
CLAUDIA RUIZ: Good morning, good afternoon, and good evening, everyone. Welcome to the NARALO Monthly Teleconference on Monday, May 14, 2018 at 19:00 UTC. On the call today, we have Adrian Schmidt, Alan Greenberg, Anna Loup, Eduardo Diaz, Gordon Chillcott, Greg Shatan, Joel Thayer, Joly MacFie, Jonathan Zuck, Judith Hellerstein, Kristin Doan, Natalie Coupet, and Susannah Gray. We have received apologies from Matthew Rantanen. And from staff, we have Heidi Ullrich, Silvia Vivanco, Evin Erdogan; and myself, Claudia Ruiz, on call management.

If I could please remind everyone to state their name when speaking for transcription purposes, and I turn it over to you, Eduardo. Thank you.

EDUARDO DIAZ: Thank you. Thank you so much. Welcome, everyone. We're going to jump right into the agenda, but first of all, I want to know if you are okay with the agenda the way it is. I sent this a few weeks ago for comments. I didn't receive anything. I just kept changing things around, but it's the same thing. So, I don't hear anyone with any comments, so [inaudible].

The first thing in the agenda is ICANN 33, which is most of you received a message that we have a new approved ALS. It's called the North American Graduate Students. The [inaudible] is Anna Loup, which I think she is on this call, but I didn't hear David Morar which [inaudible] founders of this. It was a direct result of [inaudible] from the North American School of Internet Governance, so they were motivated to create this ALS. Anna, since you are in, why don't you introduce yourself

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for a couple minutes and tell us what your new ALS is all about? Thank you.

ANNA LOUP:

Great. Thank you so much. Hi, my name is Anna Loup again. David actually can't be on the call because he is in a graduate student meeting. Shocking. But, I really just wanted to quick say a little bit about North American Graduate Students, what our aims are. We're still really early in the process. I really think that David and I had long conversations about how graduate students in North America are really an uncapped resource for the community itself. I think that there's a lot of growing interest amongst graduate students because there's either some type of overlap between policy work and also [inaudible] across the ICANN community. We see this as a space for them to get involved in the policy work that's recognizable, that we understand what time constraints that they have.

Our big goal is education and outreach and mentorship with the ultimate goal of partnering with individual classes that will be highlighting ICANN related work and Internet governance related work. I'm going to be doing a pilot run actually at [USC], which is where I'm based and doing my doctorate work at the Annenberg School. There's going to be a masters level course that's actually going to be looking at Internet governance as part of the curriculum.

So, the hope is to sort of use NAGS as a way to get people to become a part of the community in a way that is familiar and represents and understands their time. Our website is in production. It's nags.ninja.

But, if you have any questions, feel free to e-mail me at aloup@usc.edu.
Alright, thanks so much.

EDUARDO DIAZ: Hello.

ANNA LOUP: Oh, I see a question. Sorry, go ahead.

EDUARDO DIAZ: Sorry, I had to move out of the computer for a while. Never mind, continue [inaudible].

ANNA LOUP: So, I see a question from ... Thanks, Susannah. Yeah, I've actually been talking with Susannah a bit. I actually had some chats. I had a chat with Kelly of ISOC. I'm really hoping to get a lot of ... To chat a lot with ISOC as well. So, my research outside of policy actually has to do with history. I look at archives and transcripts related to [inaudible] of Internet governance and we're hoping to use history as a way to engage people in the community as another way. But, that's another ...

But, yeah, I've been in touch with a bunch of folks, specifically Susannah, about collaborating with local ISOC chapters, specifically the San Francisco chapter and the DC chapter, but we're more than happy to start to have conversations with New York and Chicago and other chapters. Thanks.

EDUARDO DIAZ: Okay. Thank you, Anna. Welcome to the NARALO family. The next item in the agenda is a thing that Glenn wants to have a call for volunteers to look into the NARALO.org page. Glenn, please can you expand this?

GLENN MCKNIGHT: Sure. Thank you, Eduardo. I had a question earlier. I had my hand up in the WebX. I guess you don't see it, Eduardo. But, before I talk about my item on the agenda, I just wanted to mention that Anna has done some phenomenal work on researching basically Internet ecosystem, Internet governance ecosystem and the role of women. She's done some seminal work. So, if any of you are coming across any research in that, please share it with her. She also did a presentation for us as [NASDIG] and I'm going to encourage her to send the slide show around so those who didn't have the fortune to attend the [NASDIG] please take the time to see her slide show. Okay, so that's my comment, Eduardo.

Let me talk about the website. Judith and Joly made a comment about a week ago. They were saying that the navigation and there were some issues with the website, so I've invited people in the community – I've put the link into the chat box already for those who can go ahead and give some feedback. We're looking for you to look at all the Wiki, the NARALO.org, any communication. We want to make it clear that when somebody is new that comes to the site, the navigation to the process, whether they are unaffiliated, an individual member, or an ALS, that it's very clear that it's not ... We want your user feedback. The Google doc is

available. Please join if you have the time. Give your feedback or e-mail me. I'll be setting up a meeting in a couple of weeks.

