
BARCELONA – ALAC and Regional Leaders Working Session (4 of 13)

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MAUREEN HILYARD:

Okay, guys. Can we get ourselves organized here because Tijani has actually got to go to another session, so we'd like him to be able to give us an update on the Capacity Building Program that he is preparing for discussion by the Capacity Building Working Group during this next year, as well as an update. Excuse me.

TIJANI BEN JEMAA:

Thank you very much, Maureen. So, today we will speak about the Capacity Building Working Group work, if you want. First of all, I will speak about three parts. First, I will speak about the topics that we are representing for people. Second, I will speak about our organization as a working group. Third, I will speak about our cooperation with ICANNLearn and the way forward.

So, first of all, for 2018, we made first a call for topics. We received a lot of topics. We made a list, but we found that perhaps the list is not exhaustive, so we made a survey, a real survey. We collected several topics and we selected the most asked-for topics. Also, this year, we noticed that there are topics that are asked for by people who are not that familiar with ICANN and we found that it is important that those people also benefit from this capacity building effort because when you speak about topics that they don't know about, they will not be interested at all and they have the right to benefit from this program.

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So, we had, if you want, two types of webinars that we didn't differentiate for people, but they are two different types. Webinars about hot topics selected by people and webinars about perhaps basic things, asked by our community members.

So, we did that. We selected the topics and we had 12 webinars to do this year, and now we are – can we have the table, please, Evin? I think I will not read them. If you follow capacity building webinars, you know them. If not, you have them on the screen. It's not important to read them. So, this is the first part, how we selected the topics.

Second part is our organization as working group. This year we made a call for membership and also we asked those who are already on the working group to tell us if they want to continue to be on the working group because we noticed that the list is very long, but people interested are not that numerous. So, we made this effort and now we have a new membership, a new list of members of the working group updated this year.

I also made a call for volunteers to chair the group because I believe that we don't have to have [inaudible] chairs for the groups and my point of view is to make this call each year, and if there is someone who has the time and wants to lead the group, I will be very happy to give him this task. Unfortunately, nobody volunteered and I continued.

The third part of this presentation is about our cooperation with ICANNLearn. You remember very well at that the beginning we tried to cooperate with her and we managed to have a very good cooperation. They took all our webinars from the Adobe Connect and they converted

them in a format that can be displayed on ICANNLearn, which is very good.

Also, we spoke about the language and they said they will try and they will manage to have the three languages, but unfortunately, at this point, it wasn't done and they didn't manage to do so, so now the platform, we cannot have more than the English language which is a real break for our work.

And now everyone can retrieve any webinar done, but they have to have the connection. If they are not connected, they cannot do so. The solution for those who don't have the connection when they want is using eBook. Betsy said that this can be done, but I think now it is not yet done. Otherwise, we have Glenn who proposed that and we may do it through Glenn also.

So, normally we have everything to use this platform for our community. We cannot use it live because they said that, on the platform, people cannot speak. Only the teacher or the presenter will speak. This is a barrier for using the platform live, so we'll not use it. We will continue to use the Adobe Connect but we will have all the webinars on the platform and they can be retrieved. They can be replayed by anyone at any time.

For the languages, on the platform they have only the English language, but we have the recording of the two other languages and anyone can use the language that he wants to retrieve any webinar.

So, this is, in my point of view, something very useful, but unfortunately it is not well used because it is not well communicated. Why it is not well communicated? Because we still are working with Betsy and I personally am not sure that Betsy told us one day that everything is okay, you can [inaudible]. But, I know that we can now retrieve any webinar. The conversion of the files have been done. Everything now normally should be possible.

So, this is more or less the update that I wanted to make for you. In the future, we will continue to work with Betsey. Even if we cannot have more than we have now, this is something that we can use and we will make the procedure for people how to replay, how to retrieve any webinar, and how to use any language they want. I think I'm finished.

MAUREEN HILYARD: Are there any questions? Holly has one.

HOLLY RAICHE: Just some thoughts because this ties in with discussion about policy, but also ties in with [Xavier's] discussion this morning because I'm thinking when we ask for money, if you ask for a service, some of which is by the way we are talking about multi-stakeholder, you can then say we need to have additional money to put stuff into other languages and we need to have additional money to make sure that the material is in a form that can be accessed even though there is poor connectivity. Another suggestion – and maybe this can be taken up in a policy discussion tomorrow, but it would be really useful if when, say, the

policy working group decides to comment on a particular issue, to be able to have a webinar on that issue and have translation so that when we're asking people to comment, there's a webinar there with the basics and links which will mean that more people can be involved. I'm just seeing a real synergy between outreach and engagement and a way to bring people into some of the policy work, if that makes sense. Thanks.

TIJANI BEN JEMAA:

Thank you very much, Holly. Very good question and you have the right answer, I hope. It is not an issue of money. We are not there now. Now we are on the technology possibilities. When we reach the stage of needing money, we will ask for it for sure.

Your second point about policy. For your information, all hot topics have been treated as webinars in the Capacity Building Working Group and timely. For example, for the GDPR and everything related to the GDPR, we made two webinars. Not one, two. And it was phased with the evolution in ICANN.

Second, KSK rollover. We made one and we had the intention to make one just before, but we noticed that ICANN is doing one just before. That's why we canceled it. We are following your thoughts. We are doing exactly what you are saying. You can be sure that we try to be addressing the hot topics as it is hot in ICANN.

RICARDO HOLMQUIST:

Also, the RALOs have webinars that needs to be coordinated.

TIJANI BEN JEMAA: Ricardo has a very good point. Ricardo said the RALOs have their own webinars. I don't coordinate it. I want to remind you that in each meeting of the Capacity Building Working Group, face-to-face or call, I said that I find it a pity that we are duplicating efforts. Normally, each region – AFRALO, for example, asked for a webinar. We did a webinar for them and it is exactly like they asked for. So, normally, any learning effort in ICANN and At-Large should go through the Capacity Building Working Group because we have the experience. We know how to organize it and we do it exactly like you want it. We will not impose you anything. So, if you want to duplicate effort, I said this several times. It's a waste of time, it's a waste of money, in my point of view.

EVIN ERDOGDU: Thank you. This is Evin speaking on behalf of Abdulkarim Oloyede. He has a question. "What is the importance of having the webinar on the ICANNLearn when one can access them anyway? Thank you."

TIJANI BEN JEMAA: Yes. People can access them live on Adobe Connect, but after, how they will retrieve it? The ICANNLearn is the platform to retrieve it.

MAUREEN HILYARD: Okay. I'd like to have my say. I can understand what our remote participant is saying because you can actually access the webinars from

the Wiki page directly anyway, which is how I've actually accessed them if I've missed one.

But what I'd like to ask is why ... I have been to just about all of the webinar presentation that have actually occurred and I have actually found – and I think we probably, if we looked at the attendance registers of each of those webinars, you'll probably find that most of them include people who already know about the topic and they're the same people who come all the time because they're committed to supporting the Capacity Building Program.

But, what is actually happening is that we're not actually – the webinars aren't getting or attracting the people that we know that we would like that webinar topic to be targeted towards. So, I'm suggesting that perhaps the Capacity Building group for the next year can look a little bit beyond the webinars. I mean, we need to be looking, probably getting a little ... I mean, I have discussed this with Tijani. How can we make it so that it's not just webinars? Although you say eBooks, and Glenn does put a lot of eBooks online, but eBooks are just presentations put into a book and sometimes the actual PowerPoint presentation may not have any words. It's a series of diagrams that are spoken to, as you probably would expect in a presentation that uses a PowerPoint. But the words aren't attached.

