ICANN Transcription
GNSO Working Communication Tools Classroom
Friday, 26 February 2016 at 13:00 UTC

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Mp3: http://audio.icann.org/gnso/gnso-wct-classroom-25feb16-en.mp3

The audio is available on page: http://gnso.icann.org/en/group-activities/calendar#feb

Natalie Peregrine: Okay, this is Natalie from staff. Once again, I think we'll get started. So welcome everybody. Welcome to this GNSO working group communication (tool classroom) - the term classroom being because ideally it will be informal.

This is not a Webinar, as such. It simply a way to go over, and for some of you, with you, as the communications group, that you'll be likely to come across in the GNSO working groups.

So I will go ahead and try to cover as quickly as possible the (unintelligible). There might - if you have questions at any given time, please speak up or please put them in the chat and that will be helpful for everyone, I'm sure.

Also with the approach of the Marrakech meeting, ICANN 55 next week, for those of you who may be a bit unfamiliar with Web sites and wiki spaces, this will be a good way to warm up to finding your way around the different schedules, et cetera, during the Marrakech meeting.

So please let me know if this is something that will interest you. We can spend a few minutes on this at the end of the call. So what I wanted to do first was to maybe clarify who's (unintelligible) in your working group Adobe Connect rooms and also in the emails.

So we have two sides to our (GNSO team). We have what I would call content experts which are people used in the screen now, so Marika, (Mary), (Julie), (Ross) and (Steve).

We have a few more, too, but these are the main people that he will see during the working groups. You can ask any of the staff members for technical admin help but they will more often than not direct you to (us), so us being the GNSO (associate) support team, which is Glen, Terri Agnew, and myself, Nathalie Peregrine.

By admin and technical, I would mean questions related to telephone issues, to trying to find recordings of conference calls you might have missed an equally, for any confusion in mailing lists.

And that's just so you can put a face to the name and also (remember) who to address for whom. This is the agenda of today's call. It's very simple. The first one I'd like to go over is where to find information. This can be very confusing.

The different mailing list - those of you - and I think most of you are seeing the names. Those of you who are part of working group might have seen different mailing list to go around (for once in the working) group, so I will attempt to clarify that.

And there will be a specific direction on working group members because they do have access and will use tools that observers might not. Some of

these tools being the Adobe Connect rooms on the conference calls, as the one that you're on now.

Under that section will be the GNSO Learn which is a (unintelligible) tool and essential, I think, to anyone who's just put a foot in the GNSO. (Unintelligible) section is where to find information.

To make it easier for you, if you look at the part to the right of the Adobe Connect chat, there's a park called the Web link. To avoid putting URLs in the chat, I've just shortened to them and put them here in the pod. You have a (scoring) option.

And so, for instance, the slide that's up now, the GNSO master calendar, you can click on the Web link in the pod and say that is your favorite. You'll find these links very practical.

The GNSO master calendar is what it says. It's a calendar of GNSO public events such as the GNSO Council call, the working group calls and also most of the Webinars we'll be having.

And some of you attended the Webinars held yesterday, the policy updates Webinar, and those will be advertised here, but more importantly, the recordings. So by recordings, we mean the MP3 link and also the transcripts.

Those are the minimum recordings that will be available on these pages for every conference call. Others, such as (a special) call, will also, ahead of time, be publicized on the agenda and also have the chat transcripts.

So if you cannot find recordings of your working group in your emails, inboxes can get messy, this is a good place to go to retrieve them. And the other essential tool, when you're part of the working group, is the wiki.

Now, the wiki can be very confusing even for staff. So (I happened) to take a screenshot here. The important thing is to look at the tabs at the top, so you see we have the tabs in black and then you have the GNSO tab highlighted in white.

This is the one that you will go through the most for your working group documentation. What happens here is you have all the material of every single structure within the GNSO.

What concerns us more is the specific working group wiki space. So if you look at the bottom of the (share) pod, you have the section called GNSO working group (unintelligible) steering committees.

