ICANN71 | Prep Week – GNSO Policy Update
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transcript is neither official or authoritative. With that, I'll hand over the floor to our presenter today, Tatiana Tropina. Please go ahead.

TATIANA TROPINA: Thank you very much, Nathalie. Good morning, good afternoon, and good evening everyone. This is the GNSO Policy Session, however, you probably have already noticed that something is different about it. Welcome, everyone. My name is Tatiana Tropina. I'm the vice-chair of the GNSO Council from Non-Contracted Party House. I myself am a member of the Non-Commercial Stakeholder Group.

What about this webinar, if we can call it a webinar? You're probably used to all these death by PowerPoint webinars before, with all the policy updates. If you expect something like this, it's not going to happen. But don't leave just now. If you want policy updates, you can read the documents, you can attend the policy update webinar. The goal of this session and you see no slides on the screen, you see only five faces. These four faces which are not me are my guests today and they are the chairs of the Working Groups.

We are going to show the human side of the Working Groups, of the chairmanship because there are four men here. I'm joining this session and I'm hosting it from the Hague so you cannot be in the Hague but I'm bringing the Hague to you. I even have this Miffy, which is a Dutch symbol, created by Dick Bruna. So this is the part of the Netherlands and the Hague for tonight, today, including me.

So the schedule, the agenda for today, is I'm going to ask these four chairs various questions for roughly 40 minutes. And then at the end, we will open the floor for you so you can make comments or ask other questions.

Also, I am going to monitor the chat just in case. So if there are any interventions, I'm going to collect them and convey them to the working group chairs. With this, enough of me for now. I really think that the best way to introduce these chairs is to let them introduce themselves and maybe briefly their working groups, or work tracks, or drafting teams. Let us start with Keith.

KEITH DRAZEK: Thank you very much, Tatiana. Hi, everybody. My name is Keith Drazek. I am currently chairing the EPDP Phase 2A work which is a continuation of the EPDP work that's been taking place now for several years in the ICANN community. The Phase 1 was focused on replacing the temporary specification due to GDPR enforcement. The second phase was focused on developing a standardized system for access and disclosure, or the SSAD. This Phase 2A work is focused specifically on the distinction between legal and natural persons in the registration data field as well as the discussion around the use of unique identifiers—the feasibility of unique identifiers in email contact.

So I have been involved in the ICANN space for approximately 20 years. I currently work for Verisign, registry operator for .com and .net among others. I was the Registries Stakeholder Group chair for a number of

years. I was the GNSO chair for two years and I'm very pleased to be engaging now in the EPDP Phase 2A work that is quickly approaching its publication for an initial report for public comment. With that, I look forward to the conversation today. Thank you, Tatiana. I'll hand it back to you.

TATIANA TROPINA: Thank you very much, Keith. I'm keeping my fingers crossed for your EPDP Phase 2A. Chris, you are the next. Please do introduce yourself.

CHRIS DISSPAIN: Thank you, Tatiana. Good morning, good afternoon, good evening everybody. I'm Chris Disspain. I am currently chairing the GNSO Intergovernmental Organization Work Track, looking at solving a problem in respect to curative rights. It's a very specific problem which arises because one of the recommendations from the policy development process hasn't been approved by the GNSO and this work track has been asked to have a look at it and see if they can make some adjustments to it.

I am former Chair of the ccNSO, former Board member, and now I find myself in the GNSO. Thanks, Tatiana.

TATIANA TROPINA: Thank you very much, Chris. Dennis, you chair the work of the drafting team, as far as I understand, and the working group has just started. Could you please introduce yourself and your work?

DENNIS TAN: Sure, Tatiana, thank you. My name is Dennis Tan. Like Keith, I also work for Verisign. I'm a senior platform manager. And you are correct, Tatiana. I chair the charter drafting team for the much-anticipated work, EPDP for IDNs, which primarily will look at introducing variant domain names into the root zone and how they can address the usability needs for the community that wants IDNs and their variants introduced in the root zone but also in a safe and secure manner.

TATIANA TROPINA: Thank you very much, Dennis. I think that we lost Roger for a while because he has connectivity issues. I'll just move on and once Roger reconnects, I will ask him to introduce himself to you. And I would like to drop the first question and the first one to Chris. Chris, we know you from the Board. We know you from the ccNSO. Why GNSO now? What has prompted you to become a leader of the GNSO Working Group? Why?

CHRIS DISSPAIN: I wouldn't go that far. There's lots of very qualified people leading in the GNSO. All I'm doing is standing in the background making a lot of noise and chairing a working group. It's the way of the world, Tatiana. You spin around and find yourself in all sorts of interesting places. I hadn't had any intention at all of doing this but I was asked if I would chair the work track, given that I had been involved in this IGO stuff since the very

beginning of the problem back in, I think it was 2012 when the first GAC advice came out on protecting IGO names and acronyms.

