
ICANN75 | AGM – GAC Capacity Building and Outreach Workshop 3: GAC Representative Roles and Committee Involvement - A Dialogue
Saturday, September 17, 2022 – 16:30 to 17:30 KUL

JULIA CHARVOLEN: Hello and welcome to the ICANN75 GAC Capacity Building session part three, GAC Representative Roles and the Committee Involvement. Please note that this session is being recorded and is governed by the ICANN Expected Standards of Behavior.

During this session, questions or comments submitted in the chat will be read aloud if put in the proper format. If you are remote, please wait until you are called upon and unmute your Zoom microphone. For those of you in the GAC room, please raise your hand in Zoom, and when called upon, unmute your table microphone. For the benefit of other participants, please state your name for the record and speak at a reasonable pace. You may access all available features for the session in the Zoom tool bar. With that, I will hand the floor over to Karel. Please.

TRACY HACKSHAW: I think it's over to me. This is Tracy.

JULIA CHARVOLEN: I didn't see you, Tracy.

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TRACY HACKSHAW:

Here I am. Welcome back for those online and those in the room. I'm going to stretch a little time just to make sure we have people who need to be here back as far as possible, but this afternoon session we are doing here now, afternoon in Kuala Lumpur time, it's going to be more interactive. We are going to try and get very interactive now. Our view is that we are going to be 'how to GAC'. That's what I call it.

During the session, we would ask some GAC representatives, experienced and otherwise, to share with each other their expectations and experiences about working effectively in the GAC, for instance identifying the multiple roles and responsibilities that a GAC representative has and sharing tips about how to manage an ICANN portfolio, amidst many other time and work demands.

Representatives will have the opportunity to ask each other anything regarding work within and among the committee and the broader ICANN community. We want to hear from you as well so please share your best practices. Tell us about your experiences and the objective here is to have an open and candid exchange. Nothing too formal, but I'm also calling upon my colleagues attending remotely so I'm going to call some names,

so Jorge, Nigel, I know you are online. If you can also join in, if you can, others who are online, I can't see.

We are lucky to have this hybrid meeting format enabling us to have an immersive dialogue. Now, what I would like to do is call upon a couple of members of the GAC committee to speak, and before I do that, I will say a few things about my experiences as a GAC member. For some of you who know me, I was a vice chair at one time during a very hectic period within the ICANN landscape. We were involved in the first round of the new gTLDs that happened in the early 2010s and we also were involved in the IANA Stewardship Transition which was also very contentious.

So, as a GAC member, or in my case as a GAC vice-chair at that time, we did have to ensure that we understood the issues from many dimensions. These issues are being discussed not just at ICANN but also at other entities around the world such as for example at the ITU, even at the IETF, because for the IANA Stewardship Transition, many of the, what we call it I* (I-star) agencies, I* meaning Internet-based agencies, were all involved as a community in trying to work together to understand how to do a stewardship transition from the U.S. government to the new ICANN community.

And in the new gTLD process, which is widening the domain name space, we also were trying to ensure that communities around the world, not just what we call the OECD countries, also exposed to that round and to ensure that they understood that they, [inaudible – 00:04:38] in those countries, governments etcetera, can also participate in that round. It wasn't as successful as we thought it could have been. I think they're trying to fix that now. We'll discussed that coming up tomorrow and later on in the week.

But it's really important I think for you to understand the linkages between all of these agencies, and structures, and systems and that an ICANN meeting is not just about an ICANN meeting. It's about understanding what's going on in the Internet space, in the Internet policy space, and the Internet governance space.

With that in mind, I do want to encourage those who don't speak English, English is not your native language, to use your headsets for interpretation. I'm not seeing many people using the headsets, so I'm just wondering if that's something you may not be aware of, that there are headsets at the back of the room. If you see, I'm pointing to the back, my left; that would be there -- that you can use to obtain the interpretation. If you don't speak English natively, please do use it. We have interpretation in six U.N. languages and Portuguese, so please do use the

interpretation as far as you possibly can so you can better understand what's happening.

So, with that in mind -- and I stretched long enough so people could rejoin -- I'm going to call upon colleagues; let's start remotely. Does anyone remotely, as Jorge or Nigel, want to contribute to this discussion and how you can maximize your participation at ICANN community? Let's see if anyone would like to jump in from the online world.

JORGE CANCIO: I can [inaudible – 00:06:26], if you wish me.

TRACY HACKSHAW: Yes, we would love you to, Jorge. Please jump in.