So, if someone was actually looking at the eBook to do with that particular webinar, it would actually be quite meaningless. So, we need to make sure that what we're actually presenting is actually going to be something that's meaningful and it actually conveys the information

that the people who actually put together that webinar actually – it conveys what it is that they wanted.

So, if we're going to present an eBook, the eBook needs to be specially written in a way that actually has the PowerPoint page and some explanation about what that PowerPoint page, what that PowerPoint slide is all about and with some extra information that comes from the text. So, it's got to be a complete rewrite. You can't just put a webinar into an eBook without putting the explanation.

So, I'm sort of thinking if you had your PowerPoint slide and you had your explanation, that explanation in English, for the English PowerPoint could be translated into different languages explaining the slide. So, that's just an eBook.

The whole point of the capacity building is [inaudible] those people that we want to engage and really make sure that they're actually understanding what it is about that hot topic that we want our end users to know, so that we need to look beyond. We need to actually get creative about how it is that we present that information.

So, as I said before, people have got to understand how that information is going to impact them. What does it mean to them and their lives? What does it mean to them, so that they can relate it to something that's happening to them, so that they can actually provide some feedback. That's my point.

TIJANI BEN JEMAA: Thank you. We have a queue. If you want, we take all the questions and then I answer them or do you want me to answer each question?

MAUREEN HILYARD: Okay. Do what you want to do.

TIJANI BEN JEMAA: I prefer to answer one by one, but it will take more time. That's all.

MAUREEN HILYARD: Okay. Let's hear the questions. I'm sorry. I didn't keep a tab here, but I just start from Eduardo? Question and then we'll keep a tab on questions. Yeah. We'll just go around.

EDUARDO DIAZ: Thank you. I want to react to what you were saying, Maureen. In NARALO, what I've been doing is this one-hour call that we have every month, what I've been doing, I'm bringing people to ... Instead of making it a one-hour webinar into a half an hour. Short thing to explain whatever issue we want to hear. The reason I did that is because that meeting every month is there for all the region. With all the meetings that we have and working groups that we work on, get into a webinar for an hour is kind of hard, even though you can go back and read on your own. Those two things are the ones why I did something like that and I have seen LACRALO doing that, too. I think that they do that within their monthly call. That's just an idea. Thank you. I mean, I'm doing it. It's working out okay.

SATISH BABU:

I'd like to, first of all, thank Tijani and his group for some wonderful capacity building initiatives. Regarding Maureen's point of going beyond webinars, I think the current series of webinars are directed at middle to senior volunteers, people who have been exposed to some of these topics earlier and they would like to learn more in more detail.

For the newcomers, I'm not sure whether these topics are all the presenters are easy to understand. Maybe, but I'm just posing a question. There are several activities where newcomers are engaged. For example, some of the regional IGFs, some of the schools of Internet governance, etc., there's a community outside the Capacity Building Working Group's not remit but current set of activities.

So, I would like to request the Capacity Building Working Group, if they can consider some of these activities as well. For instance, if you have a bunch of ready-made material, can some of your group members go to these meetings and present there, to the crowd assembled there? In Asia-Pacific, there are about seven national SIGs and two regional SIGs – that is Schools of Internet Governance. These are also places where such material and people who are already present will be very useful. Thank you.

EVIN ERDOGDU:

Thank you. This is Evin speaking on behalf of Dev Anand Teelucksingh. He has a comment. "A challenge with Adobe Connect is that the sessions and recordings are not accessible on mobile devices and not

easily shareable on social media. The Technology Taskforce outlined a method of livestreaming an Adobe Connect session to sites like YouTube. After Adobe Connect version 10 is deployed, we can retest and perhaps develop a budget proposal for livestreaming At-Large conference call.”

ALBERTO SOTO:

What Tijani is doing is perfect since he’s looking for a tool that will be online, so that we can do training, webinars, or whatever type of training we may have for people to access eventually. But we should also be reminded that an online book can be read by anyone. I believe that what our dear Maureen said about motivation is very important. In LACRALO, we had created a trivia and then we have encouraged participation in webinars, a raffle, trip. I’ve been thinking of getting a sponsor to have a car as a prize or raffle, but I’ve not been successful yet. I keep trying.

What I mean is that we need to look for motivation. LACRALO has a set of webinars which are within the timeframe of our monthly meeting and this helped us to increase participation.

As to what Tijani said, I agree with him that we need to unify effort. Too many things are done for one RALO only, so we have to avoid duplication. There is something that may help us to overcome this issue. The time zones are an issue. We are 23:00 UTC and many people are sleeping at that time, even though we’ve had Holly up for some of our meetings. She participated in some of our meetings and has made

very good presentations and many others, too. That man over there who looks upset has participated, too. But I think that's a way to go.

ALFREDO CALDERON:

I'm part of the Capacity Building Working Group as well. I've been speaking also with Betsy in terms of the translation. Some of the issues that are coming up have to deal with the design of the webinars. They're too [inaudible]. I mean, there's somebody speaking and somebody presenting and it's not feasible in a cost-effective way to have the translation available. But, she is asking for volunteers to do the translation. Actually, I'm going to volunteer to do some in Spanish because the platform allows you to have different tracks and you can just click on sort of a speaker on the screen and select your language and you'll see the presentation in English but you can hear somebody doing the translation in Spanish.

I want to bring up an issue that I had with one of my mentees regarding the ICANNLearn platform. As you know, I'm a coach in this meeting. One of my mentees is a PhD student. If you're a PhD student, you have to do a lot of research if you're working on your thesis. And when I told him that he had to take one of the courses, introductory course of ICANN, he says, "Well, this is easy for me and I'm a newcomer. I don't know anything about ICANN, but I want to learn. I'm looking for something else and I want to find out how can I get involved and engaged in ICANN." ALAC doesn't have anything there to engage newcomers, fellowship participants. So, I had to spend a lot of time dealing with that issue using Skype, using some other tools to get people engaged.

Actually, one of them is actually working in work track five and he's a newcomer. So, it's feasible, but we have to invest more efforts in capacity building towards the new people that we want to have. Thank you.

TIJANI BEN JEMAA: Sebastien? Oh, sorry, in any language you want.

SEBASTIEN BACHOLLET: Thank you. I'll speak in Spanish, then. Of course, we're in Spain. This is an afternoon with lots of questions. I do not understand why we cannot use the three languages that we're already using that are being interpreted here.

And there is another question. We are talking of putting our material on e-learning and there are lots of materials for newcomers for the new participants at ICANN. Why aren't we using these tools to do that rather than reinventing the wheel? We do not need to have one group doing everything. There are many groups in ICANN, groups which have prepared documents about different projects, so we have to leverage that. We are not the only ones who have [the truth].

And there's something else. As to translation or interpretation, there is also live translation, so looking forward in our webinars for other languages, we might use this type of interpretation. It's a question. Thank you.

TIJANI BEN JEMAA:

Thank you, Sebastien. A lot of questions. If we have interpretation, I can speak French. No problem. Maureen said rightly that the eBook will give you only the presentation without the explanation and that's right. We spoke about that as the ultimate tool for people who cannot have connection. But, if you can have connection, not now, tomorrow or in the night, you can go back to the platform and retrieve the webinar.

