YEŞIM NAZLAR:	Certainly, I'll go ahead and start now. Let's also please start the call recording.
	Good morning, good afternoon, and good evening to everyone. Welcome to the At-Large Capacity Building Program 2016, our third webinar of 2016, on the topic, "How ALSes can be more engaged in At-Large and ICANN: an ALS Guide to participating," held on Wednesday, the 11th of May, 2016, at 13:00 UTC.
	We'll not be doing the roll call, as this is a webinar, but I could please remind are participants on the phone bridge, as well as computer, to mute your speakers and microphones, as well as state your name when speaking, not only for transcript purposes, but to allow our interpreters to identify you on the other language channel. We have English, Spanish, and French interpretation. Thank you for joining. I'll now turn it back over to our moderator, Tijani Ben Jemaa, Chair of Capacity Building Working Group.
	Over to you, Tijani. Thank you very much.
TIJANI BEN JEMAA:	Thank you very much, Yeşim. Good morning, good afternoon, good evening, everyone. This is a new webinar in our 2016 Capacity Building Program. It is, today, about how to more engage the ALSes. And today, we will have two wonderful speakers that I want to introduce you.

Siranush is the Chair of APRALO, and today she will try to explain her experience in APRALO. And then Eduardo Diaz from NARALO, and Eduardo was very active during the last two years as ALAC member, and he has also a great experience.

So, first of all, I will give the floor to Yeşim to give you some housekeeping information, and then we will go to the presenters. So, Yeşim, go ahead, please.

YEŞIM NAZLAR: Thank you very much, Tijani. Let's take a quick look at the housekeeping presentation now displaying on the screen. We'll have a question-and-answer [polls] during the webinar. If you have questions, we encourage you to type them in the question-and-answer [polls], and staff will note your questions, and they will be answered by the presenters. We also have a pop quiz section, and we'll have questions after the speakers' presentations. Please be ready to answer the questions posted in the popup. And finally, we'll have a user experience part in our webinar. And please also kindly stay for a seven-question survey at the end of the webinar. It will be just three minutes or so to complete them, and we would like to see where they are currently located. Here on the screen, you can find the question-and-answer [polls] on the bottom left-hand side. And pop quiz and evaluation [tab] is on the right-hand side of the AC room.

And now I'll move on to our first presentation, with Siranush.

TIJANI BEN JEMAA: Thank you very much.

SIRANUSH VARDANYAN: Thank you very much, Yeşim. Can you hear me well?

TIJANI BEN JEMAA: Yes. Yes, we hear you well, Siranush. So you are the first presenter. Please go ahead.

SIRANUSH VARDANYAN: Thank you, Tijani. Thank you very much for this opportunity, and welcome, everyone, to this webinar. I think that the presentation which I am going to talk about and the topics which I am going to cover may be referred to the newcomers and may be interesting for them, though I don't see many newcomers for this call. But I think that other current active members also can add based on their experience. So if you have any questions during the presentation, just post in the chat page, or you can prepare to ask them after the presentation.

So I'm going to talk a little bit about the metrics. This presentation, which you have seen, is prepared by our ALAC member, Maureen Hilyard, who developed this earlier. And she is an ALAC member also posts the metrics which ALAC members should have. And I also will touch upon expectations of ALSes. So those who are becoming an ALS, an At-Large Structure, within ICANN within ICANN At-Large community. So what are the expectations and the mutual expectations? Also, I will

cover some of those, and issues which usually are raised and become into creation for members.

Next slide, please. So as many of you know, there are five regional At-Large organizations in At-Large. So there are five RALOs: Asia-Pacific RALO, APRALO, which I am representing; North America, NARALO; African RALO, AFRALO; LACRALO, Latin America; and also EURALO, Europe. And each RALO has seats for ALAC. And ALAC, this is the 15 members who represent each RALO. And each RALO also sends a representative to ALAC.

So ALAC has its own Rules of Procedure. And each RALO, even though has their own Rules of Procedure, but it's coming out of the main ALAC Rules of Procedure. And on the slide, you can see for ALAC members, the main requirement and responsibilities for ALAC member. We should always know that becoming an ALAC member or taking any leadership position or becoming an ALS should have both requirements and responsibilities. So it's not only just to sign up for something and do nothing. So we should have mutual expectations, participation, and requirements and responsibilities. And these all are agreed upon within the framework of Rules of Procedure.

So just touch upon some of them, to serve on behalf of the ALAC and At-Large community by acting for the good of the entire community. This is one of the responsibilities for ALAC member, which means that usually when RALO is sending their representative to ALAC, those 15 key people are not representing their own region. So they are representing

the end user, the entire community, and they are serving as our voices and focus points for the connection with other constituencies in ICANN.

So we should ALAC meetings. There are monthly ALAC meetings. And this is requirement for all members to be there. And they also should participate in ALAC discussions. And as you know, ICANN has face-to-face, three times face-to-face meetings. So they should participate in those face-to-face meetings. And teleconferences, mailing lists, and one of the important part is also participation in working groups and to be a penholder or to initiate a statement which ALAC later will touch upon and discuss, and then submit for ratification.

So these are on the slide. You can see one of the main requirements, which I touched upon some of them. And next slide, please.

So the RALO also [inaudible] metrics, which ALAC in its turn, and each RALO has its own metrics also. And it covers mainly some aspects, such as attendance. Usually during each call – and you may see during this also webinar – there is a list of participants which always is posted, which is later available. And usually, during ALAC meetings and RALO meetings, we have also roll call. We name each participant. But this is webinar, just you can see only the names.