JORGE CANCIO: Hello everyone, this is Jorge Cancio, I'm the Swiss GAC representative for the record; I'm just switching on my camera. So, this is a very general question: how to maximize your participation in the GAC and the ICANN community. I think what is very important is to be aware that efficient and effective participation in ICANN requires that you do both, that you are active within the GAC, so that you are active in the plenary, if

possible also in the different working groups or work streams so that you can first understand the issues, and second, also have a meaningful influence and say on the issues.

But what is probably more important even is that you have a meaningful participation beyond the GAC, and this means in the cross-community work efforts or in the cross-community working groups. For instance, in the GNSO where the policies for the generic top-level domains are developed.

So, in the end, you need to have both participation types within the GAC, and within the larger ICANN community, and as we will see I think a bit later, it's very important to network with your colleagues within the GAC, but also outside in the different communities that form part of the ICANN family.

So, I leave it by that, and, of course, I'm happy to also contribute to more specific questions. Thank you.

TRACY HACKSHAW:

So, thank you, Jorge, for kicking us off. I think that's a very good observation you've made in terms of ensuring you do widen your understanding, your reach, use the ICANN meetings that you're physically present in to do that engagement, but also if you're not here, engage intersessionally; you can even engage right now in

the Zoom room with your colleagues within the community. – There are I understand multiple communities within the Zoom room today. Not GAC members only, but other members of the community out there, engage them, understand who they are, what they are about, and what their thoughts are in terms of the particular issues that are being dealt with.

Obviously, you can also engage beyond the ICANN community into the other spaces I mentioned, the IETF, the ITU, and other U.N. agencies and other intergovernmental organizations that are dealing with Internet policy issues.

Before I call upon my other colleagues who I have actually staged to speak, I see Egypt wanted to contribute, so Egypt, go ahead.

ABDALMONEM GALILA:

This is Abdalmonem Galila for the record. Actually, I think that GAC is like the sea, and we are 180 in the middle of the sea, and this capacity building workshop making us survive within the water inside the sea. I don't want to start from scratch, so if like my colleague said, that we have working groups within GAC, so if we could have what are the topics that are in their floor and what is expected from them or from us to engage you with this working group, I think will make us survive in a very short time and keep

going with the wheel of topics going for ICANN -- for GAC, especially. Thank you.

TRACY HACKSHAW:

Thank you very much, Egypt. I think what we tried to do as well, like what Egypt is doing, is ensure you are able to speak on topics during the GAC meetings, and otherwise. It's very important that you -- I know some of you are -- it's a lot of information you're listening, you're trying to take it all in, but also it's important for you to contribute.

If you don't want to speak, you can do it in the Zoom room. You can contribute there, but you can also speak on the floor. One thing we're trying to avoid and going forward trying to make this very different -- normally, in GAC meetings, for those who are new, a limited number of voices actually speak up. I'm just saying it because it's true.

Certain countries speak, and it's normally the same voices that speak all the time. We are trying to ensure that going forward, more of you speak. To do that, we know we have to raise the awareness, raise your understanding, and also raise your confidence levels, which is why I mentioned the interpretation issue. So if you do want to use the interpretation, I'm encouraging you once again to please use it if English is not your native

language. So let's ensure that that happens and thank you, Egypt, for walking the talk and actually participating fully in this discussion.

ABDALMONEM GALILA: Yeah.

KAREL DOUGLAS: Tracy, I just want to add to your -- before you go too far because I thought it was an extremely good question that you asked Egypt; it reminded me when I came to GAC many, many years ago, or when I came to ICANN as a fellow, and I found then the same thing that you just mentioned now, which is that when you come to a meeting, you are not aware of the topics. So, what happens, that you join in mid-stream. And there's a topic that has been discussed, but you're not aware of it and you're almost expected to, you know contribute, or you know, provide answers as the case may be and so forth, or at least listen and understand, and it's very difficult.

And I did at that time when I if first came, maybe how many years ago, I said, and in one comment I did mention at that point in time was, can't somebody just tell me what we're talking about?

Obviously, everybody in the room was well tuned into the topic, but everybody who was new sat down, was trying to -- what are they talking about? So, like I said, I was a fellow then. I think it was 2013 or thereabouts, I asked the one question, I said, "Can somebody for goodness's sake, please tell the newbies like myself what is this topic about so I can go and do some research, and maybe, who knows, contribute on the next occasion, or even if not at this point in time."

And ironically, that is what is meant to be taking place today and tomorrow. Tomorrow there is a session about some of the key topics that are being discussed at ICANN. So, if you are not aware of any of the topics, at least tomorrow or today, you will have an idea, "Oh, this is what this is about, or this is what that is about," and you may have an opportunity to understand a little bit better -- maybe not everything -- but you'll have an opportunity to understand, "Ah, these are the topics. Oh, we're discussing this or that. Now I understand, because before I came here, I knew absolutely nothing." So I think it's a fantastic point. I just wanted to mention that.

