ICANN69 | Community Days Sessions – At-Large: Ensuring Community Engagement in Pandemic Times
Thursday, October 15, 2020 – 12:00 to 13:30 CEST

GISELLA GRUBER: Thank you very much. Gutten nachmittag in Hamburg. Good morning, good afternoon, good evening to everyone else. Welcome to the ICANN At-Large ensuring community engagement in pandemic times, on Thursday, the 14th of October at 10:00 UTC.

Interpretation for this session will include French and Spanish languages and will be conducted using both Zoom and the remote simultaneous interpretation platform operated by Congress Rental Network.

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If you wish to speak, please raise your hand in the Zoom room, and once the session facilitators call upon the name, you may unmute yourself. Please state your name for the record every time you take the floor, as well as the language you will speak if speaking a language other than English.

When speaking, be sure to mute all other devices, including the Congress Rental Network application. Please also speak clearly and at a reasonable pace to allow for accurate interpretation.

Finally, this session, like all other ICANN activities, is governed by the ICANN expected standards of behavior. Please find the link in the chat

for your reference. In case of disruption during the session, our technical support team will mute all participants.

With that, I will hand the floor over to our Moderator, Amrita Choudhury. Over to you, Amrita. Thank you.

AMRITA CHOUDHURY: Thank you, Gisella. Greetings to everyone, and very welcome to the session. We are doing it for the first time, and most of you, as you are aware, we at At-Large represent the interest of the end users.

Over the years, our ever growing members in 230 At-Large Structures and 85 individual members spread across 60 countries have actually been working at the grass root level, spreading the work of ICANN and At-Large within their communities and bringing back the voices, concerns from the communities to the At-Large discussions.

With most of the work being done by them being voluntary, with none or negligible support financially, our members, even during the pandemic, facing challenges, have been relentlessly working in their regions.

Today, few of these unsung heroes from across the globe will be sharing their experiences on how even during the pandemic, they have been working to build capacity and engagement of ICANN in their communities. And finally, we will have a discussion on how this engagement can be further improved based on the feedback from our community, the ICANN GSE team, and also discuss initiatives taken so far by At-Large.

So in the first section, we will have few of our members discuss their engagement initiatives. May I first request Minata from Burkina Faso to share with us one of the initiatives your ALS has been doing to raise awareness of ICANN and At-Large in Burkina Faso. I believe Minata will speak in French. Minata, over to you.

MINATA ZONG-NABA: Hello. Good morning. I am Minata Zong. [Initiative take ICT and SLA] Burkina Faso. Activities, we are going to speak about the training of the members. We have varied activities. We also promote towards other partners such as Internet Society, but the training of the trainer is especially based on the root system.

We have a yearly event. Something we do though every year. So we tried to attract the greatest amount of people to this training. During this training, we have sessions that are based on ICANN and its community, on the AC and SOs. Some of the staff for ICANN intercedes during the sessions, people from different communities such as At-Large, and help us to see how the French-speaking population can get engaged within the community.

Each year when we organize this training, all participants are invited to register on different lists published by the community in order to get more engaged in the work that is being done. So we're doing advocacy and lobbying in order to invite users to participate into the discussions within ICANN.

AMRITA CHOUDHURY: [inaudible][cut you here] because everyone has three minutes. Next, I would request Oreoluwa to share with us the work you are doing with your engagement with women and children.

OREOLUWA LESI: Thank you very much, Amrita. I'm Oreoluwa Somolu and I'm an individual member of AFRALO. I'm also the founder and executive director of the Women's Technology Empowerment Center, WTEC. We're based in Lagos, Nigeria. And my work revolves around raising the next generation of female technology leaders, creators and entrepreneurs.

So in terms of the work that we're doing, we're trying to bring more women into technology where they're underrepresented, and Internet governance is one of those spaces where women, especially Nigerian women, women across Africa are not as engaged as they could be.

So my involvement with AFRALO has really helped me personally build up my own knowledge of Internet governance and ICANN's work in general, and I've had the opportunity to participate and contribute to policy development.

So as a result, one of the things that I do through my organization is to run Internet governance 101 workshops for young women. We really try to relate the issues of the day, the cutting edge issues and wider domain name system issues with women's day-to-day realities in terms of their personal and professional lives. We encourage them to register for domain names so that they can have a presence online

which means that professionally, they can be more easily found, and also, they're increasing the African and female African representation online as well.

We also educate young women about domain name fraud, abuses, and basically safeguarding their online activity through some staying safe online programs that we run.

I also work with other AFRALO members to raise awareness. One of the things that we've done is I organized a panel last year at the Digital Rights and Internet Governance Forum here in Lagos, Nigeria, and we were talking about ICANN's multi-stakeholder approach to policy development. That panel had about five people and we were all AFRALO members from different countries within Africa.

So it's really important to get more women involved in this space because we have a unique perspective to bring to Internet governance which isn't always necessarily heard.

In terms of feeding back my work to AFRALO, I do that through sessions such as this, sharing with other members and then also through my participation on working groups. One of the groups I was on was the rules of procedure AFRALO working group where I shared my perspective to get more individual members involved in AFRALO. Thank you so much for the opportunity to share.

AMRITA CHOUDHURY: Thank you so much for the wonderful work, Oreoluwa. Aris, I'll come to you. You are from Philippines and have been doing some wonderful

work with young people. Could you share some of your experiences of engaging with youth? And why do you think they need to be brought into the discussion at ICANN?

ARIS IGNACIO: Thank you, Amrita. With regards to the involvement, actually, my primary advocacy is to engage really the youth in the discussions with regards to Internet governance and some of the issues that relate to it. Usually, our ALS is having a yearly—through our institution in partnership, we do have this yearly activity which we promote awareness. We also involve ICANN APAC with regards to all the things, and usually, they give awareness speeches and talks with regards to all of that, [the whole] ICANN with regards to all the things they've been doing.

