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YESIM NAZLAR:

Let's first start the recording, and I'll go ahead with the roll call. Good morning, good afternoon, and good evening to everyone. Welcome to the At-Large Regional Leadership call taking place on Tuesday, 18 October 2016, at 13:00 UTC.

For today's call, on the English channel, we have Satish Babu, Wolf Ludwig, Olivier Crépin-Leblond, Barrack Otieno, Ali AlMeshal, and Glenn McKnight. On the Spanish channel, we have Maritza Aguero. Currently, we don't have anyone noted on the French channel.

We have received apologies from Judith Hellerstein, Alan Greenberg, Maureen Hilyard, Humberto Carrasco, and Holly Raiche.

From staff, we have Heidi Ullrich, Silvia Vivanco, Daniel O'Neill, Siranush Vardanyan, Ariel Liang, and myself, Yesim Nazlar.

Our Spanish interpreters today are Sabrina and Veronica, and our French interpreters are Camila and Claire.

Finally, I would like to remind everyone to state their names before speaking, not only for the transcript purposes, but also for the interpretation purposes as well.

Over to you, Satish. Thank you very much.

SATISH BABU:

Thank you, Yesim. I hope I am audible. I would like to welcome everybody to this call. This is the RALO secretariat call for the forthcoming meeting that we're having at Hyderabad. Before we start,

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*Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.*

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Olivier has asked the question whether we have someone from every region. Do we have all the five RALOs represented here? I can see EURALO, NARALO, APRALO of course. Can staff confirm that we have AFRALO and LACRALO on the call?

YESIM NAZLAR:

Hi, Satish. From AFRALO, we have Barrack Otieno and from LACRALO we have Maritza Aguero.

SATISH BABU:

Alright, so we have people from all the five RALOs. This is good. So I think we can get started. At the outset, I'd like to on behalf of APRALO welcome everyone to the Asia Pacific and to India where we're going to meet in about a couple of weeks' time.

Let's go on to the agenda. The first item in the agenda is the adoption of the agenda and its approval. In case some of us are only on the phone and can't see the agenda in the Adobe Connect, I will quickly read out the agenda items.

After the approval of the agenda, we have the At-Large Review, which will be presented by Heidi for five minutes. Then we have the RALO Development Session at ICANN 57, which will be jointly by Heidi for ten minutes and Olivier for 10 minutes. Then we have the New ALS Database by Ariel for five minutes. Then Dan is going to speak to us for ten minutes about the DDDPP, which is about the documentation project. And finally, we have ten minutes for discussion on Setting the

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Agenda for the RALO Secretariats Face-to-Face Meeting, which is an open discussion.

Are we okay with these agenda items? Is there anyone who feels that anything else should be added? Please raise your hand if you have anything to comment on this. Seeing no hands, I assume that we have the approval from all of us for the agenda and we move forward to the next item. Heidi says that [inaudible].

The next item is the At-Large Review, and it's over to Heidi for an explanation and expectations about the At-Large Review and what's next.

HEIDI ULLRICH:

Thank you very much, Satish. Hello, everyone. I just wanted to remind everyone, I believe, I would hope that everyone knows about the At-Large Review that is currently underway. This is a review that is required by ICANN [inaudible]. It's on a five-year cycle. The focus of this review as opposed to the last one in 2008 is this review is going to be on the RALOs and the At-Large Structures. The last review was on the ALAC itself.

In this review, the independent examiner is ITEMS. You may have heard them on your monthly calls. They have already conducted many interviews, and the At-Large Survey (which is linked to the agenda page) is currently open through the 21<sup>st</sup> of the month. As of early October, the numbers of respondents was 152, but I would hope that all of you as RALO leaders will complete that survey. It's very important that we hear from you, that they hear from you. It is a confidential survey.

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In Hyderabad, the ITEMS will be presenting its interim findings to the At-Large Review Working Party on 3 November. It is an open meeting. You're invited to come to that even if you are not a member of the working party. Directly after that back into the At-Large Leadership session in the afternoon, Holly Raiche who is the chair of the At-Large Review Working Party will be providing an update for everyone, even if you are not able to go to the working party meeting earlier that day.

During Hyderabad and on into the later part of the year, ITEMS will be continuing their research through interviews, observations, and personal interaction in preparation for its draft reports, which will be due in early December.

I think that is the sum of that. Just one last point is that given that the focus is on the RALOs and the At-Large Structures, the direct impact likely on all of you and all of your ALSes will likely be quite direct. So this is something that you do wish to focus on and keep up-to-date on. Thank you very much.

SATISH BABU:

Thank you, Heidi, for this introduction to the At-Large Review. The At-Large Review is also available in all the three languages. The survey is in all the three languages, so I think all of us can join in. I think each RALO has done reasonably well so far. We have had a [good] response to this, but we probably [have to send] one last reminder to our members [inaudible]. Are there any questions or comments on the At-Large Review? Barrack says he has completed the survey, and Glenn has asked

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a question [inaudible] completed the survey. I don't see any hands. [inaudible] mean there are no comments.

We now [move on to Agenda Item 4], RALO Development Session at ICANN 57. [inaudible] Heidi [inaudible].

