macro, the software for analyzing the webinar reception, IT is in the process of upgrading the Confluence system and

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they've already staged the upgrade but this happened begun yet. They just need to test whether there are any potential problems for this system. Once that is cleared, the system will be upgraded to the latest version and we'll be able to use the software. It's across Google Analytics. It's a macro that you install in Confluence, and with that macro we'll be able to track the downloads, the views, and the click-through rates, those numbers. Right now, they still haven't upgraded it yet, but it's in the pipeline, so I'll keep you updated with that.

TIJANI BEN JEMAA:

Thank you very much Ariel. Thank you for your efforts. Any other comments? If I summarize, we now have two options. We can have one or two webinars a month. Second point, if we have a monthly briefing for the At-Large done by the Chair of ALAC and the ALT, we'll end up with two briefings, or a webinar and a briefing. This must be discussed also, because this will make our ALS representatives ask to come twice and listen to a webinar or a briefing during one hour, or 1.5 hours. Is it too heavy for them, is it normal, or do we have to go forwards or think about it?

Do you think in any way we have to go and work like this, and if we see that people are not coming we can change it to another way? This is another thing we can do also. What is your point of view? Olivier?

OLIVIER CRÉPIN-LEBLOND:

Thank you very much Tijani. The topic of having two webinars rather than one webinar per month, I think that ultimately if the webinars are interesting and enjoyable for people to attend, then really having two

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calls a month is not going to kill our ALS representatives. Quite the contrary. It's going to get them to be more interested and more involved, so that's one thing I would say. In regards to the current schedule, I was going to make some concrete suggestions about concrete changes in the schedule, bearing in mind that at the moment we are working with one webinar a month.

I think I've heard from several people that the second webinar would probably be an At-Large briefing session, where we can have some flexibility with regards to hot topics. So what we have here is our schedule, and I'll continue to make suggestions on it, and just let me know when you want to discuss the schedule itself. Thank you.

TIJANI BEN JEMAA:

Thank you Olivier. Since you think like this, give me the main update you are proposing for the capacity building part – not for the briefing.

OLIVIER CRÉPIN-LEBLOND:

It's clear that we've got a problem with ICANN and human rights having to take place tomorrow, and we haven't even invited the speakers or anything, but this is a topic that's coming along, and we had tabled it. I was going to suggest that we just shift it by one week and prepare it for some time next week, ICANN and human rights. That's the November webinar. Then the December webinar, IANA functions and transition. I think that's right on the spot. It's around the time when we will have the final proposals coming from the different operational communities, and there's going to be a PCP around that time, going through the holiday period over to January.



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That's perfect timing for IANA functions and transition. Then in January we could have the briefing on ICANN 52, also perfect timing. In February, understanding and distinguishing amongst cyber activities, as is currently on the schedule as well. Then in March we'd have something on the PDP, so that's also regarding the change. PDP sounds perfect as well. That's a good time. Then in April I was going to suggest a universal acceptance of gTLDs and actually an update on the new gTLDs and the new gTLD program, etcetera. It's really time that our communities are aware about how things are rolling out and how many new gTLDs there are, and how they're doing with the number of registrations, etcetera.

So an update on this. Then in May, at that point we can join the IANA standards function, IANA numbering functions, IANA naming function into one webinar, where we'll have an update on all of the IANA functions, because that's the time when the ICG will have already had some serious work to put the three proposals together, plus all of the other interest that they'll receive. So I'll suggest having this webinar with ICG, IETF, and our gNSO and ccNSO representatives being able to let us know where we are – more of a status of where we are now, what is happening. Maybe at that point there might be another PCP, because the US Department of Commerce might have already come back with some feedback on the joint proposals.

Then in June, a webinar on security and stability looks like a good idea, and I would suggest then not putting anything else beyond June, because we simply do not have an idea at all about what will be interesting for our community. What I would suggest is halfway through this, we'd ask our community then, "What else are you interested in?"