We also feature webinars during the pandemic season, and which features topics encompassed in ICANN such as DNS security and all of those things.

I also make it a point to bring and expose the youth with regards to the different avenues in terms of Internet governance, and ICANN is also part of it. One of the examples there would be during the ICANN 68 virtual forum wherein a lot of the youth and a lot of my students have attended the sessions, and they were raving about the tech sessions that ICANN has been delivering, especially the one with DNS.

I also do have some contact with them because we're having [pandemic] programs right now and I think they would be attending

also this next week. We do also have awareness programs wherein we also go into the communities, not only to the communities but other institutions as well wherein the students are the ones delivering the sessions to those [cool students of their,] and some of the students who do not have access to what ICANN is. So they're delivering it and making awareness of it. And we do have also currently [starting] webinars, which will also include, again, security and some other stuff that ICANN would be involved.

I think young people should be included in the discussions, and also maybe—because they are also end users, and we really cannot undermine the thinking of the youth as they can have very good ideas in order to maybe impact policy development within ICANN.

I think we need to start them young, and I really applaud the opportunity that ICANN has been given, especially the fellowship and the NextGen programs. They're really great programs in developing future leaders I think that would be all, Amrita. Thank you.

AMRITA CHOUDHURY:	Thanks a lot, Aris. Next I'll go over to Fiji and the Pacific Islands. [inaudible], I would like to bring you in here. Can you share the work you're doing from PICISOC in engaging with the pacific community who most of the time is left behind? And also what you have been doing during the pandemic.

UNIDENTIFIED MALE: Thank you Amrita. Hi everybody. Good evening from Fiji. For PICISOC this year, we ran a Pacific ICANN Learn training course with Maureen Hilyard earlier in the year. About 14 of our members from PICISOC had attended the training. It was an introduction to ICANN training with topics like DNSSEC and what is the role of ICANN.

Earlier in the year, we signed an MoU with APTLD to explore areas of cooperation in outreach and engagement and also in the area of capacity building for ccTLD managers across the Pacific. For the Pacific, one amazing thing that we noticed during COVID-19 was that the Internet had survived. Everybody was at home but there was little to no downtime and everybody was online.

So for PICISOC, we used that as an opportunity to increase engagement through our social media pages. We had a spike in our numbers in our Facebook pages, our LinkedIn as well as outreach pages, and even discussions on the mailing list, there's a lot of that. So that led us to launch an [inaudible] web series of topics that are of interest to the Pacific. Through this series, we're looking at bringing in hopefully APRALO members, because that happens at 7:00 PM Fiji time and a lot of the outreach and engagement workshops that are held by ICANN are when we're sleeping.

So through the [inaudible] series, we're holding that at 7:00 PM Fiji time which is also convenient to our other members, we could bring in APRALO reps in the region to come in and speak to us, or even our GSE regional rep. We're also hoping that if we could have more of those

ICANN Learn trainings specific to the Pacific like Maureen had run earlier in the year, that would also be good.

One thing we found was that we were putting all our updates that were things we were doing in the Pacific into the APRALO newsletter, so our members would get excited that they got featured and then they would share that across their networks and that would increase our membership even more. [inaudible] looking for more updates to put into these newsletters so that we could eventually increase it as well.

So we're doing quite a number of things as well. We launched a Pacific Women in ICT last month and we're looking at getting women inside of capacity building discussions as well to present and speak to us. Amrita was in one of our Meaningful Connectivity sessions, so we're probably hoping that one of our other sessions that we're holding, that Amrita, Satish and even Save would come and speak to our members.

AMRITA CHOUDHURY: Thank you so much, [inaudible] and for sharing all the great work you are doing. Now I'll move to the middle east and to Jordan. We have Hanan Khatib out here from Jordan. Hanan, I would like you to share what you have been doing with the middle east working group and your initiative in translating some of ICANN's document into Arabic.

HANAN KHATIB: Hello everybody. In our region, there were some school of Internets that I attended in Thailand, and there's one in Lebanon, and we shared so many ideas, so much knowledge.

I also attended ICANN's 64, 66. It was a very good experience for me, and at that time, still, I didn't have a lot of information about ICANN, but these were very interesting events that give me the knowledge.

At the middle east level, I joined so many groups that discussed so many topics that are related to the middle east or even worldwide. One of them was the middle east strategic planning group which we submitted a five-year strategy for the middle east which is compliant with the ICANN strategic group. We included some solutions for most of the issues that ICANN is discussing.

This is on, let's say, the middle east level. On the other level, I'm part imitating with the ATLAS III Consolidated Policy Working Group-and they're discussing the PDP and some other issues. That is very important for the ICANN activities and mission.

What I really want to discuss, to mention, that during this epidemic and this 2020 which is an exceptional year and exceptional circumstances, in the beginning, it was most of the meetings, events, everything was cancelled or some of them were postponed. But after a while, we start again using the mailing list to communicate and start some meetings, webinars and some other events that reconnect everybody together again.

What I would like to recommend is to increase the amount of courses within ICANN Learn about ICANN and its activity, and I would mention that some of them were very weak and they need restructuring. We need the promotion and marketing with universities and all the academic area, the companies, and even the IT-level community.

AMRITA CHOUDHURY: Thank you, Hanan. Sorry, I will have to cut you here because your three minutes are over. But thank you very much for sharing and your suggestions. Next, we move to Europe, and I would call in Natalia. Natalia, can you share with us some of the initiatives EURALO has undertaken for more engagement in the region?

NATALIA FILINA: Thank you so much, Amrita, for this opportunity to share our experience and our success. I'm secretariat of EURALO, but I would like to speak now as an individual member of the community. When we talk about what we can do to increase the interaction, to engage people, I have a very simple answer: just do that.