HEIDI ULLRICH:

Yes, Satish. Hi. I just want to apologize on the agenda [earlier]. It looks like two separate items were actually one, so I have just corrected that on the agenda. So the first point, this point will be the RALO Development Session at ICANN 57, and then the second point and the next point will be the ATLAS II Recommendations. Those are very much two separate activities.

I wanted to put into the chat just the link. It is an empty link. That means it's a blank page [to] have you develop this development session. But the background of this [is that] both the ALAC and the RALO leaders received a FY17 special request to allow for – I think someone has their speakers on. Thank you very much.

Again, these were FY17 special requests for both the ALAC and the RALO leaders. These sessions will take place on 9 November on the last day of ICANN 57. These sessions are only for ongoing and incoming RALO leaders and the ALAC [inaudible] ALAC members and liaisons. Your session will be 8:00 to 12:00 on the 9<sup>th</sup>.

I wanted to just point out what the opportunity is for you as well as what, for example, the ALAC is planning. This opportunity is really – some of you were at – there was a very small one that staff held in

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Dublin. Some of you may have been at that one. It was an opportunity basically for both continuing and incoming RALO leaders to have a chance to hear from staff a little bit about what support they provide. There was also a discussion of some of the Memorandums of Understanding just as a review of what the activities that RALOs at minimum should be doing.

But also this session can be team building. So all of you could work closer together. It could be about development of skills so you could work more effectively. So this session is really something that you should be developing and something that I would hope that you would put some thought into developing the agenda.

So I wanted to just point out what the ALAC is doing. I have put that session into the chat. The ALAC is actually doing a fishbowl format. That is a very interactive format. They are covering several topics. They are, for example, covering some policy topics, for example, RDS. That's one of the policy topics.

Then they're also focusing on some elements to work more effectively as a team. For example, moving toward more effective meetings, how to work more effectively within the working groups, developing more effective use of mailing lists, collaborative tools and wikis, and finally moving toward developing a cohesive team.

Now staff will be attending both of these, and we're available to help to support that to present what we can help you with. But this is really a session that is for you to have you work more effectively.

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I wanted to leave it at that, and perhaps we can start thinking about some of the topics that you would like to cover. Thank you very much.

SATISH BABU: Thank you, Heidi. I think we are going to talk about this at [in the ICANN number seven] if I am not wrong. So I think that this is [there for the Hyderabad meeting]. Are there any questions?

HEIDI ULLRICH: Satish?

SATISH BABU: Just to point out these are two different meetings. So all of the regional secretariats have your traditional regional secretariat meetings in Hyderabad, and then in addition this time only at the annual general meeting – and perhaps I hope it's going to be held next year as well – but this is something that's held on the last day. This is a development session. It's different than your normal meeting. This is something to help you become more effective as a team, etc.

So perhaps you may wish to have staff present on some of the activities that we can help you with. It might be that you wish to have some discussion on how you can work more effectively across regions. I think that would be a really interesting topic to discuss, how you can work more effectively all together, because you do have common issues that you're working on. It may be that you wish to have someone come in and present to you. So you have a lot of options on what you wish to have. Thank you.

SATISH BABU:

Thanks, Heidi, for clearing that up. So I think we have to probably work out what we would like to be doing in this meeting. So do we do that over [inaudible] either on the wiki or are there any suggestions on this, what we could do? Okay, I must confess that I also haven't thought in-depth about the potential of the session. This could be [inaudible] quite significant because [inaudible] work together as a small group. So that we don't get stuck here, I would propose that we do this over [inaudible]. Staff can help. Heidi says that staff can help to [inaudible] an agenda. If we can have a set of possible things that we could do on a wiki page, then we [inaudible] forward from there. So can we have a location where we can work together on this? Would that be possible?

HEIDI ULLRICH:

Satish, there is a wiki page – and I'll put that into the chat – for that. I just wanted to make a correction. I'm now looking at the actual At-Large schedule which Gisella has put together, and I see that the RALO Development Session is in actually two parts. The first part begins at 9:00, 9:00 to 10:30 on the 9<sup>th</sup> and again it's mandatory for all the RALO ongoing and incoming. Then the second session is 11:00 to 12:45. So I'm going to put the 9<sup>th</sup> into the chat so you can see the times. And then you can also make your suggestions onto the actual wiki page of the RALO Development Session, which I'll put into the chat again as well. But if we could urge you to do that pretty quickly because we do need to submit the agendas to the translation team very, very shortly – by the end of the week or Monday at the latest. Thank you.





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with all Regional At-Large Organizations and At-Large Structures to map the current expertise and interests in their membership, to identify Subject Matter Experts and facilitate policy communication.”

This is one task that has been going on for a while. As you might know, we are currently going through the last iteration of the final reports on all of the recommendations that were made in London in June 2014. So it’s better late than never, but we’ve got a pretty good record of all the work that has taken place.

The recommendation that we have at hand here, each one has got Implementation Details. So we are proposing an implementation detail for Number 28 which is as follows. It says, “In fall 2015, each RALO created, distributed, and analyzed a general survey to understand the subject matter expertise and interests of ALSes. The response rate was inconsistent across RALOs. At present, a centralized ALS information database is being constructed and every ALS will be contacted to check the accuracy of their contact, communication, and membership information. As part of the effort, ALS expertise and interest will be included in the database, and ALSes will be asked to provide that information.”