This is where you'll go to find your working group information. It will look like this. Here we have the RDS working group wiki page. All the working group wiki spaces are structured in exactly the same way, so it doesn't matter if you're part of the RDS working group or not.

You have the jobs - you have the menu on the left with the working group meetings. This will give you a good summary of the meetings with the agenda. The recordings are also posted there as well as attendance, and any supporting documents that were worked on during that call.

And you can scroll down. As you can see, you have the working group charter which will appear there and then the working group members and mailing list archives are also noted there.

So again, a good place to go for (serving) to your working group activity. The obvious place to find information, if you are a (registered) working group, other working group mailing lists.

Now, these come in two different sources. And I'll try to explain this and let me know if it's clear are not. If you are registered - if you subscribe to a

working group as an observer, you have access to the main working group mailing list called the discussion mailing list.

The reason why you can identify it is that it always starts with GNSO, all right. Observers can only read the mailing list. They cannot post to it. But they are simply observing and are being kept abreast of all the information, of all the activities going on in the working group.

Conference call details will never be posted on this mailing list. We've seen in recent working groups that conference call details have been circulated by members on this mailing list. It is important that you keep the conference call details accessible to members only and not to observers.

The conference call information will be found on the second mailing list here. You can identify it because it starts with NTFY, short for notify, because members are being notified of the dial-in information.

Only staff can post to this and only members can read it. I know that the status of the members and observers has changed. As you'll see in some cross community working groups across ICANN that observers and other groups are allowed to join conference calls.

If you have, by any chance, subscribers and observers thinking that this will be the case, it only takes an email to the GNSO secretariat, which is here at the bottom of this slide, the GNSO, hyphen, SECS, at ICANN.org email, just stating that you would like to change your status from observer to member.

We'll ask you to fill out a statement of interest. More of this on the next slide. And then you'll be a member with full access to the conference call information. So please don't worry if you subscribe as an observer mistakenly.

Regarding mailing list (unintelligible). Mailing list content can be a bit like a jungle if you're not used to a very active working group mailing list. Questions

from callers in the Adobe Connect room chat, so for interactions, we must use the GNSO working group mailing list. That is correct.

All interactions would be - all interactions regarding working group activities should take place on that discussion mailing list, correct. Mailing list (eficats), it's easy to get confused with different threads and have your inbox full of very lengthy email text or just a healthy spread of plus one, plus one, plus one.

Those of you registered to subscribe to the mailing list will see that frequently. This shouldn't put you off taking part, but it is good to know there are a few easy rules to follow when you're posting to these lists.

Always make sure to use your full name, and many members are used to using initials. The working groups have got some of them, over 150 subscribers, so there may be someone with your same initials, so please be careful of that.

When quoting working group colleagues, please make sure that you select only the passage that you are commenting on and not the entire email. There are enough emails on the mailing lists already.

And also, please restrict your thank you or dial-out requests, for instance, or sending of apologies. Send those to the admin staff, as in the GNSO secretariat, to the email address that I pointed out on the previous slide.

Apologies will be made public during the working group call so there is no need to send them to the discussion list. You can share them with staff directly, but do ask questions and comments.

I know when some more experienced working group members post paragraphs of text, it can be daunting. These bear in mind that the working groups that we're currently seeing - just recently started, have got many

newcomers beside yourselves, so any question you may ask there will be beneficial to your colleagues.

This next part is going to concern the working group members themselves, as well, as the observers. However, it's useful if you are thinking of changing your status to follow this section.

When you're going to subscribe is a member, you're going to be asked to fill in a statement of interest. They're also called SOIs, so that's what they are. A statement of interest is a detailed profile that you will have on the wiki, so on the same space as the wiki - the working group wiki workspace.

These statements of interest are very easy to create. The one (unintelligible) for a member. You will receive emails with your logins and the details and instructions of how to create your statement of interest.

There will be reminders sent for this, too. After four or five reminders, your status will be changed from to observer. The reason why is because in terms of transparency of representation, members need to know in who's name you're talking, if you're representing your business, yourself as an individual, your constituencies.

And all this will appear on your statement of interest. This next slide is what the statement of interest looks like. This is Chuck Gomes. He has the option of putting his picture of. He chose not to.