So my personal experience is the participation and support of the work on the ground of our ALSes and our members. For example, we are working together with our ALSes, Together Against Cybercrime, who are founded of youth IGF movement.

I participate in all great initiatives of our GSE team. we are working together with the great readout sessions. I moderate civil debates about the Internet here in Russia. I participate in Internet governance

school as a guest speaker, and I'm so glad to see ICANN people, GSE colleagues there.

So I would like to note that our capacity building work is very important, because we're creating a great educational resource for our community, and I think for new potential members too. And I would like to note the work of our great outreach and engagement team and our social media team, and I really very appreciate for the happiness to work with my very experienced colleagues and friends together and to tell about ICANN, to explain what we are doing in At-Large, spread the correct information and engage new members and new people by action, not just by words.

And last few words. From me, we are talking about limitation and lack of opportunities in this very difficult COVID-19 time. So I can tell that for those who are committed and who are willing to work within and for our community, there are always a lot of open doors and we can work together with members, structures, and sometimes even independently. Thank you very much.

AMRITA CHOUDHURY: Thank you, Natalia. Next, I would like to bring in Yrjö. Yrjö, you have been an ALS member for a long time. Could you share a bit about your experience as an European ALS member and how do you think ALS members can engage further or build capacity further?

YRJÖ LANSIPURO: As you see on the screen, during the pandemic crisis, the working group on ALS mobilization has concluded its work. This was led by Alan Greenberg. I just wanted to highlight a couple of what it called suggested activities. These are not expectations, these are suggestions to ALSes What is suggested here is sort of mapping the expertise of an ALS so that that can be used in the At-Large and ALAC policy work. That was done first in Europe, and now I'm very happy that it is actually sort of spread out to the rest of the regions to contemplate. Next slide, please.

The other suggestion concerned the participation of the ALSes in Internet governance activities that are not necessarily entirely within the ICANN remit. I'm happy that this was also brought up, because I firmly believe that an ALS needs to have credibility in its local and its national environment. Most ALSes in Europe have been preexisting organizations before they became ALSes, and on the basis of that expertise, they have credibility that can be leveraged when they talk about ICANN, when they, I would say, defend ICANN in local Internet governance fora, and so on. Thank you.

AMRITA CHOUDHURY: Thank you, Yrjö. Next, I would like to bring in Adrian Schmidt who had to actually wake up pretty early today, and in fact, he missed it and woke up yesterday too. Adrian, I would like you to share a bit about how your engagement has been as an ALS individual member.

ADRIAN SCHMIDT: Thank you very much, Amrita. I'm Adrian Schmidt, I'm an unaffiliated NARALO member. I'm an electronic engineer working on IT here in freezing [inaudible] Alberta. We already have snow, and I think that next time it falls, it will stay on the ground so all the winter.

For some of us that are considered to be essential workers, times were completely different of what some other say, "Well, we have nothing to do and we have to stay home and just watch Netflix or cook or do some other things." In our case, our daily job was enhanced and now we not only need to do our normal work on servers and systems but also take care of faculty and even try to support students that in the past were not used to even check their e-mail or were not bothering to check their e-mail. Now everything was electronic and essential.

So added to this interesting combo in our daily life that took many hours every day was that now we got the opportunity to participate in multiple meetings, and some of them that were before paid and you need to travel and you need budget. Now you could go to almost any one of that. So I put myself in kind of a trouble and that led to some burnout because now I was trying to do my daily job, that was now with more things to do, plus trying to attend a couple of conferences, plus trying to engage. That was crazy on my side.

So what I want to bring is just a personal side note of what I've been doing on that and what I learned from this now seven months of pandemic and what I want to reach as a message, is, take care of the people and make those interactions meaningful.

We did have a planned outreach here in the university. It was supposed to be in February but then it moved to end of March and that didn't happen. So we are planning to do it as soon as university is back up and open, but for now, my message I want to leave with you is every interaction, every time you talk with somebody, just make it meaningful.

What I tell my kids is, be nice with people, especially if they look a little rough, because we don't have an idea what they're facing. And especially in this community, I think we need to be extra careful because when we are doing online, we cannot see each other and we need to be nice with each other. So yeah, that's my little message.

And last, very short, take care of the day, not only the times when the meeting is going to be. I was ready yesterday at 3:00 AM to do this meeting. But that's okay. Thank you very much for the time and opportunity.

AMRITA CHOUDHURY: Thank you so much, Adrian. And your message means a lot, because many people are working on the different hardships at that point of time and we need to be compassionate. For the engagement part, I would lastly like to call in Silvia from LACRALO. She's been doing some great work on UASG and IDNs. Silvia, can you actually share a bit about what you've been doing? I believe Silvia will speak in Spanish.

SILVIA VIVANCO: Hello everybody. Thank you for inviting me. I would like to tell you that since the new officials came into their position in LACRALO in 2018 and since the pandemic started in our region, we have several working groups whose aim is to strengthen and make the initiatives more robust so that users in the region may be up to date on the issues dealt with at ICANN. We started with IDN, after that we moved over to universal acceptance because I believe this is the future and it's a very important subject matter which is being considered at ICANN.

After a survey carried out in Brazil—I'm Brazilian—we decided to expand that survey to 23 countries in the region, and the goal is to check the 100 most used sites in these 23 countries so as to find out how universal acceptance is being dealt with on these sites. This is a large group working in the region and we are very proud of it, and we are working in a coordinated fashion, holding meetings. Now that everybody is online and more connected, we are working really very well here. We believe we are doing a great job here at least. And we want this to be a pilot program which will eventually be shared with other RALOs within ALAC.