In the interim, Evin has been very gracious in her time and she's already made some changes immediately, but I want to document the stuff, so we have a historical context of what was not working that well. Joly and Judith, since you guys are on the call, did you guys want to give a comment on the website? Because I know you guys made some very good comments. I don't see any hands from Judith or Joly.

JUDITH HELLERSTEIN: It takes a while to figure out how to get off mute.

GLENN MCKNIGHT: Okay, sorry. Go ahead, Judith.

JUDITH HELLERSTEIN: When I was secretary, we were always getting complaints about things and I would love to fix it. The problem is often the Wiki is sometimes out of synch with the website and there's always an issue of how we can make them pull things together and pull information out of – put information on the website to Wiki and vice-versa.

The point that he was making figuring out is that on an individual members, there's an invitation to sign up as an individual member, but there was no closing of the loop how they sign up after they agree to the three conditions. So, that's what Joly [inaudible] and I took it. I mentioned to Glenn and the others that we need to close the loop. I

haven't had time to review the website again on other issues, but there's all these little simple little disconnects from the Wiki or from the website that don't really go to the right places or don't provide answers to people.

In this case, after they read that, people don't know how to join and that was a problem we found out in Puerto Rico and other places, so we're trying to work on small things that we find out. But, what it is ... So, if anything could look at the website and see if anything is out of synch, then put it on the page so we can document so we can know we need to fix this. Sometimes we may see it, but other people don't see it, and then they get very confused and we don't get as many new people or as many things or they can't find things. I know there's always a problem of finding things on the website and Wiki because things are in many different locations.

GLENN MCKNIGHT: Thank you, Judith. Joly, did you want to say anything? He's probably in the same situation as you, Judith. He's probably muted.

JOLY MACFIE: Am I unmuted now?

GLENN MCKNIGHT: Yeah. go ahead, Joly, please.

JOLY MACFIE: If you look on the page which Evin gave the link, it says to become an individual member, you must meet the following criteria, one of which is you must be subscribed to the mailing list. Then, it says to apply, send your SOI to staff. So, if someone is thinking logically, they'd be saying, well, I can't apply because I'm not a member of the mailing list, so they can't get on the mailing list until they've applied. It's like they're in Catch-22 right there.

GLENN MCKNIGHT: Excellent. Good catch, Joly. Thank you.

EDUARDO DIAZ: Glenn, this question is very interesting. I encourage all of you to take this offline and make sure these things work. I think it's very important that it's working correctly; otherwise, we're missing our main point of [inaudible]. You have your hand up, Glenn.

GLENN MCKNIGHT: Okay. Just my final comment. Thank you, Joly. I know they both stepped forward. That's an illustrative example of two people coming forward. The invitation is to everyone to review the site, and if there's any way to have any improvements, join in and you can catch me any time. That's my final comment. Thank you again. Sorry, and Susannah did volunteer as well.

EDUARDO DIAZ: Okay, thank you. Thank you, Glenn, for this. Thank you, Joly, Judith, and Susannah. The next section is reports from our ALAC members, which Javier made an apology. He couldn't make this call [inaudible] John is working. I believe Alan is online, so Alan, if you can give us a brief summary of what has happened with ALAC since last time. I'm not sure if you ...

ALAN GREENBERG: Thank you. My hand was actually up for the last item on changes to the website. I'll point out that the RALO websites have not been focused on sufficiently, and that's not just NARALO. There are a number of things. An example of individual members is something that should be common to all of them and indeed needs focus. So, anything like that that's identified, I can assure you that I'll make sure that it receives really high priority to make sure it's cleaned up.

GLENN MCKNIGHT: Thank you.

ALAN GREENBERG: So, just encourage you to identify those kinds of things. Remembering it may well not just be a NARALO issue and we really have to figure out how to get this right.

GLENN MCKNIGHT: Thank you, Alan.

ALAN GREENBERG:

in terms of ALAC, I didn't really come on this call prepared to give that report, but let's see what I can do. There's certainly a number of public comment, some of which have either just closed or are being voted on or are coming close to being closed and they're related to ... GDPR clearly is a current issue. ICANN keeps coming out with new versions of things that we need to comment on. The accreditation model is being worked on parallel to that, but we're getting closer and closer to the May 25th deadline and things are getting more and more furious on that side.

In parallel with that, things don't stop moving just because of that issue and there has been a report on the NomCom. There have been a number of other comments that are in the process of being finalized and the real big ones that are coming up is we plan to, hope to be able to ratify the CCWG Accountability Work Stream 2 proposals in Panama. There have been a number of webinars that are focused on those and everyone I think needs to make sure they're up-to-date and we have just submitted a comment on that one as well.

Lastly, the really large one that's coming up is the GNSO PDP on new gTLD rounds or whatever the methodology turns out. There is a vast report that we published just after Panama with a lot of prep work being done in Panama and in teleconferences that we're going to have to put our responses to.

