
ICANN86 Seville | PF – At-Large Regional Leaders Meeting
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MICHELLE DESMYTER

Hello, and welcome, everyone, to the At-Large Regional Leadership Meeting. My name is Michelle DeSmyter, and I am the remote participation manager for today's session. Please note that this session is being recorded and governed by the ICANN Expected Standards of Behavior and ICANN Community Anti-Harassment Policy. During today's session, questions or comments will only be read aloud if you are submitting them within the Q&A pod. Interpretation for this session will include English, French, and Spanish. If you would like to speak during the session, please raise your hand in Zoom. When called upon, virtual participants will be given permission to unmute in Zoom. On-site participants will use a physical microphone to speak. Please state your name for the record, the language you will speak if speaking a language other than English, and please speak at a reasonable pace for our interpreters. And with this, I will now hand the floor over to Frederic Taes, your RALO chair.

FREDERIC TAES

Frederic speaking. Thank you very much, Michelle. So welcome, everyone. It's good to have this RALO leadership meeting together with the Global Stakeholder Engagement

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team of ICANN. So that's really the main purpose of this forum, is to align on what we can do in terms of outreach and engagement for the coming year, what we did the previous year, and how to improve also the results, satisfaction of everyone. And we have good ideas, suggestions, and, yeah, that's really this forum to discuss between us. And I will give the floor rapidly to Chris Mondini. He's VP from Europe, but representing, I guess, the whole Earth, I would say. Not only that, not too much pressure on you, Chris. So thank you. The floor is yours.

CHRIS MONDINI

Hello, this is Chris Mondini. I'm delighted to be here. I am the regional vice president for stakeholder engagement in Europe, but in my capacity today, I am representing my fellow regional vice presidents. And sometimes they also turn up, but I don't... Oh, I have Rodrigo de la Parra and Pierre Dagenais from LAC and from Africa, Latin America, Caribbean. And from my team, who you know very well, Adam Peake, who seeks to be a liaison for all of us with all of you. I know that we spend a lot of time talking about the coordination between regional vice presidents and also the RALO chairs in each region, and that manifests itself a little bit differently from region to region. I also know that Frederic has just said it would be nice to share activities from the past and activities that are planned.

I brought a few slides, though, that I thought might be interesting for you, because I've seen that you're finalizing, you're firming up your FY27 planning for your RALOs. I see some of them linked already in the space, and I think that some of you are finalizing them. And the reason I wanted to do that is because the last meeting or two, I've talked about how ICANN, the organization, is coordinating its engagement better internally, and our plans to shift to much more outcome-focused measures of engagement and to really have more measurable types of data-driven, even dashboards and targets. So what I have here is a bit of a preview. I'm going to go through it quite quickly, but you're able to look at it later in your own leisure. And it's kind of a preview of what we're doing internally in ICANN to show you the breadth of what we're engaging on and where you might decide in your own RALOs to slot in. My wish is that a year from now, that we'll have really nice dashboards and reports and all of that, and that will be very much integrated with the work that you're doing. So this is the concept level.

So if I can go quickly to the next slide, I'll just talk about our internal coordinated approach, how it aligns with the strategic plan. So this is a very important anchor for everything we do. And then I'm going to go through a bunch of slides that have a section called "For example," because we're still deciding what to measure. So the slides will say, "For example, we might measure..." And you can think of what you and your

regions might wish to measure as well. So the next slide is just to remind you there are many externally facing teams. And I always say to my colleagues, the community members and the partners we have, they don't care about our internal teams and who does what. They just see ICANN. Now, what's nice about our relationship with you and the At-Large community is we did establish the regional VPs as your point of contact. So I hope you find that helpful. And what we're doing organization-wide is establishing the Global Stakeholder Engagement team as really the point of contact for engagement. And as I said, we're moving more toward outcomes focus versus just the activities, though we'll measure both. And we will have more, I think, robust narratives about ICANN's role supporting the global internet, which we all depend on.

Next slide, please. This slide is really just to remind us of the structure of the strategic plan. There were four big objectives, and under those four objectives, there were 10 goals. And so we're at the stage now where we're deciding what our progress indicators will be to show progress toward them. But again, the link to the strategic plan is there, and everybody on our team has that stuck on their screen, stuck on the bookmarked on their desk. I have mine printed out. The next slide is, now I'm just going to go through those 10 goals again very quickly. And again, emphasizing this is initial thinking. The overarching objectives are down in the corner. But for

objective number one, which is about evolving and sustaining and promoting the model, well, evolving and promoting and being inclusive, we want inclusive stakeholder representation. I know we share that goal. And some of the things we are picking to hold ourselves accountable to and report on are things like recruitment statistics, recruitment by stakeholder category, representation statistics, and things like that. So a year from now, you'll see something with some dashboards showing how we've done over the year.

The next slide is the next goal, and this one is about agility and effectiveness. Still, again, under the multistakeholder model objective. And these, again, are very aligned with things you do in your RALOs: onboarding activities, the kind of trainings about consensus building or facilitating meetings, and retention metrics. We may get people in the door, but are we keeping them? And I'm really excited to start measuring things like that. The next goal on the next slide is about, I spoke in an earlier session about going beyond the ICANN community and the ICANN bubble to assure that audiences around the world are more aware of the remit and the role of ICANN. And that means expanding some alliances or building coalitions that support ICANN and advocate for the model. So we could do things like measure the number of partnership agreements or memoranda of understanding. But also every time an organization, like a user group, a consumer group, a government, or a business stands up in an international forum

and says, "This is what ICANN does. We believe in its model." These are the things that we want to begin measuring as outcomes from all the good engagement that we do side by side.