So this is one of the metrics, the attendance for ALAC's representatives to the meetings. The participation is very much important. It's not only just to attend the meeting, but also to invest or to give some feedback to the discussion. And also, it is very important to get feedback from ALSes, because each RALO, and my experience in APRALO as well, shows

that we can do something which is not necessary. But if we can get feedback what is needed, we may do the proper stuff.

Like this Capacity Building Team is developing topics based on the suggestions coming from ALSes. So if we don't hear from ALS, we probably would not meet the requirement for end users to come with the proper information. And also, RALO responsibility and ALAC member's responsibility also to come back to ALSes with what is going on with the update. And that's why every RALO has their monthly meetings, where usually we are trying to update what is on ALAC's table now, what is being discussed, what policies are in the process of development, and where ALSes can come and comment.

Next slide, please. In every Rules of Procedure, we also have minimum criteria for ALSes. So the first thing which ALS should do is submit an application form. And after submission of the application form, which shows that this organization has the interest to join the Internet users' community in ICANN, it passes due diligence. And it's also being assigned to relevant region. So from which region their application comes, the same region leadership team is trying to do own due diligence, finding out the people, in order to be sure that this organization really has the proper interest to their part of Internet end users' ecosystem.

And one of the minimum criteria for ALSes after application form is also commit to support individual Internet users. Each regional At-Large Structure also in their Rules of Procedure has the part for individual members, because not every end user can represent an organization. So

all regional At-Large organizations are open for individual users. For APRALO, for example, for Asia-Pacific region, we are now developing the specific procedure for how individual Internet users can become a part of the discussion.

But, first of all, they are able to be subscribed to the mailing list to find out what is being discussed, what are important issues for that region, and for the discussion in ALAC as well.

So the second criteria also be organized so that participation by individual Internet users who are residents for any geographic regions, the ALS where is based will predominate in the ALS operation so that this organization, which would like to become an ALS, later can bring back to their own community the information being discussions and provide the [inaudible] back to their own community.

So also the criteria for ALS is be self-supporting and not rely for ICANN for funding, because not every ALS can be funded by ICANN to come. Many of you know that there are limited number of people who can be funded by ICANN, but there are also other opportunities for representatives from different ALSes to be part of the discussions, like ICANN Fellowship program, ICANN NextGen program. And usually, it opens for the region where the next ICANN meeting will take place. So if you are from the region where the upcoming ICANN meeting is taking place, this is the opportunity for you to apply for difference sources. But also, it is important to have own sources to participate and not rely on ICANN's fund.

So another criteria can be also that these organizations should be publicly accessible, that we should be knowing their goals, structures, what they are doing, their membership. And this is all in education form, which should be put by the organization before applying.

And, of course, not any RALO can function without ALSes. So every Regional At-Large Organization is functioning thanks to their At-Large structures. And for example, in Asia-Pacific region, we have 45, for now, At-Large organizations who are from different countries, from different regions in Asia-Pacific, I mean. And as you know, in Asia-Pacific we have several regions in one region. And they are completely different from each other. That's why one of our mottos is, "Diversity."

Then the important thing from ALS, to support RALO to perform its function. So as I told you, the feedback coming from ALSes is very important, and so the interest should be there. There should be people with the knowledge on the Internet ecosystem and end users, they also should help us to shape the proper policies for them.

Next slide, please.

I saw also the question, yeah, from Glenn McKnight's correction. The Fellowship is not available for NARALO or Western Europe. Yeah, I just wanted to mention that, Glenn, you are right. Fellowship is open for representatives from developing countries. So this is probably also the piece for us to discuss and to come up with extension of Fellowship.

So I told you that each RALO also has its own Rules of Procedure. And I'll just give you the example of Asia-Pacific Rules of Procedure. And one of

the responsibilities there is performance and metrics there. We use variety of metrics related to participation of ALSes. And also, we have team, developed the leadership team in our region, where every single person represents different regions. And it helps us to cover the whole region, which is really very big. But it helps us also to participate in regional events, especially for those who are close to that place.

For Asia-Pacific to participate in one regional event, like in New Zealand, is tough for the whole entire rest of the region to come. So in that case, we use our support from Oceania and Australia people to actively participate and then share with the rest of the community what was the main discussion there.

Another metric is also attendance of meetings. As I said, monthly meetings. Usually, it is for ALSes to receive the update and also to provide their feedback and to discuss the main issues which are taking place during that month. Usually, APRALO hosts its monthly meeting online, except those when we are in ICANN meeting face-to-face and we are trying to hold our monthly meeting there, during the ICANN meeting. But it's also, as usual, all the meetings are recorded. It's other people who are not physically present there are able to participate.

Also, one of the important metrics for ALSes is participation in voting of any election processes. Like recently. We had the elections for APRALO leadership team for some positions available for the next term. And we did it through… Each ALS provides their decision, voting, or just expectations or the agreement or can nominate, and [does] nominate.

And another point is participate in working groups. This is one of the important and really the part where we need ALSes' participation and representative participation. At large has many working groups, and they all are available in the new website recently created. It is very important that the ALSes, representatives who have expertise in different capacities and different areas can participate and provide their feedback based on their region experience. Because if we have a couple of people representing one region, they may come up with the examples of their own, which may not work for another region. And experience shows that some activities which can be done in Asia-Pacific for example, may not work properly for other regions. So this important that we have representation from different regions in working groups.

Next slide, please. I see the question from Judith that this is mandatory, the attendance. Currently, attendance is not required for an ALS to maintain its status. It is not mandatory. But, for example, in APRALO, we put metrics that participation during the course of the year in at least 50% of the meeting is mandatory, because if people are not showing up for the discussions and they are not aware of what is going on, they are not participating. So that might be put somehow this is mandatory thing for ALSes in APRALO.

