

**WHOIS WG Meeting  
TRANSCRIPTION  
Monday 14 May 2012 at 1900 UTC**

Note: The following is the output of transcribing from an audio recording of WHOIS WG on the Monday 14th May 2012 at 1900 UTC. Although the transcription is largely accurate, in some cases it is incomplete or inaccurate due to inaudible passages or transcription errors. It is posted as an aid to understanding the proceedings at the meeting, but should not be treated as an authoritative record.

The audio is also available at:

<http://audio.icann.org/gnso/gnso-whois-survey-wg-20120514-en.mp3>

**Attendees**

Cintra Sooknanan - ALAC

Susan Prosser - RrSG

Michael Young - Individual

Wilson Abigaba - RrSG

**ICANN Staff**

Berry Cobb

Nathalie Peregrine

**Apology:**

Don Blumenthal - RySG

Steve Metalitz - IPC

Avri Doria - NCSG

Coordinator: I'd like to remind all participants this conference is being recorded. If you have any objections, you may disconnect at this time. You may begin.

Nathalie Peregrine: Thank you very much (Kelly). Good morning, good afternoon, good evening. This is the Whois call on the 14th of May 2012. On the call today we have Cintra Sooknanan, Wilson Abigaba, Michael Young. From staff we have Berry Cobb and myself Nathalie Peregrine. And we have an apology from Steve Metalitz.

I'd like to remind you all to please state your name before speaking for transcription purposes. Thank you very much and over to you.

Michael Young: All right. So Berry I guess I'll just do a little intro and then we'll go through the agenda if that's okay. We are a little off schedule here and I apologize. You know, it's really my fault. I had some health issues around the family and stuff I was actually dealing with and they have since resolved themselves. So no worries. But it was, you know, derailed me a bit for a number of days between illness in myself and some other family members.

So I got the 9.2 turned around to Berry on Friday morning, which puts us back and behind. At the same time I gave it to Wilson. And that's been distributed to the list this morning actually so for everyone else should they have any additional comments. However, I think the changes were all just in line with the last review we did too.

Berry, do you want to walk through the agenda. I would just say that maybe thought agenda Item Number may not be required for a full walk through since we just distributed it to the list. And I think we were supposed to respond to 9.2 version on the list anyways.

Berry Cobb: Okay. Great. I'll take over for the action items. First action item is with respect to the Webinar road show. I'm working with Liz to get those scheduled. As soon as I understand more about the logistics of getting those set up I'll send out a list to you and (Don) so that we can try to agree on a date that works for everyone. But that should be fairly easy to get set up.

And I imagine on the side we'll probably want to map out a rough agenda of what's going to occur in that Webinar. (Don) sent an email this morning saying that he couldn't attend today given a doctor visit but he'd like to try to hook up later in the week to catch up.

Second and third agenda items or action items were just the complete Version 9.1 and 9.2, which have been done. And then the fourth one which is to pass over Version 9.2 to Wilson to load into the survey tool.

Our original date for action Item 5 was 7 May and we'll probably need to understand how long that will take Wilson to import into the tool. I suspect it's probably a rather daunting task to have to get everything over in there and we'll need to understand all close dates so that we can readjust the rest of our milestone schedule.

And then action Item Number 6 is just basically once we have it loaded into the tool we'll send out a communication to our beta test pool for them to take the survey and then we can receive their feedback and move forward with submitting the latest draft to the Council and public comment.

And lastly just close - with respect to public comment period I have the draft paperwork completed for that comment period and basically all we need to do is once we understand what date we'll adjust and I can forward that over to the ICANN IT team to get loaded up onto the icann.org site and get it official open. So that's all I have.

Michael Young: Okay. Berry, why don't we - why don't we go ahead and look at the dates right now and talk these through. I think basically they're fairly dependent on one another in serial fashion. So potentially we can - we probably should shift - we're about a week and a half off. So do we want to shift everything a week and a half forward for the subsequent dates?