The Next Steps, which are just at Page 28, “RALO leaders will work with ICANN Staff to develop a specific questionnaire regarding ALS expertise and interest to ask each ALS in a consistent manner. Information gathered will be included in the ALS database.”

So in EURALO, we’ve moved forward. We’ve sent an e-mail to each one of our ALSes and we’ve asked for the expertise that not only the ALS rep

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has but that members in their At-Large Structure have. We have so far received quite a large number of responses. We're building a table of this.

We've had to use a system where we're not sending a survey out because we had very poor responses in past surveys. But we have a system where it was a personalized e-mail that we sent to each At-Large Structure. We actually used a system of like a mail form sort of thing, which was pretty helpful, and it personalized things. So mail merge it's called. It personalized each e-mail that was sent out, and of course the follow up afterwards had to be done each one in turn.

So that's where we are now. My Adobe Connect froze for a while. It's back on. That's where we are now. The question I would like to ask is whether there is a movement in the other RALOs for something like this to happen, and how can we initiate this if isn't going on yet. Perhaps first, are you happy with what we have as the Next Steps and as the current status? And second, what are we actually going to do about this?

SATISH BABU: Thank you, Olivier.

OLIVIER CRÉPIN-LEBLOND: Satish, I don't know. Do you want me to run this, or are you running this? You can run this, yes.

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SATISH BABU: No. Olivier, you can run it. No problem. You can [inaudible].

OLIVIER CRÉPIN-LEBLOND: [inaudible] Thanks. Glenn McKnight, please.

GLENN MCKNIGHT: Hi. Olivier and I had a chat about this a couple of weeks ago, and I provided a link to the Google Doc. My response was basically trying to find out what the [particular] interests are of the ALSes within the ICANN ecosystem. So I've shared this, and some of the community members have given feedback on how this would work. This is slightly different than finding out if somebody is a teacher, engineer, lawyer. It's rather mapping what their interest is within the system itself. So it's a slightly different approach, but it's consistent I think of what Olivier is saying. But the form itself is a Google form and they can click on as many interests as they possibly can so I can map.

This particular reason I'm doing this is that when our general assembly comes up this spring, I can aggregate people based on their interests. I think this is a great idea. I have no idea what the interests are within our community, and this should be helpful in terms of gathering information.

OLIVIER CRÉPIN-LEBLOND: Thanks for this, Glenn. Absolutely. Thanks for sharing this with us. It's a very good other example, other way. I think it probably works in some regions, works differently in other regions. But people are very welcome to make use of either method. I don't know if there are other methods

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as well to gather this information. Just one question for you, Glenn, on what you've shared with us here. Is this sent just to the ALS representatives, or is this sent to the ALS for them to send it to their members?

GLENN MCKNIGHT:

That's a good question. It's to the representatives that I have on file. I can't drill down to their membership. It's up to them to bring it up and discuss with their community. So right now, I think it's ready to go out. It has got feedback from [Judith] and other people within our community. But it's up to them. I'll be happy to have one person answer it, but if they want to discuss it and have multiple answers, that's fine too.

OLIVIER CRÉPIN-LEBLOND:

Thanks, Glenn. Satish Babu, you're next.

SATISH BABU:

Yes. [If you don't know], we did an exercise two weeks back. It was [manufactured] [inaudible]. It was [inaudible] multiple choice question which each RALO [inaudible] send back a [inaudible]. This has been tabulated now. We have the [inaudible]. We're doing a little more work with that, and we should be ready by the – we are making a presentation in the face-to-face meeting at Hyderabad to the APRALO membership there. So we should be having something [inaudible]. Thank you.

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OLIVIER CRÉPIN-LEBLOND:       Okay, thanks for this, Satish. Are there any other comments from anybody here?

So coming back to the document, which we are planning to present to the Board in Hyderabad, are you all okay with what is on the screen right now? That is the Implementation Details, but are you suggesting we might add something to this? Perhaps like we have said here, “ALS expertise and interest will be included in the database, and ALSes will be asked to provide that information.” We’re not saying in what means, in what way this is happening. So in some places it will be another survey; in other parts of the world it might be a personalized letter; in other places it might be something else.

But I think what’s important is that we get more consistent information across the RALOs. So it would be good if we can all learn from each other as to learn the type of quality of information that we’re looking for and to drill this so as to have uniformity of information across the different RALOs and therefore that provides us with an excellent kaleidoscope of the whole At-Large community.

Are you all happy with the Next Steps as well? Well, I don’t see anyone putting their hand up and saying they’re not happy, so it seems that we’re okay with this. Ariel, is there anything else I should ask on this?

ARIEL LIANG:                       [inaudible]

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OLIVIER CRÉPIN-LEBLOND: Okay, thanks. I think that's it for the questions. So our plan is to send this whole report to the Board. We are passing it by Rinalia Abdul Rahim, a Board member at the moment. If you scroll back to the top, we have two versions of this actually. The first version has got the full table of implementation, a snapshot that is all going from Recommendation 1, 2, 3, 4, 5, etc.

The one that you're seeing on your screen here is actually grouped by subgroups. We have one group Outreach, Engagement, and Participation. One is ICANN Accountability, Governance, and IANA Stewardship Transition. One is Policy and Advice Development. The next one is At-Large Community Specifics. That's the last one.