And, yes, I agree with the comment which Maureen put, that we need to look at the ALS participation holistically. We have a representative who cannot show up during the monthly calls, because monthly calls' timing may not be appropriate for the region. But usually, they are active through mailing lists. They invest a lot of time to the discussion. So it's not only physical anticipation in the meetings.

So the [role of course] for ALS performance is some issues, which we usually are discussing. And one of the key elements in this is the RALO role, which means this is where it comes to the put which Judith is raising. Are ALSes regularly engaged with their RALO? Do they attend the RALO meetings? Do they get support from leadership team or other RALO? Are they participating in working groups?

This is all our metrics and when we are taking about metrics, we are talking about the entire process. It's not just participation in the monthly meetings. It's not only just sending one e-mail. It's not just participate in voting. So this is a holistic approach, as Maureen mentioned, that this is all counted and shows ALS performance, and important for their participation.

One of the important that is also in ALS performance is communication, because as I said, if we don't hear from ALSes as needed, we may not get the proper information. There are different kinds of [inaudible]. There are tons of wiki pages, which are created for different working groups, for different RALOs, for different ALAC discussions and policy development status. So it's not easy to get this information, and it's really not easy for the newcomer to come and know about it.

And actually, based on this, that sometimes it's not really very easy to find out the information and it's not easy even for us to identify why ALSes are not able to fully engage, we, in APRALO, we are in the process actually to develop a mentorship program where current leadership team is going to start to develop the next leaders for At-Large from Asia-Pacific. So this will help us to find out more from ALSes, those who

at least show activeness in participation and are engaged. We can learn from them what is the challenge for them, and we can also support other ALSes who never show up and who are just signing as an ALS. So engagement is another very important aspect for ALSes to provide valuable input. And ALSes should contribute regularly, because otherwise, we cannot hear your voice.

Next slide, please. There is also this decertification process, where you can remove or decertify the ALS. There are some Rules of Procedure for each RALO to talk about this. But sometimes decertification process is in place for those who are signed as an ALS and never showed up for many years. This is not just for one year. We are covering a one-year process to identify that this member is not showing up for any event. This is several years' metrics covered, and also other. If there is no other ALS or other people in the region who knows this organization or these people, can also put their information about this organization. And also, there are some cases sometimes that, for Asia-Pacific, it's a point that time zones is an issue.

And, yes, I see Glenn McKnight also put time zone is a minor issue for them. But for Asia-Pacific for example, time zone is really an issue. Like this webinar is taking place for 5:00 PM for my time, but it is 3:00 AM for Oceania people who joined, like Maureen Hilyard. So this is an issue. But we sometimes should try different ways of approaching. That's why we are using mailing lists, and people can provide their [inaudible] through those mailing lists.

Next slide. I think this was the last one, if I'm not mistaken. Yes [inaudible], thank you. And we have also Rules of Procedure specifically put I each region, as I mentioned before, certification and decertification process.

So the main message which I would like to give to the newcomers is participate, engage, and ask questions, because sometimes we think that we don't understand. When I was a newcomer and I came for the first time to ICANN meetings, I was thinking, "What I am doing here?" So it's not the place where I would like to be. But if you don't show the interest, if you don't be engaged, then you will never take anything for your personal development or your professional development, or your At-Large Structure development. And you never will be able to bring back to your own community what are important things being discussed on a global level.

So this is much from my part, and I give back to Tijani or Yeşim, to be continued by Eduardo Diaz.

TIJANI BEN JEMAA: Thank you very much, Siranush. I'd like to ask you a question before I give the floor to Eduardo.

SIRANUSH VARDANYAN: Of course.

TIJANI BEN JEMAA:	You did very well the criteria, the requirements, and the performance for the ALSes. But I would like to ask you, what should be done to make those ALSes meet those criteria, requirement, and performance? This is your main question.
SIRANUSH VARDANYAN:	Yes, thank you, Tijani. This is an important question. We did, last year, a survey among our ALSes to identify, first of all, their needs and also identify their expertise, because there are really a lot of expertise in the regions who may come and bring valuable input. But sometimes they just don't think that this is proper time for them to do that or proper place to do this.

When we did this survey, we [inaudible] that… |
TIJANI BEN JEMAA:	Oh, we lost Siranush. Okay.
SIRANUSH VARDANYAN:	Huh?
TIJANI BEN JEMAA:	Go ahead. Go ahead. We lost you.
SIRANUSH VARDANYAN:	Oh, I'm sorry. Can you hear me?

EN

TIJANI BEN JEMAA:	Yes, now we hear, yes. Now we can expertise in the regions who may come and bring valuable input. But sometimes they just don't think that this is proper time for them to do that or proper place to do this.
	When we did this survey, we [inaudible] that…
TIJANI BEN JEMAA:	Oh, we lost Siranush. Okay.
SIRANUSH VARDANYAN:	Huh?
TIJANI BEN JEMAA:	Go ahead. Go ahead. We lost you.
SIRANUSH VARDANYAN:	Oh, I'm sorry. Can you hear me?
TIJANI BEN JEMAA:	Yes, now we hear, yes. Now we can hear you.
SIRANUSH VARDANYAN:	Okay, good. So the important thing is to find out what they need. And through our survey, we found out that there is a need for capacity building for ALSes, because it's not easy to understand a lot of

discussions going on [inaudible] and ICANN. So it is important for them to be introduced step by step. And we developed together, with the regional APAC Hub, the [inaudible] webinar, which are relevant specifically for our region to provide the information.

But I will tell you honestly that initially, even during the webinars for the regions, which were done in the very friendly time zone, we had challenges with participation. And we tried to… Whenever we are participating in other regional events, we are trying to have the personal contact with people to talk with people, because sometimes they want to know something. But even sometimes, they don't know what they want to know. So it's important to talk with people to identify their needs, but also there should be mutual engagement as well. This is very important. This cannot be only one side.