And also, also going forward, tell us if not now, later, what are the key factors that prevent you, or what do you think they are? So, I mean generically, you may say, "Well listen, I'm sure more people would want to contribute if, but for this," or maybe you know,

what are those issues that we want to know that we could treat with or remove as the case may be.

So we understand, "Okay. Listen, we have a lot of people here and some people are not contributing. Why is that? Is it that they don't know the issue? Is it that they, you know, just want some clarification, maybe not in the room of this size of persons?" So again, these are things that we would like to hear from so we could treat with those issues and try and remove those barriers. So, yeah, I just wanted to mention that. Thank you for the question.

TRACY HACKSHAW:

I think that's a very important point. We do want to give you the courage, and the confidence, and the capacity, and the knowledge so that you can contribute effectively. I'm seeing there's a colleague online; we would like to give our other colleagues certainly an opportunity to speak.

GULTEN TEPE:

Thank you, Tracy. We have Nigel Hickson on the queue who would like to take the floor remotely. Nigel.

NIGEL HICKSON:

Yes, good morning. Well, it's good morning here anyway. Very nice to have the opportunity to speak, and very disappointed that I'm not there in person to see you all, but it's a great to see a full room. So, let me just say a couple of things, and Jorge and others, you know, have said quite a bit already, but my take on this is that we all have to be realistic. We all have jobs to do, lives to lead.

For many of us, ICANN is not, if you like, the only task we have on a daily basis. Many of you will probably be involved in wider issues in the Internet governance perhaps on regulating telecoms, on trade issues or other Internet policy issues. So I think we have to be realistic, but at the same time, I think, you know, what we find in ICANN, and I've observed this as a GAC member, and as a member of the ICANN staff, is that there's probably a sort of like a threshold that you have to sort of be able to reach to understand some of the issues being discussed, and I think it's so true that if you just come straight into a GAC session, and hear people talking about the GNSO policy development process, or the EPDP, or whatever, then it's very easy to get lost.

And that's why a number of us were so pleased that this capacity building session could take place this weekend because I think it's so valuable, and thanks to the ICANN organization for making it possible.

So, a couple of points in terms of maximizing participation. First of all, try and join the GAC meeting calls. Try and join the inter-sessional calls that the GAC secretariat put on on particular issues, and try and read some of the background to some of the issues.

Secondly, you have to be selective. You can't do everything. It's no good trying to be an expert in all the issues that ICANN follows. So, you know, do try and select the topics that interest you or your government, or your regulator or whatever.

Secondly, as Jorge said, try and read a little about what other parts of the community are doing so when a post is published about a -- the results of a policy development process, or what the At-Large community are thinking, or whatever, then I think it's very valuable to read that

Thirdly, read outside of ICANN, not just what ICANN says, but what people say about ICANN I was just reading just now an interesting note from Domain Incite. I'm not saying Domain Incite is the only thing that people should read in terms of comments on ICANN. There's a number of, you know -- I'm sure the GAC secretariat could provide links to the various commentaries that take place on ICANN issues.

And the last point I would make, and what I know I found valuable, and I think other people I've spoken to feel valuable, and Roz, my colleague, who many of you will have met in the [inaudible – 00:20:05] U.K., has mentioned this to me before as well. Try and read outside of ICANN, try and be involved, if you can, outside of ICANN, either in the Internet governance forum or various other multistakeholder bodies.

Try and get an appreciation for Internet governance on a wider scale, if you like, because then it places some of the work we do in ICANN in context. But yeah, thanks, I'll finish there, and it's really good to have this opportunity to talk. Thank you.

TRACY HACKSHAW:

Thank you very much, Nigel. I think that was a very valuable point raised by Nigel, the U.K., on participating in ICANN generally. So, I see my colleague from Indonesia would like to speak, and after that, as time is running out, I'm going to stage my two colleagues from the U.S. and Australia to contribute as well. Indonesia?

INDONESIA:

Thank you, Tracy. And just a short comment perhaps, because we are talking about the engagement between the GAC and the community which is quite important of course in this method of

ICANN governance, but what I would like to perhaps get more attention is how the GAC can get feedback from the communities.

For example, there are many [inaudible – 00:21:36] in ICANN such as the transformation of the IANA, well we talked about IANA before, from IANA to PTI for example. What is the result of that? Is that community is happier or it's better, or perhaps more, I don't know, more things to be developed or something like that?

