

# For Best Audio: Join via Telephone Using Dial-Out

Connecting via the audio bridge is always preferable to the AC audio connection.

Upon logging into Adobe Connect, a pop-up window will appear for the AC to call your phone. This preferred method will assure the best audio for the meeting.

Join Audio Conference

How would you like to join the meeting's audio conference?

Dial-out [Receive a call from the meeting]

+1 (USA) 310-111-11111

Dial-in to the Audio Conference via Phone

Using Microphone (Computer/Device)

Join Listen Only

After 2 background noise occurrences, staff will mute the offending line (either Telephone or Adobe Connect).

After two failed attempts to speak over the audio, participants will be invited to type their comments in the chat or take them to the mailing list.

**PLEASE ALWAYS MUTE WHEN NOT SPEAKING!**

**\*6 to mute and \*6 to unmute**

For any questions, dial out requests, apologies, please email: [mssi-secretariat@icann.org](mailto:mssi-secretariat@icann.org)

# **SSR2 Review Team Plenary Call #39**

9 August 2018



# Agenda

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1. Attendances, apologies, admin issues
2. Minutes of previous meeting – Phil to lead discussion on issues raised by email
3. Next F2F at ICANN63 Barcelona – note from Phil circulated via email
  - a. Discussion/questions re: proposal note from Phil
  - b. Settle 3 options, agree for Doodle Poll?
4. Induction for new members – progress on summary slides – part complete summary slides shared via email
5. Preparation for F2F
  - a. Any update from staff on attendance
  - b. Draft session plan sent via email – brief introduction from Phil
  - c. Discussion, questions, comments, requests
  - d. Final calls from Phil before F2F
6. AOB

## Minutes of previous meeting

Phil to lead discussion on issues raised by email

## Next F2F at ICANN63 Barcelona – note from Phil circulated via email

- a. Discussion/questions re: proposal note from Phil
- b. Settle 3 options, agree for Doodle Poll?

Option	Description	Calendar	Local scheduling	Remote attendance	Costs & logistics
A. ICANN 63 facilities	Request (say) 2 x 90-120 minute F2F supported by ICANN 63	Can fit within Mon - Thurs window	Subject to other scheduling conflicts – (currently offering Sat 20th, Sun 21 <sup>st</sup> , Mon 22 <sup>nd</sup> , Wed 24 <sup>th</sup> afternoon or evening sessions all days 18:30 – 20:00)	Provides full ICANN tech support, remote connect, recording	Lowest cost and least difficult
B. Hotel facilities	Book outside hotel/conference venue for (say) half a day, book separate tech support	Can fit within Mon – Thurs window	Subject to other scheduling conflicts – also transit time may affect if remote	Risk of unreliability – previous experience not great	Higher cost, more organising
C. Dedicated F2F later in year	Dedicated 2 day F2F in Brussels in (say) November) – possibly combine with #1 above or with use of pop-ups at ICANN 63	Would need to look for dates window. Higher demands on team for travel	No issue	Provides full ICANN tech support, remote connect, recording	An additional cost but lower airfares, venues and accommodation than other locations, more organisation required

Nb.

- I understand that RDS Review Team have concluded that F2F concurrently with ICANN doesn't work.
- pop-up meeting rooms are only made available a few days prior on first-come, first served basis and may not have full tech support

### Some background information on ICANN Meetings – from staff

To help inform the review team's discussions around potentially meeting in Barcelona, please find some additional information below.

There are several external factors that ICANN org adheres to when supporting review team face-to-face meetings. These include ICANN's meeting strategy and accountability and transparency commitments. The ICANN meeting

strategy was developed several years ago by the community and sets out meeting format, duration, support and engagement activities for each meeting. ICANN63 in Barcelona is a 'C' meeting: Annual General Meeting. Because the focus of the 'C' meetings is on showcasing ICANN's work to a

**Induction for new members – progress on  
summary slides – part complete summary  
slides shared via email**

## Preparation for F2F

- a. Any update from staff on attendance
- b. Draft session plan sent via email – brief introduction from Phil
- c. Discussion, questions, comments, requests
- d. Final calls from Phil before F2F