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Of course, we will have the webinars to ask those people active in the webinars about what else they'd like to learn about. Admittedly, we're not going to get 150 ALSes here, but if we get 30 who can actually take part regularly, they could then say, "We'd like to learn about X, Y or Z."

That would then be able to put people on a fast track and help them become even more active. WReally, what capacity building is all about is getting people to be more active. I've got that in writing. If you want, I can put it in the chat. Thank you.

TIJANI BEN JEMAA: Thank you Olivier. I have now Oksana.

OKSANA PRYKHODKO: I have one question. How can we combine global level and local level? Is it possible for example to organize one webinar on a global level, to discuss all topics that are of concern for everyone, then to translate it to a local level, and then to return to global level?

TIJANI BEN JEMAA: I'm afraid I didn't understand your point well. Can you please repeat it well?

OKSANA PRYKHODKO: IANA transition, what does it mean for Ukrainians? Can we participate in a webinar on a global level, to hear what the subject is for all participants? Then to pick up some questions for Ukrainians, for

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example in Russia, to discuss it in Russian and then to come back to you with our contributions.

TIJANI BEN JEMAA: Thank you very much Oksana. I think there is a confusion, because we're not in charge of collecting the proposals about IANA. We are in charge of...

OKSANA PRYKHODKO: It was just an example.

TIJANI BEN JEMAA: I understand. If I understood you well, you want some sessions done locally for local people in a local language? Is this your point?

OKSANA PRYKHODKO: No, it's not about speaking in local languages. It's about bringing issues to local communities.

TIJANI BEN JEMAA: Since everyone will participate in these webinars, the local community will participate in these webinars. What is the problem, the issue? Why do you want special sessions for the local people, since local people will be included in those webinars.

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OKSANA PRYKHODKO: Yes, because the idea is for some [unclear 00:44:15], some pull for Ukrainian people, and you have some results that I sent to you and to all of the group. Please look at it. How we can do it in connection with all agendas of our ICANN capacity building and other activities.

TIJANI BEN JEMAA: Okay. Thank you. Please send it.

OKSANA PRYKHODKO: I'll send it.

TIJANI BEN JEMAA: Thank you. Fatima?

FATIMA CAMBRONERO: Thanks Tijani. I have two general comments. One is about the different levels of knowledge of the ALSes and the RALOs. Maybe we're not taking that into account and we are expecting a lot of participants for all the topics, but we have to expect more people in some webinars and maybe not on others. Another thing is about the timing of the webinars. We are planning webinars to cover all the regions, because we are offering one session for each webinar. Maybe we can ask questions prior to the webinar or send questions to the participants prior to the webinar, for example on social media. Maybe that's a suggestion to cover all the regions or all the participants. Thank you.

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TIJANI BEN JEMAA: If I understood well, your first point I understood, and I can tell you that we asked the trainer or the speakers to give three or four [unclear 00:46:22] so everything is given to the representatives as a [unclear] material. People are not supposed to have any technical background or any special background to understand what is being given in those webinars. For the second point, I didn't understand it very well. What was the second part?

FATIMA CAMBRONERO: My question is about the time of the webinars. If we are covering all the regions in the time planned for the webinars. If not, I think we can offer different tools to the participants to ask questions prior to the webinar. For example, to Twitter, Facebook, or another tool.

TIJANI BEN JEMAA: Okay, so social media, yes, it's a good point made by Dev and you, so it will be done. About the time of the webinars, Gisela kindly offered to make a search and to try to find the best time for the webinars, so that everyone in all parts of the world can attend it. She proposed two times, which are 13:00 UTC and 21:00 UTC. So all our webinars are programmed for those times, not outside of them, so that everyone in any part of the world can attend the webinars. Have I responded to your question?

OKSANA PRYKHODKO: Yes, I understand, but always people have problems participating in different times, because of working or something like that. I think we

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can offer that tool to ask questions in the webinar, and also to plan the time for the webinars. I don't know if you'll have chance.