And how about the others? For example, we know that the root file is still in the government hands, and how it will happen in the next few years. Will it still be as a government possession, or it will be transferred into nonprofit organizations? We would like also to know how the communities would like to think about that. That is the kind of thing I think perhaps can be develop further for discussion. Thank you.

TRACY HACKSHAW:

Excellence. A two-way feedback mechanism, I think that's a good way of recommendation coming from this workshop to have colleagues from both the GAC and the wider community feed into each other as the whole -- the efforts that will have last several years. What has happened? What's the impact? Are they working? Can we do something better? New gTLDs for example, IANA stewardship as you mentioned, another good example. So I

think that's something we could look at. IO'm going to hold Nepal just one second, I'm going to asks U.S. to come in. I'll come to you after, Nepal. U.S.?

UNITED STATES:

Yes, thanks, Tracy. I've heard the number of 180 new GAC representatives since the global pandemic have forced ICANN meetings into a purely virtual environment and I think that is remarkable, and significant, and as somebody who's included within that number, myself, something that I've tried to do since joining the GAC has been to rely upon some of the colleagues who have been here pre-Pandemic, and to reach out to them for advice and context.

I think one of the most challenging aspects of coming up to speed on the work of the GAC is understanding issues that have perhaps a five or seven year history, a density of different relationships of the various stakeholder positions on issues, and even just quite simply understanding which terms or buzz words have certain meanings.

So, I think that it's going to be very hopeful tomorrow when we start to delve into the subject matter of these issues, and I look forward to taking time, and asking questions during those presentations tomorrow. Thanks.

TRACY HACKSHAW: Thank you very much, U.S; Susan, U.S. government. I think yeah, very important that you do understand that most of these issues have history, and we mentioned earlier, very important for you to use the tools that are available at the ICANN website, the GAC website to understand that it's not just talking about things that are happening now, but things that do have antecedents, precedents that are going to be impactful as to what the topic is today, and what as Indonesia has mentioned, the impacts that those issues and solutions that were developed a few years ago, are they, in fact, successful and how can they move things forwarded today. Nepal?

NEPAL: In order to maximize our participation, the first thing we have to do is just go to our website, ICANN.org. After that, there is one other site under the secondary domain like learn.ICANN.org. There is a lot of tutorials about ICANN, and in the last of each and every tutorial, there are interview-type questions; I mean knowledge questions. You have to respond to those questions.

Apart from that, generally before the AGM, they publish a 3-week schedule, a full agenda [inaudible – 00:26:46] before 20 or 25 days before they publish in on the website. Once you go on there, you'll know on what topics they are going to talk in the coming

AGM. And related to that AGM, for every AGM, we have on the website a communique, a type of press release, and once you review the communique, you come to know when these issues are introduced, what is the progress so far, now what we are going to talk in the coming AGM. So if we follow this type of approach, I think it will be better to understand the subject matter, as well as maximize our participation.

TRACY HACKSHAW:

I wonder if we can record what you just said and write it down and have it sent to all the GAC members, because think that's an excellent blueprint for preparing for a GAC meeting. You mentioned ICANN Learn which you mentioned earlier; there's actually a course there that the GAC wrote on ICANN, about how to GAC literally. So, you can actually visit ICANN Learn and understand the GAC there. Other people have used it and you'll find it quite helpful. So thank you very much, Nepal. And to wrap this session up, unless there's – one second, Egypt, I'm going to give Australia the floor. Unless there are any other specific questions coming in -- no? Okay.

So, Australia, and then we will end with you, Egypt.

AUSTRALIA:

Thank you, Tracy. Going last, a lot of the things that I was going to talk about I think have already been covered by my distinguished colleagues, but as a relative newcomer, I will happily give a couple of perspectives on what really helped me get up to speed and get across what can seem like an insurmountable task boiling the ocean as far as ICANN is concerned.

For me it was discussing, asking lots of questions, and just finding quiet time to talk to our colleagues. Come up and go, "Look, what did you mean by that, or can you give me some context to this," but not waiting for each of these meetings. Finding time between meetings to just have a 30-minute conversation and set up a Zoom call or a Teams meeting, and just have a frank and open discussion about some of these things. That really helped me get up to speed and pick the brain of those who have been around a little bit longer.

I think like a lot of my other colleagues said, read broadly. When I first joined, I was surprised at how much this stuff popped up in so many other locations. And so, you know, opening a bibliography up, reading broadly, reading things like Domain Incite, and letting yourself be surprised by how much ICANN work permeates so many other parts of the Internet landscape.