Berry Cobb: Most likely I would like to ask Wilson to respond how long he thinks it'll take for him to load the survey into the tool and then from there we can, as you mentioned, serialize the dates out.

Michael Young: Okay. So why don't we give some liberty for that? I mean I - it's not ideal that we shift a week and a half forward but I don't think it breaks anything we were intending to do.

So if we can just - I guess we really don't need to solve for that right this second. If you - once you get that response back from Wilson if you want to reach out to me, we'll go over the dates and post the revised target dates to the list to make sure everybody's - see if anyone has any issues with that.

Berry Cobb: And Wilson is on the call.

Wilson Abigaba: Yeah. This is Wilson.

Michael Young: Hi Wilson.

Wilson Abigaba: This is Wilson. I'm - hi. I will have the survey tool ready by end of this week. So on Saturday I will turn out an email with a link to the tool. Then by the weekend if you have any comments we shall - have any comments and send it to (unintelligible).

So I'm very hopeful at the end of this week we shall have the tool ready for (unintelligible) and around (for a number) of questions there.

Berry Cobb: So this is Berry. If I understand that correctly, you know, you're targeting 18th of May.

Wilson Abigaba: Yes, 18th of May. On the 18th of May but (unintelligible) I will send out - I will send you the link so you can review the entire (unintelligible).

Michael Young: So Wilson, if we parallelize the work a little bit this week so we've posted 9.2 to the list now. If you can go ahead and work 9.2 into the survey tool and if anyone's got any, you know, real - really serious adjustments that we decide

we need to make, we can just feed those incrementally to you between now and the end of the week. Would that be okay?

Wilson Abigaba: Yes. That's very fine with me.

Michael Young: Okay. Perfect. So we're not doing too badly Berry then I guess because that allows us to really be back on track by Saturday. And I'm a little more concerned actually with whether or not we'll have the Webinar material ready in - as early as we'd like it to be. And so we need to get feedback from (Don).

Berry Cobb: I agree. Absolutely. And I'll set up a session maybe for Wednesday or Thursday. I'll send out a doodle for the three of us so that we can square up on that. I think if I'm - correct me if I'm wrong but most of the Webinar will be not necessarily running through every question of the tool but certainly isn't that going to be the biggest content part of the Webinar?

Michael Young: Yeah. Well absolutely. We give some sample questions but I think what we do is maybe just roll through the - you know how we have the questions divided up in sections.

We might in the Webinar just take time to describe each section - each theme of the questions rather than, you know, try and run people through each question. I mean that's what they're taking this survey for. They're reading through it and they're posting their public comments on, right.

So I think Berry what we should do here is if - let's get a meeting with (Don) in the next day or two. If we can't, then let's ask (Don) if he can, you know, have a draft of a suitable presentation for the end of the week.

If he can't then I'm willing this week to pick up that slack and I don't know if you'd have any time to help Berry. But if we can - I think I'd really like to see if we can't match Wilson's due date in terms of getting the presentation done for the Webinar.

Berry Cobb: Okay. Taking that down as an action. So with the new dates I have loading the survey questions into the tool on the 18th of May. As soon as Wilson sends that link out, we can communicate out to our test control group and give them about five business days to complete it. So that'll put us to the 25th of May.

And I'm not sure - do we want to try to have a session to review some of their feedback before we move forward with the Webinar and those kinds of things and submitting it to the GNSO Council or just kind of park it for the moment and take in their considerations when we reconvene after the public comment period?

Michael Young: No. I think May 25 - what day of the week does that land on? I think that lines up anyways...

Berry Cobb: Right.

Michael Young: ...with - yeah. So why don't we plan a meeting then -- (that's here) -- for the 14th now. So we would have a regular meeting on the 28th if we kept to our two-week schedule, right.

Berry Cobb: Correct.

Michael Young: So why don't we do that? It gives us an opportunity to try and - Wilson, if we close - Wilson, if we close the survey tool off to the internal users on the Friday, is it possible for you by Monday to output some reports from the survey tool that we could look at together as a group on the Monday?

Woman: Yeah, I think (unintelligible).

