UNKNOWN SPEAKER:	The room will be controlled by a 50 so if there's any questions, make sure you get my attention so we can read off the questions in the AC room. The British time today is 2:00, just a quick call. Does anyone need to leave before 2:00 to catch their planes or buses or cars, whatever? Everyone's okay for completion till 2:00? That's great, because we are limited on this room, so we need to finish up at 2:00.
	First on the agenda today, at lunchtime we have thirty minutes of lunch, enjoy your lunch but then we have our monthly meeting for the last half hour is a short meeting, it'll just be the two items that we'll be discussing which is the nomination, Rosa Startin, in the election, so Judith has a one page timeline for the election, which she will go through. And Joanne will be leading us through the rules and procedures changes as well.
	And the break out that we'll have at 11:00 will be 20 minutes rotation, you each have an agenda this morning, and you also have each of your breakout sessions will be, and that will rotating. Some of them will be next door, here, and the next rooms. Okay, so we have the recaps, those that are reporting on the sessions we have a total of 20 minutes, so we have to go fairly quickly between one and two. And then we have a number of items to wrap up in the last hour, as well. Okay, so I want to turn to Sylvia on the agenda and roll call.
SYLVIA:	Good morning everyone. After I read out your name, please say present. And give time for this my to give to you, so because we are being recorded, we need to say our names, if we could. You need to

speak into the mike, we're going to be holding the mikes, staff will be holding the mikes, but for breakout sessions and the facilitator will let us know who to give the floor to. So, right now, if you were going to right over to you, when you name's called, we're going to be [inaudible] card and then we'll move into questions. Dana Carey?

DANA CAREY: Present.

SYLVIA: Judith Helstein.

JUDITH HELSTEIN: Present.

SYLVIA: Monique Chartrans.

MONIQUE CHARTRANS: Present.

SYLVIA: EVAN LEIBOVITCH.

EVAN LEIBOVITCH: Very good, present.

SYLVIA: Tomas Lorenhoff.

TOMAS LORENHOFF: Yeah, present. Present.

SYLVIA: Howard Dean.

HOWARD DEAN: Present.

SYLVIA: Glen McKnight.

GLEN MCKNIGHT: Present.

SYLVIA: Scott Sullivan.

SCOTT SULLIVAN: Present.

SYLVIA: Yubelti Monsalvo Carleon.

YUBELTI MONSALVO CARLEON: Present.

SYLVIA: Fez Rights.

FEZ RIGHTS: Present.

SYLVIA: Mike Soderberg, Shelley Robinson.

SHELLEY RONBINSON: Present.

SYLVIA: John Moore.

JOHN MOORE: Present.

SYLVIA: Avri Doria.

AVRI DORIA: Yes, I'm here.

SYLVIA: Louis Kewell.

LOUIS KEWELL: Je suis la.

SYLVIA: And Lorenzo Diaz, Mia Simon Kerts, Garth Brewer.

GARTH BREWER: Present.

SYLVIA: Matthew Rakinnen.

MATTHEW RAKINNEN: Present.

SYLVIA: Alan Kews.

ALAN KEWS: Yeah, I'm here. Present.

SYLVIA: Marita Moles.

MARITA MOLE: Present.

SYLVIA: Alan Greenberg.

ALAN GREENBERG: He's right. Here.

SYLVIA: William Cunningham.

WILLIAM CUNNINGHAM: Present.

SYLVIA: John Laprise.

JOHN LAPRISE: Present.

SYLVIA: Javier Rua Jorge.

JAVIER RUA JORGE: Presente.

SYLVIA: Okay, now Joshua Price?

JOSHUA PRICE: Present.

SYLVIA: Jerry Conway?

JERRY CONWAY: Present.

SYLVIA: Is there anyone here that does not have [inaudible]. For your call room. Did you want to introduce the staff?

UNKNOWN SPEAKER: I'd like to recognize our special guests today, Joe Captano and our VP from North America, Chris Mulcahey. Okay, welcome everyone. I have a very short speech to start off and then, as you have seen the agenda, I'll start off with that and then we'll get right into our John Laprise and Avri Doria, they'll be at 8:15 as they will be going through the [inaudible] in a few moments. Rosa, then it'll be Q&A and then again, in terms of procedure, just if you have any questions, please indicate one of our staff to bring you the mike, and I just want to also mention one thing in housekeeping, I almost forgot. Leda has a collaborative notes section,

she's posted it to the page, each of the sections as we're hoping that any of the rapporteurs can join the notes and if the rapporteurs miss something, please add to the notes as well. Any other housekeeping, Heidi, that I forgot? Okay, great. Thank you.

All right, so greetings to all. It's been a long time since we were together, last time we were together as a group we were part of the larger ATLAS II in Spring of 2014 in London. That event saw the entire at large community converge, to go over the stuff, many of the shared concerns, and issues facing on the ICANN, our community as well as other RALOs in our eco space. And it's important to note in terms of time it's almost ten years since the anniversary of the signing of our MOU. And our MOU was signed in Puerto Rico and I'm going to be [inaudible] in June of 2007.

And right now we have in our presence three of the signatories of the ten. We have Eduardo Diaz, Seth Green, and Evan Leibovitz. They were three of the originals that signed the agreement. And what we hope to do, and maybe Eduardo can talk about this later, this is what we can do when we're back to Puerto Rico in 2018. Maybe a re-enactment of that ceremony.

Before we proceed, let's just acknowledge our sponsors of the event, ICANN, especially providing a moral and financial support for this event. We'd like to recognize Erin, who has provided a great event to COLEC eight and take our original MOU that we composed in 2015, to the next cooperative level and then adds greater understanding and lastly, not least of all to our [inaudible] to Marcel, who took off their valuable time

to come together and share your vision and direction for NARALO. We need to first ask ourselves why are we having General Assembly?

Firstly, what is your expectations? What shared outcomes should we have? Now, going back to our history, of general assemblies we shared the space with ATLAS I in Mexico in 2009. We ddi our general assembly in Toronto in 2012, we had our ATLAS II 2014, but it wasn't like this. It wasn't like this purposed session that we're having today and providing the direction that we want to go on forward. We had meetings and that was okay for ATLAS I and II but much more swallowed up in larger issues.

In each of these events we saw the NARALO membership gain a greater understanding of ICANN's mission, policies and it's tools and responsibilities. In the case of ATLAS I and II we stayed with the regional organizations and various policy tracks, working groups to generate in particular in ATLAS II a set of, I believe, 41 recommendations, which we actually then delivered to the Board. And the next part of those recommendations, is how do we actually implement them, how do we come up with a better strategies to actually propose and many of those strategies resonate in discussions which were run in Copenhagen and even last night and other times.

You can see some of our seminal ideas actually has reached up to within the management as suggested. Our current general assembly is modest in comparison to these ATLAS II events but rather we are more inward looking at the needs and wants of our multi-stakeholder groups. We need better goals and aspirations within the remit of our signed MOU, which Alan will tried to interrupt me, needs changes, correct? It's old,

it's out of date and it needs modernization. It has two particular things that we need to do. We need to do outreach engagement to our larger community and also provide policy comments. That's still going to be the core of the [inaudible] I'm sure.

If we envision the end of today's activities, we should expect that each of you carrying away a certain set of tools. So, let me just highlight some of these, highlight what to expect. You should have an enhanced understanding of the various roles and responsibilities of not only the NARALO leaders, but also ICANN staff meeting their goals and how it meshes a;; together. You hopefully will be engaged and sign up the other people's [inaudible] are on top of all policy issues, and also what actually has happened in the outreach engagement strategies of the stakeholders and in North America from the crowd perspective as well, from Chris.

You will hear an intensive discussion as we lead up to the planning of ICANN 61 in Santa Mons Puerto Rican experience. You will learn more from Alan, I asked him to share with my presentations today, the more enhanced greater ALS expectations as he'll report. And more importantly, it's the time where you're [inaudible] is within the eco system, and where you find common people that have certain similar views and what we did with that, is we sent out to all of you the ALS survey for you to complete, so that we could see who else is mentioned, I need to acknowledge every group that I saw in New York, they did a super job of [inaudible]. It's not just Avri, commenting on the across the 30 items, but many of the people in the ALS also added names and what their expertise is. So, I would encourage you, we'll be chasing you to complete that survey. The survey will start at firstly by EURALO and I'll

be their concept. You'll learn more about the various ICANN resource, you'll learn more about the eco system, and then capacities and relationships to yourself. And lastly, is just the goals and aspirations, and we hope to see how you can provide us with the direction of where we should be heading in our strategic plan.

So, just on the policy front, which will lead up to the next two facilitators, we sent around a number of months ago, basically a survey of what policy statements were forwarded to you. We took it from the ICANN website and many of the topics that we generated today, were based on your survey responses. So, everything from accountability to trust, compliance, contract authority, CNS engagement, generic top level domains, IANA, intellectual property, ICANN Board, the international IDNs and internet protocols, internal governance, legal and regulations operational finance, public interest, policy processes, and security, stability WHOIS and others. So, we've identified where your interests are in policy people [inaudible]. So, that's all I have to say, except to give you a quick inspirational video on who our community represents.

UNKNOWN SPEAKER: I believe this was a video that Heidi or Alan, Jeff, too, has as well. One more ground rule.

HEIDI: If we could just take a few minutes to set some ground rules, so we can all agree on what any kind of issues unless you not do the things we do want to do, protect what we want to have less talk [inaudible]. So, do

you want to-- does anybody have any ground rules that you want to set for today? Ground rules, the sort of behaviors, things you do want to do, things that you do not want to tag team in the room today?

UNKNOWN SPEAKER: I think it's really important for our own, to explain, people allow their colleagues to speak, not speak over them, within limits, where people get to the point quickly.

UNKNOWN SPEAKER: Great, thank you.

SYLVIA: Heidi, this is Sylvia, I'm going to ask that you say your name because we're recording, it will be transcribed and recorded. When speaking, that would be great.

SHELLEY ROBINSON: Hi, this is Shelley. People say what the acronyms are so we can tell the rest of us, for clarity and for the RALOs engaged.

UNKNOWN SPEAKER: Just acknowledge our remote participants, too, because we went through and announced all of our names.

UNKNOWN SPEAKER: To respond to John's everybody that's on here or in the room. So, there's no one else in the room that's [crosstalk 00:18:18]

SYLVIA: We don't have anyone else. Online people. Yeah.

GISLA: I just want to do a soundcheck, Gisla, speaking at large, can you hear me okay? She was saying that you didn't hear me very well on the Adobe, so just please sure you check.

UNKNOWN SPEAKER: Okay, so any other ground rules? Good? Okay, great, thank you. I'd like to turn to Jean and Avri, please.

JOHN LAPRISE: So, I'll go first, so welcome everyone to AJ's public policy roadshow. Avri and myself, John Laprise. So, one of the big reasons that we're all here, with ICANN, is to actually influence ICANN's policies and get involved in that. And one of the things that we've done, over time, is create lots of written roadmaps of how to actually do that. But unfortunately not everyone either has the time or the wherewithal to navigate those documents. So, we're gonna try to give you a better idea of what those policy world looks like. I think there's a slide?

UNKNOWN SPEAKER: John, you want the slide of the working group?

JOHN LAPRISE: Yes. So, I know you hear a lot about [inaudible 00:19:58] work with this or work with that. But earlier this week, I asked our illustrious staff to pull all of the open working groups within at large, as well as at law for, as well as in the ICANN more broadly, that we are eligible to actually go and participate in. This floored them for a second, because they didn't have a list sort of ready, which tells me that people haven't asked before. So, that's the first rule, is ask. Ask other people in at large, ask staff when you have a question. They're very helpful, go out and reach for them. All right. The take away is that there's a lot of places to plug yourself into.