I've been involved in that and liaising with the GAC from the Board. From then it's a problem that's been around—or a challenge that's been around for a very long time. I was asked if I'd chair the Work Track, which I said yes to, and then found myself not just chairing the work track but also in the GNSO representing Donuts. The two things were originally disconnected. But here I am again.

TATIANA TROPINA: In a way you volunteered but also were voluntold, right? Am I right?

CHRIS DISSPAIN: Correct. I was asked if I would seriously consider taking on the position of the chair of the work track. So yes. It was a volunteer job but with some level of being told as well.

TATIANA TROPINA: Thank you, Chris. I see that Roger has rejoined us. Roger, I hope that you can hear us, right? If you can take a minute to introduce yourself and also answer one question because we are moving to the essence of these working groups and all the work that is going on. So, which group you're chairing, who are you, and what has been the most surprising thing about chairing your Working Group so far?

ROGER CARNEY:

Thank you. Yes. I can hear once again. So that's good. Roger Carney. I'm chairing the transfer policy review PDP. We just started three weeks ago, a little less than a month ago I guess now. Moving along quickly, which is good. I like that. I've been in the business for almost 10 years now so some of you may have seen me around—not in the last year, you haven't seen me a whole lot but seen me around in the years prior.

The most surprising thing to me as a chair … I think maybe step back and say I've been on a lot of PDPs and it seems like all the members have a lot of work to do. But you show up for meetings, and meetings happen, and agenda's done and all that. For me, the surprising part of chairing is all the work between the two meetings or the next meeting that goes on. Honestly, it's not as much for the chair as it is for staff. Staff does an insane amount of work in between calls that it's just amazing that sitting from a participant, you don't get to see all that. But from the chair's perspective it's just incredible.

TATIANA TROPINA:

Thank you very much, Roger. Keith, I'm looking at you. It's probably quite hard to surprise you after two years of chairing GNSO. But then again, what did prompt you to start chairing EPDP 2A and even if it's hard to surprise you, did you encounter any surprises?

KEITH DRAZEK:

Thanks, Tatiana. First I would like to +1 Roger's comments about the work that the staff puts in, in between the plenary meetings, just at every stage of the process of these PDP Working Groups and at the

council level and other places. The amount of work that happens in the background that's not necessarily visible to all is a significant amount of work and it's a significantly important part of what we do as the broader ICANN community. Frankly, without the ICANN staff support that we receive, as I said, in the background many times and many cases, I think our community would be at loose ends. So I just wanted to agree fully and whole-heartedly with Roger's comments there.

I think in terms of rationale and why did I put my hand up and volunteer for chairing the EPDP Phase 2A work, really, immediately after concluding my term as GNSO chair, the most direct answer that I could provide is that while I was the GNSO chair, I made a commitment to the community and those who had been contributing during the ICANN work on EPDP Phase 2 that we would not ignore or discard the topic of legal and natural and/or the unique identifiers.

There was a view that among some in the community that those issues had been well-discussed and covered and really didn't need any additional work. There were others in the community that felt very strongly that the EPDP Phase 1 and Phase 2 work had touched on the issues but had not come to a conclusion. In order to move the Phase 2 recommendations to the final report stage, and the vote at the Council, and moving these to the Board for consideration, I made a commitment as a chair that we would not ignore these other issues and that we would circle back to them.

When the call for volunteers came out, there were no other volunteers at that time so I put my hand up and I've been pleased to help try and

shepherd and facilitate the work of this group, really since December of last year. We've made some progress. There's still work to be done. But I think at a very high level, my sense is that there were expectations set and those expectations needed to be delivered upon. That's what I'm trying to accomplish and to achieve through my chairing.

As far as surprises are concerned, there's a lot of work that's going on right now in the ICANN community and it's been a challenge as we face the remote and virtual work environment. There's no question, I think, that that's impacted all of us. But I think I'm very surprised—pleasantly surprised about the resilience of our community and the fact that we have transitioned—and learning along the way but transitioned to this virtual work environment where work is getting done and we are making progress.

It's not the same and it's not maybe at the same pace. But I'm encouraged by the posture of the community right now. I know we're all looking forward to getting back to face-to-face engagement but I feel like maybe the biggest surprise for me is how well we've done under these challenging circumstances. Thanks.

TATIANA TROPIA: Thank you, Keith. Speaking about progress, Dennis, we saw you in the last Council meeting, how much progress your drafting team has made. We approved the charter and we're looking forward to the start of this work. But I want to ask you, looking back, what were the most challenging for you about leading this drafting team?

