AUTOMATED VOICE:	This meeting is now being recorded.
BRENDA BREWER:	Hello, this is Brenda speaking for the record. Welcome to, WHOIS1e Rec4 Compliance Sub Group, meeting number 4. March 28th, 2018 at 22:30 ETC. In attendance today is Susan Kawaguchi, and from the ICANN org, we have Jean-Baptiste, Lisa, Maguy, and Steve. The call is being recorded so please state your names for the transcript and you may begin your conference, thank you.
MAGUY SERAD:	I'm sorry Brenda, this is Maguy, I forgot to let you know that I also just have Amanda, she just joined me from the compliance team.
ALICE JANSEN:	Thank you, welcome Amanda.
AMANDA ROSE:	Thank you.
SUSAN KAWAGUCHI:	Welcome Maguy and Amanda and thank you so much again for meeting with the supply... the compliance subgroup, I can't talk this afternoon. So, there were other questions that I went back and Alan and I, and other people reviewed your answers from the... what was it, in the January, 1st February meeting, and Amanda I am really sorry, I did not note your last name and I was wondering if you could give me that.
AMANDA ROSE:	It's Rose, R-O-S-E.
SUSAN KAWAGUCHI:	I should have remembered that.
AMANDA ROSE:	No problem.

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

SUSAN KAWAGUCHI: That's a good last name. We submitted questions sort of in two groups, like I added on a few in an email. Do you have that list? I am sure Maguy I did not organize them, as well as you probably will organize them, but do you have those documents? [Inaudible] because we don't have Adobe.

MAGUY SERAD: Yes, hi Susan, this is Maguy. We have the questions received, the questions from you on the 19th March, and we received the second set on the 28th March. I provided responses to the ICANN Org, MSSI team and my understanding from Alice is that she forwarded that on to you guys yesterday. Did you receive them?

SUSAN KAWAGUCHI: I may not have noticed them, let me just look.

MAGUY SERAD: We wanted to, and again, we were targeting to send them to you earlier but with the receipt of the last set of questions on the 28th March, we scrambled to provide you one document and I submitted that to, like I said, Alice yesterday.

JEAN-BAPTISTE DEROULEZ: Yes, if I can just jump on this. It was sent to the subgroup earlier this morning, our time. I can resend that to you Susan.

SUSAN KAWAGUCHI: Just looking... this morning?

JEAN-BAPTISTE DEROULEZ: Our time, yes. So, for you it would be at night, I guess.

UNKNOWN SPEAKER: Jean-Baptiste, if you can send that to the subgroup again, I also don't have it.

ALICE JANSEN: Hi, this is Alice. The email is called your meeting today at 20:30 UTC.

SUSAN KAWAGUCHI:	I've found it. I have not read this, I am sorry.
ALICE JANSEN:	No problem.
SUSAN KAWAGUCHI:	This has been one of those days that started at 7 AM and haven't quit yet. I am sure everybody else's day is longer though.
MAGUY SERAD:	Just to answer your earlier question, this is Maguy, we have responded to all your questions and much more thorough details. I know it is a lot of information for you to read now, but if you would like, we're willing to follow whatever approach you want or questions you want to ask us on the phone. As you know, we're always happy to assist in any future questions or discussions.
SUSAN KAWAGUCHI:	I appreciate the thoroughness, I thought we wouldn't have time to read it today anyway. I've heard another person joined, just a little bit ago, who was that? I was wondering?
ALICE JANSEN:	It was Alice who joined.
SUSAN KAWAGUCHI:	OK, that's fine. I don't want to waste your time while I read through this.
MAGUY SERAD:	I tell you what Susan, if you read through this and perform well, you are welcome to join our team. You're going to know everything that we do.
SUSAN KAWAGUCHI:	OK. One of the questions was, and I haven't found this quite yet here, but one of the questions we had, or requests was to have an interview Richard Glenn and Amanda Rose, so I have to remember that, so I was wondering did you respond to that in this document?

MAGUY SERAD: No I did not. I saw that on the top. I did not understand what is an interview about, because these questions to me is like the interview and not Richard, it was Roger.

SUSAN KAWAGUCHI: Oh, Glenn. I did really well here.

MAGUY SERAD: Not a problem. It will help to understand what is the purpose of the interview. I thought these were the questions that you would want to interview about, maybe I misunderstood the comment.

SUSAN KAWAGUCHI: No, actually I think Jean-Baptiste or Alice has pointed out that it wasn't very clear and all I got to say is GDPR, which is my excuse for everything. I didn't get back and clarify that. I just think it would be helpful to hear them sort of describe how they go through their workload and see the workflow. I mean you're giving up quite a bit of information, but it's also helpful to get different viewpoints on that, not that they're going to answer the question in a different way, but it would not be these questions. Just more of tell us what you're daily work is like, help us understand your challenges, what's the workflow for you, how's it different between Amanda and Roger, we could compare that. I just thought it would be good to interview, you know, two of the people who are really intrical and hands on in getting work done.