All over ICANN, if you want to get involved in policy, and we want you to get involved in policy, make no mistake. 'Cause that's why we're here. The challenge for all of you, is to figure out where you fit, what moves you, what makes you passionate, whether it's rule broadband deployment, or it's human rights, or social media working group. Whatever moves you, lay into it. Go to where your strengths lie, and start advocating, because you are speaking on behalf of, or in the interests of, theoretically, other people like yourselves, across the region.

And hopefully other people in other regions are doing the exact same thing. But we have found that one of the things we found recently, is that after the run up to the IANA transition a lot of the people who were working really hard, and spending many hours into the IANA transition, they've sort of exhausted. And right now, we're in a lull of people

within NARALO and within at large more broadly, who have the energy to get back into the policy thing.

So, this is where, if you weren't in the IANA transition discussions, here's your chance to shine. Jump back in. All right, we're just going through so these are slides of all the various committees and working groups across ICANN that are open for your participation. Now, I know I was in the ICANN meeting in Hyderabad, and we spent a lot of our time talking within at large, although I got out to a couple of other working groups and wrote a couple of policy documents with other at large staff. But I only knew about those opportunities because we were sort of those opportunities were now at the meeting, and "Oh, we have to get something on the table to make a comment about these policy areas." And so I went. Yeah, Eduardo.

EDUARDO: I see there, you know lots of communities and lots of working groups, I hear about working parties working groups of communities and [inaudible] what is this. Why is this a topic of the community? [inaudible] working group.

JOHN LAPRISE: I'm going to throw this one to Avri.

AVRI DORIA: Hi, Avri. So, it's a funny habits of some of these games that we type, working groups get codified. We start to have a set of rules and procedures that you want to have for a working group, it has to be on a

particular topic, it has to have a [inaudible] and charter. So, it becomes defined, now all of a sudden, somebody wants to do something, but they don't quite want to do a working group. So, okay. We'll call it a working party.

Then, working parties start to [inaudible] and they start to have particular charters and they start to have particular topics that can be in a working party or can't. And it gets clarified. So the next time we'll have a drafting team, or we'll have a design team. But I think that's very much, I think that by and large, if you take all of these things and look at them, the difference is the kind of procedure that it takes to start one, and the result.

For example, in the GNSO we are not looking at those at the moment, but in the GNSO working group, are very, very swift, especially policy development working groups are very strict, because they have a certain bylaw. So, we'll call something a working party, when it doesn't have that bylaw present. So, it's into these organizations, you'll also find a difference, but by and large, the working groups will be the most formal, and then there is the cross community working groups that are also very formalized. We have a hand waving.

UNKNOWN SPEAKER: Yes, tell us. So in at large we also tend to have a lot of task forces, and so I understand that task forces don't have a charter, they're not necessarily codified, so is that like similar to the GNSO that whatever, that don't have charters, 'cause I think the working groups have charters

and they may have start point and end points. And they may be only inclusive in one area and not necessarily open to others?

AVRI DORIA: The GNSO, we don't have many task forces anymore, because in the old days, everything's done by a task force as a whole. And so, once we got into the whole working group methodology, we left that behind. The [inaudible] supporting organizations. And Jeff, I know the first time you say in that and the second time, because a lot of times people don't question on the first time, in writing. You only have to do one, so I apologize for having reflected that. You had another?

UNKNOWN SPEAKER: The bottom line is don't get hand up on things. Currently, we have a reasonable methodology of what needs, that is not historically it has not been the case historically. So, don't worry about it.

UNKNOWN SPEAKER: CCO [inaudible] on five countries code.

AVRI DORIA: Thank you. Yeah, I didn't have much this is Avri again. This is Avri again, I didn't have much more to add to that. But I think Alan's right, don't get too hung up on the names, but it is important to understand what the consequence of the groups you're working in. It's working on a report that's input to some other group? Is it working on a report that's input that gets approved by at large? Or gets approved by ALS? Is it a

report that goes to the Board? Etcetera. So, are you working on advice, are you in some other group that's working on a recommendation that has a bylaws foundation? That becomes important to know what the consequence of the group is, more than what it's called.

JOHN LAPRISE: John Laprise, again, so for instance, all these work stream two working groups, so these folks are all working on [inaudible] implementations of the IANA transition, they're working on parts that were not done on work stream one. I'm personally involved in the human rights and jurisdiction working groups, but all of these groups are always looking for people. I think and there can be very contentious getting people from across the breadth of ICANN, very different ideas, I know the human rights has been quite contentious. But we work through it, and the way these are set up is typically they have someone who's sort of chairing and then you've got a rapporteur, or usually co-chair, big job.

UNKNOWN SPEAKER: Jean, for the people who are coming as newcomers, people are coming in mid stream, is there orientation, such that people can see is there a mentoring program, to help people that are newbies into the group?

JOHN LAPRISE: For like, to jump into the work stream two, not so much. So, I jumped into well, let's see, I jumped into jurisdiction and human rights. Human rights has this whole history from work stream one, which I was [inaudible] to because I was not part of it. And so I really jumped in the

deep end. There are all of these working groups have copious amounts of background documentation, which you can read, and histories of the mailing lists, where a lot of the discussion takes place, because while all these groups, and the groups more broadly, all work, they have periodic teleconferences, around the world, they also have mailing lists, where a lot of the work of these groups is done.

So people have ongoing threads on mailing lists, to discuss issues and then those end up merging in the teleconferences. So, in terms of orientation to some of these groups, it's sort of just jumping into the pool. And trying to do some reading and start meeting people and start talking about the issues and listening to things. My best rule for getting into a group is sitting back and being a learner for a while and listening to what's going on, and then trying to figure out where you fit in, or where you can sort of poke in. Avri?

AVRI DORIA: Yeah, this is Avri. I want to add to that. [inaudible] Okay, first of all one of the things that I want to mention and I'm not saying that I'm actually involved in each if these, and I'm the co-rapporteur of one of them. But one of the things to do is there's sort of an expectation when somebody jumps in the middle of something that you do spend a certain amount of time reading and catching up and reading through the mailing list, and reading through the documentation, the mailing list is really good, because you clearly find out who has said that is significant.

Who has said what that has been ignored. I would go to the chair of the group, the rapporteur of the group and say, or even the staff members,

there's always the staff members shepherding a group, to ask them how to best you'll probably find out that they'll know who to work with, saying so and so in this group is a good center. So and so in a group who will always answer a question on Skype, if you ask her. At may be a day late, but she'll always answer the question on Skype if you ask, etcetera. So, the rapporteurs or the chairs, or whatever name the co-lead have been given, and the staff shepherds will be a good point for saying, "I don't know about any group where there's organized or indication for people jumping in to the middle."

It might be a good thing, I don't know. A lot of groups are sort of uncomfortable about people jumping in the middle because they'll not know what's going to be discussed, they'll not know what's already been sort of put to rest, and therefore bring a whole lot of issues, and that's one of the things that you could do when you get into a group to really alienate yourself is start in strongly on an argument that's already been thrashed out for many years. So, you know.

EVAN LEDAVINCI: Hi, Evan Ledavinci. I wanted to emphasize a point that I was saying earlier, and expand on it, and that is don't get caught up in these lists. Don't get caught up in structure, sometimes when at large has been at its best has been what we have identified that is none of the above, and we're done this grassroots, we've brought this problem up, we've identified and drawn attention to something that hasn't been part of any of this. When we did, for instance, Avri and I worked together on advocate support, this is something where the community asserted the

need for something, and yes, then it got formalized then it brought other entities in.

But don't get caught up on what is already doing, we have a proactive role, as well as reactive. By all means get involved in the things that are there, if something's going to interest you. But at large has the facility and it has the bylaw mandate, to be able to be proactive, identify things that are off the grid, and bring them into ICANN by extension, because that's our priority and we have that easily, so don't get caught up by all this, if there's something that you think of that's important to you, that isn't anything that you've seen yet, you have the ability to do it, if you're interested.

AVRI DORIA: Can I add? Reinforce something that Evan just said, this is Avri again. Remembering that as advisory committee, you're not stuck in particular subjects, you are able to look at a cross field things. So, very often what Evan said, is you can look at all of these things, and say, "You know, in all of these we see this thread that is being missed," and that is really one of the critical abilities of an advisory committee. All the supporting organizations CSOs kind of stuck always dealing with a particular subject, they're subject oriented, whereas you all have the ability to take a theme. And cut across all the subjects and say, "You missed the point."

UNKNOWN SPEAKER: If I can add one more thing to that, we also have the benefit that our membership has in some ways a broader and I'm probably going to get

killed for this, but a broad breadth of experience in terms of interest and ideas, because we draw from admittedly a larger mix of potential members. So, just because we're NARALO, or I'm from NARALO, but I was commenting on Middle Eastern strategy for ICANN because I happen to have some expertise in Middle Eastern politics. And you may have expertise in specific areas that on the face of it, well, why would this person be involved in this? You may have specialty expertise in an area, by all means, go for what you're passionate about, what you know about and add your two cents. So, any questions about this?

LENNY HINES: Lenny Hines, this is my question, so as an action item, her role is going to organize some webinars, and so then inviting both that are on these domains comment detailed on individual [inaudible] and realize the chairs are available. So we're probably organize, just talked to the staff maybe two or three throughout the year so that people who would like to get more acquainted to it, so at that sign, we'll do this on what they've done, what their mandates are and so on.

UNKNOWN SPEAKER: As a follow on to that comment, I would also like to add an action item for ICANN. One of the things that we learned in this process is that we didn't have a list of this handy, having a list like this handy is a great touchstone for people who want to just jump in and try to figure out where they might want to go, so having this list available.

UNKNOWN SPEAKER: Can I just follow up with the action item? Sorry, can you repeat the attraction site?

UNKNOWN SPEAKER: Sorry, making this list publicly available and direct membership to it.

UNKNOWN SPEAKER: Just really quickly on that action item, with perhaps all of the section on the ICANN oversight would that be a good thing to have some issues? The one, with all the working groups and joining them [inaudible] ACs and SOs?

UNKNOWN SPEAKER: I would say just print somewhere that at large members are likely to see, you make it convenience. As to where it goes on the website, I don't know.

AVRI DORIA: I think it would be a good place, especially if it becomes a known place, part of the problem this is Avri, part of the problem that we have with the website is not knowing where to look for things. And so policies if they can be in a good space, to look for things, that would be useful.

HEIDI: This is Heidi, perhaps if we can put it on the follow to section on committees, do some blogs, etcetera, that all 80 SO members can see that.

UNKNOWN SPEAKER: Thank you, two comments on that note, note that the ICANN website, not at the at large website, and yes, I think that's a good idea, but we would have to find an awful lot, because first we have completely closed groups up there. There's no point in taunting people, saying here's a group you're not allowed to be on it!

UNKNOWN SPEAKER: Or, here's a group, it closed that week. So, I think we would have to do it properly, just put up a [inaudible]. I just want to summarize something that people said, there's a whole range of ways that you can get involved. The easiest way is an announced from May that a new group is coming, join it, then you don't have catch up, you don't have to reach in. Some of these groups have been going on for a year, two years. If you want to participate and not be a pariah, you're going to have do a lot of catch up work.

