

GNSO Communication Tools

Executive Summary

Introduction

- Members of the Generic Names Supporting Organization (GNSO) and GNSO Council frequently use certain communication and collaboration tools to stay informed and conduct GNSO business.
- These include the ICANN website, newsletters and social media platforms; the GNSO website, “wiki” pages, mailing lists, newsletters, social media platforms, and teleconference services; and Adobe Connect.

ICANN Website

- The ICANN website (<https://www.icann.org>) is a comprehensive source of ICANN news, information and documents.
- The public is invited to comment on virtually every substantial ongoing ICANN project, including its development of policies regarding the Internet’s Domain Name System (DNS). ICANN lists all topics currently open for public comment on its [Public Comments – Open](#) webpage.
- See Appendix 1 for a short list of useful ICANN webpages.

ICANN Newsletters and Social Media

- ICANN publishes global newsletters targeting APAC, EMEA, LAC, and NA regions on a monthly basis. Sign up for them [here](#).
- ICANN also distributes news through additional channels, including the News Alert, Public Comment announcements, and Contractual Compliance newsletters. Sign up for them [here](#).
- You can also follow ICANN on various social media platforms, such as [Facebook](#), [Twitter](#), and [YouTube](#).

GNSO Website

- The GNSO website contains a wealth of information and documents regarding the GNSO. Its homepage can be found at <https://gnso.icann.org/>.
- Two of the site’s pages most useful to Council members are the [GNSO Calendar](#), containing a meeting schedule and past meetings’ minutes, and the [GNSO Project Status List](#), summarizing pending projects and Working Groups (WGs).
- Other useful sections include [Quick Info](#), [News](#), and [GNSO@ICANN Meetings](#).
- See Appendix 2 for a short list of useful GNSO webpages.

GNSO newsletters and social media

- Several GNSO Policy Development Process Working Groups and a GNSO Chartered Cross Community Working Group publish newsletters periodically to keep members and the wider ICANN Community up-to-date.

- GNSO has been active on Twitter. Our handle is [@ICANN_GNSO](#). Follow us and stay tuned for the latest GNSO Council decisions and activities, as well as news in the wider ICANN community.
- Video interviews of the GNSO Council leadership and members, as well as leaders in the Policy Development Process Working Groups are published regularly on the [ICANN YouTube channel](#). You can also locate these videos on the GNSO website homepage.

GNSO Wiki Pages

- A wiki is an easily edited webpage, making it an ideal tool for multiple users collaborating on a project.
- The GNSO Council, most Stakeholder Groups and Constituencies and GNSO WGs use wikis to update their members, collaborate on documents and conduct other work.
- The [GNSO Dashboard](#) wiki page contains links to all other GNSO wiki pages.
- See Appendix 3 for a short list of useful GNSO wiki pages.

GNSO Mailing Lists

- The GNSO Council and WGs each have separate ICANN mailing lists that allow group members, along with the group's GNSO Staff, to be e-mailed simultaneously via a single e-mail address; non-members typically cannot be "subscribed to" these lists, but as these lists are publicly archived they can be viewed by non-members.
- The archives of these mailing lists are public, reflecting ICANN's commitment to transparency; they can be accessed from the [GNSO Mailing List Archives](#) webpage.

Contracted Teleconference Services

- Most GNSO Council and WG meetings are held as teleconferences, using commercial teleconference-service companies under contract to ICANN.
- Participants in most countries can call into a GNSO meeting with a toll-free telephone number. Participants in countries from which a toll-free number is not available may request a "dial-out" call from the GNSO Secretariat. Either way, participants incur no telephone charges.

Adobe Connect

- Adobe Connect is a web-based conferencing tool. Through Adobe Connect, participants can perform meeting tasks such as following slide presentations and sharing documents.
- The GNSO Council and all GNSO WGs use Adobe Connect during their meetings, along with audio over standard telephone lines (see above).
- Some of the GNSO's Stakeholder Groups and Constituencies also use Adobe Connect during their meetings, along with standard telephone connections.
- To use Adobe Connect, a meeting participant, using any Internet browser and a link provided by the GNSO Secretariat, simply "enters" the dedicated Adobe Connect "room."

