Community Onboarding Pilot Program

Introduction
The Community Onboarding Pilot Program is a collaboration between ICANN Organization and ICANN’s Community to more effectively integrate new community members into their volunteer role. The program aims to create a structured, year-round (not meeting focused) onboarding process tailored by and for each community group. The program consists of three main pillars:

1. **Welcome**: timely welcome of new community member
2. **Onboarding**: structured courses, materials and tools for individuals to learn about a community and how to participate
3. **Mentoring**: individualized peer-mentoring for selected individuals

This Pilot is divided in two phases:

- **Phase 1 (Jan 2016 - Jun 2017)**: selected community members, both experienced and in beginning stages of participation, collaborate through mentorship on customized onboarding programs to match their community’s style and processes; these same members then make the larger community aware of the program and progress, ultimately leading to “buy-in” of a final draft onboarding program
- **Phase 2 (FY18)**: implementation of the onboarding structure proposed by the communities through selection of a newer member of each community who expresses interest in this mentoring style approach to furthering engagement as well as determining which member of the Phase 1 Pilot team will be the Community mentor for this year

GAC in Community Onboarding Program – Draft Document

- **Welcome Paper**
  - Welcome Paper (both in Email or attachment)
  - welcome paper should be in detail (like welcome to ICANN xx fellowship program [1] )
  - GAC briefing (As in appendix A)
- Graphic and Video [2]
  - infographic
    - world map with gac/ non gac member [3]
    - percentage of gac member in continent
    - bar chart/ pie of number of gac representative/ observer in last 3 years
    - poster of gac structure for current CVC, previous CVC
    - poster of ACIG and ICANN for GAC secretariat [4] [5]
    - poster of leader gac working group
    - poster of gac process flow decision/ operate
    - timeline of gac working group on specific topic from previous (achievement) to current
    - statistic of gac travel support based on continent in last 3 years [6]
- Briefing newcomers internally by chair/ vice chairs of ACs/ SOs
  - All newcomers from different ACs/ SOs must attend the Newcomers Day the orientation day of Fellowship program. The orientation day are invited the chair/ vice chair of each ACs/ SOs (the program exists within fellowship program)
  - there is no briefing of all working groups within ACs/ SOs which i would like to propose the following

- Briefing newcomers internally by chair/ vice chairs of GAC working group
  Each ACs/ SOs shall organize a briefing session of working groups to newcomers in their own ACs/ SOs in order to give opportunity to newcomers to understand the progress of each working groups. Ex: newcomer in the GAC should be provided a briefing session of all working groups within the GAC. The briefing session should be held during lunch time or early morning of the first day of GAC meeting

- Engagement/ Outreach with Government
  - ICANN engagement workshop should be initiated for the country with newly GAC membership/ without GAC membership. This can give more knowledge of how important of the ICANN to the senior management/ policy maker within the government. And also it's provided opportunity to other communities to engage with ICANN. Ex: ISPs, Academy, Civil Society, End user
  - In the developing countries, there is not enough resource person. ICANN engagement workshop/meeting within the country can attract more attention to the senior management/ policy maker to allocate more resources/ dedicated persons in the ICANN activities.

- Capacity Building by ICANN or regional office
  - There should be regional workshop biannually or webinar to train newcomers from all ACs/ SOs before the ICANN meeting on the following:
    - ICANN bylaws
    - Each ACs/ SOs’s operating principles
    - ICANN structure
    - ICANN Acronym
    - DNS industry and security
    - Current policy which is being discussed in ICANN in order to give newcomer insight/ knowledge. The newcomer can prepare well for the discussion within their own ACs/ SOs. Ex: new gTLD subsequent procedure
    - roadmap/ guideline/ step by step for newcomer in each ACs/ SOs
      - ICANN information booth
      - ICANN learn
      - ICANN wiki
      - Existing Illustration
    - Develop interactive Illustrate of work flow/ process of ICANN in friendly interface (AR)
- **Support**

Newcomers of each ACs/ SOs are required substantive support as the following:

- from ICANN regional office in term of travel support to participate in regional ICANN meeting, regional IGF, Training/workshop in the region
- members in the same region (Mentor/Mentee) - Experienced representatives from countries in the same region can assist the newcomers effectively. They have similar culture and within their time zone for communication
- there should be formed groups based on regional country in order to discuss the topic before the ICANN meeting.
- pre material before ICANN meeting (It’s exist within the GAC)

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**Appendix A - GAC Briefing**

- **What is the GAC?**

The GAC is an advisory committee to ICANN, created under the ICANN ByLaws. It provides advice to ICANN on public policy aspects of ICANN’s responsibilities with regard to the Internet Domain Name System (DNS).

The GAC is not a decision-making body. It advises ICANN on issues that are within ICANN’s scope.

GAC advice has a particular status under the ICANN ByLaws. Its advice must be duly taken into account by the ICANN Board, and where the Board proposes actions inconsistent with GAC advice it must give reasons for doing so and attempt to reach a mutually acceptable solution.

The GAC appoints a non-voting liaison to the ICANN Board. This is normally the GAC Chair.

- **How was the GAC established?**

ICANN is a multi-stakeholder entity in which governments need to participate alongside the domain names industry, the technical community, business and non-commercial users, and civil society. The GAC was established in 1999, in parallel with ICANN’s first public meetings, and has operated continuously since then.

- **What is the role of GAC?**

ICANN looks to the GAC for advice on public policy aspects of specific issues for which ICANN has responsibility. This is an important dimension of ICANN’s work.

- **How does the GAC operate within ICANN?**
The GAC determines its own operating procedures and these are set out in the GAC Operating Principles. GAC face-to-face meetings are held in conjunction with ICANN meetings, which currently occur three times a year.

Advice from the GAC to ICANN is determined on the basis of consensus. Advice is conveyed to the ICANN Board, usually in the form of a communiqué issued at the end of each GAC meeting. Each communiqué and the minutes of GAC meetings are made available online.

The GAC works inter-sessionally on priority issues, usually via teleconferencing. In addition, working groups are used to focus on particular areas such as working methods and issues for future gTLDs.

The work of the GAC is supported by a dedicated Secretariat provided by ACIG (an independent consulting firm) and by ICANN staff.

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**What is the GAC’s structure?**

GAC membership consists of national governments and distinct economies recognized in international fora; and, usually in an observer capacity, multinational governmental and treaty organisations and public authorities (including all the UN agencies with a direct interest in global Internet governance such as the ITU, UNESCO and WIPO). There are currently 171 GAC Members and 35 Observers. The GAC elects a Chair and Vice Chairs from its membership. The GAC Chair is Mr Thomas Schneider from Switzerland, and the Vice Chairs are from Egypt, France, UK, China and Peru.

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**Who is who in GAC’s structure?**

**GAC Chair**
Mr. Thomas Schneider re-elected for a period of two years (ICANN58 through to ICANN63) by acclamation.

**GAC Vice-Chairs**
The following five Vice-Chairs were elected at ICANN 57 on 7 November 2016 for a one-year period (ICANN58 through to ICANN60)

- Ms. Manal Ismail (Egypt)
- Ms. Milagros Castanon Seoane (Peru)
- Mr. Ghislain De Salins (France)
- Mr. Mark Carvell (United Kingdom)
- Mr. Guo Feng (China)

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**What is the GAC’s Staff structure?**

**ACIG GAC Secretariat**
Prepare and distribute agendas, briefing or summary papers, and other preliminary material to support the formal GAC meetings.
Provide support to the GAC Chair during GAC meetings.
Provide support and advice to the GAC Leadership Team, GAC members and to the GAC working groups during the time between GAC’s face to face meetings.
Continuously review and improve the way GAC operates.
Provide support and assistance to new GAC members.

**ICANN GAC Support Team**
ICANN provides staff members to support and assist the various supporting organisations (SOs) and advisory committees (ACs). All these staff members work within ICANN’s Policy Development unit. The GAC has three ICANN staff members allocated to provide support and assistance.