DENNIS TAN: Thank you, Tatiana, for the question. The most challenging thing was to deliver on target. This work on IDN variants at the top level, it's much anticipated. I think for the first time I joined the ICANN community about 10 years back, that was the topic to speak and look at again. 10 years later, we are finally putting this on the pipeline to work on. So, the draft, the charter is just one step closer but still, we need to get it done. And also, understanding that this is going to be a foundation for the next Working Group to start delivering on the issues, it was very important for us to really scope the items carefully and thoughtfully and doing it in a timely basis.

That was a bit of a challenge but among the working group members and with the help of staff, we were able to put together a useful framework—something that will make us do our work more efficiently and finally deliver on target and deliver the work to the Council for the next step.

TATIANA TROPINA: Thank you, Dennis. We all know that this issue has been here for a long time. And hopefully, among these 97 attendees I see in this room, there are newcomers or people who are not well aware about the importance of the IDNs or of what the prospective working group is going to do. As we say, it's just the first step or just the fundament. I'm going to ask you a tricky question. If you were asked to share the thought, why newcomers or other community members should be interested in the

work of this working group in the IDN track, what would you Tweet? So very, very briefly.

DENNIS TAN: Sure. That would be internationalized domain names enhance the multilingual web. #internetforall

TATIANA TROPINA: That sounds great. Thank you. Chris, I'm looking at you now. The work of your PDP of your Working Group started few months ago. It's not that old but it's not that new. What are the most challenging issues now? What's really, really pressing? What keeps you awake at night, if anything?

CHRIS DISSPAIN: Well, I wouldn't go so far as to say it keeps me awake at night, Tats. That would be awful. You get to a certain age where sleep's important. It's the age-old problem of any policy development process. It doesn't matter which SO it's in. It's about bringing the different views together and trying to find a consensus—trying to find some sort of agreement.

In this particular case, you've got an issue that's been running for nearly 10 years now—in fact, if it isn't, it may well be 10 years—where the acronyms for the IGOs have been temporarily reserved since I think, if I remember correctly, 2013. It's temporary—still temporary not permanent—and we're still trying to find a way of providing IGOs with access to curative rights so that those acronyms in the new gTLDs can

be freed up and available, not just for the IGOs to register but for other people to register, if they want to register them and not be an IGO.

The challenge is that there are differing views and differing imperatives. And it's the same, I think, for almost all policy. One just has to navigate one's way through and one does that with the help—an enormous amount of help—from the staff. ICANN Org is an extraordinary group with committed people who help enormously. But also with the willingness of those who participate in these policy processes, work tracks, to be prepared to coalesce around a solution.

TATIANA TROPINA: Thank you very much, Chris. It's getting a bit personal on the chat because Jeff was saying that probably the most challenging issue for Dennis was having to deal with Jeff in his group. Roger, I don't know if Jeff is in your Working Group. However my question to you is not about Jeff—

CHRIS DISSPAIN: Jeff's in every Working Group.

TATIANA TROPINA: Okay. So who has Jeff in their working group? Please raise your hand. Not transfers? Okay. Roger, since Jeff is not in your group, we are not going to talk about challenges. Since your group has started and you also talked a bit about this, what is the most inspiring? What is the most inspiring for you? Where do you head here?

ROGER CARNEY: Yeah, and I'm going to say, unluckily, Jeff is not part of this one because Jeff is just about everywhere. But no. I would say this was an interesting topic for me because before I got into domains at all, talking about two decades ago I guess, in the late '00s, we'll say, I was trying to transfer a domain for an organization that I was trying to help. And I knew a little bit about the web and things. So it was interesting how painful—and then I think this was probably 2007 or so—how painful, from a registrant perspective, a transfer could be.

You're thinking about this digital age and everything and you could click on a couple buttons and things happen. Transfers are not that way. And then you get into it and you find out, "Oh, okay. There's reasons why that is." The reason I jumped on this was let's find those hurdles that are painful and try to make them at least acceptable. I think that's what inspired me to jump onto this PDP itself.

TATIANA TROPINA: Thank you, Roger. Well, Jeff is not on Keith's working group, as far as I understand. So, Keith, I'm going to ask you a provocative question. Legal versus natural, is there a difference? No. Don't answer. My question to you, Keith, is this pandemic has been going on for more than a year. You were lucky to chair the GNSO Council and GNSO in physical locations, and also virtually, and now the EPDP. In what ways did you have to change your leadership style to account this pandemic or is everything the same?

KEITH DRAZEK: Thanks, Tatiana. It's an excellent question and you're right. I was fortunate to be the GNSO chair for one year during the face-to-face environment and then also for one year, essentially, during the virtual environment that we're now living in. So I have a bit of benefit there. Also, participation previously in other working groups and in other venues. Now chair of the EPDP Phase 2A work, which has been entirely remote.