So you can give the information all the time, and they continue not showing up. And that's why the decertification process should be also in place. So it's challenging, even if you know what to give and you give what they need, but sometimes they just take it and that's it. But there are people who are just listeners. They are lurkers. They just get the information, and they use this information in their region.

And what we did in APRALO as well – thanks to also Outreach and Engagement Working Team for the calendar, for the idea of outreach calendar – we identified through this calendar that many ALSes are doing a lot of work.

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TIJANI BEN JEMAA:	Okay. Okay, thank you, Siranush.

SIRANUSH VARDANYAN:	Yes, thank you.

TIJANI BEN JEMAA: Siranush, okay, thank you. I we have to now go to Eduardo. I saw your hand, Judith, but I will give you the floor in the Q&A part of this webinar. I apologize.

Eduardo will present us, according to his experience, how to make ALSes in his region more engaged. Eduardo, please go ahead.

EDUARDO DIAZ: Thank you. Let me get my computer here set up. Okay. How much time do I have for this? Just to know that I can finish on time.

TIJANI BEN JEMAA: Twenty-five minutes.

EDUARDO DIAZ: Twenty-five?

TIJANI BEN JEMAA: Twenty-five minutes.

EDUARDO DIAZ:
I will do this quite fast, and then you can ask all the questions. First of all, what you're going to see here is based on my experience in the, I don't know, ten years I have been working with ICANN. ICANN is a very complex organization to understand, which is one of the first barriers that you will find. And the more you get involved with ICANN, the more you understand it. And I feel other parts are spotty to me because I don't deal with those directly necessary.

I believe everybody knows what ICANN stands for, the abbreviation "ICANN," which is the Internet Corporation for Assigned Names and Numbers. And most people, they have a verb in the name, and that verb comes from IANA, which is the Internet Assigned Numbers Authority. But in any case, I'm going to talk about how you, ALS, all on you and maybe a small [inaudible], how can you get more engaged with ICANN?

And these are some of the things that I did, some of the things that I thought, some of the things that I asked, seeming that I tried to put together. This is not all inclusive. There are many ways of seeing the span, and it depends where you're coming from. But one of the first things is what you see on the top, is what we're doing now.

You should participate in Capacity Building webinars. Why? Because these webinars are here to explore more about ICANN, about the complexity, about who we are, what do we, how we do things, and things like that. So the first thing is to engage, is to try to participate in this webinar. And people have the expectation sometimes that they will come to this webinar and they will know all. Basically, if you get all, great for you. Maybe you get one or two things that you were able to

and had to ask a question for, and you get answered in the webinar, and you learn a little bit. But you have to continue participating. And in fact, if you look at most of the people that are participating in this webinar are people that have been in ICANN for a long time, because you can always learn, and also, you can always provide information for whatever discussion we get to go on in the webinar.

The other thing is, I don't know how many of you know that there is a wiki that you can go and browse everything about not only At-Large, but all the organizations. They have information about what they do, and it's a great archive of information that you can browse through and see things that have been done, things that are happening now, and things that are planning to be done in the future.

So you should get an account on the wiki. And the best thing to do is subscribe. There is a tool. And I'm not going to go into these details. Dev has a Technology Working Group, which they can put together one on how to do this. But you can subscribe to the whole wiki for ALAC, so that's what I do. Why do I do that? Because there's a lot of information that gets through the mailing lists. You get a lot of mails, and you get some information. But there is a lot of information that people put in the wiki that you will not see in the mailing lists. And so how do you know that people have written something in the wiki is you subscribe to the notification that if anybody changes or adds something to the page, they will notify you. So it will be like a push to you. And you can read it over. You can go and read more about it, what is being said. And that's a great way of getting the information, because the more information you have, the better you will understand ICANN, or will allow you to ask the

right question. Because sometimes, we don't know what to ask. And I have an example here later on that I just want to know many people understood what I said.

But in any case, the other thing that you should do is just subscribe to the mailing list, like most of you do. The problem with this is when I did this at the beginning, I got hundreds of mail from everyone, and copying people, and doing this and doing that. So it was overwhelming. So subscribing to mailing list is good, but it can be very overwhelming, and it can be a turnoff. There will be a point that you will say, "Delete from here to here," boom, because you don't want to see them. But what you should do is – and in this case, I use Google Mail, but it can be done with other systems – is that I filter all my mails from ICANN, and I have labeled them. And I put them aside, and I label them. And I will read only the topics that I am working on or topics that I'm interested on. The rest probably I will read it when I'm in plane or when I don't have any more e-mail.

So that's another way. Remember, you want to read what you want to read, and you want to understand ICANN. And this is one way of doing it, that people get turned off by the amount of information that they get. So you have to filter through this. And that, again, is something that the Technology Working Group can work on and help put together some kind of webinar on how to do that, to help you filter this mail. And ones you filter, at least read them. If you don't read them, then at least read the subject.

And then the thing about the working groups is there are many, many working groups, not only in ALAC, all over the ICANN. And if your main interest in getting involved with ICANN is the technological part, and there are many organizations that work specifically with technology, I don't know, IPv6 or something like that, look for that and focus your interest into that, because you will get motivated by learning about what your real interest is. And as a side effect to that, you will start understanding interaction with all the other organization within ICANN.

And get involved in working groups. One of the things that I did – and there is a parenthesis here. By the way, don't get involved with ten working groups, because you will end up doing nothing. Get involved with the working groups that you really can help, you can provide, you can be part of it, because I have seen people that get involved with ten working groups and nothing happens. Maybe they don't participate. I don't know. It can be very overwhelming. So make sure you select your working groups.