TIJANI BEN JEMAA:

I understand very well. There is a way for them to revisit the webinar by putting the webinars on social media. The mp3 recording and transcript will also be available, but we'll try to put them on social media so that people have another way to revisit them. You are asking about a question prior to the webinar, and this will make more stress for the speakers, since they'll have to prepare their presentation and questions before the presentation. This is my point of view. If people find it interesting to do it like this, I ask you, because we can do it if we want. Alan?

ALAN GREENBERG:

Thank you. 13:00 and 21:00 are not horrible times for most people, although a couple of them are at 3:00 am for some people. But I really think if we want these to be useful then we need to probably put on two versions of each one, and I don't think that's going to be easy in terms of workload, but there's only so many webinars that people are going to go to at 10:00 or 11:00 pm at night, for instance, or 4:00 am, or 5:00 am. Those times happen to map to times like that for a large part of our community. Again, webinars are something that people are going to attend. It's hard enough to get people there.

If we schedule them for midnight or 1:00 or 5:00 am, I think we cut down on attendance an awful lot. So I think we need to think about that somewhat. In terms of the specifics – and I'm looking at the list of topics

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that was put up – we’ve had problems in the past where we have multiple speakers, and we don’t coordinate ahead of time what it is they’re going to speak on. In some of the cases that I see, the people likely have different points of view, and are giving contrasting positions. That’s good.

If I look for instance at the one I’m listed, for policy development, it’s not clear how the task will be divided among the people, and those I think end up being a little bit garbled, and I think we need to think clearly, if we have multiple speakers, why do we have multiple speakers, and what’s the benefit for it. Lastly I’ll point out that for that particular session, I would be delighted to give the whole session. I have a 1.5-hour presentation to give, but I’m not available for that session. I’m just pointing out we can’t arbitrarily set schedules and presume the speaker will speak at that point.

TIJANI BEN JEMAA:

Yes, thank you very much Alan. I put this schedule forth only for the Capacity Building Working Group to agree on. Then we will get in touch with the speakers and try to find the best time for them. The dates are the first proposal, but during the month we can move the date, that’s not a problem. But we cannot move the time, as we know, because of attendance. So you are right. We didn’t ask you before, but we’ll ask you as soon as the program is adopted. I hope that during the whole month you’ll find a week when you can make this presentation. As for multiple speakers, it’s not different points of views, it’s different tasks, different duties.

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You will speak about the PDP and At-Large, because it's different from the PDP in the gNSO. It's different from the point of view of the staff who are in charge of the PDP. That's why we have three speakers. I intended to also discuss this with you before speaking with the other speakers, because you know everything about this issue. Since you are on ALAC, you are on gNSO as a liaison, and you know the issue very well. I intended to discuss it with you, but we first need to have it in discussion, so the discussion will be soon.

The other point you raised, to have the webinars done twice at different times, this was what I proposed for the pre-Summit, but staff told me it wasn't possible. I think it's too costly or a lot of pressure, but I asked for it for the pre-Summit. I would be very happy to have it in two different times, because this will make it really possible and doable for everyone, without any problem, but this is, as you know, double-price. Everything is double. If it's possible I'd like to do it. I'd be very happy to do it. Alan?

ALAN GREENBERG:

Thank you very much. I understand what you said about two times is costly. I will reiterate what I said before. When we go to evaluate the process, I think we need to not only look at how many people came, but where they came from, based on what time it was, where they were. I think we're going to find some messages that we don't get an awful lot of participation from people when we schedule for instance a 21:00 session, in Europe, it's essentially at midnight or somewhere near midnight. I suspect we're going to get very few people coming into those times from that kind of region.



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I think when we do the analysis, let's make sure we take that into account so we can understand what we have done and what we should do in the future. Regarding the PDP, we should talk, because I do have some relatively strong opinions on that.

