TORONTO – At-Large Capacity Building: Next Steps
Tuesday, October 16, 2012 – 10:00 to 11:00
ICANN - Toronto, Canada

OLIVIER CRÉPIN-LEBLOND: This was exactly the name I was waiting for. Hello Sala, it's Olivier here. Can you hear us? We can't hear you at the moment.

[technical difficulties]

OLIVIER CRÉPIN-LEBLOND: Apologies for this delay, but we have a remote participant who needs to be able to connect properly, so as to be able to speak to us.

[technical difficulties]

SLANIETA TAMANIKAIWAIMARO: Testing.

OLIVIER CRÉPIN-LEBLOND: Yes, we can year you.

SLANIETA TAMANIKAIWAIMARO: Hi everyone.   I'm sorry, I seem to be getting messages that you can hear me, but I can't hear you, but that's okay. Greetings everyone

from Fiji, it's a pleasure and a privilege to meet with you. Please let me know if I am actually supposed to speak now, since I actually can't hear you, which [Katie] indicated me via fax.

OLIVIER CRÉPIN-LEBLOND: It would be better if you could hear us, because there will be a discussion taking place.

SLANIETA TAMANIKAIWAIMARO: This is actually one of the challenges with remote participation — this sometimes happens. Okay, they're trying to get a two way communication. Thanks.

[technical difficulties]

FEMALE: Sala keep talking. They're saying they can hear you. Yes, they're saying they can hear you.

SLANIETA TAMANIKAIWAIMARO: Okay, thank you.

FEMALE: Okay.

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SLANIETA TAMANIKAIWAIMARO: Thanks. I apologize for that, everyone. As you can imagine, remote participation can be challenging, not only in terms of challenging time zones, but also access issues as is evident now. But Capacity Building is something that is close to all our hearts and it's something that resounds within every regional At-Large organization. And we've just been analyzed now… My apologies, one moment please.

[technical difficulties]

SLANIETA TAMANIKAIWAIMARO: Okay. Thanks. It's something that's been happening at the edges. As Olivier had sort of mentioned earlier on Sunday, in relation to the regional At-Large organizations running face to face sessions for the ALSes that actually turn up to the ICANN meetings. But one of the things that I'd like to focus our minds on is not only are we mandated to do this in the ICANN bylaws, so the issue of whether it should be done or not is something that's already a given.

But one of the things that we'd like to sort of highlight is some of the considerations that should follow in relation to discussing capacity building. One of which is not only is it going to enhance how the At-Large interfaces in terms of creating meaningful participation from the At-Large structures into the policy processes within ICANN. But it's going to make for a very robust community, not only within the At-Large, but a robust ICANN community, which is something we all want.

And one of the challenges as we've seen even with my participating remotely is the issue of access. And remote participation, while it's

something that's readily available, there are ways to continue to improve it. And I'm not sure if everyone's seen the link that's actually on the Wiki of a proposal that was put up earlier this year where there were sort of broad issues discussing the relation to the issue of access.

And some of you may recall that in Prague we had sort of shared various penetration rates, RALO penetration rates with the global community. One of the things that we've been doing since — sorry, not Prague — since Costa Rica. One of the things that we've been doing since then is reviewing the Dashboards that the RALOs keep. And just based on the comparative analysis with the statistics that are actually on the ICANN website, we've found quite a lot of discrepancies.

And it appears that there are a few ALSes that are on the ICANN website that have during the RALOs, where the community has been informed through various announcements as per the mailing list that have not made it onto the Dashboard. So this is a note to the RALOs to sort of keep up with managing their respective Dashboards.

But one of the things we're doing also is updating our own records and also noting the years that the various ALSes joined and I'm happy to report that we've reached 2007. There's still a lot of data to mine through, and one of the things that we've noticed is we're able to better see the growth over the years. And that's something we're going to be sharing with you all in a short while, if not today, certainly within the next few days via the mailing list.

One of the things that we've also recognized as some of you will have heard our ICANN CEO mention at the NCUC conference was the difficulty that the new person faces when they enter the world of

ICANN. In that there's so much information that it can be daunting. It appears that we're receiving the same feedback from various ALSes that we've spoken to so far.