Use the chat function, absolutely. I completely agree with what point. That really helped me get up to speed. Maybe sometimes ask those quiet questions if you don't feel comfortable putting an intervention in. And also like Nepal mentioned, use a lot of the resources on the ICANN website, lean into all that ICANN offers both all of the resources on the website, but also reach out to ICANN staff as well.

Having quite a simple discussion with Rob and a couple of the others really helped color in a couple of those extra bits for me and provide some of that contextual information. So having that GAC perspective is really important, but also being able to understand the ICANN perspective about what's going on at ICANN, and what other streams of work are happening there really helped me get up to speed, so thank you.

TRACY HACKSHAW:

That was very, very helpful, Australia. Thank you very much, Ian, and I do hope you're listening to how other colleagues have gotten up to speed and they are participating. For all of you who are still challenged by this not feeling, you're feeling shy, you're feeling not confident enough, you're feeling that the courage to speak or to contribute is not there, you can have a chat with them, they're speaking now, and let them help you as well.

You can speak individually and have the session this evening. You can chat with them informally to see how things are going, how they do it, maybe they can help you. Maybe even afterwards the meeting, they can call, have a chat with them. How did they get up to speed and how are they working to ensure that they are feeling more confident to speak in an ICANN meeting.

So, we are about to wrap up, but I know Egypt has a comment to make. That's the last comment and then we will hand back to Karel for the next topic. Egypt.

ABDALMONEM GALILA:

Abdalmonem for the record. Actually, I believe that everything in this world has an input and an output, else it is dead. So, my comment is linked to what was said by my colleague from Nepal. For example, we have a process development ended by accepted by the board or back again to GAC to finetune or decline. So what is the input? What are the [inaudible – 00:32:08] who have this input in order to compile this policy document for submission.

So, what I recommend, if we could have some slides related to some recordings according to one topic by topic, it will be good for me to survive in a faster way. For example, IDN/UA; we have this topic, we have these policies, so if we [inaudible] from just policies, maybe have two slides, and the recording. So, if this

team was in another way so I could go and listen for what is written here inside this policy document. Thank you.

TRACY HACKSHAW:

Thank you very much, Egypt, and I'm sure the GAC staff team was listening to your recommendations, and in addition to what they currently do, I'm sure they could talk to you subsequently to see if there's anything they could improve and the materials that they offer prior to the meeting to assist the GAC in the briefing in advance of a meeting. They do offer quite a lot of different materials in advance, so anything you could suggest to improve that or to add to that, I think that would be very helpful.

I know Nicolás is going to be taking a key role coming up in this session, so Nicolas, I'm giving you a heads up. And I'm going to toss the floor to my colleague, Karel. Take us forward, Karel.

KAREL DOUGLAS:

Yeah, okay. Thank you, members. I just wanted to go back to what Ian mentioned there as far as talking to people. Now, I will be honest with you; the coffee breaks serve more than just one purpose of drinking coffee. I found that the coffee breaks are an excellent opportunity to meet people and greet people, and just find out where you're from. Besides where you're from and what you do, but of course what are the issues or, you know, what did

you just talk about? I just wanted to stress that because sometimes it's just one ingredient that you're missing for your understanding.

Maybe you have a pie, and that slice is the missing piece. You don't always get it either from the material, we don't get it from the ICANN Learn website, but you just want someone to explain in the best, most down to earth way possible, and I'm telling you, the coffee breaks are actually one fantastic opportunity. If not the social this evening, and I do hope that you all attend the social this evening. And that's an opportunity for you to hammer people like, I don't know, Rob, or ICANN staff and others who are extremely -- thank you, Rob -- extremely knowledgeable about these issues.

Right. Having said that -- and I don't know whether not -- this is a good opportunity to remind you of the social and the directions. If we have a map of that location, that will be fantastic. We could put it up so that you're not going to get lost in Kuala Lumpur.

Right. Having said that, we're now moving on to another session, and this is an opportunity continuing on the same track of getting to know ICANN, or as I say, how to GAC. This session is -- and let's get this straight -- ask me anything. And it's again, an opportunity for you to ask persons who would have some experience at GAC

and ask them anything. So, one of the presenters will be Nicolás Caballero; I apologize if I unjst your name.

NICOLÁS CABALLERO: No, it's all right. I go by Nico, by the way.

KAREL DOUGLAS: Nico, thank you so much. We also have Nigel Hickson online and also Jorge Cancio, and this session, being the last session for today, will allow you to ask any questions that you may have, and we have some seed questions, and those seed questions would be outside the context of the committee, how do GAC reps or governments collaborate and interact. Or how is ICANN viewed by governments in your own country? And what can we do to enhance the perception of ICANN in those developing countries?