And this is a really critical one. The ALAC and At-Large were very involved in the processes leading up to the last round of new gTLDs and

this is the process by which we are deciding what the rules are for our next one should be or next ones. Although we have the right to make comments to the board and give advice to the board, if we have not participated adequately in the processes leading up to that advice, then we're not in a strong position to change things. So, we do need to get involved increasingly as we come to a position where we're going to have some firm proposals on the table.

This report that will be coming out is going to have some proposals, but many, many questions and we have to weigh in on them, and weigh in on them thoughtfully because we will have to live with the outcomes. Thank you.

EDUARDO DIAZ:

Thank you, Alan. I have a question for you. Is this related to last week's webinar on fees and things like that for the new TLDs? Is that part of that PDP?

ALAN GREENBERG:

That is certainly part of that, yes.

EDUARDO DIAZ:

Okay. Well, I encourage everyone to ...

ALAN GREENBERG:

That's one of the many small parts of that.

EDUARDO DIAZ: There was a lot of information and a lot of questions being put forward in that webinar. I encourage everyone to ...

ALAN GREENBERG: Yeah. That's one of the interesting areas, but there's many, many different areas that we will be focusing on increasingly.

EDUARDO DIAZ: Alan, now that I have you here, I'm going to skip item 23, if you can tell us a little bit about the individual member [inaudible]. Is that already done or is it being done as we speak?

ALAN GREENBERG: The individual elections. That did close on Friday. We're about to announce the results. They haven't been announced yet. Do you want the outcome announced here?

EDUARDO DIAZ: Sure. Why not?

ALAN GREENBERG: Okay. There were three candidates. The candidates were myself, Javier Rua and William Cunningham. The results were that I ended up being the representative again for this year and Javier is the alternate should I not be able to carry out the responsibilities.

EDUARDO DIAZ: Okay. Well, congratulations then and Javier and William for having participated. Thank you for the information. Any questions? I don't see any hands up. Are there any hands up? No.

ALAN GREENBERG: There's a hand from me and a hand from Glenn.

EDUARDO DIAZ: Glenn, do you have [inaudible]?

GLENN MCKNIGHT: That's an old hand and it was actually on the question that you just dealt with, so I will take my hand down.

EDUARDO DIAZ: Okay. I don't see anybody else. So, thank you, Alan. Now we go back to the NARALO elections at ICANN 33. I believe the elections start today, May 14th, and it runs until the 18th I believe, if I'm not wrong. The positions of the chair and secretariat, there was only one single person nominated for them. According to the [ROPs], I believe 6.51, when a position is, there's only one person, they are elected by [acclimation]. So, the chair and secretariat have been elected by [acclimation] and there's no further thing to do by the membership at this time, so congratulations to us. Congratulations to us. Thank you. Thank you for [inaudible].

ALAN GREENBERG: Eduardo?

EDUARDO DIAZ: Yes.

ALAN GREENBERG: The words in the rules of procedure technically say the chair shall declare them winners, so you as the chair should declare yourself and Glenn winners.

EDUARDO DIAZ: So, I declare myself and Glenn the winners of that, those positions, if that's what I have to say. In any case, I feel odd saying it. In any case, let's move to the next item. Thank you, Alan, for the clarification.

We go to the CROP for FY18. Yes?

ALAN GREENBERG: Eduardo, are we going to talk about the process for the rest of the elections, both the meet the candidates and the actual voting process? Is that later on the agenda?

EDUARDO DIAZ: I believe so. Let me see if I have it here. No, but Glenn, please, can you tell us a little bit about the call tomorrow?

GLENN MCKNIGHT: Yeah. As Eduardo has mentioned, the secretariat and chair only had one candidate each. But, we have the position of ALAC. We have Jonathan Zuck, we have Marita Moll, and we have Judith Hellerstein all put their names up for that position for the one ALAC spot. We also have two people running for the NomCom spot. We have Leah and we have Adrian.

So, tomorrow at 5:00 Eastern Standard Time or Eastern Daylight Time, we'll be meeting the candidates. I already have one question from Alan already for one of the questions to the candidates. Hopefully, all of you can attend. I believe Marita is tied up in Italy. I'm not sure if she'll be attending remotely or not, but I've asked her for responding to some of the questions, so I may have some response. I may not. So, it may go faster than expected if she's not on the call.

But, the idea is we're going to be breaking it up to a series of opening statements. If I recall, it's an hour long, the call tomorrow. So, that will be tomorrow at 5:00 Eastern Daylight Time.

EDUARDO DIAZ: Any questions?

ALAN GREENBERG: I don't have a question. However, the question was raised of how do we hold elections when there are more than two candidates? It's really important to have the person elected by the majority of the members, but when you have multiple candidates and such a small electorate, you may end up with not having a majority for anyone.

The methodology that ALAC has used for the last almost eight or nine years, and in fact was used in the individual representative election where there were three candidates is something called a single transferrable vote. Everyone who votes rates all the candidates as who is their preferred candidate, their second preferred, the third preferred. Then we count essentially how many preferred votes.