In fact one of the things that we've also done is we've facilitated a recent survey within the AP RALO region to sort of extract feedback on what they think about some of the processes. What they think about the relationship with the RALO and also in terms of how they're contributing towards the various policy processes. And it was interesting to see the array of feedback in relation to the questions that were sent to them.

But one of the things that disturbed me however, was the number of ALSes that actually responded to the survey, as opposed to the actual number of ALSes. And that to me shows potentially a breakdown in communication lines. So it's either people are getting drowned in emails or we need figure out where the bottlenecks are. But one of the things that the results of the survey does give us is the opportunity to actually analyze and assess where some of the bottlenecks are so that we can sort of…

If you notice the link within the Wiki and capacity building section, you'd have noticed that at the time we had prepared this draft proposal one of the things that we had mentioned was that there would need to be an identification of all existing capacity building programs within ICANN. One of the things we've found is that GAC is also organizing their own capacity building sessions along with the CTNSO, where it's still very much ad hoc. It hasn't been finalized yet according to my last brief discussion with the (inaudible).

And it also appears that [while] from the ground global partnership, I should say, should become commended. They've been doing excellent work in terms of outreaching and working the networks through the network operative groups along with the ASO. And I can speak in relation to every (inaudible) are making there and they've been doing various IPv6 trainings and whatnot.

One of the things we feel should happen, which the ASO has responded to say that they're very keen to work and to partner with us in relation to how we coordinate capacity building better, so that our ALSes are able to benefit. And a good example of it is already happening in terms of APNIC's been doing tremendous, tremendous work within the Asia Pacific region and reaching out to the end users, sending their [remits] and that sort of thing.

So here we have lots of stakeholders are prepared to partner with us, but what we really need is a clear strategic framework, a clear strategic plan on how we're going to roll out our capacity building. And one of the first things that in the event that a working group were to be created, would have to do is to a) identify the [keeping] problems where the bottlenecks are. Sorry I should say that a) is decide where we want to go. And where we want to go is build robust ALSes who are able to engage and contribute to the ICANN global public policy spaces.

And b) identify the challenges and keeping problems and look for ways to resolve it. And in terms of identifying that, it's tied to c) which is clearly conduct empirical analysis on existing data. Here we have Dashboards by the RALOs that can be compared to what is on the ICANN website. And even noting that there are inconsistencies even

with the ICANN website — that in itself speaks tremendously to the gaps and the bottleneck. So those are things that we can identify.

And d) identify how we would like to prepare to create a strategic framework to sort of chart where we'd like to go. How much penetration do we want to increase? Apart from increasing the penetration rate, but also the quality of the in reach. For example if for instance an ALS has two members that are contributing to policy spaces, what are some of the targets that an ALS could set, should it increase to five? So what are some of the mechanisms that should be in place to allow for the nurturing process, or the impartation process, or the sharing of information?

And I like Olivier had said on Sunday, "Capacity building is something that happens every day." But here we'd like to work towards preparing a strategic framework, and of course we have the Wiki and that sort of thing available. We have beginners' guidelines available, but our solutions have to be tied to addressing the challenges and there needs to be a clear charting of where we want to go. And with that I would strongly recommend the need for a working group.

And I apologize that haven't had a chance to send you the link of the AP RALO survey that was just published, because we have send it to the RALO first, but it will be sent to you shortly. With that I'll leave it to you Olivier. Sorry I couldn't hear anything and I can only hear myself speak.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Sala. Can you hear us now? I understand things have been fixed on our side and you should be able to hear us.

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SLANIETA TAMANIKAIWAIMARO: Yes, I can hear.

OLIVIER CRÉPIN-LEBLOND: Can you hear us?

SLANIETA TAMANIKAIWAIMARO: Thank you. I can hear you now.

OLIVIER CRÉPIN-LEBLOND: Fantastic. Well, welcome Sala, then, because you didn't hear our welcome. We've got a full room over here. Thank you very much for your introduction, very, very helpful indeed. You did allude to a Wiki page, I believe, and unfortunately we have not got the link there. So it would be great if you could put that link onto the Adobe Chat, please, for everyone here to be able to access it. And I'm not referring to the AP RALO link — the link on the capacity building that you've done, the proposal basically.

