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ICANN71 | Virtual Policy Forum – At-Large Leadership Wrap Up  
Thursday, June 17, 2021 – 12:30 to 14:00 CEST

GISELLA GRUBER: Good morning, good afternoon, and good evening. Welcome to our final At-Large session, which is the At-Large Leadership Wrap-Up. My name is Gisella Gruber and I'm the remote participation manager for this session.

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With that, I will hand the floor over to our Chair of the ALAC, Maureen Hilyard. Over to you, Maureen. Thank you for your attention.

MAUREEN HILYARD:

Thank you, Gisella. [inaudible] happy birthday. Well, good morning, good afternoon and, if you're anywhere near my time zone, good evening as we run up towards midnight for me. As you can see on the agenda for our wrap-up session, it's the usual kind of agenda that we have at the end of an ICANN meeting. It starts off with some of the highlights of the ICANN71 meeting. Perhaps we can look at what we might want to feed back to the Board about future ICANN meetings. That's going to be later on. Then, of course, we'll formally welcome the Chair and the Vice-Chair of the Board, who are already here, and the President and CEO of ICANN when he arrives, to discuss what they got out of the meeting and anything that they'd like to add about the future of ICANN meetings that they'd like to suggest. And then this will be followed by a report from the social media team. Then we'll probably end with announcements and start talking about ICANN72, as we do.

Is there anything that anybody wants to add to this agenda just in case there's something that I've forgotten that needs to be raised at all? Doesn't matter. You can always just bring it up anyway later on.

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Okay. We will start with a look at ICANN71. I'm always thrilled with the way that our At-Large community and our At-Large members participate in the sessions that we run. Of course, I think we've been in just about every session that's been on ICANN-wise and our At-Large sessions themselves, of course. But it'd be good to actually get some views and opinions, first of all, from our Vice-Chairs, Jonathan and Joanna. And then we'll have a few minutes of opening up the floor to get some feedback from everyone else as well. So we'll probably [do that for] 20 minutes or so.

So, Joanna, how about you starting?

JOANNA KULESZA:

I am happy to start. Thank you very much, Maureen. Indeed, I believe that we have been enjoyed some very fruitful conversations during ICANN71. Many thanks to the support team for making this process very smooth. As some have noted just a few minutes ago, it seems we have gotten so used to these wonderfully organized virtual meetings that we might not be in need of a face-to-face meeting. And I'm happy to be disputed about that strong statement.

I would like to highlight the plenaries, I think. I believe that they have formed a comprehensive narrative about how the At-Large community can best contribute to the work within ICANN—policy-related but also in terms of capacity building.

So, to me, these three plenary sessions form an agenda for us as the At-Large to move forward. We have noted on Monday that there indeed is

a strong link between regional regulatory progress/regulations coming up in different countries or international organizations where the At-Large community needs to have their input and make sure that that input is reflected in ICANN policies.

The very vivid panel session on the advancements of the multi-stakeholder model I believe showed us how we can do that most effectively. There clearly is a need for us to get involved in various aspects of developing policies, informing policies, and effectively implementing them.

Then, finally, speaking about implementing ICANN-related policies, we just concluded an interesting session on reputation block lists, as we have done within the At-Large and beyond to address the issues of DNS abuse. The next logical step seems to be to cast a focus on reputation block lists, as these might indeed be the very pragmatic approach to representing end user interests in the DNS-abuse-related discussions. If we manage to act as translators, as Maureen said during our initial Monday kickoff meeting, between the broader At-Large community, as diverse as it is, and this very technical dialogue on reputation block lists, we might indeed be able to both: attend to the needs of individual end users who face the challenges reflected by the reputation block lists shortcomings we addressed during the session as well. But we could also contribute to the further development of this process, focused on what seems like a technical term—reputation block lists and DNS abuse—whereas it largely is about the effect of protection on end users, understanding their needs, and reflecting these needs in the criteria for reputation blocks lists and DNS abuse management.

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So I'm very looking forward to these discussions being advanced throughout this period between the meetings. I know there are different initiatives aimed at both identifying end user interests, understanding end users better, but at the same time, building capacity also when it comes to DNS abuse.

So that would be my summary. Thank you very much, Maureen.

MAUREEN HILYARD: Excellent. Thank you, Joanna. Jonathan, [inaudible]?

JONATHAN ZUCK: Sure. How's everyone doing?

MAUREEN HILYARD: [inaudible] [cake]?

JONATHAN ZUCK: I think it's been a fun meeting in a lot of ways. There were sessions that I thought ... Well, there were several sessions that walked a very fine and had the potential to go awry and didn't. I think that's a really good and powerful thing. A session about how the At-Large participates in the overall ICANN community could seemingly be an invitation either for platitudes or trolling. It ended up being a pretty good conversation. I certainly tried to push hard in that session to get some harder questions answered, and I think there's more to be done there. But I

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thought that was interesting. And the same with the ccTLD session, etc., where we were concerned about the controversies surrounding them.

So I think we did a very good job of taking some highly controversial topics and managing them and putting them on in such a way that they were predominantly constructive engagements and discussions. I think the folks involved deserve great kudos for that accomplishment.

So I'm very interested to hear ... We might not have time in this meeting—sometimes we have in the past—to kind of understand what the action items are for the sessions that we had and what we need to do next. One of the things that we heard from the Contracted Party House, for example, was that they want to work with us on our educational campaign. So I think that's exciting. We have a meeting with them coming up. So, for the other sessions, I think we need to try and get a conversation going. Maybe we can do this in the CPWG as for what the next steps are for these sessions because I think each and every one of them was really the beginning of a conversation.

MAUREEN HILYARD:

Yeah. Agree.

Anybody else got any contributions to make to this conversation? I'm looking for hands up.

Sébastien?

SÉBASTIEN BACHOLLET:

Thank you very much. I will switch to French.