The next goal is under a new strategic objective, number two, which is about organizational excellence. The first one is about sustainability. Many factors are here defining sustainability. The talent pipeline, bringing youth and new generations into the community, using our financial resources widely, maintaining a measure of ICANN's reputation, and awareness of ICANN in the world. The next one on the next slide is about global presence and impact. Again, this is quite related to what I was saying about how much ICANN's role is known in the world. There are a lot of measures that our communications team maintains on articles about ICANN, social media amplification, publications that we put out into the world. And so that's one way that we're increasing our presence and impact. The next slide brings us into the third of the four strategic objectives, and you'll see here that this is very focused on digital inclusion. And for ICANN, really almost the vast majority of our activity on this topic relates to language, IDNs, and universal acceptance. And so beginning to measure the companies that have made their products UA-ready or the public service sector services available in different scripts. These are the kind of things that will show progress here. And I know for some of your constituents, your

ALSes, in some regions, this is a very important aspect of your own outreach.

The next slide is a very long goal, but essentially, it's monitoring technical developments and evolutions, and it's under the objective, again, of collaborating with the relevant stakeholders to evolve the unique identifier systems. So the first bullet and the "For example" is measuring instances where we work with a Regional Internet Registry, or we work with the Internet Engineering Task Force, or the IEEE, the electronic engineers, or another type of technical organization to put a program into the world. And also, the ways that we monitor. For example, ICANN has recently set up a technical evaluation board to look at things like blockchain-based innovation and how it might be integrated or work with the DNS. So these are the kind of things, again, and you can see some of these things are much more in the zone of our technical community and our technical colleagues at ICANN. And as we go to the next slide, you'll see it even includes our IANA function. So IANA also has really a customer service-facing role, and they already do a very good job of measuring customer satisfaction through surveys. But also all of our help in helping demonstrate IANA's role will help them with this particular aim.

And the next slide, I think, is bringing us toward the close. This is about, I would say, security, cybersecurity. And so this was another very long goal, which I shortened a little bit, which

essentially, again, relates to the informal networks among people and sometimes quite tactical and incident-related networks. So around the world, people know how to respond to threats and identify them. It could be things like encouraging operators of networks to sign up for DNS best practice. There's a program called KindDNS for that. We can measure the number of people that sign up to pledge to do the best security practices in their DNS. We have a platform called Domain Metrica. We sign up partners for that to track things like abuse trends. And the number of partners we get that participate is another thing that I am proposing that we begin to measure. So I think that might be all 10. On the next slide, we'll see... Ah. If you look at our strategic plan, there's a root server goal there, too. And again, this is largely in the domain of our RSSAC community and the people that support them. But these are the kind of things that you might see on a future dashboard that are showing ICANN supporting its strategic plan. Next slide. That's it.

So again, the purpose was to give you a bit of a preview of where we're trying to get to take the whole of ICANN and all that we do externally to realize the strategic plan. We're not going to do all of those bullet points, but we're going to pick some of them, and maybe some of you are doing work in your regions that is aligned with that. And I hope as you finalize your FY27 plans, and as we work together for FY28, that we can

coalesce around really concrete ways to collaborate. So thank you very much.

FREDERIC TAES

Frédéric speaking. Thank you very much, Chris, for this inspiring presentation. So as we are finalizing our outreach plan for the coming fiscal year, it's really good to see how we can enrich with what you presented. I just want to know if we have someone in the audience here to have additional questions to Chris about what he just presented. Yeah. A statement? Yeah. Okay. Please, Amrita.

AMRITA CHOUDHURY

Thank you, Frédéric, and thank you, Chris, for the presentation. Amrita, for the record. Since this financial year FY26, the ALAC and the RALO have been looking and working through the strategic plan. Obviously, it's way beyond our remit, but I think the strategic goal of objective one, especially 1.1, where you have integrating new stakeholders, then also talking about enhancing collaboration with communities, fostering appealing environment for next generation, developing new generation of leaders, and increasing and broadening participation from the 1.1 goals have been worked on, and I think we plan to work on it this year. Objective three, obviously, is important for us in the digital inclusion part, as you said, the UA. And also, on that, the 3.12 and strategic goal four, especially the 4.1 part, which is strengthening

partnerships with relevant stakeholders to reinforce the shared responsibility of ensuring secure and stable internet. So these have been focused. I think this will continue to focus. We may not be able to focus on everything because that's a bit more than our remit. But in case you think there are other things we should look at, we could deliberate. But even, I think ALAC is looking at these next year, too, right, Claire? The strategic goals would be the same for the FY27, right?

CLAIRE CRAIG

Claire Craig. They may change when we have the OFB meeting tomorrow morning. That's part of the conversation that we'll be having.

CHRIS MONDINI

I'll just respond to say, thank you. And I knew, I really felt that some of you would see where you're already focusing and doing work. And part of my goal was also to show even the really broad spectrum. So if somehow you end up with an ALS or membership that are interested in even some of the other ones, if it's in the strategic plan, we're going to be working on it, and we might find a way to support anybody from your community that wants to work toward it. Thanks.

FREDERIC TAES

Frédéric speaking. Yeah. Thank you. Do we have someone online, Michelle?

MICHELLE DESMYTER

We do. Thank you. Sorry, Frédéric. Priyatosh had his hand up.

PRIYATOSH JANA

Yes. So this is Priyatosh for the record. So I have a quick question to Chris. Apart from the phishing training module, what type of cybersecurity projects can we consider? And if you give any deep insight about it. Thank you.