Introduction

Members of the Generic Names Supporting Organization (GNSO) and the GSNO Council frequently use certain communication and collaboration tools in their work. These help members stay updated on ICANN and GNSO activities, communicate with one another, hold meetings and conduct GNSO business in a number of other ways.

These tools include:

- The ICANN website;
- ICANN newsletters and social media;
- The GNSO website;
- GNSO newsletters and social media;
- GNSO wiki pages;
- GNSO mailing lists;
- Contracted teleconference services; and
- Adobe Connect.

This Document

For new GNSO Council members and others not familiar with some or all of these communication tools, this document can be used as a quick introduction. For those already familiar with most of these tools, it can be used as a refresher course.

ICANN Website

The ICANN website (<https://www.icann.org>) is one of several public faces of ICANN, and one of the most comprehensive sources of ICANN news, information and documentation.

Appendix 1 of this document contains a short list of ICANN webpages that may be useful to anyone who would like to explore a variety of ICANN topics. ICANN Staff is regularly exploring new ways to make the information on ICANN.org more accessible and useful to the community.

Public Input into ICANN's Work

Input from the multi-stakeholder community is a vital element of ICANN's work, ranging from the review and revision of its internal processes to the development of policies regarding the Internet's Domain Name System (DNS). Community members and the wider public are given opportunities to offer comments at a number of points in virtually every substantial ICANN project.

ICANN lists all topics currently open for public comment on its [Public Comments – Open](#) webpage. From this page, anyone can submit a comment and view comments already submitted by others on a topic. The page also contains information about upcoming topics for comment and an archive of past topics and their comments.

ICANN Newsletters and Social Media

ICANN Newsletters

One of the major venues for ICANN to distribute news is its monthly global newsletters. Content is tailored to APAC, EMEA, LAC, and NA regions. You can learn the latest news across Supporting Organizations and Advisory Committees, as well as departments in the ICANN organization. Sign up for them [here](#).

ICANN also distributes news through additional channels, including the News Alert, Public Comment announcements, and Contractual Compliance newsletters. Sign up for them [here](#).

ICANN Social Media

You can follow ICANN on various social media platforms, including:

- [Facebook](#)
- [Twitter](#)
- [YouTube](#)
- [Flickr](#)
- [LinkedIn](#)

Other Ways to Keep Up

Other ways of keeping up with ICANN include:

- Reading the [ICANN Blog](#);
- Signing up for [ICANN RSS feeds](#);
- Participating in ICANN's Policy Update Webinars that are regularly scheduled prior to each ICANN meeting. Archives are viewable at: <http://www.icann.org/en/resources/policy/presentations> and
- Monitoring GNSO Council meetings. Meeting agendas and motions are accessible at <https://community.icann.org/display/gnsocouncilmeetings/Meetings>.

GNSO Website

The GNSO website is an invaluable resource for GNSO Council and community members. The site's [homepage](#) is a good starting point when looking for information and documents regarding the GNSO or its Stakeholder Groups and Constituencies.

Two of the site's pages most useful to Council members on a regular basis are:

- The [GNSO Calendar](#), which lists GNSO meeting dates and times, as well as links to the minutes and recordings of past meetings; and
- The [GNSO Project Status List](#), which list of all pending GNSO Council projects, Working Groups (WGs) and other activities.

Other useful sections include [Quick Info](#), [News](#), and [GNSO@ICANN Meetings](#).

- On the [Quick Info](#) page, information is organized in the way tailored to various types of members in the GNSO, as well as different search purposes.

- In the [News](#) section, you can read about the latest Council activities and decisions by visiting the [GNSO News Flash](#). You can also locate the latest [newsletters](#) from GNSO Policy Development Process Working Groups and GNSO chartered Cross Community Working Groups.
- On the [GNSO@ICANN Meetings](#) page, you can easily locate the [GNSO Policy Briefing](#) produced for each ICANN meeting, as well as the full meeting schedule and remote participation details.

Appendix 2 of this document contains a brief list of GNSO webpages that may be useful to Council members, new or experienced, seeking to familiarize themselves with GNSO topics.