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MAUREEN HILYARD:           Okay.

SÉBASTIEN BACHOLLET:       Hello. Thank you, everyone. I would like to take this time to talk about the participation of our area. Many activities came from our RALOs—in EURALO sessions, in ALAC sessions, and in ICANN sessions. Thank you so much, everyone, for those who participated and worked.

We had three specific EURALO events. According to me, we are trying to be innovative at the At-Large level, and what we heard back is very positive. We heard from those who participated and, during many sessions, you only had a few minutes to speak. We had a policy session, and we had to make sure to cover the list of what we have to do during those sessions. The NomCom was not able to participate in the last session. Members from NomCom were not there. We couldn't have that session. It's a shame. I'm sorry that NomCom was not able to participate. Natalia worked very well with Olivier. It was a good session. And it was quite interesting to talk about those domain names. We had some interesting answers and really enjoyed what Natalia presented. It was great music as well. That was not easy to realize, but it worked well. So thanks to Natalia and the organizers.

Maureen, back to you.

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MAUREEN HILYARD:

Thank you. Just turning off my other thing here. Thank you very much, Sébastien. Yes, it was a shame that quite a few of the members were unable to attend the social event because of their other responsibilities. But, all told, it's good to get that kind of feedback as well, especially your comments about the how we organized the sessions so that we can cover everything.

And I must admit that the GAC session that we've just had was an interesting experiment. We did put some comments/issues down that we were going to cover if we had time. But I guess it was an interesting situation to see. The whole point was to try and get some interaction with the GAC community. And I think that, even though we often hear that Kavouss and the GAC have quite a lot to say, when all said and done, he was the only one who asked questions. That's because I think he's used to it. But at the same time, I think we have to work with them in such a way where we can actually break the ice of that and get more people from within that group working with us [inaudible]. We're quite friendly people. I'm sure that they would participate. We're talking about a topic that they probably feel a lot comfortable with. I'm really glad that Nigel and Olivier were able to [stick] together about that issue. I'm just sorry that we didn't get to the others. But, yeah, next time we probably [would work] a little bit better on that one.

Sébastien, is that a new hand?

No? Okay. So if there's nothing else on top for people at this particular point in time on that issue, I think we might move to our guests, if they don't mind, starting a little bit early. But I would really like to hear from

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Maarten, León, and Göran about what was on [top] for them, what was a feature for them, at this meeting, sort of like a [cross-eyed] [inaudible], just to get some impressions from them about how the meetings are going and looking a bit to the future as well. So how about we start with Maarten?

MAARTEN BOTTERMAN: Okay. The host has stopped my video, so I can't start it. Maybe if the host can [unlock] me, then at least I can look into your face.

MICHELLE DESMYTER: One moment, Maarten.

MAUREEN HILYARD: How do they do that? I didn't even know they could do that.

MICHELLE DESMYTER: One moment.

MAARTEN BOTTERMAN: Thanks. Thanks a lot for the invitation to speak and to address you again. I was with you at the beginning of the week, a very promising week, and indeed many of the promises have come true. Also, a big thanks to ALAC input in the plenary sessions as was reported earlier, and also in the local policy sessions itself.

The Board really tried to stay away from having sessions during this week, as we tend to do during the policy panels. You may have seen some of us pop in different rooms as we've been going around also to inform ourselves and get a better feel for the discussions themselves within the community because that's important for us. We work with you.

And there were a lot of interesting sessions. I must say, in many of those, indeed, ALAC was very present in the plenary sessions, either as moderator or a strong contributor. Even this morning, I think Joanna gave an excellent pitch for why also end users should be involved in talking about [inaudible]—at least how to understand those and how to react on those. I think there's a lot of good faith in the industry and a lot of good action, but, indeed, the understanding and involvement is something that she rightly pointed out as something of interest.

So I very much enjoyed the local social visit, and of course, maybe even more so because I would have loved to be there with you myself. Delft, I thought, it was very well done to have a walk through a historic city very near to the conference venue in a very playful way and very well done and then showed the heart of the Hague, the government center of the Netherlands. And lo and behold, I even got the opportunity to enjoy some excellent music. The GEMS session that was hosted by the ALAC social I thought was really bringing back more ... I guess the word is "[highway]" to being together and joining in these social events together with an excellent saxophone played by Roberto again and supported by Yrjö and Chris, who is local as well. So I'm really looking

forward to seeing you next year, and I'm sure we can have an even better social when we are together in the room.

Also, in the preparation week, ALAC was really pleasant, and the EURALO session on the flash pitch tour that Sébastien organized was a different setup and, in a way, very interesting also for that reason. So these roundtables are a good sketch. Overall, I think that ALAC also, with its regional activities and regional emphasis, next to its global participation in ICANN meetings, is really exploring how to do the best and exemplifying that. I still remember with very much pleasure the social for the Caribbean, which also introduced the region, which isn't only about tourism but also about: how do we do things here? So I really appreciate it. So, for us, of course, like for everybody, it's not a surprise because we're in it together.

The new round of new TLDs is of key interest, including the discussions about what needs to be completed before we launch. And the Board recognizes its responsibility in that. It's really important that we do it well and that we consider not only what does it mean for us here at ICANN but also what does it mean for the billion people out there that are new people that are to benefit yet from the Internet?

DNS abuse is an important topic in that, not only because it can help us scope and set up the new round maybe even better but also because addressing these issues is key. And if we don't do it together with our stakeholders that aren't within our ecosystem, may step in and take care of it for us. And I don't think that's in the interest of the Internet and the Internet user, either. So let's do that well. And let's listen to

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each other and find each other while we do that and make sure that we continue to be seen as a good steward of what we do to make it all work.