CHRIS MONDINI

Hi, it's Chris. Thanks for the question. So, on the slide, and I will come to you and I could bring you more information. A lot of the projects that the ICANN Office of the CTO runs are in the realm of tracking and DNS abuse. But then also I did allude to the Office of the CTO has partnerships with technical experts that often work together to respond to threats. And I honestly don't have lots of insight into that because it's a fast-moving world of mailing lists and people that are trusted partners to each other. So that doesn't really fall into your question about projects. The DNS abuse ones do. And for example, if you have a cybersecurity role or you're putting on programming or training, the part about DNS security, we would be delighted to help provide experts or even brainstorm ways that you can advance some of those DNS security-related projects. But I'm happy to brainstorm on ideas with you. Thanks.

FREDERIC TAES

Thank you for all this interaction and your answer, Chris. Another question here. I see also that the time flying. So we go to the next topic, and it's about the outreach and engagement plans for the coming fiscal year, fiscal year FY27. So starting here in July until end of June next year. We can make a roundtable from the different RALOs. For EURALO, what we made is just to take the plan from the previous year, because we are aligned with the strategic plan of 2026-2030. So we are not reinventing the wheel. It's more adaptation for the coming year. And thanks also to this meeting here in Sevilla, we have really seen two main points coming. One is to engage the new generation, the new community, the NextGen, especially we are in Europe, so we have all NextGen here. So that's in our case. But we have also fellows. We need to continue to work with them. And the second point that's more specifically for Europe is the Balkans, because there we have more gray zone with less representation, even if we have some individual members in that region. And we will work really in partnership now to finalize this plan with the Global Stakeholder Engagement team. So that's the highlight for Europe, and all the rest is aligned with the priorities, the strategic plan, as you highlighted. And anything to add, Natalia, on this? No?

NATALIA FILINA

Thank you very much, Frédéric. Natalia Filina speaking. So nothing new, as you said, from our side. So we already started this short exchange in our mailing list with GSE team from

Europe. And now we understand that maybe we will ask to pay a little bit more attention from the ICANN org side during the local events, which we may have in different countries and cities. And maybe we will collaboratively work on creating this list of representatives on the ground. Maybe we would suggest them to organizing committees for different events to participate as speakers, as experts, just because I think it might be much more useful for us if comparing being only there with outreach task and to tell about join us or spread information. We should think about our capacity. We are rich. And yeah, so thank you.

FREDERIC TAES

Frédéric speaking. Thank you very much, Natalia. Going to the world tour, I propose to go to LACRALO, especially we have here Lance, even with broken arms. He's really so committed to the community to come here. Thank you, Lance.

LANCE HINDS

Chair, I would like that on record for posterity. Chair, we are going to continue working closely with the GSE. There were some very good things that came out last year, especially on the Caribbean side and some of the problems that we had. So the idea would be, if there's any tweaking that needs to be done, we will do so. And the idea would be to see if we look to see if in some of those areas that last year in particular, we managed to go to some areas who don't necessarily listen to

ICANN on a daily basis. So it's to go in there and spread the gospel, to try to show how ICANN is important, the role ICANN plays in your overall ecosystem. And certainly we want to show that we managed to do that. So the idea would be, in the coming year, do similar things, so to continue to stress the importance of ICANN and the role it plays in the IT ecosystem and the internet ecosystem as well. So that's the plan.

FREDERIC TAES

Thank you, Lance, for this update from Latin America side. And nothing to add? No reaction? No. Please, Natalia.

NATALIA FILINA

Yes. Natalia Filina speaking. So maybe most of you already saw this great presentation with the result of the survey which Frederic launched. And maybe we may share this experience with other RALOs. Maybe we should ask our ALSes and individual members what is the main purpose to be with us. And with this updated information, we will go to our next outreach and engagement plan for the future financial year. Just because we see that even if we would love to have this focus on policy only, looks like our ALSes and members see another reason to be or not to be with us. And I think it's so important to know this, and it was a really great initiative, and from other RALOs might be so interesting to get same result and to compare this. Thank you.

FREDERIC TAES Frederic speaking. Thank you, Natalia. I don't know if we have time to speak about that, but basically, we took all the results, all the topics discussed during ICANN 85, and we sent this list to the different At-Large Structures to collect their feedback. What are the most interesting topics for you? And it was really highly interesting. I can just see if I can just highlight, if I can share my screen. I'm on Zoom. I will just show you one document. Sharing is not...

MICHELLE DESMYTER Hi, Frederic, this is Michelle. Tech support, could you please promote Frederic as co-host? Thank you.

FREDERIC TAES Thank you.

MICHELLE DESMYTER You're welcome. One moment. And I do see Hadia's hand up. But... You're promoted to co-host.

FREDERIC TAES Okay. I may now, thank you. So I go in full screen mode here. So this is basically Europe, all in green. We have received the results from the different ALSes. Yellow, we didn't receive, but we could. And in gray, it's really the zones where we don't have ALS representatives. We need to complement that also with

individual members' answers, having more geographical representation. So we came with all topics from ICANN in Mumbai. And the top ranking are really about trust on the internet, online security, privacy, and protection of personal data. Also linked to DNS and which information from the DNS you disclose or not, and that's also there. Artificial intelligence in number three, human rights and DNS abuse in number four, and user interest in number five, also with the support of different initiatives at ALAC and others. So that's in a nutshell. And we had also other questions about partnerships and many other things. What is interesting for the people in terms of internet governance, regulatory resilience, geopolitics, how to build partnerships with the broader, how to say that, internet ecosystem? I can share with you all the results and the survey, and maybe it can be interesting to develop different initiatives. We have already discussed, I just take one example, quantum internet. There was work also from ICANN OCTO and papers, and so we can really organize events with the support of ICANN, answering to the strategic plan and also to do the community interest to reach more engagements. So that is this kind of survey. And we combine that with continuous improvement program. So with this, I have finished. So that's something we can share between us. So that's from Europe. So I think we have finished that. Do we have someone from North-- Yeah, a remark there from someone? Okay. AFRALO, you are there. Okay. The floor is yours. Thank you.