GNSO Newsletters and Social Media

GNSO Newsletters

Several GNSO Policy Development Process Working Groups and a GNSO Chartered Cross Community Working Group publish newsletters periodically to keep members and the wider ICANN Community up-to-date. They are usually circulated on the Working Groups' mailing lists. You can find the archive on the one-stop shop page [here](#).

GNSO Social Media

GNSO has been active on Twitter and our handle is [@ICANN_GNSO](#).

Video interviews of the GNSO Council leadership and members, as well as leaders in the Policy Development Process Working Groups are published regularly on the [ICANN YouTube channel](#). You can also locate these videos on the GNSO website [homepage](#).

GNSO Wiki Pages

A wiki is a webpage that allows its users easily and quickly to add, modify or delete content. This is done by editing the wiki page in a web browser as if it were a text document.

Due to its ease of use, a wiki is often an ideal tool for multiple users collaborating on projects or tasks. In addition, different users may be given different levels of access. For example, some users may be allowed only to view a wiki, while others may be able to edit or comments on its content.

The GNSO uses Atlassian Confluence software to create and revise its wiki pages, as do ICANN's other Supporting Organizations (SOs) and Advisory Committees (ACs).

The GNSO's Use of Wikis

The collaborative work of many groups within the GNSO is assisted by the use of wikis. These groups include the GNSO Council, most of its Stakeholder Groups and Constituencies and all GNSO WGs.

GNSO WGs, for example, use wiki pages to keep their members updated, to work together on documents and to conduct other aspects of their work between meetings.

The [GNSO Dashboard](#) Tab on the ICANN Community wiki contains links to all other GNSO wiki pages.

Appendix 3 of this document contains a brief list of GNSO wiki pages that may be useful to GNSO Council members, new or experienced, and anyone else seeking information regarding the current projects of the GNSO Council, WGs, Stakeholder Groups and Constituencies.

GNSO Webpage vs. Wiki Page

Various groups within the GNSO, including the GNSO Council and most of the Stakeholder Groups and Constituencies, find it useful to maintain both regular webpages and wiki pages. These groups use regular webpages to share basic and relatively “static” information that rarely needs to be changed. These same groups use wiki pages – easier to revise than regular webpages – for information that they frequently must change because it concerns progressing projects or evolving topics.

For this reason, the GNSO Council and most of the Stakeholder Groups and Constituencies have regular webpages listed in Appendix 2 of this document and wiki pages listed in Appendix 3.

GNSO Mailing Lists

The GNSO Council and WGs (including Work Teams, Drafting Teams, etc.) each have a dedicated ICANN mailing list that allows the group’s members to be emailed simultaneously via a single email address. This is an easy way for individual group members or a group’s GNSO Staff to communicate with the entire group.

In addition, the GNSO Stakeholder Groups and Constituencies maintain their own mailing lists for their members.

How the GNSO Council and WG mailing lists work

The mailing lists of the GNSO Council and WGs include not only the members of each group but also the GNSO Policy Staff members who support the group. Typically, all those enrolled in (subscribed to) a mailing list not only receive emails to the list but also can send emails (post messages) to the list.

The GNSO Secretariat subscribes members of each group to the appropriate mailing list. Non-members typically cannot be subscribed to one of these mailing lists. Some lists allow observers, who receive messages but are not able to post to the list.

Every email sent to the same GNSO mailing list gets the same, standard prefix, in brackets, at the beginning of its subject line. (For example, “[council]” is placed at the beginning of the subject line of every email sent to the GNSO Council mailing list.) This allows for the easy identification of all emails sent to the same mailing list.

The GNSO Council and WG Mailing List Archives

The archives of all GNSO Council and WG mailing lists are public, reflecting ICANN's commitment to transparency. These mailing lists are accessible from the [GNSO Mailing List Archives](#) webpage. For example, anyone can access the past emails sent to the GNSO Council mailing list by going to the [GNSO Mailing List Archives](#) page and clicking on the [GNSO Council Archive](#) link.

Contracted Teleconference Services

Most GNSO Council and WG meetings are held as teleconferences, facilitated by commercial teleconference-service companies under contract to ICANN.