And that's the third part, I think. ATRT's recommendations but also the MSM evolution project moving forward together is to make sure that this bottom-up multi-stakeholder system that we cherish so much also continues to be effective. So continued attention for that—all the beautiful things we can't get done if we don't do it all. And I think the contributions from ALAC have also been in reaching out not only directly for those two projects but also directly engaging with the GAC, like this morning with the GNSO with the other parts of the ICANN ecosystem. We have to make sure that you have a good discussion on where the issues are while crossing the table.

Of course, a challenge in all of this is, how do we get everything done and what needs to be done? Prioritization but also resourcing is a challenge going forward. I'm sure Göran may mention that as well. Please remember that, over the last four years, staff hasn't grown, but if you see what we've done and what continues to add on, at some point/moment, how do we deal with that?

So, last but not least—for sure not least—a subject that has been on many people's minds and I've been asked about when I went to one of the FIKAs, the socials, is whether I'm planning a holiday trip to Seattle this year. Too early to say. It's really important that we weigh the balances well and that we do this in a way that it is worth it to ICANN, taking into account a spirit of the bottom-up multi-stakeholder and the safety and security and the people around and also recognizing that

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many people really would love to see each other again. So how do we find a way forward, also recognizing that, ultimately, the face-to-face does bring some extra qualities that we otherwise don't have? But we will be very careful on the decision. We're very grateful for all those that contributed to the survey and we're also very happy to be able to engage with SO and AC leaders, just to talk about these issues, as these are people that are all very close to understanding how this lives within their communities and recognizing that ultimately it will be our responsibility to take the right decision there.

Just a little anecdote. If you think back to Cancun, one-and-a-half years ago, if I would have asked the community to vote, we would have ended up there. And that is where we do need to take a responsibility. Retrospectively, it was clear that we were right, but whatever we decide now, you can count on us to take your input in and to really think about that. And the closing session will be a great opportunity to have some exchange about that.

So thanks a lot for everything you do. You help make this ecosystem work and you do have an exemplary way of fulfilling your mission.

Also thanks to Gisella. Happy birthday. Yes, I remembered the first ALAC meeting that I ever attended. She appointed [as] the Chair. I had no idea how this worked out, but she was already helping the ALAC at that time and still today. So I'm sure you'll celebrate that with me.

Happy to stay around and answer some questions after your León and/or Göran will have contributed with their remarks.

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MAUREEN HILYARD: Great. Thank you so much, Maarten. It's really nice to hear to get that confirmation that we're on the right track and we're doing what could be helpful to ICANN. We've got a great team here and everyone is just ... It's just brilliant. I'm really enjoying it.

León, who is always, always by our side, of course, we'd love to hear from you.

LEÓN SANCHEZ: Thank you very much, Maureen. If I may, I will switch to Spanish to take advantage of the translation services.

MAUREEN HILYARD: Okay.

LEÓN SANCHEZ: All right then. Good morning or good afternoon, everybody out there. I'm León Sanchez. I think it's an advantage that I don't have my camera on at this time of the day. That will be a benefit for everybody, especially for me.

Let me start by congratulating Gisella for her birthday. Gisella, very happy birthday. You know that, without your support, at least I myself would be lost in many sessions I have to attend. Your support is definitely critical. I wish you a very, very happy birthday.

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The [second] place to thank for the opportunity to join you again ... As I always say, it's a privilege to serve the At-Large community, to belong, to come from the At-Large community. And even more today, these words become more important as well as this pride of being At-Large because I believe that the evolution that we have seen of At-Large, of ALAC, in the last few years brings to fruition the idea that the end user is at the core of ICANN's actions and mission. As I said at the session, I was lucky enough to [inaudible] and other colleagues, the end user is at the core of whatever we do in ICANN.

Today, I saw that what At-Large does with the different sessions. The plenary sessions that they organized and led have become the glue that sticks all the communities together and which makes us at the core of all of the activities conducted at ICANN. I'm so pleased about this. I'm so proud about this: to see how it has evolved, how the discussion level has climbed, and how At-Large's contributions have raised the substantial relevance they have throughout the community, the different supporting organizations, consulting committees, and of course, all their parts.

Let me insist it's been quite an interesting meeting with critical subjects. I believe that the DNS abuse—the way it was approached—makes us repeat our confirmation that this is an issue we have to deal with, so much so that, as I said at the session that I was with you in, in the Board we are giving shape to the operational priorities that will set the path for FY22. I believe that one of the aspects we are looking at to set up an operational priority is precisely DNS abuse. So let me insist we're sharing the concern and the view that DNS abuse also needs to

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be on the top of our priorities as we do regularly to share with you what the operational priorities are for the Board and FY22.

Also, a recognition because I believe it's been a challenge—this thing of continuing with ICANN's activities throughout this year [through] a pandemic. Obviously, at the volunteers' community that builds at-Large, it has had a higher impact because I'm sure you have suffered yourselves with these things. It's not simple to be committed to the work we conduct in ICANN and also to do your everyday, live activities, say, at home, at work. To combine this with the approach we are using to do this has been an extraordinary challenge and burden for the voluntary community. So my thanks and the Board's thanks to you because I believe that, with this, it has been proven largely that At-Large is not just a community that travels all over the place as is said a number of times. But we contribute and we do lead. And let me insist we place the end user at the central place of anything we do. And I believe it is fair to acknowledge their efforts, their commitment to ICANN, and the great value they contribute to ICANN's mission in an overall fashion.

So, Maureen, I would like to wrap up by thanking you and repeating my pride for being part of this community of At-Large. So [inaudible]. Thank you very much.

MAUREEN HILYARD:

Thank you very much, León. It's so good to hear the Board confirming the sorts of end user promotions that everyone who has actually participated this week in sessions have always raised that end user

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perspective. I think that that's really helping to enhance what it is that we're doing and purpose. I think this is one of the things that's really important: that people actually are starting now to understand exactly what it is that we do and why we are important. So if we can keep getting that message out, that's just great.