HADIA ELMINIAWI

Okay. Thank you. So this is Hadia Elminiawi. And so regarding the survey, actually, this is a very good practice that I think we can all adopt. We do conduct, though, specific surveys. But what we have done is that after each of the ICANN meetings, we call for readouts. And we let the fellows or participants choose the topics that they would like to highlight or talk to us about it. And the topics that are usually chosen relate to universal acceptance, IDNs, a multilingual internet, DNS security, cyberspace, AI, and security. And I think also those were some of your top items or topics, if you will.

As for the FY27 outreach and engagement plan, AFRALO has developed a five-year strategic plan which stems from the Africa Global Stakeholder Engagement plan, and which stems also from ICANN five-year strategic plan. And then based on this plan, we yearly conduct an outreach and engagement plan. So the first one was the FY26, which was based on this five-year strategic plan. And currently, we are underway, or we are going to develop our FY27 outreach engagement plan. But I would like to note here that this plan is developed along with the community. So what happens is that we send out an email on the AFRALO list saying, "Well, now..." And this is what we did for the five-year strategic plan. "We are now going to develop this strategic plan. Those are the documents that you need to review." And we point to ICANN strategic plan. We note to Africa Global Stakeholder Engagement plan, and we

all embark on developing this plan together. So what needs to be tweaked each and every year, of course, is related to topics that we would like to focus on more, and this, of course, could change from one year to another. So for example, this upcoming year, we have the ALAC objections and comments, and this is an area that we were not tackling before, but now, because we need to have members from the RALO participating in this, this is something that we would like to actually have on the outreach. Also, I guess the metrics. This is something that also evolves and changes slightly. So we have developed metrics, and we think also that maybe they're not good enough. Maybe we need to develop them more, but it's a process. Thank you.

FREDERIC TAES

Frederic speaking. Thank you, Hadia. Something to add from someone about AFRALO, or you, Amrita? Yeah, please.

AMRITA CHOUDHURY

Thank you. Amrita, for the record, and I'll speak very briefly from APRALO. One of the things which we have been doing, which is slightly different, is obviously everyone has similar focuses, is a clear focus on the youth. We have had the national APRIGFs, which have now started in this financial year. We had it in seven countries. And this is something which is a different focus from the others. The other thing which we've done is, apart from the capacity building, we have the APRALO Policy

Forum where we have webinars, discussions, and then we have the APRALO Bytes, which comes out with brief information. What we want to do in financial year FY27 is going to be based on a hot topic survey which Satish has been doing. And Satish, do you briefly, in two minutes, want to speak about what you've been doing so that we can understand what the community wants us to hear or prioritizing, so that based upon the strategic plans, we can prioritize them? So if you can just briefly speak on that.

SATISH BABU

Thanks, Amrita. Satish, for the record. So APRALO has been doing periodic surveys, and right now we have just completed the actual survey, and we are currently analyzing the output of the survey. The idea is that we have enough on our planning slate for the next two and a half to three years from the community side. So we are prioritizing the different topics that the community has come out with. So shortly, maybe by next month, we'll have the results, and we'll be using that as a guidebook for the activities for the next two years. Thanks.

AMRITA CHOUDHURY

Thanks, Satish. And apart from it, for the UA, we've had the faculty development program for the academic organization, how UA can be inculcated into the syllabus, et cetera, where our community members have been working with GSE team as well as the UA team to get that. So yeah, these are things

which we would focus on, and obviously other things coming up is something we would be looking at. Thank you.

FREDERIC TAES

Frederic speaking. Thank you very much. I see a hand raised there. Yeah, please.

XIANHONG HU

Xianhong from UNESCO. May I also have some observation? Thank you. So, on the first day, UNESCO was a part of the At-Large Plenary to share our universal acceptance policy brief. So I was very happy to see that the results of survey shows up the UA as one of the key topics. Also, I'd like to see that the cross-cutting aspect of all the topics mentioned, they are all important, also quite connected. For example, artificial intelligence, they're also impacting UA, and UA also impacting AI. So I would like to connect those here. Perhaps the outreach can also be broader than each topic per se, and also have some more strategic discussion on those topics.

Second thing is about, I also appreciate the results in terms of the interest on those emerging new issues. I think the tech landscape is evolving so fast. The quantum computing, that's another big buzzword from now in the forthcoming decade. That's also some area UNESCO is happy to contribute to help. As you know, we have been implementing the international decade and also international year of quantum since last year.

So we have a number of contributions and reports to help with the conversation here. And lastly, and I'm coming back to UA and several colleagues mentioned that, the next outreach that UNESCO is looking for is to have more regional policy dialogue to not just about the advocacy, but to engage with governments and also stakeholders, including the civil society, to have policy integration, also to have the curricular capacity building into the universities and academia. Thank you.

FREDERIC TAES

Thank you for your comments about universal acceptance. And maybe just a small comment. We made a joint webinar between APRALO and EURALO on trust notifier, but it could be the same about universal acceptance to have different RALOs working together for some webinar. I will give now the floor to Roqaiia for North America region, and afterwards, you, Satish. Thank you.