[background conversation]

OLIVIER CRÉPIN-LEBLOND: Fantastic. Okay, thank you very much. So now I open the floor here for comments. I hope everyone has been following quite clearly. Your voice came out quite well. And I see that Tijani Ben Jemaa has put his hand up. Tijani you have the floor.

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TIJANI BEN JEMAA: Thank you Sala for the work you did and I very much appreciate your energy and you willing to do the right job. We have to be clear about the capacity building inside At-Large and the capacity building inside ICANN that we are working on in the ICANN Academy project. I think that we need to have people working on the capacity building inside At-Large.   And this work can be fed to the ICANN Academy to be considered.

Second point, I think that what you did Sala was done before the At-Large, for the ALSes — the survey and the identification of the needs. And some actions, some programs of capacity building have been done to this end. I think that to deepen this work is a very good thing. We need to continue and we need perhaps to identify what didn't work in the actions done before, and how to make it better working in the future. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you Tijani. Sala?

SLANIETA TAMANIKAIWAIMARO: Yeah, thank you Tijani. There's a little work that's going to need to be done and all hands will be needed on deck. And I would also (inaudible) to draw from the NARALO Capacity Building Session. Garth actually raised an excellent point. As he was facilitating the Capacity Building Session, he was sort of encouraging and exhorting the NARALO ALSes to reach out and to identify — I'm not sure Garth, correct me if

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I'm wrong — to reach out to ten organizations and pull in the much needed critical mass. Back to you, Olivier.

OLIVIER CRÉPIN-LEBLOND: Thank you Sala. Sorry, we're shuffling people around at the moment as you speak as well. It's a little bit dancing chairs on this part of the world.

FEMALE: You know that Sally is…

OLIVIER CRÉPIN-LEBLOND: Just to introduce Sally Costerton and Filiz Yilmza, who are joining us for the next part of the discussion. But we'll continue with this one while they prepare.

As you very rightly mentioned, Sala, there is the ICANN Academy program that is currently in place and that has been worked on for a while. There is a section about this a little bit later on. I just wanted to offer an insight of how I saw the two interfacing somehow together. As we all know the ICAAN Academy started out encompassing all the ideas between capacity building and leadership program, etc. The problem with this is that it's a huge, huge endeavor; the very reason being that very little had been done until now in ICANN in this community.

On top of that of course the regional At-Large organizations have provided capacity building during their sessions and that's also all of these ad hoc works were started effectively quite spontaneously due to the vacuum that was there before. And what is required really is a way

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to coordinate all of these efforts together. But at the same time there's also a need to spread the load. I don't think that it is possible for a single person to be able to do absolutely everything with one working group. Parallel efforts have to be pursued. I see Tijani is waving his hand frantically towards me. Tijani you have the floor.

TIJANI BEN JEMAA: Yes, thank you. Olivier it's different — we have two different things. The ICANN Academy is an academy for ICANN, for the whole ICANN. The capacity building inside the At-Large is a working group looking after the efforts of capacity building inside At-Large, so we need both. And as I said before this working group will feed the academy with the result of their works.

OLIVIER CRÉPIN-LEBLOND: Thank you Tijani. Sandra Hoferichter.

SANDRA HOFERICHTER: Thank you. Sandra Hoferichter speaking. I agree with you, Tijani these are two different things. We have the framework which is now called ICANN Academy and which is discussed in a broader ICANN context and we are talking about here At-Large, capacity building programs. However both should be somehow synchronized with each other. I mean there should be a joint effort. Framework which is currently discussed the ICANN Academy Working Group allows any implementation of any module from any constituency.

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I know every constituency has its own needs, has its own little things to do, has its own little programs. Just to mention the Tech TA from the technical community from the ccTLD community. But finally we should be very careful of avoiding double provisions. I mean we have already some really good programs in place, which is the Newcomers' Track, which are what we have here currently in our RALO Capacity Building in the morning, which we had also for ALAC RALO and for AP RALO. I think this is a very good effort and we should put a lot of effort to improve and to extend this capacity building program.

On top we will see what is additionally necessary for a broader At-Large community, which should probably be offered online because not everybody is in the position to do it face to face. Both ways, either face to face meetings or online meetings have their advantages and disadvantages.