But, that's right. It's a problem. And if we want to use eBook as you want, it is a lot of work. I don't think it is something that we can do it like this. We need to work on it. She said not only webinars. I fully agree with her. You must remember that I proposed at a certain time that we go to islands like Cook Island where never ICANN goes and try to make a capacity building for their ALSes, the members of At-Large, and perhaps also attract other people to become members of At-Large.

But, unfortunately, the problem is always the same, the budget. Something that we cannot do if we don't have budget for that. Other people, yes, why not? We try and I don't know if you know that. We are now trying to use the social media to advertise, to communicate, about our webinars so that people will be informed, even those who never go on our Wiki or never go on the mailing list. They may find it on the social media and they can come and attend our webinars.

So, every suggestion is very good. We try to do it, but for the suggestions that need money, it is a problem. For the others, we are trying. If you have other ideas how we can better communicate about our work, please tell us. We are using now all our means, plus the social media.

Yes, Eduardo, on the monthly calls, you make your webinars. This is very good. I don't have anything to say about it. I know it will be a time concern only. But, even if you do your capacity building on the monthly call, I think it is good to coordinate it through Capacity Building Working Group. It is only to tell you that we did that with this expert or this other expert. So, we will enrich you. We will give you the tools that we know, that we use, and that you can use.

Yes. You say that you find that the people who are attending the webinars we are doing are only for senior people. I told you that this year we have two types of webinars. We have those that you call senior people or topics that are hot topics in ICANN and that need some knowledge to follow them and to understand them. But, also, we have also webinars for beginners. The last one was about ccTLD delegation, redelegation, retirement, etc. This is basic. This was asked by our community. So, any topic asked by the community which is basic, we will address it. We will do it. But, we cannot address a topic that is not asked for.

Yes, for the SIGs. I understand your suggestion and it is a very good suggestion, but still we have still a problem of funding to send someone to the SIG, any SIG. So, it is only that. Otherwise, we have everything to do that.

Dev kindly proposed another way because he said the format of the Adobe Connect cannot go on social media, etc. He is proposing livestreaming. This is a very good suggestion and I think that there is no

barrier to use it, if it doesn't cost money of course. But, if it costs money, we will ask for it. It is important.

For sure. Our webinars are done on two alternative timings and those timings were chosen through a study that Gisella kindly did according to all the regions to see what are the slots that are not very painful for all the regions and those two slots were chosen. For sure they are not convenient for everyone but they are not very, very painful.

When a RALO wants to make a webinar, we will make it in the time zone and the time that it is convenient for their time zone. We will not do it, of course, at midnight. So, when a RALO wants to do a webinar, we will do it at the time they want, they ask for.

Okay, translation. That is something that I don't understand. We have already the translation of all webinars in two languages. So, there is no problem. We have it. The material is there. Why we cannot choose it, I don't know. They say we cannot use it. So, if it is possible to have a choice of languages, we have the languages. We have the translation and we still have it, and if you want, you can go and you can verify it. We have them. So, this is a problem that we have to discuss again with Betsy to see why it is a problem.

Webinars about newcomers' engagement. Again, we tried to address topics asked for by the community, but the newcomers are not in our community. I understand. For the engagement of newcomers, we have all the material as I think Sebastien said. All the material is on the ICANNLearn. Everything for the beginnings, for newcomers, etc. We have a lot of material on that. But, this is not the only thing we are

doing. You remember that, each year, we make at least one webinar about how to engage, how to participate in the policy work at At-Large, how to draft a statement. So, we tried to make these kinds of webinars also. But, I understand that this is not always what they ask for. If we have a clear request, we may organize something for them. Okay, I'm finished.

MAUREEN HILYARD:

Thank you, Tijani. I think that's something that ... Capacity building is one of the sections in the implementation plan and I think that already we've got some steps that you can actually put into that plan already. If there is anyone else who'd like to add some bits and pieces into that – I can't remember what number it is, but in the implementation plan there is that section on capacity building. Thank you very much for those people who asked those questions or made some contributions because that really will help us move forward, I think. So, thank you, Tijani.

Our next guest is Sally. I know that there's a little bit of apprehension about why Sally is here without her entourage. We've already had the entourage without Sally. I must admit it was a very interesting session that we had with them, too, so that was good.

I think that one of the things that actually came out of that session was the different approaches that GSE staff have within the different regions and some regions there's actually very close collaboration. But the feedback that we've been getting from some of our At-Large participants is that some of the GSE staff are maybe not ass

collaborative and that they feel there could be some improvement in the engagement.

But I think in today's session, there could be [inaudible] because some of the more successful GSE staff were able to explain the sorts of situations that they were involved in and how they were successful. As we said, it won't happen overnight, but I think that perhaps with some steady steps that there might seem to be some improvements.

The reason why you've got the Organogram which is something that we've all been picking to pieces already is that the whole thing is to get some greater collaboration between not just the GSE but even within our own system, so that we're actually in this sort of format, which I had actually realized that in our face-to-face meetings we always had the RALOs and ALAC working together, but once we went away, it became siloed. We would have the ALAC people working separately and the RALOs working separately.

And under the new regime, as such, we now have an At-Large leadership team that the regional leaders, the regional chairs, are part of that leadership team, so that if there are any issues that we're actually hearing them directly and can relay them directly to you as well.

But, the whole point, too, is that we'd like to ensure that the collaboration is there and that the sort of activities that they're working on within their regions is actually supported more in some regions. I mean, I'm not talking ... From my perspective, I just would like to see that there is that greater collaboration.

What sort of feedback are you getting within your team?

SALLY COSTERTON:

Thank you, Maureen, and thank you all. It's very nice to see you. Welcome to Barcelona. I think there is always the case that there can always be better collaboration. I would always be the first person to say that and I think the job we have in front of us is very large and quite complicated and we have collectively to manage with a limited amount of resources, as any organization does.

I think there are some variations in the way that the different regions do things. That is driven predominately by the nature of the regional engagement plans and I'm sure most of you, if not all of you, are aware that the work that the GSE, our VPs, do on the ground is very largely facilitating the implementation of those plans. And in every case now, I think, those plans have been put together effectively by the community. Now, that is by the whole regional community.

For example, the most recent one is in North America. For a long time, the community ... In the early days, when I was ICANN and I've been ICANN now for six years, not all regions wanted to partner with the organization to join engagement plan together, if you will. I think that was the last one in the [stable].

The role of the At-Large participants, and I do welcome this clarification about the better coordination with the RALOs and the At-Large regional liaisons. I think that has to be a good thing and I'm sure that will really help. The At-Large participants, if I may call them that, in each of those

regions have all contributed to those plans and those plans have been fairly regularly updated and they have their own working groups, if you want to call it that or steering groups. They're slightly differently configured in different regions and that has been the decision of that regional group.

For example, in the Latin America and Caribbean region, they decided to have a kind of seats system on the steering group and the RALO LACRALO has two seats, so they are very heavily involved in the day-to-day implementation, if you like, of the projects that are contained in the plan.

In some of the other regions ... So, the Africa region was the first region to develop an engagement plan and that has fairly recently been updated with the steering group coming back together. I would hope – and I personally believe, but I'm always open to being corrected, that in each one of the regions, the hands have been in there, if you will, at the creation of the plans and they remain in there on implementation.