- Who’s who in GAC Staff structure?

**ACIG GAC Secretariat**
Mr Tom Dale (tom@acig.com.au Ph.+61 418207376) - leads the ACIG GAC Secretariat team.  
Ms Michelle Scott Tucker (michelle@acig.com.au) - an ACIG’s Company Director.  
Jo Lim (jo@acig.com.au) - Jo recently joined the ACIG team after more than 15 years with .au Domain Administration Ltd (auDA), the .au ccTLD manager, where she held a number of senior executive roles including acting CEO.

**ICANN GAC Support Team**
Mr Olof Nordling (olof.nordling@icann.org) is ICANN’s Senior Director, GAC Relations and Branch Manager for ICANN’s Brussels office.  
Mr Fabien Betremieux (fabien.betremieux@icann.org) is ICANN’s GAC Relations Advisory and provides analytical support to ICANN’s GAC.  
Ms Julia Charvolen (julia.charvolen@icann.org) is ICANN’s Lead Administrator, GAC Services.  
Ms Gulten Tepe (gulten.tepe@icann.org) joined GAC as GAC Services Coordinator.

- What are the GAC’s Working Groups?

GAC establishes several working groups which are an ad hoc group of specific issue within ICANN and participates by gac member working together to achieve specified goals.

**GAC-GNSO Consultation Group on Early Engagement working space**
The GAC normally meets with the Chair and other members of the GNSO (Generic Names Supporting Organisation) Council at each ICANN meeting to discuss issues of common concern and identify methods for better co-operation.

The current Chair of the GNSO Council is Mr James Bladel. Vice Chairs are Ms Donna Austin and Ms Heather Forrest.

The GNSO is one of the largest Supporting Organisations within the ICANN framework. It develops and revises policies for gTLDs (for example .com, .org, .hotel). Further information about the GNSO and its policy development process are available at [http://gnso.icann.org/en/about](http://gnso.icann.org/en/about).

The GNSO is a “federation” of different stakeholder groups. It comprises two “Houses”, one for parties contracted to ICANN (Registries and Registrars) and one for other parties (Commercial and Business Users, Intellectual Property, Internet Service Providers and Non-Commercial Stakeholders).

**GAC Under-served Regions Working Group**
The GAC’s Under-served Regions Working Group focuses on regions under-served by the DNS industry, and on least developed economies and small island developing states. A particular focus will be on under-served economies/countries from the Africa, Caribbean and Pacific regions.

The Working Group Co-Chairs are: Alice Munyua (African Union Commission) and Pua Hunter (Cook Islands).

@Tracy - Should I add your name too?
**GAC Working Group to Examine the Protection of Geographic Names in any Future Expansion of gTLDs**
Country and territory names and acronyms are already afforded protections in ICANN’s Applicant Guidebook for new gTLDs. In light of experience with the last round of new gTLD applications, GAC members have raised concerns about the lack of protection for other names of geographic significance. The Working Group on the Protection of Geographic Names was established in 2015 to examine how to improve the protections offered to geographic names in any future expansion of Global Top Level Domains (gTLDs). The Working Group’s Terms of Reference, membership and proceedings to date are available here.

The Working Group is currently refining a draft Best Practices proposal which sets out some high level principles that may be applicable to names or acronyms with geographic significance.

The Working Group Chair is Olga Cavalli (Argentina)

**GAC Working Group on Human Rights & International Law**
The GAC Human Rights and International Law Working Group (HRIL WG) focuses on aspects of ICANN’s policies and procedures which relate to human rights and relevant international law. The HRIL WG was established in February 2015 at ICANN 52 Singapore as an internal working group of ICANN’s Governmental Advisory Committee (GAC).

The GAC endorsed the HRIL WG's terms of reference in March 2016 at ICANN 55 Marrakech.

