
RECORDED VOICE: This meeting is now being recorded.

SEBASTIAN BACHOLETT: Okay, thank you very much and thank you for participating after this long break. Not just the Easter break, but also we didn't have the call last week and I hope this call will be quite short, but it's important for us to have a discussion on where we are regarding the Ombuds reviews. And first of all, the agenda is on call. Once again, you have started to apologize and the participation will be taken by the AC room. And I have updated this page for those who follow, who are participating just to know where we are regarding participation.

I just received the apologize from Avri, she's in another call. Unfortunately, she can't join us and if you can note the apologize of Avri, it will be great. And it was not supposed to appear this one because it's, I guess, not the one published, but we'll update that next time. And let's go directly to the discussion about the Ombuds and review, and we have Debra with us. And I would like to discuss the two issues. I don't know what's happened with this, I may have sent the wrong—Sorry. The wrong page of the wrong PowerPoint. Sorry for that. Where we are with the interviews and what we need to be done on that. And then to discuss where we are with the survey. I guess, Debra, all it's in your hands and I will give you the floor now.

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DEBRA RUSSELL:

Thank you. Well, hello everyone. I've just returned from holiday, so I've had a nice break. But before I went on holiday, I did manage to conduct another two or three interviews, and I've reached out to those who are on our list where I've been provided with email addresses. And I think both Sebastien and Lars are also assisting in following up the people who are on our list, to see if they would like to be part of this process and to have a one-on-one Skype interview either with Phil Corey or myself. So we're progressing those as well as we can.

I suspect that we've probably spoken to those who feel that they've really got something quite compelling to say, who have had direct experience and who feel that they can really offer something quite specific and helpful for the project. That's just a suspicion, obviously it's great to have a list of names and we'll reach out to them. But, it may be that we've had the most important feedback already in the interviewing that we did, most of which was of course was in Copenhagen, but some has been done since. Suffice to say, there's concerns. That has been up now for a couple of weeks and so far we have had 49 completed survey forms.

So, given that in some countries it's been the Easter break, I know that in the US there's public holidays. But many countries -- have been the Easter break and people take the opportunity sometimes to have a more extended break. So we're quite encouraged by the fact we've had 49 completed surveys. What we would really like to do is, if we can, to achieve around 80. And the reason for the 80 is because that's the number of completed surveys when the first which Ombudsman undertook a review of the office. So it seems it would be nice to have a

similar number and then we can perhaps look at trends and we can compare some of the results from his survey and our survey.

Of course, with the package of time and developments that have occurred, it's not as if we've had an aim set of questions. But there is some commonality in the questions that he chose to put into his survey and we've chosen to put into our survey. So it would be nice if we could compare the results from the two surveys and see how things have changed, what developments have occurred over that period of time. So if we can get a similar sample size, then that would be a more meaningful comparison.

So there's the two sort of major pieces of work. We are starting to reflect about the feedback that we've had, and to think about what recommendations we might make and sorts of Ombudsman models that are worth discussing and analyzing in the report. But we don't want to get sort of too ahead of ourselves and so we would like whilst we're doing some thinking and we've drafted some of the background sections of the report, we are going to getting survey results will be a very important feeder. And we don't want to get too ahead of that process, and I suppose [inaudible] is important by charging on without those results. So that's probably where we're up to at the moment. Are there any questions or comments or suggestions for us?

SEBASTIEN BACHOLLET:

Yes, thank you, Debra. Sebastien speaking. If you have any comments, questions -- maybe I will start. One of the important points, it's not just a number, it's also that we try to cover the whole structure, and if you

can give us some feedback on the answer. Where the people who take the survey are belonging, of which part of the ICANN structure they are coming for. It will be very useful to relaunch the other groups for having some specific input from them, to have a broader view if possible for the survey.

DEBRA RUSSELL:

Yes, that's incredibly important and that's why we've asked for some background details about the person completing the survey. I mean of course, that information will be kept confidential to our group. But we do want to make sure that we have good coverage and, you know, we're getting representative views. At the moment, I don't have that information, so I can't give you a report about those yet. I just have the absolute number, but we'll be doing that analyze and certainly at the next phone hookup I would anticipate that we can give you a bit of a sense of the areas of the ICANN community who have responded to the survey, and you can think about perhaps helping us to reach out to those areas that haven't been effective.