On the other hand, there are continually groups starting, at the other end of spectrum as Evan touched upon and I'll go even further, ALS has the right initiator or request initiation of a GNS EP is the process by which it's registrar, registry contracts are changed on the fly, because we make holes. We can do that, we've done it twice, we can do it again, I'll give you fair warning. You do that, you're jumping into a huge political arena and it's not just the new thing that's going to get done. It's something completely different kind of game than just the ALAC writing. But it can be done, it has been done and we've done some really good stuff. Because we initiate a whole range.

AVRI DORIA: This is Avri, if I can add something, PDP was policy development process. But I also interpret and I want to get to this before even if you jump into a group in the middle, if you start participating in a topic that's just come up, then the catch up becomes a little something that you can space out over time. And listening and sort of jump into the flow.

Also participating in groups is not the only way. There are so many points along the way, for example, with GNSO, generic Names Supporting Organization, PDP, Policy Development Process, you'll find that at the first, before the staff put out the issues report explaining about what it's about, there's a draft issues report. At the very beginning, before the working group has even started, you can say, "You're missing this point, in terms of the issue, you don't understand what the issue is."

And then there is the final issues report, that gets commented on. There's a charter, that gets commented upon, then they go out for community comments at the beginning to find out what everybody thinks of the issue, that's where you can comment on. Then there's a draft report, that you can comment on, then there's a final report, that you can comment. So when I say comment, a lot of times people think "Oh, I need a very complete long multipage explaining everything, comments."

No, an email where you say your mindset, or braindead when you said, you probably have to say it politely, but you know, when you said this,

this and this, you were wrong, this is the case. That's enough. An email that disagrees with one point, because what happens within those groups is they take each and every comment with your initials beside it and then people discuss it, they change things, they don't change things.

That's another issue, but each and every comment that people send in gets discussed. You send in [inaudible] with an email, then you read it again and you find out [inaudible] there's no problem for sending in another email that says, "Hey, you know, I read it again and saw this, this and this. You comment." So commenting can be done by at large, comments can be done by NARALO, comment can be done by ISOC, whatever, comments can be done by individuals. They all count.

UNKNOWN SPEAKER: Yes, even if it's just jumping in on a Google doc and making a comment.

UNKNOWN SPEAKER: [inaudible] you're supposed to not [inaudible] good way to learn about ICANN, is that you join a GNSO group, see how they work, and the different mind frames. Get into the GNSO group, how they work and it's a different plane, and as you learn how the groups work and the environment and you would view the perspective what ICANN does, and how we can fit as an advisory group and all this [inaudible].

AVRI DORIA: I'm wondering what, Avri again, so we talked a little bit about the questions you meant, I'm wondering if like for example going through this list people were interested in what kind of group is doing what.

And I don't really know many of the at large ones, I may admit on one of those people who has one foot partially in the generic names supporting organization, GNSO and one foot in at large. So, I don't really know what all the at large groups are doing. I certainly know what most of the GNSO ones are doing, I don't know if there's anyone here that knows the GNSO but I don't know if there are things that people want to yes, you know, 'cause yes, we have like about 15 minutes left on this, which one of these ratholes would people like to go a little deeper into? Or rabbit hutches, sorry, not ratholes.

Would people like to go into and get a little bit more background? We could also do sort of a quick slide by slide, just give a couple of points on what is going on, if that would help? There's so many things we can talk about, I just want to make sure. One of the things that when I was watching the film, the little clip there, I didn't quite understand the problem with herding cats, because all my life I've found that to herd cats is just to follow where they want to go. It's very easy to herd cats, just go, do what they want. So, yes.

CLARE MEHARIA: Yes, this is [Clare? 00:44:38] Meharia. Yeah, I'm guessing that we'll have the challenge trying to get involved in [inaudible] group with this. [inaudible] where do you fall and how do you get involved? Just giving comments in the summary that you do to get involved it's [inaudible]. Jumping into comments, so I [inaudible], describing each of those working groups, what they do, for me it could help, for now.

AVRI DORIA: Well, we can go with page one, and then go to another page, like that. The review teams are a specialist sort of creature, because they're really at the whole ICANN level, they're mostly either at this point they're mostly bylaws or boards generated. And these are the competition consumer trust, security, stability and resiliency, and then the registration directory service and accountability, transparency review team, are all bylaws mandated views.

And basically they have a specific pattern, each of the organizations, each of the advisory committees ACs, and supporting organizations, basically get the picture of a certain number of people to them, the chairs of those organizations that look at the volunteers, and try to put together a balanced list, that's the new way they would then we working. So, those are important, the other ones that were on that list are basically each one of our groups that you guys can go onto it for a while, so I don't have to tell you much about the ALAC review. Strange, it really should have been an at large review, ALAC is just the Council, it is [inaudible].

So basically you guys know about that, each one of our organizations has to be reviewed at times. Work stream two, as was mentioned and if I talk too much, give my microphone away. The basically the transition was divided into two parts. Transitioning IANA that's done, that's over with and hopefully that will live happily ever after. And then there was basically an accountability part, now we knew that the accountability work that needed to be done was far larger than could get done in a year. We did not want to hold up the transition until we did all of the accountability work. But we wanted to get enough done, so that the

stuff that was pending, we had kind of a certainty that we would be able to continue it.

So, it's not like that there was stuff left over, this is stuff that we decided that was longer term problem. So, transparency is still working on the issue of transparency, what does that mean in ICANN? Staff accountability is working on basically how staff and community or how ICANN Boards now and community can work together and basically you know, interact with each other and have sort of a mutual sense of what's going on with each other. The SOHP accountability is supporting organizations and advisory committees, are they accountable? Are they accountable to each other? Are they accountable to ICANN at large? How do they do accountability to their members.

The PDP, which is a cooperative, it's basically, it's the step before the independent review panel, the IRP, which is the highest of appeals mechanism, it's the step before that. Cooperative engagement process, perhaps that's what it stands for. See, some of the times this is really a good exercise 'cause you've been saying CEP forever and never thinking about what it really says. Ombudsman, what's the role of the Ombudsman? Accountability process standard that role, how far are we expanding it?

Jurisdiction, there are all kinds of issues about where ICANN is based and how does that affect other various laws in particular places and there's a small cadre of people that sort of say it doesn't have to stay in the United States, but that's not the prime issue. Human rights, there is a bylaw that sort of says ICANN needs to take into account human rights, when it makes decisions, things like human rights impact

statements and such, however, that bylaw is sort of on hold until such time as we have a framework that explains what human rights mean in an ICANN context.

One of the first things you get was, human rights, isn't that about clean water? What do we have to do with clean water? So, basically we had to build a whole framework on how to discuss human rights, and that's why it's been so contentious. Guidelines for good faith conduct, now that one is probably kind of the scariest, and what it says is within the new accountability mechanism, the empowered community, EC, and EC has so many definitions, such an open quoted acronym.

But any case, in this case it's not executive committee, it's empowered community. How they have the ability to remove a director or even remove all of the directors from the board. On what basis? How do they do about it? How do they do that in good faith? Etcetera. So that really talks about that and how does that process work. And then diversity is basically looking at diversity, both among the staff and among the community and how can it be encouraged? How can it be measured? Etcetera. That too much?

UNKNOWN SPEAKER: We have a question at the back.

UNKNOWN SPEAKER: It's more of a [inaudible] you might settle me in, what I'd like to see is the map of all of these work streams, by people, by issue and then by type of committee kind of what you mentioned, down the whole review

team working group, working party. I'm a newbie, it's very confusing, to know kind of what rules, it's like committee type is doing what and what their ultimate impact is. I don't know if there's a map somewhere, so that's one. Number two, the other issue for me is the total idea of going back to looking at the work stream, and possibly [inaudible] I'm not gonna go back through ten years of messages about this IANA transition, I'm not doing it, because I don't have the time. It's not organized, that data is not organized in a way that makes for easy consumption.

Number two and number three, and here's the counterbalance to this, if you're not willing to put in the work, then you shouldn't be commenting, I get that, I get that because a lot of this stuff is [inaudible]. On the other hand, it is if you plan to be in a group that's looking to hold trust of the internet for future generations and be all open and you know, facilitating and all that good stuff, then you have a role to try to make that a little easier with the caveat that I just mentioned, that's there's no room, or there shouldn't be room, to have people just willy nilly lock into processes and [inaudible] that's my.

AVRI DORIA: If I can respond to that very quickly things like this, the webinars and whatever are indeed an attempt to try and make the information practical. I certainly, when I came in did the research. The problem with having somebody encapsulated for you, now I try to do it as neutrally as I can, and I pride myself on being halfway decent on describing things neutrally. At any time you are taking someone else's

view of what this was all about, you are taking someone else's view for what this is about and that change things.

UNKNOWN SPEAKER: I get it.

UNKNOWN SPEAKER: Over here.

UNKNOWN SPEAKER: Yes, just a friendly reminder, please announce your name before speaking in the mike, so that the transcript can show who is the speaker, otherwise it will say unidentified participant. Thank you.

SYLVIA AMAL: Hi, this is Sylvia Amal speaking. Avri, you're a member of all of these groups, or many of them? Right?

AVRI DORIA: Not all. All of them on that one page. She's a member of all the groups.

SYLVIA AMAL: So, here's a really practical question we have a management problem, how many emails do you get a day and how do you manage that?

AVRI DORIA: I get somewhere between many 100s of 1000s, I have many, many folders, I basically when it's time for one of those meetings the day before I'll go through that one, check it out and such. So, I filter and fold and do that. And I'll admit, I participate at different levels with different groups. One where I'm the chair, I read every damn mail. Ones where I just sort of casually participating and jumping when one of the issues I care about, I scan the subjects, I scan the people, I know the people that basically do a good job of sort of encapsulating the subject. I put them all in threads so I can the first three lines of every message. So, there's many mail tools that give you the ability to do a quick scan and decide where you want to dive into the rabbit hutch and where you prefer to just stay at the high level.

SYLVIA AMAL: Thank you, that's a good message and system.

UNKNOWN SPEAKER: You will be an advanced email user, seriously.

UNKNOWN SPEAKER: Final question.

JUDITH HELSTEIN: Yes, Judith Helstein, so what I'm in a couple of working groups and what I find very helpful and especially in the community for the GPLE auctions is that person assigns very good minutes and summaries. And sends those out, so that's an easier way to read through those and read the

transcripts, which is very difficult. I'm a CCWG, the governance one, they do a daily report and so that encapsulated what they had done for the year. I find those helpful, but I wish that everyone had done what the gTLD staff [inaudible] had done, because I think that's a really good process of minutes and that's easy to follow up on.

UNKNOWN SPEAKER: Over the years, I've been doing this for a great many years, but over the years the level of staff support has grown and made it much more possible for people to participate in many things to do that. And each year I find that they're innovating some new piece to help us do this, so I do agree, and it really depends on the level at which you want to participate, whether you have to go to the meetings, or you're fine just reading   the   minutes   of   it.

UNKNOWN SPEAKER:	So thanks again, everyone. We're at time, so I want to thank you all I hope this was helpful. And if you have any questions about anything we talked about, by all means come up and chat with Avri and I.
AVRI DORIA:	And what I was saying that there are people who on Skype, or whatever, will answer any question that come my way, I meant me, well, I didn't say before, I said there are people. I'm one of them, you know, I might not get to it for a day or so, because but really, just ask me anything any time and if I can answer it, I will. If not, I'll send you off to someone that can.
HEIDI:	Can I make a suggestion for an action item? This is Heidi, perhaps could the two of you, would you follow here to be the contact points for the groups?
AVRI DORIA:	Sure, why not?