ROQAIA

Thank you, Frédéric. Roqaiia, for the record. So something different that NARALO is doing is we're exploring the development of a NARALO podcast as an outreach engagement tool. And we are also exploring some opportunities to be more present for the newer generation, like to have a short presentation about NARALO in fellows and NextGen sessions to increase visibility. And we're also

planning to do more on that when there's a meeting, which is in our region, which is next year. Thank you.

FREDERIC TAES

Thank you, Roqia. Thank you to be with us. I know there are some changes in NARALO. You are really good to be involved in the evolution. Something to add from a region or somewhere? No? So Satish, to add something.

SATISH BABU

Thanks very much, Frédéric. This is Satish, for the record. So this is in continuation with the UNESCO point that Dr. Hu brought out. There is something called the Asia-Pacific Economic Cooperation, APEC, which is a multilateral organization consisting of 21 economies, including US, China, Canada, Australia, New Zealand, and so on. 21 economies. They are now doing a survey on universal acceptance. This is the first time that we have this kind of a multilateral organization taking up universal acceptance. And I am bringing it here because definitely the US and this is the Pacific Rim, so we have both Latin America, we have North America, we have also Asia Pacific. So that's a kind of unique mixture. But the fact that it's being done and the way we are involved is the Australian government has set up a study team that's led by Gunela, who's a part of At-Large. So me and Chris of the ICANN Board, we are also part of the survey team on this universal acceptance. So next month in July, we're going to

present the findings at a workshop in China. So this is just for the information of GSE, because ICANN is also a kind of invitee on the APEC. Thanks.

FREDERIC TAES

Frédéric speaking. Thank you, Satish, for this update about universal acceptance and even more broader. Do we have some other reactions in the room or online? No? Okay, Lance, please. The floor is yours.

LANCE HINDS

Thank you, Chair. NARALO. How do you get really young people to move from the tech to policy? I only say that because if you have an ICANN Near You, for example, and those tech days, everybody's attracted to how ICANN is designed and the DNS. And the deeper you get into tech, they will be there all day long. How do we get them from that spot to begin to talk about the policy that's required? Because ICANN is both, right? Those two things must run hand in hand for ICANN to succeed. So I just want to hear your thoughts on that. How could we do that? We can always get the youngsters to come to the events because it sounds techie, it sounds nice, so they'll come, and they'll sign up. We've seen that. But just from your perspective, how do we move from there to understanding the policy side of it, and also being interested in the policy side of it? Now who's going? Oh, sure. Go ahead.

FREDERIC TAES Yeah. You may answer, Amrita.

LANCE HINDS Anyone.

AMRITA CHOUDHURY Yeah, just from the APRALO perspective, we have a lot of young people who are participating in policies. In fact, the continuous improvement process implementation is led by young people. They are chairing the group. Similarly, that's because they get in, they get empowered, they start dealing with issues, so they get engaged in it. Even in the hot topic survey, we have Gyan who's helping Satish in designing it. So we may have one mentor, but they are being groomed so that the next level of people can be groomed, and they are all youngsters. They have their work. They may have different careers. So what we have seen is if you empower them, if you help them, they get engaged. Like for the APRALO Bytes, we have some new people who are doing it. Any new things you give, touch wood, the young team in APRALO really works much more than the older ones.

FREDERIC TAES Yeah, Frederic speaking. I would like to add what I have observed with the NextGen presentations here during Sevilla. It's really amazing what they made, and it's really about

policies and things that we will even organize some meetings with the content they can present to the entire community. Even if they are young, they are already so much advanced. I was really impressed. And one of the messages we are giving is that when you talk about techies, those are consumer users. There are standards, and are just consuming those standards and those policies. And when we come with the message that you can be actor, you can influence the future, and okay, then they see new perspectives coming, that's also highly motivating that they can find that ICANN sense. Roqiaia, please.

ROQAIA

Roqiaia. Could you please repeat the question, please? I got lost in the explanation of the...

FREDERIC TAES

Please activate your microphone, Lance.

LANCE HINDS

Right. No, I was asking the question that we could have always gotten young people to attend the shows and get involved in the technical side of this. They get excited about the network and how it works and how it's designed and all of that. And I was just wondering, in your case, based on what you were saying, are you succeeding in getting your colleagues to move from the tech to the policy, which is also important?

ROQAIA

So for now, most of the young people that are involved are from, I would say, ALSes. So we have Youth IGF, that's one of the big ones. And we have lots of new fellows that are engaged through At-Large. They also joined the CPWG as well. So that's a start, and I would say there has been lots of interest as well that we get to participate in webinars and things like that. So this is one of the things that we're going to implement, to include hot topics in our monthly meetings, on every alternate meeting, to have that. So that's an opportunity that we're providing to them to add to that. Yeah.

FREDERIC TAES

Thank you, Roqaia. I see two hands raised in the meeting. We start, I don't know with which order, but Murray McKercher from NARALO. No?

MURRAY MCKERCHER

Yes. Thank you. It's Murray McKercher from NARALO, for the record. I'm situated in Ottawa, capital of Canada. So with respect to engaging the younger folks with policy discussions, there's a number of groups because of where I'm located. I imagine similarly in Washington and other capital cities, and that may be a way to get more young folks involved in the policy work. So I'll certainly be mentioning that in our groups and working with Roqaia on that. Thank you.

FREDERIC TAES

Thank you, Murray. You will go after, but we had the hand raised by Hadia Elminiawi before.