## DRAFT SESSION PLAN – SSR2 F2F Washington August 22-24 – For team consideration, comment

## DAY ONE – AUGUST 22

Time	Session	Description	Process / support / tools
9:00 am – 9:30 am	Introductions	Housekeeping, building safety, absences, basic groundrules, etc.  Review session plan and objectives	Staff, facilitator
9:30 am – 10:30 am	Relationships	Process to make each aware of who is in the room, backgrounds, knowledge of ICANN, of SS&R, of technical issues, personal objectives – ‘unlearn’ previous assumptions	Facilitator (no recording)
Break			
11:00 am – 12:30 pm	Relationships	Continue session, move to skills, knowledge, resources, preferred ways of working	Facilitator (no recording, potential use of TMS diagnostic - TBC)
Lunch			
1:15 pm – 2:30 pm	History	Discussion session, groundrules, identify different groups/audiences and how they may have seen the events leading to the pause, what is the evidence? What are the communications/relationship lessons?	Facilitator – diagram the different audiences, test and record impressions
Break			
3:00 pm – 4:30 pm	Lessons learned	Discussion session, review findings from previous discussions, what are lessons learned? What needs to change for team to succeed? What needs to be dealt with tomorrow?	Facilitator recording lessons, draw issues for overnight reflection, early finish

**DAY TWO – AUGUST 23**

Time	Session	Description	
9:00 am – 9:15 am	Welcome and Recap	Review Day One, comments, feedback, any issues of reflection overnight or from dinner	Facilitator, whiteboard
9:15 am – 10:30 am	Lessons learned	Review discussions, identify agreed lessons, identify behaviours, groundrules for team interaction, protocols for interacting with ICANN org staff, MSI staff, leadership needs	Facilitator whiteboard
<b>Break</b>			
11:00 am – 12:30 pm	External relationships	Continue session, apply lessons learned to relationships with externals (eg. Board, SO/AC Chairs, SSAC, ICANN org, etc), discuss possibilities for Terms of Reference document	Facilitator (potential use of CFW planning tool - TBC)
<b>Lunch</b>			
1:15 pm – 2:30 pm	The Review	Discussion session, clarity about Review task, overall scope, scope of each sub-stream of work, desirable approach to each stream of work, points of difference and how to resolve	Facilitator, RT members (need slides for framework)
<b>Break</b>			
3:00 pm – 4:30 pm	Review tasks	Discussion session, review findings from previous discussions, what work needs to be re-scoped or defined or continued. Identify communications issues for external stakeholders, identify issues for overall project approach and support	Facilitator and RT volunteers recording issues, identifying tasks, research tasks, ideas
4:30 pm – 5:00 pm	Progress check	Review of matters to be discussed, progress check, identify what is incomplete, prioritise action for Day Three.	Facilitator

**DAY THREE – AUGUST 24**

Time	Session	Description	
9:00 am – 9:15 am	Welcome and Recap	Review Day Two, comments, feedback, any issues of reflection overnight, discuss and prioritise day’s proceedings, housekeeping, travel logistics	Facilitator, whiteboard
9:15 am – 10:30 am	Leadership	Review discussions on leadership, agree criteria, nominations and appointment	Facilitator, whiteboard
	Project operation	Review discussions on project approach, summarise and resolve, agree actions for budget, process, agree protocols with MSI staff	
<b>Break</b>			
11:00 am – 12:30 pm	Review tasks	Review discussions, record agreements for key tasks, allocate responsibilities, action items	Facilitator, team leadership
<b>Lunch</b>			
1:15 pm – 3:00 pm	Review scheduling	Set out high level calendar, identify key major milestones, discuss where time can be made up, identify key resources and support, communication needed.	Team leadership, facilitator,
3:00 pm – 3:30 pm	F2F Summary	Review progress, achievements, gaps, final observations, high-fives, hugs, tears, etc.	Team leadership, facilitator, early finish

## Attachment A – Draft objectives for F2F previously circulated

1. Get to know one another, create relationship
2. Deal with history and understand multiple perspectives (individuals, groups, team, staff, Board, constituencies, etc)
3. Identify and agree lessons learned
4. Agree ground rules for team interactions
5. Discuss and agree commitment of time by volunteers
6. Review and agree roles and protocols for staff access and support
7. Understand and develop strategies for building confidence of stakeholders
8. Revisit, revise as needed and agree building blocks – scope, range of methodologies to be applied, coordination, internal review processes
9. Revisit leadership roles needed and agree structure and people
10. Settle team communication and engagement (meetings, minutes, protocols, etc)
11. Use all available leftover time to progress Review tasks

# AOB