MAGUY SERAD: This is Maguy. So, a couple of clarifications, the responses provided by the subject matter experts in Who Is. Unless it's an organizational one, just to understand the scope of the interview, is it related to Who Is inaccuracy, or to the compliance department? I am not clear still on the purpose of the interview.

SUSAN KAWAGUCHI: Yeah. There was no grand scheme, since we heard from Amanda and Roger in the last meeting, so I just thought it would be good to continue that. It would apply only to anything they're working on that is Who Is, but it seemed to me inaccuracy reports were a lot of their workload, a lot of compliance team workload. I mean if you're processing 50,000 in a year, then that takes up quite a bit of time of somebody's time. Maybe a better way to do this, is for me to... or the subgroup to read your written responses with keeping in mind these could have been from Roger or Amanda, have provided the context and then if we come up with other questions we might come back and ask you. Are you more comfortable with that?

MAGUY SERAD: Hi Susan, it's Maguy. These answers are from Roger and/or Amanda, believe me I do not do this to [inaudible] avoid inaccuracy. Again, it is not a question of comfortable, it's more a question of understanding the scope of the interview process for this. It's the first time I hear of a request for an interview, it is usually from the review teams we receive questions, and the questions are delegated to the subject matter expert to provide answers to. I do a QA review and then we submit them to the MSSI team who sends forward them to you. I do recommend that please, do review the responses that were provided, because the thoroughness of those responses are coming from the subject matter experts, are coming from those who are living day in and day out these complaint types. Some of the other complaint types, I may have to go to other people to obtain answers from, for example, who is ARS? Even though it falls under Who Is inaccuracy, I have had to go maybe to the magic's person to give me more of the data and some stuff like that. I

am trying to understand, what is the sub team trying to accomplish, because I remember recommendation 4, is to be able to process Who Is inaccuracy, to be able for compliance to report on it, and have a structure and a discipline in place. Anything to help you address and close that recommendation, we're happy to support you on.

SUSAN KAWAGUCHI: OK, so I think for now what the subgroup should do is read your thorough response and then decide if we have any other questions. Having not read it, I apologize for that. I am not sure how relevant this phone call is now then, but we can come back with other questions and maybe just do the call via email, if we have any. It could be that all the... 8 pages... could be I read this and went: "OK, great. This is what we were wondering." Some of this, when I happen to read, a policy I haven't read in 5 years or something, and it's: "Oh, I wonder what is happening with that." That is sort of where some of those questions came from, almost a stream of consciousness. Is there anything else you would like to provide me with today?

MAGUY SERAD: No, I think my recommendation is definitely as you suggestion Susan, please do read it, the team invested a lot of time providing the details as you can see from the document. What I am working on with Alice, Jean-Baptiste, and the team is eventually publishing it with the Who Is review team site, so that it clearly addresses the questions based on how it's structured by the approach of the Who Is review team. I have been providing it in one sequential document, so I will work with Alice to make sure... and the team, that it gets published so that with the rest of the Who Is review team, sub compliance team, can have a look at it. We do welcome your questions, and I think some of those vague, like the interview, it was not clear. Because, I look at those questions as an

	interview that the team would provide to you, we're happy to provide you the subject matter expert to clarify anything that's here. Let us know what's needed.
SUSAN KAWAGUCHI:	OK.
UNKNOWN SPEAKER:	Just to add to that real quick, we have included a lot of links as well in the responses to our metrics and pages that specifically address some of the information that you have, so these are pretty inclusive of a lot of information as well as reference to the particular portions of the RAA that we might rely on as well. I think you'll find quite a bit here that you can refer to.
SUSAN KAWAGUCHI:	OK, that's helpful. One of the questions that I had was, who's interpreting the RAAs. Alright, I will read this in depth and get back to you all then. I will also get the subgroup to read it, the rest of the subgroup. I can't promise 100%. Thank you for your time, I really appreciate it.
MAGUY SERAD:	You're welcome. Alice, Jean-Baptiste, and the MSSI team I did ask for a bit of a guidance on how do you want the publishing to happen. It's in an email and I know with our timezone difference you probably have not seen it, but I look forward to your guidance please on how do you want us to provide this, so it can be published. I like the publishing approach where everybody is looking at the latest and greatest document.
ALICE JANSEN:	Sounds great Maguy, we'll get back to you on that one. Thank you very much.

MAGUY SERAD: Thank you. Susan, that was a very easy interview and meeting with you.

SUSAN KAWAGUCHI: There we go, see when I don't read my emails what happens.

MAGUY SERAD: Actually, you need to tell [inaudible] and Alan, see what happens, we are much more efficient when you're not on the call, right.

SUSAN KAWAGUCHI: There we go, that's true.

MAGUY SERAD: We look forward to your follow up.

SUSAN KAWAGUCHI: Thanks for all your hard work, I appreciate that.

MAGUY SERAD: You're welcome.

SUSAN KAWAGUCHI: Talk to you later.

MAGUY SERAD: Bye-bye.

[END OF TRANSCRIPTION]