Wilson Abigaba: Yes. It will be possible for me to give the results mid next week. But (unintelligible). I think that is a bit too ambitious for (unintelligible) for the

questions. Unless we really give it a bit of time but (unintelligible) is too ambitious. (Unintelligible).

But on my part I will be able to give them that immediately. And even where the (unintelligible) for completing the survey I'll be able to update you on how the responses are doing.

Michael Young: You know what, Wilson, I agree with you. It is ambitious. So what if we did this. What if we open it and just leave it open and Berry, Wilson what we look at on the Monday is we take a look at what we've got so far. So, you know, if we've invited 25 volunteers to look at it and only eight of them have done it by that point, we'll look at what we've got so far to get a sense of what we're receiving.

And we can leave - we can leave it open, you know, and go ahead with the Webinars and leave it open for a few weeks, right, because that information is still another source for us to learn from and it can go right into the public comments period, right, for our volunteers. That make sense?

Wilson Abigaba: (Unintelligible) if you can please send me all the email addresses of the test group so I can (be able to) send invitations. I can send them invitation (unintelligible) and they'll be able to monitor what (unintelligible) or send a reminder or have (unintelligible) survey tool. I can do that (within the) tool, so you can send them - you can send me the mailing address, I'll be able to...

Michael Young: Okay.

((Crosstalk))

Wilson Abigaba: ...invitations for them.

Berry Cobb: And Wilson, this is Berry. As long as you send the link out I can take care of emailing to the invitations for control group to take the test and put the

appropriate language around how long it'll be open and, you know, and hoping to receive feedback by the 28th and those kinds of things.

Wilson Abigaba: (Unintelligible).

Michael Young: Berry, can you put down Greg Aaron as well please?

((Crosstalk))

Berry Cobb: Okay. I've got him added.

Michael Young: And I'm going to reach out to see if I can't get Kathy Kleinman and a couple of other folks as well that have been, you know, contributing and volunteering a lot around the Whois issues and aren't necessarily technical because it'd be nice - I see that we've got a fairly good group of people with technical backgrounds on the list so far but would like to hear from some less technical people that want to take a shot at doing this survey.

(Susan): Hey Mike, this is (Susan). If you're looking for some other non-technical people, I can get some more. I was looking more on the technical side. But we want just general users as well? Their perspective?

Michael Young: Yeah. Absolutely. People that - (Susan), what I think we'd like to do is target people that might be consumers of Whois - users of Whois information but...

(Susan): Right.

Michael Young: ...not necessarily technical. Right.

(Susan): Okay. Let me broaden my reach.

Michael Young: (That'd) be really appreciate it. Be great. Yeah. So I've got - I managed to find two relatively technical/business savvy and one that's more policy and practice on abuse with (Greg) although he's no slouch technically either.

So I'd really love to get, you know, a few folks that are more on the - been focused on the Whois functionality more from the, you know, the policy side and so forth and struggled with those issues to see what they think of the proposed functionality.

Berry Cobb: And Michael, this is Berry. Cintra just gave us three more persons as well. So we're at 16 now.

Michael Young: Awesome. That's great. Okay. So yeah, I think we get up to - if we can actually get 25 some odd people to log in and do the survey, that's a fairly good sampling I think.

Cintra Sooknanan: Mike, this is Cintra.

Michael Young: Okay.

Cintra Sooknanan: Sorry, I'm not connected so (unintelligible).

Michael Young: So Berry, I think that - sorry Cintra, what'd you say?

Cintra Sooknanan: I'm just wondering - I will (then) send a message out to At Large in general to ask if there's any volunteers because At Large tends to have a lot of (unintelligible) and (unintelligible) and so they will not be technical in nature.

Michael Young: Well I don't want to confuse doing general broadcasts for this. I don't want to confuse people thinking we've opened up the entire survey and ask everyone to jump in. Right. So assume that - we may as well do the survey. If you - I

think it's better for all of us to target people that will actually make the effort to provide us with extra commentary.

Cintra Sooknanan: Okay. No problem. Sorry.