So the final voice of the trio is Göran Marby, our ICANN President and CEO. I know that he's here. He's been contributing to conversations in the chat, I've noticed. Göran?

GÖRAN MARBY:

Thank you. Yeah, it's interesting because I actually said during [inaudible] that maybe we should have one session that is actually [just to replace it with a] Zoom chat because I think that's going to give us all an opportunity to engage in chat.

First of all, next time I go into this, could you make sure that I go before Maarten and León? Because they basically say everything I was close to saying. I mean, it's sort of hard. They are—

MAUREEN HILYARD:

They were here first.

GÖRAN MARBY:

I feel I'm the follow-up act. They've done all the jokes. They've done all the things. Now I'm here and I'm supposed to talk about something. I don't know.

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First of all, I have to congratulate you. Maureen noted that, often when we have our one-to-one [chats], they do create a revolution of what you're doing in part of this part of the community. I've see so much progress over the last few years: your engagement, your professionalism, the way you act. The ICANN is environment and you have to be part of the environment to make a difference. And you have. From my heart, you really have figured out a way to engage which I think is impressive. And as I always say, you do an important job.

We've noted that—Maureen a couple weeks ago [and] I talked about it—is that it has actually led to, also for us, interesting questions. Someone talked about how we handle advice from you. David Olive is working on a proposal to the Board on how to better, in a process-driven way, make sure that we handle advice from the GAC the way it deserves. This is something we're going to come back and talk to you about. We're going to talk to the other part of the SOs/ACs because we want to make sure that the way that we and the Board take in your formal advice is something that really shows the appreciation we have for it. So we're going to straighten up a little bit. But none of this is what I was invited to talk about.

What I really enjoyed during this meeting ... I've now been at ICANN for five years. I actually celebrated my official five-year birthday a couple of weeks ago. Five years. I haven't aged anything.

Who is laughing? And I took this job. Between friends, I can say that sometimes you might say that being the ICANN CEO is a little bit challenging. And the same goes for my staff. It's actually much more

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challenging for them. But the difference is that they're all smarter than me. But I went into this because I happen to believe in the multi-stakeholder model in ICANN and I happen to believe in the structure of ICANN and I happen to believe in ICANN as an institution in the world. ICANN is one of the world's most internationally respected organizations and institutions that exists. Why do I say that? Because we can literally lift up a phone and call to any government. We can lift up to any organization in the world who wants to talk to us. And I think that we sometimes forget the uniqueness of ICANN, which you also are a part of. We're all part of ICANN. I took this job not because I enjoy traveling around the world all the time and sleeping in airport lounges. I took this job because ICANN has a mission.

But sometimes, when you go into those meetings, we also ... We're a technical organization. We're not political. But sometimes the discussions become very bureaucratic—I don't know if you agree—and very technical. We go down in this acronym soup.

But this week, something else happened as well. We started talking about the purpose of ICANN and we did that for the next round. I engaged with many of you earlier this week, and I've given the same speech a couple of times: the next round could actually help us to redefine what the Internet is. The next round is about making sure ... I would say that the next round is paying back a technical debt to the rest of the world with four or—whatever—five billion Internet users out there and about 1,500 ways to [identify yourself] on the Internet, most of them in English. We have a job to do. And in many of the conversations I had, I get this feeling this is something we want to do.

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Of course, there are things we need to fix. There are DNS abuse discussions. There are security discussions.

But the underlying feeling I'm getting for many people, especially your part of the world ... Because the At-Large are representing people that don't even come to ICANN meetings. And the ones we're doing this for are not for ICANN. We're doing this for the Internet users for the world because, if we are able to recreate the diversity of the Internet and make it possible for people to access the Internet based on their language and narrative, keyboard—whatever you want to call it—that's the legacy that we all can be part of. And that has really gotten me excited this week.

So I go away from this meeting with a feeling not only that there is an alignment with many of those things inside this institution but also that we have almost a fighting spirit in the sense that we just want to be part of this. This is why we engage in ICANN: to actually create history, to make the Internet interoperable not only for machines but also interoperable for people. And that is ICANN for me. And that is what we do. So I'm quite excited.

And, yes, we need more resources, Maarten.

MAUREEN HILYARD:

Yes. That is something that often comes up: resourcing. But we've got the Operations, Finance, and Budget Working Group in the At-Large now, so we're keeping an eye on things. Hopefully, we'll be asking questions that can be helpful.

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Are there any questions? Have we got any people with hands up while these guys are here? I think it's a good opportunity for us to pick their brains. Or anything anyone wants to ask? Because they're not [backward] about coming forward. So I'm sure there'll be somebody out there who's got a question.

Oh, my gosh. Someone appreciated—oh, Vanda. Oh, that's great. Sébastien, of course. Sébastien?

SÉBASTIEN BACHOLLET:

Thank you very much. Thank you, Maureen. I hope that I do not speak too much. Thank you very much for your motivation, your participation, and the time you take with us because, when you're here, you're here with all the end users. And they're very happy about it. How're we going to work together better? How're we going to go through those steps and take some decisions with our committees, our Board? This is really an issue. We have to spend some time on that. The problem is that life goes on and we have the new gTLDs we're talking about.

But I do insist, since you are here—I'm sure that my colleagues from ATRT3 will agree—we have some essential things in that review, this ATRT3, which was supposed to be the first one. It's not the first one anymore, but ATRT3 should have enabled us to have a holistic review of the Board, GAC, and so on and so forth.

But now it's not exactly how ATRT3 is perceived at ICANN. I hope that all the stakeholders and the Board are going to look into that ATRT3 review and report because I think this is above everything. At first, we

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wanted to do that—to look at everything at ICANN. I was a member of that committee. That’s how it was built at first. I agree that the Board wants to do a holistic review and do a test, but we have to do it quickly (this test). We have some proposal from ATRT3, and it should be implemented. That’s what I heard, this week, last week.