Participating in a GNSO Teleconference

Regardless of which teleconference service is administering a specific call, the procedure for GNSO participants is basically the same:

- Participants in most countries may call into a GNSO teleconference meeting with a toll-free telephone number. Once connected, the participant is asked for a "passcode" or conference identification number.
- Participants in countries from which a toll-free number is not available may request a call (a "dial-out," in GNSO jargon) from the teleconferencing service in order to join a GNSO meeting. This is arranged through the GNSO Secretariat.

With either method of participation in GNSO teleconferences, the goal is to ensure that no GNSO participant incurs any telephone charges.

During these teleconferences, assistance is available from the GNSO Secretariat, other GNSO Staff members and/or an operator from the teleconference service.

Adobe Connect

Adobe Connect is a web-based conferencing tool that allows face-to-face and remote users to perform meeting tasks. These tasks include:

- Following slide presentations;
- Sharing, reading and even collaboratively editing documents; and
- Instant messaging each other and the group.

The GNSO Council and most GNSO Working Groups use Adobe Connect during their meetings. It is used in conjunction with audio over standard telephone lines, administered by a teleconferencing service (see above). GNSO Working Group calls are only open to WG members, although meeting recordings and transcripts are [publicly archived](#). GNSO Council meetings are only open to GNSO Council members, but anyone can follow the livestream and recordings and transcripts are [publicly archived](#).

ICANN also makes Adobe Connect available to the GNSO's Stakeholder Groups and Constituencies. Some use it regularly during their meetings; including the Non-Commercial Stakeholder Group (NCSG) and Commercial and Business Users Constituency (BC).

Using Adobe Connect

To use Adobe Connect to participate in a GNSO meeting, a meeting participant must first “enter” the dedicated Adobe Connect meeting “room.” This is the Adobe Connect interface that appears in his/her Internet browser.

To participate in a meeting, the participant needs the web address of the room’s log-in page, a user name and a password, all of which are provided by the GNSO Secretariat.

In the participant’s browser, the Adobe Connect room appears as a set of differently sized windows containing different content, such as the meeting agenda, a list of logged-in meeting attendees, instant messages exchanged during the meeting and a shared document or slide presentation.

Adobe Connect Recordings

Many GNSO meetings, including GNSO Council and Working Group meetings, are recorded for future access. You can find links to multimedia Adobe Connect recordings, Mp3 audio files, meeting transcripts, and records of the Adobe Connect chat through the [GNSO Calendar](#).

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Appendix 1: ICANN Webpages

Below is a list of ICANN webpages useful to those seeking information on ICANN.

ICANN Homepage

<https://www.icann.org/>

ICANN Get Started

<https://www.icann.org/get-started>

ICANN Announcements

<https://www.icann.org/en/news/announcements>

ICANN Archives

<https://archive.icann.org/en/documents/>

ICANN Blog

<https://www.icann.org/news/blog>

ICANN Board Activity

<https://www.icann.org/en/groups/board/documents>

ICANN Bylaws

<https://www.icann.org/en/about/governance/bylaws>

ICANN Learn

learn.icann.org/

ICANN Glossary

<https://www.icann.org/en/general/glossary.htm>

ICANN International Meetings

<https://meetings.icann.org/>

ICANN Global Newsletters Sign-Up Page

<http://info.icann.org/LP---Regional-Newsletter.html>

ICANN News Alerts & Other Newsletters Sign-Up Page

<https://www.icann.org/resources/pages/signup-2012-02-25-en>

ICANN Policy Information Area

<https://www.icann.org/policy>

ICANN Public Comments – Open

<https://www.icann.org/en/news/public-comment>

ICANN RSS Feeds

<https://www.icann.org/en/news/rss>

Appendix 2: Basic GNSO Webpages

Below is a list of basic GNSO webpages useful to those seeking information on the GNSO.

GNSO General

GNSO Homepage

<https://gns0.icann.org/>

GNSO News Flash

<https://gns0.icann.org/en/news/news-flash>

GNSO Newsletters

<https://gns0.icann.org/en/news/working-group-newsletters>

GNSO Calendar

<https://gns0.icann.org/calendar/>

- Includes a schedule of meetings, plus links to past meeting minutes and recordings.