Michael Young: Yeah. And Wilson, if I remember correctly what we were going to do for this version - this draft version of the survey is on every question we were going to add a text box that said something like, you know, beta user comments or something like that so that they can put in their thoughts on each question.

((Crosstalk))

Michael Young: Sorry Wilson.

Wilson Abigaba: I beg your pardon.

Michael Young: Wilson, sorry. I can't really...

Wilson Abigaba: Can you please repeat?

Michael Young: Oh.

Wilson Abigaba: Can you please...

Michael Young: I was saying...

Wilson Abigaba: Can you please repeat:

Michael Young: Sure. So what we'd like to do on the draft version of the survey where we have our small group of volunteers to go through and comment on it - our targeted group of volunteers put in some (unintelligible).

Wilson Abigaba: I haven't had (unintelligible) but it is breaking. But we would be - we wouldn't be able to have the volunteers comment on each and every question. But can have them give their comment maybe at the end of the survey.

Berry Cobb: Michael, you still on the line? Oh, Michael dropped from the phone. I'm giving him a minute. I'm sure he'll rejoin.

Wilson Abigaba: Hello. Michael, are you on the line?

Berry Cobb: Hi Wilson. You're coming in just fine. It was Michael that dropped off. He'll be back on...

Wilson Abigaba: Okay. Okay. I think it was his (unintelligible) problem, no mine. Okay. I will save it for him when he's back.

Berry Cobb: Yeah. I think you're good.

Wilson Abigaba: Okay. If (unintelligible) was say is that if the respondent can give comments on the (unintelligible). Am I right on that one?

Berry Cobb: Yes. That's what...

Michael Young: Hey, it's Michael. I'm back. Sorry about that.

Wilson Abigaba: Yeah. But we cannot have the respondent give comments each and every question. They will be - there will be too many (unintelligible). But they can leave comments at the end of the survey perhaps.

Michael Young: So I think I'm back online on my Internet as well but I dialed in on my cell. Wilson, do you think it's - I think then fine what we should do is maybe just add a big text comment box at the end of the survey and ask people to put notes in. Maybe that's a better way to do it because if a question really was highly problematic, it'll stick in their heads. If it's - if they're just...

((Crosstalk))

Michael Young: ...maybe that's not as useful.

Wilson Abigaba: ...or we can have that - that's not feasible or we can have the big comment box at the end of each section.

Michael Young: That's good. So yeah, okay. Let's do a comment box for each section.

Wilson Abigaba: Yeah.

Michael Young: Okay. Is everyone okay with that? Okay. Not hearing any complaints. So all right. So that's the plan. So if you can do that Wilson, that' be fantastic.

Wilson Abigaba: Okay.

Michael Young: All right. Berry, I don't think we need to go through three, right. We've taken that off. So if I look at the schedule here then it's really dependent on whether or not we can punch out the - let's assume - let's do these dates and assume that we're going to pick up the slack and get the Webinar materials done one way or the other to match Wilson's progress.

Berry Cobb: Okay.

Michael Young: Okay. That allows us to complete a targeted schedule.

Berry Cobb: Right. Yeah. Yeah. In terms of the Webinar I'm not so much concerned about that but looking at - if we can hit the public comment period on the 29th of May, the 42 day minimum gives us till 10 July. Then from there we' going to have to spend at least probably two sessions to review through the comments and update the next version of the draft before we submit it out to - and release it out.

So that's looking probably like the end of July when we would actually submit the survey for the community to take it.

Michael Young: Perfect. Okay. You know what, that works okay. Berry, I'm thinking what we do to process and, you know, I'll raise this again at the next meeting because we don't have a huge attendance at this one.

But I think maybe the way we go with is to process the comments is that we assign each section to somebody to do - to go through the comments and try and do an executive summary by section. And then walk through that with the group. That'll make our planning sessions much more I think productive.

Berry Cobb: Right. As part of preparation for that, once the comment period closes, I will be collating all of the comments into a comment review tool and...

Michael Young: Okay.

