LONDON – Newcomer Welcome Session
Sunday, June 22, 2014 – 10:00 to 17:00
ICANN – London, England

UNIDENTIFIED MALE: June 22nd, Newcomers Welcome Session. Where are we at? Oh, boy. Room Balmoral at 17:02.

JEANNIE ELLERS: Good morning, everyone. If you could start to take your seats, we'll get started. First of all, my name is Jeannie Ellers. I work for the global stakeholder engagement staff at ICANN. Janice, who usually runs these sessions, is not here with us but she's with us in spirit. I will try to fill her very large shoes and hope that we have a really informative and interactive session. The important thing is that you remember that we've all been Newcomers before, so we're good resources. We understand how overwhelming these meeting weeks can be. Even staff have all had a first ICANN meeting. We're here to engage with you and help you as best that we can.

The Newcomer experience itself can be overwhelming. I remember it very well for my first ICANN meeting as a staff member. There are two Fellowship alumni here, sitting up here with me. I will have them introduce themselves briefly and talk a little bit about their own experiences, as well, as Newcomers and how they found their way through the ICANN meeting week.

The weeks can be long and exciting and very informative. There's a lot of information. For a Newcomer, you never quite know where to go. You never quite know who to talk to. I would encourage you to find an

interest area and talk to the people that you meet who would share that same experience with you.

There are some Fellows in the room who have experienced this, as well. There are also some first-time Fellows here. Welcome, all of you. I see our next gen people are here, as well. Welcome to your first ICANN meeting, as well. I'd like to say just welcome. The session is going to run through the day. We're having a lunch break from 12:00 to 1:15. Throughout the rest of the day, there will be informational sessions and presentations from ICANN staff and others to talk about what we do here and hopefully be able to get you interested and engaged.

Please, questions are welcome. The theme of the morning and all of the other first sessions that I've been to this week have been there's no such thing as a stupid question. Please, feel free to ask it. Someone in here should be able to help answer it. If not, we will find an answer for you. Please, to my right.

[HONG XUE]: Good morning, everyone. Can you all hear me at the back? Please feel free to move a little bit forward. We're not that tall, so sometimes, you want to see who is speaking. The seats at the front are very free.

My name is [Hong Xue]. I was one of the first Fellows of the ICANN Fellowship Program in 2007 in San Juan, Puerto Rico. You can imagine, for that meeting, not only were we first-time Fellows, it was the first time for the program. There was a lot of us being nervous and anxious and all of that.

My experience is that I walked in the passage and I'd lost my luggage. I had my laptop, but didn't have my charger because I'd checked in my charger in the checked-in bag. I walked into the corridor and I spoke to this gentleman. I still remember his name, because then he became a friend. His name is Steve [inaudible]. I spoke to him and I said, "Look, I lost my charger." Guess what? I was able to get a charger.

From that point onwards, I started to learn about Steve's work and he learned about what I do. We were able to form partnerships that went way beyond that first meeting.

Again, even asking for a charger, I was a bit timid and shy at the time. But there's no such as a stupid question, as we've tried to drum it into you for some of you who have attended the Fellowship session this morning.

For the first time, at the public forum on the Friday morning, I stood up and asked a question. It was a little bit unnerving, but I made it. Everybody nodded. I felt like, "Okay, I'm in a room full of friends."

Again, I know that the meetings can get a little bit fuzzy because there's so much information. There's so many acronyms. Whatever you don't understand, just ask the next person. When you look at the badges, you'll find that there's one for participants, sponsors, and staff. If you see ICANN staff, just stop them and ask them. They will be more than happy to help.

Just look out for the badges. Anybody, really, that you ask will be willing to assist. Trust me. We're all friends and Fellows, and we are willing to assist.

That's it. If you want to know more about my experience and what I do, you can just look me up on Facebook or LinkedIn or drop me an e-mail. I'll be happy to share more. I know that we don't have a lot of time at this session, so I'll hand over to my colleague, Karel. Then we'll find a few people in the room to share their experiences. Thank you. Okay, a little bit later, yeah. Thanks.

KAREL DOUGLAS: Sure, thank you, [Hong]. My name is Karel Douglas. I know Mama J would ordinarily be here, so I could be Brother K. Yeah? Okay.

All right. I'm from Trinidad. I'm a lawyer by profession. I've been to two ICANN meetings as a fellow. I just wanted to take off on the issue of no question is a stupid question. When I first came, I went to several meetings and I sat down. I really had no idea of what was being discussed, absolutely no idea. There was no introduction to the meeting. I sat down. It seemed as if the meeting was already continuing – or should I say there was another meeting. Therefore, I was in midflight. I just happened to be sitting in a very strange place, hearing strange acronyms, discussing a strange topic. Where am I? What am I doing here?

I sat at the table, which was the U table, not the seats behind the table. I said, "What is being discussed?" I whispered to the person next to me. I said, "What is the topic? What are you discussing?" It's so important to ask those questions, because as a Newcomer, you will go to meetings and you would be thrust into a meeting where the topic is already well in [inaudible]. In other words, there's been discussions on the same

topic before – maybe a week before, a month before. You are actually coming in somewhere midway or maybe at the end. Who knows?

Therefore, for you to benefit, do not hesitate to ask somebody, "Hey, what are you discussing? What is this about?" This is one of the things I did: "Can somebody provide maybe a two-minute synopsis or summary of what is being discussed before you actually the meeting so those of us who are new or visiting could at least have an idea of what is being discussed?"

Don't feel shy. Don't be coy. Ask questions. What is it? As a matter of fact, you may even be tempted to contribute. I did that. I don't know whether it's the norm, whether it's something that it encouraged if you're not part and parcel of the actual constituency that are discussing the topic. But in my case, I felt compelled enough to say, "Well, listen, now. I would like to say something." It may not be recorded, but I did introduce myself. I pressed the button on the little microphone. I said, "I am from Trinidad. I'm Karel Douglas and my first time. I would like to say something. I've heard what you guys are speaking about and I think I may have an input, maybe just two cents' worth of information that I would like to share with the meeting. It may not be recorded. It might be recorded. It may have some influence on what you're discussing. It may be of benefit, or it may not be of benefit."

But the idea is get involved. This is the whole reason of being here, because when you are here, you take back lessons learned. You meet people. As I was saying earlier, the greatest thing besides the actual session where you are learning and you're absorbing like a dry sponge, you're absorbing all this information. The other fantastic part about this

meeting is actually meeting people in the corridors, at the coffee table, between rooms, between meetings where you may feel more comfortable discussing the issue, to say, “Well, listen. You spoke about a lot of different things and a lot of different acronyms. Could you tell me a little bit more about it? I don’t want to interrupt the meeting.”

Those are the opportunities that you have to look forward to. As it was rightly said before, people are willing to assist. Trust me. There is no such thing as a stupid question. Trust me. My first meeting, I think I’ve asked every possible question in the book. I’m thinking about it now, where people actually – I said, “Listen, I don’t know what the Internet does. I mean, I know what the Internet is but I don’t understand how it works. Tell me, the root servers.” For me, my brain is wired in a different way. I said, “Listen, for me to understand what you are talking about, I need to understand how the Internet works itself. Tell me about the root servers. What is that? I have no idea what is that about.”

You got to meetings and they’re talking about root servers, they’re talking about protocols. I happened to pull people out of meetings or in between meetings and say, “Could you explain to me – I’m very sorry – but what a root server is? What is that? How does it work? How does it connect to another – how does my computer, from where I am, connect to a website that is in a different jurisdiction, in a different country?” Those are the things that people are very willing to assist you with.

Don’t go to a meeting – or should I said go to a meeting. But please, by all means, find out. The things that are going over your head? Hey, it’s not a problem. “Excuse me, sir, I am not too sure exactly what you’re referring to. Could you help me?” Or after the meeting, “Do you have

two minutes? I could just pull you aside and you could just explain to me what are those terminologies that you're referring to. What, in the technical aspect?"

That is basically what I wanted to say in a brief note. Of course, at the time, have fun, because, as I said earlier, again, it is an opportunity to meet people from all over the world. This is an experience that you rarely have in life. You're rarely going to meet all these people from all over the world in one place. That, by itself, is a fantastic thing. You're going to meet people at the gala night, meet and greet. Have a fun time. The opportunities are boundless. I just wanted to say that to let you know that we're all in it together. They say it's a journey that we're on.

When you go back to your respective countries or your respective communities, there is an almost obligation – an unwritten obligation on your part – to go back and take that message so that you will actually spread the word of ICANN and also spread the word back to ICANN.

You will tell people at home, "Hey, I went to this meeting. These are the topics that we're discussing. Hey, you're on the Internet. What do you think about privacy? What do you think about a website being blocked? What do you think about paying for a website? What do you think about etc., etc.?"

The idea is that you are an ambassador. I think Fadi Chehadé said how important for people when they come here, they learn. But they also go back and they take that message. That message is then spread about in your various communities, constituencies, etc. I think now I'll leave it at that for now, yeah.

JEANNIE ELLERS: We are going to go next into a welcome video from the ICANN CEO, Fadi Chehadé.

Really briefly, before we go into the introductions here and to talk about some of the goals for today, for a bit of housekeeping, translation headsets are available. We have French and Spanish interpretation in this room. Please help yourself to headsets. They're over here if you need them. Feel free to speak in your language. Turn your phones off. Make sure your computers are muted. Questions and all kinds of interaction are encouraged. We've got some roving mics in here. Please, if you have a question, let us know and feel free to ask it. Definitely relax. It's a long day, but it's an informative day. We want it to be as relaxing and as enjoyable as possible so that you can learn without feeling completely overwhelmed. Take a couple of deep breaths.

What we want to be able to do with Newcomer Day is we want to be able to build awareness about ICANN and the Internet ecosystem, and all of the work that goes on within the multi-stakeholder model. We want to make sure that everybody in here has an equal place. Some of you are academic. Some of you are from civil society, industry. Some of you are end users, governments. You all have a part to play in the multi-stakeholder model. It's about engagement, and that is a really important first step when you walk into this room and then when you leave this room for the rest of the week.

Like Karel said, it's important that you are engaging not just with others that you may have traveled with but also with other people within this community. Everybody's very open and willing to answer your

questions. Don't be afraid to ask questions. Everybody has questions. Like I said, I ask questions every single day.

There are lots of opportunities to find mentors within this community and to find guidance and networking opportunities. There are social events. There's a hotel lobby. There are other meetings to sit in. It's important that as you go through this day and through this process that you leave here with a better understanding so that you can take the message home and so that you can continue to be engaged.

The ICANN Fellowship experience that [Hong] and Karel were talking about is a big part of that. Definitely talk to the Fellows, talk to each other. Be as friendly with others as you want them to be with you. Questions will get answered. You'll sometimes get a very long answer to what you think is a very simple question. Feel free to say, "Hold on, can you explain this part?" Oftentimes, a very simple question can lead to more complicated questions. It's important that you get all of the information that you need.

I just wanted to go through that a bit. I'm going to pass off to [Hong] over here to talk a little bit about the first ICANN meeting experience before we jump into the next part.

[HONG XUE]: Okay. Again, as we mentioned already, it might feel like everybody's already talking in acronyms and abbreviations and all this jargon. Please don't let that intimidate you. It all sounds like everybody's speaking a different language and you're so lost. Everybody seems to know each other and you don't know anybody.

But guess what? The last meeting, those people were like you. We've all been Newcomers before. Even though you may feel like you're a little bit intimidated, remember that the next time, it will be somebody else and you'll have a chance to help somebody else.

The experience is always different. It's not a bad thing to be a Newcomer. Please feel free. That's why you have a badge at the bottom that says "Newcomer." That gives you an excuse to ask questions.

Again, don't be intimidated by the fact that, like I said, everybody seems to know everybody else. No. In the last meeting, they didn't know anybody else. They were just as blank.

You might find that you feel that there are closed doors. Sometimes, these need to be opened, okay? There are some meetings that are closed, but don't feel like you're shut-out because you still get transcripts to all those meetings anyway.

The important thing, again, is to be there, to be in the moment. I find that a lot of the times, we carry our laptops and we end up doing other work within the sessions. Then, we get to miss out on the important bits. Please, by all means, do try to stay in the moment so that you can ask relevant questions and you don't ask things that have already been covered.

JEANNIE ELLERS: With that, I would like to welcome our European Engagement Team: Nigel Hickson, Jean-Jacques Sahel, and is everybody here to start? That's you, yeah.

[HONG XUE]: While they're getting ready, can I just encourage you to, when you get a moment, please go down to the ICANN booth downstairs next to the registration desk, the Newcomers welcome lounge. You will find all the information that you need about everything – and in different languages, too. How does it get any better than that?

Everything about IPv6, about the Internet, about ICANN, about the Name Supporting Organizations, about the constituencies – everything. You also get [quizlet] cards downstairs at the lobby. And we have some goodies. Please make sure that you pass by there and you actually register. That's where you get your gala tickets for Wednesday's gala. The gala is not to be missed, trust me. Do pass by the booth. Thank you.

NIGEL HICKSON: Do you want me to say a few words? Are you sure? Jean-Jacques, is he here? Not here yet. Andrea?

UNIDENTIFIED FEMALE: Jean-Jacques was here.

NIGEL HICKSON: Jean-Jacques was here. He's disappeared. Good morning.

PARTICIPANTS: Good morning.

NIGEL HICKSON: That's fantastic. It's a Sunday, by the way. It's a Sunday? Yeah. Just so, you know, get you on the right page. Who's been to London before? God, I was expecting – who hasn't been to London? Whose is this first time in London? Okay. You know you get a free drink if it's your first time in London? Yeah. Ah, good! That's the good news. The good news is you get a free drink. The bad news is I don't know where you get it.

You're all very welcome and it's not for me to welcome you to London. I am actually a Londoner myself. I don't know what "Londoner" really means, but I grew up – I went to university here and I worked here for a number of years. I worked for the U.K. government for nearly 30 years and then they found me out and I had to join ICANN.

Then I've worked in ICANN in Brussels and I'm now working for ICANN in Geneva. The person that should be welcoming you here is Jean-Jacques Sahel, who's much younger than me, although he hasn't got as much hair as me. But he is younger and he's more competent. He would do a much better welcome. And Andrea Beccalli, who works for Jean-Jacques in Brussels, is part of the European team and he would welcome you, as well. But I don't mind welcoming you, so it's really great that you're here.

You heard Fadi Chehadé talk about Newcomers. It's marvelous, isn't it? Because you're enthusiastic and you're young and you're ready to go out into the community and tell the community all about the Internet. It's really great that you're here in London. It's great that you're here at ICANN.

It is confusing, isn't it? Because we all had our first ICANN meeting. I've only been in ICANN about two-and-a-half years. I was just totally

confused. Well, I was totally confused when they recruited me, actually. When you have the interview and you have to ask the person that's interviewing what the company is. "ICANN? What's that?"

It's a great organization to work for and it's a great community to be in, because ICANN is one of those organizations – we have the staff and we have the Board that make sure we behave. But then the community, it's the community, it's the ICANN community what it's all about it. The ICANN community, as you'll learn this week, is made up of so many different players. It's made up of businesses, it's made up of users, it's made up of governments, it's made up of civil society. It's a truly wonderful community. They all come together three times a year at the moment. London, as I understand it, is going to be one of our biggest meetings, isn't it, in terms of numbers of registrations?

I was wandering around downstairs this morning. Most of you came up from downstairs. You thought, "It's okay. There's a few people around. It's not too busy." Tomorrow morning, you wait until tomorrow morning. You won't be able to move because when we get two-and-a-half thousand people downstairs, it's going to be fun.

I'm not going to talk for too long, because I think you're going to learn a lot about a lot of these things. When Jean-Jacques comes, he'll certainly say a few words.

Right, the Internet ecosystem. You know all this already. What we're very keen about in ICANN is our mission. Do you know the ICANN mission? What's the ICANN mission?

UNIDENTIFIED MALE: Security and stability.

NIGEL HICKSON: Yeah. It's something like that, isn't it? I always paraphrase the ICANN mission as – and I think Fadi Chehadé said it himself, didn't it? It's a single Internet. It's an open Internet. It's a secure Internet. It's a reliable Internet. I know we don't use all those words, but I'm just trying to – the ICANN mission, through the Domain Name System, through its stewardship of the Domain Name System, is to ensure that the Internet remains singular, that it remains open, that it remains secure, available, reliable.

Obviously, ICANN can't do this all on its own. We're not an Internet service provider. We're not a mobile company. We're just one of the players in this Internet ecosystem, as we call it –only one of the players in this Internet ecosystem. But through our contribution, that's what we try and ensure: an open, single Internet.

Now, many of you, when people talk about a single Internet, it's a bit meaningless, isn't it? Now, you're not all youngsters here. There are some older people I see in the front row. Not picking anyone out. But for the younger people here in particular, when people talk about the Internet, for you, the Internet is the Internet. It's a global network. You've grown up with the Internet as a given.

Now, I'm not saying in all countries that you live in, the Internet is totally accessible. In some of the countries you live in, it's totally accessible. In other countries, there are challenges in terms of accessibility, in terms of access to the resource. But the Internet is

global. The Internet is an Internet. If people talk to you about is there more than one Internet, you look at them a bit strange. You say, "No, of course. The Internet is the Internet."

But the Internet has only grown up as one network because of the work of the technical community, because of the work of the business community, because of the work of the people that put the Internet together, that made it a single Internet. We must never take for granted the fact that the Internet is a single Internet. That's what we strive to maintain.

Because if in years to come, the Internet becomes fragmented – as it was in the beginning, if you like, when we had lots of networks of networks – then we lose that singularity of the Internet, which is so important. The ability for any user to reach any other user, the ability for you in whatever country you're in to access someone else in another country, to access an Internet site, to access an Internet resource in any other country. That's what we mean by this Internet ecosystem, this open Internet ecosystem.

Components of the Internet ecosystem. You'll have these diagrams. These sheets and things will be available, I suspect. This particular sheet here – he says, trying to point to the slide – this sheet here is a glossy one. I'm sure they'll be made available to you later in the week. It's really good. It's a glossy—

UNIDENTIFIED FEMALE: They're at the Newcomer booth.

NIGEL HICKSON: They're at the Newcomer booth. They are, you see.

UNIDENTIFIED FEMALE: And they're translated [inaudible].

NIGEL HICKSON: Wow, they're translated. Oh, good. Even into English?

UNIDENTIFIED FEMALE: Even into English.

NIGEL HICKSON: From American into English?

UNIDENTIFIED FEMALE: From American into English.

NIGEL HICKSON: Wow. That's great. That really is. I personally can't read that American these days at all. Give me a bit of French, but American? God. Right.

So, this is a really good – ICANN is great at these materials. We have a superb Communications Department. We really do produce some excellent materials. They're really glossy, as well. You can even try selling them. I've tried selling them. Really. You can, yeah, yeah. Not to many people, but you know.

This is a good diagram. This explains, if you like, the components of the ecosystem. It explains that it's organizations that have a role in this. It's

organizations like ICANN, the Regional Internet Registries that give out IP numbers, it's business, it's Internet service providers – you know what I mean by Internet service providers and mobile providers, the people that provide the backbone to the Internet. Everyone is involved in this ecosystem.

ICANN's role, of course, is to do with naming and addressing. We coordinate the naming and the addressing. We coordinate the country code top-level domains, the ccTLDs, as you know. You come from countries, so let's have a few – who's here from Armenia? I know there's someone here from Armenia because I saw—

UNIDENTIFIED MALE: I have a friend who's Armenian.

NIGEL HICKSON: We're all friends of Armenia. We all have different country codes. In the UK, it's dot-uk. In France, it's dot-fr, of course. Where are you from, madam?

UNIDENTIFIED FEMALE: From Somalia, dot-so.

NIGEL HICKSON: dot-so, I like that. Actually, some countries have really great country codes, don't they? They're just lucky. Anyone here from Tuvalu? Tuvalu, Tuvalu? You see, they have dot-tv. You see, that's marvelous. They've

managed to sell that. They market that. There's a dot-me as well. I like dot-so, as well. I think that's a great name. dot-uk is not so sexy.

There's country codes, and then there's the generic top-level domains, as you know. The generic codes: the dot-gov, the dot-org, and of course, all the new generic top-level domains that are being introduced, which you'll learn more about this week.

ICANN is pivotal to the naming and addressing. That's what we do. But there's lots of other organizations that do other tasks. Right. Let's just go through this, because then you'll learn more about – next slide.

Wow, that's great, isn't it? That's another good slide. The multi-stakeholder model. I'm not going to lecture you on the multi-stakeholder model. You'll learn more about it this week.

But what does the multi-stakeholder model mean? This is very interesting, isn't it? Because I'm not sure how the word "stakeholder" translates in other languages. I'm not even sure how it translates into English, actually. But what is a stakeholder? What is the difference a stakeholder and a user?

The message I'm trying to get: a stakeholder, the word "stakeholder" has a particular meaning, because a stakeholder means someone that has a stake in something. This is difficult in English, let alone – or perhaps it's just a Sunday morning and I'm not very good at this.

If you have a stake in something, it means that you have an interest in it, that you're involved in it. If you have a bank account, then you're a stakeholder with that bank. You have an account with that bank. If you shop in a news agent or you shop in a supermarket, you're a customer

of that supermarket. You're giving money to that supermarket. You're a customer of that supermarket. You're involved in that organization. If you buy a train ticket, then you're a customer of that train organization. If you're an Internet user, you're a user of the Internet. You're a stakeholder in the Internet. If you are a user of the Internet, if you are a user of a mobile phone company, you're a stakeholder in that company. If you're a business that provides the Internet, you're a business stakeholder in the Internet ecosystem.

Stakeholders are people that have an interest in something, that have a connection with it, that have an interest in it. Stakeholders of Internet governance, the governance of the Internet –stakeholders – are all the organizations that have an interest in the governance of the Internet.

Who has an interest in the governance of the Internet? You do, because you're a user of the Internet. Businesses do. Internet service providers do, because they provide the Internet. Registrars and registries, those that sell domain names to you, they have an interest. Governments obviously have an interest, because we elect our governments to protect us, to provide services to us. Governments have a role. Civil society. Non-governmental organizations. Charities that rely on the Internet or have an interest in the Internet. All those stakeholders have a role in the Internet. It's the man. He's not going to escape any minute.

All of these stakeholders have a role in the Internet. The multi-stakeholder model is made up of a lot of different stakeholders. These stakeholders all have different roles in the Internet ecosystem.