This is an essential goal. Since 2002, we never had a holistic review of ICANN. We have to do it urgently. This is not criticism regarding the decisions that have been taken, but please, let’s do this holistic review of ICANN.

Thank you so much for your participation and your engagement. Thank you, Maarten. Thank you very much for talking to us. That was extremely interesting. Thank you.

MAUREEN HILYARD:

Thank you, Sébastien, for that \*echo\*. This is a very technical system here. I’m trying to listen to the interpretation on my laptop while I’m on the phone bridge.

Okay. I have a question from Justine. I wanted to know if she wanted to ask it because I’ve lost it again.

MICHELLE DESMYTER:

I can read it, actually, from the chat from Justine.

MAUREEN HILYARD:

Thank you.

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MICHELLE DESMYTER: Sure. “May we please have an update on when the ICANN Salesforce CRM will be rolled out for At-Large? Thank you.”

GÖRAN MARBY: I have to admit I’m not really sure what this question is and the answer to it. I was actually sending a question to my team to be able to answer that.

Sally Costerton, could you help me? Because one of the biggest projects we’re doing right now is the ITI. Are you ...? Because my understanding is we’re not doing a Salesforce with At-Large. So maybe there’s some misunderstanding of that. Sally Costerton, if you’re on.

SALLY COSTERTON: I am, yes.

GÖRAN MARBY: Thank you.

SALLY COSTERTON: Hi, Göran. I’m not sure where that has come from. The Salesforce CRM we’re licensing is an internal across Org. It’s about standardizing a platform that we use internally when we’re working with community so that we’re more efficient and we can make better uses of the resources we have. And it’ll also be better for transparency and accountability and

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reporting. But there are no plans for that to be used outside Org. That's correct, Göran.

MAUREEN HILYARD: That's quite interesting.

GÖRAN MARBY: Maybe there's a confusion between this and what we're doing in the ITI project.

One of the obstacles we also have with data is also GDPR because one of the things that GDPR puts on us ... Maybe I'm a little bit harsher with some of these things that I need to be—and now we're only talking about internal data and stuff—because I think GDPR is a standard and, when it comes to following your actions within ICANN, I want to make sure that we don't (because we follow your actions as individuals in ICANN) actually unfortunately end up having privacy violation as well.

When it comes to the timing on ITI for At-Large as well, I don't know the answer to that one. I think that the first one we are doing is the ccNSO, I think. When it comes to At-Large, I don't know.

One of the biggest problems/obstacles that we have with ITI is actually the amount of documents that is produced inside ICANN. When we started the project of ITI, we at that time—because we didn't know ... [We thought] there was about 100,000 documents lying around, and we need to go through all the individual documents and sort of put a tag on them. Now I think it's about to 200,000 documents a couple of years

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later. I don't think that we produce 100,000 documents per year inside ICANN [inaudible] ... The ITI project has technical debt, which I know you especially agree we should have paid off years ago.

I also want to say that the thing that we need to ... I really want to thank you all who have been involved in the evolution of the ITI project. I know that many At-Large members have been very influential in doing it.

MAUREEN HILYARD:

Göran, if I might just intervene here just a bit, I'm interested in the Salesforce issue because, when we were doing the At-Large review, I was under the impression that we were actually waiting for some kind of platform that ICANN was introducing that would actually help us with our metrics, gathering metrics, and maintaining a database system that would actually provide us with better reporting of the work that was being done within At-Large in a more formal way.

So it's very interesting that you say that we're actually not going to have anything to do with—there isn't anything that's going to be forthcoming to actually help us to do what we wanted to do, what we were expecting, to actually fulfill the total At-Large review outputs. To be honest, I'm [inaudible]. And I think Cheryl might have something.

SALLY COSTERTON:

Maureen, sorry. It's Sally. Just before we go on, can I just correct something? [I think I've been slightly misleading.] So David just corrected me that, through the—I'm just going to ask him to finish his point ... So I'm responsible for the project rollout internally inside the

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Org. So that's why I was answering on that. But David is right. There will be access through the support groups.

David, do you want to just clarify that point? Because I don't want us to go down a rabbit hole if we don't need to.

DAVID OLIVE:

Thank you very much. I'd be happy to do that. That particular CRM platform is to help the support teams in what we call working group enrollments so that we'll have information about how they can apply to be a part of the working group, issue their statement of interest, and generally manage the work that we're doing manually to help us with that more efficiently and, in a sense, an automated way.

So, to that extent, Cheryl and others, the data that would be coming from that participation—voting and things like that—that we normally do manually through working groups and tracking of things will be able to be more centralized and precise. And to that extent, that will help you with your data metrics. As well, we'll need to hear what exactly are the requirements that you think are needed to be looked at as you move forward. Those types of information that we hope to have through this CRM system which will be available to all the communities and to all the efforts of working groups and the activities of the SOs and the ACs.

GÖRAN MARBY:

So if I may, I think there is a misunderstanding. Maybe we can clear this misunderstanding up. Our intention is to provide you the service you need. It's not our intention to provide you access to a platform. The fact

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that we're using Salesforce for internal platforms might not be ... We could change that into something else if we wanted to, but you should have the service that you need anyway. But maybe there are other things as well. And I wasn't prepared to have a conversation either. So I'm happy to have it. We can set up a conversation, including Sally, David, and Ashwin, and go through where we are on it. Would that be a suggestion?

MAUREEN HILYARD: That would certainly work. But if we could just Cheryl because Cheryl was more associated with this particular issue. Cheryl?

CHERYL LANGDON-ORR: Thanks. And thank you, David. Your understanding, as you just outlined, is actually what our expectations were and indeed what we're looking forward seeing to come pass. Justine's question, admittedly using the proprietary name of the database, which we've avoided in our reporting for the last two years to the OEC regarding Recommendation 16, had avoided using a particular database name. And it's not a matter of our access to it. It is the usefulness of the data acquisition and data reporting that David has outlined. We have got that as the sole outstanding item for the completion of our review recommendations.