Berry Cobb: ...I'll imagine it'll be organized by section...

Michael Young: Got you.

Berry Cobb: ...similar to our survey. So if Respondent A or comment Person A has comments about the first and third section, I'll be breaking it apart so that it's aligned to the section so that we can review all the comments per section.

And then from there it's up to the working group how they want to proceed forward. But we just have to make sure that all comments are adequately considered so that we can wrap that up appropriately.

Michael Young: Well yeah, that's perfect. So we can use that tool to assign a section and have a lead on each section with the responsibility to examine the comments, pick out ones that are, you know, repetitive or, you know, represent

showstopper type of concerns. Build a bit of an executive summary report. And then take lead on that discussion for that section to the rest of the group.

So, you know, say I take the first section, then I'm going to go through all the comments. I'm going to look at them in the tool. I'm going to see that certain comments are repeated so they're going to go on the - high on the priority list for examination by the working group and so forth.

That way, you know, we can have somebody leading us productively to, you know, which issues came up for each section and which seems to be the largest points of concern because we, you know, we're probably, you know, my experience with this stuff is we're going to get a lot of stuff that is kind of nitpicking and is not really, you know, substantial. And then we're going to get other things that, you know, indicate that we should make a response or a change based on.

So someone can filter that on each section. We need to divide and conquer in a reasonable way.

Berry Cobb: Great. Okay. (Unintelligible).

Michael Young: I think I have - that's an idea right now. I don't want to, you know, I'm not trying to dictate anything here. So we have to propose that when we have - on the next meeting and we have more people on.

Berry Cobb: Great. I've updated the milestone schedule. So I think where our slack comes into play is publishing between the final report and releasing the survey results. So we can still hit our 31st October time deadline in terms of wrapping everything up. Just gives us a little less time to get the final report put together.

But that is one task that we can work in parallel as we're reviewing through the survey results and releasing them out to the public. In fact I imagine

probably toward the end of July I'll have a good working draft of the final report and then we just start to fill in the holes as we traverse down the (mouth) on schedule.

Michael Young: Awesome. Sounds good. So I can't see the agenda on the screen anymore because I've now totally lost my backhaul line. So I apologize. I just have my cell phone.

Berry, I guess we should go to maybe new business at this point.

Berry Cobb: Yes.

Michael Young: Does anyone have on the call today have anything they want to add to this? Okay. For those of you that are on the call, I proposed kind of a way that we might process the comments - the responses we get - the responses we get that are formularized. The survey tool will give us some reports to be able to understand that.

But the comments that we get on the actual - that will lead us to maybe adjusting or expanding or changing the actual questions I suggested a structure on how we process those using the tool that Berry described.

If anyone has any other ideas, alternative ways of doing this that they think is more effective, then, you know, feel free to think about them and bring them to the next meeting and we'll talk those through.

Okay. So not hearing any other new business, Berry, I guess can we run quickly through our action items again and then we'll wrap up the call and let people go early today.

Berry Cobb: Okay. Great. The first action item is for yourself and for both of us and we'll get with (Don) to figure out the content for the Webinars and try to have a

draft presentation created by the end of this week to keep in line with releasing the survey out to the beta test group.

Next action item is basically for Wilson to load the survey into the tool. Hopefully we'll hit Friday. Then the next action item, which is a carryover, is once the survey's been loaded into the tool; we'll communicate out to the test pool to take the survey. And from - those are all the open action items for this point until we get closer to submitted the draft to the Council.

Michael Young: Okay. Okay. Last chance for anyone to raise or add any comments or raise questions. Not hearing anything, I'll thank everyone for attending the call. And sorry about the delay. You know, sometimes when we're volunteering our time a lot of these things can't be helped. But I think we're back on track here.

So thanks everyone for their efforts. Thanks everyone for coming to the call today. Wilson, I'm really looking forward to see this in the survey tool for the first time. That's pretty exciting. So again, thank you everyone for your efforts. And we'll see you on the next call.

Woman: Have a good day.

Man: Thanks Michael.

((Crosstalk))

END