The working group Co-chairs are: Milagros Castañon (Peru), Mark Carvell (United Kingdom), and Jorge Cancio (Switzerland)

**GAC Working Group on Public Safety**
The GAC’s Public Safety Working Group (PSWG) focuses on aspects of ICANN’s policies and procedures that implicate the safety of the public. The PSWG was established in February 2015 at ICANN52 in Singapore as an internal working group of ICANN’s Governmental Advisory Committee (GAC). The GAC endorsed the PSWG's terms of reference in June 2015.

Co-Chairs: Alice Munyua (African Union Commission), Wanawit Ahkaputra (Thailand) and Cathrin Bauer-Bulst (European Commission)

**GAC Working Group on Operating Principles**
The working group is working to agree on a set of minor, non-controversial administrative changes to the existing GAC Operating Principles. These changes will enable the GAC to operate more efficiently, while the new Operating Principles are developed and agreed.

It is hoped that these agreed minor, administrative changes will be circulated to the GAC slightly before or during the GAC meeting in Copenhagen.

Following the GAC ICANN 58 meeting, the GAC decided to close the Working Group until further notice, as the work will be conducted by the GAC plenary. [https://gacweb.icann.org/display/gacweb/GAC+Operating+Principles](https://gacweb.icann.org/display/gacweb/GAC+Operating+Principles)

**GAC Working Group to Examine the GAC's participation in NomCom**
The Nom Com is an independent committee tasked with selecting eight members of the ICANN Board of Directors and other key positions within ICANN's structure in accordance with the Bylaws. The Nom Com is designed to function independently from the Board, the Supporting Organizations, and Advisory Committees, and Nom Com members are not accountable to their appointing constituencies. Within the current Nom Com structure, the GAC is entitled to hold a non-voting liaison position – this position is currently vacant.

In March 2016 at ICANN55 in Marrakech, the GAC endorsed the Terms of Reference for the formation of a Working Group to examine if and how the GAC could participate in the ICANN Nominating Committee (Nom Com) process. The objective of the Working Group is to assist the GAC to reach a consensus position about the potential for GAC Participation in the Nom Com process.

The Working Group Chair is Olga Cavalli (Argentina)

**GAC Technology Taskforce on the new GAC website**

The GAC TTF Work on the new GAC website has been leading the effort, with support from ICANN staff, to architect a new GAC website that will resolve the issues laid out above. The main objective of the project is to, in consideration with the new CMS platform, reimagine the processes and approaches the GAC has taken in the organization, creation, and publication of content across the entire website such that:

- Content is easier to find
- Content is presented in more legible formats (both online and offline)
- Content duplication is reduced or eliminated completely
- Enhance the collaborative nature of the GAC
- The day-to-day maintenance on support staff is reduced

These objectives, summarized, are to deliver a website that provides the GAC with an environment that enhances their productivity and organization through improved processes, workflow and has efficient platform support.

- **How do the GAC’s Working Groups work?**

  The Working Group leads by Chair/Co-Chairs selected/ volunteered by GAC Member. The WG can be joined by many interested GAC Members/ Observers. The Chair/Co-Chairs coordinate and discuss the works with members of WG through face-to-face meetings adjacent to GAC meetings, and remotely via/ adobe connect or by email.

  The work progress of a working group is usually presented to the GAC during GAC face-to-face meetings.

- **How can you participate in the Working Groups?**

  Interested GAC Members can participate and contribute in any Working Group as a Member or an Observer. To participate, individuals can send email to GAC Support Staff, Ms Gulten Tepe, gulten.tepe@icann.org to be subscribed to the mailing list.

- **What are the joint Working Groups within ICANN?**

  Specific Working Groups are established and participated by member from different ACs/ SOs.

- **What is the plenary session in the GAC?**
At ICANN Meetings, all GAC Members in attendance (both physically and remote) will normally sit in open session to discuss set agenda items. These items are normally set several weeks in advance of the relevant ICANN Meeting and additional materials (such as briefs, position papers, reports etc.) accompany the items. There are several Plenary sessions held during an ICANN Meeting and at these Plenaries, the GAC attempts to arrive at consensus following their discussions on the decisions/actions to be taken which is then reflected in the Communique text.