But coming back to the overall framework I know that there is also demand from the business constituency to develop an online program. And I think that should be taken into consideration when we are talking about what we could develop online for At-Large because there might be some basic elements which apply for both — for the At-Large community, for the business community, and for others.

So what I would like to underline here, we have to link those efforts very, very strongly to avoid any waste of resources. I think if this group which is going to be set up — the At-Large Capacity Building — they should actively participate in the ICANN Academy Working Group as well, so that the activities are all linked to each other.

For myself, I will also participate in any capacity building set up for At-Large so that I can be somehow the connecting person, the liaison, you know what I mean. So I really ask us to try to keep both things synchronized to avoid wasting resources. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Sandra. And Fatimata had her hand up and then we'll have Tijani. So, Fatimata.

FATIMATA SEYE SYLLA: Fatimata. Thank you Olivier. I'll speak in French. I would like to thank Sala for the work that she's done. So I would like to thank her for her work and I would also like to remind you that this concern has long existed and that during our Summit in Mexico we saw that it was a great concern back then and we discussed this endlessly. So as regards to this capacity building activity for the At-Large community the problem remains the same, because what we aim at is having more participation from the community in the different regions. And to this date we still have the same problem.

Even if we made great breakthroughs at the capacity building sessions that we organized in Dakar with the situation today is that we maintained a capacity building session and training, but there was not follow-up, so that the people we trained could participate actively and effectively.

So our question is how to keep those people engaged so that those people that we trained can remain interested? Don't forget that when one joins ICANN we are interested of course, but it's volunteer work, so

we have to find a word to keep those people engaged and get them to participate as we want them to.

So that takes a lot of work locally. We've already said it many times. So we should create a regional constituency, yes, but we have to go back to the field. And in each country we should organize activities if we want to do this, to get it done. That's the bottom of activities question; it's locally that we should work and that takes resources. Thank you.

OLIVIER CRÉPIN-LEBLOND: Fatimata, just one question to you. Do you think that it's for the RALO to offer this and to push for this, or is for all of the ALAC to have a program on this?

FATIMATA SEYE SYLLA: Fatimata again. I think the RALOs have their part to play, really. I mean we all work with ALAC. If you have a strategy, if you have a plan it has to be implemented and it has to be implemented locally. And to be implemented locally the RALOs have to be engaged, they have to be committed, and they have to be following up the activities and also evaluate how the activities are being implemented.

OLIVIER CRÉPIN-LEBLOND: Thank you Fatimata. And I see that Sala has put her hand up. But before you, Sala — Tijani and then after you Sala, so first Tijani.

TIJANI BEN JEMAA: Thank you , Olivier. I agree with Fatimata that it is the responsibility of the RALO and that's why AFRALO decided to do a virtual capacity building, which is a consolidation of what was done in Dakar in face to face capacity building. So it is another effort to make the community participate better in the future.

Coming back now to the Academy and the Working Group, let me be very clear I don't think that there is any [duplication]. And it cannot be any duplication because the duty of the working group is to identify what kind of capacity building we need, what kind of learner we have, when will it be better to do this capacity building.

But when the Academy is established the Academy will be the one who will organize, who will synchronize, and who will implement the capacity building. The Academy at the end will be the only one entity in ICANN that do capacity building. But we need in each constituency capacity building groups that will bring the need of this group and identify it, and give it to the Academy so that the Academy implement it. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Tijani. And so Sala you have the floor.

SLANIETA TAMANIKAIWAIMARO: Yes, thank you, Olivier. Salanieta Tamanikaiwaimaro for the transcripts. I would also like to thank those who've gone before me in terms of the wisdom, in terms of the points that they've raised. And I'd just like to point out that one of the things the link, which I have sent, in terms of initial draft proposal, for the Step 1, in terms of methodology

would be to identify existing trainings done within ICANN to avoid the duplication. So that's something we would like to manage. Frankly volunteer time is a critical resource and we're glad to harness it.

The other thing also is just reemphasizing what Fatimata had said, and Fatimata and Tijani had mentioned. There's a real need for follow-up in terms of getting them to remain interested. And in the context of At-Large activities and that sort of thing, that's going to be a challenge. But the key would be in terms of the development of a clear strategic framework of how we're going to go about that. And before the development in the strategic framework we would have to first identify where the gaps are.