HADIA ELMINIAWI

Yes. Thank you. Thank you, Frederic. Yeah, I just raised my hand to respond to Lance, that one thing we found helpful was the AFRALO African think tank. Its name is just the name for now, but it's a venue for fellows and NextGens from Africa, newcomers from Africa. They don't necessarily need to be At-Large members to actually research, analyze, and bring something to present to us. And this has actually found a lot of interest from young people. It has found interest also from tech people who are interested in cybersecurity, DNSSEC. We had more than one fellow research a certain area and present it to us. So again, Amrita said one very important thing, that if you give them the opportunity, they take it. And it does not need to be a well-defined, concrete thing. You can also leave a little bit for them to create and imagine. Thank you.

FREDERIC TAES

Thank you. Hadia, please.

HERVE HOUNZANDJI

Okay. Let me speak in French, please. Okay. Good afternoon, everyone. Hervé speaking, AFRALO secretary. What I wanted to share with you today has something to do with Lance's

question. When we organize our regional IGF, we firstly organize the MAG. We try to have even more young people within the MAG than older people. So the president of MAG is a young person and has everything in his hands to organize the way that he wants. And we therefore have so many young people who are involved as well within the technological sector and the political sector. Thank you.

FREDERIC TAES

Do you have something to add, Hadia? No? Okay, no. Do we have someone else in the room or online to add some comments? Yeah. Please, Hannah.

HANNAH FRANK

Thank you so much. Hannah Frank, for the record. I was just talking to Lance about, in our case, in the LACRALO community, we don't have too many youth people, I guess. Fortunately, we work with the GSE, with this program, ICANN Near You, that tries to attract young people. And now from ICANN86, no, ICANN85, sorry, we are organizing the readout sessions. So we invite the fellows, and we try to approach our community. However, I think we need to make a bunch of job because I don't want to be impolite, but the majority of people we have in our region are veterans from LACRALO. And that is so good because we have the base, we have all the expertise, the experience, but we need more youth people. And well, we are working with the readout, but I always see that APRALO

community and the AFRALO community have a bunch of people who join. I don't know what to do with you girls. How do you do? But you get that people really get engaged, really go to the CPWG calls, the OFB, or are chairs of working groups, vice chairs. And one of the topics that I see that the youth people are very interested in is universal acceptance. It's not a topic that I like too much, universal acceptance, or it's not one of my cups of tea. But I guess we have very good ambassadors in LACRALO of universal acceptance. We used to have a working group with many activities. ICANN funded six or seven UA events from our region. So maybe we should go by that path about universal acceptance. Well, and other topics were really important. I know Sandra is an ambassador of universal acceptance in El Salvador, but I guess that's the path, and maybe follow the suggestions of Hadia and Amrita, that they have really good youth people in their regions. Thank you so much.

LANCE HINDS

If I can share, one of the things that we had also worked on with the GSE is do some tweaking. So actually, when we did ICANN Near You, we went on a university campus and decided that we were going to do it. The longer-term plan would've been to introduce the UA as an elective in the third year, final year as well. But we would've had to have done those two together to make sure. And that may be a cohort, we think, that will be able to get the UA in, get the ICANN work, get the

engineering in, and that may be a possible group of people that you can target. And then you could talk about the internships, the fellowships, and then work from there. So that is something as well we are trying to see if we could work on.

FREDERIC TAES

Thank you, Lance and Hannah. Really inspiring. Something else to add, or at least just a remark, Natalia? And you afterwards, Amrita. Natalia.

NATALIA FILINA

Thank you very much, Frederick. Natalia Filina speaking. Thanks a lot for this discussion. I always love so much our cross-RALO interactions with GSE team. I think we, for years, discussing this. We want to be refreshed. We would love to have youth inside of our working processes. But I love very much approach, which we discussed with Chris Mondini maybe one year ago in Prague it was, I think. For example, when we are looking at the list of events which we would love to attend and to promote us, we should look very carefully at the audience of these events. As well, we may use same approach when we are talking about youth inside of our ranks. Just because we know exactly that youth, it's very special members for us, just because they are much more busy with a lot of things they are doing on the start of their career, with studying, with building career, building private life. That's why I think we should not only think about how to engage them.

We should think about maybe a new format of engaging them, to rebuild the agenda of our work, just to allow them to spend enough time with us, within our working processes, but not be overwhelmed with this work. In another case, we will lose this youth. And it's happening all the time with us. For example, on our European level, I still remember our great meeting in Brussels in 2022. It was November, I think. We met wonderful students and wonderful youth, very much interested. Then we lose this connection, and we know why. That's why we should think not about just inviting them to CPWG meetings or being inside of the working group, but we should rebuild our agenda for them, especially. Thank you.

FREDERIC TAES

Thank you, Natalia. So we've closed the queue for this topic. We are over time already with first Akinbo. No, first Amrita, then Akinbo, and then Claire Craig to end. Yeah.

AMRITA CHOUDHURY

Thank you, Frederic. And just to add to what others were saying, in any kind of voluntary work, people will come and people will go. But we need to keep the spaces open so that even if they go for some time, they can come back. And if you want to attract youth, you have to attract them in their way. Keep it flexible, let them come in. Wherever they see value, they join. As Hadia said, they join first our WhatsApp groups. They see others communicating. If they are interested, they

get into working groups. We don't even say that you have to be an APRALO member. So if you reduce those barriers, people will. And engagement of young people or new people cannot be in a patronizing way that, "Okay, we will do, but the old people will stay always." So they need to stay, but we need to make way also so that they see some value. I think those are critical.

FREDERIC TAES

Akinbo.