So, I think we've got the overall framework right and not just with At-Large but with the GAC, with the business community, and so forth because it's important that it is a multi-stakeholder plan.

As you go through the implementation of the work, being candid – and I'm sure you deal with this in other areas of At-Large – there are different amounts of enthusiasm for participating in things. They vary quite a lot. I don't think it's particularly ... I don't sense it's a regional thing. I think it's an individual thing. So, some ALSes and At-Large members are very active and want to be very engaged and participate.

And when we say participate, there are different ways. Sometimes they may want to go to an event, but other times we've been encouraging, as part of the regional outreach strategies, community members to be involved in producing courses for ICANNLearn, for example, to be doing a lot more of that kind of capacity building.

So, as time has passed, there have been quite ... You've seen a little bit more variation appear in those plans which is I think reflecting why you feel what you feel because the different regions and the different community groups in each region have slightly different priorities. They have slightly different levels of interest in engaging, if you will, and they have slightly different things that they might want to do within those region engagement plans. Some are very focused on particular topics. So, they may be very focused on data privacy or they might be very focused on Internet governance. Some are very focused on our newcomer programs, like the fellowship, and there's not really a common standard, if you will.

What we have never done, and would never do, as the organization, is to mandate. This is not a corporate structure. We don't say, "This is our plan. We want six volunteers. Off you go."

Now, if having said all of that that there are areas in the way that the At-Large members are working with my regional VPs, that they're finding difficult or they feel they're not being included, then I would always want to know that and I would just make one request, that that feedback is specific. It's impossible for me to understand what the problem is and do something about it – and I'm not suggesting we go

through that now. But I'm very happy to set up a mechanism, whatever you want, whether it's through the leadership team or through Heidi – whatever channel you choose – and I'm extremely happy, open box, open door to take any issues and to resolving them. They're always going to be local issues, almost always going to be local issues, and they're likely to be quite detailed and quite specific. That means we can get them resolved without tying up lots of your time and lots of everybody else's time. We can go straight to the heart of the issue.

I think my team was talking to you earlier about other ways that we would encourage you to engage with the work that we do more strategically, and particularly, inputs into the budgeting process and the operating plan. I know that was mentioned in the early meeting.

With a shift to a new structure of the five-year strategic plan cascading into [inaudible] operating plan, I would certainly encourage somehow in this – whichever committee you want to mandate it to, that there is a group of people that we can work with from this group who are going to be interested in doing that kind of contribution. That might be a way of doing it is to actually have a subset of my team and a subset of your team to really look at that as it becomes – and really make sure that we properly have gone through the issues and that there's the fullest possible contribution to that plan, because once that plan is done, as I'm sure you all know because you've read all the documents, it is set for two years. So, it's a wonderful opportunity, but it's a problem if we miss that boat. You see what I'm saying?

So, I would like to see it as an opportunity. We've got a little bit of time to organize before that becomes – we get really into a time crunch. Thank you.

MAUREEN HILYARD: I'd just like to say, too, that the situations that I've actually raised, have been brought to our attention, might be [inaudible] here. Okay.

SALLY COSTERTON: Okay. That's fine. I really do mean that [inaudible].

MAUREEN HILYARD: Because the people who were here and were actually at the session that we just had with you guys was great. Very positive. Sebastien?

SEBASTIEN BACHOLLET: Thank you very much, Maureen. Hello, Sally. I will speak in English but I want to recognize the tool we have and we use interpretation here. I speak in English because I speak in your language. I try to, at least.

I think I would like to ask you for help. I think your knowledge of ICANN now already six years, but now you are here for six years and you know how this organization has evolved and you know where we are. And your knowledge about communication is also important on what I will ask.

I think the first ... To come back to what you say that ICANN is changing the way [the world] do strategy, planning, budgeting. We need to be

[trained to do] that because it's new for us. ICANN can decide, have decided, to change that. But without a real training of all the community – [at least] the leader of the community – it's something ... It's like, in a company, you decide to have everyone who knows from the day one to the next day that we change the way to manufacture something. No. We need training and that's something we need help for that.

The second thing I already mentioned in the previous meeting here, but I think it's important also for you. It seems that we have very, very good relationship with the VPs but also with all the stakeholders in each region. But it happens that at the global level of this organization of ICANN we have trouble between different stakeholders. Why we can't bring the good will from the regional level to the global level? That's something you may help us with that because I am sure that it's something you can help us out to deal with that because I really don't understand why it's very good at the local regional level but suddenly when we are here we have people who say, "But why we need ALAC? We don't need the user representation. We don't need to spend all this money for them to travel for nice holidays, thank you. We don't need them anywhere." When we are at the regional level, it's not the case.

I hope that it was clear, but thank you for listening.

SALLY COSTERTON:

Thank you, Sebastien. Two different points, if I may respond briefly. To the point about training in the way that the new plan will be put together, this is a very interesting point and I think it's a very good point.

Heidi, I'm looking at you here because I think this is really ... I'm going to put this back on you, actually, because I quite understand why you might say that and it makes me think that we might get this question from other constituencies. I have not had it yet, but it's very early days. But it's like all these things. Once this project starts to move, it moves.

I think it's a very well-made point. Let us take that away and discuss that in the Org about how we might do that and what kind of training we think might be necessary to give the right kind of inputs. It's really helpful. Thank you, Sebastien.

To the question about the global relationship, do you mean between the different SO/AC structures and ALAC or do you mean between the Org and ALAC globally?

SEBASTIEN BACHOLLET: Thank you, Sally, for the question. I really mean between the SO and ACs. I don't think that there is ... We always can have disagreement with Org, but the question is really how is the good will at the regional level can be taken at the global level and it's mainly with other SO/ACs.

SALLY COSTERTON: I hoped that was what you meant in the sense that if there was some new drama boiling between you and the Org, then I wasn't aware of it.

MAUREEN HILYARD: New drama.

SALLY COSTERTON:

Some drama. I don't think there's an old drama. I think that's a very interesting question, too. I'm not sure how qualified I am to help, but I do think this is something perhaps that Maureen – I'm sure you will want to think about this in your new role. Again, I can quite understand. Speaking objectively, this is really about understanding an engagement of the global SO/AC structures, with the global ALAC structure, because as you say, in the regions, it's quite different.

This may be something that we should look at – I mean, I'm just [inaudible]. Maybe this is something we can look at as we go through the next period. I'd be very happy to help participate in that discussion if it would be useful in a facilitation role. No problem. I mean, I understand why you raise it and I think other communities feel similarly about each other sometimes. I think this is partly the nature ... You know this better than anybody. It's partly the nature of the multi-stakeholder process, but we don't want it to become destructive. Nobody wants it to be destructive.

MAUREEN HILYARD:

If I could just relate just one thing that I heard. There was an event which At-Large was ... There were At-Large people who were hoping to get an invite to, but there were people who were invited by the VP, but they were all from NCUC. That was just one comment, but that's the kind of thing.

SALLY COSTERTON: Yes. So, that's the kind of thing that if somebody gives me specific feedback, then I can find out why that was, and if there was a reason and it was not a good reason, then we don't do it again. There may have been a good reason. That's a very good example of ... Now, obviously we can do that privately. We don't need to send out a blog. But for sure. That's very helpful. That's the kind of specific feedback that we can look into.