We also had a look at grouping it by Assignees, and it didn't make any sense whatsoever because some of the recommendations had been assigned to many different Assignees. So that didn't quite work together.

We also looked at looking at these by Targets. So seeing the ones that would be sent to the Board and the ones that would be sent to other parts of ICANN. Again, that didn't make much sense because a lot of it had to be sent to many different recipients, including the Board. But the Board just had to tick the box and say, "Yes, thank you," whilst other recipients might have had to implement something or do some work on it.

Are there any questions on the table? If there are no questions on the table, back to you, Satish. Should I say are there any comments? Which

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one would you think preferable? If anybody has an idea, then please can you follow up with me afterward. Thank you.

SATISH BABU: Thanks very much, Olivier, for that.

HEIDI ULLRICH: Satish and Olivier?

SATISH BABU: Yes, Heidi. Please go on.

HEIDI ULLRICH: Just a comment. It might be useful when you submit that to the Board to point out how useful the implementation of these recommendations has been for At-Large and look forward to the next summit, which is on the radar. You might just want to stress how important it is for the planning for the general assembly to start thinking about it and then the actual summit itself. Thank you very much.

SATISH BABU: Right. Thanks, Heidi, for that. I think it is good to see more and more green appear in the [inaudible] summary. Thanks to Olivier for running with this for such a long time and then sharing the job getting done. As Heidi says, the next At-Large summit is on the horizon, and it's a time to then look at this again and present the advantages of this to the Board and to [gather] stakeholders.



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We will now move on. Before we move on, I think Glenn had asked a question about whether he can get a list of ALSes or members who have actually completed the survey. Ariel has responded saying that ICANN does not track who completed the survey. Is this to say that there is no way to follow up [inaudible] what I think that he would like to follow up with the people who have not completed the survey. In other words, is there any way to reach out to these people other than posting in their group? Heidi or Ariel, if one of you would like to respond to this?

HEIDI ULLRICH:

No, I'm just asking a question. I think that Glenn is talking about the ALS Survey that we did about a year ago while Ariel, I believe, was responding about the At-Large Survey. So just pointing out those are two different surveys.

And just really quickly, one thought on getting at least for NARALO and for AFRALO to get almost 100% response perhaps is to say, "Look, the general assembly is coming up, and this is one of the requirements that you complete this ALS Survey to help us define who you are, etc." So that's just one thought to increase those return rates. Thank you.

SATISH BABU:

Thanks, Heidi. Glenn, can you clarify what survey you were referring to?

GLENN MCKNIGHT:

Yes, I'm not talking about the ALS Survey. It's the At-Large Survey. I sent out a number of messages as reminders. I've mentioned it at our NARALO meetings. I've sent it out to the Skype list. There are people

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that are not going to do it unless I contact them individually. Blanket e-mails, people just ignore them. If I know there are four or five or whatever that haven't done it, I will phone them, I will e-mail them, and I'll prompt them to complete the survey.

Otherwise, I guarantee you they're not going to do it, regardless of threats of their obligation. People don't understand their obligations. They just ignore it after joining. So I don't want answers. I just want the names of who in my RALO didn't do it so I can follow up, unless you guys want to do it. I don't care. Either way. I'm willing to do it.

SATISH BABU:

Yes, thanks, Glenn. That's clarified now. Please go ahead, Heidi.

HEIDI ULLRICH:

Glenn, I applaud you for trying to get 100% response rate from the ALSes, but the survey is confidential and ITEMS will not let anyone know who has or who has not completed it. So thanks again for your efforts, but we can only do so much. And if ALSes are not taking that, then so be it, basically. Thank you.

SATISH BABU:

Thanks, Heidi. I think, Glenn, we will probably have to work with that. If you have any other ideas, please let us know. But as it is, that seems to be the only way.

Let's move on now. It is the New ALS Database by Ariel that is next. Over to you, Ariel.

ARIEL LIANG: Thanks so much. I'm just testing audio. I was informed that [it sounds saturated]. Is this better now? Satish, [inaudible].

SATISH BABU: I couldn't catch that.

UNIDENTIFIED FEMALE: It's better now, Ariel. Thank you.

ARIEL LIANG: Thank you. So let's talk about the ALS project that some staff, we have been working on this for the past few months. Then this [effort] is mainly to get all the administrative contact details of the ALSes accurate. The situation right now we are in is we have about seven or eight different spreadsheets that keep different categories of information of ALSes, and they are scattered everywhere. We want to create one consolidated database and then pull all the information over. Then we'll make sure to update this information just in one place.

What I'm sharing on the screen is this interim database that we have been using to consolidate information. It's just a simple Google spreadsheet. Then the ultimate stage of this project is we're going to pull all the information in the spreadsheet to the At-Large website. There is an admin interface where we can keep updating all this data in a secured area only staff can access for now.

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So that's the ultimate goal. After several months of work that's thanks to my colleagues in policy (Natalie and [inaudible]) we have got all the information we currently have in this one spreadsheet. I'm not going to share this link in the chat because this contains a lot of private information of the ALS representatives and we're in a public meeting. So I'm just sharing a screen for you to have kind of a sneak peek. As you can see, it's about 300 lines [inaudible]. That includes the ones that were decertified, were not accredited. We want to make sure we get to the root of every ALS, their status. We gather everything we know about them, so no one is left behind.