And one of the things that I did through my years is I have been working with working group within ALAC, the At-Large organization. But I participated in working groups. And you're allowed to do that. You can do it. You can participate in working groups from other organizations. And I have done so with the ccNSO, because I really don't interact with them, but I did want to know how they manage their working group, what kind of things is important for that organization. And I did that for a couple of years in one of the working groups, and it helped me in understanding that organization. The same thing I did with the GNSO, over the CWG Working Group. It gives you a perspective of what other

organizations are interested on, other than At-Large. And also getting involved with the At-Large, there are many groups that you can also help in At-Large.

I don't know if you know, but At-Large has a social media footprint. They have a Twitter account. They have a Facebook account. They have a web page. So please, subscribe to them if they have something to subscribe to, because that's another source of information. And remember, it's information and knowledge what will help you get acquainted with ICANN.

And also, I don't know if some of you don't know, but there are some informal group chats that are in Skype. So if you don't have Skype, please, it's free. Subscribe to Skype. And, thank you, Ariel. If you know the links of some of the things that I'm talking about, please put the links in there. Thank you so much. Skype, they have group chats for At-Large, RALO. I don't know if the other RALOs have group chats. Their group chats are… If you get to go to the ICANN meetings, there are ones that get put there for… It's an informal channel, like real-time chat that things are getting discussed there. Sometimes that doesn't even get into the wiki, or it doesn't even get into the e-mails. So these are other sources of information, and I encourage you to subscribe to this, if you didn't know about.

Now, there are a couple of programs, like Siranush talked about, the Fellowship and the NextGen, that… One second, let me get my computer again. Okay. The reason I'm putting this stuff here is because if you have the opportunity to get to a face-to-face meeting in your

region, or anywhere else, it will give you the opportunity to see this in real life, to allow you to meet the people that you see right there on your left, some of them. It will allow you to meet other people and will allow you to do some networking. And there's nothing better than having a physical interaction with another person, not only because you can see who this is or how this person reacts, and you can really establish very good friendships and networking links there.

Now, most people are not funded to go to the face-to-face meeting, but there is a couple of programs, like the Fellowship program, which is for some parts of the world. It has to do with how much money they get. They use the World Bank to allow people to go to the Fellowship program. But there is this other [prize] called NextGen, which goes deeper into other things in ICANN. And there, you can apply for this program. The NextGen, the thing is that it's only… If we go, like, say to North America, the NextGen, the people that will apply and will be selected are from the North American region. Like if we go to APRALO, well, then it will be from that area. And that's the focus of the NextGen. But the point is, there are two programs there that you can apply for and can come to the face-to-face meeting with ICANN, and it allows you to get a different perspective than while you are here and now.

Also, there is a great tool that I use, and I found out and I know. There is a calendar of events for all At-Large ALAC meetings and events that you should subscribe to. It's a Google-type calendar, and I use Google Calendar. So I don't know how it would work with other systems. But whatever they put in there – in fact, this webinar is here – it shows up in my calendar. So it's not like I can miss a meeting or I don't know when it

is. It's there. If it's there, I will get it. And not only I will get it, I will get it at the right time zone that my calendar is, which is a source of confusion for many people with this UTC thing.

The next thing is that if you don't understand something, ask a question. Sometimes we don't feel comfortable asking questions because we can feel that we are stupid and we can feel that we should know about that. Well, if I don't know, I will ask. And if you feel uncomfortable asking in public, then get to the people that you are more friendly with or you are more confident and ask them, or find out someone that you think that knows a lot and ask this person. And you will be surprised. People will be happy to give you the perspective and what they know about ICANN, at least that's in my experience.

And let me tell you the next one, abbreviations in ICANN. And I guess this is true everywhere you go. Abbreviations at ICANN are a pain in the neck. And, for example, if you know what an SO means and an AC means, you are like 50% ahead of the game. "SOs" stand for Supporting Organizations, and "ACs" stand for Advisory Committees. And correct me if I'm wrong, but I'm going to tell you the following sentence that I wrote. And I just want to see how many people understand what I'm going to say. It says like this. I am an ALS belong to NARALO and elected to represent my RALO in ALAC to work with other SOs and ACs in CCWG and CWG. Now, how many people understood that? Not only because of the abbreviations that I said, but also my accent will make this very difficult sometimes for people to understand.

So if I come into ICANN and somebody tells me something like that, that's something that I don't know what people are talking about. And let me tell you, this is one of the first barriers to understand ICANN. And we are sometimes conscious about this, but sometimes we're not. And if you want to really engage, every time some people say an abbreviation, I say, "What is that abbreviation?" Once you get involved in this within ICANN, you get to talk this way. But to be really engaged, you really need to understand your abbreviations. So that is very important.

And with that, that's all I have to say. I think I am on time, right, I believe. So I will answer questions whenever I need to do that.

Now, the next slide, please, to finish up, to wrap up this. Unfortunately, there's some challenges that you should know about. Most of our work is virtual, like we're doing now. There is a language issue. Fortunately, we have translation here. We have French and Spanish interpretation, so that helps. And remember, we are a global organization, and we have difference in cultures. So we receive information and we manage the information with a different perspective, because we come from different parts of the world. And time zones are always a issue. Sometimes you are in the middle of the night during the meeting, and the other side of the globe is during the day. And also, this requires some of your personal time to engage. So you have to make up for that personal time and manage your time to do this engagement if you're really interested in ICANN.

And the last one, please. Let's finish up. The next slide, please.

Well, the more you understand ICANN, the more engaged you will be. So that's my main message here. And thank you so much or sharing it. I'm done.