When we talk about a multi-stakeholder organization or a multi-stakeholder approach – and you'll hear a lot about it this week – it's

self-evident. All it means is that everyone that has an interest. People talk about the governance of the Internet. They say it could be multi-stakeholder or it could be on an international governmental basis. The difference there is quite simple. If a government, a single government – just take a government – governments are elected to take decisions. Your government –Somalia or Armenia or wherever – takes decisions. Your government decides on what tax rate to charge you. Your government decides on lots of things. Sometimes they might ask you what tax you want to pay in advance. I doubt it, actually. Or they just take a decision on tax. Governments are elected to take decisions.

But governments, when they take decisions about tax or when they take decisions about other issues – energy policy – they would probably – a wise government would ask the experts first. If government is taking a decision on tax, they might actually ask people that collect the tax to know what the tax rates are.

In the same way, on Internet governance on the governance of the Internet, it makes sense for governments, when they're taking decisions about the Internet, to consult experts first. To consult users. To consult businesses. To consult civil society. To consult people to get a better understanding of the needs of people in terms of the governance of the Internet. That's really all it's about.

There's a question. Sir?

UNIDENTIFIED MALE: I'm sorry to disturb you.

NIGEL HICKSON: No, you can disturb me, because it's [inaudible].

NAVEED UL HAQ: Just to better understand. My name is Naveed. I am from Pakistan. Just to better understand this meaning of multi-stakeholder, I'm not sure if we can add impact with interest, because that changes the definition altogether. All the stakeholders, do they have an impact as well as an interest, or they just have an interest in the [inaudible]. I'm not sure if you get my point.

NIGEL HICKSON: No, I do.

NAVEED UL HAQ: Because I didn't hear that word "impact" in the definition of multi-stakeholder, so I got confused. Is it only the interest or the impact, as well?

NIGEL HICKSON: It's a very good point, because stakeholders, of course, have different roles. If you're a user, you have a role to play. If you're a business, you have a role to play. If you're a government, you have a role to play. If you're a member of the civil society, you have a role to play. But they are different roles depending on your interests. The different roles, the different stakeholders, have an impact depending on their interest in a particular issue.

Obviously, for some issues on Internet governance that we talk about, governments have a greater role than other players. If one is deciding matters of national security – if a country is deciding on what their policy should be in terms of national security, which of course involves the Internet, because the Internet is a critical resource. The Internet runs power stations. The Internet runs waterworks. The Internet runs the infrastructure of a country. If the government is deciding on the protection of the infrastructure of the country, of course it might consult experts. One would hope it would. But the government has to take those decisions. That's a critical government decision.

But in other areas, if the government is deciding on, say, child protection policies or child abuse policies or issues of fraud, perhaps, then, of course, the government would want to consult experts. If it was child protection, children's charities, experts on the way children are brought up. It's just an example.

Each part of the policies that underpin the governance of the Internet, different users have different impacts. In the ICANN community, which is all about domain names and numbers, as you've seen, we have a multi-stakeholder community made up of all these different players. Those players have different impacts. Obviously, if you're discussing Domain Name System, if you're discussing the issue of names and numbers, then obviously registrars and registries play an important role, as do governments and other users. We're going to come onto more slides on this in a minute. Do you want to put the next slide up, just so I can see where we are? Right.

This is ICANN's role. We've already touched on this a bit, but this is a good opportunity for me to introduce Jean-Jacques Sahel. I introduced him earlier. I said he's got less hair than me. You didn't believe that, did you? Jean-Jacques is much younger than me, as you can see. He's the vice president for Europe. He recently joined ICANN. I had the privilege to work with him a good number of years ago in government, when he was a lot younger. It's fantastic that he's on board with ICANN.

JEAN-JACQUES SAHEL: Thank you, Nigel. I wanted to really welcome you to London, for those of you that are not from London. This is my city. I think it's one of the most exciting cities in the world. I hope that you'll have a chance to experience it properly, on top of attending all these meetings from very early morning to very late at night.

As Nigel mentioned and we had the introduction before, we've talked a little bit about this and what ICANN is responsible for. It is really about making the Internet work at a very high level, making sure that when you, as a person, an endpoint connected to the Internet, you can reach any other endpoint also connected to the Internet wherever they may be around the world. We're making sure that the query that you send on the Internet gets to the right destinations.

The great thing about that is that we're doing it by involving all the relevant communities, those relevant stakeholders that make up the Internet, starting from the user all the way to governments and via the registries and registrars. In the next few slides, you will get a bit more detail on how those various communities – and therefore you – can get involved.

Today, a lot of you are here as Fellows. Certainly, you're Newcomers. I'm still a relative Newcomer, as Nigel said. Actually, today it's two months since I joined ICANN. This is actually my first official ICANN meeting. I was at a previous meeting in Singapore. I didn't even have a chance to attend the Newcomers' session, so this is my Newcomers' session, too. Although I've had to learn very rapidly in the last few months a lot of what you're going to see.

There's a lot of really useful information that will help you for the next four or five days in really understanding all the dynamics in the various meetings, what you can most usefully attend, and how you can most usefully participate both this week and in the future, whether you are actually physically at an ICANN meeting or you're following remotely. Maybe we can move onto the next slide. I think you will get a copy of this presentation, of course, so you can go back to it.

What is Internet governance? You've got this definition here, which was put together in the context of the United Nations World Summit and Information Society. Most of us tried to relate to this definition because it's one of the more accepted definitions of Internet governance. I think, broadly speaking, it covers two aspects. Internet governance is both about the public policy issues, the technical issues that are related to the Internet and the institutions that deal with the Internet.

For instance, on the issues level, well, there's things like privacy. There's things like security, making sure that a network is resilient, that it will not be subject to attacks, and basically the Internet continues to work continuously.

UNIDENTIFIED MALE: Natural resources, as well.

JEAN-JACQUES SAHEL: Well, the network resources [inaudible], yes. Thank you.

In terms of institutions, there's ICANN, which looks at domain names and numbers. But there's many other institutions that are involved in Internet governance. For instance, some of you will have heard of the Internet Engineering Task Force. It is also a multi-stakeholder model, although mainly the technical community. It's a bunch of engineers. There's usually around 3,000 of them that get regularly involved. They meet in very similar ways at ICANN – every three or four months a year, plus they have dedicated working groups that go on. These guys have designed all the technical standards, the protocols and the parameters that help the Internet work as efficiently as it does today. There's many other organizations that I could mention, like the World Wide Web Consortium, the Internet Society, etc. You'll get to hear about them and what they do.

That's broadly what Internet governance is about: a number of institutions that make sure that the Internet works. Not just that it works efficiently, but also that it is able to grow. If you think about it, the Internet is actually only 25 years old in terms of its public, global form. It's still very new. Yet, we're getting close to 3 billion users of the Internet already. To grow from a mainly initially North American and maybe European user base, it's now very much a global network. To enable that network to grow – to scale so rapidly – you need institutions that help cope with that, that help move quickly to enable that growth and hopefully to get to 7 billion users very soon. Maybe we can move

onto the next slide. Please stop me at any point if you've got any questions or comments.

A bit of history on Internet governance. We've just heard about this definition of Internet governance that was put together in a big UN summit that took place between about 2002 and 2005, when it conclude, the World Summit on Information Society. It had a first phase in Geneva in 2003 and a second phase in Tunis in 2005. Came up with a bunch of principles and an agenda for Information Society. One of the important point is – or one important conclusions or recommendations is that in trying this idea that when you deal with governance of the Internet, you need to bring all relevant stakeholders around the table. This concept of multi-stakeholder governance.

Because the Internet is unlike many other things in life. Nigel has explained it very well before, I think. A lot of stakeholders have got strong competencies, specific competencies, specific remits, whether they are technicians, academics, users and civil society, everyone's got a particular interest but also a particular knowledge. If you put all this together, then you end up with a governance of the Internet that is much more comprehensive, much stronger, much more efficient.

That was one of the main outcomes of the World Summit on Information Society. You have other things that have come out of it. The Internet Governance Forum (the IGF) was created by WSIS. It was because, at the time, there was a feeling that there were no places where people could talk about the Internet internationally. There's real UN agency, for instance, or an international forum that exists where

people can gather and talk about issues to deal with the Internet. That's why the Internet Governance Forum was created.

There's a global IGF once a year, but there's also increasingly regional IGFs. For instance, last week, we had the European IGF, which is called the European Dialogue on Internet Governance. It was held in Berlin this year. Then, there's national IGFs. For instance, again, last week we had the German IGF. We've got the UK IGF on the 1st of July. If some of you are staying in London next week, you can also go to that.

All those fora are multi-stakeholders. They cover a whole host of issues. Whatever, really, people feel it's important to talk about and try and come to some sort of understanding with others on, such as privacy, such as security, such as the role of governments in Internet governance, such as etc., etc., etc. You can dream of pretty much any issues to deal with the Internet. Now we have places where people can discuss them.

Then you've got other places which are related. For instance, you've got an UN agency called the International Telecoms Union. Of course, we need telecoms if we want to access the Internet. We need networks that transport that data, so we need robust telecommunications networks that physically support everything that happens on the Internet. It's very important that organizations like this get involved. I could mention others, from the WTO on the trade side to UNESCO on the cultural aspect. There's many, many, many more that I could mention – [YPOL] and [inaudible] and others. There's a whole host of organizations that have a stake. They're stakeholders, just like you and I are for our respective competencies and interests.

Then, recently, you might have heard about NETmundial. This was an initiative kicked off by the President of Brazil. She made a big speech last year at the UN General Assembly saying the Internet has become so important. Yet, we're having some major issues. Major issues in particular in the areas of privacy and security. We need to have a true international dialogue and evolve the systems of Internet governance to reflect how global the Internet is and make sure that it does work well for the future.

We had this meeting on the 23rd and 24th of April in São Paulo. We produced a declaration. Again, endorsed by [inaudible] consensus by all the various stakeholder communities, from business to civil society to governments to the technical community.

Now we're working on a roadmap for evolution. There's evolution of ICANN itself and you'll hear more about that in the coming days. Then, there's wider evolution of the Internet governance structures out there. For instance, the Internet Governance Forum will somehow be strengthened. There will be other initiatives. There was also a high-level panel in Internet governance that was chaired by the President of Estonia, President Ilves. It had people like the European Commissioner represented, businesses, etc. They came up with a few ideas, again, for how Internet governance should evolve.

Over the next few months, you're going to see a whole host of efforts and actions to evolve all these various parts of the Internet governance ecosystem. You'll hear a lot about this this week. At the end of this presentation, you'll have a day-to-day summary of everything that's

going to be discussed day-per-day during the meeting. You'll see when all these issues will be discussed in detail.

UNIDENTIFIED MALE: I was reading not too long ago that the Internet, through negotiations with certain governments, are going to basically metamorphize into something completely different. Do you know what I'm talking about? I read the article. It said that the ICANN was going to turn into something else. I'm wondering what all these different efforts would roll up to if that happened.

JEAN-JACQUES SAHEL: It's still very open as to what can happen next. It could be a very radical change and ICANN would completely change. I think what is really happening is, again, it's an evolution rather than a revolution. On ICANN specifically, which is – and I have to stress – it's just one part of the wider Internet governance picture.

On ICANN itself, a key part of functions are called the IANA functions. Again, you will see a couple of slides on that in a minute. They have to do with effectively the directory of the very high level of the Internet. Managing the dot-com, dot-info, and all those new domain names that are coming up, like dot-London or dot-Paris, etc. Just making sure that there's a directory out there that everybody can point back to, that's a unique, global directory that identifies how to reach another website, to simplify things.

That key function, for historical reasons, has been implemented by ICANN, but through a contract with the U.S. government, because

initially, it was a U.S. government-funded project that created the Internet. They still had some sort of link with this function.

The U.S. government in March this year announced that it intended to relinquish its role and pass on that oversight role of the key directory of the Internet to the global multi-stakeholder community. One of the big streams of evolution over the next year, up to about September 2015, which is the date when this contract between U.S. government and ICANN ends, the idea is that by then, we will have a new form of oversight of this particular function that ICANN implements.

It's very early. It's difficult to say what it will look like. It could be that it's a new body. It could be that there's no oversight whatsoever. Who knows? This week, starting tomorrow, there will be some very strategic discussions on all this. It will be the start. There will be much evolution later in the year, but you'll see. Tomorrow, you have the big opening ceremony. If you can get into the room, do. It's a really impressive setting. Then there will be a high-level government meeting, which will also look at these major evolutions. You can understand, governments are very interested in seeing, well, how this thing moves away from just the U.S. government to a global community. There will be two or three other key meetings, concluding, again, with a major discussion on Thursday on all this evolution. If you have a chance – and there's many interesting meetings to go to – I think it would be really useful to follow – really interesting, certainly – to follow the discussion on that.

It's too early to say exactly where it's going to go, what it's going to look. But we're at the start of the process. I think it's intellectually very interesting, certainly, yeah. I hope that answers your question.

EDWIN OPARE: Question. Can I take you back one slide? One slide. Sorry. My name is Edwin Opare from Ghana. Can you go back one slide? Okay. I'm just looking at the working definition for Internet governance. Over here, I see academia is not mentioned as one of the key people or key participant or actors.

JEAN-JACQUES SAHEL: Civil society.

EDWIN OPARE: Inter-governmental organizations not mentioned. Yes, like OACD. There's no inter-governmental organization.

Now, my question is, if you look within ICANN, there does not seem to be a clear-cut community where academia people can fit into. Does this definition have – I mean, does it have any [inaudible]?

JEAN-JACQUES SAHEL: This is, as I said, probably the most recognized definition. Even though it's actually quite complex wording, they tried to keep it simple. That's why you don't have a specific mention of international organizations or academia. In other parts of the World Summit text and principles, you will find specific references to academia, in particular. I can't remember if international organizations are mentioned as such. Oh, okay. Sorry, I'm going too fast.

UNIDENTIFIED MALE: [inaudible] the definition of IGF by the Secretary General of United Nations.

JEAN-JACQUES SAHEL: Indeed. You have various parts of the WSIS text or indeed the setting up of the Internet Governance Forum which go into a bit more detail.

If you look at ICANN specifically, I think we would have done it whether or not WSIS had said it. Basically, we do have academia represented quite strongly, as any as part of the civil society community. There's a couple of slides where you'll see this. Inter-governmental organizations, you mentioned OACD, they are represented. I think their status is observer in the Governmental Advisory Committee. UNESCO is there, as well. Everyone, basically, who has a stake is represented. Here is just a simplification. It's not that it's omitted. It's meant to be there.

If you have a couple of hours, you can read the Tunis agenda and the various declarations. It's got a lot of interesting detail.

JEANNIE ELLERS: Before you ask a question, if you could just state your name, speak slowly for our interpreters, and speak clearly. Jean-Jacques, slow down just a little. Thank you.

UNIDENTIFIED MALE: There is question here.

UNIDENTIFIED MALE: Okay. My name is [inaudible] [Mudongo]. I'm from Botswana. My question is does ICANN have any relation to the high-level multi-stakeholder? If there is, then what kind of relationship that exists between the high-level multi-stakeholder with regards to the civil society in making sure that the privacy and policy of the government is attained?

JEAN-JACQUES SAHEL: I'm not sure high-level multi-stakeholder you refer to. Did you mean the high-level panel on Internet governance?

UNIDENTIFIED MALE: Yeah, yeah.

JEAN-JACQUES SAHEL: The high-level panel on Internet governance, the one chaired by President Ilves of Estonia, did have some civil society representatives in there, as well as governments, as well as business. It was multi-stakeholder. Basically, ICANN provided a bit of secretariat for the high-level panel. That's how there was a link.

Then in terms of how civil society ensured, for instance, that privacy considerations were taken into account, well, that was their role in sitting there – make sure that civil society considerations were taken on board. Then – really? Okay.

UNIDENTIFIED MALE: [inaudible]

JEAN-JACQUES SAHEL: In ICANN, as you will see in different slides – I will speak in the microphone. I will do my Barry White impression. No, that's when you'll know you need to leave the room.

You will see there's a couple of good slides on how civil society works in ICANN. You will see that they have not just the ability to show their interest or to listen in a discussion or to even voice their opinions, they can actually influence a process directly. They actually send people on the Board of ICANN, which is the ultimate decision maker in ICANN. There is a strong civil society community.

In fact, I was with civil society for the past couple of days, the existing groups that are within the civil society constituency in ICANN. They are very keen to have more civil society groups involved and more volunteers to take part in their work and be more productive and influential in the organization.

UNIDENTIFIED MALE: Okay. Do you then say the NETmundial summit [inaudible] was about advising different governments on how to run their Internet within their society?

JEAN-JACQUES SAHEL: No. I think NETmundial, the idea was to try and gather all the various communities – including governments – to try and give a bit of impetus to the evolution of Internet governance, because there's been a lot of

noise, a lot of talks about Internet governance. Not just ICANN. But then, not many people were actually doing something about it.

I think that NETmundial was a bit of a kickoff process saying, "Okay. What are our foundations, our shared principles?" which many of them were around human rights and privacy and competition, innovation. Then, "What is the roadmap?" It gave a few directions for things that should be done. For instance, strengthening the IGF. For instance, ICANN should continue to globalize. The U.S. should indeed relinquish its role and pass it on to the global multi-stakeholder community. That's what's going to happen there.

UNIDENTIFIED MALE: Thank you. In fact, no one doubts that…

JEANNIE ELLERS: Your name.

UNIDENTIFIED MALE: [inaudible] from Tunisian [ICT] Association. There's no doubt that, for the future, all stakeholders are convinced that the whole process should be multi-stakeholder process. There's no doubt about that. The issue and the real problem is not that one. We know that all the stakeholders are around the ICANN business.

However, the problem is to try to identify how far they're involved. They're indeed involved, but as you may see in the structure, governments have just an advisory role. The civil society has an advisory

role. It is not clear. Let's say for the common people that they have real role in managing the Internet and governing the Internet.

This is, I think, the issue. If we could have real and very deep discussion on this and make things change in more effective role of the civil society and governments, probably things will change. Thank you.

JEAN-JACQUES SAHEL: Thank you for that. I think that's a key question. Two aspects on this. One is that indeed it can appear to outside people a bit unclear how it all works and how those different groups have got a voice. That's why we're doing this session.

We're increasingly – ICANN staff but also the community is going to try and reach and go out in country and try to explain to people how it works, basically, and how they can get engaged. We're going to do much, much more in terms informing people, coming to people and explaining how it works. Make it clearer.

Then, what's important, as part of the evolution of ICANN, one of the major processes is that there is a review. It's called the Accountability Review of ICANN. That's actually quite a broad review. It's a review that's running in parallel to the transition from the U.S. government. It's very much saying, "Well, if indeed we are losing this U.S. government oversight, whatever new oversight we get, how should ICANN, as an organization, evolve to make sure that it's truly representative of stakeholders, that it's got the right checks and balances," etc., etc. On top of explaining to people better how it works, we'll, hopefully over the course of the next year, we'll reinforce all the processes.

Maybe a third thing is – that's what I was mentioning about civil society – the groups rely on participation, volunteer participation. Yes, it means people have got to devote their own personal time very often to dealing with ICANN matters. But they need help. If you want to help civil society and reinforce their role, even with no changes to the existing structure, their influence would be much more strengthened if they had more support, if they had more people like many of you in the room, actually, going to take part in working groups, contributing to public comments, etc., etc.

Okay. I think we described what ICANN does a little bit. Now, if we look at the multi-stakeholder model, I've got about four or five different slides that explain the structure of ICANN. This is just one of them.

As you can see, there's a number of bodies that feed into the decision-making processes at ICANN. Here, on this particular slide, it looks like everything is going up to the Board of Directors.

UNIDENTIFIED MALE: There's a question here.

JEAN-JACQUES SAHEL: Yeah? Sorry, yeah.

UNIDENTIFIED MALE: [speaking French]

JEAN-JACQUES SAHEL: I see that not everyone had a chance to take headsets. They are free for this session, so please pick them. I think I'll try to summarize just before I [inaudible] – I know there's a comment on this basically saying Africa is rising. There's going to be a huge number of Africa. It's catching up very quickly.

At the same time, many people in Africa don't feel that the Internet is much governed yet. Certainly, they don't feel it at that level, whether it's on things like security or child protection, etc. There's a big need for communicating and also I think you would say making it real for people in Africa and for them to understand that it's not imposed on them from outside, that they are participants themselves. I'm trying to summarize. But you had a comment.

UNIDENTIFIED MALE: Yes. I have a small comment on this. [inaudible] from the Tunisian [ICT] Association. As a matter of fact, in Africa, we have the biggest number – the highest number – of national IGFs. It is clear and everyone knows that.

However, we have still different models. Talking about the national IGF in Tunisia, it is indeed a unique model because we decided from the first beginning that we'll have a multi-stakeholder IGF [mag], composition of the [mag], saying that we will have three members from the civil society, three members from the government, three member from the private sector, and three members from the academia. That was mandatory. No discussion about that. We have got elections in that way.

This is probably a way to solve the issue – this multi-stakeholder issue – at the lowest level and the most significant level, in fact. I mean, at the national level, because talking about multi-stakeholderism at the international level, it's a very vague concept. But at the national level, there you start with the problems, with the difficulties.

JEAN-JACQUES SAHEL: Thank you. I think that's an excellent point. We'll see in how much detail we can go on that. But I was actually going to mention something very similar, because when you look at this, as others are starting to say, it looks like it's all going up to this big Board.

But actually, each of the constituent communities can take decisions of their own when it concerns only them. What are those communities? I'll come back to the local level, because that's really important. That's something where you, around the room, can actually create initiatives on the ground that will really change things for the better. We'll come to that.

If you start, so you've got to put – underneath the President and CEO, you've got the ASO, right? That's mainly those five organizations called Regional Internet Registries. You've got AfriNIC here, for instance, which is for the African region. RIPE is for the European region, etc. It's for the five big regions of the world.

What these guys do, in short, is they allocate Internet addresses. If I wanted to simplify it, I'd compare it telephone numbers. You'd say in telephone numbers, there's a finite number of numbers and you need

to allocate them to each region so that as the Internet grows, there's enough addresses.

The previous version of IP addresses was called IP version four, and it's in the process of running out now. There's only a few millions left. As I've said, we've got close to three billion users. It's actually Latin America that have just had the last batch of addresses allocated. It's this organization called LACNIC, Latin American Internet registry that has been given these addresses. Then, they work with their community in Latin America to then redistribute those addresses at the local level.

There's a new batch – a new generation, if you want – of IP addresses that have been created called IP version 6. Again, these addresses are broadly shared between all the regions. It's those Internet registries – those five regional organizations – that reallocate them and deal with it at the regional level.