But as you see here, you have the stakeholder group registries and where he works, et cetera. The text is very light. You can choose to fill in some parts are not and (what is key).

Questions from (Patrick, please), how can we update the SOI? So I'll go back to the previous slide. If you look at the slide here on the wiki, under the I want to, you have the option to create a new SOI page.

You have the option underneath to check if an old SOI exists. This slide, I've sort of updated it because this link here actually now has the option to edit your existing SOI.

So you - in the same way that you login with your login and your password to create your SOI, you would do this again and simply go in and change the details.

If you cannot remember your password, you have a reset password option. And if you are still having issues, again, please email us at GNSO-SECS@ICANN.org and we'll gladly help you.

One to subscribe as a member, your SOI is filled in, you'll be registered. You'll be subscribed to the mailing list on which you'll receive the conference call details only.

As Marika mentioned in the chat, only staff can post to this list. You will only receive conference call details on this list. So no one is missing out on any other information.

This is the type of email you'll receive. All email invitations for conference calls are always structured the same way. So, again, this is maybe not the working group that concerns you.

You're working group invitations will look exactly the same. You always receive at the beginning, the time of the conference call, and especially the time in UTC, the universal time that is used within ICANN.

For those of you who are not familiar with universal time, we put the time URL link that you can see in blue on the slide which leads you to the time and dates Web site.

There you will have an instant time conversion so you'll be able to see what time the meeting is for you. You also be given the Adobe Connect details. The Adobe Connect room and link does not (work) on this email invitation because not all of you are members of this working group, but it does remain confidential.

And under the Adobe Connect paragraph, if you look right at the bottom, you have a participant passcode with Xes. The participant passcode here is for the audio connection.

For instance, the participant passcode for today was welcome. You can sign in to the Adobe Connect room without that but had you wanted to join the telephone line, you would have had to say the passcode welcome to the audio operator.

And below the participant passcode, you can see a list of dial-in numbers with the pol - and policy numbers. There should be your numbers there. If not, again, you can request information through the secretariat.

As well as the email invitations, you'll receive calendar invitations. Calendar invitations are those which you will fit into your inbox, your email inbox calendars.

We do it two ways. We send out the calendar invitation directly from calendars, ideally to your calendar, so if you accept that invitation, the calendar - the invitation should fit into your calendar as the time of your computer, so that should be fairly convenient.

Sometimes it's not possible for your inbox to be set up to accept it. So we will send an attachment, the calendar invitation, to the email invitation that you've just seen.

In that case, you would just have to double click on the attachment, except it, and there are calendar is accepted. We have had very few issues with this. I think there have been a few with Yahoo inboxes, for instance.

If you have issues and you see that your calendar is not adjusting for that you cannot accept the calendar invitation, please let us know. We can work with our IT support team and to find a way to get invitations on your calendar.

So please don't hesitate. Once you received the email invitation, for joining a conference call in exactly the same way that you've joined today, so I don't have much to teach you.

The important thing, as you've done, if the site and as guests and not as hosts. The host logins are for staff only. So you'll sign in as guest with your first and last name.

The first and last name is for several reasons. It's first in terms of attendance, equally because, as a courtesy to your fellow working group members. It's always good for them to know who's speaking and - or who's writing in the chat.

And equally because if you want to speak and make a comment into the call, it's important for the chair to be able to recognize you and introduce you correctly.

The (third part) is the part where we're looking at the slides right now. That's where the documents will be shown to the conference participants. You cannot edit directly on these parts, so that is why it is important to refer to the working group wiki space after the call to find the edited documents.

Equally, support staff will always circulate, at the end of a working group call, any additions to the document that have been made. So even if you don't see

them taking place in real time, staff are making note of everything that's being said during the conference call.

The Adobe Connection chat is where we can see (Patrick)'s recent question and comment. It's important to know that the contents of this Adobe Connection chat (joint) working group calls are made public.