[cross talk 00:57:26]

| HEIDI: | Thank you very much. |

UNKNOWN SPEAKER: Okay, thank you, thank you both for a stimulating session. Okay, we're gonna move on to the agenda very quick, overview reports. This is consistent to what we've done and semi-annual and annual reports to the community on what we're doing. There is a more detailed report written report on your USC which is also sent and you've also got a booklet on profiles that each and every one of you.

So, that is a new idea and in advance for this event, that we actually did a one or two page profile on each of you, it's not carved in stone, so it can update, if you have a change of a person at the contact for your ALS, please let us know, but on your AUSB is this slideshow, the written report that we provided as well as the booklet.

Okay, so I'm gonna move ahead. For this next section is also our strategic plans and in particular we have done just an outreach plan, seeing as that was our obligation with CROP, so we have not had our strategic plan and that's one of the hopes that this process we're doing. Okay, so number one. Okay, overview our inreach engagement strategy, our outreach strategy, 20 FY17, plan is. And hopefully get your feedback on what it should be for 2018. One trick we actually did, and the work in progress, and that's actually in your written report on your USB. We have a very detailed list of what the work group is doing in the past year.

Just want to check with Susie, there was comment from Gisele that she couldn't hear me, so on Adobe, can you check that, make sure there's the sound check, that they can hear me as well? And questions about Susie, you'll be waiting, questions from there, okay, 'cause I don't see it. Okay, so our purpose of the general assembly is to share the progress of

others in our work. While we achieved and one outstanding efforts and asked all of you for feedback and direction, you can see, there's our map. And I have to ask our Puerto Rican friends, is your little orange dot there in the map? It's there?

UNKNOWN SPEAKER: Can you blow it up?

UNKNOWN SPEAKER: Are you asking my personal opinion? I see a little dot, but-- It's way over here, is that your geolocation? Is that correct?

UNKNOWN SPEAKER: It's correct. What about the British Virgin Islands?

UNKNOWN SPEAKER: We're gonna get to that. So, here, there's a bunch of islands way over here, because of American history. There's 15 islands in the south Pacific, Marshall Islands, Gilbert Island, Erica Small, there's another timezone way over there, but our concentration is obviously Canada and the United States.

UNKNOWN SPEAKER: I don't know, I don't see a dot.

UNKNOWN SPEAKER: Okay, on the brochure, the reason this is important because if this was not, this is a graphic from ICANN and it was not on. And the brochure we made sure it was on, so the electronic version of the brochure does have it. But I don't want to dwell on that. Okay, major goal, to strengthen ALSs and what their capacity is and what they can do engage you in relevant doings, and one of the things I've asked Alan to do as we move forward with our strategic plan is what are the ALS expectations moving forward, what are its plans and increase your ability in terms of you, as the end users, to communicate to the wider community. Are you gonna take care of the slides?

UNKNOWN SPEAKER: Okay, here's the picture, remember I was mentioning to you that the three over here, yeah? Over there? He was in the back. There they are.

UNKNOWN SPEAKER: I don't have a pointer, but the third from the left is Darlene Thompson and many of you remember her, she was from the Nunavich, lives in Nova Scotia. This year, we sent a thank you letter and a certificate for our accomplishments and appreciation for what we've done. She's moved on to another activities, so her ALS has closed in Nunavich, so we used to say that we went from the far north to east and west, but we can't say that any more, till we find another replacement ALS. Okay, here we go.

Okay, so what we have is in 2017, 28 ALSs and two new groups. Number of unaffiliated, this is the most interesting new development is

20 unaffiliated members, 10 were chairs this year, and I'll talk about that in terms of CROP. And our region, US Canada, US Common law territories, signed and our MOU it's obvious by now there's a signed [inaudible] in 2015. And that's our inspiration for AP ROLO, they had an MOU fantastic work that they've done and what we're very famous is looking at and sharing what we do, but also what's their best practices with the other RALOs.

Okay, let's talk about attendance. Our 2016 average attendance was 15 for a total of 12 monthly meetings and one purpose call. In 2017 already we've had an average of 12.9 members, the three monthly calls, but nine purpose calls for the NARALO planning with GA, for the special committees meetings o the rules and procedures and also we had elections, which Alan was one at its for the Board seat. We also had calls to ask your opinion about the FROU and feedback subsequent to that we had voting.

The results it's been fully important inreach strategies that we've done to increase attendance with the assumption that awareness will be to increase participation in working groups and all these relevant [inaudible] that is the assumption, why we try to enhance our participation. The question on the slide, we spend a lot of effort and money in ICANN recording non [inaudible] meeting attendance groups, we're recording our conversations, transcribing them and translating even if we don't have people on the call, with speaking that language. Do we track it all the fact that people look at our transcripts or recordings? Because people actually have day jobs they can't pick up in the afternoons with [inaudible]. Thank you for that, and can we put

that down as an action item, to actually try and get that information? Do you want him to repeat?

HEIDI: [inaudible].

UNKNOWN SPEAKER: Okay, did you understand the comment?

UNKNOWN SPEAKER: Go ahead.

UNKNOWN SPEAKER: Seth is from Hawaii.

UNKNOWN SPEAKER: No we did not get that.

[cross talk 01:05:51]

UNKNOWN SPEAKER: Does that mean you're just not awake yet?

UNKNOWN SPEAKER: There are other rules for Hawaiians.

UNKNOWN SPEAKER: My question was we record every recording here, we're recording the average number of attendees at meetings. We spend a lot of money and effort creating recordings, translations even if there's no one on the calls speaks French, we do it in French. Do we try to track the number of times that the Adobe connect sessions are accessed? The MP3? The transcripts?

There are many people who actually work for a living, and cannot necessarily pick up the time and I ask the question with the known caveat, before Heidi answers. Before Heidi answers who had her hand up, I will note that in another activity recently I was told don't worry that the document online was inaccurate. Because no one has downloaded it. I had downloaded it three times, I'm not sure the ICANN statistics are accurate. So, I'm asking the question, with that knowledge.

UNKNOWN SPEAKER: Okay? Okay. The second thing is on those we started the June [inaudible], when did we start on the French translation?

JUDITH HELSTEIN: Judith Helstein, for the record. I always call with the translation [inaudible] calls think [inaudible] but we were also told one is they need the classroom complete ALSs that require translation and that you ask at the end of the year, they review how many people have been on a call, 'cause they don't reveal how many people have read the transcripts.

So, they reveal how many on the calls, and then determine whether that is a viable thing, or whether they should [inaudible] maybe funding or something like that saying we may be cutting it off, if we don't have enough people requesting that language on these calls. And so that's like in my mind drives tell people if you request translation, then it's your duty to make sure that you go the people who requested it come to the calls, because it costs a lot of money to do this. And we may lose that if people do not come.

UNKNOWN SPEAKER: I'm using French translation, for meetings. And when using translations, there is some device with that technology that we're using that makes pretty uncomfortable to use translation in some situations of some of the issues that [inaudible]. So, sometimes I don't go back to [inaudible] I will not understand really the call, not because the translation is not good, it's because I lost the who's been talking and who's been mentioning what, so it's only a monotone, one person saying it, the whole translation.

Sometimes it's hard to call, you've been using translation during ICANN meetings, you know there are some limitations there. So, this should be taken consideration, no? We've talked about [inaudible] translation, interpretation, it's very valuable, for sure, there's no doubt about that. Now, it's not always the best tool.

UNKNOWN SPEAKER: Okay, thank you, both Judith and [inaudible]. The request went out to the Francophone community as well as the Spanish community, and

they elect the people from the United States decided that no, they're fine, they did not require to have it translated into French or Spanish, so that's why we only have one of the three languages. Second of all, in terms of the time, we do our time on our call as 3:00 Eastern Standard Time and we thought, I know Dana it's impossible for him to get to our calls, 'cause he's working, it's just not doable.

And we met this person, so we did a call out and just asked people: can do this call like [inaudible]. I believe it's an awful lot 6:00, but there's virtually nobody was interested to do it. So, sorry, Dana, I did try. But so, we're okay with the 3:00 time, there's no other, we want to bring that set up again. Fine, so let's go on. Okay, so let's talk about participation. We had 97% participation rates in our 2016 election and at that time we only really had only one position that was elected, the rest was on consensus.

The second thing I did finish the slide, the second was a call that went out on the ICANN Board CDT and that was 91% so, we really are pleased with people getting out and actually voting, where it's important, and so your voice is heard. So, that's really important. Okay, on next slide. So, in terms of ALS expectations, I'm going to ask Alan to explain the next slide, in the relevant score.

ALAN: Thank you, next slide. All right, now you all know about ALS, 'cause you all represent one. It was my concept, that concept is that there are lots of people on the ground in any city or whatever, is that okay? Sorry, my voice apparently wasn't loud enough. All right, there are lots of people

on the ground and therefore we can have many, many people contributing to our discussions and processes. The reality is we rarely see these people in many cases for a good number of the ALSs the people in this room are the only ones that we seem to have any contact with. Sometimes one other person, occasionally there's two other people. But in general, for any ALS which we think averages about 50 people per ALS, we don't see evidence of the full organization.

So the question is how do we engage with them, to represent of the ALS, but with the ALS, with the individuals, and that's our real challenge. Do ALSs have any merit, is it because there are large numbers of people potentially interested in ICANN and the real question is how do we get to them? We don't need 50 in each ALS, but we've got one really active policy contributor from each ALS be increasing the number we have by something over tenfold from the active number of people we have today. The really active people.

Now, what we're gonna be trying to do, and it may sound simple, it's not. Is we are trying to create little snippets of information that we'll send out, probably monthly, that is likely to be understandable by people who can barely spell ICANN, to try to explain some of the things we're doing and some of the things that they may be interested in working on. That has to be done in a language they can understand, and I would also [inaudible] and we're talking ICANN wide, not just RALO, it also means translation into a number of other languages, to make sure that people can understand it.

I'll take questions in a second. Messages are gonna have to be crafted so people don't just [inaudible]. Because if you bury your message

[inaudible] message you will never get. We're gonna be sending it to the ALS rep for the person the ALS designates, with the request that they forward it to their membership, or perhaps a subset of their membership, many other types of organizations.

And that's our new requirement for ALSs, that's always been the number one item of this ALS requirements. But we never sent anything out, that really is [inaudible] to people who are not already in the range of ICANN. And we've asked for change. We also do what we think are some pretty good capacity building exercises, but again, the people who perhaps need the capacity building most, they don't hear about them. Try to stick that up, we'll probably also have to change the capacity, the audience to different from what we typically expect [inaudible]. And if we ever catch anyone, who says, "Hey, I'm interested." We're gonna need to work with them and make sure they're not lost.

So, this whole process is going to take I would guess a good part of the next six, eight months to try to put together, maybe longer. There are gonna be people are willing to look at what we're doing, and say, do we have it right? There's no point in us sending a bunch of things out and be told afterwards, you're at the wrong level, you missed this. 'Cause we're not gonna get a lot of opportunities to do this. People are either gonna get fed up with us, and ignore it completely, or we may hit.

We're also gonna be asking for periodic feedback from ALSs and annual or biannual reports, just tell me are you still alive? Are you still the right person? You had ten people or a thousand people that you're talking to, give us some order of magnitude. So, it's a process that you'll be hearing about soon we do need input and people working on this. So,

this is an atypical request for people working in that it's not an ICANN policy we're implementing something where the focus rests on policy issues and I think everyone in this room certainly, is well suited to help us get it right and become more effective. That's about it. You had a question.