When it gets to them, when it comes to Internet numbers and addresses, once it's at the regional level, they can have their own specific rules and procedures as relevant to their region. Again, as much as possible, things are brought back down to the local level. When a decision can be taken locally, it does. You bring it back up to the regional level or the global level only when we really need to. As long as we continue to have the Internet as a global, unfragmented network, at the local level, you can set your own rules. That's fine. The community should do that of its own.

BENET GARCIA: I have interesting question about that. It might be – ah. My name is Benet Garcia and I'm from Seattle, or United States. When we get down to GNSO and you're talking about being able to set global rules and how that works. Let's take my favorite topic of the season, these validation e-mails and the validation process.

In that particular case, there was a rule that came down from heaven that said that if you change anything on a user, that a validation e-mail would go out to the customer. At that point in time, a 15-day clock ticks. Then, their website gets turned off.

From compliance purposes and how we complied, how we communicate with those customers, what we actually do to pull those triggers, that seems to be still happening above that group. Because between the registrars and the people like us who sell domains, we have how we think we could solve the problem. But that solution is – I don't know if it's not acceptable or not being heard, but it simply doesn't bubble. I'm wondering how that local thing actually plays in that situation.

JEAN-JACQUES SAHEL: If you have a local situation, if you can sort it out locally, great. But what might happen is that if somehow it has an impact either on other regions or on other parts of the ecosystem, then the other parts of the ecosystem have to voice their own concerns or suggestions. Then it gets balanced. That's when it gets to the level of the Board. I'm simplifying the processes, but that's broadly it.

Again, if we can keep it to the local level, if it's, for instance, a validation system that is much more relevant for North American and it can be sorted out between North American registries and registrars and users, great. That's why it's really good to have multi-stakeholder groups locally where you might be able to get to those arrangements.

But you still always need to check that it works with the – it doesn't mess up the global coordination, if you will. If that happens, if there are – [inaudible] other interests taken into account, that's when you bring them up to the global level. I'm hope I'm making that clear. Jeannie, did you want to…?

JEANNIE ELLERS: [inaudible].

JEAN-JACQUES SAHEL: All right, okay. Sorry. We could have this session going on for a while. We need to move on a bit, sorry.

I'll just quickly go through the various groups. You've got those registries. You've got the GNSO. That's where you have all the people in charge of generic top-level domains. We really [inaudible].

JEANNIE ELLERS: We have a slide that shows the structure [inaudible].

JEAN-JACQUES SAHEL: Okay. There we go. You've got that in another setup.

Then, you've got a technical aspect. Basically, all the various components of our ecosystem have got their advisory committee. New advisory committees or groupings are being created all the time.

For instance, in the Generic Name Supporting Organization, the third bullets under Supporting Organizations, you have a subgroup which is the intellectual property community. Now, you have a law enforcement group, where the various people in security agencies have their own discussion. Then, they feed it back to, for instance, the GNSO. Then the GNSO can feed it up to the wider organization, etc., etc. Basically, as you go down the list to the technical bodies and others, they all have their own processes. When it gets to the global level, they coordinate and the Board balances the various interests and [inaudible] to take a decision that works for the entire community.

Now, the Internet has got a major problem, which is that sometimes presentations don't work. I think we're going to go now into a quick overview of, in particular, how the private sector and civil society and users get involved in ICANN. I think that's the next batch. Yep. Thank you.

I guess a lot of you in the room will be either from the private sector or civil society, including if you're individual users or students, for instance. One of the main bodies in which you can get involved is the GNSO. Then you have specific stakeholder groups within that if – commercial stakeholders group and noncommercial registrars and registries.

For instance, if you are an NGO, typically you would be in the noncommercial stakeholders group. That's where you would meet with a whole lot of, well, for instance, academia will have a strong – or has a

strong representation there. But you'll have all sorts of people, enthusiasts, privacy groups, development, NGOs, etc., etc. That's where they will meet. They will produce opinions. They will create specific working groups on specific issues. They will respond to public comments as a group. Importantly, they can bring up issues to the level of their own Council, this GNSO Council. Every one of these groups has got representatives elected to the GNSO Council. Again, when they are dealing with policies which are of interest specifically to this community, they can agree amongst themselves.

If there are issues which are of broader interest, which include other parts of the ICANN ecosystem, it goes up to the Board of ICANN. What's important here is that this GNSO can send two voting members to the ICANN Board, which means that civil society has at least usually one, if not two, representatives on the ICANN Board. At the moment, it's Professor Wolfgang Kleinwächter from Germany. Academia is very respected in the community. He is brilliant. If you see him in the room, grab him. He's a lovely man. You can ask him every single question you want, and he will try to respond in a nice way. Seriously, if you bump into him, he's very nice and really worth knowing. He's got a great – well, he's a lecturer, so he can tell you a lot very well about Internet governance, much better than I can, and without the Barry White impersonation.

Then we have [governments]. They have started their meetings yesterday. They usually start at the weekend. They basically just bring in the public policy perspective, the government's perspective to the ICANN community. When, for instance, there are new domain names

being created, they will give their input on whether these new domain names are compatible with government goals and public policy goals.

If there are security matters – for instance, cyber security matters – then they will have a particular angle on those. Their role is to provide advice, in particular to the Board of ICANN, on these policy issues. It's obviously a very important role, but it's an evolving role. It's a new role, because governments are not used to this model where they're just part of the community rather than the decision makers.

It's a very interesting environment. As I said, they are meeting right now. If you've got a bit of time later on today or later in the week, I would really encourage you to go and have a look at the GAC meetings. It's not like a normal meeting of an intergovernmental organization. They don't even have flags or anything like that, like you would have in UN settings. But they do discuss some very serious public policy aspects and try to come to consensus views of governments to feed into the wider ICANN decision-making process. It's a really interesting environment to look at.

As you can see, we've got approximately 130 governments on the GAC. There's more than that – 142 now. You will see that tomorrow, at the high-level government meeting, we will have more than 100 countries, 100 governments represented. We have close to, I think, 40 ministers coming from all over the world, representing governments. They do send, indeed, a non-voting representative to the Board. Even though they just have an advisory role, it's a very special advisory role. The Board really takes a very specific account of their advice.

Now, individual end users is another one that could be of interest to many of you. You might have heard that at the moment, there's a big summit going on in this hotel as part of the ICANN week, which is called the ATLAS Summit. That's a meeting of what's called the At-Large Advisory Structures, or the At-Large Advisory Committee. It's basically where pretty much any user of the Internet can become active. If you're not an NGO, if you're not in a business, if you just want to do this because you care about the Internet and how its gets organized at a high level, you can join an At-Large Structure.

As you can see, there's 150 At-Large Structures spanning the whole world. There's quite a few in Africa, for instance, to respond to – I don't know if there's one in Senegal, but I would expect there is. As you can see, Kenya just became one. It does send a voting member to the ICANN Board. They do have a real role. They are integrated within the GNSO, I believe, isn't it? Isn't it in GNSO? Anyway, they're integrated in one – so, they feed into one of those Supporting Organizations. Sorry, I should know this better, but only two months in ICANN.

UNIDENTIFIED MALE: [inaudible]

JEAN-JACQUES SAHEL: Yeah. Shall we maybe move on? At ICANN, you sometimes need to start from a blank page. Right. As I said, we have a lot of infographics and a lot of representations. This is probably one of the clearer ways of explaining how it all feeds in.

We've got all these various stakeholder groups and competencies. They all provide advice. It feed into the global policy-making process. As much as possible, all the processes on ICANN have been developed so that every stakeholder that has an interest in how the Internet develops can be represented and that they don't have – no single stakeholder is more important than any other. Some might have better competence than others in some areas, of course. Technical communities has got competencies that many of us don't have. We might listen to their voice more on technical matters. That doesn't mean that we shouldn't have a say, etc., etc.

It's a very pioneering structure. It's something that hasn't really existed properly in many of our societies around the world. That's why it's important that we pay attention to the evolution of Internet governance and we try to improve on this multi-stakeholder model. You will hear a lot around this over the next few days, because it's the core of many strategic discussions for this meeting and beyond.

I wonder if Fahd can say maybe a few words. Is Fahd still in the room on the regional staff and how we can help? [inaudible], he was working hard.

FAHD BATAYNEH: Okay. Thank you, Jean-Jacques. Good morning, everybody. My name is Fahd Batayneh. I'm from Jordan. I used to be an ICANN Fellow, actually. I attended my first ICANN meeting back in June of 2008. I became a community member eventually and I just joined ICANN eight months ago. I work with my colleague, Baher Esmat. He's from Egypt, covering

the Middle East. The region we cover is actually the 22 Arab states, in addition to Iran, Afghanistan, and Pakistan. Turkey was added recently.

Baher has been working for ICANN, actually, for eight years now, more than eight years. He's been doing a tremendous job. Ever since Fadi joined as ICANN CEO, things have expanded. Regional staff are expanding, as well. Even in the case of Europe, we have Andrea, who actually joined Nigel after Nigel joined. The same applies to Africa. In Africa, there are two regional managers in addition to the Vice President of Africa, Pierre Dandijinou and other regions, as well.

As you will see during the week, the majority of who attend ICANN meetings or even participate in the process are from certain regions around the world. The other regions need more participation, need more engagement, need to understand what internet governance is.

One of the regions is the Middle East. Back in late 2012, the Middle East, through Baher and staff members at ICANN, decided that we need a regional strategy. Community members were gathered from within the region, from within the Middle East, to actually get together and develop a strategy and brainstorm what are the key issues that need to be resolved or need to be tackled in order for a better participation from the region and in order for a stronger Internet governance ecosystem and probably even a stronger domain name industry in the region.

The working group came out with a strategy document. It's available on a Wiki space. If anybody's interested in reading more about the Middle East strategy, you can just contact me offline and I'll be more than happy to show you that. Some of the issues that we are tackling at the

moment within the strategy is issues related to capacity building. Well, the working group believes that capacity building is an area that needs to be tackled. Capacity building related to Internet governance, domain names, security and stability issues are things that we are trying to deliver to our regional community.

We just held a Middle East DNS forum back in February. That was a first edition within the region. It was a huge success. We actually envision it to be an annual event. We just concluded a Middle East School on Internet Governance. That's similar to the European School on Internet Governance or even the [South] School on Internet Governance and the recently African School on Internet Governance. The first School on Internet Governance in the Middle East took place in Kuwait at the end of May. We actually had 25 students. We received around 43 applications. It was really interesting. The majority of the instructors within the school are actually from within the region and that was something positive.

Other things we are working on at the moment is to have a DNS forum in Turkey. Turkey's a country that actually got added to our region just January of 2013. We are trying to do a lot of work there. We have a hub office there, in Istanbul. Staff are expanding there. Of course, the goal behind this hub office is to actually provide ICANN services to the entire world on a 24/7 basis, if you may call it.

The regional strategies – well, there is a regional strategy in Africa. Actually, it was Africa who started all this strategy initiatives. I believe Latin America also has a regional strategy. Europe, are probably in the pipelines of initiating one. The Asia-Pacific is also working on something.

I know that the Pacific Islands are actually working on developing a strategy. Those are regional strategies in a nutshell.

JEAN-JACQUES SAHEL: Thank you. That goes back to what we were discussing before, in terms of bringing it closer to people. We want to come in and help and educate on how it works, both within ICANN and working with others like the Internet Society, explaining how Internet governance more generally works.

But it's not just about educating. It's about really building capacity locally. An example like Tunisia is very interesting, because it's about saying, "Well, there's all these things at a global level but you want to be able to deal with Internet realities," if you want, "at a local level." The best thing to do that is to create a model at the local level, where you bring in a [inaudible] stakeholders. It can be effectively information, but it's a working group of people, academia, technical people, governments, etc., that can come in and discuss everyday issues.

If in Senegal, for instance, you've got some child protection concerns on the Internet, then you can get a group that focuses on it. If, for instance, it's looking for best practices and information, then within that group, hopefully there will be people that will know how to reach out and who to reach out to. Or if there are issue which are, by essence, more cross-border that can't be dealt with within the national setup, then you have a mechanism to go to. For instance, the African Internet Governance Forum and/or directly to ICANN, depending on the matter.

I would really encourage you, from wherever you are, if there is already an Internet Governance Forum in your country, there's probably some sort of either formal or informal multi-stakeholder group that exists to organize it. Get involved. Everything is open, normally. If it doesn't exist, you should really consider creating it. Whether you're a government, whether you're an individual user, whether you're a computer scientist, just reach out to other communities, academics, and others and try and come together into this group.

As part of our engagement as ICANN and other organizations like ISOC, we'd be ready to give you a hand, absolutely. We know of, for instance, other models, places like Tunisia. We'll hear later this week about Lebanon, whether they're creating a new structure like this. Brazil has got a structure that has been extremely influential called CGI, which is a multi-stakeholder group where effectively, they were the ones who crafted a very famous – now famous – piece of legislation called Marco Civil that was agreed and signed in April this year in São Paulo. Actually, during NETmundial.

These structures are very helpful because they could help people on the ground, they can provide capacity, then they can help governments, in particular, to have better policy making and better legislation around the Internet when it comes to it. I would encourage you all to think about this, as you experience this week.

When you get home, if you don't have an IGF, if you don't have a multi-stakeholder model, a multi-stakeholder group at your local level, create one. Please get in touch with us and we'll help you as much as we can. If you do want help, you can contact us. Do you want to say a word or?

Yeah? I want to say just contact us. It's Europe@ICANN.org. Do not hesitate. Then you'll get to me and Andrea. Do you want to say…?

ANDREA BECCALLI: Thank you, Jean-Jacques. Yes, I just want to say a few words. My name is Andrea Beccalli. I work at the Brussels office as a regional manager for Europe.

I must say that I'm amazed that after looking at all those slides, you didn't just stood up and left the room, because that's really complicated stuff. The way we present, it's not easy. I seen people taking pictures. I was like, "Wow. That's something." That shows how much interest in there.

My point is that if you are here and you didn't leave the room in the past hour-and-a-half, it means that you want to be engaged. Please, take advantage of us to bridge any gap that you see in understanding every single little part of these slides or of this community. I mean, we are here, in a way, to serve you. To help you be part of this amazing thing that is ICANN. I think even the acronym "ICANN" sometimes is deceiving, because it looks like "I can." It's kind of personal. It should be "We can." It's…?

UNIDENTIFIED MALE: The World Internet Corporation.

ANDREA BECCALLI: Oh, yeah. I mean – but, yeah. That's reality. I mean, I see people here that maybe basically, since they were born, the Internet was there. It's

something that, for them, is granted. But that's something that is not given. Having access to participate in how these policies are made and how to ensure that the Internet continues evolving and developing, it's something that probably human history, we never experienced.

I am glad that you are here, that you are ready to engage. Don't be afraid to stop us during the in the corridors, in the alleys. Ask us questions. After the ICANN meeting, we don't disappear. We actually, we are there. We are paid to this work, to have you participate and engage and make part of this – yes, yes, please. If you have questions now or if you just have any other observation to make or whatever, if you want to [inaudible].

JEANNIE ELLERS: Yes, absolutely. Any questions, please just remember to state your name first before you ask your question. We have a little bit of time this morning before our session ends, so please.

AMPARO ARANGO: But please use the phones because I want to speak in Spanish, just to put a little sauce this morning. Jean-Jacques? Okay. Yes. [speaking Spanish]. This thing is wonderful.

JEAN-JACQUES SAHEL: Have you already answered the question?

UNIDENTIFIED FEMALE: No, [inaudible] of them, it does the translation into English.

JEAN-JACQUES SAHEL: In terms of the tensions, I think it's inherent in any structure where you have different interests able to talk and able to voice their opinion that you have tensions between those groups. In a way, it's built that way, because we need to be able to understand different perspectives. Now, how you resolve them, well, we try to do it always through consensus. If the consensus doesn't work, it gets up to the Board. Then, the Board has to take a decision. If it needs to vote, then it does vote.

It's interesting. I think you're right in saying that it looks a bit technical because, well, the setup was created by very technical people initially. It's evolved. The Internet has become much more than the thing for geeks. It's become an everyday resource. There's many more difficult questions. But at the end of the day, in any matter of life, we have to balance different perspectives and interests. It's difficult. That's why we have to evolve at [a] moment. That's why there's, within ICANN, a review of accountability to try and make those processes better and make sure we're as transparent and accountable as possible. That's why more [inaudible] in Internet governance we want the ecosystem to evolve and try and be as responsive as possible.

But if you think about your national level, how our governments do policy, if you're a policy maker, your job is really about balancing interests. Things might not end up being perfect, but if they're good, then you're in a decent state. If it's good based on consensus rather than perfect based on just one group's view, that might not be so great.

We have to evolve, yeah, and make things as good and smooth as possible. But it's a difficult exercise. That's why, at the moment, it would

be great to have really good advice as we seek to improve our accountability. If people have got good, constructive proposals on how things can be improved, we very much would like to hear about that. The process is open. There will be several rounds of comments. There's one that's due by the 27th of June, so end of next week. You can get involved also in that process. We would very much welcome good ideas.

UNIDENTIFIED FEMALE: Hi. My name is [inaudible] and I'm from Singapore. I'm also part of the NextGen Program. I want to talk about this slide, as well. You mentioned accountability early on in your response.

Usually, accountability in a corporate governance model, there are check and balances. Here, you have many stakeholders but everything is decided at the Board level, right? The Board gets to decide matters.

JEAN-JACQUES SAHEL: Not everything. Not everything.

UNIDENTIFIED FEMALE: Not everything.

JEAN-JACQUES SAHEL: For instance, if you think about, okay, the registries. Or we were talking earlier about the five big regional registries that allocate regional addresses. Within their communities, for instance RIPE, which goes through Europe, Middle East, and a little bit of Asia, they set the policies that make sense to their own community. In many cases, they don't

need to go back up to the ICANN Board. They can set their policies within their region. It's the same for the groups. There's only certain decisions that get to the Board. Not everything has to go up.

Plus, there are checks and balances. There are many processes and recourses, etc. I don't know how many presentations you will get over the course of this week. There are some really good slides done, for instance, on the GNSO which show you the policy development process, from how it gets initiated to the various moments when you consult, review drafts. You can object, etc., etc. There's a number of processes being built. There's actually quite a number of mechanisms to have checks and balances.

Now, can they be improved? Probably. But not everything goes to the Board. I think it's important to remember. As much as possible – and I hope this will continue and even be improved in the future – when decisions can be taken at a lower level, then they should be, absolutely.

UNIDENTIFIED FEMALE: To whom is the Board accountable?

JEAN-JACQUES SAHEL: The Board is voted in by the various communities. As you saw, each of the main Supporting Organizations and groups can elect, can vote for one, two, or three representatives on the Board.

UNIDENTIFIED FEMALE: Yes.

JEAN-JACQUES SAHEL: That's one of the main accountability mechanisms. Then, you've got a few others. For instance, we have an ombudsman. It was mentioned in one of the other slides. There's a few other accountability mechanisms, [those records]. Another one is called a reconsideration request. There's an independent review panel, as well. There's various accountability mechanisms that exist.

But again, we're doing this major consultation on accountability. That's where we – for instance, experts on corporate governance can give us some good tips, make sure that either we're doing things well or that where it can be improved, we can have the right processes in place.

UNIDENTIFIED FEMALE: Thank you. I think I have a lot of homework to do, reading up. Thank you.

JEAN-JACQUES SAHEL: Please, please help us. Thank you.

NAVEED UL HAQ: Thanks for the presentation. My name is Naveed. I'm from Pakistan. I work for a university. I'm teacher, professor.

As I can understand, this ICANN, it has a mainly an integration role that combines policy making from different communities and then making some decisions maybe if necessary.

But has there been any analysis on whether the policies that have been made by different stakeholders were being implemented or been standardized and to what extent?

I can see that, for example, IETF, that has a mainly a standardization role, it may have some policy but has there been any analysis that one of the policies that were being recommended by one of the organizations were actually being transformed into a standard or not or what kind of things going on there then?

JEAN-JACQUES SAHEL: Yeah. There's been an awful lot of academic analysis. You'll find lots of articles. But I think, simply put, for instance, if the GNSO – one of those organizations – takes a decision in relation to, for instance, to reflect certain laws, just as an example, that decision will be taken and automatically applied to contracts between ICANN and the registrar that administer new domain names, as an example. They will have to comply with that. There is a direct result, if you will. There is compliance. If there's no compliance, we have a Compliance Team that initiates proceedings against the registrar as needed, and basically based on the contracts signed between the registrars or the registries and ICANN. That's one of the most obvious forms, I guess, of seeing whether there's [take up], if you will.

In the standards world, in IETF, standards are very different, because you can agree a standard and it looks beautiful and everybody says it's beautiful but no one uses it in practice. That's just the world of standards, generally. That's a different discussion altogether. That's not being done at ICANN as such.

At the same time, for the IETF, they agree protocols and parameters that relate to domain names. They give those to ICANN to implement. Those definitely do get implemented. If they've got a bearing on the root zone works or the domain names work at a high level [inaudible] that works, as well. I hope that answered the question. Might have time to take one more, if there's any.

[DENIS AKWAMA]: [Denis Akwama] from Uganda. My question is about the rights of the end user as an Internet user.

We all know very well about organizations and institutions have a lot of voice in influencing government policies. In this respect, we are referring to Internet [usage]. But when you look at the current situation all around the world, we realize that government policies appear to be geared towards impeding the free usage of the Internet by the common man.

ICANN, as an organization, I believe has got a lot of authority and opportunities to help the end user have their rights not impeded on. That is, when you look at the governments, Big Brother mentality currently going on in respect of sagas like the WikiLeaks, how can ICANN help to ensure that the rights of the common man, as an Internet end user, is not being so much impeded? Thank you.

JEAN-JACQUES SAHEL: Thank you. This is obviously a question that is of interest to all of us as individuals. I think as ICANN, the easiest way and the clearest path where we help is – or we can help – is just in our structure, in the fact

that actually, unlike the traditional setup in many nations, we do have users actually involved in policy making directly and being able to contribute directly in decisions, whether they – for the advice they give or the common decisions they come together with other groups within an Advisory Committee or in having people represented on the Board. We give the voice directly to the end user. The impact – we're using that word "impact," it's very [inaudible] – to the end user and civil society.

That's why I was trying to encourage you to look, in particular, at participating in the GNSO and what's called the NCUC and the NCSG – sorry for the acronyms – because there, they need help. They need help from volunteers to help them come up with better input and just better representation. It's clear that some other stakeholder groups are better funded. They can send more people to meetings. They just crowd the room. We need more people from civil society and generally individual end users being able to be there and balance discussions.