MAUREEN HILYARD: Okay. Are there any other ... Oh, Alfredo.

ALFREDO CALDERON: I'm a coach in this meeting. I'm a three-time fellow, also. My concern is that I have been selected from the ALAC Constituency to represent the organization in the new Fellowship Selection Committee. There was talking about dramas and I appreciate that Sebastien sort of brought it up.

Another organization within ICANN, the ccNSO selected its representation also and we're both from the same country, from Puerto Rico. I just came from a meeting where the issue came up that it seems from other groups that there's not enough diversity if two of the members from the Fellowship Selection Committee are from the same country. That's because there's a lack of communication within the different AC/SOs. When that process was done, there wasn't a flag to see if that could be resolved in one or the other organizations.

So, that's a specific case where there's lack of communication within the different constituencies that should be resolved to avoid that in the future. Thank you.

SALLY COSTERTON:

That's really helpful feedback. Thank you. I think that's something I would call an unintended consequence. But, yes. This is the first time – as you know, we've absorbed a lot of community comment and it was very important in the new whatever we're going to call it, the new fellowship program – shall we call it that for simplicity? That there was a greatly enhanced role for community members, for volunteers, to be part of the selection process at the first stage, not just the coaching and mentoring that's always been there.

But you're quite right. I think the community needs to be able to take a view about this and to decide for itself whether it wants to put in regional representation rules or something of this type, so thank you for that. I'll take that piece of feedback back to my team. I personally would agree. I think, at the very least, it requires some discussion as we go through the next phase to say, "Are we okay with this?" If we are, fine. If we're not, what are we going to do to make sure it doesn't happen in the future?

JOHN LAPRISE:

Thank you for coming and speaking with us today, Sally. I have two comments, one for each hat you wear.

SALLY COSTERTON: I have three hats.

JOHN LAPRISE: Well, I see two on the tag, so I'll go with those two. First of all, I want to ask. With respect to the relationship between Global Stakeholder Engagement and the RALOs, do you actually solicit regular annual feedback as part of the review process for your RALO leads from the RALOs? So, reaching out to the different RALOs and ask, "What is your relationship with your contact at Global Stakeholder Engagement and do you do that on a regular basis?"

SALLY COSTERTON: I just want to check I understand the question. Are you saying that when I assess the performance of my ... Do I reach out to the RALOs? I do not currently. They are internal staff reviews, and currently, as far as I know, certainly not within my teams – any of my teams – those assessments are done entirely internally inside the Org.

Now, that said, it is the nature of our work that, of course, when I look at the performance management of my team – I'm sure you probably all know this, but we have a system that everybody uses in the Org which is focused on goals set for the semester and they are usually quite precise in terms of what we are actually looking for that goal to deliver, something measurable that we can say when we do a review, "Okay, what did good look like? Did we achieve it? If we didn't, why didn't we?"

So, in that sense, I am indirectly, because in many cases, the work with the RALOs, or indeed other stakeholders in the region, [feature] quite

strongly in terms of the things that they will tell me that they're going to be focusing on that semester. So, if they've set goals, say, with RALOs or with any other constituency and they are not achieved for whatever reason, then we will discuss that in an appraisal meeting. So, that's the way we do it. But it's not a 360 process. I don't go out externally to get independent feedback and I'm not aware anybody does in the ICANN Org. I don't think we do, no.

JOHN LAPRISE:

Okay. Alright. The second one ... So, that's a point to consider, I guess. The second point I would raise is that we've had some conversations here at this ICANN, again, about the importance of language. But I also want to raise a different spectra, as it were, that's particular to At-Large and that is that many of the people that we have engagement and outreach with have significantly lower familiarity or are likely to have a significantly lower familiarity with administration and bureaucracy and international organizations relative to the other SOs and ACs. So the people who tend to join through there have some baseline of knowledge of how to interact with an organization like ICANN. We don't have that and so our lift for educating people who get involved can be significantly higher and it's just something I'd like you to take forward and remind people at ICANN about. Thank you.

SALLY COSTERTON:

You make a really good point. It's something that I've become increasingly aware of since I took over responsibility for the public responsibility support team which was now about two years ago. In

there is the ICANNLearn project and of course that's also where we have the newcomer programs, the NextGen program, and the fellowship program. So, I've spent a lot more of my time thinking about how do we provide the right skills and training and development, capacity development, to all of our community such that they can contribute effectively at ICANN because that is what is in our mission. When you look at the values, the core values, it is written down – not just that we should have the world's Internet users represented at ICANN, but they should be able to participate.

And I completely agree with you. I'm very lucky. I came from the corporate world, so I came into ICANN knowing how to chair a meeting and write minutes and write a PowerPoint presentation. But I see many people coming into our programs who have come from completely different walks of life who probably also may not speak English as their first language so you have layers and meaningful participation is very hard. It's a very timely question because we've been spending a lot of time with the ICANNLearn platform in particular because it gives scalability. It gives us ability to do things in different languages. You do it once, use it many times. It allows people in the community to do any amount of in-room sessions, using our material. It's powerful.

What I'm seeking to find out at the moment – and I've just started, actually, an incredibly simple survey. It takes about five minutes to complete and you will be getting it in due course. We piloted it in two regions. So far, it's gone to the eastern European and central Asia region and the Africa region. It just did. There's no special reason. And it is asking a question about prioritization of capacity building. So, you will

see when you get the survey it has two areas and it simply says ... It asks a few questions about who you are and are you engaged with the community and basic qualifying questions and then it says, “Which do you believe ...” So, we have not what I’ve called ... Knowledge building I think or something like this and skill building. That is intentionally to make the differentiation you’re talking about.

It doesn’t matter what label you use, but the knowledge building is about what we normally talk about at ICANN in capacity development. So, things like security, stability, and resilience training, DNSSEC, Internet governance, these sort of things. We’ve got five or six of those topics and we’ve asked the survey respondents to rank them. Which is the most important for you?

Then, we have a second section which we have never asked questions about before which is what I’ve called skill building and it is exactly what you’re talking about. Those are generic skills, such as drafting policy, chairing a meeting, creating consensus, and there’s a couple of others and we can obviously add to that but we’ve tried to just ... And again, we’ve asked the same question. Which is the most important?

Now, these are not designed to be compared against each other, just to be clear. so, we’re not looking to switch out Internet governance with facilitating meetings. That’s not the goal. The goal is to get a very high-level read about global priorities coming from the community and regional ones, so that we can be much more responsive to building training courses and capacity building right into our engagement strategies. How do we do everything we can, not just as the Org but as

the voluntary community as well to share best practice, to help newcomers onboard?

Personally, I think there's a lot more we could do collectively in this area because ICANN historically has not done that much capacity building in these areas and I think it's tough to learn how to do these things. At the same time, you've got to work in a foreign language, to Sebastien's point, you've got to understand the ICANN jargon. We have to do everything we can to lower these barriers.

So, more coming. It will come sometime after this meeting. Keep a look out for it. I hope you have a chance to fill it in. It is, I apologize, only in English. I apologize for that in advance. But, it's a real high-level scoping exercise and once we've got those results, it could be a really interesting thing for us to discuss because that be something you can then take those results into ALAC and say, "Actually, what do we think? Let's talk about this. Let's help Sally understand out of these areas, what do we need most?" Because we are going to be in this flat budget situation. We all know that. So, prioritization is going to be very important and the more of a mandate, the more of a [inaudible] that I have from you all from the GNSO or from anyone else about what are the most important things that we can do, the better and easier it is for me to make sure the resources we do have are really, really every penny counts. Every dollar counts, every cent counts. I hope that's helpful. Thank you for giving me the opportunity to share that initiative.