ADEBUNMI AKINBO

Adebunmi Akinbo, for the record. Okay, so over the past few years, I've noticed that the approach we use is a formal approach when it comes to trying to involve young people in ICANN. And the average young person within the past 10 years has developed what we call the scroll mechanism. They are always online, and most times when we don't engage them in the scrolling method in such a way that they catch the fancy of ICANN, we lose them. So one, I think we should work on our social media pages for At-Large. I remember almost 12 years ago, we invented and rebranded the At-Large social media handles, and we have them. We shouldn't allow them to be idle. We should revamp it and bring it back to life. That's one.

Two, for someone like me, over the years, I've had to unbundle ICANN at different training grounds. We run the internet

governance school within my country, and I do some other unbundling where I bring out ICANN to them, and I say, "Go take one or two courses." Now, by the time they are taking those courses, what they discover is that they don't know anything about that internet they are always running through. And they ask questions, favorable questions that I learned from 15 years ago in Singapore. Who is the president of the internet? Sounds funny, but it's interesting. It causes them to question a lot of things. Even as much as the new method we have now developed. When they register in ICANN, you need to go through ICANN Join to be able to pick a community. These are intriguing opportunities we need to push out there. And I think each RALO has the same problem, the approach to young persons to come online. As of today, you'll find 11 people who are online just because they are fellows and they want to learn more about ICANN. And they are asking another question, "Where has ICANN been all the years?" So back again to the first one, develop the social media handle, change our approach to make sure that we can unbundle everything, as small as joining a RALO, telling them, "Oh, what is a RALO all about?" And then making them crave the indulgence to be part of the ecosystem. Thank you.

FREDERIC TAES

Frederic speaking. Thank you, Akinbo. Yeah, just more comments from you. Although we have launched with Simone Catania a LinkedIn page. We have launched that, and we see

the results in a few months. So fully right. Claire, rapidly, please.

CLAIRE CRAIG

Thanks. This is Claire Craig for the record, and I'll be very brief. To answer Lance in a particular way, our problem is not so much as keeping the young people, but as getting young people. We tend to have a lot more older persons, and I wish to commend our GSE team for our ICANN Near You, because I think that is a really good initiative for us to how we can get our young people involved in ICANN, because usually when we go out, we go to universities, and we go to areas where we can attract young people. So thank you for that. And Rodrigo knows that this is my pet peeve. This is really very good because, as many of you know, we have not had an ICANN meeting in our region for a while, which means that we cannot reach to our NextGens, and that impacts how we get young people into our region. So I will continue to drive that point home, but we do what we can, and Rodrigo and his team really does quite an excellent job in helping us to reach those young people. So thank you.

FREDERIC TAES

Thank you, Claire. Frederic speaking. So we move to the next topic and really rapidly. Some more? What? Yeah. Eunice? Yeah, please.

EUNICE PÉREZ COELLO

Eunice, for the record, I want to speak in Spanish. Thank you. Well, I'd like to speak about a success story. I'm from academia. I'm in the university with regards to telecommunications. I'm an electronic engineer, and I had the opportunity to create a topic that talks about unique identifiers of the internet, and also topics regarding governance, where students did projects mainly about DNS, where I always try to have them be part of the meetings, for them to sign up on the platform, take the courses, and aside from that, have them apply and be able to participate in the IGF and so forth. Within those technical topics, I also mention policy topics where they're also interested in this, but the problem is that they don't know how to participate, which is what Claire mentioned with regards to how, within the region, we haven't had a meeting. I think the last meeting we had was in ICANN76 in Cancun. And thanks to Rodrigo, we were able to do a program in Merida where students were brought to be able to, for one day, know the ICANN community, and many people approached them and spoke to them. So I think it's important to be able to drive these programs and these activities, especially for them to be able to identify, or so that they can feel that they're part of ICANN and its organization. It's not the same if we see it from the outside in, for a professor to try to have them participate. Instead, the best way is for them to actually do it, even though they've applied on certain

programs. But it's good that ICANN can assist with this and recognize them in person and have them participate. So thank you.

FREDERIC TAES

Thank you, Eunice. Frédéric speaking. We go to the next point about the RALO updates on the capacity building. We have talked a lot about this, I think that the point six. So I will just go to the point five, and really rapidly. So this is more operational. I would say it's which support tools can help us? And we talk about artificial intelligence, many things, but do we have the right tools for the community? And if you can go to the next slide, please. And even next slide.

The current situation, we have At-Large Workspace and Confluence as tools. You all know it's really a document repository with all of information. But however, we lack really support from tools to manage really tasks, to do who is doing what. Especially we have a lot of free unpaid volunteers being there and how to transition from someone the knowledge to someone else and the actions made. That's really difficult. Nothing to support notifications when someone is doing something, many dependencies, and resources are really key, and especially At-Large. We have not people working the whole days on things and being available. So we have found workarounds with emails, with Google Docs, and with things really spread in all other areas. And that makes difficult to

work really as people or teams. We don't have the support for that. And the next slide, please.

So next page, yeah. We have really then consequences. It's here just some screenshots. We have a lot of emails with some actions to do, and sometimes we miss some actions, and some actions can be to continue to support and to follow NextGen, for example, and people, and then we just forget someone, and then those persons are not receiving any news and just are leaving silently the community. We have also points in Confluence page as not efficient. And when we want to do things together, it's a point we skip in the agenda. We don't have enough time, but we have a good Excel file on what each RALO is doing in terms of capacity development. But all those are manual work. We need to make copy-paste from a place to another one. We do not really share. We do not have tools to support all actions we are doing and to be also aligned with what we are doing, including collaboration with ICANN, GSE team, and others. Yeah. So those are just a few illustrations here. And most of the time we are really focused on, "Okay, we have that for tomorrow. I work on this," and not always priority things, but more what is urgent rather than really a priority according to strategy. So next slide, please.