But I think we could try – we at ICANN can try – and lead by example and make sure that the voice of the end user really does get reflected. There's always room for improvement, but I think that would be a really important long-term contribution to making the end user's rights respected, because this is a model where the end user has a direct voice. It doesn't just get [imposed].

That answers part of the question, I realize, but I think this idea that a multi-stakeholder model is important. It's, in a large part, because this is one of the models where end users have a real voice and can have a real impact. There's not that many around the world.

I hope that you'll learn a lot from this week. See how it works in practice, how people can actually take the floor whoever they are, make their comments, ask questions in pretty much any of the meetings organized today and have an influence. See that. See how you could influence things. Bring back the word back home. Create your local multi-stakeholder structure and improve things for everyday for the people around you. Thank you.

JEANNIE ELLERS: Yeah?

UNIDENTIFIED MALE: It's your turn?

JEANNIE ELLERS: It's my turn?

JEAN-JACQUES SAHEL: Thank you. Final one then.

UNIDENTIFIED MALE: Yes, final one.

UNIDENTIFIED MALE: Oh, [inaudible] for me, thank you. Yes, [inaudible], the Netherlands. I have a question from Mr. Beccalli.

ANDREA BECCALLI: Andrea.

UNIDENTIFIED MALE: Andrea.

ANDREA BECCALLI: Hello.

UNIDENTIFIED MALE: Yes, hello. Just about the regional presence of ICANN and your job as a regional manager. Recently, I've been seeing a lot of ICANN staff having titles like Product Manager or Registry Services Manager, etc. It seems to me that those titles indicate that ICANN staff is becoming more and more of a – well, it seems to be more of a market-oriented organization, a service organization. Is that something that you, as regional manager, recognize and is that a direction that you're actually going into?

ANDREA BECCALLI: Honestly, I think that as Product Manager, we are awful. I mean, if we should sell something, I don't think we are the best in marketing. The definition that we – myself and Jean-Jacques – is stakeholder engagement, which is something that I even find challenging, because I'm not a native English speaker. If I want to translate stakeholder engagement in any other language, it doesn't make too much too much sense. You [will] see that our marketing in these kinds of not one of the top.

Your point is that we do realize that we have some issues in not only making ourselves known but also making ourselves easy to be accessible in all the different parts and processes that we have. There is, let's say, a coordinated effort through the regional strategies to get our structure more open, to get the input from communities that are not currently engaged at the local level participate and understanding ICANN. Because, as we see, the model is open and is based on an equal footing participation, is transparent, and is web-streamed. But that doesn't mean necessarily that everybody has the tools and the means to access it. If a model is open but only a few people participate and shape the policies, then you may see the results can have some shortcomings in that.

As ICANN becomes a truly global organization, the need to get stakeholders from all the regions and potentially the three-billion-plus users of the Internet participate in the decision of these layers of the Internet is essential. That's basically our job.

I don't know if you want to go more into that, but I don't think we need to market anything. I mean, I work in Brussels, for instance. Brussels is the capital, like Washington DC, for lobbyists. People ask me if I'm a lobbyist. I always think – not that I have anything particularly against the lobbyists, but I don't see myself as a lobbyist. I'm not going to go there and influence a piece of legislation in the European Parliament. Actually, what I want to do is making people aware of how the system works, making people able to participate and join the process. More as an advocate or an evangelist or a – I don't know, just call me by name. You're welcome.

JEANNIE ELLERS: We have just about five minutes left, so, please.

UNIDENTIFIED MALE: Yes. You'll excuse me, because I'm a Newcomer. My question is has ICANN any guidelines, especially for us, coming from small countries. I come from the Comoros and all small communities. Because, well, the Internet for us is a bridge to the world. I mean, that open up a lot a possibilities. To give an example, today a lady in the remote village– has to use Internet to talk to the immigrant son in Paris or whatever. It's not just something for communication, but it's survivals of those communities.

Now, you may have governments [inaudible] of a telecom companies that have monopolies. When you want to buy a domain name, that is very expensive. I mean, in certain ways, it prevents young entrepreneur or communities to operate. They would like to have km which is Comoros than rather com, because they can target communities over [their support outside] and things like that.

This, you can call it commercial policy but in certain ways, it prevents [inaudible] because in pricing, really, because they are registers there. I don't know, is there anything – a lobbying or whatever – denouncing that? I mean, we do. I mean, in the course of last year and this year, we had demonstration and things like that about freedom of the Internet and things like that. But also pricing, because – I wanted to know if there was something like that, especially in domains and pricing or things like that, some guidelines or whatever.

ANDREA BECCALLI: Thank you for the question, because I think it's a good way to go farther in my thoughts.

Basically, the question is yes, and the place is the ICANN meetings. You have these concerns. They are legitimate concerns. You can be the one raising them up and gather other community to raise them up and shape the policies to address those concerns.

The [all] new gTLD process, for instance. It took almost seven years of consultation. But in these seven years of consultation, not everybody participated into that. Not everybody was able to voice his concern. Some people did, but maybe not enough.

That doesn't mean it has to be like that forever. The beauty of the ICANN model is that the transparency and the possibility to influence and to participate in the policy is open to every and anyone of you.

Now, the other good news is that ICANN now does as much as it can to allow you to do that and to participate. We are aware that small communities have less resources, have less capacities to join and participate in these discussions.

When I first went to an ICANN meeting, there was no – and it was many years ago. I was a student, actually, and I wanted to know what is this thing that governs the Internet. There was no translation. There was no webcast. I remember that it was the first time that I saw a meeting room where everybody was with a laptop on his lap. For me, it was something – I'd never been to a conference and everybody was on a

computer at a conference. To me, it was like, “Well, what’s going on here?”

At that time, ICANN was already making these international let’s say policies and it was already open, but not everybody was participating. That, I think, in a way, created problem also for ICANN itself, for the model itself. The model gets much more legitimate when everybody participates.

I hear your concerns about pricing from many sides. People said, “Why do I get to do – do I need to have all these [monies] apply for a new gTLD?” Well, there are technical reasons; because you need to – ICANN has costs it has to cover. But at the same time, few people know that there was a supported application model in the new gTLD, where a community could got there and apply. Only a few people applied for that. Now, is that a fault of the people? No. I mean, in my view is in a way it’s ICANN fault, that it was unable to promote and to make people aware of that.

I hope I address your question and that you are able to – and if you need support, if you’re seeing, if you think that you need help from ICANN to reach out to your community, if you need ICANN to send some experts to deal with particular issues within the ICANN remit, go ahead and ask. I mean, the success of an ICANN meeting, actually, I think is how many Newcomers come to each ICANN meeting and how many [of] these, in a way, decide that their job is done. I hope that if – is there any other question? That’s it? Okay. Thank you for coming and enjoy the rest of the week.

JEANNIE ELLERS: For all the Newcomers, we'll be meeting back in this room at 1:15 p.m. to finish our afternoon session. We're going to have updates and overviews from our Policy Team to talk about the policy development process. We're going to have an update on the IANA functions from the VP of IANA. Also, DNS Services, Security and Stability. Then, there's going to be a little bit about public responsibility and a little bit about some of the new engagement tools on the ICANN website. Please come back. Enjoy lunch break. Be back in here at 1:15 p.m., please. Coffee will be served. Please, everybody just come back. Thank you so much for your excellent questions.

[break]

JEANNIE ELLERS: ….here this morning, and those of you who weren't, we talked a little bit about ICANN structures and ICANN's mandate and how the multi-stakeholder model facilitates ICANN's work. We're going to get a little bit more detailed this afternoon. Some of your more detailed questions we'll be able to get answered for you.

We're going to talk a little bit about functions required to manage ICANN and names and numbers, including policy development, operating the DNS, registry/registrar competition, gTLDs and IDNs, security and stability, and other training and awareness that is happening around things like DNS security.

Over here, to my almost-very-far right is Rob Hoggarth, who is a Senior Director of Policy and Community Engagement. He is here to talk a little bit about the policy development process.

ROB HOGGARTH: Great. Thanks very much, Jeannie. I appreciate it. Can I stand up? Is that okay? I think everybody else has been standing up. It's because I can't see you all the way in the back of the room.

As Jeannie noted, my role and responsibility is primarily in the policy development area at ICANN. I'm a member of a team of about 25 staff members geographically distributed around the world supporting the various Supporting Organizations and Advisory Committees within ICANN. I'm just going to spend about 15-20 minutes with you today talking about some of the highlights of policy development: how we do it, why we do it, what we do, who's involved in the process to give you an overall general picture.

Members of my team and me will be around all week long. I hope we'll have opportunities to interact, chat. I know some of them come to your various groups, some of the groups what you're involved in, Supporting Organizations and Advisory Committees have members of my team working with you. I'll give you the highlight. Let you know where some of the context fits and where policy development fits into the ICANN model. If you could go to the next slide, Jeannie.

That, of course, was the overall picture. What we try to focus on is four major areas, from a policy development support perspective. What's important when you think about ICANN and one of the most common terms that people refer to in terms of background for the work that we do is multi-stakeholder.

The fact that policy development at ICANN, the operations of the various unique identifier systems and the rest, takes place among a community of many people, many different interests, many different regions, many different businesses, many interests that are not business.

It's very important to realize that it is a very large community with whom we work, with whom we collaborate. It's important that we have rules and procedures, processes in place that allow all those [inaudible] to come together, to engage in conversations, discussions, debates, sometimes arguments, and have a methodology for achieving some final purpose. Multi-stakeholderism or multi-stakeholder interaction is really a fundamental part of what we all do and a very important that that sometimes it's hard for us to remember when we're in our own particular group having individual discussions.

The other critical element of policy development at ICANN is this concept of bottom-up. You'll hear that throughout the course of this meeting and at future ICANN meetings, this constant and desire to ensure that it's the community that drives the discussions of policy development, that identifies the issues, that the raises the concerns. It's not the staff. It's not the Board of Directors.

Again, a lot of the processes and capabilities that we have in place are designed to create that momentum or to create that approach, that channel of work. The concept even if something comes from outside ICANN that requires the community to work and engage, the aspect of the decisions, the discussions, and the deliberations need to take place from the community and rise up to the Board level.

Because a lot of the work that the Supporting Organizations and Advisory Committees do are oriented toward recommendations to the Board. The Board is still the ultimate decision makers, but the recommendations, the work, the conversations, it's critical that they come from the community, from the bottom-up rather than the alternative, which is a top-down type model.

The other aspects on the slides that are very important and almost sound the same – but I'll describe the difference – are really critical to the work that we do. The first, in terms of openness, is a recognition that what we do is open to all. That it's a methodology, a system of work that invites people to participate.

One example that we'll touch on very briefly is the Generic Name Supporting Organization. Within the GNSO, the policy development process is featured or centered around working groups. The key critical factor of that is that the working groups are open to all. You don't have to be from the GNSO. You can be from any of the other ICANN structures or communities, or you could just be an interested party who comes in and has an interest in a particular issue. Again, it's that concept of openness that contributes to the multi-stakeholder concept that contributes to that process.

Transparency is an offshoot of that, but that's not so much who is participating but how we do our work. The important aspect there is that the work that we do, the meetings, the working group sessions, the conversations that take place need to be transparent so that people understand what's going on.

Not every member of the community or outside the community can regularly participate in every working group, can be involved in every deliberation. As a result, we have to have mechanisms in place that allow someone who isn't participating regularly or someone who hasn't participated at all to have the opportunity to see what's going on, to be able to review a transcript of a meeting, to be able to listen to a recording, to see the drafting and the collaboration work that takes place when a specific report or decision is being made.

That concept of transparency is very important. It helps to produce a legitimate organization because everybody knows that whatever you're talking about, you're being recorded. People have the opportunity to read what you said. There's an opportunity to go back and check the e-mail archives and see what the discussion was on a particular issue six months, six years ago. That drives the ethos, if you will, of the policy development work. It allows everybody to be able to understand what went on, what transpired, and what points of view are being expressed.

There's another piece of transparency that's also important to understand. It relates back to the multi-stakeholder model. That is that we are also, as individuals who participate in policy development, are transparent about our interests.

As a participant in a policy development effort or a working group at ICANN, people are interested to know what are your interests, what's your background, what drives you to participate? Because the position that you take on an issue may be driven by the type of business that you have, the organization that you represent, the country that you're from, the region that you're experienced in.

People sometimes confuse what we call statements of interest with conflicts of interest. Basically, from the ICANN perspective, it's very important if you participate in policy development activities that you state your interest, that people understand where are you coming from and what do you have to say, because that will color your position. Okay, you're a part of the decision-making process. One might argue that, boy, you have an interest in the process so you might be conflicted. That's different from representing a particular organization. You're here at ICANN to participate in the debates and the discussions, to contribute your knowledge, your expertise. This concept of transparency [of] where you're coming from and what you're hoping to achieve is, again, built into the work that we do.

That's the how and some of the bigger pictures. If we can go to the next slide, you'll see some of the who. Who includes all of you, by the way. But many of you will associate yourselves with a particular organization or set of interests in ICANN.

ICANN is fundamentally divided, from a structural perspective, into groups that make policy recommendations to the Board and groups that simply provide advice to the Board – sometimes on those very recommendations. In other ways, simply from a perspective of wanting to be heard and expressing points of view. The community is structured in two major parts: Supporting Organizations and Advisory Committees.

On the Supporting Organization front, you've seen similar slides to this so I won't go into the details about each organization. But you see, policy development recommendations being developed by the generic

namespace and the GNSO, for the country code namespace by the ccNSO, and for the address community through the ASO.

Now, the GNSO and the ccNSO are very well-represented within ICANN. The communities get very large. The ASO has its own policy development structure and activities that they then funnel through the Board of Directors, but they aren't regularly supported—

[audio break]

…with you for two reasons. One, to point out that they aren't exactly the same. Different cultures for communities, different approaches for different aspects of the community. But some consistency in terms of deliberation, community input and feedback, interactions with the Board of Directors. Every aspect of the policy development process is documented. These graphics are on the ICANN website and I can help you find them if you have any difficulty doing that.

If you're particularly interested in any of these aspects, you can also – believe it or not – check the ICANN bylaws. Because, again, from a Supporting Organization policy development perspective, those procedures are literally in the ICANN bylaws. There's an appendix for the GNSO. There's an appendix for the ccNSO. The other organizations that I showed you in the previous slide all have sections of the bylaws that define what their roles are and what the expectations are for those communities. But again, from a policy development perspective, it's very important to have the rules set out at a high level in the bylaws and then within individual procedures that each of the groups develops within their own leadership teams and the rest.

We have question. I'm more than happy to carry the microphone over.

JEANNIE ELLERS: As a reminder, please state your name before you ask your question and speak slowly for our interpreters. Thank you.

ROB HOGGARTH: Please, you can interrupt me at any point.

BENET GARCIA: My question is I noticed in this process, and we're all part of the Internet, so this would be an obvious question. As your policies go up, I don't notice anywhere where you have a test period where you would have a policy, test it in a geography or with a demographic group to see how that actually lands. It seems like you go all the way up and then drop it on the world.

ROB HOGGARTH: That's a very savvy perspective. Thank you for sharing that. Effective implementation is a consideration of the policy development process. Ideally, it's baked into the conversations. When a working group is structured, when a team gets together, as part of the outreach for membership, the GNSO Council or the ccNSO Council says, "Okay. Who knows this? Who understands this?" There's a member of the staff from the implementation side who participates, because eventually, we are going to hand off that policy to them. It's something that, you're correct, we should probably, from a graphic perspective, demonstrate that. By the way, when you go to the website, you touch on each one of

these, there's a separate page that breaks out each one of those. I think you'll see some of that.

But it's a very good observation, because that's something that has to be considered. Do you want the policy developed to actually work? Sometimes, you can predict—

UNIDENTIFIED MALE: Unintended consequences.

ROB HOGGARTH: Correct. As he said, not on mic, unintended consequences. Well, by their very nature, they're unintended, so you don't know. But the hope and expectation is that within the process, we are giving those considerations. Does it always work? No. It's not a perfect process. But that consideration is given.

One example. This was a couple of years ago. We made changes to the ad grace period, which was a function of the various registries and registrars. That practice was being abused in the estimation of many in the community. In trying to identify how that could be fixed, when the working group got together and talked about it, they looked at all the very different scenarios. What if we cut back the period to this amount? What if we cut back the period to that amount? Can the staff manage it? Are there enough resources to be able to put this in place? That's always going to be a challenging area for us, but as long as we have it baked into the process, we'll at least have that consideration. I hope I answered your question.

BENET GARCIA: [inaudible]

ROB HOGGARTH: Close, okay. We can parking lot that and chat about it offline. Thank you very much. We can go to the next slide.

To give you an idea, and I'll just go through this quickly. It's very important, from a policy development support perspective, that the community has the resources and capabilities that it needs to do its work. One of the first levels that we address that is through staff support.

As I noted, we have 24-25 staff. We're in nine different countries and in various time zones. We have coverage – and some of my colleagues in the room would say – I think we've got 22 out of the 24 hours in the day covered. Because – and the real purpose of this slide was to say that we are a global community. One of the challenges of working together is it might be 9:00 in the morning your time but it's 9:00 at night your time. How do you manage work so that people are being productive, that they're accomplishing what they need to accomplish with a clear head and a good mind? There are just a lot of logistics that go into making sure that people can meet at the right times, that they have the right tools and capabilities.

For many of you here, it's great for us to interact. Same time zone, same place physically. See our facial reactions and the rest. But we have people participating remotely. We have people listening in at different times. Do we have those tools? Do we have that infrastructure and

capability to offer that support? That's something that our team is responsible for constantly looking at. New technologies come out. New capabilities. The working group makeup is different. Oh, this working group now has more people from Asia. This one has more from Europe. We do a variety of different things to alternate times of day while trying to maintain some consistency and drive things forward.

Again, we're all over the place as individual staff. Then, we have resources and capabilities – back to your point – depending on an issue, resources to bring in experts, whether there is volunteers or people that we have to seek out to come and provide advice to ICANN and the community members. That's what we do. Our job is to muster those resources. Next slide, please.

Why do we do all this? Why do we have 25 people and I can't remember what our budget is, but a substantial budget in terms of being able to provide this? Well, fundamentally it's to help the community. Those of you who will or are participating in policy development processes need the resources. This is not your day job. This is not what you do on a regular basis. When you participate in a conference call, you want to know that it's going to work, that you can connect, that there's somebody there to help you. When you come up with a concept or idea, you want to know that there is someone who is writing it down and who can perhaps help you draft it and put it together. There's that fundamental aspect of helping the community in that way.

There's the other aspect that we try to be sure that the processes and capabilities are consistent, that you understand what they are, that you

can see them, that you can look them up. We, even now, after 15 years at ICANN, find ourselves almost reinventing processes and capabilities every five or six years.

Every one of the groups that I showed you earlier undergoes a review, an independent review from somebody who's not involved with ICANN staff, who comes in, interviews the community, assesses the various metrics that we keep in terms of how many working groups, how quickly is the work getting done, how effective is the implementation, and then make an assessment. Is it working? Is it not? Do we need this ccNSO or this GNSO? Is it structured correctly? There's that constant expectation that we are reevaluating, that we're paying attention to what's being done to make sure that it's as effective as it can be – or at least is always moving in some sort of productive way.

In terms of managing the process, again, why do we have rules? It's because people are going to have debates, disagreements. We're familiar with the rules. We can help resolve disputes. We can help set up processes and develop other aspects. It's that concept of help. It's that concept of support. It's that concept of manage.

One of my colleagues uses the example of the referee, because it's the World Cup. There's somebody there who can, whoop, red card, yellow card, something is not appropriate. Gee, you need to do something differently. Someone's keeping the time. Just that aspect of helping to manage everything that goes along. That's why we do what we do. I think I have one more slide. Yes, please?

NAVEED UL HAQ: Excuse me. My name is Naveed. I am from Pakistan. If you go back to the previous slide, I wonder what's the difference between helping and supporting the community. Why do we need to put these two separately or they are similar? I mean, I'm just trying to understand [inaudible].

ROB HOGGARTH: Certainly. When I put this slide together, the concept of help is more the ethos, right? It's that sense that we are a community, that we're trying to help each other, that the ability to help is a spirit of cooperation, a spirit of collaboration, a spirit of listening not telling. That concept, that sort of approach.

Support is different. I mean, I can be the nicest guy in the world and always answer your e-mails and phone calls, but if we don't have the resources, there's only one of me for 500 people, then we're not truly offering the correct measure of support. That's the distinction or at least the spirit in which I use that terminology.

I mean, so much of what we do is based upon, let's face it, our trust in each other, our willingness to work in a manner that is fair, transparent, professional. A sense that people who are involved in the conversations have some knowledge so that this is an informed conversation, not just somebody who's never heard about the internet or doesn't know what a domain name is. It's important that all of the stuff come together.

Now, all of us, within the community – all of you, all of us on staff – have that responsibility. The real challenge is recognizing that it's not perfect at any point in time, but that we're always moving to a position.

I mean, even today, someone will go through a set of processes or procedure that three working groups and five public comment proceedings helped to develop. They go, "Tsk, you left out a word. It says 'and,' not 'or.'" What does that mean? You get into a situation that you had never anticipated before, two people from the same industry or community are trying to achieve the same thing, but they can't both vote at the same time. Why? I don't know, because this rule is written differently.

There's always this concept that we can do better, that we can correct, that we can improve. What I hope is that for all of you, at your first ICANN meeting – not that you're complete ICANN rookies. I mean, a number of you, just seeing you in the room, are familiar with ICANN, have participated. Some of you are even in working groups.

But I think, taking it back to why you're here and, for this week, why it's valuable as a new attendee at an ICANN meeting, is to really test. I ask you all to test, "All right, that Hoggarth guy put up a lot of nice stuff about help and support and manage. Are we actually doing it? Is it working?"

You'll have an opportunity to see some of it in action by participating in sessions, by going and seeing a Chair manage a dispute between a couple of parties. People will get up at microphones and say, "ICANN, you need to do this better. You're doing that fine, that not good." I just encourage you all to really observe it in that spirit. Never shy from having that conversation that says, "You know, we need more implementation input. You're not really helping me." Having that dialogue. Because as we see, every one of these meetings, we have a

Newcomers session and so we get another 100 or 200 new people. You're constantly helping to refresh the community, add new thoughts, capabilities, and insights. It's all welcome.

In closing, welcome. Thank you very much for being here. I look forward to chatting with any of you at any point during the week, after this session or whatever. Thank you. Thanks very much.

JEANNIE ELLERS: Do you want to take questions?