And during our work, we have realized that there is still a lot of information missing about universal acceptance, what it is good for, why we need it. That's why, with other groups within LACRALO, we have been working and we have decided to set up courses, training courses, not only aimed at users, the users we represent in At-Large, but also geared towards the technical people. So we are working with LACNIC, for example, so as to reach their members because we have realized it's necessary to talk to them, to educate people, so at

LACRALO, we firmly believe that we need to educate our members and the community that supports us.

That's why we have organized courses with different levels, with different goals, with different aims and we're working on that and I would like to take this opportunity to invite you to take them. These courses will be given in English. Of course, they will be translated into English with ICANN's support, simultaneous translation. And please, pay attention to this because our communication team will communicate this and report it to the community, so you may contact me, writing in English, Spanish or Portuguese. I will share with you my contact information, my e-mail on the chat window. So, thank you very much for having invited me to share the great work LACRALO is doing.

AMRITA CHOUDHURY: Thank you so much for sharing your experience. And for everyone in this session [inaudible] we have many more such capacity building sessions which our members are actually conducting. We hope to have more such stories shared.

Apart from engaging, protecting end user interests when policies are being formulated is extremely important. For nuanced policymaking, having the different end user interests, because each end user is different and their interests are different, they need to be brought into the discussion. Including non-users is critical also into this discussion, and that is what At-Large strives to do. So in this section, we will have some of our members share their experiences and journey on how

they are contributing to ICANN and At-Large's policy development process.

I would also like to mention that many of them are not trained public policy people or lawyers, or even academics, but they are participating, learning policy development process purely for the love of reflecting the end user perspective. So for this discussion, I would first like to bring in Nadira from Palestine and Nadira, can you share a bit on how you are contributing to the policy discussion in the middle east space?

NADIRA ALARAJ: Thank you, Amrita. In fact, I will be sharing with you and the way we are empowering our community—and I'm part of it, so I will be introducing the middle east space. I'm cochairing it with Tijani Ben Jemaa.

The space's objective is to empower the community to be engaged in the policy. So the space was a community-based initiative supported by the middle east global stakeholder engagement staff with the objective of the space to address current ICANN hot topics and produce a position statement expressing the concerns of the middle east community in an attempt to impact ICANN decisions related to these topics.

We presented our first statement at ICANN 60. Since then, we produced seven statements. You can see them in the link I will put

here. These are also policy comments because they are policy comments. That's what you asked, Amrita.

The latest statement we produced was on the third ATRT final report, and our statement was posted on the public comments and in fact, it was compiled among the reports generated from staff on the public comment.

So we as co-chairs believe that our community will learn by doing. We do encourage our community members to volunteer into the drafting team even if they have no previous experience, and we do provide them with support at all stages of the drafting process by setting meeting with them and providing them with background and resources in order to develop their own understanding of the topic.

So once the final draft is generated, we share the statement with the community for comments. All inputs are valued, and especially when it comes from the community senior members, because their feedback is very crucial to increase the chances of including the middle east's concerns into ICANN's decision making.

I'll end my part by letting you know that around middle of December, we're going to hold a meeting to evaluate our space work and what to do under COVID new normal because we are witnessing a decline in our community member engagement. And with that, I will leave the space for another. Thank you, Amrita.

AMRITA CHOUDHURY: Thank you so much, Nadira. It is indeed important that there is a lot of volunteer burnout, especially due to COVID, and something definitely needs to be done. Next, I bring in Hadia from Egypt. Hadia has been very active in policy development space in At-Large. Hadia, can you share a bit about your journey and how you've been contributing to this space and encouraging people t o do so?

HADIA ELMINIAWI: Thank you so much, Amrita. I will start with my very beginnings. My first engagement with ICANN was through its meeting that was held in Cairo in 2000. Back then, I worked at Egypt's top-level domain, .eg. a lot of time passed, and I came back to the ICANN community in 2016 through my leadership of the DNS entrepreneurship center which was founded by ICANN and NTRA to foster the domain name industry in Africa and the middle east.

I started my engagement through the Middle East Strategy Working Group where we were developing, along with ICANN's regional staff, ICANN's three-year regional plan. I also attended ICANN 55, held in Marrakech, where I was very lucky to find an extremely welcoming AFRALO and ALAC community who supported me and made my engagement be natural and easy.

Later that year, I attended ICANN 57 that was held in Hyderabad where I presented the strategic plan of the CENTR, and the following year, I was an ICANN 58 fellow.

My fellowship experience allowed me to learn about ICANN's various organizations and committees, and get to know more about how to get involved and engaged.

During this meeting, I went to the DNS women cocktail party. During this party, Sandra, back then a NomCom member, was explaining the NomCom process and encouraging women to apply to the open positions.

So I decided to apply to the ALAC as I felt that everything I was actually working for was mainly concerned with Internet end users. Meanwhile, I had also started following the auction proceeds and tried to contribute to the preamble about the open Internet definition. I also started following the subsequent procedures.

I was appointed by the NomCom to the ALAC where I started to get even more involved in policy development through the expedited policy development process on gTLD registration data. I also continued contributing to the drafting of ALAC's statements and continued to be involved with the middle east and Africa spaces contributing to the drafting of the statements.

I continued as well my involvement with the development of ICANN's regional strategies in Africa and the middle east where I was vice chair of the middle east strategy working group. So I have so far enjoyed a lot my work with the community. I learned a lot.

AMRITA CHOUDHURY: Hadia, sorry, I have to cut you now. But thank you so much for sharing. I know you have a lot to share and most of us have a lot to learn on how you've been engaging on policy, but I'm so sorry. I would now move to the host country, Germany, where we have Lutz, and Lutz would be sharing with us some of your thoughts from the networker community on how you've been contributing to the WHOIS and data protection discussion.

LUTZ DONNERHACKE: Okay. Hello everybody. I have political engagement and Internet policy since the [inaudible] blocking of UseNet groups in 1995. There, we founded our organization which would later become an ALS in order to teach the Internet people about the real world outside what's happening there, and to teach the politicians and journalists what happens in the Internet, what's the Internet, what's the purpose of it and why it should be not [curated] or should be handled in a special way.