I'd say that the one thing that I've had to adjust is the finding an alternative to the hallway conversations and the discussions that might take place on the fringes of a meeting, of a session where—and I'll speak personally—where I take advantage of conversations with people that I respect in the community, from a range of different views, to be a bit of a sanity check for myself and my own understanding of an issue, or my own interpretation of an issue, or my own perspective as to where a path forward might be in terms of finding compromise and reaching consensus, if there are a range of different views.

Those personal side conversations as a checkpoint have always been very, very important to me and my engagement in the ICANN community, in trying to bridge differences, find compromise and consensus paths. I've had to redouble my efforts in reaching out to people—affirmatively and proactively reaching out and saying, "Hey, would you have 5 or 10 minutes to have a chat about something with me?"

Whereas that would've been a very natural thing following a meeting, after a session in the hallway, over a meal, to have those conversations, now it is a real effort and a conscious action to do that outreach and to have those side conversations with individuals whose experience and expertise and views I value. And I probably could have done a better job of doing that along the way over the last year, year and a half. But I think that's the one thing that I would say. It's like reaching out and having a conversation with folks independently and individually I think is something that I've missed and I've had to make adjustments to find a way to replace.

So, sorry if I went on a little bit long but that's my take. Thanks.

TATIANA TROPINA: Thank you, Keith. Roger, you started your chairmanship during the pandemic, so how do you navigate these virtual corridors and meet people for a quick chat or coffee?

ROGER CARNEY: Yeah. And everybody's agreeing here. I agree with what Keith was saying. It's interesting because I've been working remotely four or five years. The normal day-to-day stuff for me didn't change a whole lot when the pandemic started. But, yeah. When you get into working with a group on a specific task, you miss that chance to just sit in the corner and talk about it and pull someone else in that's just walking by and you have that three-way conversation.

I would say probably the biggest change from pre-pandemic to now … I've been on Zoom calls for, again, five years but no one wanted to see me. So after the pandemic started, people started wanting to see each other for a while so you had to turn on your camera every once in a while to say hi to people. I would say that's probably the big thing for me.

TATIANA TROPINA:	Thank you, Roger. Dennis, if we think about the percentage of the meetings you have you have your camera off and you have your camera on, what are the share here? Do you have to keep it on all the time or rather off?

DENNIS TAN:	I like to keep it on if it's during business hours. I have my fair share of late-night or very early morning calls and I would rather just shut my camera off. But all things being equal, I'd rather see the faces and they see me so that they can read the body language because it is very important to have those connections, especially during these times.

TATIANA TROPINA:	Thank you, Dennis. Chris, Keith mentioned the sanity checks, like changing the leadership style during the pandemic. What are your sanity checks? What is your leadership style? Have you changed it?

CHRIS DISSPAIN: It's covered, really. Everyone's covered it, really. It is about you do miss that ability to, in the moment … It's different when you think, "Okay, at the end of this call I'll remember to call so and so and talk to them," and then you can't reach them, whereas if you're in a meeting you can wander off into the coffee break, into the corridor … First of all, there is a coffee break. You can wander off into the corridor and you can say, "I need to chat," and so on. From that point of view, you miss that problem-solving interaction that those of us that have been doing this for a really long time have learned to rely on.

There is one small upside, which is I don't know what it's like. Well, it just probably hasn't been going long enough for the others. There's a time saving in that we don't spend a huge amount of time discussing the fact that we need to have a special face-to-face meeting and whether we should actually put in an application for a budget allowance to have that special face-to-face meeting because everyone knows that's not going to happen.

What will be interesting to see in the future is how good we've got. Everybody wants to meet. I get that and we will and it'll be wonderful. But the question for us, I think, is how good have we got at actually be able to run these ongoing working group—these ongoing policy development processes—without having the need of special gatherings just to get us together face-to-face. I think we've proved we can do it. If we've got the discipline to carry on, that would be great.

TATIANA TROPINA:	Thank you, Chris. So, about the discipline and all this virtual stuff, do you have any embarrassing Zoom moment you can remember or maybe amusing?
CHRIS DISSPAIN:	I've got so many embarrassing Zoom moments that I couldn't even begin to think about listing them. I think there have been accidental leaving the microphones on and having chats with various people in various parts of the house. At one point in the early days, there wasn't Zoom. It would have been something else. It might've been Adobe, for all I can remember. I do remember rather foolishly deciding now would be an excellent time to open a can of Diet Coke which had been shaken far too vigorously and ended up covering me and most of my computer with sticky substances. But there are many, many.
TATIANA TROPINA:	Keith, have you got any among many to share?
KEITH DRAZEK:	Thanks, Tatiana. Thanks, Chris for sharing. I don't have anything in particular that stands out as an embarrassing moment but I do think there's a lot of value in having the visual interaction if we can't be in person. Having the visual interaction, I think, is very, very helpful. But it also, I think, introduces another level of stress and/or anxiety and/or an obligation. I think that there's a balance to be struck there. I think the camera time and the face-to-face, if this is the best we can accomplish,

then we should strive to do it but recognize that folks might need a bit of flexibility along the way.