So basically, that's the status for now. The thing we're going to do next is we need to verify this information with the ALSes because we don't know whether this is the most up-to-date information. What I'm sharing on the screen is a draft e-mail that we're going to send to the RALO mailing lists. It's to ask each ALS representative to reply to e-mail [inaudible] list and then provide information based on the 21 questions we have. I mean, it's not questions, but it's more like 21 little items that they need to provide us so that we can cross check with what we have gathered in this database.

Then because Hyderabad and the meeting is fast approaching, we want to send out this e-mail first to the mailing lists, and then my colleagues are going to divide and conquer based on our language and regional expertise. So for example, Silvia is going to take care of APRALO ones, Natalie is going to take care of AFRALO ones, and etc. so that we will gather the response from ALSes and then we'll put information here in the spreadsheet, like the red ones for example that are gaps we don't know.

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Then after Hyderabad when we have a little bit more time, we will check what are the ALSes that haven't replied and then we will e-mail them, call them, and chase after them to get the information [right]. Then at that stage, we will definitely need your help to coordinate with us and facilitate that community with the ALSes.

So now I just want to give you a heads up of what's coming. So I thank you in advance for your support. That's pretty much it from my side. Heidi or Silvia, do you have anything to add?

HEIDI ULLRICH: Thank you. No. Thank you very much, Ariel.

SILVIA VIVANCO: No, nothing to add. Thank you, Ariel.

ARIEL LIANG: Thank you. Thank you, Satish.

SATISH BABU: Thank you, Ariel, for the heads up on this. It looks very interesting. I can see the challenges in building and maintaining this database. Building is one thing, but to continue to maintain it is also, especially when you have different languages. So the [inaudible] is also going to be challenging, but it's very useful to have it. We will look forward to the [e-mail] going out to the ALSes, and we will help you to follow this up with them. Thank you very much.

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The next item, Item 7, is the DDDPP Status and Next Steps by Dan O'Neill. Over to you, Dan.

UNIDENTIFIED FEMALE: Hi, Satish. Apologies for interrupting, but we have a raised hand from Aziz. Maybe you would like to give the floor to Aziz before we move on to the next agenda item?

SATISH BABU: Yes, sure. My apologies, Aziz. I am not able to see the hands here. There is something wrong with my Adobe Connect. Aziz, over to you. Aziz, are you muted?

UNIDENTIFIED FEMALE: He's very faint.

AZIZ HILALI: I would like to thank Ariel for this wonderful piece of work, and at AFRALO, we have already started to [inaudible] and we'll, of course, collaborate with this initiative before our next meeting. During our monthly meeting, we'll also ask ALSes to fill in this e-mail that you will send out, and we will make sure we can help her know who the different contact persons of each ALS are. That's it for now.

So I think each ALS should answer, and for the time being, I think [inaudible] there are five ALSes that have not yet answered to the survey, but all in all, I think it is always the same people. So maybe we

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should take up these comments and the matter with the ALSes that never answer anything to see whether or not they're actually interested in pursuing their work with us. Thank you.

SATISH BABU: Thank you, Aziz, for the update on the survey. Are there any remaining questions or comments from anyone? I don't see any hands, so we are moving on to the Agenda Item 7, and it's over to you, Dan. Dan, are you muted?

UNIDENTIFIED FEMALE: Satish, Aziz is asking whether he can take the floor again, because he has a question that wasn't accurately translated.

SATISH BABU: Aziz? I'm not able to see his hand, but okay. I'm sorry, Dan, again, I have to let Aziz speak first. Aziz, please go ahead.

AZIZ HILALI: Okay. Apparently, there was an issue with the translation. My question is, what should we do with the ALSes that never answer anything that Ariel was mentioning? We have an issue at the different RALOs with these ALSes that never answer anything. What should we do? That is my question.

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SATISH BABU: Thank you, Aziz. I hope it's not a rhetorical question. I think all the RALOs have this problem of ALSes that don't respond. I think we will flag this as one of the items that we can discuss at the face-to-face meeting in Hyderabad, so what we can do to revive dormant ALSes, or those that are incommunicative.

We can share the experiences that all of us have in different RALOs, and discuss it there. Are there any other questions? Not seeing any more hands, Dan, it's finally your turn now. Please go ahead.

DANIEL O'NEILL: Satish, thank you very much. Is the audio now working?

SATISH BABU: Yes, it's working perfectly well.

DANIEL O'NEILL: Excellent. I'd like to thank you and your colleagues for giving me an opportunity to make some introductory remarks on a new pilot program, which is focused on document development and drafting for the ICANN communities. The focus of the program is on upcoming comment opportunities listed on the ICANN page for upcoming public comment.

It's a program which I had an opportunity to speak in Hyderabad with Heidi, Silvia, and Ariel quite extensively, and it's one that we are excited because we feel like it will engage communities and give them an



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opportunity to participate at a greater level in upcoming comment opportunities.

It had been our hope to have the program more advanced at this point, at which point we would be reaching out to the At-Large community and other communities, to engage in the development of a primer document, or the upcoming comment period.

The idea for these primer documents is really to find a very workable document that would be more extensive than the one-page or very limited materials that ICANN staff circulate as part of each of the comment periods, but not as voluminous as the very large amounts of documents that, once you get into a particular comment, are oftentimes overbearing.