TIJANI BEN JEMAA:

Yes, we will do. I will contact you. Thank you Alan. Any other remarks? If not, I will summarize. The first point is we'll try to put all our webinars onto social media. This is for you, Ariel and Dev. Second point, we will have one webinar a month, in parallel with the At-Large briefing, once a month. For us, for Capacity Building Working Group, it will be one webinar a month. Third point, Olivier proposed a schedule and I agree with him. If someone disagree, please speak up. If you want me to read it, I am ready to do so, but if there is no need, someone disagreeing, just speak up. I don't see any hands.

Fatima proposed that we'd have questions about the webinar prior to the webinar. This is something that I want you to tell me if you agree on. I don't have any problems to do this, but as I say, it will be more work for the speakers, and I think that since we'll put them on social media, they'll be accessible for anyone. Olivier?

OLIVIER CRÉPIN-LEBLOND:

Thank you Tijani. I think I have a response to your question here on having the questions sent in advance. I'm not sure that it's going to make more work for the person doing the webinar; in fact it might be very helpful for them. If each one of the webinars has a Wiki page associated to it, where people can ask questions in advance of the

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webinar, then it would help the person doing the webinar in seeing how they could put their webinar, and what questions they should be answering in their webinar. I think that will make it very efficient and will be of great help to the person running the webinar. Thank you.

TIJANI BEN JEMAA:

Okay. Thank you. Any other remarks about this specific point please? Please tell me if you agree or disagree. Just put a tick or a cross. I see one tick. I have another green tick. There are no crosses, so I suspect there are no objections. We will ask the speakers to put questions that we will put on the webinar on the Wiki, and perhaps send them on the list too. I think this is all about the program. Now we will try six months, until June. Midway through, if we see that there is no attendance or there is a problem, we can revise it. We can come back and review this program, and review perhaps the system. But we need to try this and start it. We will try. Any other comments on this point, on the program? I don't see any hands. Olivier?

OLIVIER CRÉPIN-LEBLOND:

Thank you Tijani. On the email, Fatima has sent a list of topics that she collected from her RALO. I know you mentioned it earlier and said there are too many topics there, but I certainly like this list very much. I have a feeling that many of our RALOs are going to have ALSes that would wish to have the same topics there. I certainly note some difference between the list we currently have and the list she's put there. I wonder if we could work out a sub-list or coordinated list between the two, or

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something to make our current list more exciting, and certainly answer the questions that were there.

Certainly if you look at the list... Well, ICANN accountability obviously is something that's a very hot topic, and we've heard a lot of questions around it. the privacy/WHOIS/Next Gen Registration Data Services is also something I've heard many people try to discuss outside of ICANN, with a lot of mis-information being sent out, saying this whole thing is just a scam and ICANN just wants to have information about anybody and everybody in the world – all sorts of accusations. The appraisal for the new gTLD program is something that I've also heard people ask, and I'm saying here speaking about ICANN with people who are not ICANN people, certainly in the UK.

The question has always been of the case, "How many delegations are there? What's happening? We've heard this program was on, we haven't seen anybody with any of these new addresses?" How well is doing. Compliance is a huge issue with people wanting to complain about emails and about domain names for which they receive emails from, or websites that are run fraudulently, etcetera. It would certainly be helpful to have a quick run-down on the compliance part. I note by the way that many of the topics that are appearing on Fatima's list are actually topics that we've published Beginner's Guides about, or at least published some kind of printed documentation.

But it would be helpful to have webinars about those, that could then point people to this information at the end the webinar, if they are in need of further information. Number five, how does the ccNSO work? Who are the Members? How does the Council taking decisions? Where

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do I do policy? This is another of the big confusions that ALSes and people out there have. They have no idea what is the difference between a ccTLD and a gTLD. “Why are we doing policy in ICANN about gTLDs? Why don’t we do policy about ccTLDs? I’ve got a problem with my own ccTLD operator – they have stupid policies – why doesn’t ICANN get them to change their mind on that?”

Looking down the list, I think these are not only topics that are interesting, but also that are exciting because they are the ones that really touch on a nerve, and I think we’ll probably get a lot more response for some of these topics than if we were to go for very generic topics, just explaining how X, Y, Z works, in a non-provocative way. That’s another suggestion. Thank you.