- **What is joint session between the GAC and other ACs/ SOs?**
The GAC normally meets with the Chair and other members of Advisory Committees (ACs)/Supporting Organisations (SOs) such as the At-Large Advisory Committee (ALAC), the Generic Names Supporting Organisation (GNSO), the Country Code Names Supporting Organisation (ccNSO), and the ICANN Board at each ICANN meeting to discuss issues of common concern and to identify methods for better co-operation.

Usually, GAC chair appoints a GAC member to work as liaison between the GAC and ACs/ SOs. GAC member to liaison in ccNSO, Mr. ….
GAC member to liaison in ALAC, Mr. ….

- **Who are the GAC’s members?**
https://gacweb.icann.org/display/gacweb/GAC+Representatives

- **What are the benefits of GAC membership?**
The Internet domain name system is a key part of critical Internet infrastructure for the global digital economy. Government and IGOs who participate through the GAC benefit from:

- The opportunity to provide advice direct to the ICANN Board on public policy aspects of the operation of the Internet domain name system.
- Contributing at an early stage of ICANN’s policy development processes to ensure consistency with laws and public interest.
- Access to face to face meetings and online discussion with other GAC members and observers, including national governments and inter-governmental organisations, which inform development of GAC advice.
- Access to relevant subject matter experts within the GAC and across ICANN, enabling GAC members to remain informed about technical innovation in the domain name system and its future evolution.
- Support from a professional full-time Secretariat.
- Substantive policy outcomes

- **Is there a cost to be a GAC member?**
As of March 2017, the GAC has 172 governments as Members and 35 Intergovernmental Organizations (IGOs) as Observers. Membership is open to all national governments and distinct economies. There are no membership fees or charges.

- **How does a country nominate representatives in the GAC?**
Members of the GAC must be national governments, multinational governmental organisations and treaty organisations, or public authorities.

Each may appoint one representative and one alternate representative to the GAC. The accredited representative of a Member may be accompanied by advisers.

The accredited representative, alternate and advisers must hold a formal official position with the Member’s public administration. The term ‘official’ includes a holder of an elected governmental office or a person who is employed by such government, public authority or multinational governmental or treaty organisation, and whose primary function with such government, public authority or organisation is to develop or influence governmental or public policies.

https://gacweb.icann.org/display/gacweb/How+to+become+a+GAC+member

**- Is there any cost to participate the GAC meeting?**
Registration and attendance is free but participants are expected to pay for their own travel, meals and accommodation.

Funding for travel support may be available to GAC Members with priority given to developing countries (contact gacsec@icann.org for details).

**- How is the GAC meeting held?**
The ICANN conference venue is always large and sometimes difficult to navigate. Signs and helpers will direct you to the GAC meeting room.

Seats at the GAC meeting are not reserved or allocated. Name plates will not be provided or used. Arrive early and take a seat at the rows of tables with microphones.
Please introduce yourself to the GAC Chair and to the GAC Secretariat and Support personnel – they will be pleased to meet a new representative and are there to help you.

English is the main language used during the meeting but live interpretation is also available for the following languages: Arabic, Chinese, French, English, Portuguese, Russian, and Spanish.

Headphones are available from an attendant at the back or side of the room. All GAC representatives are encouraged to speak up and contribute to the GAC’s discussion of issues. If you wish to speak, raise your hand until the Chair or Secretariat sees and adds you to the speaking list. You may speak in English, or in one of the languages listed above. If you’ve already introduced yourself, the Chair’s role in identifying speakers is made easier.

The GAC always seeks to reach agreement by consensus. That is, by the practice of adopting decisions by general agreement in the absence of any formal objection. Voting takes place very rarely, and usually only in relation to the election of the Chair and Vice Chairs.