And Olivier I had posed an excellent question, whose responsibility is it — Is it the RALO's or is it the ALAC's? And until the working group identifies together with the RALOs, and together with ALAC, and the At-Large community what the gaps are, we won't know what to fix, we can't begin to know what's wrong.

And even from looking at the APRALO survey, I was quite surprised to see some of the things which they had raised, which will certainly be on my website. So we can only begin to imagine, it's always best to hear from the users, to hear from our communities where the gaps are and how we could best address this. So back to you Olivier.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Sala. Sylvia you had put your hand up a bit earlier and I'm going to have take a queue here.

SYLVIA HERLEIN LEITE: I will be speaking in Spanish. This is Sylvia Herlein for the record. I would like to echo Fatimata's words and say that it is truly a challenge to get volunteers to continue [being] engaged. Briefly I want to say that in LACRALO we devote 30 minutes in our monthly teleconference to capacity building. This means that ALSes that are already part of our RALO are able to further understand ICANN and the constituencies and the issues that we deal with. So I believe this could be a way in which each of the RALOs could have the ALSes understand the way ICANN works. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Sylvia. Carlton and then Yaovi, so first Carlton.

CARLTON SAMUELS: Thank you Olivier, this is Carlton for the record. Two things, first of all might I suggest a different approach. There is a body of knowledge that we know is necessary for participation and maybe if we start with that then that will be sufficient. And I want to add to what Syliva says because if you start with that and then you get feedback from the ALSes through the monthly teleconferences, you can then expand what it is, what else might be necessary. So I would suggest that we start with a common body of knowledge, framework. And then we take an approach that is used in LACRALO as Sylvia suggested and build out from there. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you Carlton. And next is Yaovi Atohoun.

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YAOVI ATOHOUN:

Yaovi speaking. My point is to say that it is very important for some work to be done at the local level, because it's something we have to consider all the time. What we are doing internally within ALAC is not enough because when we go back from like Fatimata said, we have something in Dakar for capacity building.

But it is important to know after that how many ALSes after [they were] back home were able to share information with the members. Because there is a lot of work to do and then we need capacity building for us and then also increase the number of participations by giving the opportunity of members from our community to have access to the information, too.

My second point is to a very important apart this meeting we should use the least all the means available to share the activities about capacity building work you are doing at each RALO or ALS level. It is important that we share this information via email or through the Wiki, so that we don't wait necessarily for meetings to have access to this information. So my point is that at the local level it is important for us being a member of, representing ALSes to try to organize something at the local level. This is the only way to make the work you have sustainable. Thank you.

OLIVIER CRÉPIN-LEBLOND:

Thank you very much, Yaovi. I know that there's queue, but Filiz needs to go in the next five minutes, so I thought I'd have her jump the queue and say a few words. Filiz has of course been very closely involved with

the ICANN Academy and the Leadership program and working very closely with Sandra. Filiz you have the floor.

FILIZ YILMAZ: Thank you. Filiz here. I know most of your faces here and for all the new ones, hello here. The ICANN Academy I think is moving on towards the right direction. We will have the triage session this Wednesday. I'm looking forward to it, to hear the more focused discussions hopefully. And some of the points that I just heard here — we kind of walked in, obviously, in the middle of the conversation — but I think that apart of ICANN Academy there is still the issue should it be considered as a specific project or should we [be] looking at a wider perspective?

I think both of them are possible, obviously.   It's a timing issue. What do we want to concentrate on first and then move on forward. I think it's a planning issue rather than a disagreement issue overall within the group.

The second thing I want to say before I just let go, because I need to leave, too. I apologize; I have another meeting at 11:00. For any kind of capacity building, what I heard, I all agree. I think there's a lot to do on the local level; we can help there I believe. There is a now a new artery of capacity building strategy being developed through [Tirack] and Sally.

It is an ICANN-wide discussion at the moment, not only for ALAC. But I think ALAC has so much input to bring because you really work with the roots over there with the direct internet users, so you know your ground, you know your needs. I think there's a lot to bring from that

experience, so here you go to provide feedback about that. So I'll leave it to Sally from here.

OLIVIER CRÉPIN-LEBLOND: Thank you Filiz, very helpful. Sally should we go to you, or should we reintegrate the queue, or just say a few words and then we can get back to the queue and then back to you?