TATIANA TROPINA: Thank you, Keith. Just replying on that question on the chat. Can we take a vote about Chris moments on Zoom calls? I'm sure, as Chris said, that there were many. We probably will have to have an additional policy or rather Zoom embarrassing moments webinar for this. But if I am to lead this I will sure organize a virtual poll and make it very interactive and we will vote. Now, wrapping up the Zoom. Dreaming about the future, dreaming about going back to physical locations and meeting each other without saving time discussing whether we need additional budget requests for face-to-face meetings. What is your favorite meeting location, Dennis? Where would you like to go?

DENNIS TAN: Any place in Japan, in a heartbeat. I'm Peruvian of Chinese and Japanese descent. So being there, it just reminds me of my roots, connecting to family, so it's very dear to my heart.

TATIANA TROPINA: Thank you, Dennis. If I think about any location to go, indeed, I would be going to Kobe again and then to Tokyo. Roger, what is your favorite meeting location?

ROGER CARNEY: I think it surprised me. Maybe that's why it's my favorite. I wasn't expecting a whole lot and I don't know why. Maybe I just didn't know. But Marrakesh was probably one of my favorite places and not necessarily for the venue. The venue was great and everything but it was a long ways outside of town, the last Merakesh meeting was. But getting into town just really surprised me. Touring town was so excellent. I'm sure I'm going to have that fun somewhere else too because I'm inquisitive like that but it just surprised me how entertaining it was.

TATIANA TROPINA: Thank you, Roger. Chris, we are not going to take a vote about your favorite location. Just share one among many.

CHRIS DISSPAIN: The ones that we've been to, it's really hard. Sydney because it was a pretty special meeting, and it was home territory at the time, and it's an amazing place and a very long way for people to travel so we had to acknowledge the effort that everybody made to be there. But there are so many. Marrakesh, I love Marrakesh, with Roger. It's a fantastic place.

TATIANA TROPINA: Thank you, Chris. Keith, I see that you answered in this best pandemic style. Anything that is not your home. I'm not going to ask you about your favorite location, then. Tell me what was your most memorable

ICANN moment? How many years are you at ICANN? You probably said it at the beginning. I forgot. I'm so bad with numbers.

KEITH DRAZEK: No problem, Tatiana. Thank you very much. No, it's a good question. And yeah I typed into chat my favorite meeting location is anywhere other than my house and so I think we can all identify with that. Yeah. I think as far as memorable moments or instances at an ICANN meeting, I've been now involved in the ICANN space for more than two decades so more than 20 years. I guess I think of memorable times or moments in the context of accomplishments, events, things that took place, things that happened that were meaningful, and that were significant, and that stood out.

I guess I would probably go back to the ICANN meeting in London in 2014 in the summer, where there was activity going on around the IANA transition and the ICANN accountability and transparency work. And there was a moment during the public forum at that ICANN meeting in London, in 2014, where the ICANN community, the GNSO community came together around what the community expected and what the community needed from the IANA transition and the accountability and transparency work that then took place.

I think that that was an important moment, really unprecedented, actually, in terms of the community coming together in such a way. That, to me, was particularly memorable. And I think with the benefit of hindsight, in 20/20 hindsight, I think it was an important moment

because that set the stage for the accountability and transparency reforms that were implemented and are still being implemented with Work Stream 2. That really did enable the transition to take place. We were able to conclude the IANA transition in 2016 because of the accountability and transparency work and the stress tests and all of the things that the community put in over the course of two years.

So if I had to pick one moment, that would probably be the event. But there's been so many wonderful moments of engaging with others—meals and other types of engagement that are also memorable. But that's the one thing I'd call out. Thanks.

TATIANA TROPINA: Thank you, Keith. About memorable moments. Roger, do you remember your first ICANN meeting?

ROGER CARNEY: I believe it was Toronto, right when new gTLDs was getting kicked off. I don't remember which one it was but I remember because I flew in late Sunday night. It's two stops for me to go from Chicago to Toronto and my luggage ended up in South America somewhere. So I was traveling with my shorts, which I always travel in shorts. I don't like to wear pants when I travel so I had my nice golf shorts on. And had a bright, early meeting the next morning for breakfast in my golf shorts with ICANN people so it was interesting.