MAUREEN HILYARD: We, too, would be absolutely interested in that because we've just been talking—

SALLY COSTERTON: [inaudible]

MAUREEN HILYARD: For the capacity building that we're actually looking at, it would be perfect to have that feedback because we haven't done a survey [inaudible].

SALLY COSTERTON: Well, then, you don't have to do two.

MAUREEN HILYARD: That's right. We can just use yours.

SALLY COSTERTON: There you go. Just use mind.

MAUREEN HILYARD: So, just before we finish, Sebastien, you've got a question or comment. Can it be short?

SEBASTIEN BACHOLLET: Yeah. It will be short. I really think that creating consensus sheet is a must for everybody in this organization. It's something we need to learn and learn and learn again.

The second point is about your [inaudible]. I'm sorry to say that it's not unattended. We knew that it will happen. When, for example, we decide that CEO and the chair of the GAC will not be the one who decides review team [constitution], we knew that we will get into trouble about diversity because if you have not the people somewhere who can take care of the overall group, it will not be diverse because the way we do, each silo is a selection. Nobody knows about what is happening in the other silo. Then it's not so much unattended. Now we have to live with that. Maybe you will also find some issue. Thank you very much.

MAUREEN HILYARD: And just to finish off, is there one thing ... How can we improve our relationship with GSE? What can we do to help you?

SALLY COSTERTON: Maureen, that's great. Thank you. I think partner with us. It's two way. We have ... You know the team. It's a fairly stable team. I don't think it's going to get any bigger, so don't worry, you won't have to get to know lots of new people, I hope.

I'm absolutely open to having ... I think perhaps [inaudible] structured relationship at this level. We have a meeting I know this week and we can chat a little bit more about that. I have a few ideas about that that I hope will be helpful. But I think we all want the same thing. I'm 100%

convinced of that. So, a closer partnership and perhaps more [inaudible] working activities where there's more visibility of those at this level, if you know what I mean, so that the benefit ... And this may help ... I mean, it doesn't help the inter-community issue that Sebastien raised, but it will mean that there are good things happening in the regions between the team and the regional ALAC teams, that at least you're seeing that at this level and we don't waste any of that good stuff. We can share it. I don't think it's a bad relationship at all, by the way. It's typically a very strong relationship and I'm very grateful for that, so I think we're building a lot of very good things and perhaps putting more partnership, more structure is probably than saying [inaudible] helpful. Thank you all very much, indeed, for your time.

MAUREEN HILYARD:

I just noticed that there is one card up there. Just one second.

OLIVIER CREPIN-LEBLOND:

Thank you very much, Maureen. So far this has been a very nice discussion. I'm going to raise some point, but it's going to be a nice point. It's going to be a very short one. Okay, short one.

We have a lot in common between Global Stakeholder Engagement and At-Large. You have to go out there and reach out to new regions and new parts of the world. We have to do the same thing. You have to engage participants. That's what we do, too. We have a very similar mission, you on the ICANN Org side and we on the ICANN volunteer side.

And yet, we also have something else in common which is that both of our budgets have been slashed. They've been cut quite dramatically and we are feeling the strain and I gather, having spoken to your Global Stakeholder Engagement vice presidents earlier today, that all the regions have been affected.

What can we do to reverse that trend? Because we are very concerned that we are being hit not only with our own CROP and all of the work that we do, if you want ... Sorry, our own work that we do outside of the CROP and outside of the Global Stakeholder Engagement envelope, as one would say. But at the same time, we're also being hit through this Global Stakeholder Envelope where our regional VPs are not able to get us to the meetings that are really crucial in our part of the world. We've got three CROP slots rather than five. We've got all of these pressures. Is there anything that we need to ... Any message that we need to send to those in power on this?

SALLY COSTERTON:

Well, again, it's an excellent question. I'm going to say something very obvious, and forgive me, Olivier, but I don't know what else to say. The community ... I think the public comments on the budget are absolutely central. I really do. Because the way that the new structures are, the way the new bylaws are post-transition, the new accountability-driven ... Well, the new bylaws. That's what we're talking about, the rules of ICANN.

As you know better than anybody, during the discussions, during work stream one and work stream two, the debate about the budget and

who would have control of the budget and ultimate say over the budget was very, very long discussed and it was heated and so on.

We've ended in a situation where the community, the volunteers, have a lot of say. Have a lot of say. And that is something that everybody signed up to and it is part of our life and our world. I think there was a lot of engagement, by the way, at this year's budget and that did result in some improvement in the situation. I fully understand not as much as one would have liked or you would have liked, but it did make an impact.

So, I would encourage ... I'm not saying man the barricades and start demonstrations. I certainly wouldn't say that. But, it is a bottom-up process in the truest sense of the word and this particularly is and Xavier would be the first to say to you that he wants to hear the input and Goran would say this, too. He wants to know what the community thinks the priority should be. He says this all the time. He will say two things. He will say there is no more money, so we have to collectively decide how to prioritize what we have. And I would encourage you to be very much part of that discussion. You have a strong voice and a very clear mandate, it seems to me, and you've already had some success, so there is a little bit of track record on that in year one.

I think that's the honest answer. What isn't happening and won't happen is any kind of – I don't know what the right word is – backroom discussions. It's just not working like that. Goran is very focused on giving the community the information to help advise the organization about how to prioritize the money that is there. I don't see that

changing, personally. I don't know if you would agree with that, Heidi. Do you think that's fair guidance? I hope that's helpful.

But, [inaudible] that, we are all trying to the very best our ability and I've got Betsy sitting behind me here who runs ICANNLearn and she will be the first person. She knows I go on about this all the time. We should be as efficient as we can be. We should use digital platforms as much as we can, we make the most of the ITI project, we encourage community members to train themselves so that they can help build capacity for others. So, as much as we can, we leverage investments that we do have.

But at the end of the day, that doesn't buy you plane tickets. I get that. That helps in some areas, although it has a finite limit, but it doesn't solve all those issues. So, I think we need both.

MAUREEN HILYARD: She's going to throw darts at [inaudible].

SALLY COSTERTON: Thank you so much for giving me the time. It was really a pleasure to see you all and I hope it was useful. Welcome, Maureen, and congratulations. I should have said that at the beginning. It's really nice to see you in this new role and I know we'll do everything we can to make it a success. Thank you.

MAUREEN HILYARD: Okay. Well, we have Ergys and Betsy here and I'd like to let them get started quickly because we're ... Sorry that we're late. But you just take your time. You're the last.

ERGYS RAMAJ: Okay. I'll take my time. You heard it here first. I have prepared a few slides. I'm not sure if we can put them up. If not, I can just go without it. No worries. Okay, sounds good.

I'm going to talk to you guys about the fellowship changes. First of all, many thanks for the opportunity to participate in today's discussion. My name is Ergys Ramaj and I help manage the fellowship program within ICANN Org.