Most of our people are now working in political organizations, some of them in data protection offices, some at ISPs. I personally am more part of the technical community in Germany, and from this point of view, I'd like to ask you the primary question: what's ICANN's role? From our perspective, from technical people, ICANN has to shield the root server operators from bad influence of interest groups, governments, and law enforcement groups. And it's doing it by keeping everyone busy with endless complicated processes and discussions. And we can say it does this job very well.

Most of the processes have no outcome. That's good. Especially good on DNSSEC. That's helpful. We appreciate the efforts in [non-lettered] gTLDs because that's good for the people, and we are not happy with ICANN on the WHOIS handling and on the new gTLD itself.

This morning, we had some discussions. They are very interesting here in ICANN, because there are some points that might be interesting. The process too complex was one of the points. It's correct. And we see always the same people at the meetings, that's correct. Why is it so?

First, the processes have very long running issues. It's very hard to jump in. The framework of reasoning or such an issue from a policy process has a long history, and in many cases, it's outdated. So we are discussing about things which are not really part of the real world anymore.

The work is done in working groups. The working groups are a [filter for] the comments from the public. So, what does the public comment for? If we comment as a community to a process, the comment is usually ignored. If not ignored by the working group, it's ignored by the board.

So, what we can learn about or how we can proceed or take part in the ICANN policy process? There are only two ways. First, become part of the closed group of ICANN, of the people you see in every meeting. Or the other way around, ignore all the processes and do the technical work. Thank you very much.

AMRITA CHOUDHURY: Lutz, thank you so much. If you see that we have different user groups, communities, different interests—and obviously, we have diverse views, and that's what At-Large brings to the table.

Next, I would like to bring in Roberto who represents the EURALO individual users association. Roberto, would you be sharing on your participation in the unaffiliated individual mobilization working group, how your journey has been and what your experience has been of the participation there?

ROBERTO GAETANO: Yes. Thank you, Amrita. I would like to start by mentioning also the great work that other individual users in EURALO are doing in terms of policy development. We are an association that has 64 members and five observers, and with a very interesting mix of skills. So this gives us the possibility to participate in different types of working groups and give our expertise that is differentiated and diverse.

We have presence in the ATRT3, comprehensive policy working group, a lot of IDN, but generally also speaking in the Internet governance and also, people participating to the IETF.

So I'm saying this because it is very important in my opinion to have individual users participating, people that are not necessarily belonging to an At-Large Structure and therefore not having the other way to participate into ICANN.

And I'm coming now to what you were mentioning, the unaffiliated indivudals mobilization work party. This is sort of a follow-up or parallel work party to the one that Yrjö has described for ALS mobilization, and we are trying to examinate how individual user participation can be enhanced, what is the role of the individual users, and how we can also do some outreach and bring new people, and what is basically the added value that individual users can bring? And then how to supplement the basic work that the At-Large structures are doing.

This work party has only started, but we intend to have some results or recommendations ideally by the end of this year, and working in completely online under this pandemic situation is not easy, but I think that we can have also this opportunity by bringing everybody online to have everybody on the same footing and not have to rely on financing for participating to physical meeting. Thank you very much.

AMRITA CHOUDHURY: Thank you, Roberto. Next, I bring in David Mackey. David, could you share a bit about how your journey into ICANN and At-Large policy development has been?

DAVID MACKEY: Yes. Thank you, Amrita. I've been involved with ICANN At-Large for a little over a year and a half now, but I still consider myself new to the community.

I was originally attracted to the ICANN and At-Large community because it's really a unique place for people around the world to come together and discus domain name policy that affects all of us.

Given the complexity of the technology, the complexity of the business ecosystem running on top of the technology, and the diversity of the end users, it's not surprising that the policies used to govern the Internet are complex too.

However, the good news is that the At-Large community is vibrant—as you can see today—and there are many resources available to help newcomers quickly come up to speed. The At-Large community is a great place to learn about the different perspectives on important domain name policy issues which impact end users around the world.

The thing about the At-Large community is the policy development is at the core of our community, and it's taken me a bit of time to figure out exactly how the policy process worked, but last year, I was lucky enough to be selected to be an ATLAS III ambassador for ICANN 66. The ATLAS III program helped me learn about the different parts of the At-Large community as well as how the At-Large community fits into the larger ICANN Org.

I'd like the newcomers to know hat it will likely take a bit of time to learn about the ICANN Org, to learn about what's happening in the At-Large community, and then specifically to learn how to effectively bring your voice into the At-Large policy discussions.

Before going, I'd like to make a comment about the challenges I've faced while engaging in the policy process as an individual. As an individual, I don't have the support of any outside organization to help me with my journey. I have to create time on my own to keep up with all the issues that come into the At-Large community. I managed to stay engaged by not letting myself become overwhelmed as a first step, but I stay informed by reading the weekly e-mails, attending the monthly NARALO meeting, and then picking and choosing which policy issues I want to focus my attention on.

As you can expect, not everyone agrees on every policy issue. But the chance to be involved in the conversation is unique. There's nothing else like it in the world. It's a place to learn about the issues that affect you on the Internet and a place where you can bring your voice to the policy issues that you're concerned about.

So, thank you for listening to my journey, and I hope, for anyone who is interested in joining. I'm looking forward to interacting and participating with you in the ICANN At-Large community soon. Thank you.

AMRITA CHOUDHURY: Thank you so much, David, for bringing in At-Large, the ATLAS session and how it is difficult for individual members to actually participate in the policy development. I would like to bring in Adrian Carballo. Adrian would be speaking in Spanish. Adrian, can you share your journey into the policy development process?