TATIANA TROPINA:	If you were to go back, as another Roger from now ,and you sat together with yourself at that breakfast. you wearing shorts and then another Roger wearing a black shirt, what would you tell to yourself? What advice you would have given to yourself there?
ROGER CARNEY:	Sorry. My Alexa just went off. Sorry she interrupted us. I would say meet everyone. The thing about ICANN, it continually evolves and people come in and go out but not that often. In 10 years, you're still talking to the same people. So I think early on, meet as many people as possible because you're going to be working with them for a long time. I would say, get to know them again because it's one of the things that you're going to need to know for the next 5 – 10 years, however long you're going to stay in it.
TATIANA TROPINA:	Thank you, Roger. Chris, I see that you unmuted yourself. What would you have told to yourself during your first ICANN meeting?
CHRIS DISSPAIN:	My first ICANN meeting was October 2000, Marina del Rey in the Marriott Courtyard Hotel. Anyone who knows the Marriott Courtyard Hotel will understand how much smaller ICANN meetings were in those days. What would I have told myself? Run. Run, run.

TATIANA TROPINA: Where to? To the beach?

CHRIS DISSPAIN: Run, run. Go somewhere else. Actually, Roger nailed it. You've got to meet … You've got to talk to people. You've got to meet people. You've got to get out there and get to know as many people as possible. And learn, and never stop listening, and never stop learning.

TATIANA TROPINA: That's really a word of wisdom. And it looks like anything you're sharing, what you would've told to yourself, can be shared with people who are just joining, right? Dennis, what would you share with people who are newcomers that you would have wished you knew back then?

DENNIS TAN: Yeah. Sure. Thank you for the question, Tatiana. I would echo what Roger and Chris just said about meeting people, as many as you could. But other than that, when you are ready to work on something, prepare yourself in advance. Listen carefully to what others have to say. Engage firmly but respectfully and then repeat again.

TATIANA TROPINA: Thank you, Dennis. Keith if you met yourself during your first ICANN meeting, would you run—not to the beach, just away?

KEITH DRAZEK: Yeah, that's a good question, Tatiana. If you told me 20 years ago that I would be here today, I might not've believed you at the time. But I feel fortunate to be involved in this multistakeholder process and multistakeholder community after these many years. So, look. I think the one word of advice that I would give is to study, to do your homework, to read, and to build up a certain understanding and knowledge on both process as well as substance.

If we think about this from the perspective of leadership of a chair's perspective, in working with staff, one of the key challenges is to take differing views and disparate views and to find that path forward, and to find the middle ground, the compromise.

And to be effective as a chair, you need a couple of things. One is the support of the staff and a good working relationship with the staff. I just can't reenforce how important that is. But it's also to have a sufficient grasp on the substance, that when you're presented with a fork in the road or a choice of several paths, that you know the substance and that you know the process and procedure to be able to navigate that and to help guide the group and the group's engagement in a positive and constructive way.

Again, as a chair of any group, you have to find the right balance between facilitating and supporting the group's work in its own direction, but then being able to engage at the appropriate time with the right balance and the right considerations to try to bring the group together and to find a path forward. Again, that's a very important balance in any leadership position is to make sure that you're not

directing the group unduly but rather facilitating the work of the group and then perhaps laying out options and a possible path forward, based on all the inputs that you're taking on.

But the number one, I think, starting point has to be a pretty solid understanding of the substance and the procedure of the group that you're managing. That includes reading all of the background material, including that which might've been constituting the issues report. Thanks.

TATIANA TROPINA: Thank you, Keith. Anybody else has anything to say? Because we have 15 minutes left and I want to open the floor for anyone. I see that we have various attendees. I see that we have actually former chairs of the working groups and I guess they might have some comments, or might have some word of wisdom, or might have some questions. I am opening the floor now. Nathalie or anybody from staff, can people unmute themselves? Is it possible or only chat?

NATHALIE PEREGRINE: Thanks, Tatiana. If anyone from the attendees would like to ask a question over the audio, please raise your hand and we will be unmuting you.

TATIANA TROPINA: Thank you, Nathalie. Not only questions. We all will be happy to hear some comments. So let me see if there is … Aha. So a question to Keith.

From Chokri Ben, a question. "Keith, do you think that yours will be the last one of EPDP life cycle?"

KEITH DRAZEK: Thanks very much, Chokri for the question. It's a great question. As I noted at the very beginning, the EPDP Phase 2A is essentially the third iteration of the EPDP work. It is a very narrowly-focused group. It's chartered very specifically in a couple of areas. I'm hopeful that we will produce guidance and recommendations from this group at the end of a final report which is targeted for July or August of this year, following the public comment period. So I think the EPDP on gTLD registration data services , in response to GDPR and the Temporary Specification, the development of SSAD, I think is largely concluding. It's not finished. It's not concluded.