So those are non-exhaustive list of consequences. I just mention a few. One, no global overview, lack of transparency, many meeting time between tasks, and we could be much more efficient in the next slide, really speed up. So we have

really linked with ICANN strategic plan, with the different points to enhance collaboration among community groups, enhance agility, effectiveness, incorporate flexibility, agile methodologies. So we have really several points in the ICANN strategic plan. And when I talk with the RALO community, we have really two top tools we would need as support. It is a workflow tool. That's the purpose today. And another one is relationship management. You talk about how to integrate with social media and to have really contact management and engaged relationships. We could do that partly with workflow tools, so that's why here we propose to us, to ICANN, because it's not something that each RALO can do alone. And even when we have discussed, it's even broader than only At-Large community. It could be also for the entire ICANN community. And so the next slide, please.

So we could really ask the ICANN staff and especially IT to have a tool as we have, just as example. We now have Atlassian Confluence. It could be Jira or any other tool. I know that Lance proposed another tool to manage this. The most important is to have single sign-on integration, so easy to use by active people. We can really have a plan on what we are doing, what's next, and to have better notification system and really collaboration with us, between us, and also with the ICANN staff. Next slide. I think it's the latest one. It is just how a Kanban board works, where we have all the backlogs, all the requests, all the ideas we have. And then as team we can say,

"Okay, we have this capacity, so we limit the doing." We take a few points, really focus on it, and we do it. And then it gives much more results if we limit the work in progress instead of having too many tasks and activities for not enough people and not enough ability. So it's really less is more. That's the message. So it's not only a tool, it's also a methodology.

So yeah, that's the request. Next slide. I'm not sure we have one. Yeah, just here how we can... I just made a simple setup. We have here the selection. We have focused on some activities. It's also how we made and we achieved to have this survey At-Large. It was even difficult to have all the contacts with the different At-Large Structures, even that was already difficult to have. And we worked on this with the ICANN staff, and that's our request today in a nutshell. Some feedback, some comments? Finished, yeah. Yeah, we have only three minutes left. Some comments from someone? No. We need some collaboration tools. We need some collaboration tools, Amrita said. Okay. And we don't have today, so that's the main message. One sentence. Yeah, excellent, Amrita.

LANCE HINDS

But the next step would be to get some specification done as well. So you've done the needs analysis to some extent.

FREDERIC TAES

Yes, indeed. So the next step, we can share the list of, yeah, indeed, business requirements. But it's also see, it's not always having a list and having 100% covered. It's always, how to say that, negotiation on the cost, what is possible with ICANN staff IT, I guess. So we need also to have the right contact person from ICANN to talk that. I think it's not the GSE team, it's more another team. But you can, it will be a mix of both, liaise us together, yeah. Other comments to end or something to add? No? Claire, please.

CLAIRE CRAIG

Thank you. Claire Craig, for the record. Just to say that it's first a question to Frederic, senior moment, and also a request from GSE. So the question to Frederic, is this open source or is there cost involved with this tool?

FREDERIC TAES

Okay, good question. Thank you. So here it's a request to have the functionality, and then it's ICANN IT to decide which tool to use. So currently we have Atlassian as technology. It was really the choice of ICANN. I do not know what was negotiated. Can we have Jira from the same editor? What's the cost? We don't know. It's more the business requirements, I would say, to have this collaboration tool, and the choice can be what is possible to be seen with ICANN staff.

CLAIRE CRAIG

Okay. Thanks for that clarification. And the reason I'm bringing this up is because this is not a new topic. It is something that is not just coming from the At-Large community. The SOs and ACs have been asking ICANN org for tools. All SOs and ACs recognize this problem. So I'm just asking GSE to please help us to make the case for this. I think in one of the recent meetings, ICANN org felt that what we were asking for was a tool for us to be able to communicate with staff, and they thought that we were trying to get access to staff 24/7. But you could clearly see from the presentation that Frederic has made today that that is not what we're asking for. We need to be able to arrive at consensus for a lot of the things that we do, particularly when we're doing public comments, when we're voting, when we're trying to just get things, projects done. And any support that we can get from ICANN org to make the lives of our volunteers less stressful in doing this, we would appreciate it. So thank you very much.

FREDERIC TAES

Thank you very much, Claire. A comment from-- No? Someone want to add? Yeah, please.

LANCE HINDS

No, I just wanted to have a...

FREDERIC TAES

Okay, thank you. So that we can do offline because the time is nearly over. Okay. So do we have a last comment from someone? Because time is over.

LANCE HINDS

Just to say, as we're the beaten soldiers in this business, specification and user requirements are important. There are reasons why we got Confluence and the reason why we got to where they were, because after time, this consensus and agreeing to what will work as opposed to what should work, that is how we got to Confluence to some extent. So if you're going to do it again at the scope that you're going to do it, let's get the spec right. That's the only thing.

FREDERIC TAES

It's fine. Thank you. Excellent. Okay. Not any other comments, also not online? No. Okay. So then I think we have discussed also the next step, and I would like to give the handover now to Amrita Choudhury, who did the same to me. So thank you for all your support you gave me also. And if you can have a few words, Amrita.

AMRITA CHOUDHURY

They will not allow. Anyways, we will welcome you in Bali with a dance and hope we'll have a nice meeting. Adam has been asking what is the agenda, what could be, how can we ensure

we have better ways to work. Perhaps that's something which we could look at, amongst other things.

FREDERIC TAES

Frédéric speaking. Thank you very much, Amrita. Thank you all for your interaction, and that was really good. We all share the same concerns with new generation, et cetera. Thank you, everyone. Have a good rest of the day.

[END OF TRANSCRIPTION]