ROB HOGGARTH: Sure, [inaudible].

JEANNIE ELLERS: Are there any questions in the room? You covered it all.

ROB HOGGARTH: Excellent.

JEANNIE ELLERS: Good job.

Oh, there you are. Hello. For the next part of our session, we're going to have a briefing from Elise Gerich, the Vice President of IANA.

ELISE GERICH: Thank you. Go to a next slide.

JEANNIE ELLERS: Yeah, there's some more slides coming. She's going to talk about IANA.

ELISE GERICH: Hi. My name's Elise Gerich and I'm the Vice President at ICANN for the IANA functions. They've made this lovely graphic and put a little circle around "implementation." To your question earlier, the IANA department is all about executing and implementation. We do less with policy in the sense of we don't make policy, but we certainly are the people that have to do the day-to-day work. If we can go to the next slide.

How many of you know these two gentlemen that are in the picture, have seen their – well, I see one hand. Anybody else? There's a few smattering – okay. That's Vint Cerf and Jon Postel. These are two of the individuals who were in the original team that came up with the protocols and the basis for the Internet as we know it today. You'll often hear about Vint Cerf. He's the one in the three-piece suit, that he's the father of the Internet. Then, the gentleman with the longer beard and the glasses is Jon Postel.

As you can see from this slide, the IANA functions or the IANA predates ICANN by a long shot. It was the first Internet institution, so to speak. It means the Internet Assigned Numbers Authority. That title was made for that man in the glasses, Jon Postel. He was the Internet Assigned Numbers Authority. They made up the title for him. He kept lists of things – lists of protocol parameters, lists of numbers, all the unique

identifiers. But we've moved on since then. If you could go to the next slide, please.

Basically, in 1998, Jon Postel was still keeping lists of things but he had some people that helped him at that point in time. At that point in time, all those guys – Vint Cerf, Jon Postel, Steve Crocker, who's now our Chairman of the Board, and others who were part of that original team – they were no longer being funded by the U.S. government to do the invention of the Internet, to come up with all those things that make the Internet what it is today. They thought at that time – and others agreed with them – that they should come up with an institution to take care of some of the things that they'd be working on so that the Internet could continue to thrive and grow. That's why ICANN was created back in 1998.

It was created, but at that time, they thought we were too immature – because, after all, there were only three people at ICANN; Jon Postel and a couple other people. The U.S. government said, "All right. Instead of funding it through the Department of Defense (or DARPA), what we'll do is we'll ask the Department of Commerce to be a steward for it." In order to be a steward, that means to oversee and help there be some adult supervision. That's really what it meant. But they wouldn't have a contract between the Department of Commerce and ICANN, so that ICANN would be able to grow and mature. That's what was started back in 1998. If we could go on.

Basically, why did people think they needed ICANN? I mean, it was one thing that Jon Postel was a single person with a couple helpers. Those guys were going on to other things. But they felt that there was a good

need to have some central repository for all the unique identifiers that were being maintained and were important to have in a central place so that you could have interoperability on the Internet.

You could think of, right now, when a new application comes out to run on your iPhone or your Android phone or whatever, you expect it just work on the Internet. That's because their protocols and they're – which are really standards – which allow those things to talk to each other seamlessly. Otherwise, you would have proprietary solutions, which is what the old telephone systems used to have. They used to have just propriety systems. If you wanted to have a telephone switch, you would buy it Alcatel Lucent, maybe. But they had their own protocols and standards. Or you would buy it from an IBM or someone else. They didn't interoperate.

You needed some central repository. That's why ICANN was created, to help maintain this central repository that would be open and free, so that people could then innovate and develop applications. If we could go on.

What are the IANA functions, these things that we keep lists of, the unique identifiers? There's three primary things we keep lists on. One, the domain names, and that means the top-level domains. The number resources, things like IPv4 addresses, IPv6 addresses, autonomous system numbers, multicast addresses. And protocol assignments. If we could go to the next one.

Let me talk about the number resources. Earlier, Rob had talked about the ASO as one of the policy bodies. The ASO makes the policies for the number resources. The number resources that we maintain lists of, a

centralized database, are the allocations of IPv4 addresses to the Regional Internet Registries. Have you heard of Regional Internet Registries before? Raise your hands if you have. Ah, more of you know them than you knew Cerf and Postel. Good.

Anyway, the Regional Internet Registries are the ones that make up the policies in each of their regions. Then, those policies, when they have a common policy, they come together and they call that a global policy. The global policy then gets put into place and the IANA functions has to implement it.

A recent global policy that we had to implement for IPv4 was a policy about recovered IPv4 addresses. That means somebody had gotten an IPv4 address and they weren't using it anymore, so they returned it to the Regional Internet Registry. Then, that Regional Internet – oh, I'm scaring people away. Then the Regional Internet Registry gave it back to the IANA., so we had what was called a recovered pool.

The registries wanted to know, "Okay, so how are getting to get use to those again? We've given them back, but they don't fall under the policy that we had before."

So all five of the registries made up their own idea of what they wanted to do. Then the five of them got together in the ASO and they said, "Okay. Let's talk about this. Let's see. Oh, I want to change this word. I think we should do it this way." They eventually came up with a common policy. They gave it to the IANA Department. That's what I run. And we had to implement it. It was just triggered three weeks ago. There's a formula, so out of the recovered pool, we started allocating some IPv4 addresses. I talked a long time about that.

Autonomous systems are another address, type of number. Anybody heard of them? Oh, good. Great. Basically, autonomous system numbers are when you aggregate IP addresses. If you think about it, like sending a letter. On a letter, you have to write – if anybody sends letters anymore – but anyway, if you write a letter, you'd have a street address and a city and a state and a country, province, whatever. But the way it's delivered, it usually has a postal code. You can aggregate all that mail that's going to go to one country or one city. That's what an autonomous system is. It aggregates IP addresses so that the underlying infrastructure knows how to aggregate and deliver it all in the right directions. Next one, please. Oh, more numbers. I didn't know I had so many slides. I think I already talked about this, so let's move on.

I said we maintain information about domain names. What we really maintain is information in the root. A lot of people don't really know what the root is, but it's the centralized database of information about the top-level domains. It's like a tree, only you have it upside-down, because usually the tree roots are in the bottom and it grows up. Here, in the Domain Name System, we always have the root at the top and then it spreads out to top-level domains, then top-level domains have second-level domains, and you can have third-level domains. We're only involved with the little black one up there. That's called the root. If we can go on.

Basically, what is it that we do with the root? Or why do you care? Basically, if you want to have a country code and you want to be able to, say – we're in England, so that's dot-uk. If you wanted to have dot-uk as a domain name, a top-level domain in the Internet, it has to be in the

root. There's certain things it has to have in the root. It has to have name servers and it has to have a bunch of other identifying qualities.

That's what's stored in the root. The root has all the ccTLDs. It has all the new gTLDs. It has – I don't think they're called legacy gTLDs, but that's what they are, like dot-com, dot-net, dot-org, things like that. All the information that's necessary for that top-level domain is maintained in the root. That's what we do. The word "delegate" means is the IANA Department delegates – we create – a new top-level domain in the root. That's one of our jobs, and it's one of the ones that gets a lot of attention.

The policy issues here, we have a ccNSO and then we have GNSO. The ccNSO works on policies that are related to cc, country code top-level domains. One of the policies they came recently and they actually did an implementation – a pilot – before they went full force in their policy was to create internationalized domain names so that you could have a country code in Cyrillic for Russia or another country that might use the Cyrillic characters. You have an Arabic country code characters. You have some of the Hindi characters, and Chinese and others. That's one of the policies from the ccNSO.

The GNSO, that created the New gTLD Program. Those were the policies that created the new gTLDs, the 1,400 of them that are going to be coming through delegation. Remember, delegation means they get created, put in the root. That means then they'll work.

The final thing that's at the bottom of this is that we manage the key signing key for the root zone. That's a type of security. Again, it's a protocol. A DNSSEC, Domain Name System Security. What we do is we

manage the security of the root. There's a big ceremony. It's streamed live four times a year. You can watch it. It's really boring, but you can watch it. It used to take about eight hours. It now takes four. But it's a very long, detailed process to maintain and update the keys for the root zone. If we can move on.

UNIDENTIFIED FEMALE: [inaudible]

ELISE GERICH: Okay. This just summarizes it. We maintain the data. It's technical data, it's social data. You can categorize the changes we make as easy and hard. The hard ones are what we call redelegations. If a delegation's creating a top-level domain, a redelegation is a transfer from the person who had the domain to – not the person or an organization that had the domain to another organization. Those can be quite complex, because sometimes they're contested. That's why we call them hard. If we can go on.

I guess I should say what we don't do, because a lot of people think that we do a lot more than we do. We do a lot, but we don't do these things. We don't set policy. Like I said, there's an ASO, there's a ccNSO, there's a GNSO. In the next section, you'll hear about the IETF and the IAB.

We don't decide who's a country. I've been asked many times why some country has certain letters and they don't have other letters. That's all done by ISO 3166, which is based on a UN list of countries. We just reference that list. If you're on that list and they give you a two-letter code, because they use two-letter codes that are then used also

for banking, [whether] you get a three-letter code from that two-letter code. Those two-letter codes are used for a lot of things. We just reference that same list. We don't make up the list.

Then we don't decide who runs the ccTLD. That's a local decision, which is why redelegations can be harder to do than some of the easier things, like changing the name server IP address. Because lots of different people think it's really a good idea, that they should be the one to run the ccTLD. Locally, people have to talk about that and come to an agreement on what's the best organization to run their country code. Okay, if we can move on.

Protocol assignments. This is the little-known function that we do and it's probably the fundamental one underlying everything. Does anyone have any idea what protocol assignments mean? Ah, good, we have one hand. Two hands. Yay, five hands. Great.

Basically, the protocol parameters are the standards, the Internet standards. IPv4 is an Internet standard. That's one everybody knows. A lot of others have to do with the network layer and the communications layer, like BGP (Border Gateway Protocol), or SNMP, which is about monitoring. A lot of those – or immediate types, those are all protocols.

In order for that interoperability to happen, you have to have the protocols and you have to abide by them and follow those standards when you develop equipment, applications, or whatever else you're going to do to run across the Internet. Am I talking too long?

JEANNIE ELLERS: No. You have a half-an-hour.

ELISE GERICH: Oh, okay.

JEANNIE ELLERS: You have plenty of time. I was just [inaudible]. Go ahead.

ELISE GERICH: Anyway, we keep the list – the registries – of these protocol parameters. Basically, those standards are made up in a body called the IETF (the Internet Engineering Task Force). The Internet Engineering Task Force has evolved over time. If we can move to the next slide.

It's the venue for standardization of most of the Internet protocols. W3C does standardization for a lot of the web protocols, but for the underlying protocols that are supported by the IANA function, the IETF is the primary policy maker. Because in every RFC, a Request for Comment – which really isn't a Request for Comment. It started out that way. What it means is the Request for Comment has gone through last call and it is the standard. It's been finalized. You can make one obsolete and it can be retired, but once it's an RFC, you have a standard.

In every standard, there's a section called the IANA considerations. Our department has to check those IANA considerations every time there's a new RFC. And there's thousands of them. Lots and lots of RFCs and lots of lots of protocol parameter registries. When we check those considerations, we work with – it says the IESG up here, as well as the IETF, in general, and the IAB. We create a new registry. This is a registry

for that standard. It's done by the policies that have come up, been developed within the IETF. Okay, can we go on?

The other cool thing about the IETF and their standards, they're all free. All the registries that the IANA Department maintains are on our website, www.IANA.org. You can go, you can pull them up. Any vendor can pull them up. They can get the specifications. They'll know what the unique identifiers are. They can use them to develop products or applications or something that they want to use on the Internet. This just gives you a couple examples of popular registries. Private enterprise numbers, port numbers, and things like that. Move on.

Earlier, I mentioned that in the early days, we were sort of immature. They decided that it would be a good idea for the Department of Commerce to have a contract with us, with ICANN. We're still working under this contract with the U.S. government. The contract, they've been a very kind steward or adult supervision. Basically, we follow the policies. We create the registries. The U.S. government checks to make sure we're following policies. That's how our relationship has been. I should mention this contract's a zero-dollar contract.

Since 1998, ICANN's been doing this without any compensation from the U.S. government. They are like a parent that has cut you off. You don't get any – I probably shouldn't say that. No, I didn't mean it that way. But anyway, it's a zero cost or a zero compensation for us. Okay.

UNIDENTIFIED MALE: [inaudible]

ELISE GERICH: Yes, thanks. In summary, we maintain registries, registries that are primarily lists. They're lists of numbers, names, and protocol parameters. A lot of the things we do, people don't even look at unless you're developing products to put on the network, like new routers or home gateways or things like that. You would use our registries then.

We do this under the contract to the U.S. government and for the global good of the Internet. We do have three of us here from the IANA department this week, so please reach out to any of us. Kim Davies will be here. He's a specialist on ccTLDs and top-level domains. Selena Harrison is also here. She's manning I guess the Fellowship booth.

UNIDENTIFIED FEMALE: [inaudible]

ELISE GERICH: Thank you. The Newcomer booth. She's one of the people that handles all the requests for registering numbers, names, and protocol parameters. If you really want to know the process, she does the process bit. Kim's the one that can give you a big, broad scope of what ccTLDs and gTLDs and how the delegations and redelegations are handled. I can handle general questions. Please reach out to any of us if you'd like to know more about the IANA functions. Thanks for your attention.

JEANNIE ELLERS: Do you have time for some questions if they have any?

ELISE GERICH: [inaudible]

JEANNIE ELLERS: Okay. If there are any questions for Elise, she's here – yes, there are.

UNIDENTIFIED MALE: [inaudible]

JEANNIE ELLERS: Yes, please. For the record.

BENET GARCIA: All right. Your parental supervision is ending soon?

ELISE GERICH: Maybe.

BENET GARCIA: Maybe, possibly. It's a zero-dollar thing. Does that mean that you would look for other ways to open the door to being funded, and what implications would that have?

ELISE GERICH: Well, right now, what the NTIA announced was that they were asking ICANN to be the facilitator – the convener – for a process to make a proposal that would show how the NTIA could step away from their stewardship role and what that would mean. A lot of sessions – particularly tomorrow, they're going to kick off some sessions – we'll

talk about what the process might be to come up with a proposal to hand to NTIA. We have to get a proposal. NTIA has to accept it. Then they would walk away. That's the first part of your question.

Second part is, so if they walk away and it's zero dollar, do we have to get more money to do the IANA functions? Well, since they don't pay us to do the IANA functions—

UNIDENTIFIED MALE: [inaudible]

ELISE GERICH: -- it would open the [inaudible]–

BENET GARCIA: Right now, you're in a zero-dollar contract, which also prohibits you from creating a funding source. But if they went away, that door opens. What does that mean [inaudible]?

ELISE GERICH: Actually, the contract has never prohibited us from charging to recover our costs for the service. It could open a door, but we've never been prohibited from opening that door anyway.

Part of ICANN's charter has always been to do this function for the good of the Internet. We have other sources that then fund this. If I were a company that was on the stock market or something, you'd call me a cost center. I'm not a profit center; I'm a cost center. I don't think that's anything that's probably going to change.

UNIDENTIFIED FEMALE: Thank you. My name is [inaudible]. I'm from Indonesia. Well, since you said that IANA intended to become the policy implementator, what do you think about the transition of IANA stewardship to the multi-stakeholder system?

Because it means, for me – correct me if I'm wrong – it means the policy maker is in the hand of multi-stakeholder system, which is for me, again, it will be really hard for you to implement the policy from diversity of multi-stakeholder system. Because it's a lot of interests out of, I don't know, and needs maybe. And then—

ELISE GERICH: Let me answer that one before you ask your next one, okay?

UNIDENTIFIED FEMALE: Okay.

ELISE GERICH: I think maybe I didn't explain something very well. IANA does not make policy today. We depend on the multi-stakeholder system today. The ASO (the Address Supporting Organization) is part of the multi-stakeholder community of the Internet ecosystem. The Address Supporting Organization is made up of the members of the Regional Internet Registries, which represent five regions in the world: Latin America, Africa, Europe, Asia-Pacific region, and North America. That's a multi-stakeholder group. Today, they make up the policies in the multi-stakeholder environment.

The IETF is also a multi-stakeholder group. It has a consensus-based methodology for coming up for standards. There's no membership. If you're an engineer and you want to participate in creating standards for the Internet, you can go to the IETF, you can participate in the working groups, and you can contribute to creating standards. They go through the review process within the engineering community, which is the multi-stakeholder process, to come to consensus on what the standards should be.

I probably didn't explain that very well, so I don't think that we'll be moving to something different, because the policies have always come from those multi-stakeholder groups.

UNIDENTIFIED FEMALE: Well, so what you're saying is although IANA, now under contract with the U.S. government, the policy doesn't come from U.S. government. Because this question was also raised in a GAC meeting. Most of us like questioning what is the advantage for IANA to move to a multi-stakeholder system?

It's like the meeting said to us, but recently, currently, the IANA it doesn't multi-stakeholder system. That's why it has to be moved to multi-stakeholder system. I think I'm not the only one that [gets that signal], because, well, this is have to be very clear for me, ICANN and IANA as well, because maybe many people think that currently, IANA is not – the policy's not from multi-stakeholder system. That's why IANA have to be moved to a multi-stakeholder system.

Then, my next question is—

ELISE GERICH: Can I answer that one? I'm sorry. Because I'll forget otherwise.

I think that is a problem that you've described, that there is a perception that the U.S. government is making policy. That's not what the contract's about. The contract – and I'll use an analogy, a story. If we go back to where I said when ICANN was created in 1998, it was immature. It was a fledgling. It was like a baby. It needed to grow up and mature. I think what we're seeing now is the recognition that ICANN has grown and matured, so it doesn't need to live at home with mom and dad anymore. It can go off and be part of the bigger community without having mom and dad there to run home to.

I think that's an analogy that I think of. But there is a very strong perception, from a lot of parts of the world that the U.S. government makes the policy. What I'm trying to show in my presentation today is the policy doesn't come from the U.S. government. They're like the mom and dad, where you say, "Okay. I understand. My curfew is to be home at 11:00. I got the curfew from the ASO. I did it just like the ASO told me." They say, "Oh, good. Good girl. You did it just like the ASO told you." That's their role right now. Not to make the policy, but to be that steward.

UNIDENTIFIED FEMALE: Yeah, well, it has to be clear from IANA and ICANN because many people misunderstand. Then, also, for me, what is the most challenge from IANA? I mean, so what's actually the really good thing about the transition of IANA stewardship? Because if it's only like the move of –

okay, now you have already adult organization. You have to move to your own house. I don't think that this issue has to be increased so huge. Then, sorry if I'm – it's like it's too many politics inside of this discussion, because from your explanation, it's so simple.

ELISE GERICH: I think it could be, yes. But I think you asked me what do I see as the advantage? I think the advantage is that if we get a good proposal to the U.S. government, to NTIA, and they accept it, then this perception that the U.S. government makes the policy will go away and that the rest of the world will then believe that it is a multi-stakeholder process. I think we had some other hands. Thank you for your questions. We have one here and we have a gentleman in the back, also.

NAVEED UL HAQ: Thanks for the presentation. My name is Naveed. I have two questions, basically very short questions but generic questions. One is does this require a continuous management of ccTLD that you talk about? Because you said that there are local communities that are involved in handling and assigning local-level names. But on the part of IANA, what is the role? Because if you have assigned a country code to a country or an organization there, does your role go beyond that in managing those local-level names and all that, or your roles stops there? This is the first—

ELISE GERICH: Yeah. Our role for working with the ccTLDs is primarily to keep a centralized database that's up-to-date and accurate about who the

organization is that runs the ccTLD, who they've designated as their administrative contact, who their technical contact is, what the name servers they have are, whether they've got IPv6 quad-A records, if they have IPv4 records, if they have DS records – which are DNS security records. We maintain the authoritative, centralized list of that information that we receive from them.

NAVEED UL HAQ: Okay. Okay. [inaudible] central database that you need to maintain, okay.

ELISE GERICH: Exactly. They send in requests to make a change. Then, there's criteria for making the change. We follow the steps. We make the change.

NAVEED UL HAQ: Okay.

ELISE GERICH: There's actually three parties in the root zone, which I didn't get into this. Right now, the IANA functions, the operator is us. We take the request. We confirm and validate that it's a legitimate request. We make the request. Then we send it to NTIA. They say, "Oh, check, check, check. You followed the process." Then they say Verisign, who is now called the root maintainer, they have the big database. They compile the new information and distribute it. There's three of us that work together in that process today. But that's all we do for ccTLDs.

NAVEED UL HAQ: Oh, okay.

ELISE GERICH: And gTLDs, too. It's similar. Any TLD.

NAVEED UL HAQ: Yeah, of course. My question is regarding how do you see the role of IANA with the more and more deployment of IPv6? Because if you expect end users to have routable IP addresses, then how will you foresee to – how do you foresee to manage those AS numbers? Because [inaudible] end users can be mobile and all that. Do you see a change in the role or policy making with the more and more development and deployment of IPv6?

ELISE GERICH: The IPv6 deployment, everyone's quite concerned about it because there's a finite number of IPv4 and that could strangle innovation on the Internet if people don't migrate to a larger address space. But for autonomous system numbers, that doesn't impact it, because you can have IPv6 and IPv4 addresses within an autonomous system number.

The autonomous system number is really used for routing. It's on router-to-router, talking to each other. That's how they decide how to – I could be one AS number, you could be another, and I would be aggregating all my routes, all of the IP addresses that I know how to get to. I tell you that with my AS number. You would be telling me all the

places you could get to with your AS number. Does that answer your question?

NAVEED UL HAQ: [inaudible] basically I was talking about, mainly about mobility, because with mobility, aggregation becomes more and more problem. If you have end users carrying routable IP addresses that maybe routers even – at least locally. Does IANA have a role in that or a changing role in that?

ELISE GERICH: Basically no. The mobile industry has done actually quite some interesting things with aggregation and the way they use IPv6. They use it more than probably landline folks. But that's all part of standards. We just keep lists of who has the addresses, an dpeople decide how they use them or don't use them. Yes, sir?

[NABIL BENOMAR]: Yeah, thank you. [Nabil Benomar] from Morocco. I'd like to thank you for your presentation. If I may sum up, I can say that ICANN is a consumer of IETF protocols or the protocols made by the IETF.

I would like just to comment on the definition of RFCs and the difference between these [all] papers. You say that RFCs are standards. All standards are RFCs, but not all RFCs are standards.

ELISE GERICH: Okay.