TIJANI BEN JEMAA: Thank you very much, Eduardo. Thank you. It was very helpful. I would like now to open the floor for questions. And please try to focus your question about how we have to do to make the ALSes more engaged, more participants, more involved. Please focus on this. And I am expecting that you will bring your experience also, because you come from ALSes. And I am sure you have ideas and you have good questions and good ideas.

I begin with Judith, who has her hand up since very long. So, Judith, go ahead please.

JUDITH HELLERSTEIN: Yes, hi. Thanks for the very interesting presentation. And, Siranush, I very much liked what you talked about in your Rules of Procedure for APRALO, because we're having the same issue in NARALO, is that we wanted to try to have some metrics to keep our ALSes engaged. And we looked at meeting requirements. We had a lower threshold. But we were also looking at some kind of engagement. If it's not a meeting, if it's working in a working group, you could be a listener to that. But if you can always pose questions, that's still engagement. Listeners are engaged, but they also need to tell us they're listening, or even join the working group or be active and contribute.

I guess my question is, when we tried, I guess we didn't have that in our Rules of Procedure, because when we tried, after we were engaging with our ALSes who had not been doing that for over a year, we were told that even if an ALS asks to decertify, telling them that there's some kind of mandatory attendance or participation, that there's no rules about that. And so I guess maybe it was in your Rules of Procedure, and that's why you could do it. But that's why I was a little confused about that issue.

And I did have another question on engagement too, but I can ask that after the others.

TIJANI BEN JEMAA: Thank you, Judith, for your intervention. The next one is Glenn. Glenn, please go ahead.

GLENN MCKNIGHT: Yeah, sorry, I'm not going to repeat what Judith is saying. I think she identified some issues that we were trying to grapple with, with engagement. And I've mentioned this numerous times, that the way we've engaged our community is we actually wanted to find out more why they want to be involved with NARALO and ICANN. And we actually found what their genuine interests are.

And because people talk to each other, they talk through us, and we set the agenda once a month. And there is some people that are very loud and very opinionated. So some of the people who are very quiet are

doing really amazing stuff. And I think where our success is coming is people who have been quiet; small, little organizations, and people like Gordon Chillcott, who's on the call, he's relatively quiet. But when you actually start talking to him, he has a lot of depth, and he has a lot of knowledge. And he followed very intently the IANA transition process. We also have Candice on the call, from Native Public Media, and they've done amazing stuff on public broadband in the First Nations.

It's the people that don't have elected positions. It's the people who are doing interesting stuff. And we tried to do a couple of things with our NARALO. We tried to ask people up front, "What are you doing in your community?" so other members can hear what they're doing. And that seems to be quite successful. We did showcases. We were the first ones that started that. And that's allowing people to get info.

And Eduardo has taken on a big responsibility. He's using MailChimp [inaudible], another tool. But he's creating a great monthly newsletter. The challenge for Eduardo is getting people sending their pictures, getting used to the idea of providing content. And that's pretty tough. And newsletters are really, really tough to do. But he's doing a great job on that.

We hope that our general assembly that we'll have in the fall, which I hope it's still in Puerto Rico, it's people like Ricardo and Alfredo and [inaudible] reaching really out into the wider community, getting people involved, getting them interested in what we're doing. And we need our ground soldiers, like Eduardo and others, who are doing some great stuff. So that's my general comment.

TIJANI BEN JEMAA:

Thank you very much, Glenn. Thank you. I have an idea, Glenn. Why don't you push people who are quiet but who do very good thoughts to the leadership positions, so that they will pull all the group to better performance, perhaps? This is only a thought of mine. Thank you.

Yeah, go ahead? Okay. Olivier?

OLIVIER CRÉPIN-LEBLOND:

Thank you very much, Tijani. I was going to comment on Eduardo's presentation, which I thoroughly enjoyed, by the way. And I particularly like the second page, which has, "Engagement," and all the different arrows and all the different bubbles around it. But it really leaves me wanting more. And I put myself in the shoes of someone who is seeing this for the first time, and I say, "Wow, this is great. I could do all this stuff." But how do I do all this stuff?

"Ask questions if you do not understand," on the left-hand side. Who do I ask? "Participate in webinars," okay, I get I'm participating in this one. I certainly found this one. But then, "Browse the At-Large wiki." Where is the At-Large wiki? What is it? How do I subscribe to wiki changes? How do I subscribe to mailing lists? There is, unfortunately, no method given in that presentation on how I can do that. It doesn't show me where the working groups are. It doesn't show me, "How can I subscribe to the Skype At-Large group calls?" Please, help me.

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TIJANI BEN JEMAA: Thank you very much, Olivier. Yes, I think that the intention of Eduardo is perhaps to enumerate the ways. But it does not give the procedure, the details. And this is something that we have to do together at the ALAC level.

The next one is Judith again.

JUDITH HELLERSTEIN: Can you hear me?

TIJANI BEN JEMAA: Yeah.

JUDITH HELLERSTEIN: So I loved Olivier's question, and that was my second question that I wanted to ask about Eduardo's presentation. As I put in the chat, I think it's important for the next step to go and explain, and maybe even give a little summary of what each of the working groups are doing. What are they active on, and how you join them. And maybe how you find out about the wiki page, how you find out about this.

What we found is people are still a little bit overwhelmed, and they don't know what to turn to. And so that maybe a summary of how you join, or then also can be linked from staff how you get a Confluence account, how you do [inaudible]. And so certain things like that, I think, are helpful people for the next step as an excellent webinar is, and also to get a caption.

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TIJANI BEN JEMAA: Thank you. Thank you very much. Yes, and you know that we are trying to have the caption also for our webinars in the future. We wanted to do it for this one, but I don't know why we don't have it yet.

Anyway, the next answer will come from Eduardo. Eduardo, please.