Therefore, we are all very keen to have this conversation to see it rolled out and to get it all finalized. Looking forward to it. Thanks.

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MAUREEN HILYARD: Thank you, Cheryl. Jonathan?

JONATHAN ZUCK: Thanks. I just want to support Göran's thought about doing a meeting dedicated to this. The goal is certainly not to blindside you with these questions for any means. I think it's an ongoing situation we have about technology. We have a Technology Task Force and others that make proposals. I think we're interested in trying to draw out a real timeline for implementation of various technologies we're talking about, and this is just one of them. ITI is one of them because, in the absence of ITI in the relatively near term, we need to be looking at our own content management for a lot of the things that we're trying to do in the interim. So knowing whether or not we should invest time and effort into an alternative to ITI because it's far enough out ... Things like that I think would really help with planning.

There's also project management work that we're seeing inside of the GNSO. It would be interesting to see if it could be incorporated into the work we do.

So a meeting devoted to this, I think, is a really good idea, Göran. Again, yeah, the idea wasn't just to drop these questions out of the blue to Göran on this call. Thanks.

MAUREEN HILYARD: Of course. Alan? Last intervention, I'd say.

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ALAN GREENBERG:

Thank you very much. Just to be clear, we really don't care—you can fill in your own expletive here—what product we're using, but we have been told for years now that there would be something comparable to Salesforce that we could be using to track participation of our workers, of our members, and participants in all of our works. And that has been a core presumption of pretty much all of the At-Large Review implementation.

So we only ask about Salesforce because that's what we had been told would be used. If it's going to be something else or whatever, we don't care. But the timing is absolutely critical. We've been told, going on—I don't know—well over a year-plus now—maybe two years—that it's just around the concern but it has been delayed. If we're not going to get something comparable like that in our lifetimes, then we really need to know about it and rethink pretty much everything that came out of the At-Large Review. Thank you.

MAUREEN HILYARD:

Great. Okay. So there's an action item and definitely a meeting. I was actually thinking we can have a meeting on this particular issue but also that our meeting with the Board was actually going to be looking at that Board advice. But that's two action items out of this session, which is excellent, that we can actually move forward on: things which are important to us and the way in which we operate.

Siva has his hand up. Siva?

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SIVASUBRAMANIAN MUTHUSAMY: ICANN meetings are somewhat redesigned some four or five years ago. One important noticeable change was that the Policy Forum did not have a public comment session. Public comments are a way of drawing the attention of ICANN to matters that get shipped out from one meeting to another. But there was no public forum in this Policy Forum. It almost feels like a long gap between one meeting and another, almost a year's gap.

Is there some way by which ICANN would consider bringing back the public forum, at least a short-duration public forum, in the Policy Forum as well? Thank you.

GÖRAN MARBY: That's not up to us. It is the community who decides about how [and when we do] the meetings. We also went through a process with a survey to the community to enforce that [sort of at the top of the value chains sit] SOs and AC leaders. So we are happy to support what they come up with, to be honest. So I have to put that back to the community.

MAARTEN BOTTERMAN: Yeah. I can just add that, if the community would want that, we would be willing to convene that.

SIVASUBRAMANIAN MUTHUSAMY: Thank you.

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MAUREEN HILYARD: Yes, Siva. Something definitely to raise in the session about future meetings. [Good way to put it].

Okay. So we're nearly at the end of our now extended time with Maarten and his team. I very much appreciate the time that you've spent with us, the three of you. And it's really good to see that we've actually got some really active action items to follow up on. That means we can continue working with the team—the Board and Org team. I'm really looking forward to that as well. So I'd like to thank you all for coming and being part of our meeting.

We can continue onwards on the rest of our session. We've just got a bit of time to get through some of the other things that we've got to get done. But thank you very much for coming.

MAARTEN BOTTERMAN: Thank you so much for having us.

MAUREEN HILYARD: Okay. Bye, Maarten & Co. So we've got the social media feedback, which is Natalia's area. We've already mentioned about the amazing social event early this morning (for me). But I really enjoyed it anyway. But then there's also the actual social media activities that have been going on as well. But we just need to get a little bit feedback on that. Thank you. Natalia?

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NATALIA FILINA:

Thank you so much, Maureen. So at first, I would like to thank all of you for well-coordinated work in the social network. You saw that we used a bright new format of promo cards. We informed people about the schedule and At-Large and other community policy sessions and events.

I think it is a great time to change a little bit our way to work in social media. As we discussed earlier, we don't stop work in social media. After each ICANN meeting, we will continue our work and, after ICANN71, I again will ask our session moderators to give us a brief summary in order to tell people on social media about the essence or the conclusions of each discussions. I think we should avoid the way of giving an announcement only. I think after this wrap-up At-Large session, we will do this because we see a lot of important conclusions or we may provide [them] in social media for people. This way, along with the readout session after ICANN's meeting, we'll have people engaged and informed. I think it is right. We'll not just give an announcement.

Of course, I thank the community members for their positive and very friendly and open nature of the open communities they bring to social networks via posts during ICANN71 policy meeting. Yesterday—and early morning for you, Maureen—we had a wonderful EURALO social event. Of course, it was wonderful not because of me but just because people who joined it who smiled a lot and did. different things with us. For example, I will share and social media will publish the pictures of the plates that the best members of our community made with me yesterday.

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So now I would like to give the floor to Evin and, yes, [Jess] of course. Thanks for the music to our GEMS guys. Now I would like to give the floor to Evin. She will announce the names of the winners of the contests in social media, in Twitter, and in Facebook. Evin will tell us about the nice and very [inaudible] prizes for our winners. Evin, the mic is yours. Thank you.