[NABIL BENOMAR]: Because we have some RFCs that they are informational or experimental or something like that. A lot of them. For example, for IPv6 transition mechanisms, we have a lot of RFCs that sum up all that mechanism that we can have to transit. But they are not standards. Thank you. Thank you very much.

ELISE GERICH: Right. Thank you for your comment. He makes a very good point. I made a real general statement about RFCs, Request for Comments. But they do have different kinds. There's informational ones. There's best current practice ones. Then there are the ones that are actual real standards. But it says, anytime you open the RFC, what kind it is. You'll know whether it's a standard. You won't get fooled. Are there any other questions? Ah, yes.

[AMPARO ARANGO]: Yes, Elise. Could you use the headphone or do you understand Spanish a little bit?

ELISE GERICH: No, no, I don't. I could do some French, but [inaudible].

[AMPARO ARANGO]: No, no, no, sorry. My name is [Amparo Arango]. I am from Dominican Republic.

ELISE GERICH: That's in English.

[AMPARO ARANGO]: Yes. Okay. [speaking Spanish]

ELISE GERICH: It was very clear. The translator was very clear, I hope, because I'm going to answer what I thought I heard.

If everyone else didn't have the headphones one, do you all speak Spanish? No? The question was what do we think that the transition will really mean? Everyone has a definition of stewardship, but what do you really think the change in this would mean?

That's what we're actually trying to find out is what people think the stewardship should be in place. That's what the NTIA has asked ICANN to convene the public opinion. We have public comment out there. There's going to be sessions that going to talk about this, to say, "Okay, what do you think the stewardship should be? Is it sufficient, what we have today? In the sense if NTIA were to just step away. Is it sufficient to have oversight by the current Supporting Organizations and the IETF and the IAB? Do we need something else? What does the community think is needed for stewardship?"

I might have some personal opinions about that, but that would just be me. This is a process that's open to everyone in the community. We'd really like to hear your voices. You, as Newcomers, bring new perspectives, which is really important because some of us have been

around a long time. We get stuck in our ways. It's very good to get new voices and new ideas. But I hope I answered your question.

UNIDENTIFIED FEMALE: [inaudible]

ELISE GERICH: Thank you.

UNIDENTIFIED MALE: In fact, I have a quick question. In my understanding—

JEANNIE ELLERS: Can you state your name, please, for the record? Thank you.

UNIDENTIFIED MALE: Yeah. My name is [Hafed] from Tunisia. In my understanding that IANA is the masterpiece of the stewardship transition, because everything is around IANA, if I understood. It is all about the ownership of the database, which is under the Verisign, I think. I would like to understand exactly what's the strategy in the transition from now to 2014 about the IANA functions under the ICANN [inaudible].

ELISE GERICH: The strategy, right now, for the IANA functions in ICANN is status quo, because right now, there's been no change. There's an existing contract. That contract goes until September 2015, and then it has two potential extensions of two years each. So it could go for four years beyond that.

If the community decides that they don't want to change, we'd have the status quo. If the community comes up with a proposal that creates some sort of another stewardship body, then we would have to have an implementation plan. We'd have to then have a timeline. It's hard to say what's going to be next. But right now, we continue to operate. I don't see any change in our operations, because that's not part of the transition that NTIA has asked about. What they've asked is what should happen to the role they play. That's what the transition is.

UNIDENTIFIED MALE: Yeah. It's about to build this spirit of stakeholderism and to create these instances worldwide, then we can go to the next step.

ELISE GERICH: Right.

UNIDENTIFIED MALE: Thank you.

ELISE GERICH: Okay. Are there any more questions? Whoops, one more.

JEANNIE ELLERS: This'll be the last question. Our next speakers have arrived.

ELISE GERICH: Taking me off the hot seat.

TOM NORTON: Hi. My name is Tom Norton and [inaudible] –

ELISE GERICH: I don't hear it, I'm sorry.

TOM NORTON: Hi, my name is Tom Norton. I'm –

ELISE GERICH: Can everyone hear him?

JEANNIE ELLERS: No. Can we turn his mic up a bit?

UNIDENTIFIED FEMALE: You want to use mine?

TOM NORTON: Hello? Can you hear me now? Hi. My name is Tom Norton. I'm from Ireland, but I live in the U.K. for the last 16 years. You say IANA are responsible for the roots and the delegations, country code and generic. That's been quite static for the last number of years. The new generic top-level domains is going to be quite [aggressive] in relation to that. Have you sufficient resource, from people and infrastructure, to manage the new [onset] of generic top-level domains?

ELISE GERICH: I will confidently say yes, because we've already delegated almost 300 and we haven't increased our staff at all. I must say that I have a great team. We did a lot of upfront planning. Part of that planning was to automate the process for handling changes to the root. That includes all the types of changes, not just delegations and redelegations. It's called the Root Zone Management System (RZMS). That was implemented about two-and-a-half years ago. We saw a reduction in the amount of time it takes to handle any type of request.

Delegations still can run anywhere from 120 days to over a year. Some have taken two years. But that's not a processing problem. That's usually a negotiation locally for the people who want the delegation. They work within their own communities and it takes them a while to decide to get their operations in place. We have had several new delegations for ccTLDs in the last couple years. The gTLDs are faster for delegation because they have to go through multiple panels and a lot of upfront work is done. We've been averaging about seven days per delegation to do the complete end-to-end process from the IANA perspective, because all the front-end policy work is done by the New gTLD department.

But at one point, some of my staff had predicted that we needed 52 people to handle the influx of gTLDs. We've managed to show that we don't. We haven't had to hire any additional staff at all and that the automation that we put in place, which is an end-to-end system, from us to NTIA to Verisign, works very well. Thanks for the question. I like to pat my staff on the back because they put this in place. Okay. Thanks everybody. I appreciate your questions.

JEANNIE ELLERS: Thank you, Elise. I appreciate you coming by. I'm sure that was a very informative update for everybody. Thank you very much.

We're going straight into our next two speakers. We have Ann Yamashita and Amy Bivins from our DNS Services. They're here to talk a little bit about what that means and give you a broad overview for the Newcomers who might not be too familiar with the registry/registrar and DNS ops.

ANN YAMASHITA: Is it on?

UNIDENTIFIED MALE: It's already on.

ANN YAMASHITA: Okay. Thank you. Hi, everybody. How are you doing? Fantastic. Okay. Before we go into DNS Services, I wanted to give a quick recap of the root.

The root has top-level domains. I'm going to use the acronym TLD quite often. Within the TLDs, there's two types. One is a ccTLD. The other is the gTLD. Generic top-level domains, country code TLDs.

With that being said, we've talked about the whole structure of these TLDs in the root. But the question is who manages it? That's where the DNS Services comes into play.

Registries are those that are responsible for the management of those TLDs. Then we also have other aspects of the DNS that we have manage or service, which is the registrar component, as well as providing technical services and other types of support.

The objective of DNS Services I think comes into play a couple of different ways. The first is obviously ensuring that the registries and that relationships that we have with our registries, as well as with our registrars, being met and are compliant. The second part of it is providing an environment that offers competition, innovation, and expansion of the DNS. With that being said, let's go ahead and move to the next slide.

This can be a little intimidating. But what I want you guys to focus on is the ICANN part at the very top. The ICANN part represents, in this relationship model, the registries or the registry operators, if you can see on the left-hand side, as well as the registrar.

ICANN has a DNS Industry Department. Within this department – or, actually, we have the Global Domains Division Department. Underneath that is the DNS Industry Group or Industry Team. Then, underneath that, then you have the Registry Services Team, which is where I am one of the Product Managers. Then we also have the registrar side of the house, which handles the registrars.

Okay. If you take a look, ICANN – or the Registry Services Team – has a direct relationship with the registry operator through the Registry Agreement. This is our mechanism of ensuring that the registry operator is operationalizing their registry in accordance to the policies in place.

On the same token, ICANN – again, at the very top, and this is a registrar stakeholder group. Not stakeholder group, I'm sorry. The Registrar Team will work with the registrars to ensure that they're also meeting the requirements of what a registrar needs to have in place.

From there, each of the registrars and the registry operators have mutual agreements to work with each other. That's through the Registry/Registrar Agreement. Then, from there, you can see all the registrars and the registries may have additional support or relationships with other stakeholders so that they can maintain a functional, operational – well, in the case of a registry operator, a registry as well as a registrar. Okay. Next slide.

The question is: what is a registry? But before I go into that, how many of you are familiar with the phonebook concept? Back in the day not too long ago – maybe even before the Internet, I don't know – we used to have these things called a phonebook. The purpose of the phonebook, it would provide you with the names, addresses, and it was a central location so that you could find out more about a business or a person or whatever it may be. Similar to that, a registry maintains and manages this huge database. Then, within there, their job is to essentially maintain that database.

In essence, a registry operator is similar to somebody who owns a telephone book, I guess, in the sense that they have to – they are responsible for the operations and the management of the registry and being able to maintain the data, as well as the zone files, so that when somebody is going to a dot-com, they know the dot-com registry has to maintain all the additional information, so that when the search

happens, it directs you efficiently and properly to the right URL. Okay. Next slide.

What is the New gTLD Program? A couple of years ago – actually, before 2011 – I believe there are about 22 – and some people call them legacy TLDs. But these 22 TLDs are your dot-coms, your dot-nets, your dot-orgs. When the issue – or not the issue. We've have 22 of those TLDs and it took a very long period of time for them to become registry operators. Part of the multi-stakeholder model, discussions, so on and so forth, we decided that we would – ICANN would try to migrate towards – I don't know if the right word is "mass evaluation" or "mass reviews" of applications so that other entities can become a registry operator in a shorter period of time. The New gTLD Program was designed.

There was this thing called an applicant guidebook – or you may hear it as an AGB – that identified the criteria in which a registry operator would have to meet. In essence, if they pass that evaluation, then they would be eligible to become a registry operator, sign an agreement with ICANN, and then work towards implementing that with the IANA group and become delegated.

With that being said, the top part of it talks about the security and stability and how it used a multi-stakeholder model to determine the criteria of what a registry operator needs to have. Then, from an innovation perspective, the New gTLD Program introduced IDNs.

Before the New gTLD Program, you would only see two-character ASCIIs. They were [like] Latin characters. I don't think you would see any Chinese characters, for example. But with the introduction of this, a

service that a registry operator can provide is the ability to use those Chinese characters within the URL. In the future, as we continue to delegate these new gTLDs and assuming that that particular registry decides to offer the service of providing their URL in that particular script, then that would be introduced to the masses.

Then, finally, we're looking at creating competition and choice. Essentially, we've grown quite exponentially from 22 in 2004, I think, was when then last agreement was signed. But from 2011 forward, we've been moving forward with signing more contracts with registries as they are evaluated and as they pass through this initial evaluation process.

As soon as they sign that contract, then they navigate towards the delegation process. I think to-date we've signed 400 contracts. That's a significant difference and also a significant increase of registries that we're learning to manage and monitor. Next slide.

Okay. I'm going to go ahead and pass it on to Amy, who will cover the registrar piece of the presentation.

AMY BIVINS: Thanks, Ann. You covered most of mine, I think, as well. I'm Amy Bivins. I'm with the Registrar Services Team. We work with accredited registrars who are under the Registrar Accreditation Agreement with ICANN. These registrars only sell gTLDs, the generics. For ccTLDs, the registrars don't necessarily have a contract with ICANN.

Our team, we implement policies. We provide customer service. We also work through the Policy Team to talk to registrars about policies that are coming.

There are many different kinds of registrars, as you can see from the screen. There are big ones, small ones. All different types of business models. Some just work with resellers. Some provide all different kinds of services, as well, too. Next slide.

Ann already mentioned this, but there are ccTLDs and gTLDs. There are also IDNs. That's just a picture of some of the existing TLDs that we have now.

Also, Ann already covered this part, as well. The IDNs started I believe in 2010 or so with some ccTLDs. But we still have more of them with the New gTLDs Program. As we're starting to roll them out, it's creating a lot more choice on the Internet. We're hoping that that will increase the outreach and then increase the interest in TLDs, generally. Yeah. Is there another slide? Okay.

Also, both of our departments, both the registries and the registrars, we work with Legal and Compliance fairly significantly, just to make sure that everyone's in compliance and registrants are protected. Do you guys have questions for either one of us? Okay.

BENET GARCIA: How does that compliance work? Is that review process individual for the registrars? Is there a particular cadence how often you check in on them? What's that agreement look like?

AMY BIVINS: It depends. Compliance would be better to answer this than me, probably, but in general the Compliance Program has an Audit Program whereby they send invitations to registrars and periodically audit different practices that registrars have. Also, if complaints come in either to our department or to Compliance, we follow up with the registrars and try to correct those problems. Then it's escalated from there if there is not a correction to the problem. Nothing? Okay. I think we're ahead of schedule then.

JEANNIE ELLERS: Big time ahead of schedule. You had a whole half-hour. Are there any more questions regarding anything that they've talked about?

ANN YAMASHITA: You guys are a tough crowd. A couple of things. We have two booths available. One is on the main lobby and it focuses on GDD. If you want to learn more about registry services, about registrars, some of our technical support that we provide to be able to – I don't know if the right word is "mandate" – but to be able to become operationalized, that would be a great opportunity to have a one-on-one session with those folks that are there.

In addition, if you're new to [the] space, possibly you're an applicant or possibly you are a registry, we do have this thing called the GDD Portal demo booth. This is a tool – the GDD portal is a tool that we use to engage registries and ICANN, for now, with a roadmap of it extending to registrars in the future. But for those who may become a registry or

who are a registry and who are unfamiliar with the system or tool, it's a great opportunity to come by, learn, gather some material, provide some ideas, and/or get a demo of the system or tool so at any point in time you do end up using the GDD Portal, then you know how to navigate yourself through that.

KAREL DOUGLAS: Can I ask a question?

ANN YAMASHITA: Yes.

KAREL DOUGLAS: All right. The question is I know a lot of people always ask what is the relationship between the registrar and the registry on the registrant.

ANN YAMASHITA: Okay.

KAREL DOUGLAS: Just yesterday, I had to explain to a Newcomer and I couldn't explain, to be honest with you, how would one go about from the – let's say from the layman's perspective. I want to go and register MyName.com. Anybody here would like to do that, I'm sure. Many people will have that as their ambition in life, to have a domain name. At least when they leave, there is something – not tangible but there's something there. As a human, as a person, a layman who wants to go, how do I [inaudible]

register KarelDouglas.com, because I think there's going to be value in that name later. I'm hoping.

One of the questions – and I know it's a Newcomers session, I thought it might be a good place to start simply because, I mean, I know the high-level diagram and ICANN and so forth, which is fantastic. No doubt about it. But of course, am I registrant? Or do I go to a registry to go to the registrar? What happens thereafter? I mean, in a nutshell. I don't mean to – but I think we have some extra minutes.

AMY BIVINS: Sure. It depends. Generally, if you want a gTLD, you would go to a registrar online. You may just Google "registrar" or go to GoDaddy's website or whatever.

KAREL DOUGLAS: Like a dot-com or something.

AMY BIVINS: Yeah. But if you want a ccTLD, for some of those, you can purchase or – you don't actually purchase, but register a domain name directly from the registry. But it very much depends on the ccTLD. Some of them use registrars and some of them don't.

KAREL DOUGLAS: A ccTLD would be like dot-tt or like in our case, Trinidad and Tobago, it will be dot-tt. That's KarelDouglas.tt.

AMY BIVINS: Yeah, sorry. There are so many acronyms here. It's a lot to take in, I know, as a Newcomer. But the ccTLDs are the two-code – the country codes, which Elise actually touched on them earlier, as well. They're dot-uk, all of the country codes.

ANN YAMASHITA: As a quick follow-up to that. Let's just say I want to look for you name. Or you want to register your name. I'm going to go to GoDaddy. I'm going to type in the name. GoDaddy's going to go to the dot-com servers Verisign and see if it's taken or not. If it's not taken, then you'll have your agreement or arrangement with them. They'll pay a fee. Ultimately that your name will be "reserved" and hence yours for whatever period of time or whatever your contract may be. That information is funneled and routed up towards the main database, which would be – well, I say "database," but to the dot-coms of the world.

KAREL DOUGLAS: Right. I think that's the question, because – so GoDaddy will be the registrar or the registry?

ANN YAMASHITA: Registrar.

KAREL DOUGLAS: Registrar.

ANN YAMASHITA: Then, the dot-com owner, Verisign, would be the registry.

KAREL DOUGLAS: Will be the – they own all the dot-com.

ANN YAMASHITA: Correct.

KAREL DOUGLAS: They will put it into this big phonebook, as you already said. Karel Douglas will be when you flip the pages, you'll see, "Ah, there he is. He's in the database as…" I get it. Okay.

ANN YAMASHITA: Yeah, that's a great question. Sorry. We should have made it clearer. But anyways, in terms of having – I think if you go to different countries, as you guys are all familiar, if you're a dot-jp, that would be in Japan. I don't know if you guys are familiar on how – and, again, I'm not the most technical person but I'll try to tell my layman's view of how the Internet works.

But people typically read left-to-right. Or, in L.A., we read left-to-right. But from a URL perspective, you go right-to-left. You know that your root is dot-com. Then you know that your second level would be Google. I hope that's making sense.

KAREL DOUGLAS: I'm still there. I'm still holding on. But yeah. I know we have some questions so I'm—

UNIDENTIFIED MALE: There's a great graphic online [inaudible] color.

ANN YAMASHITA: Oh, wonderful. Well, there you go. Thank you.

KAREL DOUGLAS: Should I – oh, I knew there was a question here. Shall I be – the Chair will direct me where the next person is to question.

JEANNIE ELLERS: Over here. Did you have question?

UNIDENTIFIED MALE: I did have a question.

JEANNIE ELLERS: Yes, okay.

UNIDENTIFIED FEMALE: I'm going to do a stupid question. Sorry. For example [speaking Spanish]

ANN YAMASHITA: Okay. Oh, I'm so sorry. I just –

AMY BIVINS: I can do it.

ANN YAMASHITA: Oh, can you do it? I'm sorry.

AMY BIVINS: The dot-do, the company that manages dot-do is actually the registry.

UNIDENTIFIED FEMALE: [speaking Spanish], okay. The institution that runs the dot-[inaudible], that is the registry.

AMY BIVINS: Yes.

UNIDENTIFIED FEMALE: Okay. So [speaking Spanish] country code [speaking Spanish]?

AMY BIVINS: Yes. You can – there's only one entity that runs the – and the question was, for the people that don't have a headset, can be more than one registrar in a given ccTLD or within a given country code?

There's only one entity that runs the country code TLD, but there can be more than registrar. I'm not sure what the policies are for the individual ones, but they all have their own. For example, for the Chinese ccTLD, I

mean, there are many registrars. They just have to become accredited through the ccTLD.

KAREL DOUGLAS: Somebody else on this side?

JEANNIE ELLERS: Then, two rows behind that one, this gentleman's next

KAREL DOUGLAS: Yeah. We have some other questions, so I take the directions from Madam Chair.

[MIKAEL HENEKE]: Just a question. The word "owner" has been mentioned a number of times here.

JEANNIE ELLERS: Can you state your name please?

[MIKAEL HENEKE]: Sorry. [Mikael Heneke], Netherlands. The word "owner" fell a couple of times here. But a domain name is not a good like a house or a car. The way I see it, you can't really own it. You don't, because once you stop paying your bill with your registrar, the registrar can terminate a contract. You would never be able to do that with something you actually own.

What, in your view, would be the legal position – how would you describe the position of the registrar and the registrant towards the domain name? Are they owner? Do they have a certain right to it? What is the basis for you having the domain name? Because you're not the owner.

AMY BIVINS: That's a really good question and I'll try. I mean, the registrant really—

UNIDENTIFIED MALE: That's a great question.

AMY BIVINS: The company or person, whoever registers the domain name, is really like a licensee in that they don't own it but they have a right to use it for whatever period of time that the contract says. I'm not sure about the registrar, honestly. I guess it would a service provider for the registration.

UNIDENTIFIED MALE: So you have the right to a domain name [inaudible]

[MIKAEL HENEKE]: In other words, the right to a domain name is 100% contractual.

AMY BIVINS: Absolutely, yes.

[MIKAEL HENEKE]: Without the contract or suppose that somebody decides to build a completely new root, it's basically, it doesn't have a value anymore.

ANN YAMASHITA: We have our wonderful John Crain with us today. Hi, John.

JOHN CRAIN: Oh, thanks. I always get picked on like this. I've been in the industry for a while.

In the early days, 20 years or so ago when we first started the DNS, you really just phoned somebody up and you got a name. As soon as money started changing hands, you started paying for domain names – who remembers when domain names were free? I see half my staff over there all waving their hands because we're all old. When people started paying for the names – I think it was $50 originally way back when – there were agreements in place, so it was contractual. That's when it started becoming contractual. It is purely a contractual thing.

Typically, though, the way the system works in the generics now is that as a user, you have a contract with the reseller, which is the registrar. They use protocols to talk to the registry database. But there's a relationship between the registrar and the registrant, and then the relationships between the registrar and the registry. Typically, as a registrant or the purchaser, leaser or whatever you want to call [inaudible] name, I'm not going to have a contract directly with the registry. It's a little bit strange.

[ALEXANDER RICHOKEV]: [Alexander Richokev] from [inaudible]. You said that gTLD registrars are obliged to have contract with you, with ICANN. On the other side, ccTLD registrars are not. Correct? But, again, on the other side, iTLD, internationalized domain names, are under the ccTLDs. My question is whose call, who should create policy about eventual conflict? For example, if Karel's name is taken in [Latinic] but not taken in Cyrillic, who should create this policies? What do you think?

JOHN CRAIN: Wow, you're asking tough questions. Let me break one misconception there. IDNs are not just ccTLDs. There are IDNs that are within a country, which are ccTLDs and they are governed by – yeah?

[ALEXANDER RICHOKEV]: [inaudible] country code [inaudible].

JOHN CRAIN: Specifically – yeah. Those policies are set in-country. One of the problems we have with IDNs is how do you map between one character set and another, right? Which is what you're asking about. A string which represents your name in Cyrillic versus one in Arabic. Those policies are still under discussion. But not just for the country code ones. Those kinds of policies about name mappings are under discussion also for the generics.

This is fairly new ground. I'm not actually involved in those discussions, so I'm not sure exactly where they take place within ICANN. But there's

constantly discussion about how do we map and should you even map. Right? Because just because two people have the same name doesn't – if they're in different scripts, is it the same person, right?