So as far as I know, we haven't had any non-English responses. The survey has been posted as an interactive tool, so that answers can be slotted into the survey, if the survey's completed in English. And it has been translated into, I think, it's five languages, but that hasn't been done as an interactive tool. And so those who would like to respond in one of those other five languages, French, Spanish, I think it's Mandarin. I can't remember—

SEBASTIAN BACHOLETT: Yes, it's Arabic, Russian. The sixth language that we're using—

DEBRA RUSSELL: Yeah. So somebody who wants to respond in one of those languages has been asked to email me with their response in their own document and then we'll arrange to get that translated. But, no foreign language responses have been received as yet. And I gather from Lars that that's not unusual to have people who, you know, sometimes they use the translated survey questions, but actually have got sufficient amount of English that they can respond in English, although they are assisted by the translation. So he said to expect that we will get relatively few non-English responses. But again, that's something that we'll report back to you on what geographical regions we've managed to reach as well what parts of the community.

SEBASTIAN BACHOLETT: Okay, thank you very much, Debra. From your point of view now, what type of help you need? Are you saying that we can be helpful to succeed, to help you to succeed in your review?

DEBRA RUSSELL: We'll have to think about what follow-up we want to do with the survey. I'm not quite sure what the usual experience is. Whether people often do take sort of particularly where there has been a bit of a holiday period, they usually do take two to three weeks to reply and so we should expect to continue a steady stream of replies for at least another week. Or whether the usual practice is for those who are really

interested and want to reply but they get onto it very quickly and so, you know, it mostly happens in the first week. Do you know, Sebastien, what the normal experience is with surveys?

SEBASTIAN BACHOLETT: There is no one situation. But, I guess the question in different language is the fact that it was published first in English and I didn't see a real communication around the same survey in other language. The fact that we had some holidays period, it may take a little longer to get those back. But, I guess we will send out -- we'll check with the staff how we can relaunch some communication around this survey. Right now, in a different language, it will be helpful and with that, we will ask the people to be as quick as possible to answer it and not to delay too much the publication of your work and the publication of the result of this survey.

DEBRA RUSSELL: Well, we'll do the analysis over the next couple of days of what we've already got and then I can be in touch with you offline and also in touch with Lars. And you know, we can have some ideas and then, at the next phone discussion, we can get the benefit of other people's views as well about how we can make the survey as successful as possible.

SEBASTIAN BACHOLETT: Yes, but I know for example that just now Alberto Soto sent this survey in Spanish, in LACRALO, the Latin American and Caribbean Regional At-Large organization. And I will try to do later on, just to send the French

version into -- there's a francophone list with participants from different parts of the ICANN organization. But I guess we need to try all that and to see how it's coming back, how many answers will we get.

DEBRA RUSSELL:

The information I've had is that the surveys have been well completed. That people have been sort of diligent about going through and answering each question, and seem to be navigating the survey quite successfully, so that's good.

SEBASTIAN BACHOLETT:

Okay. Any comments, questions from the other participants? [AUDIO BREK] Okay, if not, let's go to the next items. The next meeting for the roadmap, I guess we will have a better view at the end of the survey and we will see what could be done and what will be the new roadmap for the review and then for the rest of our work. We will come back on that in one of our next meetings. Okay, the next meeting is supposed to be the 24th of April. But I will check with Debra and [inaudible] last if we don't have enough feedback, enough meat to eat.

Maybe we don't need this call, let me check with them and I'll come back to you as soon as possible to decide if it's the 24th of April or if it starts on the 1st of May, which is a day off on some parts of the world, because it's off work, the day for the workers. And as you can see, the 8th of May is also a day in France, it is one of the victory of somewhere and we are not supposed to call. But we will do a call on one of those days, to worries. Let's see if it's the 24th or the 1st of May. And now we have the last item. Is any other business? [AUDIO BREAK]

Okay, if you have no other business, I want to thank you once again for participating to this call. We got some feedback, information on where we are with the interview and with the survey. If you can help to disseminate the survey in all the languages, or in one of those languages, it will be great. And thank you very much and talk to you in one week. Goodbye, take care. The call is adjourned. Bye.

DEBRA RUSSELL:

Bye-bye.

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