What we are hoping to do is to put together a primer document that would range from two to four pages, and this document will build off of the work that's been done by ICANN staff and look at the background of those opportunities, analyze all of the issues that are being presented, also look at potential outcomes for this PCP and to really kind of focus on those communities that will be most directly impacted by the PCP.

At this time, we have not yet gone into the development of a primer document, because as you're well aware, the public comment periods for ICANN, there is a real ebb and flow to these and [currently] there are only four particular public comments that are open at this time. We had been working with ICANN staff to see about preparing a primer for the phase two assessment of the competitive effects associated with the New gTLD Program, but unfortunately, that got very involved as ICANN

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Legal needed to get involved in various aspects of that, and the determination was made that that probably was not the best PCP to really kind of get this process started with.

So at this time, we are continuing to work with ICANN staff on a number of different upcoming PCPs to identify what the proper opportunities might be for us to launch this primer document. I appreciate the opportunity to speak with you today because once we have identified that, as we discussed in Helsinki, we would like to very much do an outreach effort to the At-Large communities, the RALOs, and all of the other ICANN communities to bring them into this process to really kind of understand their perspectives on these particular PCPs and really work in a collaborative environment to develop this primer document to reflect and understand the positions of many of the different communities.

So that is the process that we're undergoing right now. We are working, again, with ICANN staff right now to really kind of identify a potential opportunity in the short run that we can focus on. As I said, there have not been a great deal of opportunities over the past few months, and now, what we are running into is as some of these opportunities start to move into the latter part of the year, many of them are, one, either awaiting action from the Hyderabad meeting, or two, that window gets very short after Hyderabad and we run into the holidays. So as I said, many of these opportunities are being pushed off into January.

But for example, right now, we are working with Lara Kauffman on the At-Large review draft report and recommendation. We've had some

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very good discussions there, but we are awaiting that draft report before we can really start to move forward on that.

We are also working with Julie Hedlund at this time on the GNSO Operating Procedure Proposed Amendments as a result of the IANA transition. We are working through a number of the background documents, but there's still a great deal of work that needs to be done by the drafting team to review the various Bylaws, implementations and so on.

So again, the timing is being pushed back, but as I discussed with Heidi, Silvia, and Ariel in Helsinki, as we start to pull these together and identify these opportunities, we will certainly put together an outreach effort to you and your colleagues so that we can bring you into this process and really get your input and engagement in the development of this primer document, which is going to, at that point, be pushed out to all of the communities so that there's an understanding of what these opportunities are and to invite their further participation.

And with that, as an overview, I'd like to stop and welcome any questions that people might have on the document development and drafting pilot program, and to be responsive to those. So thank you very much.

SATISH BABU:

Thank you, Dan, for the very informative presentation. I was very interested in this program at Helsinki. I was one of the persons who volunteered from my RALO to work [through] you with this pilot, so I'm really looking forward to it.

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Are there any questions or comments from anyone? Olivier, please go ahead.

OLIVIER CRÉPIN-LEBLOND: Thanks very much, Satish, and I was going to just support the idea that perhaps Dan and his team could prepare a small primer on how you get RALOs and ALSes to contribute to the policy process. I think that that is really helpful. It would be really helpful for them to find the ways. We often get asked these questions.

DANIEL O'NEILL: Thank you for that. Again, we would certainly like to utilize this kind of advisory group that we'd like to pull together as soon as we identify the right opportunities and start to prepare that primer, again, working with Heidi, Silvia, and Ariel. We will certainly do outreach to the ALAC and RALOs to try to engage them in that process as we work through on the development of these primers. Because we certainly feel like greater engagement from you and your colleagues is going to make for a stronger document, a more inclusive document that reflects the interests and concerns of all of the community.

SATISH BABU: Olivier, is that okay? Can we go on?

OLIVIER CRÉPIN-LEBLOND: Yes, that's fine, thanks. Yes, it's just that it's something that I find very helpful. We so often get asked, "How do I get involved in policy? What

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are the first steps?” There is a method, and if Dan and his team wants any help or any input on this, I’m glad to be able to share anything that I might think works. Sometimes it doesn’t, but sometimes it does. Thank you.

SATISH BABU: Thank you, Olivier. Heidi says that [inaudible] and I agree, so a primer. Glenn is [inaudible] now. Heidi, sorry, is your hand up still?

HEIDI ULLRICH: Yes, I think Glenn had his hand up first.

SATISH BABU: Glenn, please go ahead. Glenn? Have we lost Glenn? Glenn, are you muted?

GLENN MCKNIGHT: Hi, Satish.

SATISH BABU: Yes, we got you back. Please go ahead.

GLENN MCKNIGHT: Yes, sorry, my computer keeps losing connectivity. I want to ask Dan, in terms of any kind of pilot projects, I just wonder what his expectations are going from a successful program looking backwards. Is there any particular goal in terms of the number of participants or the number of

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people submitting comments on policy? Are there any kind of success indicators that you're working with in order to move this pilot project forward?

DAN O'NEILL:

First of all, thank you very much for the comments and questions, Glenn. First and foremost, what we're looking at is the notion that we're going to try to prepare upwards of 20 of these primers for distribution to the various ICANN communities.