GNSO Quick Info Page

<https://gns0.icann.org/sites/gns0.icann.org/files/gns0/presentations/policy-efforts.htm>

GNSO@ICANN Meetings Info Page

<https://gns0.icann.org/en/icannmeeting>

GNSO Project Status List

<https://gns0.icann.org/en/council/projecticann>

GNSO Policy Briefing

<https://gns0.icann.org/en/issues/policy-briefing>

GNSO Policy Development Process Updates

<https://gns0.icann.org/en/issues/pdp-updates>

GNSO Correspondence and Presentations

<https://gns0.icann.org/correspondence/>

GNSO Drafts and Working Documents

<https://gns0.icann.org/drafts/>

GNSO Mailing List Archives

<https://gns0.icann.org/mailling-lists/index.htm>

GNSO Council

GNSO Council Abstentions: Notification Form

<https://gns0.icann.org/council/abstention-notification-form-en.htm>

GNSO Council Administrative Documents

<http://gns0.icann.org/council/docs.html>

GNSO Council Members

<https://gns0.icann.org/en/about/gns0-council.htm>

GNSO Council Resolutions

<http://gns0.icann.org/resolutions/>

GNSO ICANN Board Directors

<https://gns0.icann.org/en/about/icann-board-participants.htm>

GNSO Operating Procedures

<https://gns0.icann.org/en/council/procedures>

GNSO Working Group Guidelines

<https://gns0.icann.org/en/council/procedures>

GNSO Stakeholder Groups and Constituencies

Commercial Stakeholder Group (CSG)

<https://gns0.icann.org/en/about/stakeholders-constituencies/csg>

Commercial and Business Users Constituency (BC)

<https://gns0.icann.org/en/about/stakeholders-constituencies/csg/cbuc>

Intellectual Property Interests Constituency (IPC)

<https://gns0.icann.org/en/about/stakeholders-constituencies/csg/ipc>

Internet Service and Connection Providers Constituency ISPCP)

<https://gns0.icann.org/en/about/stakeholders-constituencies/csg/isp>

Non-Commercial Stakeholder Group (NCSG)

<https://gns0.icann.org/en/about/stakeholders-constituencies/ncsg>

Non-Commercial Users Constituency (NCUC)

<https://gns0.icann.org/en/about/stakeholders-constituencies/ncsg/ncuc>

Not-for-Profit Operational Concerns Constituency (NPOC)

<https://gns0.icann.org/en/about/stakeholders-constituencies/ncsg/npoc>

Registrars Stakeholder Group (RrSG)

<https://gnso.icann.org/en/about/stakeholders-constituencies/rrsg>

Registries Stakeholder Group (RySG)

<https://gnso.icann.org/en/about/stakeholders-constituencies/rysg>

Appendix 3: Basic GNSO Wiki Pages

Below is a list of basic GNSO wiki pages useful to those seeking information regarding the current projects of the GNSO Council, WGs, Stakeholder Groups and Constituencies.

GNSO General

GNSO Dashboard

<https://community.icann.org/category/sub-dashboard.action?categoryKey=gnso>

- Acts as a table of contents for the wikis of the GNSO Council, WGs, Stakeholder Groups and Constituencies.

GNSO Statements of Interest (SOIs)

<https://community.icann.org/display/gnsosoi/GNSO+Statements+of+Interest+%28SOI%29>

- Includes an archive of SOIs, plus instructions and a template for creating a new SOI.

GNSO Council

GNSO Council Meetings

<https://community.icann.org/display/gnsocouncilmeetings/GNSO+Council+Meetings+Home>

GNSO Council Resources

<https://community.icann.org/display/gnsocounres>

GNSO Stakeholder Groups

Commercial Stakeholder Group (CSG)

- Creates wikis as needed; does not currently maintain a permanent wiki.

Non-Commercial Stakeholder Group (NCSG)

<https://community.icann.org/display/gnsoncomstake/Home>

Registrars Stakeholder Group (RrSG)

<https://community.icann.org/display/gnsoregstakegrp/Home>

Registries Stakeholder Group (RySG)

<https://community.icann.org/display/gnsogtldregstake/Home>