So we have ICANN's expected standards of behavior. We expect the content of the chat to be working group activities related exclusively. If you do have, for instance, technical issues during the call, your audio isn't good, you're not seeing the share (pod), and these things can happen, nothing stops you from reaching out to staff and writing to them privately.

To do that, you would hover your mouth - your mouse, sorry - over the name of the member of staff and the drop-down option to start a private chat will appear.

You can, therefore, ask for dial-out. You can ask for, you know, how to reboot your Adobe Connect room to be able to see the slides, and especially if you have questions that maybe you feel embarrassed about asking, you can ask them in a private chat.

The content of the private chat always remains private. The minute you sign out of the room, the minute the conference ends, that content disappears. So please don't hesitate to reach out and ask questions via this private chat. That's exactly what it's there for.

Other traditions in ICANN regarding the Adobe Connect room are called working group protocols. Given the high numbers of members in certain working groups, it's important to have a certain protocol behavior.

The main one in conference calls will be the hands raised. The hands raised, you can reach her hand by going to the icon at the top of the toolbar. It is a little white man with his arm in the air.

The hand raise option indicates to the chair of the working group that you want to ask a question or make a comment. Now this puts you into a queue. This doesn't give you automatically the right to speak.

This shows the chair that you're waiting and it means that you're taken into account. It is only once the chair says, for instance, (Patty Glenihan), your hand is raised, please go ahead, that this gives you the right to start speaking.

Once you have spoken and once you have received a satisfying reply to your question, it's important that you go to the same little icon and lower your hand. If your hand stays raised, it sends out a signal to everyone that you're not satisfied with a reply, that you have something more to say.

It's very easy to forget to lower your hand. You'll have a lot of people, when asked by the chair, if they have another question, who will apologize, saying, "that's an old hand."

Old hand means nothing more than they forgot, then, to put their hand down after the reply to their question. You also have, in that same drop-down menu with the hands raised, you have approval and objection options.

If you click on the little white arrow to the right of the man, you have the agree green tick and the disagree red cross. These can be used quite frequently in working groups. They can be used (by) you as an individual if you want to show agreement to something that's been said rather than type it in the chat.

It can be used as a quick poll, a quick opinion poll, by the chair of the group. If he wants to have, for instance, an unscheduled working group call next

week when it wasn't scheduled initially, he can ask who would be able to join the next conference call for instance.

If you would be able to, you would either read your hand or use the green tick to show that you agree and (give) (unintelligible). So there are other tools in the Adobe Connect room than just the Adobe Connect room chat.

Some of you have managed this brilliantly already without reading this slide. One of the main issues we find with new participants or working groups is that connecting the audio can be really confusing.

And as ICANN, we've offered two options to connect to your audio which is handy but equally a bit puzzling. So for those of you who aren't familiar with it, I'll just run through it very quickly.

The most stable connection and when we would always encourage people to use, even if it can be the slowest one, is the audio bridge. By audio bridge, we mean the telephone lines.

That's why, in the email invitations, you will have a list of phone numbers and that famous audio passcode. To join a telephone line, you would choose a dial-in number and dial that number. The operator would pick up the phone and you would give them the passcodes, for instance, for today is welcome.

You that would be asked to give your first and last name with spelling and they will let you into the conference. The reason why we prefer this option is because the audio quality is often a lot better than in the Adobe Connect room.

To follow only via voice over IP for the second audio option requires a very (sturdy) Internet connection. It also requires that the person speaking has got a very clear line.

If you do, however, only want to listen to the conference call and you don't plan on speaking at all, listening in via your laptop or computer is, of course, perfectly acceptable.

If you don't want to use the phone and you still want to speak in a conference call, please do not be confused by the fact that there are microphones next to your name.

These microphones asked your name, when you log into the conference call, only mean that if you want to use your microphone, you can. They don't mean that your microphone is ready.

A lot of people get confused with that. When you see the microphone asked your name, in order to speak, you still need to activate it. So to do that, you go to the telephone icon at the top of the Adobe Connect room toolbar and you would follow the instructions there to use the audio via your computer.

It takes about seven seconds. It's extremely quick and it needs to be done every time you log into the Adobe Connect room if this is the way you want to connect to your audience.