Again, what we are doing right now, very much kind of in the spirit of a pilot program, is trying to develop exactly what that template is going to be in terms of what is going to be included in the primer document. Working with ICANN staff, the notion is with these first couple, it's going to be critically important to get the feedback and engagement from as many different communities as possible, so that we can really understand what elements of the primer are most important and most valuable to the different communities.

So at this point, we have not kind of identified the matrix in terms of what would be successful. I guess what we are looking to do is get ourselves kind of out of the blocks here and try to engage as many communities in developing exactly what that template is, and then being able to push that out to all of the communities.

Again, one of the notions that we have here is trying to push this out to the communities, and then being able to do follow-up, instead of asking the communities to go looking for these opportunities. At this point, in

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terms of a numerical matrix plan, we do not have something like that to determine the success of the program right now.

SATISH BABU: Glenn, you're okay? Did you get your answers?

GLENN MCKNIGHT: No, I'm not. I guess, Dan, what I'm saying is that you're doing this because I assume that there isn't enough community feedback, and given the IANA transition that has sucked a lot of the oxygen out of the room. I guess what I'm saying is we have a few people who are extremely good at getting policy and a lot of people sit back and not do policy. So I assume this intervention is designed to sort of motivate people or increase the number of quality comments. So I guess the experiment or proof will be in the pudding, as they say, so we'll see what happens with the results. But I would strongly suggest – not just when you're thinking of primer, but a document, it really needs to have multiple platforms so that whether video, e-books or otherwise, in order to help the person understand the process.

I could tell you from working with [Aaron,] their process of shepherding policies through is very good, and it's an interesting mentorship program they have. And I think that's [inaudible] here with our community. That's my final comment.

SATISH BABU: Thanks, Glenn. Yes, please go ahead, Dan.

DANIEL O'NEILL: I appreciate that very much. That's very valuable feedback right from the start here. Again, we had kind of a limited focus on the program, kind of at the start. But again, as with any pilot, the notion is, yes, we absolutely want to provide a valuable service right now, but I think equally as important to the success of the pilot is developing what we think is a successful engagement right now.

But more important might be the learning that we do from it: what has been successful, what elements do we need to add to this so that we are reaching the communities and we are being as successful as we can be? Even without us getting out of the gates here, you're raising the way that [Aaron] has engaged in policy to increase participation, the use of various different platforms and so on is extremely helpful, and certainly something that I would like to have some follow-up discussion with you about so that we can learn and really kind of look closely at that.

SATISH BABU: Thank you, Dan. Thank you for the very informative update on the pilot program. We hope to be able to interact with you –

HEIDI ULLRICH: Satish?

SATISH BABU: Oh, yes, sorry. Heidi, please go ahead.

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HEIDI ULLRICH: Yes, sorry to interrupt. Thank you very much, Dan, it's good to hear from you. I'm aware that you are going to be in Hyderabad, so perhaps we can have... If you would have time to come to the Regional Secretariat meeting in Hyderabad, and perhaps discuss not only the primer that looks like people are looking forward to having developed on the At-Large policy process, how RALOs and ALSes can get engaged, just as a first example for At-Large, but also the idea of what Glenn has raised is on different formats and platforms. So I'm just wondering if you could be available for discussion, if that's what RALO leaders would like to include in their Regional Secretariat meeting. Thank you very much.

SATISH BABU: Thank you, Heidi and Dan for that presentation. Would you like to respond?

DAN O'NEILL: I would. Heidi, thank you very much. I would absolutely welcome the opportunity to meet with RALO leadership in Hyderabad. I will be there, and it is in support of this particular program that I will be in Hyderabad. So the opportunities to engage with you, colleagues, anybody who has any interest in the program, I certainly would welcome the opportunity to do it, because again, the ability to reach out, have people understand it's a pilot program, it's there, how it's operating, and to encourage participation and to learn from others as to means of participation engagement that has worked elsewhere would be very valuable to me.

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So absolutely, I would welcome that opportunity, if there's room in the schedule to include that.

SATISH BABU:

Alright, the schedule part, I think Heidi will have to work on that, but we have a couple of meetings where we will have time to discuss within the RALO meetings. I'm sure that we can find a slot for discussing this topic. Are there any other comments on this item? I don't see any hands. Right. So we then move on to the next item, Item 8.

This is secondary agenda for the RALO [Secretariat's] face-to-face meeting in India. This meeting is scheduled for Sunday, 6<sup>th</sup> November, from 5:00 to 6:15 in the evening. At this time, we are kind of open on the agenda for this event or this meeting of the RALO Secretariat.

I think within today's discussions, we have identified several items, so I would like to open the floor and ask if anyone has additions for the agenda items that we could take up in this meeting on 6<sup>th</sup> of November. Alright, I don't see any hands.

Glenn, please go ahead.

GLENN MCKNIGHT:

I didn't expect to talk so much, but okay. A couple of things: I would suggest communication tools, methodology session. I've asked Eduardo to talk about the Constant Contact NARALO newsletter, so he's willing to talk about how we do a monthly newsletter with NARALO to share it with the community and other communication tools that are effective

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for outreach to the ALSes. So I would suggest a session on effective communication methodologies and tools.