EDUARDO DIAZ: Thank you, Tijani. I want to respond to all your… I thought about exactly the same questions that you had and that you asked. Now, it would take me half a day just to get through some of them, just to show people how to get here, where are the links, where do you do the login and getting the links here and there. So I only have a half an hour do to the presentation, so I don't think I would have been able to do that.

But I am happy to put something together and present this in more detail in future webinars, or even in face-to-face meetings, and go over the most important ones here and show people how to do all these things. And I think Dev has done some of this, and many of the other ones have not. But I think your comments are very valid. It just had to do with time. Thank you.

TIJANI BEN JEMAA: Thank you very much, Eduardo. Next question from Ariel. No, it's not question. She has a comment on Olivier's intervention. Ariel, go ahead.

ARIEL LIANG: Thank you, Tijani. I just want to show you guys one page on the website that details the ways to get involved. And I put the link in the chat. And you can see on that page, it kind of [expands the ways] for people to get involved in At-Large. One is policy advice development. The other is organization building related. And now if you'll scroll down the page, you will see a full list of all the At-Large working groups, including the ones within RALOs. And you can search based on the type of the group and on the topics they deal with, and then also their workspace and their subscription list. It's all on that page.

And then another page I want to point you to, this page is called the Work Methods & Collaboration Tools, where we put together some basics: how you join a meeting in At-Large, and also ways to subscribe to mailing lists, and the different types of mailing lists in At-Large. And then also, there is tips about how to subscribe or work in the Confluence wiki, and etc.

So I hope this could be a starting point. And then of course, if, Eduardo, you have a more [inaudible] information and like to share, we can definitely enrich the contents here. And hopefully, this will be very helpful for the newcomers. Thank you.

TIJANI BEN JEMAA: Thank you, Ariel, for those information. And the next question will come from Gordon. Gordon, go ahead.

GORDON CHILLCOTT:	Thank you, Tijani. This is more along the lines of an observation. [A little] while ago in the chat, there was a question about, who are the people who are on this call, and where were they from. Look, we're talking about participation of ALSes here. Most of the ALSes have more than one person. And the onus is on us, who represent these ALSes to some degree, to try to reach into our organizations and drag people out and into ICANN. I can tell you that this is like pulling teeth, but I think it's something that needs to be done.
	My own ALS has now – and I don't have my tongue in cheek – has 1.25 people involved in ICANN. The other person only listens to me 25% of the time. But this is a real concern for me, because I know that there are other ALSes out there with real talent in there that could be tapped. And I only see one person attending. And you're seeing one person attending from my ALS now, as an example.
	And finally, just as a remark to Eduardo, on your example of abbreviations, Eduardo, I understood every word you said, and that kind of scares me. Anyway, thank you very much, Tijani.
TIJANI BEN JEMAA:	Thank you, Gordon. Thank you very much. Alan?
ALAN GREENBERG:	Thank you very much. Gordon actually hit right on one of the issues I was going to raise, that the title of this webinar is "How ALSes can be more engaged." But traditionally, all of our focus is, how do we get the

ALS representative more engaged? And no matter how successful we are at that, no matter whether we have every ALS representative participating in every meeting we have and talking on every mailing list we have, we have not succeeded if that's the only thing we have.

An ALS is a large group. Its power is supposedly that it can reach end users and not just one per city or one per country. And our real challenge is to involve the ALS, not just the ALS representative. That's, of course, a prerequisite.

As many of you know, there's an exercise going on to look at ALS criteria. What should an ALS be like, if they're going to be an ALS, and what do we expect of them? And one of the things that's become really clear is we are asking them to do things which are pretty much impossible, unless we – "we," ICANN, and "we," At-Large – can provide them with more information in reasonable-sized bites, in a language they can understand, both a spoken language and a technical language. And that's one of the components that we're going to have to get really, really a lot better at if we're going to expect to be successful. And hopefully we will get better at it, because it really is a mandatory part of what we're doing. Thank you.

TIJANI BEN JEMAA: Thank you very much, Alan. And this is exactly the aim of this webinar. It was to identify what we have to do to make our ALSes engaged. So thank you for giving this remark. I think it's very important.

Next one is Siranush.

SIRANUSH VARDANYAN: Can you hear me?

TIJANI BEN JEMAA: Yes, we can.

SIRANUSH VARDANYAN: Yes, thank you. I just want to back to the question which Judith asked. First of all, I would like to [straight] the point that each RALO works differently, because each purpose can work differently in every RALO. So as I mentioned in the presentation, one activity or one approach can be applicable for one region and not for the other.

So related for the metrics, which Judith asked about them, we set as a requirement for ourselves the participation in monthly meetings, in working groups. I know not many ALS representatives are in working groups. But at least for monthly meetings, at least their participation through mailing lists is very important, because if they never show up, never say anything, we will never know their need. Because we can do [inaudible] but we should know why. That's why we put this participation as ALS metrics.

TIJANI BEN JEMAA: Thank you, Siranush. Thank you very much. Identifying the barriers, it is good. It is necessary. But we have to find how to overcome those barriers, and this is what Alan said. He gave at least some, giving

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[pertinent] information in a language they understand. And this is the kind of response we have to get, because this is the way we may perhaps find a way to make them more involved.

Next one is Ricardo. Ricardo, go ahead, please.

RICARDO HOLMQUIST: Yes, about the issue that Alan just mentioned about involving more people from our ALS in ICANN, sometimes it's difficult for us, as a non-governmental organization, to get involved with [an ALS]. It took us five years just to have one person here in ICANN, attending ICANN meetings, just having two people that can attend at the ICANN thing.