TIJANI BEN JEMAA:

Thank you very much Olivier. As you said, and as I said at the beginning, we now have a very long list of topics. I compiled them together, and now we have the list together and with the origins of where they came from. I think that now we have a list for the upcoming six or eight months, the remaining topics we have to work with and make them in a good shape so that we can use them for the next series of webinars. If your proposal Olivier, for the after-June webinar, there is the accountability missing. We have to include one session on accountability. We have to see where we need to put it.

Perhaps we’ll put it instead of the PDP, because the PDP can be done later. There is no urgency. It’s not a hot topic. We need to program at least one topic about accountability. For the other topics, as you said

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they are all interesting, and we now have a bank of topics that we have to manage. We have to program them for the upcoming series of webinars. We will do that together, everything together. Please propose. Nothing is done by the Chair of the Working Group. I don't do anything alone. Everything is done together. If you don't propose, I will propose to you and then you'll comment on my proposal. Thank you. Any other remark about the program?

First, do you agree that I replace the PDP webinar with accountability? Number five on the schedule. I don't see anyone opposing. I will do. There is one, Olivier. Go ahead Olivier. Tell me why.

OLIVIER CRÉPIN-LEBLOND:

I don't mean it as a big red cross. It's a bit softer than this. What I would suggest for next steps is we know what our next webinar is going to be. That's going to be ICANN and human rights. With regards to the others, I'd suggest we take the whole list that we currently have, the list that's got Fatima's input and our input, and rather than going out there and asking the other RALOs to send in their points of view and make a list that's likely to be even bigger.

Or indeed if the RALOs have got the same points of view of having the same list from all of the other RALOs, I would suggest that this Working Group decides to allocate points to each one of these topics, and the ones with the highest number of marks will effectively be the first ones to be scheduled, earlier rather than later, because these are the ones that people in this Working Group here think are the most important for their region.

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TIJANI BEN JEMAA:

Thank you Olivier. Permit me to disagree with you. We have issues or topics that need to be addressed first, because of their condition, because they are actual, so we need to address them now and not later. You said you want them to be addressed before the proposal. That's not possible but at least they're addressed as soon as possible. For the others that don't have any urgency, yes, we can do as you say. But for example for the transition and for accountability, I think that we need to make them available as soon as possible. Any comment on what we said?

I don't see any opposition, so we'll go like this. Yes, everyone can rate the topics listed in the document I put the link to on the Agenda. Now we'll go to the next Agenda Item, which is next steps. First I ask if we need to make the survey at the end? My point of view is that we don't have to make it, but since it's proposed, I ask you if you want it to be done. If we do a survey, do you want us to send all those topics that we have now and ask the ALSes to rate them, or do you want us to ask them an open-ended of what the topics are that they need for capacity building? What do you think? Olivier?

OLIVIER CRÉPIN-LEBLOND:

Thank you Tijani. You asked should we have another survey, and my answer is no more surveys. That's why I've got a cross there.

TIJANI BEN JEMAA:

Thank you. Others? Do we need to do a survey? Fatima?

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FATIMA CAMBRONERO: No survey. We have a list. We can start with that list and share it with the RALOs, in my opinion.

TIJANI BEN JEMAA: So we don't need the survey, Fatima?

FATIMA CAMBRONERO: Yes, exactly. We have a list of topics we're going to start to discuss with the RALOs.

TIJANI BEN JEMAA: Thank you. Any other points of view? I don't see any hands. We'll not do a survey. The next steps will be first we have all those topics. Every Member of this Working Group will rate those topics, and we'll try to rank them according to this rating operation, and for the next series of webinars we'll use them in this order. I spoke about the evaluation sheet. As I told you, we'll try to create it online so the evaluation will be must easier and much quicker. The attendance, yes, I still have a problem with the attendance, and I'd like to ask all Members of this Working Group to try to make the necessary outreach in your RALO so that people come.