EVIN ERDOGDU:

Sure. Thank you, Natalia. Thank you so much. I see we have the slide deck on the screen. We can just announce who had the most engaging tweets and posts during this ICANN71 virtual policy forum.

So if we could just go to the next slide, please. So the first-place winner of the ICANN71 Twitter competition is Olivier Crepin-Leblond.

MAUREEN HILYARD:

Yay!

EVIN ERDOGDU:

So this is a wonderful image of him participating in the virtual forum. Thanks.

If we could go to the next one. Second place goes to Bukola Oronti. She's also a former ATLAS III ambassador. She had a great—not just this one but quite a few Tweets promoting the ICANN71 virtual policy forum. So thank you, Bukola.

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We can go to the next one. And Dave Kissoondoyal, an ALAC member. He had quite a few tweets as well. Very active, attending the virtual policy forum, showing his schedule and promoting all the sessions. Thank you. Dave.

We can go to the next one, please, Michelle. Thank you. And for Facebook, we also had quite a great diverse participation. We had ISOC and ALS member, Shah Zahidur Rahman, promote within APRALO. So thank you very much, Shah.

We can go to the next one. Dave again. Thank you. Dave was also very active on Facebook, promoting his agenda and the At-Large sessions during ICANN71.

Then, finally, third place went to Marcelo Rodriguez, who is a LACRALO member, promoting within the LACRALO Facebook pages all the ICANN71 events.

So thank you, all. And this is also another great tweet just showing the virtual immersive Zoom that was used in quite a few sessions. Great. So thanks again, everyone. As Natalia mentioned, there will also be prizes mailed to you. We have vintage Dutch postcards. So a little regional flavor from this session. Thank you all very much. I'll turn it back over to you, Maureen.

MAUREEN HILYARD:

Thank you so much, Evin and Natalia and the social media team. But this is all outreach. This is what we do. This is the work of At-Large. I'm just so impressed with the people who are actually ... There as a real

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winner, I must admit: that photograph of Olivier on the beach. Such commitment, listening into ICANN71. It was just excellent. But it's all to do with how we can actually we can get the messages out and how we are doing. I saw Dave's tweets on that on LinkedIn and Org. It's great.

Sébastien has got his hand up. Sébastien?

SÉBASTIEN BACHOLLET:

Thank you very much, Maureen. Thank you, Natalia, for all your efforts. It was not an easy situation during this week. You did a 20-hour train ride to go from one place to the other, and you did all your activities. You were in a train. You were not at the beach.

We had our pitch tour at EURALO, and we had some rooms where we would speak French or English. We were hoping for Russian and Spanish. Not enough participants. Next time, we should have some breakout rooms in the languages. I think that worked well. In our French language room, it was great to speak the same language. Thank you so much to the staff for helping with this flash pitch tour.

MAUREEN HILYARD:

Thank you so much, Sébastien, for that. [I forgot about that.]

Okay. So congratulations to the winners of that competition. It's great to see. Brilliant work.

No one has mentioned the amazing artwork that Natalia that did on her plate, the [joint] she did. It was just amazing. I didn't realize just how that talented that lady really is.

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Anyway, as we're making announcement of winners in that, I think we've got a list of new people who have been appointed to positions on the ALAC and other [inaudible] organized. Thanks.

Heidi?

HEIDI ULLRICH: Hi, Maureen. Would you like us to—

MAUREEN HILYARD: With the election, yes.

HEIDI ULLRICH: Yes. So all the 2021 elections have been completed. We did wait a little bit longer to ensure that we had also the ALAC delegates in the NomCom—from each of the regions appointed.

So, Michelle, are you able to put up the document that Maureen and you have? We can just scroll right down and—yeah. So if we can just scroll down to the AFRALO section only, please, you'll see ... Maureen, would you like to do this or should I go ahead and do that.

MAUREEN HILYARD: No, you can do it.

HEIDI ULLRICH: Okay. So just scroll down. If we could just move up just to—yeah, right there. So we have, from AFRALO, the ALAC members Dave

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Kissoondoyal. The Chair is Seun Ojedeji and Vice-Chair, Aziz Hilali. Those are all coming in again. Then we also have a new ALAC delegate to the NomCom from the African region. That is Tijani Ben Jemaa. Congratulations to everyone.

We can move down to APRALO, please. Thank you. Again, we do have ALAC member, Maureen Hilyard, coming in again. We also have Vice-Chair, Lianna Galstyan. And the ALAC delegate from the NomCom from the Asian, Australasian, and Pacific Islands will be Ali Al Meshal. Congratulations to everyone.

For those in APRALO, there is going to be another vice-chair election coming up shortly for Nadira, who had to resign her position. So that would be launching Monday, I believe.

Then, in NARALO, we also have several leaders coming in again. We have Matthias Hudobnik as the ALAC member, Sébastien Bachollet as Chair, and Natalia Filina as the Secretary. And for the ALAC delegate to the NomCom from the European region, we have Yrjö Lansipuro. So many congratulations to them.

From LACRALO, we did have some elections. So the ALAC member elected was Carlos Aguirre and, again, another election Chair Elect who will be starting in two years as the Chair. That is Harold Arcos. The Secretary Elect: we had two positions there. The first one is effective immediately. Claire Craig will become the Secretary at the end. She's going to be the Secretary Elect immediately. In fact, she already is. And she'll become the Secretary of LACRALO at the end of the AGM—so ICANN72. The Secretary Elect will be taking effect at the AGM. That's

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Sergio Salinas Porto. Then the ALAC delegate to the NomCom from the Latin American and Caribbean region is Vanda Scartezini, coming in again for one more year. Congratulations to all of them.

And from NARALO, we have the ALAC member, Jonathan Zuck, coming in again. And a bit of a switch here. We have NARALO's Secretary as Glenn McKnight. And then the ALAC delegate to the NomCom from the North American region will be Judith Hellerstein. So congratulations to those winners.