Or/and, from your delegation's perspective, considering ICANN75 key topics for discussion in the —for consideration, let me just read that again -- from your delegation's perspective, it should be considered ICANN key topics for discussion in the GAC this week, which issues do you believe merit particular attention and why.

Again, these are topics that you may have ideas over, you want to ask questions about, or what particular issues or interests do you

have? So, without further ado, Nick, do you want to take it from there?

NICOLÁS CABALLERO: Yes, actually, I was going to give the floor to Nigel or to Jorge.

KAREL DOUGLAS: Sure. Nigel or Jorge?

NICOLÁS CABALLERO: But before that, if you allow me, Karel, I just wanted to mention three specific things going back a little bit to the other session on how to improve understanding and participation in the ICANN processes, if I may, Karel. Sorry to --

KAREL DOUGLAS: No no, that's fine.

NICOLÁS CABALLERO: -- to go back a little bit, but there are three very important things, especially for newcomers. Not that I am some sort of expert or anything, but three very simple things that worked very well for me, and for some other colleagues that told me so. One is to get to understand the flow chart we talked about before; that's on the

one hand. Understanding the flow chart really gives you a broader view of the whole picture.

The second thing is to participate in the intersessional work, you know, the goals and everything else. And the third and very -- I would say the most important thing is once you get a gist of let's say the broader picture, participate and join one of the working groups. Back to you, Karel.

KAREL DOUGLAS:

Those are all fantastic points, and I would say yes by all means in addition to what we said before. Let me see if Nigel is online. Nigel, are you here with us? If not, Jorge?

JORGE CANCIO:

Yes, hello everyone, this is Jorge Cancio again, from Switzerland, and I'm so very sorry not to be there with you and partake in the social and informal conversations. This was not possible this time. I hope for the next meeting, I'll be there in person. Anyway, perhaps on the first question, I think it's part of what you -- the best advice I could give is to network, to network, and to network.

And, of course, it's part of networking to have close and regular contacts with your colleagues in the GAC because many times you will have common interests beyond also ICANN, be it more in the

Internet governance world if you have a more international profile, or be it more in regulatory questions, if your profile is more nationally oriented, but you can still learn a lot from colleagues doing similar work in other delegations.

So, I think it's basic to really network with your peers in other GAC delegations, it gives you other opportunities to reach out informally with many per WhatsApp, per e-mail, per telephone to seek their advice, their opinion on issues happening in GAC, in ICANN and in other places.

And, of course, I think over time you develop a good network, and in a way, you create a level of trust and mutual confidence that allows you also to have a little bit of division of labor; like Nigel said before, you cannot do everything. And in the end, we have some colleagues working more on WHOIS and data protection issues, some other colleagues working more on on the DNS abuse side of things.

And then you have others doing more the institutional work, working with other suborganizations within ICANN, and then others for instance, while focusing on the new gTLD round and what lies ahead in terms of policy making in that field.

So, yeah, I can only subscribe to what Karel said. Use the coffee breaks, use all opportunities to reach out to other colleagues, and, of course, at least I can speak for myself but I guess also for Nigel, drop us a line per e-mail if we can also help from a distance online. I'm at least very happy to help and to share a bit of the knowledge which inevitably increases over time when you spent some years in the GAC. Thank you.

TRACY HACKSHAW:

All right. Thank you very much, Jorge. I think that's very good advice.

I want to turn the tables a little bit. So, I know we have those questions up there to be answered by somebody, but I think I'm going to ask the somebody to answer those questions in this room who has not spoken before. I'm going to test our capacity building. Let's try that. So somebody who has not spoken before, let's answer the second question which is, how is ICANN viewed in your country by your government?

Someone who has not spoken before. Let's first try that. Let's first try the fact -- we are not asking to give any information about what we've spoken of before -- this is a very standard question, but let's ask you to contribute. So, I see we have colleagues in the

back row haven't spoken yet -- I'm not calling any names but I'm going to -- ah, welcome. Join us.

TARIK MERGHANI:

Hello, I'm Tarik from Sudan, I'm a new member in the GAC but not in ICANN. I was in many other committees here in ICANN in the domain industry, [inaudible – 00:45:02] .sd registry for Sudan. Our government, I think this all kind of -- all governments are thinking the same way. They prefer to deal with some other institutes like ITU more ICANN. I prefer to do with ICANN because I am from the domain industry from the .sd, ccNSO and other things, many ccTLDs in my country, but governments always want to deal with some international body who gives them more power or to have more power to decide to do such things. They don't want to deal or less to deal with organizations, NGOs, something like that.