These are all policy discussions. There's the technical side of how you do it, but there's a lot of policy discussion around what is the correct way to do this. It's extremely complex. Cyrillic, say, Arabic is one thing, but simplified and complex Chinese is a much closer thing. It's a very complex discussion. If you send an e-mail, I'll find somebody who actually works in that area and they can help you get involved in the discussions.

[ALEXANDER RICHOKEV]: Just one additional comment. I would be comfortable if it's about trademark infringement. Then the situation is clear. But what about some names that are not covered with this intellectual property protection? Yeah, that was—

JOHN CRAIN: Yes, I don't know the answer to that. But these are discussions that are ongoing. And even trademarks, I find as an engineer I don't understand those either, so to say they're clear is probably not right for me.

JEANNIE ELLERS: Then there's one more question in the back and then we have to wrap up for our next session.

UNIDENTIFIED MALE: Can you go back to that slide for a second?

JEANNIE ELLERS: This one here?

UNIDENTIFIED MALE: No, the one with the sunset and [inaudible].

UNIDENTIFIED MALE: [speaking French]

ANN YAMASHITA: Okay, so – oh, that sounds weird. If you look at the diagram between the relationship of ICANN and the registry operator, within the actual Registry Agreement, it's broken up into different types of requirements. You have maybe the first section you can call your terms and conditions. Then, you have particular specifications. All of these, particularly for the New gTLD Program, standardizes how the registry will commit to operate. Within a particular section of the Registry Agreement, such as exhibit A, it identifies all the services that that registry will provide.

Now, before we sign a contract with that particular registry operator, that registry operator is, at that point in time, considered and applicant. There is this enormous evaluation process in which the application request I think contains 50 questions. Part of it's technical. Part of it's financial. All those questions is for the Evaluation Panel to review that applicant, again, prior to becoming a registry operator, to identify whether or not they're financially capable and technically capable.

The point in which an applicant signs a contract and then they become a registry operator, then their infrastructure gets tested in this phase called pre-delegation testing. Then, that's where we look at the infrastructure, confirm that one, it matches with the application and it meets the standard five critical factors of supporting or being part of the DNS.

Assuming that that's successful, then the registry operator goes through the transition to delegation process. Then, we'll work with the IANA Department so that the TLD, even though it works, it's now implementing it into the root and then becoming live, depending on whatever their business need or what their business case was for having that particular TLD. Did that answer your question? The question was how do we map or is there something that – I'm so sorry.

UNIDENTIFIED MALE: [speaking French]

ANN YAMASHITA: The question was how do you identify the current delegated TLDs as particularly any type of registry operators? If you go to the ICANN webpage – this may be tricky to navigate through. But you click on a button called Resources. Then you're going to see a drop box that shows registries. Then when you click on that, on the left-hand side of your navigation panel, you're going to see a little triangle. You're going to click on that and you're going to see Agreements.

When you click on Agreements, you're going to see our base agreement that provides a context of what our specification terms and agreements

are. But in addition, you can look to see all the TLDs – or at least, the generic TLDs – that have agreements ICANN. Then, when you click within that particular hyperlink, it'll take you and give you more information about that particular TLD.

In addition, you'll see a listing that says Lists of All Registries. That's where you can also see the listing and contact information for those respective registries.

On the flipside, the IANA Department also has a listing of all delegated TLDs, as well. That information is available on the IANA website. Did that answer your question? Okay, great.

KAREL DOUGLAS: There was one last question here. Shall I?

[DENIS AKWAMA]: [Denis] from Uganda. My question is related to the ownership of domain names. Somebody ask a question quite similar to that, but they didn't quite – didn't satisfy me.

Not so long ago, in Uganda, we had a situation where – my question is about the domain name ownership. The first question is there are domain names which are strictly reserved for governments as to be owners?

Why I'm asking this is because not so long ago in Uganda, we had a situation where somebody already registered the domain name dot-ug, then government all of the sudden woke up and realized they needed to have an Internet system which they own and started claiming

ownership over that domain name, that only the government can own it. I remember this case was taken to court, but I never got to know where it ended. Then, all of the sudden, there was another one that came out called dot-ug. That's why I'm asking. Are there domain names which are reserved strictly for government ownership? Thank you.

JOHN CRAIN: What you're talking about here is ccTLD policy, right? Ug is a ccTLD. There is no ICANN process that says that under a ccTLD, you must have a gov-dot whatever your cc is or whatever you wish to call that. Those are local discussions.

Now, many ccTLDs do have these. For example, in the U.S., we have gov-dot-us. Those are, by policy, only for government entities. But those are local national policies in the ccTLD.

In the new gTLDs, there are strings that are reserved, i.e., they cannot be registered. Some of those relate to government entities. Most of them relate to things like geographic representation. But there's not something that says under each of these there's something for governments. Governments tend to be within national realms, so they tend to be [in their] ccTLDs.

For the NGOs, or the non-governmentals, like the UN-style things, there's something called int, dot-int. If you're a treaty organization, and there's a lot of rules around that, those are the only people that can get names there.

These processes exist. These policies exist, but they will vary from country to country.

AMY BIVINS: There was a quick request to go through the slide on the lifecycle of a domain. If we can do that quickly. We're a little bit behind schedule, but I want to make sure that this request gets addressed.

ANN YAMASHITA: Okay. I'm going to do the basics on this. If you want very detailed information about some of the steps, including the auto-renew and the grace periods, our expert Caitlin Tubergen on our team can tell you all the specific rules.

UNIDENTIFIED MALE: [inaudible] I can't get it back.

ANN YAMASHITA: Generally, the policy is is that – there's a policy that requires that when a domain name expires – when you register a domain name, your registrar has to tell you what the rules are for when it expires. Generally, as a practical matter what happens is that it'll go into this – during the renewal grace period is what they call it, in a pool. They'll send you a notice shortly before it expires and then after it expires and give you an opportunity to renew the domain name. I believe it's generally it can go anywhere from zero to 450 days.

After that process, that's when the grace period starts and you get an additional 30 days. All throughout that process, the registrar will send you notices telling you, "You have the opportunity to renew it. Do you

want to renew it?" Then, if you elect not to renew it, then it'll go back out again for general availability. Does that help? I hope.

BENET GARCIA: So I'm a reseller. I sell you a domain name. Okay? Now, I actually – like you guys [inaudible] before – I actually have a relationship with the registrar. You don't. You have a relationship with me; I have a relationship with them. I sell you a domain name. You don't do something to it. You forget to auto-renew or set that flag. All of a sudden, it comes loose and we notice. "Oh, by the way." And people ignore their e-mails until something bad happens like it goes away.

Now, from the reseller perspective – if I were the registrar, I would have the ability to pull it back at some point. But from the reseller standpoint, at some point, I lose my paws on it to be able to get it back for the customer. I'm trying to understand when I actually lose my paws on it. Then, is there any sort of recourse after that happens to then actually go back and get it again?

AMY BIVINS: I'll be honest with you and tell you I'm a Newcomer as well. I started at ICANN in January. I don't know the details of that policy. I don't know if John does, but if not, I can put you in touch with Caitlin, who definitely does.

JOHN CRAIN: Yeah. You have the same – so you're a reseller through a registrar, so you have the same tools as the—

BENET GARCIA: [inaudible] when I go through two [inaudible].

JOHN CRAIN: Yeah. You have the same tools that [inaudible] have, which is really – it's the registrant who should be renewing. They may do it through you. I mean, to the registrar, you probably look like a registrant. I don't know your systems.

The real answer here is don't forget to renew your domain name, right? People don't understand how important domain names are and they lose them. You have a grace period – the registrant does. I mean, you look like the registrant to me, right? Because I don't know the difference. You have a grace period in which to still renew. If you miss that, it's just like anything in the world. You've made a bad business decision and you're in a world of hurt. Yeah, there's not a lot of people who are going to be able to do for you. If you're lucky, nobody else picks it up. But being a reseller, you probably know that there's all these people trying to catch these–

BENET GARCIA: [inaudible]

JOHN CRAIN: Yeah, [run bots] and trying to catch these names. The real answer is educate your customers to actually renew early if they can, because you can renew at any time, right? For my own private names, I buy them for years at a time and I renew them at least a year in advance, because I

know how important domain names are. Unfortunately, a lot of customers don't.

You have the same tools that [inaudible] have. At a certain point, your customer is too late. As a reseller, I would recommend that you be more aggressive with your customers, either in education or in doing more than the registrar does. Add that service.

BENET GARCIA: [inaudible] released availability.

JOHN CRAIN: Yeah, that's released availability. That's you're done.

KAREL DOUGLAS: Sorry [inaudible]. I just couldn't help but just add my two cents' worth from the legal perspective to say whether or not there is or is not any remedy for an innocent registrant whom probably spent – gave you money, the reseller or registrar, to go and renew my domain name because I've had this for the past ten years. I've invested in my domain. I have my company. By some fault of your own, not my fault but—

BENET GARCIA: [inaudible] auto-renew [inaudible]

KAREL DOUGLAS: You forgot to send the – whatever you had to do, you didn't do it and the name is then released. Therefore, I mean, what rights do I have?

Because I'm thinking that the domain name, I have rights in that. It's almost like a tangible right that I own. I could sell it, I could buy it, I could rent it. But you've forgotten.

I'm wondering now, from the legal perspective, whether I, the registrant, have a right either to go to ICANN to say, "Well, listen, I'd like to bring a dispute." I don't know if that's one of the uniform dispute resolution procedures, whether it falls under there, whether it's the ombudsman or whether it's a matter I have to take directly with you, because there's [inaudible] of contract. I employed you and you are meant to do what I'm asking you to do. I don't any [inaudible] between the registry because they don't know me.

I'm just curious. I'm not asking for an answer now, because I know we're out of time. But I'm just throwing it out to say that there must be some remedy. I'm sure it's not the first time. I'm sure there are cases where persons have actually lost their –

UNIDENTIFIED MALE: Oh, yes.

KAREL DOUGLAS: Right. Okay, right. Then, I'm sure they want to take some recourse against somebody. Jeannie, back to you.

JEANNIE ELLERS: Thank you. This has been an excellent conversation and definitely one that probably could continue well into the evening. We don't want to do

that. Let's try and have that conversation in the corridors. Definitely get in touch with Amy's colleagues, as well.

I want to now welcome our Security Team to come and give us a briefing on security. Thank you Amy and Ann, very much, for coming.

JOHN CRAIN: All right, we have a pretty picture.

UNIDENTIFIED MALE: Oh, you want me to move [inaudible].

JOHN CRAIN: Lovely. Can anybody read that? I can't. Okay. Good afternoon, everybody. Anybody still awake? Nobody's awake. Okay, that's good. This is going to be easy.

My name is John Crain. I'm the Chief SSR Officer. That word that you can read up there, that three things in red, that's what SSR stands for: security, stability, and resiliency. I actually have to run because what you'll find at ICANN meetings is that you have 20 meetings at once. I'm going to quickly introduce my friend over here, David Piscitello, who's digging in his bag looking for something but he has – your laptop's not here.

DAVID PISCITELLO: I've lost my phone, but somebody ring it.

JOHN CRAIN: Somebody ring his phone. Are you going to stand or sit?

DAVID PISCITELLO: I'm going to stand.

JOHN CRAIN: Okay. I'm going to hand over to David Piscitello. I'm John. If you see me in the corridors, stop me, talk to me. I'm going to run to my next meeting. Dave?

JEANNIE ELLERS: Thank you. Thanks, John. Take care. Thanks for [inaudible].

DAVID PISCITELLO: Ah, there's my phone. Just in time. My name is Dave Piscitello. I work for John. I'm the Vice President of Security and ICT [inaudible] Coordination. There's lot of noise here.

What I'd like to do is spend less time on this slide, because it's actually a little bit out-of-date and talk to you more ad hoc in terms of our how team has evolved over the past year. We now have a slightly different remit that's a little bit encompassing than the remit that's illustrated here. We have four functional areas. I'll walk through those four rather quickly. But each of the areas has to do with the overall remit of trying to maintain and assure the stability of not just the Domain Name System but all the identifier systems that ICANN has some sort of purview over.

We don't call ourselves the DNS Security, Stability, and Resiliency Team any longer. We call ourselves the Identifier System Security, Stability, and Resiliency Team. The reason why I use "team" is because there's only six of us. When we get to be 12, I'll use "department." For now, we're all a peer-to-peer network as opposed to actually having a hierarchy.

The first of the areas that I'd like to talk about is called Threat Awareness and Preparedness. In that functional area, most of the members of the team spend a fair amount of time working with the registry operators, the registrars, the broader DNS community, which means anyone who actually runs a name service. For example, open resolvers like Google and OpenDNS and the like, and other large scale DNS operations. We spend a lot of time with Regional Internet Registries who manage IP address and autonomous system numbers. We also spend time with the public safety community, law enforcement, security researchers who are investigating things like botnets, malware distribution, phishing, pharming, spam.

One of the things that we try to understand is of all these things that are going that have either a criminal or a malicious aspect to them, which of these threaten the Internet infrastructure that specifically would affect identifier systems?

As an example, a distributed denial of service attack against the root or against one of the top-level domains is something that we're very, very concerned about. We try to make certain that we have advance intelligence. We understand what threats might exist. We go and we try

to work with the community to ensure that we are prepared in the event that somebody attempts to execute on a threat.

We also spend time looking at and working with the community that is investigating any protocol vulnerabilities or any operational software vulnerabilities. We work with the community to identify those vulnerabilities, to identify whether or not there's an exploit. An exploit is essentially software some way to take advantage of a vulnerability in an attack. Then we work to try to come up with a software solution or some sort of other mitigation or correcting action. That's part of the Threat Awareness and Preparedness.

A second part, which is the part where I spend a majority of my time is in what we call Trust-Based Collaboration. Trust-Based Collaboration is essentially is our committee, our team working with various members of the security and operations and law enforcement communities to try to understand how we advance the technology, how we get better at securing infrastructures, how we get better at identifying criminal activities, disrupting criminal activities.

Then a lot of what our Trust-Based Collaboration ends up resulting in is working with law enforcement, with security researches in identifying and disrupting or dismantling large scale botnets. Things like the botnet that was just taken down that was running Gameover Zeus, Cryptolocker. If you're familiar with any of these attacks, they're ransomware that would pop up and say your PC is encrypted; we won't give you back your PC or the key to decrypt it until you pay us money. Our team participates in assisting the security community, working with the security community, working with law enforcement to try to make

certain that we can actually take action against networks like that. We can disrupt them. We can help people who are victims of those kinds of crimes.

Another part of the Trust-Based Collaboration is just working to educate the community, educate especially those people who don't quite understand everything you just learned from the registry and registrar operations people. How do you get in touch with a registrar? When you have an abuse or you have dispute, what kind of information do you need to present? We do a lot of education. Most of the people on our team write for publications. We actually write in several languages at this point, because we've drawn our team to be somewhat multilingual. We try very hard to do a lot of outreach and a lot of what we call lending competencies under the Trust-Based Collaboration.

A third part, which is still relatively in its infancy, is what we all Analytics. One of the things that we're doing with Analytics is we're trying to start our own consumption of data, consumption of information that we can acquire that will help us understand where registrations are being most abused, where the DNS is being most abused, what kind of abuse is present. We're building our own corpus of information that's allowing us to take a look at some of the malicious activities, some of the criminal activities, get some what we call histogram or history of events and try to understand why. Try to understand what the criminals' flocking behaviors are. Try to understand what the criminals' points of entry into various campaigns might be. Why does a spam campaign have this characteristic?

As an example, one of the characteristics you may see with a spam campaign is that spammer will go and they'll register a domain. They'll use it for 15 minutes and they'll move to another domain. They'll use it for another 15 minutes. They move to another domain. You can actually see patterns that start to show you that this is the same criminal conspiracy that's running this spam campaign. They're moving around and trying to stay one step ahead of us. Having a large amount of data that we can analyze allows us to take a look at that and go, "What could we do in the policy area," or "What could we do in the registration area to anticipate and force them out of that comfort zone?"

We're never going to stop it, but one of the things that you learn when you work with law enforcement is we want to try to contain it. We want to try to take the criminals out of their comfort zone, because sometimes they'll make a mistake. If they make a mistake, we hope they identify themselves sufficiently that we can go after them. When I say "we," not ICANN, I mean the general community that I talked about earlier.

We're also going to look at how the root is performing. We have some projects to measure the root servers a little bit more carefully. Then, what's our fourth pillar?

UNIDENTIFIED MALE: [inaudible]

DAVID PISCITELLO: Well, trainings, yeah. One of the things that Rick will point out – and Rick is one of the yeomen in this area. This is Rick Lamb, by the way, and

Steve Conte. We do a significant amount of training in a variety of different subjects. Primarily, our training is focused at capability building and primarily focused on helping ccTLD registry operators improve their infrastructures, improve the way that they run their DNS operations.

We help – especially Rick – helps them implement DNSSEC. I do some training and Steve is putting together a broader corpus of training programs over the next year where we'll be going into training more law enforcement, the public safety community including attorneys, prosecutors, judges, and even ministers on what security is all about. Raising their awareness, raising the awareness of how they might educate and make their own citizens more aware of the need for information security, the need for safe Internet behaviors. We work with a lot of partners in that respect.

We have those programs. We're going to get into some other new programs. Those four functional areas require 180% of six people's time. If you happen to pass any of our executives, you say, "The Security Team needs more people." This is a little plug for us, because we could really use six more.

UNIDENTIFIED FEMALE: [inaudible]

DAVID PISCITELLO: Yeah. What's the fourth one?

UNIDENTIFIED MALE: That's Capability Building.

DAVID PISCITELLO: Oh, I just mentioned that. Okay, which is training. Yes. We call it Capability Building. It's a very, very fine term.

That's it for me. That's all I wanted to talk about. Steve or Rick and I can answer a lot of other general questions about security. If any of you want to go to the Fellowship session, which is when? Wednesday evening? Yeah, so Wednesday at 5:00 during the Fellowship session, we generally sit and talk about a couple of different current newsy events. We field questions about surveillance. We field questions about activities or hacks or attacks. It's always a lot of fun, because most of the people there are curious about security, as everyone is. Then, we can roll up our sleeves and be a little bit less formal.

UNIDENTIFIED MALE: We'll also be talking about DNS and DNSSEC on Wednesday, too.

DAVID PISCITELLO: That's right, yeah.

JEANNIE ELLERS: Logistically, that session is in Hilton rooms one through six on Wednesday at 5:00 p.m.

DAVID PISCITELLO: Rick, you had something to say, or?

UNIDENTIFIED MALE: Of course you have something to say.

RICK LAMB: I'm just going to try to make this short and just switch gears a little bit. How many of you guys are first-time Fellows? Good, good. I've been doing this long. Not as long as maybe some of these guys. I used to think all this ICANN multi-stakeholder stuff was just – what a waste of time, right? This is all work, ridiculous stuff which is all a bunch of people talking talk shop.

You guys are very lucky. I love this program that Janice runs. This Fellowship Program is where we bring you guys together as a unit, form a block. Do not hesitate to spend time with each other and understand what each other's interests are, because what I've seen every time at these Fellows meetings are people that now have become part of the community. Become very useful members of the community. People that are willing to come right up to, say, Board members or whoever and say exactly what it is they think. That, to me, is one of the most valuable things of this institution, I think I could say, that Janice has built.

I'm just a techie, all right? I came into this thinking I'm just an engineering stiff. The DNSSEC is my thing. I'm really bored – a little boring thing. In the end, I realized without that multi-stakeholder model and without that system, it would've never been possible to come up with what it is we were eventually able to do, which was to build a system that everyone would trust, using, in our case, one key.

I'm not going to go into technology there, but it's something that governments have tried many times in the past to do. Your passports, your e-passports, all have something called public [keying] infrastructure keys in them. I worked at the State Department for a while. There was an effort there, along with many other governments. European governments, as well, saying, "How do we come up with a system where we have one key where we could verify every single passport as they go through a checkpoint?" No way. No way any government's going to be [inaudible] be subservient to any other government because it looks bad if there's one key.

However, in the Internet – and this multi-stakeholder model and it's got to find another word to use there. But [inaudible] that model, it was possible to bring together people from different walks, different areas, different countries as engineers to truly do this bottom-up approach, to come up with something – a key – that everyone trusts. We now have a system where we have 21 people from around the world that are needed to manage this key. We were able to do what a lot of top-down approaches cannot do.

ICANN is a perfect example of that. I came in as a non-believer and now I believe. I'm completely convinced about this stuff. But when I see you guys come in, it's just – you're in the perfect place. You haven't been jaded like me, okay? I mean, you're not afraid to go up. You shouldn't be afraid to go up to whoever it is, whether it's Board members or of course any of us and be able to say, "Look, this is what I think. Here's what's going on." We need that. We need a fresh outlook. Otherwise, you got people like me that are afraid of my shadow. Anyway, that's all I wanted to say. Thanks.

JEANNIE ELLERS: Are there any questions in the room? Everybody understands security perfectly well. Oh, there's one right here.

UNIDENTIFIED MALE: Very smart crowd, that's why.

NAVEED UL HAQ: This is Naveed. I'm from Pakistan. I just have a little question as it deals with security, especially the DNS. How do you see the challenges that we may have and the things like dynamic DNS would grow and people carrying their things, hosting sites and all domains, while moving or joining different domains? Do you see any challenges associated with that when it eventually would be realized?

RICK LAMB: Yeah. I mean, you're talking about things like dynamic DNS where the IP address is continually changing.

NAVEED UL HAQ: [inaudible] anything like DDNSEC or a thing would the same that we are doing right now with DNSSEC.

RICK LAMB: Well, I mean, maybe we need to talk more details here. It sounds like you're an engineer like me. We should talk directly. But these are technologies that has been around for a while. New technologies will

continue to come. What's important is have well-defined we'll call them rules but expectations, so we know how the systems work. I mean, dynamic DNS is a perfectly valid protocol where you're changing some information that is under your control in any case, low TTLs and things like that in order to be able to update things quickly.

But the same rules that apply to, say, a long-term, static DNS setup should apply also here, as well, in the sense that there should be processes in place to maintain the zone file, the data that you're actually going to publish. Then we have this term often called "garbage in, garbage out." You could go crazy and build all the security, but if you don't manage the data going into your database, into your zone file properly, what do you really have?

UNIDENTIFIED MALE: [inaudible]

UNIDENTIFIED MALE: I think one of the interesting questions I would actually ask is that before we actually can answer some of the questions you're asking about dynamic DNS, we really do need a lot more field experience with a broader deployment of DNSSEC at the second level.