And it could be that some of the issues discussed during EPDP Phase 1, Phase 2, and now Phase 2A return to us for policy work at some stage. It could be the result of new regulations and new legislation. It could be the result of the implementation of the SSAD, which is of course Phase 2, which will be subject to an operational design phase and further work of the ICANN Board to consider those recommendations. So none of that is concluded and until that work is concluded there may be additional policy questions that the community needs to consider.

I think if we're looking at this in the very short term, I would expect that what we know now as the EPDP will likely wrap up its work. It could be that the GNSO Council decides to charter new policy work down the

road that could be very similar to the work that we've done, or complementary to the work that we've done. But I think from where I sit, my personal view is that the EPDP will likely wrap its work up but acknowledge that there could be further work required down the road at some point for the GNSO Council to consider.

At the end of the day, it will be up to the GNSO Council to make the determination about further policy work and where that's needed, not the EPDP 2A group itself. Thanks.

TATIANA TROPINA: It's going to be EPDP B, C, D, and then like we are talking about generations. Generation Zed and then start over again, A, B. So I see that there is a question and we will allow you to talk. You'll still need to unmute yourself. So I'm really looking forward to any hands and I'm seeing no hands. That makes me sad. So please. if anybody has any questions, raise your hand or any comments. I see that people like interacting on the chat, then ask your questions on the chat.

While I'm waiting for your questions, I'm going to ask maybe a couple of more questions. I always have them, like magic rabbits out of my sleeves. The question is … Probably, I would like to ask Chris this one. Imagine that your working group is just hitting the wall or coming against the conversational wall during your group call. What is your last solution? What do you do?

CHRIS DISSPAIN:	Very, very interesting question to which there is not a simple answer. In face-to-face meetings, if you're there, you'll break. You'll send people away. You'll have a break, bring a small group together, maybe, to chat or you'll break the group up into smaller groups and send them into different corners of the room to chat. In other words, there is quite a lot more flexibility in a face-to-face meeting than there is on a Zoom call.
	But that said, there are still plenty of things that one can do. Time is great. Just coming back next week with a clearer head and readdressing a point, sometimes works wonders. Encouraging people to work in smaller groups together offline is incredibly useful, if you can get people to do it. If you can bring three different views from three different people into a small group and stick them in a virtual room together and just say, "Figure it out." They come at it, and as long as they come at it with a willingness to learn and to listen, and to reach consensus.
	Then the truth is, sometimes you just have to accept that you're not going to get consensus by whatever the definition of consensus might be, which is why there are so many different levels. You've got supermajorities, and majorities, and all that sort of stuff, just to be flexible. There's all sorts of different ways to try and achieve breaking a wall, as you call it, Tatiana.
TATIANA TROPINA:	Thank you, Chris. Dennis, I hope that this is still fresh from chairing the drafting team. Did you get people stuck in the virtual room trying to get

people to agree with things or what was your style of getting out of stuck, if your team ever got stuck?

DENNIS TAN: Not stuck, stuck. But yeah. There were a few items where we were going in circles or spending too much time. When we are in that situation, I like to reframe or recollect what we are solving for—focusing on the objective and the mission and then start fresh again. That, most of the time, helped us break that impasse or lockdown that we were discussing in there.

TATIANA TROPINA: Thank you, Dennis. Keith, I'm not going to ask you this question about getting the conversation out of unstuck. It's a landmine asking about EPDP, any of those, be it number one, or two, or 2A. I'm going to ask you another question, Keith. After all this experience of chairing GNSO and now the working group, if you had a magical wand, or got a golden fish out of the sea where you ran from the ICANN meeting, what would be the three things you would change in the future work group efforts? We know that it's not the staff support.

KEITH DRAZEK: Right. No. Exactly, Tatiana. Thank you. I've thought about this a little bit over the course of the chairing of the EPDP 2A work and it's probably more specific to chairing policy development rather than, for example, the GNSO Council. That would be for the various groups. And I think this

is especially important in a representative type of model for the various groups to establish a statement or a position statement as to where their starting position is in terms of the conversation—in terms of the policy work that's being developed. And then perhaps at the very beginning, identify any can't live with or no go type of redlines.

I've just been thinking this through. Again, this is just my personal thoughts and thinking, is that having a better or more clear or concrete understanding of the various starting positions right at the beginning I think might help us as a community navigate paths forward to be able to reach consensus on items and in areas where we can. Then avoid spending unnecessary time and cycles talking again, and again, and again, and relitigating things where there's clearly not going to be consensus.

This is just the one thing I've been thinking of and how that might fit into our procedures and processes. I haven't thought that through, to be honest with you. But I do wonder whether there's some benefit both in terms of efficiency and effectiveness of having some of those going-in positions more clearly stated and captured. Maybe that helps frame and scope the discussions of the actual Working Group. So, anyway, that's my initial reaction. I may have some other thoughts but I'll stop there.