If one candidate gets more than half of the electorate, they win. It's simple. But, if they don't, the third candidate is dropped off the list, the one who gets the least votes, and each of the votes are looked at to see who did the people who voted for the candidate who was dropped, who do they pick as their second choice? We use their second choice since their first choice is no longer there. Their second choice is used to increase the vote of the other candidates. And if there are more than three candidates, we would keep on doing that repetitively until we've dropped off all the candidates who have fewer votes and the one who wins is the one who has the most votes, which has to be a majority of the total votes of those candidates that are left, the two that are left.

It essentially acts as if there were multiple rounds, each round eliminating a single person, but it doesn't require multiple voting experiences and the significant amount of time it would take to go to the polls [and times]. It's a technique that's well understood and is used in many environments. As I say, we have been using it in ALAC since 2010. That is the process.

EDUARDO DIAZ: Thank you, Alan. Are there any questions about this process? Any comments?

JUDITH HELLERSTEIN: I have a question.

EDUARDO DIAZ: Go ahead.

JUDITH HELLERSTEIN: Susannah also posted on the chat. The question is we're still using Big Polls, right? Is the only reason we're going to this way because when we have three the percentages will be very small if it's split three ways? Or maybe we could tell right away. If you're saying if one person already has 50% of the vote, then that is or are we going to use it ... Are we going to have everyone listed [inaudible]?

I guess the question is how do we do that with Big Polls?

ALAN GREENBERG: Big Polls supports it. It's one of the voting methods within Big Polls. If on the first vote any candidate gets more than half of the electorate, prefers candidate A, then candidate A wins. It's just done. But, if we have 12 votes and we end up getting ... Well, if we have 22 votes, whatever number of votes we have, and we end up getting 8, 7, and 6 or something like that, then no one to start with gets the majority and it

goes to the second round automatically. The second recount automatically.

JUDITH HELLERSTEIN: So, when the Big Polls votes are sent out to everyone, this will be clear on how we vote?

ALAN GREENBERG: I hope so. We had some bad experiences with the NARALO one, the individual member one, which used the same technique because this is the first time that a new staff member had been setting up this kind of poll. So, we had some [inaudible] experiences, but we now have some experience. Hopefully, it will be really clear.

JUDITH HELLERSTEIN: I see John has his question. John More has a question about where is the description of this and is there something on the Wiki on the election page that you can point to this, so that we can read it?

ALAN GREENBERG: No, but I can certainly put something up.

JUDITH HELLERSTEIN: I think that would be helpful.

ALAN GREENBERG: Okay, done.

EDUARDO DIAZ: Judith, you said you want to understand the process, what the thing is all about. Is that what you're asking?

JUDITH HELLERSTEIN: No, this idea that instead of when we did Big Polls before, we send out and people only voted one candidate. Now people have to vote for one candidate, and at the same time they're voting, give who their second and third choices are.

EDUARDO DIAZ: [inaudible] yes.

ALAN GREENBERG: Yeah.

EDUARDO DIAZ: That's correct.

JUDITH HELLERSTEIN: So, I think explaining that process when the Big Polls comes out because it's not out yet.

ALAN GREENBERG: I'll be glad to. The vote doesn't start for another week. I'll be glad to make sure that something is put there. I'll give a specific example.

JUDITH HELLERSTEIN: Okay, thanks. I think that will be helpful.

EDUARDO DIAZ: I am understanding this [inaudible] is not correct. Heidi, can you update us on the elections because apparently the names and the date up here are not correct on the agenda.

ALAN GREENBERG: What item on the agenda are you on?

EDUARDO DIAZ: [inaudible] the elections. I'm just in a chat here. It says that the elections, they don't start until the 18th and I was under the impression that they start today.

GLENN MCKNIGHT: Me, too.

ALAN GREENBERG: That was an interim schedule that never got posted.

EDUARDO DIAZ: Oh, so when do they start?

HEIDI ULLRICH: On the main election page – and perhaps staff could put that into the chat – there’s an updated ALAC selection timetable that was posted weeks ago, many weeks ago, to accommodate a week for calls with candidates. So, apologies that the NARALO page was not updated, but again the official ALAC page is [inaudible] week of the 14th through the 17th and then the elections if required, 18th through the 24th. Again, it’s up to you if you want to go by the schedule that is on this page, the NARALO page that is not the official one, or revise your NARALO timetable to that of the ALAC.

Again, I do note that two of the positions, the chair [inaudible]. I believe those do not need an election.

EDUARDO DIAZ: That is correct.

HEIDI ULLRICH: So, if I may be the first to congratulate Eduardo for being chair for one more year and Glenn for being secretary for one more year.

GLENN MCKNIGHT: Thank you.

EDUARDO DIAZ: Thank you.

JUDITH HELLERSTEIN: Actually, Eduardo is chair for two more years.

HEIDI ULLRICH: [inaudible] change in the ...

JUDITH HELLERSTEIN: Yeah, the is the first time we're going to go for staggered terms and to do staggered terms, we need ...

HEIDI ULLRICH: Yes, I do see that.

EDUARDO DIAZ: In any case, I don't mind starting this in a week, so we can have the call tomorrow and we're going to elections on the 18th. Please update the page and [inaudible] Wiki.