Maybe in Sudan because we have some collaboration as the ccTLD in Sudan is not managed by the government, by the way. It's managed by SIS, it's the Sudan Internet Society; we are the chapter there, but we are managing also.

And this is my time first time to be at the GAC here in ICANN and representing the government because now am I an employee. So, I am now wearing the two hats and I decided to make some

balance between them, but I think the idea of the governments and how they want to deal with organizations, these NGOs, and maybe they think they, even organization like ICANN, don't give governments the power they want in the institute.

Like for example, they always say, why it's our advisor committee. The decisions of the GAC is just an advice as ICANN or it's just an opportunity or an opinion, or it has the power to be. So I think make the governments always to deal with. That's my opinion.

TRACY HACKSHAW:

Thank you very much, Sudan, for these extremely insightful comments. Let's give him a round of applause for saying something and contributing so powerfully.

Before we come, I see another new voice. Go ahead.

ARGENTINA:

Hello, good afternoon, my name is Gabriela, I'm the GAC representative of Argentina, and what I want to say is that maybe in my case, for my government, I noticed that they get more involved in the issues of ICANN when they see the direct impact on the things in my country. So when I have to translate not only the language but explain to them how and why this or that is important, our public policies in Argentina for example, it takes

longer, maybe it's difficult especially for developing countries to make them understand why this is important and why they are impacting nowadays in the very policies or for the population directly.

TRACY HACKSHAW: Thank you very much, excellent.

KAREL DOUGLAS: Fantastic point. Just reminds me -- yeah, round of applause, by all means. It just reminds me of when I tell people I'm member of the GAC and they ask, "Well, what is the GAC. What does ICANN do?" And some people just -- some understand but sometimes it's very difficult, and [inaudible – 00:49:10] translate to why governments don't necessarily see the importance. I'm not saying they don't, but as I say, they may not see the importance of ICANN or the GAC or what the work that we do does and the importance of it.

And like I said, sometimes you may meet people and I'm a sure you're getting to tell somebody that you just came back from ICANN75, and they are going to ask you, "Well, what were the topics that were discussed? You know you travelled half the way around the world, so tell me, what was it?" And I'm going to say

something about subsequent procedures, what is that? You know, they're lost.

So you really have to translate that into how does it affect you? And that's what I tend to have to do, even with my kids. And I keep on saying it over and over to them I'm member of the GAC and ICANN, and they are on the Internet all the time, they live by the Internet, this is their life.

But you have to explain to them that what we discuss here may impact them, and I think from that perspective, they understand, "Oh, okay, let me pay some more attention to what you're saying because the policy behind the internet or domain names..." So I do understand the challenge which may be a disconnect between the technical aspects of what we do, all the names and these acronyms and how it translates to the man, you know, as I say in the street, or the person at home who is watching TV on the Internet, or who is using the phone that uses the internet.

So, I do understand there's that challenge sometimes, and that's why maybe sometimes it's hard to explain because it's highly technical but it does relate, so we have to kind of bridge that gap so it makes it more sensible for those who may not understand.

Yeah, sorry. So, Tracy?

TRACY HACKSHAW: Thank you, Karel. Thank you for answering the question as well, that's very good.

KAREL DOUGLAS: I see Julia has her hand up.

TRACY HACKSHAW: Julia has her hand up, and I do have a comment from Egypt, so let's take online some answers and I'll come back.

JULIA CHARVOLEN: Nigel Hickson has his hand up in the Zoom room. I think he wishes to speak. Nigel?

NIGEL HICKSON: Yes, thank you very much. I will be very brief indeed because I think Jorge and others have really put their finger on this. So, for me, it's a case of, you know, it's no good us going back to our capitals and saying that we had a good meeting with the GNSO or the ccTLDs or even the GAC. You know, we have to say what this is all about, and why ICANN is important, and what ICANN does.

I mean, as I've said in the chat, for many years in the U.K., we were quite guilty of this. I mean, years ago my colleague, Mark Carvel,

used to go to ICANN meetings and all we ever did was ask him about what the food was like, and did he have a good flight? And so, you know, I think within our governments we have to be able to try and sort of raise the understanding of what ICANN does, that it actually tries to stop some of these fraudulent domain names, that it actually tries to tackle some of the abuse issues that we have on the Internet.

