

ICANN
Transcription ICANN Copenhagen
GNSO History Fireside Chat
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Brad White: This session, even if you do mind, we're still going to get started. This session is going to be a little bit different from others you may have attended. Little bit lighter, we've got two purposes here. We're honoring a 14-year legend at ICANN, Glen de Saint Gery. How'd I do on the pronunciation, Glen, was I close?

Glen de Saint Gery: Very good, Brad White, thank you.

Brad White: She's only been rehearsing me for 20 minutes. The other thing we're going to do is get into a little bit of GNSO history through Glen and some of her stories.

Before we do that, I'm going to give you a little bit of background about Glen. She's originally from Cape Town, South Africa. Moved from South Africa in the 80s during the turbulent apartheid era. Ended up in the south of France,

horrible place to end up, somehow she went there. She didn't actually know French when she moved, she picked it up in the streets. That's as far as I went when I was asking her, didn't want to go beyond that.

Here's some interesting facts that you may or may not know about Glen. She survived six CEOs, seven GNSO chairs, and three husbands. So my first question to Glen, were any of the husbands CEOs or chairs?

Glen de Saint Gery: No.

Brad White: I'm not sure I believe her but we're going to let it go. She's leaving us after 14 years. It's not an overstatement to say Glen is a legend in the organization. Glen is going to say it's tough to leave ICANN, she's going to leave behind friends, blah blah blah blah, the stuff that we always hear when people are leaving.

As a former journalist, I'm not sure I always buy into what people are telling me. We went out to try and find photographic evidence when Glen gave notice. We wanted to see was she actually upset as she claims to be about leaving. And we did find one photograph that causes us questions. Somebody show me a tear there. Yeah, she's heartbroken to be leaving, all right. We all buy into that.

Glen as always, we all know Glen is like the most put-together, classiest woman in the community. I mean, she's always looking sharp, she's just together. In doing a little bit of digging, though, about Glen's background, we found out she's a little bit dirty. Let me elaborate on that. We found out that she's in a secret mud-wrestling club. When you look at that woman, can you even imagine, and there it is, photographic evidence. This, by the way is not fake news.

There's one more photo we found of Glen that I would like to share with you. We discovered this photo of Glen showing one of the new CEOs on his first

day of an ICANN meeting. I'm not going to identify, in fairness, I'm not going to identify which CEO that was. I will only say that (Rod) loved her.

So with that brief intro, we're going to hear a little bit from Glen. Then these folks have all got some fascinating stories, and tell us about their time working with Glen. And so we're going to hear a little bit from Glen and then they're just going to pass the mic, they're going to self-introduce. When we finish that, we're going to open it up a little bit. We're going to hear some more personal stories from Glen.

We want to keep this light, we want you, you know, if you've known Glen, you've got some interesting stories, we want to keep this a little lighter than your normal session so there'll be a time for you to join in. Glen, first question, you got into this whole world by teaching English, right?

Glen de Saint Gery: That's right, I was teaching English in the south of France, and somebody came to me one day and said "I would like to learn English." I said "Oh yes, fine." They said "But I want to become a director of COIR." I said "What's that?" So he started telling me about the Internet. So I said "Oh, that's very interesting, but to teach you English is not going to be quite so easy because we'll have to go into some technical terms. So you have to tell me all about this."

So we walked up and down the Croisette in Cannes for a very long time and what happened was he was telling me about this COIR, the Council of Internet Registrars that, some of the pioneers are here. And this became more and more fascinating. So when he realized that he was giving me more information than I was actually giving him English information, he phoned me up one day and said "Look here, I've got to go to Washington for a meeting. Will you please come with me because I don't understand a thing."

So I packed my bags very quickly and we went off to Washington, and that was one of the meetings that formed the white paper and the green paper

which probably very many of the young participants don't know about, but that was the beginning.

I think I'm going to ask Jonathan and Ken to tell the story of the white paper and the green paper.

Jonathan Robinson: Thanks, Ken, okay right, so my name's Jonathan Robinson. I was back in, when I was asked to say a few words here, and they will only be a few words, I cast my mind back to the time. And it turns out it was 1997, which is somewhat shocking. Twenty years ago, and I was working and running what we would now call a registrar but of course it was simply a domain name selling operation because there was no such thing as a registrar back in 1997, and we were taking \$100 domain names off Network Solutions, and I guess 80-pound domain names off Nominote in the UK in those days. Repackaging and selling the for probably \$150 and we're posting an e-mail and so on.

And so that was the sort of landscape at the time, and there were a few other early operators, and I ended up meeting, possibly through COIR, I don't know if it was pre-COIR, it was '97, so I guess we were, probably it was pre-COIR, right? So somehow or other, one way or another, I ended up going down onto south of France and to Monaco, in fact, to go and meet another prospective operator in the business called Name Bay, who didn't seem to know quite so much in spite of the fact that they'd convinced Glen that they did know so much about domain names.

