# Agenda Item 23: GAC Onboarding & Travel Support Update & Discussion

## Note: This briefing has been prepared by ICANN support staff.

## Issue

### GAC Onboarding

### Over the last two years, members of the GAC Underserved Regions Working Group, the ICANN Government Engagement Team, the ICANN Global Stakeholder Engagement Team and GAC Support staff have been working to develop new ways to improve information sharing for GAC participants (both newcomers and experienced member representatives) about the GAC’s work and the committee’s role in the ICANN Community.

In just the last several months (since the ICANN61 meeting), twenty-two (22) new member representatives have joined the GAC. Due to the high rotation of GAC participants, it is essential that all newcomers get a proper onboarding, learn about the topics and issues of importance to the GAC and get advice on how they can most effectively contribute to the GAC in his critical advisory role within the ICANN community.

In order to assist and support new GAC Members, Observers and representatives, three major pilot initiatives have been initiated.

**1 - Capacity Building workshops.**  
<https://gac.icann.org/activity/gac-capacity-development-workshops-2017-2018>

This project was initiated after ICANN56 in Helsinki, led by the GAC Underserved Regions WG, ICANN Government Engagement and Global Stakeholder Engagement Teams. The goal of the effort has been to help GAC representatives better understand ICANN’s empowered community model, the role of the GAC in that model and how the committee contributes to ICANN’s various Policy Development Processes.

The full-day Capacity Building Workshop being held on Sunday 24 June in Panama City represents the 8th workshop of this effort. To learn more about this project and next steps, please refer to briefing Agenda Item 2 - GAC Capacity Building Workshop Preliminary Report.

**2 - GAC introductory webinar series pilot program.**<https://gac.icann.org/activity/gac-introductory-webinar-series-pilot-edition>

This pilot project was initiated after the ICANN61 Meeting following joint community discussions with the GAC. Over the last six weeks, three webinars have been conducted:

* An Overview of the ICANN Information Transparency Initiative - 15 May (see <https://gac.icann.org/sessions/gac-introductory-webinar-series-information-transparency-initiative-iti>;
* Basics About the GNSO and the Policy Development Process - 23 May (see <https://gac.icann.org/sessions/gac-introductory-webinar-series-about-the-gnso-and-policy-development-process-pdp>; and
* An Introduction to the ICANN Complaints Officer - 31 May (see <https://gac.icann.org/sessions/gac-introductory-webinar-series-icann-s-complaint-office>

Overall, twenty-nine (29) GAC Members and three (3) Observers have attended at least one of the webinar sessions. Attendee feedback and comments collected after each webinar are allowing staff to shape the format, content and array of topics that are of interest to GAC participants. The feedback will help inform additional introductory webinars over the next few months.

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| **Webinar topics** | **Members confirming their attendance** | **Members who attended the webinar** | **Newcomers (since ICANN61) who attended** | **Members who provided feedback** | **Feedback summary** | **Webinar improvements suggestions** | **Suggested Topics for future webinars** |
| **ITI** | 24 | 12 | 2 | 1 | Valuable information on ICANN’s new project | Provide captioning | GDPR and personal data protection |
| **GNSO** | 32 | 11 | 1 | 1 | Very good and clear introduction on the GNSO's role, the PDP process and interaction with other ICANN stakeholders and GAC. | Send presentations and other material in advance of the webinar | - Bylaws process in order to better understand ICANN's model  - Appeal mechanism towards the ICANN Board |
| **ICANN Complaint Officer** | 18 | 9 | 1 | 3 | Very interesting information on how to mitigate complaints, the functions of the ICANN Complaint Officer and the threshold between this department and others such as Compliance and the Ombudsman. | More in depth examples / case studies when possible | -Contractual Compliance - ICANN Board’s role and limitation relating to policy development and decision making -Partnerships of ICANN regarding DNS abuse mitigation - ICANN WHOIS |

**3 - ICANN Learn platform.**

The ICANN Learn Platform has been effectively utilized by a number of ICANN community groups and is a useful platform for onboarding content involving all aspects of the ICANN community. As the GAC has learned more about this tool and resources have come available, all webinar series, Capacity Building Workshop information and introductory courses on the GAC and its work will be centralized on the ICANN Learn platform. The information provided will not only be available to the GAC but also to the ICANN Community to help explain GAC efforts to the rest of the community.

### GAC Travel Support

Support for travel to ICANN Public Meetings is an important resource to help expand participation in GAC work efforts and effectively share knowledge about issues of important to GAC members.

Forty (40) travel support slots have been secured for GAC member attendance to attend ICANN Public Meetings in the next ICANN fiscal year (FY19). Each travel slot consists of per diem, airfare and lodging for the duration of the meeting (arrival one day before and departure one day after the official meeting dates).

In Panama, GAC Support staff will share developments in the process for indicating interest in and applying for travel support to ICANN Public Meetings. The staff will also explain the resources being made available to support additional high ranking travelers for the upcoming High Level Government Meeting at ICANN63 in Barcelona.

The staff will also explain the new ICANN initiative to re-examine ICANN’s Travel Support Guidelines (see <https://www.icann.org/public-comments/travel-support-guidelines-2018-05-30-en>,)

## Document Administration

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