ADRIAN CARBALLO: Thank you, Amrita. I participated in ATLAS III and I am part of the expanded leadership team of LACRALO. I'm the chair of the Capacity Building Working Group. I've been working as a volunteer in ICANN for 15 years. I was part of several working groups, and right now, I'm involved in the PDP process related to geographical names at the top level. This enables me to participate in the multi-stakeholder working groups, discussions, etc.

During the PDP on Work Track 5 geographic names at the top level, I realized what many people realized when they started dealing with these issues and discussions. We always face the challenge of keeping up to date on issues, learning on issues that have already been dealt with, and knowing what is being done at the current time you join the discussion. So we have to read summaries, updates. We receive the updates during the monthly ALAC meetings and they're useful to learn what is going on, what is being discussed. We receive regular newsletters that tell us what is being done on the PDPs. This is very useful for newcomers so that they can learn what has happened and to learn about the future steps.

During the PDP Work Track 5 geographic names at the top level, I had the chance of analyzing the different approaches to this issue which were being discussed, and this brought about several tools which eventually were analyzed at LACRALO. LACRALO has prepared a document which is available to all of you. I will share the link with you

later on. So we were able to know what was happening with these issues at ICANN.

Besides, we had this issue of the pandemic, which was a challenge, of course, COVID-19, the life of all countries. I believe that encouraging engagement in the PDP process is something that can be driven from the academia, from the organizations where the new generations are being trained and educated because they're a new [inaudible] that may be involved in Internet governance systems.

After having been involved in ICANN for 15 years working with several initiatives, I have been working with the Internet governance school of the south, so we have received many queries from groups that are interested in Internet governance queries from government, civil society, technical society, etc.

AMRITA CHOUDHURY: We have a few more speakers, so I'm sorry but I would have to cut you there. Thank you so much. For the policy part, the last speaker which I would like to invite is Bakary who is from ISOC Mali in Africa. Bakary, can you please share how the ALS has been participating in policy? And Bakary will be speaking in French.

BAKARY KOUYATE: Hello everyone. ALS exists since 1992. No, actually, we have an organization that is ten years old. We participate in many activities. We are in a pandemic, but we managed to organize many activities for the users and we were able to do a training on information and fake

news. From 2018-2019, we have trained 140 participants on the Internet. 100 of them were certified. We also have done training on the participant on citizenship. We had a lot of problems in that domain, especially among different communities here. We do sessions for citizenship and also on the digital dependencies.

We also do training related to different hazards online. We also have done some research. First research that we started in 2018, but we also are doing that this year on the use of the social media, and we have asked our members what do they do concretely.

And we have elaborated new report, today, what do we do to make At-Large more known and the activities of ICANN more known. Therefore, we have put together activities, we talk about ICANN. Every year, we have a training for information about ICANN, then we talk about the problems faced by the DNS, and we talk about the At-Large community. This year, we're doing the same thing, and we are organizing our first edition of a school on Internet governance. This school will open a window for ICANN. speakers will come and talk about ICANN. We also participate the ICANN newsletters. We talk about different activities. We send [cool] e-mails. and since I don't have that much time, I'm going to stop right here.

AMRITA CHOUDHURY: Thank you so much, Bakary, for finishing on time and sharing the experience. I will now move to the RALO chairs, and I have a question to ask all the co-chairs. Of course, for EURALO, Natalia would be speaking now. During the pandemic, what, as per you, were the

challenges in engagement, especially faced by your members? And can you highlight any initiative taken at the RALO level to enhance this engagement and what more can be done?

So I would begin with Seun, then Eduardo, then I would request Satish to come in, Natalia, and then Sergio. Seun, over to you.

SEUN OJEDEJI: I think for us at AFRALO, the pandemic has been a challenging one. A couple of things that we observed—they were there before, but they probably got more escalated during the pandemic.

Now we've seen community fatigue due to a lot of various [stages being start at that time,] and of course, people's livelihoods were also affected, so a lot of people were fatigued by that and the fact that the popular Zoom fatigue also came in. Those who would go normally physically to their workplace also now need to rely on remote aspect of things, and that's affected a lot of things when it comes to concentration on ICANN volunteer work.

Access costs, Internet, power and things like that were normal things that were also part of it. But I would just also mention that [inaudible] constantly follow-up on the various happenings was also identified.

What have we done? We've tried to focus on topics of interest, which is why we're also actually focusing on UA for this particular ICANN meeting. The last ICANN meeting, we also focused on a different topic.

We try to now allow a brief on specific working groups of interest during our monthly calls so that at least those who are not able to follow could also gain status on things and try to contribute to them that way. We also tried to improve our newsletters to actually feature more ALS activities. Bakary is one of those that have actually featured in a lot of our newsletters, and there were also other ALSes and we try as much as possible to feature more.

And of course, we incorporated a new section in our newsletter which is about interviews. We'll be interviewing one or two of our members quarterly.

I think that is all in terms of what we have done, and of course, our outreach and engagement plan seeks to do more in terms of improving capacity, supporting more online events and so on. So we're implementing that part of the strategy and we hope that it will also improve participation from our region. Thank you.

AMRITA CHOUDHURY: Thank you so much, Seun. We have Eduardo from NARALO next.

EDUARDO DIAZ: Thank you so much, Amrita. In our region, we had a strategic planning place for outreach and engagement in the beginning of this year, and we were planning every year to use CROP money to do outreach and engagement going forward, but with the pandemic, we put a pause to that strategic plan, and I proposed to the region to get rid of the outreach part because outreach in virtual environments is very

difficult. There's no virtual interaction, so how do you get people involved?

So I proposed the region to switch our monthly calls to be more capacity building, more for engagement through capacity building. The region approved my strategy, so now what we are doing is we're using our monthly calls to bring people to talk about ICANN issues in more specific or practical ways, different issues.