Before I get into the details of the changes that we're making to the fellowship program, I want to give everyone a little bit of context. About a year and a half ago, within ICANN Org, we begin to have internal discussions about the possibility of making changes to the fellowship program to improve its overall efficiency and effectiveness. In parallel to these discussions, the community was also having its own conversations and a lot of those conversations centered around the need to have more information on the return on investment for the fellowship program. But, more broadly, better metrics and better data points to be in place so that informed decisions can be made.

So, in short, there was alignment from and within the community as well as Org about the timing and the need to undertake review process for the fellowship program.

We received a total of 153 individual recommendations and the buckets that you see here, there are four of them, pretty much at a high level describe what were the main issues.

So, the first one, the first bucket, is the need to increase SO/AC involvement in both selecting and mentoring fellows. The second one is the need to have better metrics in place. The third one is to ensure that when fellows come to a meeting, they're better prepared, so a lot more advanced capacity development for fellows as well as post-meeting as well. The last bucket is the need to have fellows focus on engaging in policy work across ICANN. Next slide, please.

So, if you look at the new lifecycle of the fellowship program which will begin with ICANN 65 in Marrakech, the first step will be for the organization to implement an outreach and promotion plan which has been informed or will be informed by the targets that have been supplied to us by the community. So, the different SOs and ACs will come to us and we're still waiting for a few more data points with information on what are the desired targets on diversity and then our job from a staff perspective will be implement those targets. Next slide, please.

At the application stage – and this is new – everyone who applies will have to take a fundamental course on ICANNLearn and the purpose behind this is to ensure that those who do apply are highly motivated. So, this is somewhat of a filtering mechanism, if you will. At the application stage, we will continue to collect data related to diversity as well as metrics and this will be self-reported by the community or by

those who apply to the fellowship program. Next slide, please. Next slide. Thank you.

At the selection stage, as I mentioned earlier, moving forward, the selection committee will now be nominated and chose by the SOs and ACs themselves and we will have a total of six rather than seven. The SSAC had informed us recently that the fellowship program is outside of their scope, so we will likely have six individuals sitting on the new selection committee.

There will be a total of 45 fellowship slots. Of those, 38 will be fellows and seven will be mentors. I'll talk briefly about that in a second. We will strictly enforce the three time-limit fellowship rule. In the past, when we did our ten-year review, we found that there were a handful of cases where some individuals had participated more than three times, so we want to ensure that, moving forward, that does not happen.

Lastly, of course, diversity considerations will be prioritized. After all, that's one of the main purposes of the program. Next slide, please. I'll go quickly through these because I know we're short on time.

As far as pre-meeting preparation, mentors will play a huge role moving forward. They will be working with the fellows anywhere between six to eight weeks pre-meeting. This will be their onboarding. It will be a lot of capacity development. It will be a lot of information sharing, a lot of knowledge sharing, and in many cases especially, as far as newcomers are concerned, it will be a lot of handholding. So, this is a critical juncture in the process in ensuring that the fellows feel comfortable and

that they also feel confident about coming to ICANN and they understand what the expectations are.

The mentors themselves will also be selected. SOs and ACS were recently issued an announcement and we are expecting individuals to be appointed by mid-December.

Lastly, the mentoring guidelines will be updated to reflect the feedback that we received from the community and I mentioned earlier we received a total of about 153 individual recommendations. Next slide, please.

As far as on-site, this is where the mentors again will be very much hands on. They'll have the ability to give the fellows a lot of homework. We will institute a new rule of at least attending five sessions in addition to the responsibilities of attending the fellowship sessions that the fellows will have. The mentors themselves will also have the ability to liaise and help introduce fellows and help create and forge those relationships with different members of the community to ensure, again, that the fellows both understand their expectations, but also understand ICANN more broadly. Next slide, please.

So, the last slide in the full cycle of the program, if we can go to the next slide, please, is post-meeting. What we're actually doing, we're instituting at this meeting a new policy of having a post-ICANN fellowship program report and that report will be written by the fellows. There will be a lot of data points that any community member who is interested in finding out more about the fellowship program can actually reference and they'll have the ability to go back to the fellows

and ask additional questions. But essentially, this is to ensure that there's more transparency in what's happening with the fellowship program more generally. Next slide, please, and I promise it's the last one.

So, as far as metrics that I mentioned earlier, this was one of the points that the community had raised about the needs and wants. We will continue to collect information related to diversity. As far as active engagement and policy and the GNSO provided us with this definition, this is the metrics that the GNSO uses to define active participation within ICANN, so we'll make sure we will follow these guidelines, and again, these are things that we can change down the line. If the community feels that new data points are needed, then we can introduce that at whatever stage in the process.

Lastly, on regional engagement and outreach, we will continue to collect data on the number of events that people have attended and/or organized.

So, I will stop here to take any questions that you may have or any comments. Thank you.

MAUREEN HILYARD: Yes, we've got three. Let's start with Alfredo.

ALFREDO CALDERON: As you probably all know, I was selected by this community to belong to the selection fellowship committee. An issue came up in terms of

diversity within the committee because there are two of us from different constituencies that are from the same country, from Puerto Rico. So, that issue came up and we discussed it. There's a couple of workarounds, but if I decide to resign from the nomination that the community made, I would apply as a mentor for the new program the way that's going to work if everybody agrees with that.

I also mentioned the possibility of being a mentor from the selection committee, but I was told that would raise an issue in terms of conflict of interest. Could you explain that to the community, Ergys? Thank you.

ERGYS RAMAJ:

Thank you, Alfredo. Happy to. The perceived conflict of interest would be when an individual who is looking at the applications has the ability to choose the individuals that they will be mentoring. This is not about the ethics of any one individual. It's about the process itself and it's about the perceived conflict of interest. So, there is the possibility that someone may know someone and they want to work with an individual. They get to choose them and they also get to mentor them. So, occupying both of those positions raises an issue related to conflict of interest.

ALFREDO CALDERON:

As a follow-up question or comment, that would imply that – and I mentioned it also and most of you know that I'm from the academia sector, and as a coach in this meeting, I feel more comfortable being

that the situation to be a mentor from this community instead of from the selection committee. Thank you.

ERGYS RAMAJ: Satish?

SATISH BABU: Thank you, Maureen. I have two quick clarifications to Ergys. Thanks for a very comprehensive presentation and it's quite interesting to note that these changes are happening. My first question is what can the mentor do if the mentees under him or her do not shape up? My second clarification is the metrics that you mentioned, which are quite interesting, would they be part of the open data initiative of ICANN?

ERGYS RAMAJ: Thank you, Satish. I'm going to start with the second question and the short answer is no. That's a separate project altogether. On your first point, we will institute a new policy moving forward, where there will be a 360 review process between the mentors and mentees. So, after each meeting, we will have the ability to look at data points and feedback from both mentors and mentees to determine how that experience went.

So, if a mentor is raising a red flag, that gives us the ability to approach the fellow or vice-versa and have a conversation to understand what went on. If there's a pattern, say a mentor is not doing what they're supposed to be doing and there's consistent feedback from the fellows

that that mentor, again, is not doing whatever they're supposed to be doing, then we have a conversation with the mentor. If this is a pattern, then we go back to the SOs and ACs and say, "Hey, this is the situation. What do you want us to do with it?"

But, the idea is for us to have a 360 feedback loop so we understand what each party is feeling, what the experience is like, and what are some of the issues because there may be issues of communication, of culture, that we can potentially come in and solve. We don't have to escalate everything. But if it becomes a pattern, that's when our responsibility from a program perspective is to go to the respective SO and AC and say, "This is the situation. Could you please advise?" I hope that's helpful. Thank you.