SHELLEY ROBINSON: Just a question, I'm not gonna disguise this, my name is Shelley Robinson, I'm representing [inaudible]. So, I think right, I think it's actually, it's like as somebody who is within an ALS now, and also reports on organizations that I think should become ALS, [inaudible] do with me. The one thing that I wanted to point, and it's small, but I think it's important, this meeting works, some people are here first time, right?

And so, when you just forward an email, it could be the best facet email in the world, but inflating diminishing returns. Because we get further and further away from the source. And so I just think still, about crafting them so that those organizations will read it out to the server versus [inaudible] they're reading. So, my, where I work we have lunch and learn, with staff and volunteers I would include it there. I could also include it in my newsletter, which goes out to 3,000 people and then, IPROX Canada, for instance, could do it, yes, to the membership but also to the multi-coordinated.

UNKNOWN SPEAKER: We're not going to be particularly prescriptive. There are organizations that only work via social media. And we're not gonna say you have to

start using emails just because [inaudible]. No, no, I'm saying, so yes, we will make some suggestions on how to do it, but it's gonna be up to them to know to understand how they disseminate the information.

MATTHEW GRANT: Matthew Grant for the record. So, I'm a recovering graphic designer, so I'd be more than willing to pitch in so that system and having had a lot of experience on visually capturing somebody in the first glance, of well, I'm happy to share that. All [inaudible] will capture that so volunteer.

UNKNOWN SPEAKER: I just want to recap, so some really good suggestions that were brought out. We did some ongoing webinars for all the new people and whether they're ALSs or other we try different times and different events. So, how that will face the pace, will be doing some on boarding sessions, so if there's a particular focus for this group in the stuff that Jean and Avri talked earlier. Great suggestion, we have a newsletter that the responsibility for Eduardo is doing, so we will make sure that we'll add sections in it, tidbit stuff, that you suggested and others. This is all great stuff, and action item, so we'll look at ongoing sessions. Maria?

MARIA MOLE: Maria Mole speaking. I like [inaudible] I think this is a huge missing piece of the puzzle, for anybody who wants to try to attract other groups in their area. This is the kind of information that we're missing, kind of depends on one of us, as that because whether or not one of us people could show and describe what needs to be said an in easy

enough fashion that someone understands. To do this sort of thing really requires experts. I do quite a bit of writing, but I would need to try to get ICANN into a sentence, it's [inaudible] I think if you go to experts, graphic designers and PR people, who really know how to simplify messages in a way that they get I would certainly be able to use things like that, [inaudible]. I would be willing to help out on this.

UNKNOWN SPEAKER: Thank you, to be clear, we're going to try to condense ICANN. We are going to have to baby pick and pick little things that we think are usable. I'm not managing the QA, I presume you are.

UNKNOWN SPEAKER: [inaudible] ICANN at large, or unaffiliated [inaudible].

UNKNOWN SPEAKER: So, yeah, I think the effort itself is good, first thing I'd say is don't insult your targets by challenging their ability itself. You know, so as an African American I listen for things like that, I listen for it's a subtle thing. I listen for hints that people denigrating a kind of the target of their outreach, so that's number two, the young lady in the back is exactly right, with respect to having experts do this. This is a small universe of people, who will really, I said it yesterday, you know, nerds. Like computer programmers, but they're out there! Yeah? And how you approach them, I wouldn't want to do this, technically. But I use Google Ads I'd use Facebook Ads, you know. I'd look at where those nerds are,

and develop a set of challenges that entice them to get involved in this kind of talk.

UNKNOWN SPEAKER: Just for the record, I consider nerd to be a compliment. If we are denigrating people, please talk to us privately. That's not the--

JOHN MOORE: John Moore, suggestion I have, seeing all these emails that I get, I would suggest coming up with some title, where it's easier to understand, it's not loaded with [inaudible] and all this stuff. Really would be issues, say okay, this is something that's according to this particular type of outreach [inaudible].

UNKNOWN SPEAKER: Noted. Yeah, we're running out of time. Sorry, I can't take any more questions, or we'll run right back into this. Thank you, Alan so much. It was added into the agenda [inaudible] still on board with Julie on some of the expectations. Everyone look down the side there, that's Eduardo, he did this slide and it's a quick update on the non-com update, he's our representative. He served two years very well before that Louis did.

But this is a profile on the total applications, 163 you can see the break down, 29% were female and [inaudible] male. So, there's a break down on who is involved and if you're interested in participating in the non-com there's a section as we'll find out later today and you can put your name up [inaudible]. But it's likely on non-com things to read and Eduardo.

EDUARDO: Okay, so working ahead.

UNKNOWN SPEAKER: Okay, so just real quickly on the election, I'll make this quick, we're mentioning many times, the nomination period will finish today and go runs right to May Fall, so if you're interested you could self nominate. I'm gonna leave this, and the details on our monthly meeting. Okay, let's talk about inreach. So, we've had a strategy of analyzing our inaugural meeting attendance and type of engagement, who attends and what the voice pattern is, as I mentioned, we included a [inaudible] the rest translation to those 15.

                           We strongly referred to ALS should not travel before taking advantage of the cross reps. We circulate our members on what the policy issues are, we get a central survey on what their ALS [inaudible] is. The most affordable, just bearing in mind that this event is all of you attended together. Our communication strategy, Eduardo is in charge and he really does need information. If you have information on your ALS, what you're doing, please get it to him. Yes.

HEIDI: This is Heidi, we're going to be putting the links to the CROP funding page, so you can take a look at that. There are five per fiscal years and then we're also putting a link into a GAC template for funds, up to $2,000 for activities for your average engagement activities, Chris is handling that, Chris Valdini, and there's a template and you need to

complete that and get that to Chris three weeks in advance of your event.

UNKNOWN SPEAKER: Perfect. Thank you. Okay, in terms of what we found, in terms of our engagement we had a number of ALSs that were not active at all. They were not voting, they were not attending any meetings and so we went through a process, which leads to eventually de-certification, and we found to our rules that it wasn't really clear on the procedure. So, we have to do an action plan, [inaudible] destructing committee led by John Vorne, and he'll be talking about today. And so, let's just go into the outreach strategy.

As mentioned, our FY 16 we did end to end, which is a organization which focuses on not for profits. There's one point two [inaudible] not for profits in the US. This is a rotating [inaudible]. Evan has been to that as well. The SSIG, the sub school of international governance, we did the democracy conference, which I believe John Laprise did, and then [inaudible] that was a special piece conference in Washington. The five trips this year, FY 17, Fez and Louis did the IGO USA. Leah did the Erin, I think was in Dallas.

UNKNOWN SPEAKER: Yes.

UNKNOWN SPEAKER: Tom did the city summit and Judith still has the national digital inclusion alliance. Our next round of CROPs starts in July 1st, there was a time

when we really didn't get the applications in, it wasn't the right process starting in that fiscal period, but there's also those pages will be set up, and absolutely important you have to get this, there's an eight week window. So, if you said, "Today, I want to go to a CROP trip next month," it's not gonna happen. You need an eight-week window and it's a very simple process. And we have two people responsible to shepherd you through the process of the application.

And then, when the application looks good and it's relevant, Chris then reviews it and signs it off. Okay, our target groups and our outreach strategy has particularly with our efforts to be inclusive with the fellowship program, to reach out and that was done with for Native Americans and Native Canadians. So we used our funding, took the tribal ambassadorship program, and April Tenhorn and Valley Fast Horse were the two that participated in India, the Hyderabad meeting. And that's because the fellowship program did not include first nations, now it's changed, but that's because a lot of us actually years and years and years we kept saying, "North Americans count."

UNKNOWN SPEAKER: And so, the fellowship will be coming up, so don't forget to apply for it. The other group that has been very busy but the first mile Canadians, this is the first nation group in Canada on broadband community network will be coming on board here. Other groups that we looked at, this is the group that has the biggest problem with activity and they're disadvantaged, with persons with disabilities according to [inaudible] Institute, 40% do not have broadband access in their community. Rural unfortunately, the communities as well and lastly is the South Pacific

Islands, which really can't seem to reach. That's just not working and open to suggestions on how to do that.

And outreach has really resulted in I have here 12 I believe it's only 10 affiliate members and two new ALSs. So, that's the result. And one of the things we did is after people did the trip, we sent them a survey saying, did you follow up with who you met at that conference? So, okay FY outreach strategy moving to Puerto Rico. Remember the little [inaudible]?

So, ICANN decided not to do it in region and then decided for a lot of reasons to do [inaudible] instead. We have Alfredo here and Eduardo, they're leading the charge in organizing events, and so what we're looking at is pre to event, we're looking at two or three days school of internet governance that decides the theme is working on, that we're looking strong outreach and engagement with local schools.

Some of the things that they mentioned is in August 2017, they're on the road, Internet Day, national awareness, and that's definitely the [inaudible], Let's Fall in Love with Internet, for Valentine's Day. So the outreach strategy, our core strategy was this event. We actually closed the loop on [inaudible] which was really, I believe, loosy-goosey, it didn't relate to anything, but we clearly moved along. Louis, did you have a question? We tried to leverage this, and I think we did that. We also, as I mentioned, we had the industrial program [inaudible] the second year funding, as well.

So if [inaudible] Matthew is, but anyone else, just for the applications, we would love to see if we get funding through the FDOC, the financial

[inaudible]   Okay, where do we go? So we want to focus on outreach to represent communities that we have touched, ongoing strategy for professional needs, encourage members of NARALOs who haven't been on trips before. So that's been the ultimately strategy that we did.

So we did, as I said, we had our trips and each of the reports are available for you to read. So in terms of the gap analysis, we have a number of ISOG chapters, new ISOG chapters in North Carolina, but there isn't really any ISOG chapters coming on board, despite, I think they were mentioning some in Canada, I haven't seen it yet.   The missing geographical location, went back to the original map, Prairies and Far North, Midwest, and Southern States, are the areas that we need to start thinking about for next year, and then look at our special interest groups. If you think that's not broad enough, or too myopic, just let us know, our strategic planning board.

Okay, so work in progress, those procedures will be today.   Our timelines for that, we'll discuss it today and hopefully by June we've ratified, so work in progress, very quickly, the ALS Expertise survey, Avri you still need to complete that survey. We had talked about the ALS criteria evaluation, we have for FY election. We have a number of websites and I've heard John repeatedly point out what errors there is, definitely a charge on that one. There's a document drafting and drafting pilot project that's available. There's policy comment tracking that was suggested to the FBSC that needs to create a clear plan for the community. So that's it. Thank you.

AVRI DORIA: Avri speaking. I wanted to ask, when using the ALS survey, the question I had before, the skills survey. Are you looking just for the skills of the ALS or are you looking for skills of people within it. Because in some of the cases I looked and said, well, gee, I don't know that I'd top New York has skills, but there are people within it that have that skill, and I didn't know how to answer.

UNKNOWN SPEAKER: Yeah, we want to beyond just the representatives, and in the case of New York, it's Joey. We know he has a lot of different talents on wide streaming, and he's just a genius in terms of running things, but you know, I didn't realize the depth of his knowledge by seeing the categories that he filled in. So yeah, we really welcome your memberships.

UNKNOWN SPEAKER: Avri said something that hasn't been talked about before. There are some ALS's that have skills, that communally their expertise is spam, or various aspects of things, that may be characterized by a number of people, but the ALS itself focuses on that.