And we move all the admin and reporting that we used to do in the monthly meetings to the newsletter so that people can send information to the newsletter and inform what's happening there with ALSes and so forth, and also using the e-mail listing for reporting or issues or announcements or some things like that.

We're measuring the metrics. The idea here is to increase engagement with the membership. So we want to bring up the number of people that come to the NARALO meetings and get engaged basically in the policy work that has been done in the CPWG. So really want to engage membership through the NARALO through capacity building and invite them to the CPWG environment to work on the policy.

So we're using the metrics of how many people we had, if it's increasing or decreasing or flat for each meeting, and so we'll have the first part of the result by the end of this year to see if we were able to increase the membership to participate and from those, we want to know, the NARALO membership that is participating in CPWG, if they also increase there too.

So far, I haven't seen overall that much increase, but I will report those numbers at the end of the year and see how the strategy worked. So going forward until the pandemic is off, that's what we're planning to do. That's all I have to report about our region. Thank you.

AMRITA CHOUDHURY: Thank you so much, Eduardo. You have given me back ten seconds, and I pass it on to Satish.

SATISH BABU: Thank you very much, Amrita. I apologize for not having my video on. This is basically to conserve bandwidth. In terms of how the region fared in the phase of the pandemic, we are pretty much like what Eduardo and Seun mentioned. The fatigue and all kinds of it, and increasing costs and so on. So I won't get into details of those.

I'll quickly get into three points of response, how the region, how APRALO has responded to this challenge. The first is the APRALO policy forum, which was launched last month, and it already has 28 volunteers, and it is led by Justine. The original idea was to focus on ATLAS III ambassadors to do outreach in these pandemic times. So our focus has been slightly different, instead of Eduardo's strategy where he converted the meeting to a capacity building session, we wanted to utilize the capabilities of our ambassadors to plan local programs and also bring them into the policy mainstream.

So the idea of this policy forum is to lead on policy issues, create an inventory of skills and capabilities, do a survey of regional hot topics,

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and also see whether we can have broader consultative processes in the region. We have, for instance, a failure of major registrar in one of our countries. There is probably about 100,000 registrants who are having a rough time. So there was a proposal—we're still discussing this—whether we could reach out to some of these in a survey or some such consultation and see what we can do, and then pass it on to ICANN as a kind of [inaudible].

The second thing I'd like to mention is not strictly speaking an APRALO program, but nevertheless, it has got volunteers from APRALO. These are the schools on Internet governance. We had Pakistan doing it first, last week we had India inaugurated by [Maarten,] and Indian school is organized by four ALSes of APRALO which are also ISOC chapters.

The APSIG Asia Pacific school is coming up next month, and all the members of the executive committee of APSIG are people from the At-Large APRALO community.

And finally, we have the newsletter which has been going steady. It's both a repository of our information, and also a kind of documentation of what we have done. So it's very useful in times of when we have to refer back. So I'll stop here. Back to you, Amrita.

AMRITA CHOUDHURY: [Thank you.] I would next like to call in Natalia to share on behalf of Sébastien what EURALO has been doing on this.

NATALIA FILINA:

Thank you very much, Amrita. Thank you so much, Amrita. So thank you so much, Sébastien, for [inaudible] for me. Regarding the pandemic time, yes, of course, the pandemic has [destroyed confluence] for I think all volunteer communities, because people have a lot of difficulties and changes of priorities, and some of our members moved away from the work to some reasons and cases. But I'm sure that is temporary.

And our role as RALO leaders to do everything we can do to keep the community busy, engaged and connected. So regarding our initiatives, I would like to mention briefly three important initiatives in EURALO. The first one, I would like to say thank you, Yrjö Lansipuro, who manages the great project of creating our knowledge base and expertise database of EURALO members, so when or if we need to invite a community member to participate in different projects, initiatives, maybe for consultations, maybe for events, so we use it. And I think it's a very good way to be connected with our members and to know more about our members.

The second part of my short speech is our great project that was born in EURALO in 2019. It is our digital book, so still digital. I think it will be. It's our welcome package. It is a guidebook for our community members and for new members who would like not just to be in our ranks but who want to be involved in the policy working process.

On this project, working all our individual members of our RALO, and welcome package has significant part for European RALO. We are working on the list of names for mentoring, for example, and we

explain some processes. And we are giving the full set of useful links to ICANN and At-Large and EURALO resources. So it's a lovely resource, and I think it's great work, but you know also, we have a decision to move this project and to give it as part for the next level—

AMRITA CHOUDHURY: Natalia, sorry, I have to stop you because we're running short of time and you have exceeded the three minutes. So sorry.

NATALIA FILINA: Oh, sorry. Okay, welcome package and our newsletter, as my previous speakers and friends said, are a great way to keep in touch with our community. Thank you very much, Amrita.

AMRITA CHOUDHURY: Thank you. So we just have 12 minutes. I'm trying to pack up the things. We have three more speakers. So next we bring in Sergio. Sergio, can you share the plans of LACRALO?

SERGIO SALINAS PORTO: Hi. As we all know, the pandemic, COVID-19, has brought about the most recent challenge to human nature. It is challenging once again the economy, showing whether economy is above human lives. There are some issues that we are discussing in our region, but most recently, after ICANN 69, we carried out a survey in our region to see what the challenges were and how everyone considered their participation in the region, what the most important issues had been.

The first thing that comes out of this survey among the community is that they want the challenges to be communicated to everyone. Sometimes in ICANN, we see some issues which are not communicated from the point of view of users. One difficulty to participate in a PDP may lead to the impossibility to participate in the reality that most users face.

What we did as a strategy—and I'm sorry, I forgot something else, there is also the issue of the [inaudible] of the pandemics in everything related to connectivity. Many people are carrying out lots of additional work and participating in many additional meetings, and this makes it difficult for them to keep working with us.