HEIDI ULLRICH: Perfect. Okay, we'll go ahead and do that. Silvia, if you could do that. Evin, I know that you're on the call if you could start the ALAC and the [inaudible] on the 18th as set out by the ALAC timetable. Thank you.

ALAN GREENBERG: When you update the page, please put a little footnote somewhere saying that the schedule was incorrectly posted and say what the original one was. Otherwise, it looks like we're changing history on the fly.

EDUARDO DIAZ: Good idea. Thank you. We're running out of time here. The next item is the CROP. It will take more than nine minutes to talk about this. There were three CROP events. Judith went to one of them. [inaudible] supposed to go to [inaudible], but apparently he cancelled. He ended up going to the International Buenos Aires [inaudible] supposed to report here what happened. It's not here. If we get into the CROP now, we will not be able to hear the stakeholder engagement strategy, which is something I think is important we talk about. I'm asking Glenn, Judith, and [inaudible] if we can move your items to the [inaudible] agenda for the next meeting [inaudible] if there's any problem with that so we can get into [inaudible]. If I don't hear any objections ...

JUDITH HELLERSTEIN: No problem. I think [inaudible] information in the newsletter.

EDUARDO DIAZ: Yeah, but I want you to report here so everybody hears it. I will put you first on the agenda on the next meeting for both of you and we'll take it from there, but thank you. And Leah, I know you're very busy with the NomCom. If you can write me something written, I can put it in the agenda, but make sure that next time I will put you right at the beginning. Chris, you have about ten minutes. We're running late, but please, if you can tell us about the strategy for FY19-20.

[CHRIS]: Yes, it's Chris. Can you hear me?

EDUARDO DIAZ: Yes, we can hear you.

[CHRIS]: Okay. Well, I will time myself and hopefully use less than the ten minutes. I want to start out first by saying thank you very much to this group. It was really the inspiration of the NARALO ...

[PEGGY]: Hi, Evin. It's Peggy. Can you hear me?

EDUARDO DIAZ: Go ahead, Chris.

GLENN MCKNIGHT: Sorry. I should see the slides on the WebX, but I do not see them.

[CHRIS]: I think those are Jonathan's slides.

EDUARDO DIAZ: Those are Jonathan's slides. Yes.

[CHRIS]: It's the other tab. I'm not controlling them.

GLENN MCKNIGHT: Neither am I.

EDUARDO DIAZ: Chris, why don't you just continue.

[CHRIS]: Okay. Anyway, I just wanted to say thank you very much. We now are, as of today, posting a draft report. This is one of the slides from it. Did someone want to say something else?

EDUARDO DIAZ: No, go ahead, Chris.

[CHRIS]: Okay. So, thank you to NARALO. This is a draft engagement strategy report for the next two fiscal years. It really looks for an all of ICANN approach, but as I said, it was very much inspired by the participatory nature of At-Large. What's going to be posted, and I'll give you a link, so you'll actually have the advanced copy of it, is a pretty lengthy document which goes through things that we've covered before. The definitions of engagements and how it links to ICANN strategy, how the North America region is different from the other regions.

But, also, it has I think a lot of statistics and activities that you might find interesting that are sort of a current snapshot of engagement.

You might recall also that the process we used was a little bit structured and more top-down than perhaps many of you have encountered before and that was because I felt it was very important to get really touch every single ICANN structure. Really every SO and AC was consulted and every one of them actively participated in some way, except the numbers community but we [inaudible] with them about their lack of participation, if you will.

We asked this advisory team across the SO/ACs and constituencies to look at three very targeted questions about converting path followers to more active participants to promoting remote participation and reaching geographically across all of North America.

You'll see all that in the longer document, but for today, I just wanted to put up a few of the recommendations that came from the group. Can we go back? Go back one more, please.

There are global engagement goals. So, our North America engagement strategy rolls up to a global engagement strategy and you're familiar with these. They're largely things that you help a lot with in terms of building awareness and diversifying a pipeline of talented stakeholders, getting those stakeholders skilled enough and experienced enough to actively participate in policy making and to continue to grow general support for ICANN.

So, coming down from these on the next slide, this shows really ... We had so many. We had pages and pages through two webinars and one live meeting of fantastic ideas and we tried to group them. We really grouped them around three areas.

One is about partnerships, to expand outreach, and that's really in large part driven by the recognition of ICANN's limited resources and limited reach and our ability, whether it's from business associations or when ARIN has its on the road series or local Chambers of Commerce or IT clubs and so forth, that even beyond At-Large Structures and ISOC chapters and others, that we should explore what organizations in North America might have a similar interest in cross marketing and driving eyes and participants to our content and where we can team with them to do the same for them. So, we'll be working to execute on that.

There's also ... This is a draft, so I'm not quite sure I'm happy with the order, but there was also a focus on content and storytelling, actually still on the previous slide, in terms of telling our story a little bit better. The square on the right saying we heard from you loud and clear to say start the conversation by listening to where your audience is and what their interests are and then link it to where they might find a home or something at ICANN.