One of the things that we are doing is now we are posting in our website and sending an e-mail to all of our members is the information that ICANN is providing now in Spanish to our database, just for them to be more or less involved with what is ICANN, what these acronyms mean, as Eduardo said, for them to be familiarized with ICANN. But it's very difficult for us, as organizations all over the world, to have one, two, three people involved in these kind of meetings, these kind of organizations. Thank you.

TIJANI BEN JEMAA: Thank you very much, Ricardo. Any other questions?

Okay, so as you know, this issue was discussed from very long now. When I came to ICANN, it was already in discussion. And we tried to find what are the best way to make our ALSes involved. But as Alan said,

what we need more is to get the representative of the ALSes involved. This is what we could do, I think, and what is easier to do. But to get the ALS involved, we have to work with them in their country, in my point of view, because an ALS doesn't have any effects for me if they don't have work on the ground. How can [inaudible] ICANN to their community? How can they tell us about the concerns of their community if you don't work on the ground there?

So, yes, there are several problems. The barrier is well identified several times. But how to overcome them, this is the big issue. And I think that this would now give us the opportunity to express ourselves, to say what we think we have to do to make our ALSes more engaged. And I think that this dialogue should continue. Today, it is only a couple [inaudible], but I think this issue should be more developed at At-Large and at ICANN at ALAC level.

Any other remark? Glenn, it is an old hand or it is a new hand?

Okay. So if there is no more questions, let me go to the next point of our agenda, which is the pop quiz. And Yeşim will conduct that. Yeşim, go ahead.

YEŞIM NAZLAR: Thank you very much, Tijani. Yes, we do have some pop quiz questions for our participants. Let's start with the first one then.

Should ALS assist the RALO in performing its function? It is a yes or a no? Please cast your vote now.

And, Siranush, maybe you would like to give us the correct answer?

TIJANI BEN JEMAA: Siranush?

SIRANUSH VARDANYAN: Yeşim, I left Adobe space, so if you can give me the results? I am only via phone now.

YEŞIM NAZLAR: Sure, sure. So I'll give you correct answers then. We have 14 people voted as yes, which is the correct answer. So let's move on to the second question.

The second question is, what's the main issue for ALSes' participation? A) Participating in RALO [inaudible]; B) Engagement in working groups; C) Application process. Please cast your votes now.

Okay. The correct answer was B.

Moving on with the third question. What is the abbreviation for SO? Is it Service Organization, [inaudible] Organization, is it Spanish Organization, or is it Supporting Organization? Please cast your votes now.

Well, we have three different answers, but the correct answer, Eduardo, would you like to share it with us?

EDUARDO DIAZ: D [inaudible].

YEŞIM NAZLAR: Yes, the correct answer is D, Supporting Organization.

                          Moving on with our next question, which is the fourth. What is the abbreviation for AC? Is it Advertising Committee, is it Advisory Council, is it Advisory Committee, is it Advisory Chair? Please cast your votes now.

                          And we again have three different answers, but the correct answer, Eduardo, is?

EDUARDO DIAZ: C.

YEŞIM NAZLAR: Okay, C. C, yes, the correct answer C, Advisory Committee.

                          And now I'll quickly move on to our last question. What is the abbreviation for ICANN? Is it Internet Corporation for Number and Name, is it Internet Corporation for Assigned Number and Name, is it Internet Corporation for Assigned Names and Numbers, or Internet Corporation for Assigned Numbers and Name? Please cast your votes now.

	Eduardo, would you like to give us the correct answer for this one, as well?
EDUARDO DIAZ:	C.
YEŞIM NAZLAR:	Yes. We have everyone answered this question correctly. So, Tijani, would you like me to move on with our survey questions? Because it was the end of the pop quiz questions.
TIJANI BEN JEMAA:	Yes, please, Yeşim. Please go ahead.
YEŞIM NAZLAR:	Of course. Here we are, the first question. How is the timing of the webinar for you? Too early, just right, too late? Please cast your votes now.
	I will move on with the second question. The second question is, what region do you live in at the moment? Africa, Asia/Australia/Pacific Islands, Europe, Latin America and Caribbean Islands, or North America? Please cast your votes now.
	Thank you very much. Let's move on with the third question. We'll move on. How many years of experience do you have in the ICANN

community? Less than one year, 1-2 years, 3-5, 5-10, more than ten years? Please cast your votes now.

Thank you very much for your answer. And our fourth question is, how is the technology used for the webinar? Example is audio, video, phone bridge. Please vote from five to one, five as the very good one, and one as very bad. Please cast your votes now.

Thank you very much for your answers. Our fifth question is, did the speakers demonstrate mastery of the topic? Again, from five to one, please, five as extremely strong, and one as extremely weak. Please cast your votes now.

Thank you very much for your answers. Our sixth question is, are you satisfied with the webinar? Again, please, from five to one, five is extremely satisfied and one is not satisfied at all. Please cast your votes now.

Thank you very much for your answer. Let's move on to our final question, question number 7. What topics would you like us to cover for the future webinars? For this one, please type your answer on the blank site, where it says, "Type your answer here." And please do not forget to click on the icon just next to the blank space so we receive them.

TIJANI BEN JEMAA: Thank you very much, Yeşim. And please, please, please tell us what are the topics you want us to address in our upcoming webinars. We are working for you. We are doing those webinars for you, so your interest

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is ours. If you don't have time now to type in the Adobe Connect, please send us an e-mail and tell us what are the topics you want us to address. Thank you very much.

So now we are almost on time. We have one more minute, if we have anyone who has a last word to say. I don't see any. Okay. So thank you very much. It was, I think, a good webinar. And I thank the presenters. I thank also the interpreters, the staff, and every one of you. Thank you. Bye-bye.

YEŞIM NAZLAR: Thank you very much, everyone. All of you will now be disconnected. Have a lovely day.

[END OF TRANSCRIPTION]