SATISH BABU: Thanks, Glenn. I think it's a good idea to discuss what are the tools and instruments one could use for outreach. So communication tools and methodologies to reach out to the ALSes could be another item in the agenda. Are there any other suggestions for agenda items? [inaudible] discussed [inaudible] about ALSes remaining active, and of course, how to reactivate –

HEIDI ULLRICH: Satish?

SATISH BABU: Yes?

HEIDI ULLRICH: Just a quick point, to add one item on the [DDPP] with Dan, and again, given that the meeting is only one hour and 15 minutes, I think the three items might be sufficient, so we can actually have a bit of a deep dive into this, rather than a more superficial discussion.

And again, most of you will be at the development session a few days later, so there's more time to discuss some of these. And perhaps actually even Glenn's suggestion might be a really good topic for the development session. Thank you.

SATISH BABU: Thanks. That makes sense, given the [inaudible] are there any other items that [inaudible] feel free to raise them for this meeting. We also have the other session, two sessions. [inaudible] two sessions for [inaudible] comments, questions, anything about the Secretariat meeting that could be taken up in Hyderabad?

Yes, I also am [inaudible] any other questions?

YESIM NAZLAR: Hi, Satish. Satish, I'm very sorry to interrupt here. It's too hard for us to hear you and it's the same for the interpreters as well. Is it possible if we dial out to you again? Would you mind that?

SATISH BABU: Actually, we have [inaudible] agenda items, so if you can hear me now, you don't have to dial back. Can you hear me now?

YESIM NAZLAR: Yes, I can hear you now.

SATISH BABU: Okay. I was asking if there are any other questions or comments before we close. Olivier, [inaudible].

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OLIVIER CRÉPIN-LEBLOND: Yes, Satish, thank you. Regarding the agenda, it might be interesting for us to go through the ATLAS to recommendations that pertain to RALOs and revisit the discussions that we had today face to face, see if we made some progress.

I'm a little concerned that past this meeting, then after that, we will not be able to meet again for several months, and these are the whole thing of competencies in our At-Large structures is very important. It's the first step in a number of steps that will make us a lot more efficient, both in the way that we know more about our community, but we'll be able to engage our community better, and we won't need to constantly e-mail them, like spamming them.

The thing that we keep on hearing is, "Oh my goodness, my mailbox is filled with spam from At-Large. I just do select all, delete." Ultimately, if we can move into a thing where we will be able to select the e-mails that get sent to our community, that will definitely get them more engaged. So instead of having 200 e-mails, they will have five or ten maybe in their mailbox.

Secondly, well, certainly the discussion on the document pilot program I think is really important, and I look forward to this face-to-face session, and maybe actually also move forward on this and get some concrete decisions, if you want, taken out of that.

I think that's all. The whole discussion on outreach and engagement challenges, and opportunities and things will probably all parts of that first discussion that I suggested about following up from these ATLAS II

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recommendations on the engagement of our ALSes and the knowledge that we're getting from what they're doing, etc. That's all, thanks.

SATISH BABU: Thanks, Olivier. We have included the ATLAS II recommendations as well. Glenn, please go ahead. Glenn, we can't hear you. Are you muted?

GLENN MCKNIGHT: [inaudible] No, I'm not. Can anyone hear me?

SATISH BABU: Yes.

GLENN MCKNIGHT: Okay. My comment – there are two things. One is, I do not have the link, but perhaps staff can provide the link. There's a report that's been sent out by Benadetta Rossi and Robert Hoggarth on the CROPP FY16. It's an important read. They're looking for community feedback. Judith and myself have spent some time in conference with them, giving our feedback. So if you haven't seen that report, I would suggest it.

The last thing is, I've shared my Internet governance online course that I did for IEEE. That could be helpful to your ALSes on the ecosystem, so I've provided a link as well.

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SATISH BABU: Thank you, Glenn, for those inputs. We have come to the end of the agenda. Are there any last comments? Okay, the CROPP [inaudible] report, the link has been sent by Silvia on the chat. Olivier, you have something to add?

OLIVIER CRÉPIN-LEBLOND: Thanks, Satish. You asked, “Any last comments?” And yes, my last comment would be, please have a look at the format of what we’ve done on ATLAS II recommendations, and e-mail either Ariel or me as to whether you like it or whether you hate it, whether you think it’s better to have it chronologically with numerically, one, two, three, four, five, six, seven, eight, nine, ten, etc., or do you think it’s better to have them in these sub-tables?

Both Ariel and I have no idea, because we’ve just been through this for so long. All we really want to do is to get it out the window and get it to the Board and get people to read it. But obviously, a fresh view would be really helpful for us. Thanks.

SATISH BABU: Thanks, Olivier. We will look at it, and we are meeting – at this meeting, we will discuss the format as well. Seeing no other hands, on that note, we will end this meeting. I’d like to thank everyone who could take the time off to join us in this meeting. We will be continuing this discussion over in Hyderabad. I once again would like to welcome you to Asia Pacific, and to India and to Hyderabad. See you in 15 days’ time. Thanks, and bye.

OLIVIER CRÉPIN-LEBLOND: Thank you. Goodbye.

YESIM NAZLAR: This meeting is now adjourned, so audio will now be disconnected. Thank you very much for your participation, and have a lovely rest of the day. Bye.

UNIDENTIFIED FEMALE: Bye. Thank you.

**[END OF TRANSCRIPTION]**