UNKNOWN SPEAKER: Thank you. Sorry, because of time, I'd like to welcome a few of our guests. Meckina is right there, sorry, I don't remember the gentleman's name? [inaudible] and Albert Daniels, and [inaudible] (applause). Thank you. Your turn.

CHRIS MONDINI: Thank you, this is Chris Mondini.   I'm not aware if we have any slides, but I'm happy to not use them. What I'd like to do is hear from. My name is Chris Mondini, I'm based in Washington DC. I have the role of Vice President of Stakeholders Engagement North American Region, and I've been with ICANN for five years. In fact, there wasn't a Stakeholders Engagement team when I joined, but we had grown to about 25 members in about 18 countries, and has Glenn said, some of our members are here, other than those who [inaudible] covered the Caribbean region, we had [inaudible] Atchison and also [inaudible] Kenza, who's technical engagement working [inaudible].

And I'd like you all to also say hi to Joe. Joe has had a [inaudible] based in Washington, and he really does a lot of the heavy lifting, and hopefully is responsive to your questions, working with the NARALO leadership and each of you, to have an ongoing dialogue about the topic of engagement.   So, I like the way Avri referred to [inaudible] in terms of the [inaudible].   The Global Stakeholders Engagement team are really, we have, you all are probably aware that there is policy implemented that ICANN [inaudible] policy development team.

But as we start to go out into the world and expand our reach and to affect more interest in ICANN [inaudible] engagement team. And our role is really to keep the stakeholders, and empower them to come and participate.   And that's why I'm really very energized by what I'm supporting, because I'm just going to give the 50,000 foot view of what you do organization wide [inaudible]. So what you're doing at At-Large is incredibly important because these are one of the most important conduits [inaudible].

So you'll hear talk about empowering ALS's, getting them the kind of tools to help their members, [inaudible] that is powerful. When you go through the list, [inaudible] people that you encourage and people that you [inaudible] that's incredibly powerful. So really, in a nutshell, I wanted to discuss how we can support you.

But the timing of this conversation is actually good, because within the ICANN organization, we're going through the process of creating strategic plans, and this then requires us to create a North American Engagement strategic plan, a little bit later this month. So we put out last year's strategic plan for some comments, and thank you for those, you who submitted the comments, and we plan to do it again [inaudible], but I want to leave time so we can discuss the concepts.

So, essentially I don't think it's new to anybody, but the reason that was have Global Stakeholder Engagement is to involving people who are affected by ICANN policies and who can affect ICANN policy. In the post transition environment, and for those of you that were in last year, the new community led structure of ICANN, we heard very firmly from our community that they wanted ICANN to remain very focused [inaudible].

And so I did also want to point out that the engagement process in terms of [inaudible] bottom up participation and diverse participation is the mission. And on the next slide, we see that in our existing strategic plans we also do have over our same headline objective, to bring ICANN to the world [inaudible] stakeholders.

And the kind of things that we measure ourselves on are the reach, it's not just numbers, but also the diversity, and again, increasingly, asking

stakeholders to be active. Now, the North American region, my job is a little bit easier than my colleagues. So there is a counterpart for me, [inaudible] Caribbean and other regions, many more countries, many more messages.

For people that haven't heard of ICANN, and some of the stakeholders are hostile to ICANN. But for the most part, North America is part of ICANN's origin. There is already a lot of connectivity between ICANN and [inaudible] stakeholders. And some of the barriers of entry are lower. So relatively speaking, things come as a culture dynamics of ICANN a little bit, we're North American, the language barriers.

UNKNOWN SPEAKER: If you could just state the acronyms fully.

CHRIS MONDINI: Sure, so some of the ICANN operational implement function, actually a group in Los Angeles, and one of them is the Global Domain [inaudible] that deals with the registrars [inaudible] in all aspects of the distribution chain and their interactions with ICANN, we will rework the actual [inaudible] an acronym check. The other thing is, as you probably gathered, one of the reasons we felt that global stakeholder engagement team be worldwide was that there was a period of time a few years ago when ICANN [inaudible] and a multi stakeholder approach [inaudible] comment or question, and there were many government stakeholders in other parts of the world who had little or no idea about ICANN was. And we set out to change that dynamic.

Now, in the United States and Canada, we already have various experiences [inaudible] for multi stakeholders. So these global engagement goals, they're pretty general, and practically apply across all of the global stakeholder engagement team, but we wanted to raise awareness, we want to grow a pipeline with diversity in that pipeline. We want to, and we talked about it this morning, really increase the knowledge base of stakeholders, so not just get [inaudible] but also develop their skills, further their interest in a way that helps them participate, and then again, the first point, the underlying part of engagement, again, any organization or community, we want to have brand awareness, so we want people to feel positive about ICANN.

So that's the really high level goals, that we do in the stakeholder engagement team. For North America, we would like to encourage as much [inaudible] stakeholder participation as we can. But this takes part possibly [inaudible] internet governance for other [inaudible] some of the initiatives that your ALS initiate [inaudible] other parts of ICANN community or another category of stakeholders.

Unlike internet communities in other regions of the world which may be much smaller, and by nature, which they already know each other, we find that many North Americans show up at ICANN meetings having not really interacted with each other before the ICANN meeting, and it would be great, and I know that you put forth these efforts to have these stakeholders interact in this region, so there's just more of that cohesion, community spirit [inaudible] ICANN meeting. We try to go beyond sort of where the big populations [inaudible] either a lot of longstanding community members, [inaudible] as much activity by your ALSs [inaudible] population areas.

I'm required in my goals to be [inaudible] in terms of outreach. So there's government, community, business, users, [inaudible]. I'm not allowed to [inaudible] anybody, so we try to do balance [inaudible] support, SOs and ACs [inaudible] engagement and outreach. And we try to be a little bit more predictable about where we [inaudible] to request to support events or provide a speaker or to show up [inaudible] and because of the budgeting and planning process, you want people to have more predictability about knowing where they can engage with ICANN, [inaudible]. So some of the tactics, to support round tablets, I know we've worked to do that. We turned up at conferences, [inaudible] pilot program to travel.

We roped our board members into this activity sometimes, and even our CEO participates as honorary leader of our engagement team, to engage new audiences. So a lot of that depends on where the event might be, and what's the level of interest. That goes for the next bullet, we've been trying to get experts to the markets that are demanding them. And this one is one I'd like to discuss with you, because number four about developing, we are diversifying our [inaudible], but this idea [inaudible], so if you're asking for assistance in your outreach and your engagement comes down, we need to give you whatever it takes to make that easier. And one of the things that I think I heard talk of is figuring out how to understand the goal of [inaudible] content. And every once in a while we come up with [inaudible] or way to get that to a newcomer at work, [inaudible].

So just again, I mentioned in the post IANA transition environment, we're very strongly focused on adhering to our [inaudible] bylaws. And that sometimes [inaudible] enthusiastic staff. I attended a society event

last week, where again, some brand awareness and positive reactions, where people were very favorably disposed towards ICANN. And as you talk to them about where they might get involved and you go through some of the topics that we looked at, looking into working groups, they're very distinct and related to the domain names and internet addressing issues, and sometimes their eyes glaze over and they say, "Oh, I thought you were much more interested in that [inaudible].

But that said, even of all of those people [inaudible], if a hundred people believe that we have succeeded [inaudible] and if of those hundred people, four or five of them decide to become active, or to join [inaudible] or to join a working group [inaudible]. So we're really trying to empower people to go out to your engagement team. We've gotten a lot of new eyes and ears at the table, and we'd really like to empower them to become more actively involved with their knowledge and tools that help them do that.

But that's the [inaudible], that's the kind of stuff that we were talking about and with our regular [inaudible] goes out to your members. And we're getting much better at the metrics so we're actually going to be able probably when we give the [inaudible] next year we can talk about the growth and the [inaudible]. We should be able to talk about reasons why from a stakeholder [inaudible], how many of them are finding us for something to actually do something. How many of them are signing up for our newsletter, how many of them are [inaudible] email list.

And what's also very interesting in this new area is the topics that people are asking us about are really within ICANN's remit. So, particularly when I started with these [inaudible] a lot of the discussion was about [inaudible] model, you know, defending it from big, bad governments. Or, you know, we've [inaudible] the last 18 months was trying to [inaudible] the IANA [inaudible] transition, that was 18 months of one topic and I know most of you [inaudible] that too. Now we can jump back to our date work, our regular work, so these are the kind of things that we as an Engagement Team are becoming very conversed in, at talking about, and those are the kinds of things that you and your members will become [inaudible] in.

Now, these kinds of things are not often the starting points of a conversation, sometimes the starting point of a conversation is something about security or something about the Internet of Things or something about [inaudible] innovation. But every one of those can be linked to each kind of topic. And certainly everything that's related to domain [inaudible] is something that's definitely interesting to our [inaudible] that we deal with on a daily basis. So, the existing support mechanisms, and I think At-Large is particularly [inaudible] need is understanding how to make the most [inaudible].

Or again, the travel support program, we're very happy again if you take the initiative and certainly if it's [inaudible] and certainly if it's already got a [inaudible] of, hey, we have this audience coming [inaudible] and we have a speaker. Or, hey, we'd like [inaudible]. We are absolutely [inaudible] with that [inaudible] we can. Sometimes that's provided because the event, sometimes that's, you know, [inaudible]. We know about the more formal programs with [inaudible]. I've worked with our

teams that document [inaudible] and I hope that's a good experience for you but again in this age of, I mean, on the top [inaudible] digital, the other parties were very happy to help.

And then, I just wanted to end, I think there are two but it's just covered better [inaudible] than we did this morning about what At-Large has as its aim. I really hope [inaudible] your membership. But these are just sort of, on this slide--Oh, and we just have a question on [inaudible] to say, how could we help in the community [inaudible], maintaining issues with the region program, [inaudible] program processes. I think what John and [inaudible] said this morning [inaudible]. So I hope I've left enough time for [inaudible] questions. Thank you.

UNKNOWN SPEAKER: Great, thank you.

UNKNOWN SPEAKER: Okay, we have a question from John.

JOHN LAPRISE: Hi Chris, thanks for coming. John Laprise for the record. Does ICANN have any plans to roll out a mobile app at any time? [inaudible] and I was actually on my phone looking at the ICANN's website and At-Large [inaudible] and everyone, we all acknowledge that global [inaudible] and so having a mobile app [inaudible]. Thank you.

CHRIS MONDINI: [inaudible] website [inaudible]. The problem is that we don't [inaudible]. It won't be a big problem, it's just in our various approaches and languages [inaudible]. [inaudible] which we now [inaudible]. When we're talking about [inaudible].

UNKNOWN SPEAKER: Great, a question Evan and then [inaudible]. Evan will you [inaudible]?

EVAN LEIBOVITCH: Sure. There's one word that I didn't see anywhere on the slide show that I was a little disappointed not to see, it was the word "research". Here we are, we're in a room, we could do outreach, we could extend our reach, hand hold, twenty fold, and we still really are not going to be able to speak with the party on behalf of the opinions of the grassroots that were here, to try and get that point of view represented, that's the bylaw mandate.

In the CCTP, or whatever the acronym is, there apparently was a poll that was taken of the world at large, and what are the opinions, what is the trust issues, what are the competition issues, what are those perceptions? I mean, outreach activities are good but I mean, this was the first time that ICANN has actually gone out and done on a mass level, what do people think. And I really wonder whether or not that was either a one off or if this is a start of something where At-Large is able to actually use research that says, this is what we have seen is what the public view of things, and to [inaudible] policy, as opposed to, you know, can we go to a trade show and get another ten people or can we go to an outreach and get another few ALS's.