MAUREEN HILYARD:

Thank you, Ergys. I just have to say we are totally over time, but I would like to continue if it's okay with you guys. It's just that we won't have the interpretation. Is that okay? Thank you very much. Ricardo was next.

RICARDO HOLMQUIST:

I have two questions. The first one is in your last slide. The first line says applications by region and fellows selected by region, but [inaudible] process that each SO or AC will have person to select but I don't see a region pictured anywhere there.

The second question is I understand the rules of GDPR and the security and these kinds of things, but last year in LACRALO we were trying to

find out which people came from the region to be a fellow, to be a mentor, so we can contact them in order to ask them, one, to be an ALS if they are not, and second to give a feedback of the program at the time that the feedbacks were coming from the program. There was no way. I was trying to figure out in the pictures [inaudible] only thing in the system, trying to figure out with the pictures and some names there which ones came from the region but that was impossible.

I don't want to have all the names, but at least a place that I can say this is a message [they] want to send to all these people, if you have the names.

ERGYS RAMAJ: Thank you. Interesting question. Let me just start with the second one again. Are you referring to individuals who are selected to participate or those who applied to the fellowship program?

RICARDO HOLMQUIST: No, those who were selected all over the time. For instance, the first fellowship [inaudible].

ERGYS RAMAJ: Yeah. My understanding is that information is publicly available on the ICANN website. Maybe their contact information is out there.

RICARDO HOLMQUIST: Their contact information [is not] available.

ERGYS RAMAJ:

Yeah. So, unfortunately the way that it works is they have given us consent to contact them for the purposes for which they are engaging at ICANN with. In this case, it's just for the fellowship program. So, for us to give you their e-mail addresses without their consent, that would be an issue with regard to GDPR.

On the first point – but also, not just GDPR, more broadly issues related to privacy, they did not consent to this so we can't just hand out their contact information.

On the first point, as far as applications, those metrics and data points refer to the fellows themselves, not to the individuals who are sitting on the selection committee. So, individuals who apply to the fellowship program by region and then those who are selected and that's to show the success rate. So, if 300 people applied, 100 were selected. What's the success rate there? So, it's about the fellows themselves. It's not about the selection committee. Is that helpful?

RICARDO HOLMQUIST:

[inaudible] sense, but yeah.

MAUREEN HILYARD:

Okay. I've got Sarah, then Sebastien, and then John, and then I'll have to close that off, okay? Thank you.

SARAH KIDEN:

Thank you for the presentation. I have three questions. The first one how frequently will you constitute the selection committee? I don't think the criteria tells us that. The other one is about taking ICANNLearn courses. Is that during the application process? Because I know Tijani takes one month, so do you expect them to take the course then apply or do they take the course afterwards?

Then, the final one is about tracking regional events. Are they going to be submitting reports to GSE team or to the fellowship team? How will they be doing this? Thank you.

ERGYS RAMAJ:

Thank you. Very good questions. ICANNLearn, yes, they will have to take courses at the application stage. So, if you want to apply to the fellowship program, you have to show proof that you have completed this foundational course on ICANNLearn. Then, post that. Once you are a fellow, you will still be required to take ICANNLearn courses. Again, this is meant to improve the knowledge base of the fellows and make sure that they know as much as they possibly can about ICANN before they come to ICANN, so that when they are at ICANN, they can be as productive as possible.

On the question of the selection committee, it's a two-year term. Am I missing one of the questions or did I answer everything? Ah, the regional data. This will all be self-reported. So, all of the data that's being submitted, if you are claiming something, you have to provide proof for it and our job will be to validate their data to make sure that it's legitimate. Then we will aggregate it and then we will publish the

data. We haven't decided on the frequency yet, but probably annually or biannually, just to give us a good enough data set that we can work with, otherwise it's not going to tell much of a story.

SEBASTIEN BACHOLLET: Thank you very much. It's about the metrics. You talk about [inaudible] and the only elements you talked to us was about region. I want to be sure that we take an you take into account the work stream two work. I know that it's not yet vote on each SO and AC and by the board, but even though we know that diversity is much broader than the region only and it will come.

I think when starting this program, restarting this program, you must find a way to implement other types of diversity as it was meant to be proposed in the work stream two diversity subgroup. Thank you.

ERGYS RAMAJ: I'm glad you flagged that. Thank you for the question. The slide only touched on two elements of diversity, but we are using work stream two definition. All seven elements of diversity that are included in that report will be collected for the purposes of this and reported on.

MAUREEN HILYARD: John?

JOHN LAPRISE:

Thank you for the comment. I guess I don't have a question, but I do have a comment that I think is important which is that earlier when Sally was here talking – and Heidi, this is actually something I want to draw your attention to. The fellowship program uses a 360 evaluation program, but ICANN does not forge relationship between stakeholders and is not related to your point, but ICANN does not use a 360 evaluation when talking about stakeholder relations from ICANN to the people it serves and the RALOs. I find this problematic. If it's good in one case, it should be good in the other. So, I would press staff to make this point and carry this point forward to stakeholder engagement because if we find that 360 evaluation is useful and important for evaluating the fellowship program, I see no reason why it should not be used in this other context. Thank you.

MAUREEN HILYARD:

Right. Okay. We've got a bit of an issue here and the tech staff have to close up. We're trying to negotiate with Betsy. That way, she can come back to be with us tomorrow if possible. Thank you for delaying your departure as well. I hope you have a good evening.

SEBASTIEN BACHOLLET:

I'm sorry. Before you close the meeting, can you tell us a little bit about meeting during the lunch tomorrow. Who is supposed to be on the lunchtime meeting? Because it's written [inaudible] building and then it's specific group. It's all of us. It's what was meant to be on this ... I'm sorry to disturb you and to ask you questions.

HEIDI ULLRICH: That luncheon, the next one I believe is Monday, that is for the At-Large leadership. And Tuesday. That is for At-Large leadership. So, it's the ALAC current and incoming, RALO leaders, liaisons, and other funded travelers. Thank you.

UNIDENTIFIED MALE: Olivier has an announcement. Maureen? Just say it.

MAUREEN HILYARD: Yes, Olivier? Can you hurry?

OLIVIER CREPIN-LEBLOND: Thank you very much, Maureen. Just a quick one. Tomorrow at the same time as this session at lunchtime there is also the EURALO Individuals Association. It's our EURALO individuals meeting that is taking place for further questions. I don't know the exact room number. What was the room number again? 134. Room 134. It will be at lunchtime. We'll have caviar and oysters and amazing food over there. It's bring your own lunch. So, you can bring your own caviar, your own oysters, and your own luxury champagne. That's it. Thank you.

UNIDENTIFIED MALE: I'm going to have them talk to you. Do you want to make sure that you're getting them in the language? Okay. Can you give me a little bit of French, please? Good. French. Right. Then, the next one. Can you give

me the second box, please, on French? Okay, thank you. Spanish? Yeah.
Okay. Spanish again. Gracias. Thank you.

UNIDENTIFIED MALE: Can you do me a favor?

UNIDENTIFIED MALE: Yeah.

UNIDENTIFIED MALE: Can you hit one of the mics? I just want to make sure the camera is there
online. I appreciate it.

[END OF TRANSCRIPTION]