I can tell you that last time the EURALO ALSes were the ones that attended less webinars. In fact, it's insignificant, what they attended. It was very few, one, two or three. Something like this. This is a problem, and I think that Members from EURALO have to think about that and we

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have to try to find out why people from EURALO weren't interested in the webinars. All of us. I will do it for Africa and everyone will do it for his or her region. Try to understand why there is this poor attendance, and if there's something to improve the attendance so that we can have better attendance in our next webinars. Oksana?

OKSANA PRYKHODKO: Please understand me, the Rules of Procedure in EURALO do not allow end users to deliver their views to the ICANN Board or be in any other decision making, and that's what the problem is. We have to change it. I don't know how to do it. I need your help. Thank you very much.

TIJANI BEN JEMAA: Thank you Oksana. I think that now we have Olivier with us from EURALO, we also have Sandra, who's a Member of the Working Group from EURALO, so perhaps with Olivier and Sandra you can understand and you can try to find a way to change this situation. Thank you Oksana. Those are the next steps. Do you have anything else to add for next steps? Olivier?

OLIVIER CRÉPIN-LEBLOND: Thank you Tijani. For next steps, the other next step I was going to suggest is that we proceed forward with deciding right here when the first webinar is going to be, because we're losing time. I was going to suggest we have it next week, and it's the one on human rights.



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TIJANI BEN JEMAA: Thank you Olivier. We have been working on that for perhaps more than one week, and the difficulty is to have both speakers available for it. This is the problem. It was programed for the 11<sup>th</sup> and then we couldn't do it. We tried to have it on the 13<sup>th</sup> and still we didn't manage to have both speakers available at the same time. Staff is working on it and soon we'll have a response from them. We will program it anyway in November. It will be a Wednesday in November, but I don't know which one. Any other remarks? Comments?

FATIMA CAMBRONERO: I have a question. I just posted a comment in the chat. I think it's important about the different levels of knowledge of the Members of ALSes, but my question is can we share that list of topics with our RALOs, to decide if that list is important or not for them? What do you think?

TIJANI BEN JEMAA: Now I remember. I forgot to speak about it. We spoke about the different levels of knowledge, but I said that all the webinars were done at the basic level. Everyone is expected not to be an expert, not to be a specialist in the field, so that they can attend and understand. I know very well that especially in Africa there are people who don't know anything about the Internet, except emailing or... It's taken into account. We are not doing any webinars for people who already have a level of knowledge on the topic. If this is your point, I saw it on the chat, I just answered it. If you have other questions, please speak again, because I was reading your comment.

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FATIMA CAMBRONERO: Sorry, if we can share with our RALOs the list that we have in the Google Docs, then the RALO can decide about the importance of the topics.

TIJANI BEN JEMAA: We can share it with our ALSes? What can we share?

FATIMA CAMBRONERO: The list of topics that I shared in the Google Docs.

TIJANI BEN JEMAA: Yes, we can share them. Why not? No problem.

FATIMA CAMBRONERO: Okay, thank you.

TIJANI BEN JEMAA: No problem. Thank you Fatima. Any other remarks? Sorry but I didn't read the chat before, so I apologize. No other remarks? Okay, for the next steps it's okay. Any Other Business now? Do you have any other points that you want to discuss? If not... Ariel?

ARIEL LIANG: I'm just wondering whether we have time to talk about the evaluation sheet? I emailed an online feedback form during the call, and I'm wondering whether we have time to show that and to get opinions from the participants and see whether this is an effective feedback form?

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TIJANI BEN JEMAA: Ariel, we are 25 minutes behind our time. I will work with you on this evaluation sheet and then we'll share it with the group on the mailing list and get their feedback before finalizing it.

ARIEL LIANG: Okay. Sounds good. Thank you Tijani.

TIJANI BEN JEMAA: Thank you very much. If there is not other business, thank you very much for attending this call. Thanks to everyone, to the staff. Thank you. This call is adjourned.

KATHY SCHNITT: This concludes today's teleconference. At this time everyone may disconnect.

**[END OF TRANSCRIPTION]**