So please bear that in mind because countless seconds are lost in working group calls with people thinking that they have their microphone connected already. It can be confusing, granted.

Whatever means you choose, the telephone or the Adobe Connect room microphone, please remember to mute. It's astonishing how sensitive headsets are two background noise, the paper shuffling, the noise of traffic, for instance.

Though, the mute options on your telephones work very well, and if you do decide to connect to your audio via the Adobe Connect room as (Carlos) and (Patrick) have done, it's important to mute.

You mute by going to the microphone icon at the top of the toolbar. This microphone icon will only be visible to those who have activated their microphones. Otherwise you see a telephone icon.

And there is the option there, the first option, in fact, is to mute or unmute your lines. It's a simple click but by courtesy, it's important to mute. Automatically you have that as a reflex the minute you join a conference call.

So just a quick overview of what we've seen. You'll receive an email invitation a week before. I'm saying a week before because most of you are part of working groups that meet weekly.

You'll receive an email invitation with a calendar invite a week before the conference call. You'll receive a reminder one or two working days before the conference call.

And (unintelligible) to the bridge, you join the Adobe Connect room, you can then choose to activate your voice over IP connection. And just remember to mute and unmute and raise your hand when you want to talk.

And that's pretty much all you need to know. That's pretty much all you need to know about the Adobe Connect room and how to behave in working groups. Are there any questions up until now?

All right, perfect. In that case, I'll go on to the last item of the agenda and this is a very important one. And I can become very boring when talking about this section. This was a section...

((Crosstalk))

(Lawrence):   Sorry, this is (Lawrence). Sorry, this is (Lawrence).

Natalie Peregrine: Hello, (Lawrence).

(Lawrence): Sorry for - yes, for jumping in. I had a little issue with the AC room so that's why I got disconnected. And now they you're talking about questions, I want to find - I'm particularly interested in the SOI, statement of interest.

I noticed that before (any meeting) - before any working group meeting, normally we'll ask if - I mean, if we declare an SOI or if there have been any changes to it. I just want to know if - I mean, why this particular process (is used).

Natalie Peregrine: That's a very good question and I'm very grateful for you asking it as it was a point I wanted to talk about and I completely forgot. So thank you very much, (Lawrence).

You're very right. At the beginning of the working group conference call, there will be a roll call and recording started and the chair will start by asking if there are any updates with the statements of interest, or the SOIs.

This is key - sorry, this is key because it's in terms, again, of transparency and representation. It is important to know if, for instance, when a certain person is talking, if he or she is talking in the names of the IPC, for instance, the Intellectual Property Constituency, or if, as some members have done recently, or if they've changed constituency and moved over to the BC, the Business Constituency, for instance.

It's quite important. There will be - regarding that, you will have members who are, for instance, registries in their statements of interest but then when they will talk and put their hand up, they will say in my personal capacity.

So that makes it very clear that they are not talking - representing their stakeholder group. They're talking as themselves as individuals. So that is why we always ask - or chairs always ask about statements of interest, if

(they find an idea) of representation within the working group. Does that make sense, (Lawrence)?

(Lawrence): Yes, it does. Thanks so much.

Natalie Peregrine: Thank you for your question, (Lawrence). If there aren't any further questions, I'll just - Marika has - you have your hand raised.

Marika Konings: Yes, this is Marika. I just wanted to add something and I tried to in the chat but I see that (Lawrence) is not on the Adobe Connect so I also wanted to state it.

One of the reasons why the (conflict) of statement of interest exists in the GNSO context is that participating in policy development doesn't mean you need to be neutral or not have any interests in the outcome.

The important thing is that you declare that interest, so that is a bit - the background to the SOI, so everyone knows where you're coming from, where and if there's any issue.

And that gives people, as well, some insight into why you may be advocating a certain position or what your perspective may be. (I'll say it) again, (unintelligible) have an interest because, as many know, many parties are participating in GNSO policy development.