Especially on a global level, we're expected, at one level, to speak for the billions, and yet we go into the room and people tell us, "Who the hell are you?" That kind of research is the answer to that and I'm wondering, where is there a role for that? Because I don't see research on that and I don't know if there's any more kind of things like that in the budget, for us to do our job, that kind of thing, to me, it's more valuable than any individual little bits and pieces of, you know, outreach here and an [inaudible] here. I mean that's all piecemeal, we [inaudible] to actually get the numbers, I think, requires some kind of commitment for that large scale.

UNKNOWN SPEAKER: Evan, I have to cut you off. Chris, can you respond or [inaudible]?

CHRIS MONDINI: Thank you, Evan, it's a very good idea that, and I would say that what's happening is that rather slowly we have done a [inaudible] that the engagement focused on feedback and measuring the effectiveness of our work and the process of [inaudible] process of looking at accountability and the accountability of everything that ICANN does and finding out that in terms of the Engagement Team's perspective, what are we getting for what we invest in engagement.

And I agree with you completely that what it really requires finding out from the [inaudible] that we've engaged with, what works, what are the [inaudible]. What we're able to do now is some sort of a ongoing basis you should always find that attached to things like an event registration,

a follow up survey, [inaudible], even at ICANN meetings. You may have seen some mobile apps there to give feedback on digital [inaudible].

Now, this takes a lot of data crunching, and again, it's maybe not as geared toward what the At-Large community would like to know more about, what users [inaudible] and what they're interested in or what's been effective to them. But we have that survey that we [inaudible] a survey of some kind but they're usually then directed to a particular group and [inaudible]. But if you're happy to talk more about how to get feedback--

UNKNOWN SPEAKER: Chris, I've to go cut you off now. Sorry, we have three questions in the queue, we're going to the break, but I just want to make sure those two who want to check out during the break, you'll have your chance. We're just going to do it a little bit later. We have three questions. William, please be brief.

WILLIAM CUNNINGHAM: How many Internet Governance meet up routes are there? How many Internet Governance Facebook pages are there? How many Internet Governance LinkedIn groups are there? And I'm asking because, how many Internet Governance classes are there taught at universities [inaudible]? I'm asking because I'm [inaudible]. Second wave, I wonder why half of America's [inaudible] pre target group list, but that's a whole other issue. Google just announced the Howard West, which is a partnership that they're doing with Howard University, my Alma Mater, to basically [inaudible]. I would think that would be a good outreach

opportunity. But yes, we'll do a meet up group on Internet Governance in Washington and I'll [inaudible].

UNKNOWN SPEAKER: Great, thank you. I'm just going to run through the other two questions if you could [inaudible].

JUDITH HELSTEIN: Yes, this is Judith Helstein for the record. One quick answer to John and Chris about the app. The technology taskforce [inaudible] have looked at that and we're in constant communication with [inaudible] on the app and there's a lot of other bureaucracy and contract negotiations why we haven't loaded that so we need some more discussion on that, come and participate in our meetings. But my question is, on the [inaudible] looked at, I would like to see some [inaudible] to the NARALO outreach strategy and seeing what specific targets do some of the communities that we may have looked at, lower income communities, the outreach being done to them. Outreach being done to indigenous communities.

Outreach being done to [inaudible] communities. Outreach being done to given areas we haven't been. How do we reach them [inaudible]. You know, talking [inaudible] a lot of the indigenous communities, they don't know. You mentioned that they're not going to know about the ICANN issues. A lot of these [inaudible] don't know about that. And I think we need to [inaudible] from our outreach than to our [inaudible].

UNKNOWN SPEAKER: Thank you, just one last question, [inaudible].

EDUARDO DIAZ: Eduardo for the record. [inaudible] to be here. As you all know and as Glen mentioned briefly, [inaudible] the Puerto Rican [inaudible] internet is channeled through the NARALO Peurto Rico [inaudible] is looking to create a whole School of Internet Governance [inaudible]. And it feels right and I feel really uplifted that I will try to set up a critical mass of process and resources, and we've been having a [inaudible] competition with [inaudible] and I feel very optimistic that we're kind of complying with the narrative and just confirm that we are. Yeah, thanks.

UNKNOWN SPEAKER: Thank you. No more questions. Chris?

CHRIS MONDINI: [inaudible] So, you just described having the Puerto Rican community being very active and engaging [inaudible] Puerto Rico. [inaudible] when it comes to the [inaudible] for other particular [inaudible] that you want to reach. [inaudible] in doing that. So, I'll make that [inaudible] but the answer is [inaudible] you take the [inaudible] engagement, so if you find the people that are hungry for more we will supply you with the [inaudible] and ability to get them to [inaudible].

UNKNOWN SPEAKER: Okay, that takes care of the [inaudible]. There's no questions on the Adobe Connect. Thank you. Okay, don't forget, this discussion is going

to carry on in break-out on one of the topics so Chris, you're not running away? Chris is here, so please feel free to [inaudible] in discussions. [inaudible].

SUZY JOHNSON: Hi, this is Suzy Johnson, I am going to cut the phone until we come back. We'll dial back. Thank you.

[BREAK IN RECORDING: 02:06:22-02:07:17]

UNKNOWN SPEAKER: Ladies and Gentlemen, can we convene? Okay, if you can please have a seat? A few people are going to be a little bit later, they're probably checking out, but in the meantime if you can have a seat and have your [inaudible] and we can start. I just want to reiterate our ground rules. That discussion here that we all agreed on. And then please leave your comments short and we're not trying to sensor you but we only have a limited amount of time. We're going to try to get as many people to have questions as they can.

But for the record state your name. I'm pretty bad at that I suppose. Remember that as much as possible, state it, even if you're back to the mic the second time and I thought we were doing pretty good on the acronyms and I think people are catching people out when we actually forgot to mention that. So, I'm hoping that's good. So, I'd like to welcome Judith and Judith is going to start the production.

JUDITH HELSTEIN: Yeah, this is Judith Helstein. Thanks so much for [inaudible]. I just want to introduce our next speaker Göran Marby. He brings over 20 years experience as a Senior Executive in the Internet and Technology sectors. As well as in leadership, he was the past Director General at the Swedish Post and Telecom which was the independent regular in Sweden. And he worked closely with international organizations [inaudible] bodies. And he also has a really great passion to bring the internet to all different communities. And he was saying in Sweden it's a human right, that everyone has the right to have [inaudible] and even if they don't have it, if they're in financial straits and they have no money, that can't be taken away, along with their TV of course. And a fun fact is that he's a techie, he loves to meddle in different technology. So, I give you esteemed leader, Göran Marby.

GORAN MARBY: Right, I asked [inaudible] instead of having [inaudible] why don't you turn around and I can download it on [inaudible]. So, why don't we have this conversation, instead of me giving [inaudible]. I'm always going down these holes [inaudible], bear with me please. And if you can't understand my Swinglish please let me know. Yeah, Swinglish is the official language at ICANN. Why do you think that's a joke?

UNKNOWN SPEAKER: But can you define Swinglish?

EN

GORAN MARBY: It's the way I speak. Anyway, first of all, thank you very much for coming here. I was listening in to some of the conversations [inaudible] and I'm actually quite proud to have people coming to [inaudible] and having those questions. I'll never take away the time you're here so you're kind of [inaudible], some of you have been around for a couple of years. But I'm used to being proud of being foreigners. That's got to make you a little bit more [inaudible]. ICANN and [inaudible] the protocol and numbers [inaudible] trust.

For some reason the authorities [inaudible] government [inaudible] trust what we did. I think it's because it works. Some odd reason [inaudible] and everything work according to plan. [inaudible]. And for some reason they accept the model if they [inaudible] policy making work for something that nobody expected is going to happen. But I always think that we should take that into account when we talk about what is the [inaudible] the only way you can do things by trial and error. It has to be [inaudible] or if it doesn't work, let's try something else. It doesn't mean we [inaudible]. Sometimes when I think when I hear [inaudible].

When it comes to, and it didn't work and that's a failure. But at least try. No one [inaudible]. I've heard it before but I sort of [inaudible] when I came in very late [inaudible] I realized [inaudible]. Tell me [inaudible]. I was so amazed. Really, I was in a meeting in America and there was a lot of stakeholders sitting there all around the hall [inaudible] with one clear purpose, [inaudible]. [inaudible]. I can't even think, honestly, [inaudible] quite beautiful. Very [inaudible] I'm sorry to [inaudible] I came to this [inaudible] a lot. [inaudible] ago and the offer people see is usually [incompletely]. Isn't this [inaudible].

You know, I'm not the only one who's [inaudible]. Now, other people [inaudible]. Are they asking questions? [inaudible] we have, the first [inaudible] now is worthy. That now, possible [inaudible]. Not because [inaudible] think of [inaudible] is just that, for the first time [inaudible]. Because up to now, we [inaudible]. Is that trustworthy now? [inaudible] I asked you, [inaudible]. What I actually found out [inaudible] right now [inaudible] reaching people [inaudible]. But the more [inaudible] there's someone who [inaudible] said something [inaudible] [Beware!] Is the first [inaudible] that's the [inaudible].

And that's why [inaudible]. Also, [inaudible] have to be [inaudible]. Other discussion, [inaudible] security [inaudible] privacy [inaudible] often they [inaudible] people, telling them how the [inaudible]. They could [inaudible] The [inaudible] just more, you have to [inaudible][It is a trap, now.] We have to go [inaudible]. But this [inaudible] Our partners? All our partners. [inaudible] have any [inaudible]. [Icann] decide[inaudible]

UNKNOWN SPEAKER: They're having a hard time hearing you.

UNKNOWN SPEAKER: Sorry.

UNKNOWN SPEAKER: Thank you.

UNKNOWN SPEAKER: Thank you. One of the -- our specialty was, I think, [inaudible] analogy [inaudible]. And I [inaudible] speaking [inaudible] about it. Actually, one of the first [inaudible]. It was [inaudible]. I thought is was [inaudible].

UNKNOWN SPEAKER: [inaudible] desert. [inaudible]

UNKNOWN SPEAKER: I should – I mean, that could be [inaudible] tell me how I [inaudible]. Yeah, you had fun. It's not [inaudible] I think it was fun.

UNKNOWN SPEAKER: That's right, you got the [inaudible]. That's harder than [inaudible].

UNKNOWN SPEAKER: But one of the [inaudible] I think [inaudible] But in the most [inaudible]. We have not, I'm sorry it's here, [inaudible].

UNKNOWN SPEAKER: What was the [inaudible]?

UNKNOWN SPEAKER: That's why I'm so [inaudible]. The key position [inaudible] now? I started the [inaudible]. Actually, officially, I came on board [inaudible]. I started – I was trained first. And so, I went thought [inaudible]. Another transition [inaudible]. I have spent a lot of time on actual work [inaudible]. We started to look into what we're going to do [inaudible].

And that's where we are. [inaudible] way of doing it is going back to bases. Is mentioned a lot. Trying to get back to bases. So, that's why you don't hear a lot of [inaudible] talking about [inaudible] figure it out all of this underlying [inaudible] some of this. One other thing I warn you, quite much as you might see, [inaudible] and I taught you [inaudible] I think [inaudible] If I could [inaudible] two. I think is quite obvious. One deserves equal transparency. So people actually [inaudible]. I also think [inaudible] I mean, they need to know that question or person [inaudible] when they actually. There are [inaudible] more samples. I don't want [inaudible].

UNKNOWN SPEAKER: I haven't heard of that happen but I should have known. [inaudible] first time you saw perhaps?