We've got 300 top-level domains that are signed, but the penetration to the Google.coms and the [CoreCom].coms and all the rest of the coms and nets and orgs and other TLDs is relatively small. We don't have a lot practical experience yet. I think Rick is probably the same generation as I am in that until you've actually proven it in the field, you actually haven't proven it in the field.

UNIDENTIFIED MALE: Just to add to that, too. I think when you talk about DNS, I think in some ways you should envision is at short-static DNS because it's always going to be static at some place, at some point. At the zone file and at the registry, where the data's there, you might be changing name servers quickly or data within your zone quickly, but hopefully you're not changing your key every 20 minutes and things like that. There's going to be one piece of it that's still going to be static, always, to create that stability. I wouldn't consider it dynamic as much as just very short time span on it.

TOM NORTON: Hi, it's Tom again from Ireland. It's probably a much wider conversation and deeper conversation, but I'd like to know it'd be a good time to speak to you guys about DNSSEC. You've touched on the real wide expansion [inaudible], the real implementation is when everyone's using this and it's been properly field tested and those challenges associated [inaudible] as managing DNS infrastructure for a large corporate. I'm just wondering when is the best time to listen to what you guys have to say and probably have a conversation with you.

RICK LAMB: Well, I mean, Wednesday, we'll be talking more about this stuff formally. We also have Wednesday, there's a DNSSEC workshop. But more importantly, I'm yours. Okay? I think I'll be watching the game 5:00 to – after 5:00 starting at the sports bar. I mean, no, I mean, this is my – this is what I do. I'd be very happy to talk to you. There are many

of us here, many DNSSEC people here. If you get to run into a gentleman named Roy Arends from Nominet.uk–

UNIDENTIFIED MALE: He'll blow you away.

RICK LAMB: He'll blow you away. Well-spoken, will be able to explain the things carefully. Wrote the specification. There are a lot of us here and I'll be happy to introduce you to any of them.

TOM NORTON: Okay. When's the workshop?

RICK LAMB: The DNSSEC workshop starts I think in 9:00 on Wednesday morning. 8:30 but we don't really don't get going until 9:00.

UNIDENTIFIED MALE: Somebody in the back. Name [inaudible].

UNIDENTIFIED MALE: [speaking French]

RICK LAMB: Wow. You hit the nail on the head. I mean, exactly right. I truly hope you have an opportunity to come by the DNSSEC workshop. There's a beginners, also, DNSSEC session I think on Monday. But you should

definitely be there for the workshop on Wednesday. You are exactly right. I'm so happy. It's the end user. It's trying to explain to the average person, or to the business even, the importance of – or what DNSSEC is and what it provides. Because without that, we have nothing. I mean, you're absolutely right. I would love to talk to you after this session. Thank you.

UNIDENTIFIED MALE: Like this morning, I will always come with a question of end user in small countries and small communities. My name is [inaudible] from the Comoro Islands, between Madagascar and Tanzania. Somewhere there are some islands.

The reason I say this is that we had a workshop [one day]. We are in country where you have the telecom company also is the only register, so every one of us buys a domain name, GoDaddy, [Canada, France or whatever]. There is no much technical know-how.

But one day, in a workshop, we found out that many of those small business and organization NGOs and things, a lot of discouraged because sometime in their domain, they're infected. Nobody knows anything because there is no much connection to a register or to whoever.

My question is what can be done to sensitize the end users? Where to report to? What kind of things should we say when something that happened – there

is a sense that something can be done? Because in those countries, everybody is so isolated they don't know, really. I mean, and the whole

thing about security becomes like a myth. You heard something about it's a Turk, it's a Chinese, it's an American spy, it's a Russian who is angry or whatever. We are in [inaudible] there.

But again and again, Internet for us is vital because I never insist enough, it's really the real bridge that we have today to the world. You can have a citizen website suddenly that stops because they give up. They don't have too much technology. It has a direct impact on the progress of us and advancement of a countries. Thank you.

UNIDENTIFIED MALE: It's a very hard question to answer, because ICANN is not the only real player in this. There's a need to have more attention focused on emerging and developing countries with respect to technology. There are many initiatives that are peripheral to but probably not right where you are. One of the challenges is finding either some place like the Commonwealth of Nations where I'm, for example, involved in the Commonwealth Cybercrime Initiative. We're involved in capability building among the 53 Commonwealth nations.

We have programs that try to raise user awareness, raise awareness of minsters, raise awareness of the communities, then try to go in and help each of the countries improve their operational capabilities. Then, go and help them improve or understand how they can enact legislation or adopt Commonwealth common-law to fight cybercrime as an example.

But unfortunately, an awful lot of the countries that are in the same situation that your country is in, they don't have the infrastructure or the economic capability to actually do the capability building. Things like

the Commonwealth Cybercrime Initiative are efforts where you bring in a small amount of money and a large amount of what we call sweat equity, where people who are going to go and do things voluntarily or as part of community interest. That moves slowly. With the Commonwealth initiative, we've gone to I think nine countries at this point. We've built capacity in a number of different areas.

Primarily, though, what we're doing, at least initially, is going and doing what in the security world we call a gap analysis. We go and we look and see where the country is technology and with respect to security. We compare that against what we would think would be optimal for that country. We identify what's missing. Then, we go back to the country and say, "These are the areas where you need to concentrate." Often that is almost the entire spectrum. That's what makes it very, very challenging, because you need to come in and literally forklift an entire infrastructure in some situations.

I can tell you that we're working in Africa – in east Africa right now, primarily. We're working in the Caribbean. Part of what I hope we can do with the initiative is start to leverage regional capabilities so that if we're in Africa, how can we actually take advantage and improve some of the other countries that may not be necessarily part of the Commonwealth, as an example, but are adjacent to and can benefit from the same information.

UNIDENTIFIED MALE: Slightly from a different perspective. I mean, I've run businesses before. Necessity is the mother of invention. I find, often, the barriers are a lack of [inaudible] a certain predictable rule of law. There are intelligent,

smart kids everywhere, okay? Engineers that could take advantage of all this stuff. But if they have no way to benefit from it, meaning opening up a bank account. There's some countries in the Caribbean that you can't even open up a business bank account.

Some of the basic things you need to start and run a business, I think if they're there and there's a predictable – I'm not even going to say "good" but a predictable – set of rules and taxes in place, that's what I want to see. Every time I do training and I go, "Look, I'm looking out here and you guys are ten times smarter than me. Why don't you guys take advantage? Write some software, build stuff on the…" – because when you start doing that, you start caring about DNS security. You start caring about infrastructure. You start actually making it work.

I mean, in some Latin American countries I ran into, because the government is such a big employer, they actually were clever enough – I think you [inaudible] in Argentina – but clever. There was a gentleman there who said, "We're just going to build our government CERT." If any of you guys know what a CERT is, but it's a Computer Emergency Response Team inside a government. A lot of governments need them. This guy was clever enough. He said, "You know, I get four other people that are working inside here. We will build this ourselves." They did a wonderful job. They're a great example now. They have some techies working for them as well, which makes me feel good. They might hire my fellow brethren.

But necessity is my point. There's got to be something that needs to be solved or maybe a desire to make some money in a certain area. Customized software for our local businesses, anything like this. But

there also has to be the environment that allows them to succeed at that. I find that as one of the biggest problems in many actually very large countries, this is still a problem. Anyway.

UNIDENTIFIED MALE: Just to add onto that, too. You mentioned the end user. My mom still clicks on links. I still get calls and says, "The Internet's broke." It's always going to be a case of awareness, awareness, awareness, get that awareness out there. But if the end user doesn't pay attention to it, then awareness goes nowhere.

What you can do is find the coalition of the engineers and the people who understand what the issues are in your region or your country. Work towards creating something which would be hopefully interesting for my mom to go to, because she's your customer. When we're looking at the end user, we're always looking for the least common denominator. Don't ever tell my mom I called her a least common denominator.

But until we get the end user to care about what the compromises or what can happen to him or her as a user personally on the Internet, then really that's the big challenge globally. It's not country-specific at all.

UNIDENTIFIED MALE: We're going to have to wrap up.

UNIDENTIFIED MALE: We have a question here. Sorry.

DAVID PISCITELLO: I'm actually late for another meeting. I'm going to leave you in the capable hands of Rick and Steve unless you want to wrap up.

JEANNIE ELLERS: Yeah. On that note, we have time for maybe one more question, but please, please.

DAVID PISCITELLO: Thank you very much for having me. It's been a pleasure. You're sitting on my bag.

UNIDENTIFIED MALE: Okay. My name is [Marcus] from Germany. I have a small question. If you're working for Security and Stability, and do you have an eye on the operational aspect of ICANN, too? We see some [inaudible] of ICANN operationals, see the radar problem of leaking information. We have a breakdown on the system for new gTLD process working. Do you have even a look at these aspects?

As stability, we in Germany, our government said, "Okay, all parties working on the infrastructure, let's see one of the world's largest exchange points in Germany is [inaudible]. We are [inaudible] 27001, something like this." Is this aspect of your work too, or what is your idea about [our] operational security within ICANN?

[STEVE CONTE]: We do have an operational security department that falls under the auspices of IT inside of ICANN. You heard John talk. John's been around in ICANN since 2000? Fourteen years? [inaudible] for much longer than that. John gets called in everything. Dave gets called in everything. Rick probably gets called in everything.

We have an interest in it because we want to make sure that we're eating our dog food in the sense that we're not compromising our own unique identifiers. However, we have a very capable internal Security Team that takes care of that and that actually handles any of those issues. We understand that there are issues that come up. That team jumps on them. But we lend our expertise or a hand when we can or when we need to.

RICK LAMB: This is what I like about the Fellows. You don't hold back. Yes. We've had problems. Yes, we're trying our best internally and there are different departments being created. I think we're getting better. As far as [ISO] 27,000 and things like that? For DNSSEC, of course I required that we were going to have the same thing, something called a [systrust] audit. It's an internationalized recognized audit.

That has caused other departments to also say, "Maybe we should also have this third-party professional IT audit." You're dead-on, because I think we need more of that internally. An audit is not perfect, but I think it's one of the mechanisms that helps ICANN try to not only solve some of these clear problems, like data leakage. That was a very bad one. Very embarrassing. But our product is reputation. We have to focus on

that. These are things that are very important there. Thank you for bringing that up. Keep bringing it up.

UNIDENTIFIED MALE: Yes?

KAREL DOUGLAS: I know this is really bad of me. I just – one very quick question, because somebody said the Internet was broken if your grandma or your mom press on the link. This is a question that I have been asked in the past is whether or not the Internet could be shut down. Are we talking about security and stability and somebody – I mean, people do ask me, say, "Karel, is there any way possible that some insane, mad genius sitting down in a room can actually work out a way to shut down the Internet"?

[STEVE CONTE]: Yes. When the zombie apocalypse hits. I don't think there'll be an Internet to worry about. I think they'll worry about having an Internet.

The answer to your question is where and at what level of shutdown are you talking about? Has there been a shutdown of the Internet before? If you ask some people in some countries, absolutely there has. It depends on if you're talking about the Internet as a whole collective beast or if you're talking about the Internet within specific regions or zones.

I don't think there's a – there's no big switch that you can go and – when I used to work in the office, a long time ago, I had a switch on my

light that said "The Internet, on and off." I don't think there's any way to do that. Even with the root servers, it was built on resiliency.

Out of the S, S, and R, that's probably the least talked about piece on it is the resiliency. The Internet is incredibly resilient. It's organic. It will find a way to work around whatever situation is taking place.

It's yes and no is the answer to your question. I don't know of a better way to say it.

RICK LAMB: He's absolutely right. If you're referring to some of the news articles that come out about at key or a single key or a switch like that, again, there's always a way – the Internet was built to work regardless of what got in the way.

The root servers, for example? It's a bunch of people that just don't get along with other, okay? That's good, okay? That means no one person can mess this thing up. But everything is built that way, such that there's these – yeah. I mean, I'm just going to leave it at that. I mean, it really is – I mean, I'm old enough that I remember the Internet before the Internet really showed up. We built the Internet on top of phone networks and [X25] networks and whatever was out there. We built it on top. That same spirit is still there. Should some part of it get cut off – and you see this sometimes. Sometimes, when there's a war in a country. People find ways.

I mean, I love this picture. There's a picture of – this was recent. A picture in Istanbul with a wall. It had 8.8.8.8 spray-painted on a wall. Now, maybe I'm sticking my foot in my mouth here if there's someone

from there, but I mean – so the government had some issues in Turkey recently. They tried to shut down parts of Facebook and YouTube. Well, the population just said, "No. Here, use this different DNS server." To me, that was the first example where I saw geeks matter, right? I mean, no one cares about us geeks. But here, in the newspaper, there's a picture of an IP address spray-painted on a wall. Now, my mother would not understand what that was.

UNIDENTIFIED MALE: Rick [inaudible].

RICK LAMB: But that allowed the population who wanted to still continue to surf the Internet, go to YouTube, go to Facebook, do whatever they wanted to. Eventually, I think the government of Turkey has decided to overturn some of those rulings.

But that's an example of how resilient the system is. It's not just the hardware. It's the people and how it's put together.

JEANNIE ELLERS: Thank you very much for coming today. We'll be going over when the other sessions are happening with security and some other sessions that might be really interesting as we wrap up this session here in a minute. Thank you very much.

UNIDENTIFIED MALE: That was great.

JEANNIE ELLERS: Now that everybody has become an expert on every single topic we've covered today, I wanted to – I am hesitant to tell you this, so I'm going to tell you this but ask that you stay in your seats for just a few minutes. There is coffee in the back. You can help yourselves as soon as I get through this next part, I promise.

UNIDENTIFIED FEMALE: [inaudible]

JEANNIE ELLERS: Yes. I'm going to try to condense about the next 20 minutes of this presentation into the next 7 minutes to keep us on track as much as I can. It's not a lot of information, just some refreshers on where you can find information throughout the week.

Meeting information is available on the ICANN website. The schedule is consistently updated for room changes or anything like that. Check the boards outside of rooms. Look at maps. You can gather maps from the Newcomer booth downstairs and from the registration desk, as well.

Remote participation, if you happen to feel like sitting downstairs in the lobby and watching a session instead of going into another freezing cold room, remote participation is available.

Transcripts, recordings, and presentations are available. They'll be posted on the website just as soon as we can.

On the note of the schedule. As you build your schedule for the week, don't overload yourself. We talked about it this morning a little bit. There are over 200 sessions happening. You're not going to be able to attend all of them. It would be nice, but you can't. You shouldn't expect to. Find what interests you, look at the different tracks. If it's a security track or something like that, write those down in your schedule.

For the Fellows in here, there are a few meetings that are important. The 7:00 a.m. meetings are going to be happening every day. There's room changes, and so please keep an eye on those. The invites and everything went out, so you should have them.

Just for some updates. On Monday, there's going to be a Transition of NTIA Stewardship of the IANA Function at 10:30 here in this room.

For the Latin American and Caribbean space ICANN meetings, that's something that was part of the Latin American and Caribbean regional strategy. Those are some meetings that have been taking place on a regular basis at each meeting. That's on Monday at 1:00.

The Middle East Strategy Working Group is also going to be having a meeting to discuss and to update the community on the strategy that came out of the Middle East.

Tech Day, 11:00 on Monday.

GDD, which we had a discussion about really briefly this morning – or just this afternoon – the Global Domains Division. They also have a booth downstairs and they'll be giving a update to the community in this room at 1:30 on Monday.

NextGen. Did we lose the NextGen or are they still here? They're going to be having a meeting at 3:15 as well. Fellows and NextGen can meet up there.

DNSSEC for Everybody. This is a really, really great session. It touches on what the Security Team was just telling us about. It's fun. It's interactive. If you're interested at all in the things that you just heard, this is a really interesting session to go to. I highly recommend it. I will be there, as well. Please join us.

UNIDENTIFIED FEMALE: [inaudible]

JEANNIE ELLERS: I'm sorry?

UNIDENTIFIED FEMALE: Tomorrow?

JEANNIE ELLERS: This is tomorrow, yes.

UNIDENTIFIED FEMALE: What time?

JEANNIE ELLERS: The DNSSEC? Tomorrow at 5:00 p.m. Upstairs on the Mezzanine Level in the Thames Suite.

Tuesday is Constituency Day. Walk around. Ask questions. Ask the ICANN booth for directions. Go to the Supporting Organization meetings. Go to the Advisory Committee meetings. The Board will be going around having meetings, so look at the schedule for those, as well. I believe all of the Board meetings except the GAC will be taking place here in this room. The Board usually goes to the GAC because it's such a huge group. If you're interested in seeing Board interaction with the Governmental Advisory Committee, you'll have to go down to the [Palace] Suite tomorrow.

For Newcomers and Fellows, if you want to chat with the Security and Stability Advisory Committee as – ICANN's Development and Public Responsibility Programs. Lauren, are you here? Can you come up for just a second, please? This is Lauren Allison. She's ICANN staff. She works with the Public Responsibility Programs and she's going to give a very, very brief update.

LAUREN ALLISON: Great. Cool. Hi. As Jeannie said, I'm Lauren. I have a very long title, but I'm not going to use an acronym for it. I am Development and Public Responsibility Program Manager.

ICANN is currently looking into how it approaches its public responsibility and how it supports the global public interest. One of the ways that it's doing that is looking at four tracks. The first one is education. We have Jeff Dunn at the back, who's our Online Learning Specialist. I don't know if anybody's been on ICANN Learn, but if you want to do courses, things related to Internet governance or ICANN itself, you can do that online. Slower?

UNIDENTIFIED FEMALE: Yes.

LAUREN ALLISON: Sorry. Another one, speaking of interpreters, is we actually look after Language Services, as well, so providing content in local languages, interpretation, translation.

Then, our third track is Next Generation, which Jeannie has already mentioned. You'll see them in the purple shirts. Please say hello to them. They're also Newcomers.

Our fourth track is Participation in Global Cooperation and Development, as well.

We're having a session Wednesday, which I think is up there. Yep. It's at 1:00. We talked about how you can shape ICANN. We're exploring a new department that will address all this. If you've interest in any of those four areas, it would be absolutely wonderful if you could come along. It's in the Windsor Suite on Wednesday. That's me. Thank you. Sorry? It's at 1:00. It'd be great if you could come along. Thank you.

JEANNIE ELLERS: Thank you, Lauren. In addition to what Lauren just explained, there's also going to be, as far as engagement strategies go, Asia-Pacific will be having their meeting, which I will be attending that meeting, as well, so I'll hopefully see some of you there, at 3:30 in the Thames Suite just to discuss the implementation of some of the projects that have come about out of the Asia-Pacific engagement strategy.

The ICANN Security and Stability and Resiliency Team Outreach will be in this room on Wednesday at 3:30.

Then, at 5:30, the engagement strategy for Europe.

We're trying as much as we can to make sure that the regional teams are updating their regions and updating the community, really, on the outreach and engagement that's happening in each of the regions.

Again, for the Fellows, your meetings are still at 7:00 a.m. every day.

On Thursday, Enhancing ICANN Accountability, which is something that we talked about this morning. That'll be taking place on Thursday morning at 10:30.

Then there will be another session regarding the transition of the NTIA stewardship of the IANA functions at 1:30.

The public forum is always a really good time. Happening beginning at 4:30 with the Board meeting to follow. That brings about the end of our week.

There's also some opportunities for fun, which Karel keeps reminding us of.

Monday morning is the DNS women's breakfast. I encourage all of the women in the room to please attend. Men, you'll have to –

UNIDENTIFIED FEMALE: No, they can come, can't they?

JEANNIE ELLERS: Right. Right, right, right. Except the Fellows. I'm sorry, I'm sorry. Except for the Fellows. You're going to be – you'll be stuck with me.

But on Tuesday, there's the At-Large Showcase.

Wednesday night is the gala night. Please get your tickets at the Newcomer booth for the gala.

On Thursday, the ICANN 50 wrap-up cocktails will happen after the Board meeting. It's a good opportunity to unwind, have a drink, relax, and process everything that has gone on during the week.

Then, every day, spend time networking at the coffee breaks, in the hallways, have your conversations in the corridors, meet the staff, meet other members of the community. Everybody who came and spoke today really meant it when they said feel free to approach them in the hallway. They genuinely meant that. Don't be shy.

The ICANN booth is open Saturday to Wednesday, so it's open right now and it's open until 6:00 p.m. It begins at 8:00 a.m. There's a lot of brochures down there and a lot of information that you can get. Some of our Fellowship alumni will be at the booth throughout the week, so please come and say hello. They have meeting guides and schedules, all kinds of good things. There's also the acronyms that you all heard today. You heard many, many acronyms. At the Newcomer booth, there are cards that will explain – that will define these for you. They will tell you what the acronyms mean. It's very helpful, sometimes, even for me.

For events specific to ICANN, follow hashtag ICANN50 (#ICANN50) on Twitter. Social media, we have a ton of it, as you can see. We have an ICANN Twitter. We have an ICANN Facebook account. ICANN Google+,

LinkedIn, YouTube, SlideShare, Flickr, LinkedIn, ICANN for – our Business Engagement Team also has a LinkedIn account separate. Our Twitter account's ICANN President, which would be Fadi Chehadé, Akram Atallah, who is in charge of our Global Domain Division, new gTLDs for anything new gTLD-related, ICANN for Business for anything business-related. We also have ICANN Twitter accounts in Spanish, Portuguese, and Arabic.

When this week over, and it will end quicker than you can imagine, even though you feel incredibly overwhelmed and very busy, this week will come to an end. At the end of this week, when you go home, again, make sure that you're sharing what you learned here with your colleagues at work, with your friends, with anybody who you think should participate. Engage with your regional engagement teams. Speak to them, talk to them for your region. There are really helpful staff that are available to you. Just like the policy staff, we're across time zones. Engagement@ICANN.org – please just send a note and we'll put you in touch with the right people.

The ICANN learning platform is also important to look at. It gives you an opportunity to learn more about what you've heard today and touch more upon what you'll hear throughout the week.

Submit public comments. Read the public comments that are submitted. Read the blogs that are posted. ICANN's got a brand-new website. It can be a little daunting to look around, but please, just feel to explore. Set up a profile and see what else you can learn.

Then we'd like to see you all back again at another ICANN meeting, either via through the Fellowship Program or through other means.

Please, feel free to attend. If you can't attend the next meeting, always feel free to participate online.

That is it. Thank you very much for sitting with us today. Fellows, please stay in the room. We need to do your business here at the end over here. Everybody else, help yourself to coffee. Then, if you can exit. Then I will meet with the Fellows right over here, please. Thank you very much. Thank you. Look, I only took ten minutes.

[END OF TRANSCRIPTION]