SALLY COSTERTON: Okay. Sally Costerton, for the record. I've learned to say that now and I've been told to speak more slowly, so I'll try. If it sounds very unnatural you'll have to tell me. This is the probably the central area of the effort that I will be handling under this expanded group. There are two things that I would like to share with you. One is that the reason why we've reorganized and expanded the team around the stakeholder engagement is precisely so that we can help you to do what you are describing.

So hearing you ask for these things makes me feel happy, because this is very aligned with the way you are organizing resourcing. Now, this is all good intentions; we have to implement. You will find within my expanded team, Filiz for example, all of the communications function, the regional outreach team — so Rodrigo and Jamie and Nigel, who I think many of you already know — as well as a variety of other more specific areas of content creation, [and] web development.

So we have some channels in there, some content in there, and some very hands-on relationship management people in there, essentially. And we will also continue to expand this group. And I would appreciate

your guidance on a couple of issues. It seems to me as Filiz said — and I'm a newcomer, so you'll have to tell me if you think I'm wrong about this — that we could do a much better job in the ICANN staff of helping be, if you like, the glue inside the ICANN community that helps you.

Somebody said earlier on, we shouldn't be duplicating, we shouldn't be wasting resources. We need to understand where is the best practice already; how can we share it? And my guess and it's only a guess right now, is that most of the knowledge about that resides in this group, because this is where most of the capacity building and outreach is being done, because of the geographical reach of this group.

So I really hope that you can help to drive this with me and to help me to advocate with other stakeholder groups and show them the great things that you all are already doing, so that we can be more integrated and we can help each other. We can help the stakeholder groups have a better dialog. And that seems to me to be an excellent objective for the ICANN staff to focus on. So you tell me if that's not the case.

The other piece is about doing things in the locality, which is what she was saying — Fatimata, and I'm completely with you. I need to be careful that I don't just hire lots of people and kind of put them down all over the world. I'm seeing lots of nodding heads. Okay, good, I'm right about that.

There is a balance to be struck, clearly, between the right amount; it's not just amount it's skills. You know, my guess is that the capacity building, the outreach requirement is not the same in every country, it's not the same in every region. You need different outreach in Washington, D.C. to the outreach you need in Senegal. I get that. And

the matrix will help provide some of that because the team will be able to pull across ICANN to provide dedicated resource.

But in the end also sometimes you need a guy on the ground, a lady on the ground, who just really is your person. So please, can I ask you to work with me over the next few months on this? And if I may, I would like, probably with Olivier, or however we do this just to sense check. I might say, "Hey Olivier, you know I'm thinking of adding somebody here. Do you know anybody? Is there anybody we can have from the community, question one? Should it be best staff, or should we create more of a virtual team?"

Can we broaden the resource better; it doesn't just have to be people on the payroll at ICANN. And is this the right regional, should we prioritize something else first? So I hope we can partner on that. So those would be my observations and I hope that they're helpful and I really look forward to hearing your views this morning and also as we work to move forward. Thank you.

OLIVIER CRÉPIN-LEBLOND: Thank you Sally. We have a queue, we first have [Joan Curr] and then we'll have Holly after that. Joan?

JOAN CURR: Thank you. I'm actually a newcomer, so I had made a decision just to listen, but I just thought I'd jump in with a couple of things. I think it's great that newcomers have a Newcomers' Track. One of the things, since we're talking about capacity building, I was thinking yesterday as I was in the training session yesterday or the day before. I guess,

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yesterday, Sunday — gosh my days are mixed up. That no one asked what the newcomers wanted to contribute to.

What were their specialties or what were they thinking of contributing to? And I was thinking jeez here's a room full of newly and enthusiastically inclined people who actually don't know what work they might get, and would agree to almost anything just to be involved and no one asked. So that was one observation.

And the second thing is that there would be some mechanism that if someone wanted to learn something that there would be a mentorship program, so if they were interested in a skill, not necessarily know it, but always wanted... You know when you have an inclination to something you're more apt to be motivated. So in terms of capacity building those are my observations and I'm going to be quiet for the rest of the day mostly, but I just thought I'd mention that.

OLIVIER CRÉPIN-LEBLOND: That's great. Thank you for your contribution. That's very helpful. Holly Raiche?