In this last minute, I would like to tell you what we have been doing. We've been working with our working groups within LACRALO. As a result of that, we were able to have a high impact on other topics such as universal acceptance. We also launched a newsletter from the communication working group with a high impact, and additionally, we're also working on internal training. We're very much concerned about the fact that our members should be able to thoroughly understand the issues dealt with at ICANN. We need to be very clear about the needs of all our ALSes and individual users who participate in our region. Well, basically, that's it. I know my time's over, so that's it. Thank you very much.

AMRITA CHOUDHURY: [Thank you,] Sergio. I would like to bring in Adam Peake from the ICANN GSE team. Adam, can you share very briefly in three minutes

how the engagement of the GSE team with the At-Large community and members have been and how this engagement at the grass roots can be further enhanced?

ADAM PEAKE: Thank you very much, Amrita. And hello everybody. It's great to see you. So just a quick warning, I'm having very bad Internet connection at the moment. There seems to be some work going on in the building I live in.

What I'm going to say is a very brief introduction to some topics we will discuss with the RALO leaders in the next session, and then again in more detail in the outreach and engagement session following that. and during a RALO leadership session, the GSE VPs and mangers will be present, so we'll have a more in-depth discussion.

But I think I want to just sort of set the scene by saying that, first of all, we've been working much more closely, I think, on the development of RALO strategic plans and outreach and engagement plans, and we're moving from this being an annual document into being a living document that we then implement throughout the year. And this is something that I think good progress is being made on, and it's important across all the regions.

Simply in what we're doing, I think the sharing of calendars and events, where we are, when we're doing things, when you're doing things. This is of course quite a simple thing, but it's something that was lacking and we've improved upon and is making our work much

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easier. I think a very good example is Save in the Pacific, and he's been very specific about when he visits a country, he will inform an ALS, let them know that he's there in advance. If he's speaking at an event, you could find out if they're also going. If they're not, do they want to go, or does he hold another meeting with them?

And this is something that we're trying to replicate across the regions, and it fits in with the ALS mobilization plan as well. So something to think about. How do we coordinate not just this outreach and engagement but how does it fit in with other strategic work that the At-Large is doing? And I think ALS mobilization comes into that, because the expertise at the ALS level is something that we're not seeing as much in GSE as I think we really need to, and across the whole ICANN community.

So that's a thought. In terms of virtual events, we're learning how to do it. I think this is how we do things now, obviously, but it may well be for some time. So how are we doing it and how can we do it better? There are many examples. This morning, of course within the ICANN meeting structures, with the EURALO events about European stakeholders is a good example. Sébastien put together a really good event. It was very strong. I hope you were there and enjoyed it. But it was great to be able to help him in that.

And there are also things like moving virtual, so the Africa Internet summit, AFRALO continued their engagement online in the same way as they did offline. Thinking a little bit quickly about the future, capacity building. I've heard that in the presentations and discussions

this morning. So, how can we help with that? There's expertise in the GSE that we would love to bring into the capacity building. And of course, we can also help you access other parts of the ICANN staff, the ICANN Org, to try and bring in people from, say, the OCTO team, the security, stability response. But we've got a lot of expertise that we can either bring ourselves, collaborate with you on presentations or webinars, and bring in other expertise from across the Org, and also perhaps from across the community.

So I think that's really where I should stop, because I'm over time. Thanks very much. Great [to hear you] all.

AMRITA CHOUDHURY: Thanks very much, Adam. Great points you had mentioned with there can be more engagement and collaboration to get better results. Now I would like to bring in chair of EURALO from the host region, Sébastien, to share what are the five key takeaways we can take from this discussion. And a request to all, after that, we will be ending the session. If it is okay with everyone and you can switch on your cameras, we would like to take a picture. That's of course if you're okay with it. And I would request staff if we can have that grid view so that we can take the pictures. Sébastien, over to you.

SÉBASTIEN BACHOLLET: I will start in Spanish. Next year in Cancun, I will celebrate 20 years of participation in ICANN. I'll now switch to French. The importance of the use of English, French and other language is essential in our work.

We were asked to be nice to everyone. I think this was an important notion. But it's good to know that the diversity of the voices can be useful. I'll go back to English.

I'm not sure that I will give you five items, but I picked some very important items. We need to work on helping each part of our members. Women, young, specific countries like Pacific Islands, it's important. We need to take care of the people, because there are a lot who burn out in this situation, not just because of what they do in ICANN but because of the reorganization of their lives. It's important.

And the third point—and I will stop here, I guess—is we need to exchange experience. This session was great for that, it helped, and I think the word could be cross fertilization. It helps to do things in one region to be used in other region.

For example, I would like to suggest that we set up a working group on newsletter with the people who do the newsletter in each region to help better coordination and better newsletter for each region. And I will stop here just to be on time. I will leave you one minute, Amrita, for the end of this meeting. Thank you for having me.

AMRITA CHOUDHURY: Thank you, Sébastien. Thank you so much for giving me this one minute. And may I request staff to remove the screen and we have a grid view so that a picture can be taken? Natalia would be using it for her social media. Thank you so much for being part of the session.

Natalia, can you take the screenshots by the time I finish the conclusion?

NATALIA FILINA: Please smile.

AMRITA CHOUDHURY: Yeah. So thank you so much for being part of this session. This is just an initial dialog. If you like it more, we will have it in other upcoming ICANN sessions too. And these are just some of the journey, some of the experiences we have shared. We have more. Thank you so much, everyone. Tell us, Natalia, when you're done.

NATALIA FILINA: So, please smile for me. Thank you so much. Thank you so much for this great session, Amrita. So I will send these pictures and we'll post it in our social media. Bye.

AMRITA CHOUDHURY: Right. Thank you so much, everyone, and a pleasure that we had an uninterrupted session from different parts of the globe. Thank you so much.

[END OF TRANSCRIPTION]