Can you still hear me?

EDUARDO DIAZ: Yes.

[CHRIS]: Okay. Then, there is of course a lot of discussion around an area which is not limited to just North America and we'll need to work with our

colleagues on it and that's about the mentorship and onboarding and basically capacity building.

On the next slide, just a couple of tactics under each one. With partnerships, whether it's technical or professional organizations, really approach them to see where there might be ability to appear on their agendas and vice-versa, where we could do something to team with them to give a more local feeling across different parts of North America.

For mentorship and onboarding, again that really has a lot to do with our colleagues in the policy team, the public responsibility support teams, and I've already gotten a lot of good feedback. You've seen that the fellowship program is being reworked and you all provided input to that and there will be similar processes to other onboarding programs.

An opportunity for you and your fellow SOs and ACs to be creative in developing your own programs. A lot of talk under this topic about being very sensitive to the newer people in terms of prepping them for a call on a PDP or having a follow-up conversation of after a call or giving them small, targeted assignments. I think a lot of these ideas came from those of you, that many of you in NARALO and At-Large who helped.

Then, in telling the stories on the issue-based engagement, this is one where again I will need a lot of help from the community, because of course community members come for a particular reason and getting them to help us articulate that, whether that's in publications that we make when they speak to us or hot topic areas that we learn about that

are linked to ICANN policy issues, that will help us with the issue-based engagement and really development of content and storytelling.

The next slide I think is one where I would particularly like help. It's about metrics. We put on the next slide a couple of ... The risk here is that we're measuring activity, not impact. I've just read a Harvard Business Review article about measuring impacts. You will see in the document that's being published, we are measuring a lot, but I would really welcome your help on what measures impact the best. We can measure how many people sign up for a constituency or how many public comments are generated from North America in a PDP and certainly events and audience size and so forth. But, this is a challenging area is measuring impact.

On the final slide are just a list of things that we can and in fact already do track. That's one area when you see ... Go back one to the orange slide. These are just a few examples of things that can be measured. So, when you have a look online and you do provide feedback, I would welcome specific guidance on this point.

The last slide – I lied before – but the green slide that comes next is just outlining some areas of responsibility. Certainly I mentioned other departments within the ICANN organization, but all of you and across the SOs, ACs, and constituencies, there are ways that either metrics can be maintained or feedback can be provided or content can be developed and I need to help you do that in a way that makes it an easy list for you.

Then, we really want to reach out beyond ICANN and it's community always to push the boundary, so we'll be looking again for partners to help with that.

So, that's a very quick last five slides that are in the publication and you'll all have two weeks until June 1st I think to let me know any way you want to. You all know how to reach me directly, which you're welcome to do or you can send something to the [NORAM] engagement at ICANN.org website. Thank you very much.

GLENN MCKNIGHT: Thank you.

EDUARDO DIAZ: Thank you, Chris. Are there any questions, comments? I don't see any hands, but there are some comments in the chat that have to do with the issue engagement, which is Jonathan Zuck says it's a very interesting concept. That's different than perhaps before. Short-term participation to target outreach is a must, [says Anna].

In any case, you have the feedback, outreach and [inaudible] contact me, or Chris, or Glenn and we'll be glad to pass this information to Chris or you can pass it directly. We have until before ... You said June 1st, right?

[CHRIS]: Yeah. Thank you. I'll read through the comments in the chat. I appreciate it.

GLENN MCKNIGHT: Thank you.

EDUARDO DIAZ: Okay. The next item is [inaudible] webinar. Jonathan, will you have enough time to do it or are we too tight for your presentation? Jonathan, are you there? I heard you typing.

JONATHAN ZUCK: Can you hear me if I talk?

EDUARDO DIAZ: Yes, yes. Yeah, I can hear you. We can hear you.

JONATHAN ZUCK: Oh, okay, good. Somehow, I had it for the longest time all of the place where I could mute and unmute my line and I lost that panel. I think I can go through this fairly quickly.

EDUARDO DIAZ: Go ahead, then.

JONATHAN ZUCK: Okay. Am I working the slides or do I just tell someone next slide?

EDUARDO DIAZ: You tell someone to move it.

JONATHAN ZUCK: Okay, sounds good. Thanks. I was asked just to talk a little bit about WHOIS and GDPR for beginners. That's about everybody on the call. Some people have been pretty immersed in this and this will seem pretty elementary. This was just an effort to provide some elementary information to folks to get up to speed about what we're talking about with the issues that are now kind of dominating the Listserv and e-mails and meetings, etc. I'll just quickly go through this and take some questions, but I'm happy to take some questions via e-mail as well, if something is unclear and we run out of time. Next slide.

Basically, the GDPR is the European Union's data protection regulations that replace the privacy directives. Just as a technical matter, it went from something that was kind of voluntary for member states. There's somebody that should mute their lines because they've got a lot of [inaudible] going on.