UNKNOWN SPEAKER: True [inaudible].

UNKNOWN SPEAKER: And we found there's – I'm not [inaudible] When we have to [inaudible] But, is really [inaudible] now. So we spend [inaudible] If I wish [inaudible]. Other things [inaudible] like this? [inaudible]. We have [inaudible]. So, equal [inaudible] try to figure it out how to [inaudible] people won't do that. We were [inaudible].

UNKNOWN SPEAKER: Southern culture?

UNKNOWN SPEAKER: What are the big [inaudible] we have usually? Justice. I didn't even know [inaudible]. And the other would have [inaudible]. That makes sense. [inaudible]. Another culture change [inaudible]. The other thing we try and work on is [inaudible] currency. How it used to work [inaudible].

UNKNOWN SPEAKER: Differently.

UNKNOWN SPEAKER: Often, when you think of [inaudible] of the three [inaudible]. How are we [inaudible]. And by the way, [inaudible] human right [inaudible]. Actually, in the law [inaudible]. Are you ready for something new? That the people, when you give [inaudible].

UNKNOWN SPEAKER: What else?

UNKNOWN SPEAKER: Are taking anything of [inaudible].

UNKNOWN SPEAKER: Anyone [inaudible].

UNKNOWN SPEAKER: [inaudible] which is the CEO report. You should actually read it. Any other discussions [inaudible] CEO report is very comprehensive [inaudible] where Irish [inaudible] actually, who I meet [inaudible], those are [inaudible] all of different [inaudible] when you think of. So it's exactly the [inaudible]. The other one to take away is to gather, to reflect something [inaudible] privacy. [[inaudible] It's not the market, it's not the [inaudible], it's not [inaudible] that are important. And that is what [inaudible], we are looking to open up [inaudible] talking to different stakeholders to finally open up and get a little bit more info. [inaudible] and not the big ones, but I do have it all the time because it's [inaudible].

It is together, I have certain rights to review, I should be [inaudible] because I am doing my job. The same goes for you. Because you have certain rights [inaudible] and the next thing [inaudible] you will need [inaudible] in different parts of the world, that we use tools, other languages , that will have different views on what is, [inaudible] it looks very formal actually. And we need to better understand how those models work. I am going to stop there [inaudible]. For any questions [inaudible].

UNKNOWN SPEAKER: Okay, we will start with Gareth.

UNKNOWN SPEAKER: Thank you everyone. So I wanted to talk a little bit about [inaudible], just for a second. I wanted to talk about this at Thank you everyone. So I wanted to talk a little bit about [inaudible], just for a second. I wanted

to talk about this at length, to pitch in. So the development of the US Post Office starts with E2 creation of every commodity and combination of nations, it helped people have a conversation [inaudible].

For the longest time, most of delivery was at average or below average, you will barely go down [inaudible]. It is average. The only reason we have college delivery, home delivery, is because it is a core [inaudible]. They didn't want [inaudible] these families, they did not want these people to be in line for 2 hours, to find out that there is [inaudible] instead. So, what they acknowledged was that people had rights to privacy and dignity [inaudible] education. So the system is not [inaudible] as the people it serves.

You know, the last meeting in Copenhagen, we had a board member say that ICANN only has an obligation to the contracting parties, no obligation to the user. When I hear this, I hear somebody that is serving [inaudible] system more important than the user and what I have heard since then is [inaudible]. I want to hear, not just obstacles, that this is [inaudible]. I want to be reassured that this [inaudible].

UNKNOWN SPEAKER: I don't know how to comment [inaudible] for saying that, [inaudible] for me to comment on a board members comment. The reason I took this job is not because -- first of all, I think ICANN can bring changes. We happen to provide [inaudible] end user and so being a part of [inaudible]. The problem is that you said, [inaudible] it's not important not because of the increasing GDP or low unemployment or anything because I think that the magic happens when two people [inaudible].

The more people that connect [inaudible]. Well, I think first it carries a much more beneficial [inaudible] I don't have any problems with we talked about, that's why I took this job and I happen to think that ICANN [inaudible]. That's my understanding. I think I should showed to most people, you know what I mean? I think I showed them this [inaudible].

UNKNOWN SPEAKER: I read a post the other day that said I wanted to ask him about that meeting we had the other day.

UNKNOWN SPEAKER: Actually I think in response to something else and decide yes he did say that or he referred that [inaudible]. That's water under the bridge and I don't think that is the shared position and I think [inaudible]. The day we lose credibility, the day we lose any connection with users at ICANN, who are [inaudible] seven million users that are actually using the—I think we're [inaudible]. That's not in that brief today. I gotta ask though. [inaudible] me, coming into this environment is that [inaudible]. [inaudible] other members? [inaudible]. Everybody knows smart people, that's one of the roles. But for [inaudible] reasons [inaudible]. I'm not a big sport fan, that's not what I'm talking about. Hello Avri Doria. Avri, you there?

AVRI DORIA: Avri Doria. I want to take it with a couple of points that you made, based on general signs in your present supports that I read. And I'm not clear as to that what is happening or what he is trying say.

UNKNOWN SPEAKER: Avri, [inaudible].

AVRI DORIA: No, you went [inaudible].   But anyway -- And I fear that what is happening is that while you are actually trying to fix something you're actually hardening the silos between the facts and the community. And that is hard, we are not part of the community. I have been arguing for years on that—since not just you came, but before that indeed you are indeed part of this community, a very special and constrained part of this community, but part of the community. You're here because you love the internet, you're not here because of god. You're here for the same reason many of us in the community happen to be lucky to get paid for. So I worry that in making that and an opposed to an example where you say implementation.

But if implementation, we will go to the board and the board will deal with yes, no. And if we have a mechanism for, you know we had a whole several year long process on policy and implementation and growth. To find out all of the [inaudible] Policy, our recommendation that sort of says at the beginning of a process, it's mostly the policy but there's already implementation and that has to be talked about from the beginning.   At the end of implementation, it's mostly implementation.

But there is always a policy. And therefore out of every policy group we're creating implementation review teams. Cause the actual purpose is to work the staff on doing the implementation. Now we've got that

mechanism and if you're saying "no this is an implementation issue that looks like policy" I've got to go to the board. I can't let my staff members talk to the implementation review team to resolve the—is it policy, is it implementation and what do we do and can they nick the policy to can explain it. So I'm really worried that by creating this—you've always got to go to the top and come back and resolve something, are actually hardening the silos that should not be hard in the beginning.

UNKNOWN SPEAKER: Thank you very much for explaining things. I think that in the end we should say no. First of all, I think that the cause of losing stability is because we all [inaudible] I can result in how we deal. In the heart of democracy, in the heart of understanding this currency and stability and in the governing's current position the community also within our community has been very firm and has created it [inaudible]. And it's hard for me to decide. You have said how to make [inaudible]. But in our count, all our count it would be [inaudible].

And adding to that, what Avri Doria said, I also think that it's important to trust us to serve you and not interfering in the process on how we [inaudible]. And then we should be able to pursue as well. Because so many times you also told that the policy made [inaudible]. So we are reacting on the [inaudible], we're reacting on the [inaudible]. But I think it's important to also have the accountability [inaudible] and ensure that we have [inaudible]. That is very, very important. I think that's one of the [inaudible].

I don't see myself, I see myself [inaudible] impression. I'm a resource. I want to ensure [inaudible]. So we realize they're all going to be, ended up having. Because we didn't study two or three years [inaudible] it's actually in the contract, how we should and we don't have the mechanisms to bring exactly [inaudible]. In talking to [inaudible]. We should actually bring it back to the 21st century. I think it [inaudible]. We start to and we don't have to give back.

Are you [inaudible]. We need to figure out the effective [inaudible]. Nobody has to think [inaudible] If everybody seemed to agree that the heart of [inaudible]. So we didn't have anywhere [inaudible]. So we ask people [inaudible]. I don't think that we should [inaudible] turn down something we [inaudible]. But actually almost [inaudible]. Because we have so many people, we have new companies coming [inaudible] in the system.

UNKNOWN SPEAKER: [inaudible] we have a queue. Please be short, we're running late. Starting with [inaudible], then Tom and [inaudible] with Helen. [inaudible]. I hope it's not Tom.

UNKNOWN SPEAKER: What questions, there's no help from them that will help you do. [inaudible] Because we talk about infrastructure programs that [inaudible] to take. I've always been concerned [inaudible] issues. The big question for me is [inaudible]

UNKNOWN SPEAKER: [inaudible] developer. Don't get opportunity's to get use to it. How many times people love the internet. And I don't I take part [inaudible]. We have an understanding that. As we grow up [inaudible] Never have the opportunity to shape that. [inaudible]. Our city. Now five years after the so called application that is in operation [inaudible] and look at this and the city and see who are the real stake holders on the internet.

UNKNOWN SPEAKER: Are you happy with?

UNKNOWN SPEAKER: I'd like to call on [inaudible]. There is no question that is part of the organization that need volunteers in different organizations arching to something different. But that doesn't say it doesn't need to be really flexible communication at times. That's really not how they're managed, but are all appropriate communications at the right time to ensure they're implemented.

UNKNOWN SPEAKER: But it is what you should be implementing?

UNKNOWN SPEAKER: Yes, there are some communications on occasions sometimes they're not appropriate to use. If you ask why.

UNKNOWN SPEAKER: Not smart enough to implement. The positive thing that [inaudible] because we have trouble and turmoil's. What we do know, possibly people to have [inaudible]. So, they have a position and they have the direction. I don't interfere at all with how they're based with you on a day-to-day-basis, that's not how we should do it, working together [inaudible] All I'm talking about is find out what we're doing by multiplying strategy. We're trying to combine different things and we're taking the [inaudible] so we're able to support no matter what. And we never doubt that. We target because [inaudible] so we can also be concerned. But it's actually not by breaking [inaudible], I mean if we continue to delegate [inaudible]. So we are developing that right now.

UNKNOWN SPEAKER: Okay, folks we're doing extremely well on our timeline and I'd like to thank you very much for sharing your thoughts.

UNKNOWN SPEAKER: I'm assuming you're going to be here all day.

UNKNOWN SPEAKER: I think I will leave at 2 o'clock. So folks who didn't get the chance to ask questions [inaudible] Please take the opportunity to break for lunch [inaudible]. Okay, now let's start the interactive session. I'd like john to come up and Heidi to explain the break up session and where they're actually be done.

UNKNOWN SPEAKER: Thank you. So right now for the next hour, we're going to explain spring break out session. [inaudible] discussion lead by four pairs, there will be a [inaudible]. For future [inaudible] sheets are being passed around. And the Royal B which is just across the way, Aubrey is going to be leading a discussion based on this strength pressure of topic. The solution [inaudible] topic DVD [inaudible]. He will lead the discussion on strength and user accountability through effective [inaudible] with Evan and Skye [inaudible] In Royal B (which is this room) Glen will be reading Identifying Key Elements in a NARALO Strategy Plan. And then I will be leading a session next door in royal A identifying your hot topics and the potential impact on end users with Eduardo. So if we can just get up and start moving. We're starting periodically every fifteen minutes. A Staff member will be around to remind them that they can move around. So you can move to the next session, or a different session, or you stay where you are. It's your choice, whatever you feel is appropriate. So have at it!

UNKNOWN SPEAKER: Thank you. For Aubrey's session that's going to be in the hotel lobby. John is in Royal A, breakout session next door on the policy topic, he is leading that in Royal C next door. So the first group go ahead and make your move.

[END OF TRANSCRIPTION]