All GAC sessions are open and anyone who is at the ICANN meeting who would like to sit in on the GAC meeting may do so. However, like some other ICANN meetings, some sessions may be closed to all but GAC members and observers when particularly sensitive matters are discussed. Where a session is closed, it will be noted on the agenda and the Chair will make an announcement. During closed sessions, the only people who may be present in the room are the GAC representatives; their advisors; and the Secretariat and support staff.

Towards the end of each meeting, usually on the Wednesday afternoon, the GAC produces a Communiqué. This important document is the means by which the GAC formally provides advice to the ICANN Board.

- **How to register the GAC meeting?**
  GAC representatives should register online, via the ICANN Meetings website, as a ‘Participant’ to attend the relevant ICANN meeting. There is no need to register separately to attend the GAC meeting. Formal credentials are not normally required, assuming GAC membership details have been kept up to date with the GAC Secretariat (see Fact Sheet: How to Change a Nominated GAC Representative).

The ICANN Registration Booth is usually located in the entrance of the venue. You will receive a name tag and a meeting kit. ICANN usually holds a gala evening during the conference. Ask about your free invitation at the Registration Booth. These evenings are held off-site and are a great social event with food, drink and entertainment.

- **How can I participate the GAC meeting remotely?**
Online participation in each GAC Meeting is available via Adobe Connect. Adobe Connect is a tool which enables people to participate in the ICANN meetings remotely. It can be used from almost any mobile device or desktop computer.

The online link to the Adobe Connect “meeting room” is available in two places:

- The ICANN meeting schedule.
- The GAC website under the “Meetings” tab

Online participants can enter the room by clicking on ‘Guest’ or can register by entering a username and password. If the remote participant does not use Adobe Connect regularly, entering simply as a ‘Guest’ will be fine. Adobe Connect is monitored during the GAC Meeting by the GAC Support Staff and ICANN’s technical team. The GAC Support Staff updates the Adobe Connect room after each session, letting remote participants know which session is taking place and the subject of discussion. GAC representatives may use the Adobe Connect meeting room to ask questions or to make comments. These contributions are read out during the relevant GAC Meeting sessions.

- **Travel Support**
The travel support offered to GAC Members includes the cost of air travel (economy class), lodging for the duration of the ICANN meeting, including GAC meetings convened outside the nominated meeting dates, and a per diem amount set for each city corresponding to the days of effective stay. All travel arrangements, including travel insurance, if required, are made through the ICANN Constituency Travel Team (CTT). It should be noted that it is the responsibility of the GAC traveler to obtain any necessary visas (destination or transit), prior to the purchase of tickets on their behalf by the ICANN CTT; however, itineraries can be provided to assist the traveler with their visa application and visa costs will be reimbursed.

https://gacweb.icann.org/display/gacweb/Travel+Support

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[1] An email is sent to welcome newcomers to the GAC. Do you want me to send you one?
[2] Videos we have are the ones available on the newcomers page on the wiki
[3] So, the map is an item that came up a few times on the GAC new website calls and discussions. I think a map is a great idea, one of the issues was which country should be represented in the center? @Tracy, you remember?
[4] Poster of staff?
[5] Structure of GAC staff support/secretariat
[6] I can send you a spreadsheet for the last 3 meetings for example on which countries have been traveling to ICANN meetings in the GAC
[7] Check with Julia and ACIG to see if these already exist
[8] Check with Julia and ACIG to see if these already exist
[9] Is this a document being suggested?
[10] I highlight this because I am not 100% sure of this information. I don’t think it is the GAC Chair who appoints but the SO or the AC with agreement from the GAC Chair and the entire GAC.

There are currently 2 liaisons to the GAC for ALAC and GNSO.
ALAC: Yrjö Lansipuro
GNSO: Carlos Raul Gutierrez

[11] This is a hanging sentence?
[12] As this is an important (and perhaps contentious) issue that will assume even greater importance going forward, I would recommend that the relevant “official” GAC document be linked here as well.
[13] +sun.rapid@niptict.edu.kh reminder to address this and other comments/suggestions within the doc. Thanks much.