HOLLY RAICHE: Holly Raiche for the transcript record. I know you've differentiated between regions, but I also think if we're doing outreach it ought be by sort of constituency and skill set. Because if I'm actually talking to a group of small business users what they need to know about ICANN and its importance to them is very different to say, another group of communities, to Lenux users and so forth. So in fact we need to

understand not only regional difference but constituency difference so that we can say appropriate things to the appropriate groups.

SALLY COSTERTON: I too, if I may Olivier — Sally Costerton, again for the record — this is a really important point and I thank you for bringing it in because I just came from another meeting where I had this exact discussion. Again, I want your feedback, please. But my previous life, before I took the oath and came to ICANN — it feels like that — the good news about what you're describing is that you can really do that centrally because those kinds of groups are pretty much the same wherever they are.

The regional piece has to be localized. So the provision of content, whether it's the channel or the content itself it's really, really important that this is tailored. We balance the need for efficiency, but with the need for local effectiveness and as you say constituency relevance, otherwise they don't engage. And if they don't engage, there's no point. We've wasted our time. So the more you can help us to tailor those…

My commitment is to provide some resource, some people, some expertise. To help to either work on what we have, to create new content, to think creatively about how we use for example social media much more, different channels. Not right everywhere, but these are the kinds of discussions, just getting specific, that I hope we'll be able to have together.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Sally. I noticed that Sala has her hand up in the room, but before you Sala, there is Sandra Hoferichter.

SANDRA HOFERICHTER: Thank you. Sandra Hoferichter for the record. I want to go back to what Sally mentioned about staff being the glue of all the capacity building efforts within ICANN. And I like this idea of staff being a glue because in the ICANN Academy Working Group this is one of the key issues — which role staff is going to play in all these efforts.

And I made this experience during my as the Chair of the ICANN Academy Working Group. As long as it was an At-Large Working Group and we were collaborating with staff in a very excellent way, I would not say it changed, but it became more challenging collaborating with staff in the same way when it changed to a SOAC wide. SOAC means all SOs and ACs Working Group. And the roll of staff was much more questioned in all of these efforts.

And I think that's a very central point where also the new efforts lined out by the new CEO, how staff and community should collaborate and work with each other. I think this is a very key issue, which will come up and which will be discussed in the future very, very often. Apart from what the community needs, which capacity building. So we should also keep this in our minds that this is a very key issue. Thank you.

SALLY COSTERTON: That's a big one. I feel too new today to proffer any solutions on this as I am sure they will come back to haunt me. I am just about aware of the issue you're raising. I think it is early days apart from acknowledging it's

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important. The only observation I would make is that I think there is and probably has to be a difference between…

When I say staff as the glue, what I mean by that — this is a kind of a very British expression, so excuse me, but what I mean by that is really more a facilitation between, if you will, kind of taking pieces of best practice and making sure that the community understands it between the different stakeholder groups. This I think will be widely appreciated and thank you so much for your comments. I really value that.

The broader subject of creating consensus and agreement between the different SOAC groups to do a thing of any type is a different point and I'm not going to even go there. I feel less much able to comment on anybody's ability to do that and certainly mine, but we'll do our best.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Sally. Sala you have the floor.

SLANIETA TAMANIKAIWAIMARO: Thank you. Salanieta Tamanikaiwaimaro for the transcripts. I'd just like to by interfacing with most excellent point that Holly raised in relation to constituency based. But I'd like to add further that we should consider something that was raised in Dakar in the meeting in Senegal in relation to human resource needs. And in essence quantified from identifying existing capacity and existing resources as Sally had sort of alluded to in identifying what resources are present on the ground, what resources are present within ICANN.

It's something for the RALOs to pick up the initiative to sort of know the extent of the resources that are available beyond the active participants. And this is what are the resources they need if financial experts are able to crunch numbers and run ratios, or whether they're teachers, educators, or whether they're DNS experts, or whether they're IP engineers, or Linux experts as Holly had alluded to, that sort of thing. Because once we have a consolidated resource matrix of course there are privacy issues; people can chose to disclose and not to disclose. That's up to them.