TATIANA TROPINA: Well, you still have five minutes for other thoughts. I'm going to ask Roger. So, Roger that gold fish which Keith got and it said, "No, Keith.

This is too complicated, your three wishes. I'm going to swim to Roger and ask him his three wishes." What would be yours for working groups?

ROGER CARNEY:

Yeah. If I steal Keith's fish here, I'd say somehow there's already some magic going on in PDPs. Somehow you lose time. I don't know how you lose time. But you think something's taking two or three meetings and it takes eight meetings. So, I think we need the fish to either combat whatever magic is happening there or at least allow us a little more time. Again, I think it is more time leakage than it is actual time.

Probably, one of the big ones I was thinking about was involvement. These PDPs have a lot of people on them but not very many of them are active. I think that to good solutions, more ideas make better solutions. And we can probably fill a lot of those gaps that one side thinks or the other side thinks. And someone in the middle, that's not as active, is probably thinking of a way in between that.

And it gets to me to thing of compromises become a dirty word around here. It always has that negative, you're giving something up. But, again, when you go back to it, great ideas can lead people down different paths. So I think the fun part is facilitating melding of ideas, not compromising. You're not getting rid of anything. You're just understanding things better and coming to a better enlightenment, I guess. I'm going to steal Keith's fish for enlightenment, I guess.

TATIANA TROPINA: Thank you, Roger. Dennis, you [rub] this drafting exercise. Not about gold fish. One thing you want to wish for the working group who is going to deal with this now?

DENNIS TAN: Well, prepare. Yeah, prepare, prepare, and prepare because there's a ton of information and body of knowledge that anybody that wants to participate needs to be up to speed. IDNs are usually a very niche topic subject for anyone in the ICANN community. So you really need to prepare yourself in order to participate effectively and help the group advance progress in an efficient manner. So, be ready to read a lot.

TATIANA TROPINA: Thank you, Dennis. We still have three minutes to wrap it up so the last question goes to Chris. Chris, [gala] in Wellington or steak and in Buenos Aires? That's a hard one.

CHRIS DISSPAIN: That's an impossible question to answer. That's ridiculous.

TATIANA TROPINA: You have to choose.

CHRIS DISSPAIN: I don't have to. No. No one says I have to. We could reach a consensus that it's not necessary for me to choose. [Gala] in Wellington, just because you insisted I chose.

TATIANA TROPINA: Okay. Yeah. So we have another choice, which is already [inaudible] [gala] in Lisbon. Right. We're nearing the end of this meeting. Dear working group chairs if you have anything to say please go ahead. However, I just want to say one thing. [Gala] in Wellington, steak in Buenos Aries, [gala] in Lisbon. I know we're all stuck in the virtual world for now. But I do hope that we will get together and see each other very soon and I really hope so. Anybody wants to say anything of you? And if not I will just … Yes, Dennis. Please go ahead.

DENNIS TAN: Yeah. I just want to thank you, Tatiana, and my fellow colleagues, panelists, chairs. This was a very fun session and thank you for having me here and enjoy the work on IDNs.

TATIANA TROPINA: Thank you, Dennis. You have to publish that Twitter. We have to ask GNSO to publish it. Chris, Roger? Keith, I see that you said already on the website we need more volunteers. I can only second that.

KEITH DRAZEK:	Yeah. Thanks, Tatiana. I'll just add—and I know we're wrapping up here—that we all need new blood, new contributors, the next generation of contributors to the ICANN process and the ICANN multistakeholder experiment. So to anybody who's watching and listening, please volunteer. Please get involved. Find something that you're interested in. Volunteer and contribute because we need a lot of new voices and contributors. And now's an opportunity to start getting up to speed on these issues if you find something that you care about. So, please volunteer.
TATIANA TROPINA:	Fresh blood sounds a bit vampirish. Roger do you have anything to add to wrap it up?
ROGER CARNEY:	No. I think that's great. I think the new people is great. Again, like I said, as many ideas make better solutions.
TATIANA TROPINA:	Thank you all. So everybody who is a newcomer or seasoned, please do join. You see that all people are humans. They are really humans. They are not just faces on the screen. They would be happy to see you follow in this effort. And with this, I would like to give immense thanks for staff for their support in organizing this webinar and to everybody who participated and chatted on the chat. Thank you very much. We're at the top of the hour and this meeting can adjourn. Thank you.

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KEITH DRAZEK: Thanks, all. Thanks, Tatiana.

TATIANA TROPINA: Thank you. Bye-bye, all.

ROGER CARNEY: Bye.

[END OF TRANSCRIPTION]