The regulations ... A directive, which sort of made it voluntary for something that makes it mandatory as a regulation. It has a pretty big penalty of 20 million Euros or 4% of annual global revenue, whichever is greater. It's been around for quite a while, but the date that which they're going to start enforcing it is on May 25th, which is coming up in about ten days as Alan mentioned. Next slide. Thanks.

Basically, there's an intersection between this new regulation and this kind of all-access WHOIS database that we've had up for the entire life

of the Internet and we've had discussions about how to better manage this for nearly that same amount of time.

But, these are some of the specific areas of the GDPR that affect WHOIS. One is that it requires that personal data be collected for specific explicit purposes. In other words, you can't just collect data, any data that you want. You have to have a particular reason that's tied to your mission for collecting that data.

Then, you also have to articulate how you obtain consent from the subject. There's requirements for performance of this contract, legal obligations for people that are going to end up holding onto the data. That ends up being like the registrars and registries, whether it's a thin WHOIS or a thick WHOIS that are going to be sort of holding onto this data. It requires a legitimate interest for processing the data for these types of entities. There's a requirement to have security measures in place. There's some notion of how this data can cross national boundaries.

Technically, this is just meant to refer to European citizens, but one of the discussions that is being hotly debated right now is whether or not folks, registries and registrars, can just adopt these rules across the board even though there might be different regulations in nearly every jurisdiction. This is one of the things that's being discussed as well.

You can see that it requires a little bit more discipline in thinking about the data than we've exercised with the WHOIS database to date. Next slide.

There is this interim model that has been proposed by ICANN because ICANN itself is considered to be a controller and processor of data and they have contracts with all of these registries and registrars that require the collection of this data. So, given that those contracts are in place, ICANN itself has been motivated to put some kind of interim compliance model in place before the 25th. It's gone through a number of different revs, but basically entails collecting the same data that we've been collecting and then trying to come up with a tiered access system for getting at that data, but it's not ... It hasn't gotten a lot of love from the Europeans just yet.

So, there is a request by ICANN to try and get the Europeans to kind of slow down their enforcement in this case given that we're sort of showing our work, if you will, in attempting to becoming compliant with the regulation. Next slide.

So, there's this interim model that basically has tiered or layered access to WHOIS data. They would collect all the data for thick WHOIS. The registrar would be required to transfer to the registry full data sets. The registries and registrars would be required to continue to transfer the full data set collected from the registrant or transfer to the registries to the data escrow agent. Registries and registrars would be required to apply the model to collection and processing linked to the European economic area. Registrars must provide registrants with the opportunity to opt into publication of full contact details in the public WHOIS, so that maybe if you're a company you actually want more data out there than you would if you're an individual.

And to access registration data not published in the public WHOIS, registries and registrars must provide access to non-public registration data only for a defined set of third-party requestors certified under a formal accreditation program.

So, this is the interim model that's being proposed by ICANN at this point. Next slide.

There was a response from the European Working Party 29 in the form of a letter and they found some aspects of this interim model to be inadequate.

The first is that it didn't specify sufficiently and comprehensively a legitimate purpose to collect data. This is one of the most active debates that's going on in this space because it's the difference between uses that we've come upon over time. In other words, over time, we've started using WHOIS data for a number of different things that were not foreseen when the WHOIS database was constructed in the first place. There are some that argue that our uses go beyond the purpose of the collection of that data. Then, there are some, including our fearless leader here, Alan, that I believe that there's been an evolution to the purpose of the collection of the data because we look at the security and stability of the DNS overall and that includes some measure of consumer protection. So, it might just be a question of the interim model being more specific in outlining the purpose of collecting different types of data, rather than just saying we'll keep collecting what it is we've been collecting.

So, they said the interim model didn't specify sufficiently the legal grounds for collecting data or to provide access to non-public WHOIS data, didn't have the appropriate security in place to satisfy it and does not ensure transfers of personal data to [inaudible] countries or organization are in compliance. So, there is some pushback on the interim model and some negotiations that are taking place now between ICANN Org and some European data protection agencies to see if they can get more clarity and a little bit more time.

The next thing that I was asked to talk about and the effort that's being going on in parallel is an actual accreditation model for accessing the data. On the one hand, we need to justify why the data is being collected and stored and how it's being stored, how it's being protected, etc.

The other is that we have to have a mechanism by which we authorize people to gain access to that data. The most actively worked on version of an accreditation and access model was created by the IPC and the BC and designed for long-term compliance to GDPR.

Basically, we're now at version 1.5 of this and basically you have to have different types of entities that are pre-authorized to use the non-public WHOIS data and types of activities for which that data will be used and durations for which that data will be used maintained by the requestors. So, those types of entities might include researchers, cybersecurity researchers, folks that are working to try and stop other types of spam and DNS abuse. It might include IP owners that are trying to prevent counterfeit versions of things from being on the web. So, there's a number of different types of consumer protection, organizations that

might request the data and try to use it in different ways. So, this new access model that we can make available to everyone. In fact, maybe someone on staff can provide a link here in the chat – is being sort of hotly considered.

So, it's about again trying to figure out how granular we need to parse down the types of entities that could gain access to the data, and also what their use and the duration of that use of that data is going to be. Next slide.