There are - eventually they're actually affected by the outcome as long as that interest is the cleared up front and visible to everyone participating. And that's also one of the reasons why, at the start of every call, the chair asks are there any updates, as not everyone may be constantly checking statements of interest so it's a way of just checking if someone changed jobs.

And, you know, are they now moving - working for a different employer that may have changed their perspective or participation in a group. That's a little bit of background to the statement.

(Lawrence): Thank you.

Natalie Peregrine: Thank you very much, Marika. So the last item of this discussion session is GNSO - GNSO Learn is part of the bigger program which is called ICANN Learn.

ICANN Learn, which can find in the ICANN Web site directly, but (equally) a link to GNSO Learn has been put in the Web link (pod) in the Adobe Connect room.

It's a series of videos, of texts and of (all these) Q&As designed to give you a very quick but complete overview of the GNSO. This is very recent so it's completely up to date.

I went on it initially asked staff just to proofread to help a colleague and (unintelligible) a lot so that was a little lesson for me. I would encourage you all to go and spend some time on it.

The interface looks like this. It's like a (classroom) with lectures and lectures is misleading. It sounds very text heavy. This is not. It's a very lively and modern platform.

You can also dip in and dip out. There is no trail of what you're doing. It's only - it is a completely individual class you'll take. But it is very well explained.

You can spend five minutes on it or an hour on it and then pick up the next day or the next week. It makes no difference. First, some of the subjects - for most of the subjects it covers are on these.

I know that when you start a new working group or become a new member in a working group, you have a lot of documentation already. So this is a different in a clear, maybe more simple way of explaining, but giving as much information.

So I would really encourage you to spread the word that this exists and also to have a look because you will learn a lot. An additional pitch, other than GNSO Learn, is the acronym helper. We have a few constituency Web sites that have acronym pages, too.

The GNSO Web site, every page has an acronym helper so that's quite an ideal start. As mentioned just before, the ICANN Learn Web site is brilliant that gives you an even broader overview, clearly, then the GNSO Learn pages.

What - the ideal solution would be, of course, to find an experienced working group member to reach out to and to ask questions. (Unintelligible) to do that by the way. Maybe not from a mailing list, if you find that daunting, but just to reach out to individual members, those who you see (more are essentially vocal) in working group activities.

And they will often - they'll be more than happy to share their experiences with you. And, of course, if you need help in any of the situations or others, please don't hesitate to contact the SOAC admin support with the email that's on the screen again.

Last, we have the links here to the GNSO Web port and we also have a Facebook page and a GNSO Twitter account. The GNSO Twitter account will be especially likely during the Marrakech meeting next week so please don't hesitate to subscribe to that.

That concludes today's presentation. However, we do have a few minutes left. Are there any questions? Are there any areas where you have questions in

the subject has not been raised during this conference call, please let me know?

While I wait to see if there are any questions, I just want to touch on quickly on the Marrakech meeting next week, the ICANN (55). Just see you know that during those meetings, if you're joining as a remote participant, the setup is slightly different.

You would have to go to the meetings page from the ICANN Web site. From then on, you would choose the Marrakech meeting. It will be the first one there. And you would go to the main schedule to find out when the meetings are.

And the Adobe Connect room of those meetings will be on those pages. So they aren't your usual Adobe Connect rooms. You'll be following the ICANN 55 conference calls.

Also please bear in mind a slight difference with your working group conference call, that there will be audio streaming only in the Adobe Connect rooms.

So this means that you'll only be able to hear what's going on. You won't be able to activate your microphone. However, if you do have issues with your Adobe Connect room then, you can have - there are also audio (tasks) available in audio streaming available during the conference calls.

Those links are also on the meeting page of the meeting you're interested in taking part from the main schedule of the ICANN meetings. So please just be ready for that and also ask - don't hesitate to ask, again, staff if you need help navigating on the different meetings.

We were planning on holding a pre-Marrakech introductory session. I think we ran out of time. We will definitely do that for the next ICANN meeting. So please don't hesitate to reach out during that period

I see that we don't have any more questions. If you do have some, please don't hesitate to email us. And with that, I'll give you back a few minutes of your time today. Thank you ever so much for joining. Have a good day.

END