But if we were to have some sort of consolidated register of human resource matrix in the meantime the RALOs can sort effectively pool from these resources. But again, I'd just like to underscore the need for clear empirical analysis prior to the development of a strategic framework and it's to precede the strategic framework rather than the other way around. Back to you Olivier.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Sala. Your point about a human resource matrix was well taken. I think we can take that as an action item and take it from there — maybe one of the first tasks of the future work that needs to be undertaken. Next in the queue is Peter Knight.

PETER KNIGHT: Peter Knight, ISOC D.C. and Brazil. Having Sally here and given the discussions we've had previously and even at the Board meeting this morning I'd like to hear her professional views on the strategic communication with regard to the R3 issues. My personal opinion is

that these are not even urgent; they're almost at the crisis level, given the upcoming meetings in Baku and Dubai. And therefore I was wondering what you see — and this is an outreach issue, certainly — in terms of how ICANN should respond at the external level to these, let's say, challenges?

OLIVIER CRÉPIN-LEBLOND: Peter, it's Olivier for the transcript. This is more in outreach and I think we have a session on outreach that takes place later on. This one is specific about the capacity building for At-Large. However, I do note your question is transcribed and in fact will be recorded and Sally could address it maybe later on or in writing, if that's okay.

Okay, anybody else who wishes to contribute? I know the time is running — we're eight minutes behind our schedule already. I think that what we might wish to do — and Sala I still see your hand up...?

SLANIETA TAMANIKAIWAIMARO: I'm sorry. It's meant to be down. Pardon me.

OLIVIER CRÉPIN-LEBLOND: Okay. So I think we've got one action item from this section. But there's an agenda item there which says Next Steps and the next step that I think is proposed is for the Capacity Building Working Group to be created. The rationale behind it being that with Sandra currently coordinating and having to deal with all the SOs and ACs, having a wonderful time trying to coordinate the program. And with all the

challenges it's very difficult for one person to that plus the capacity building, plus the coordinating with all the local RALO capacity buildings.

And with Sala having had a lot of experience and certainly having produced a very interesting and very thorough report the suggestion is for a Capacity Building Working Group to be created. And I know that a lot of the members of the Working Group will be also part of the ICANN Academy Working Group and the wider Working Group. Perhaps some of whom could act as a liaison. I see Tijani putting his hand up. Tijani?

TIJANI BEN JEMAA: Just to ask Sala to send the link to the Wiki page that she created, so that people who are not here can know that there is page and they can send it.

OLIVIER CRÉPIN-LEBLOND: Thank you Tijani. Yes, there is a link already. Sala has put it in the Adobe Chat, but perhaps yes, sending it by email would a good thing as well, for all those people that have not been able to make it. I do see a real good synergy possible here between RALOs. And the things that are taking place already at the moment; they already are a step ahead, and also the ALAC and also the wider SO and ACs at ICANN.

The concern that I have of course is that our needs are already quite focused. The rest of ICANN might not have such focused needs yet. So if we start locally and act and permeate this in a very transparent but coordinated way for Sandra to be able to slot in the overall pyramid of things as one says, that's a good way forward. So I think we should

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prepare the ALAC is to just have a quick couple of lines proposal and the ALAC would vote on this on our working session, our closing session.

FEMALE: On Thursday.

OLIVIER CRÉPIN-LEBLOND: On the Thursday wrap up, that's right. One of the things that the ALAC will vote on [is] to create the working group and to have Sala as Interim Chair. As you know Sala, it always starts with an interim chair and then the working group selects their chair. In more cases than not, the Confirmed Chair ended up being the Interim Chair. So thank you very much for all this work Sala and I appreciate you're up in the middle of the night.

SLANIETA TAMANIKAIWAIMARO: Yes, 3:00 AM.

OLIVIER CRÉPIN-LEBLOND: 3:00 AM? Okay. That's real dedication, so thank you. You may of course remain awake if you have had a couple of cups of coffee because the next part of our meeting, and we're going to have to unfortunately, due to time constraints move directly to the next part. I see staff is cringing. Do you wish to have a one minute break or a couple of minute break? Okay, right. Alright, I'm sorry I a slave driver. I push people too hard. I see everyone thinking, "No, not a two hour session in one go." Let's see, what time is it. It's 13 minutes past the hour. Let's have

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about a five minute break, but we will restart in five or six minutes no matter if everybody is back. Thank you.

[End of Transcript]

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