It can't do everything. It has a limited scope, but it can do some things. It can enhance the accuracy of registration data, it can try and improve the way that the Domain Name System works. And it can enhance competition in the domain name space, and as this week, you know, the marvelous work taking place on the international domain names; a lot of that was promulgated through ICANN, the fact that we can now use our different scripts, we don't have to rely on just the ASCII scripts. We can use different types of scripts, so domain names and that.

So I think that sort of explanation of what ICANN is doing to enhance the experience of the Internet for people across the globe is probably more useful than talking about a policy development process or something. Anyway, I'll shut up.

TRACY HACKSHAW: Thank you very much, Nigel. And again, very important points and I think good experience, and Nigel if you don't know, is also an ICANN staff member so you've seen it from both sides of the fence. Egypt?

ABDALMONEM GALILA: Yes, this is Abdalmonem for the record. Actually, I think that it is collaborative work. I mean, work done by ICANN to make developing countries know that there is a community called ICANN for responsible for domain names IDs and root call, you have to be engaged with, it means that this country will engage the use of ICANN [inaudible – 00:54:39] the retain of that. Maybe this Internet is that the future will use these topics or use these policies in order to develop something like DNS for example; let me have an example for this, for DNSSEC deployment.

If ICANN didn't reach out to these countries, no DNSSEC, so the Domain Name System would not be secure. If ICANN reaches out to these governments so [inaudible – 00:55:08] so it is okay, carries the government to deploy DNSSEC, that is the point; it is collaborative work between the two parties - ICANN from one side and these countries from the other side; maybe through GAC, maybe through raising awareness for the governments of these

countries in order to nominate someone to be in the GAC. That's my point, thank you.

KAREL DOUGLAS: All right. Thank you so much. We are coming to the end of the today's session. But let me see if there is any last-minute questions, this is the time. But we do have another question, so my friend, you have the floor.

SOUTH AFRICA: Actually, it's not really a question. It's a comment.

KAREL DOUGLAS: Do you want to state your name and where you're from?

SOUTH AFRICA: All right, that's Peter from South Africa, but my views are not representing the country, it's just observation. Let me actually also state that I think we also need to look at ourselves, or maybe not to ourselves on how ICANN does its own things as well. With reference to the presentation that was done by the lady -- I forgot in terms of the multistakeholder, Mary -- pardon me for forgetting your name -- there were a number of questions, I think total nine of them, and if you remember there were some polls where the

scores were less than 50%. I thought that was a concern. We should look at that. What do we do, what do we learn from that?

In terms of the issues of how government relates to ICANN, mainly because people know ICANN as a multistakeholder. I think there should be more consultations in terms of your academia, your business sector, your civil societies, all those kinds of things. And including the reason why some governments see it as sort of like imposing or giving ideas to do what they want to do.

But maybe the last question that I want to put is from Mary's presentation. She spoke of five year -- I don't know whether that's a strategy or the model? It was a plan. It was a plan. Oh, okay, it's just a pity that I couldn't pose a question at the time. But I want to know, out of that 5-year plan, where are we? If we're midway, what have we learned, what have we achieved, what are we going to do? That would also help as to understand things better. Thank you.

KAREL DOUGLAS:

Yeah, thank you so much. Peter. You know, it's fantastic, and let me just thank everybody at the same time for your contributions. So please a round of applause for yourself for an excellent session today. And what the outcome of this is that we are taking notes; hopefully, your ideas and suggestions will be taken on board, and

we will use that to see how best we can continue to assist members, especially new members, so it will be new for those who are new, obviously, but a refresher for those who are not. So the idea is that this collaboration will continue. So, thank you so much again.

Tomorrow, we do continue at 9:00 am in this same room. So we expect that you will all be here, and as Tracy mentioned, we have something very special for you this evening, the KLBETA restaurant. Correct me if I'm wrong, Julia. That's not the name. Was it BETA KL? Right, that's another acronym, KL I think. Just add up to the list of acronyms.

Let me take the opportunity also to thank all the presenters who joined us, either in person or remotely. I know it's a challenge for some of us to be here but certainly we do appreciate the efforts, the time and the energy. This is something that we want to continue. We want to continue this collaboration, as I said before.

If anybody need directions to the restaurant, please visit the ICANN staff who are more than willing to assist you to find the location. I was hoping that we'll have the shot of the location on the screen, but be that as it may, there are copies of the map so you can find your location to the restaurant, and it's really, really,

really important to have you there so we can meet you in a more informal manner.

So again, ladies and gentlemen, unless there's anything further, I want to thank you again, and I will see you at the social this evening. Thank you very much.

TRACY HACKSHAW: Social starts now, so ten minutes' walk away.

[END OF TRANSCRIPTION]