And that is it, Maureen. Thank you.

MAUREEN HILYARD:

Great. Thank you very much. And congratulations to all those new members. We've got a couple of new members. It's good to see some new faces. And of course we've still got the NomCom appointees who still have to come. So it's getting our team organized for the upcoming year.

So just to end this session, we're looking at ICANN72. I think that some of the feedback that we got earlier about the sessions that we're running, how we're running them, if we can do things better—those are the sorts of discussions we might have in the ICANN72 planning meeting, which probably won't start as urgently—will they, Heidi?—as preparation for this one, which was pretty pressure-cooker straight after the fifth meeting. We were sort of straight into this.

Then I think one of the things that I did note was that some of the sessions ... Gisella was really stretched getting that information into

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the interpreters for the main ICANN meeting schedule. So I think what we're going to have to do is be a little bit more careful about we decide on topics and how we coordinate them so that people don't feel so pressured and there's a little bit more coordination in helping each other. I think that would be good.

There's still the discussion to come later on, in a few hours' time, about the future meetings. We haven't really had a real discussion about what we're expecting apart from what we've said in the past. I just wanted to hear if there was anything that ... Please, you're welcome to come to that session anyway. Although they'll be asking the leaders—hey, we're all leaders—anyone who has got anything that they would like to add to contribute to this discussion about future ICANN meetings ...

What Göran said about ... Even in a face-to-face meeting, there could be a big board with everybody who's participating who can be part of that meeting and very much engaged in it in a hybrid meeting. It would necessarily mean that anyone would [miss out], except that they'd be in the room. But they wouldn't actually be in the room in a physical sense. So there's lots of ways in which it could be managed.

Holly, what ... yeah. The meeting is about the future of ICANN meetings.

Can somebody tell me what time it is? Does anybody—oh, there we go. 2:30 A.M. So you've got about two-and-a-half hours before the next meeting.

So please come along and join in the conversation. That would be really good.

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Is there anyone who's got anything else? It's ten minutes to midnight for me. But [I'd love] to get seven minutes' sleeping time back or something.

I [see] Sébastien.

SÉBASTIEN BACHOLLET: I just asked a question in the chat. There are three ideas that I wanted to share with you. No, we shouldn't wait for everyone to be able to travel to work together or we're going to wait a very long time. And we have to find a way for people that are not present to be present in a certain way. We have some robots, that virtual presentation that are managed by a participant remotely. This is a solution. I can show you some images of those robots. They're quite expensive. And we can use mentors. We can use other people. The person that will be physically present could be representative, could be with someone else, and take care of that person who stayed home. So we'll be able to manage for everybody. And everybody will be able to participate, to speak up.

So just a few ideas that I wanted to launch. Thank you very much.

MAUREEN HILYARD: Thank you. Are you going to be at that meeting?

SÉBASTIEN BACHOLLET: Yes, I will be there. Yes.

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MAUREEN HILYARD: Okay, great. [If there are no] other further inputs—

JUDITH HELLERSTEIN: Maureen, we can't hear you.

MICHELLE DESMYTER: Maureen, if you could please speak up.

MAUREEN HILYARD: Oh.

MICHELLE DESMYTER: There we go.

MAUREEN HILYARD: All right. Can you hear me now?

MICHELLE DESMYTER: Yes. Thank you.

MAUREEN HILYARD: Good. Okay. I'm sorry. Yeah, I'm just jiggling [this]. It's not the best.

Okay. So, if there are no other inputs, we may as well close the meeting a few minutes early so that you can have a little bit more of a break before we have our next session. So I'll hopefully see you at the final session of the meeting, which is of course is this session about future meetings.

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So thank you very much, everyone—

JUDITH HELLERSTEIN: Maureen, I have a question for you.

MAUREEN HILYARD: Did you have your hand up?

JUDITH HELLERSTEIN: Oh, I couldn't unmute. I have a hand up now.

MAUREEN HILYARD: Great. Go.

JUDITH HELLERSTEIN: Okay. So I couldn't really understand, Sébastien, what you were talking about. Were you talking about the link you posted about a virtual person and an in-person person working a telepresence robot and being a mentor for that? Is that what you were thinking about when you were saying that you wanted to match people who were virtual with people who are in-person? Or [inaudible] the remote? Because maybe it was the translation and I just couldn't figure out what you were talking about.

MAUREEN HILYARD: Are you talking to Sébastien?

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SÉBASTIEN BACHOLLET: Okay, I will do it in English. I am sure that it was not a problem of interpretation but the way I was talking. The interpreters are just the conduit to you and did not do that thing. But it's my fault.

I was thinking of two proposals, and I will be short. One, there is a robot. You can participate with the robot and you run the robot from your place from the other side of the world. And the other idea was to give the responsibility to each of the live participants in the meeting room to be in charge of one who will be not present physically, who will be online. We will have the one participating in presence having two voices—the one for themselves and the one for the online participants they will take care of—except it's not just everybody taking care of everybody but each one of us will have a responsibility.

That's two ideas to try to [announce]. And to go quickly to a face-to-face meeting because we can't wait. Thank you. I hope it's not clear now. And sorry for the French language before.

MAUREEN HILYARD: Very interesting suggestions. Just trying to get my head around how it would work. I think it's just having a buddy that you could work with who isn't able to come. That could work. I wasn't quite sure about the robot thing, though.

But we're at the top of the hour. That means we are definitely at the end of our meeting. Thank you all. I'll let you go now because it is the end of the session and I don't want to use any of your spare time caught up in a meeting when you could be having a break before the next session.

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So thank you very much everyone. We'll see you later.

MICHELLE DESMYTER: Thank you, Maureen, and thank you so much, everyone. The meeting has been adjourned.

**[END OF TRANSCRIPTION]**