So, what does this mean for our constituency, the end user? Well, the first is if we don't get this all figure out, the answer, the sort of [inaudible] answer, is going to be to simply have the WHOIS database go dark. That could be pretty frightening from a consumer protection standpoint if there simply isn't any public WHOIS data and we don't have the ability to track people down when there's errors, track people down when there's some sort of consumer fraud or abuse going on, etc. That's why there's a scramble to try and get some of this figured out now.

Each model has concerns associated with access to information to protect consumers. It would tough to prevent cyber attacks and other crimes. Ultimately, it will make it difficult to access registrant's information in the European Union. That's why the stakes are kind of high to get this figured out as quickly as possible, especially if the European Union doesn't grant some kind of enforcement, which [inaudible] to get our feet back under us.

Unfortunately, this has been coming for a long time and we dallied in paying attention to it. We did have a little transition going on and an accountability framework to design that were quite distracting, but this is here and this is now, and if we don't get on top of it, WHOIS could go dark and that's really what the stakes are for end user and consumer protection of end users. Next slide. That may be it. Yeah.

Are there questions that I can answer here in the no time that I have left?

What are the chances that there will be some agreement before the deadline and what are the repercussions?

Again, I don't know what the chances are. There are a number of things that are happening in parallel. There's some direct negotiation between ICANN Org and some data protection agencies in Europe. There's also a potential of actually going to European court to ask for some kind of a say, and as far as actually handicapping this, I don't know the answer.

As a practical matter, the European Union isn't that quick to enforce such regulations, so we probably don't need to worry about enforcement as a practical matter, but I think everyone's lawyer, every registry and every registrar, is telling the organization they need to do something to protect themselves and that's what's going to cause the WHOIS blackout in the [inaudible] if we don't reach something.

Alan, you apparently have your hand up. I just don't see it. Go ahead.

ALAN GREENBERG:

Thank you very much. Two comments. First of all, on how quickly will it be enforced, the data commissioners can decide to be somewhat lenient in their enforcement and be gentle, but they really don't have a choice but to enforce because they are subject to actual financial penalties if someone makes a claim that their privacy is not being honored and the commissioner ignores it. They're under tight timelines to do this.

So, although they have flexibility in how they enforce, their enforcement really cannot be deferred, so the courts may be the only way that a blanket deferral can be obtained.

One of the comments I was going to make is on the issue of the rationale for collecting the data. The data commissioners have said basically we should mind our own business, only look at the reasons why we need the data that is to maintain the domain name system, and not what other people need it for such as law enforcement.

The problem there is that our bylaws basically say we must ensure a reliable and trustworthy DNS, which means law enforcement must be able to take action. If we don't ensure that the data is collected, no matter how good the rationale that law enforcement has for getting the data, if it's not collected, it can't be given to them.

In fact, GDPR regulations allow for us to collect data that we don't need but other interested parties do. It all comes down to the definition of public interest and whether we can determine public interest or only governments can determine public interest. It's a really interesting situation. Thank you.

EDUARDO DIAZ: We are about four minutes after the hour. What we can do, Jonathan, is next time we will take a little bit of time to have more questions about the GDPR and take it from there. Otherwise, we'll be here until tomorrow.

JONATHAN ZUCK: Okay.

EDUARDO DIAZ: I really appreciate the information. For me, once I was quite confused about what the IPC and BC were doing in relation to this and [inaudible] doing because I got into one of the calls and it was so [inaudible] technical. I didn't understand most of what they were saying.

In any case, before we leave, I have one minute for Leah to tell us a little bit about the NomCom and then I'm going to close the meeting. Thank you, Jonathan. Leah, please.

LEAH SYMEKHER: Hello. Can you hear me?

EDUARDO DIAZ: Yes, go ahead. You have one minute. Thank You.

LEAH SYMEKHER: Absolutely. I actually just typed everything in the chat what you needed to know. I [inaudible] everybody to our website and I put the link in the chat for our update, the official NomCom update, on our progress on our website. The link was in the chat. Please look at that.

We pretty much are in the heavy assessment and selection process of candidates. We've gone from the original number of 109 to 37 with the first intersessional and now we're trying to bring that down to 21 and prepare for face-to-face meeting held in Panama. So, [inaudible] but progress is being made. Thank you for your time and please look at the update that we have on our website. Thank you for the time, Eduardo.

EDUARDO DIAZ: Okay. With that, we are over the hour. I'm sorry about that. I hope you were [inaudible] during this meeting. I suggest we have our next meeting June 11th. That will be about one week or one week and a half before the Panama meeting. Is that okay? We will send the agenda when it's ready for that one. Thank you so much for attending today and I'll see you in the future.

ALAN GREENBERG: Great.

JONATHAN ZUCK: Thanks, Eduardo.

EDUARDO DIAZ: Thank you, everyone. Bye-bye.

CLAUDIA RUIZ: Thank you, everybody, for joining the call. This meeting is now adjourned. Please remember to disconnect your line. Thank you.

[END OF TRANSCRIPTION]