And they certainly didn't know much English, and I didn't know much French, which hasn't changed to today. I know a little bit more about domain names but not much French, and of course there was Glen, there to fill in the gaps in domain names and talk about French. So that was 1997, in the south of France, and of course Glen and I had the common background of having been both refugees from Cape Town once upon a time. So I could speak a

little Afrikaans and the two of us could, if we needed to, converse in a third language.

So that was the meeting of Glen way back when that pre-dated ICANN, pre-dated I guess the DNSO and the GNSO, and it pre-dated of course the very big events that then in our industry took place in 1998, which was, which I'm sure many of you are far more well-equipped to talk about. And I've talked to someone about that today, and they said "You mean Monica Lewinsky?" I said "No, definitely wasn't Monica Lewinsky in Washington at the time," it was the early, early days of the whole domain name industry and the white paper and so on.

So with that I'll hand over to Ken, who may be able to recall some of those early details.

Ken: Some of this is a little intense for me, but I want to correct one thing. To the best of my knowledge, and there are enough people in the room, Glen hasn't been with ICANN for 14 years. She may have been an employee of ICANN for 14 years, but Glen is a good, solid, 20-year person because I know through Chuck, Elizabeth, (Putnev), by the way I bring greetings to those of you who've been around long enough from Louis Touton. I had a wonderful discussion with him yesterday, and he wanted me to give you his love, he has a little daughter now.

So I mean, from a practical standpoint Glen's been around for a long time. I was one of the first chairs of COIR and I've worked with Name Bay and Jonathan and so forth, and she was so invaluable, not just for the company that she was working for but also for us. And once ICANN got started, we realized there was a need for somebody to handle the secretary functions and a bunch of people, Phil Sheppard, Marilyn and Chuck and a few other people got involved, and we went to Louie and we said "Louis, we got to have somebody that can help us out." Louis, I think, went to Glen and that's how we originally got it started.

But I want to give you a couple of examples of how sketchy this whole operation was at the very beginning. First of all, how many people in this room went to Accra, Ghana? Okay, if you recall the bandwidth was so bad in Ghana that you couldn't get on half the time. We were involved in a conference call and the call lasted an hour and twenty minutes, and they handed us a telephone bill for 4,000 bucks.

Halfway through the conference, Paul Twomey, who was chairman of the GAC, showed up at breakfast. And I was sitting there with Stuart, I can't remember his last name. Stuart Lynn, who was the CEO of ICANN at the time. Paul came up and Stuart said "Where have you been? You were supposed to be here two days ago."

What had happened was Air Ghana had picked them up in London and was flying them down to Accra. Well, Air Ghana's credit was kind of sketchy so they couldn't get enough gas for the plane in London, so they stopped, this is the God's truth, they stopped in Rome to refuel. Alitalia repossessed the plane. And threw all of the passengers off. And the Ghanaese government had to go out and charter a plane to get the rest of these people, including the chairman of the GAC.

So I mean it was an interesting start. There were a lot, there was a huge amount, and Marilyn is going to go into this, there was a significant amount of contention. There was one group that said "We got all we need, we don't need any more new TLDs or anything." And there was another group of people that pushed the edge very, very hard. And created some real crises, those of you who remember Jon Postel, he was still living, took a day and put all of the COIR names in the route for I guess 24 hours, everybody went crazy. Marilyn called Madeline Albright and they got it all handled.

But this was a very contentious and yet at the same time, a group of people that was able to communicate with each other. There was a lot of yelling going on, and a lot of stress. But in the long run, we got through it. Marilyn?

Marilyn Cade: So I'm going to start out by introducing myself. My name is Marilyn Cade, and I'm an FOG. What's an FOG? Friend of Glen's. Glen and I met in Reston at the North American version of the, one of the five consultations on the white paper. My involvement in ICANN, I worked for AT&T WorldNet and for AT&T Computer Systems, and my involvement in ICANN was created due to a crisis that some in this room created.

It's true that crises are also opportunities. When the general counsel of AT&T called me up in my office, screamed at me and told me that I was supposed to fix the gTLD MOU problem. Which would have involved launching seven new gTLDs, a seven-person board, which included three international, intergovernmental organizations on the board.

That was not something that made the ISP community happy and I think Ken might say something more about that later. But I stumbled into this because the company I worked for was very concerned about the security and stability of the Internet. Postel had earlier re-routed the traffic, and created a real crisis where AT&T Labs engineers worked all weekend long trying to fix what they thought was a major failure, which was actually a test.

As a result of that, I was paying very close attention, and it wasn't Madeline Albright, it was President Clinton's chief of staff that I called at the instruction of my boss, to say "Okay, we can't make a change that doesn't have broader consultation."

So I ended up helping to coordinate the involvement of business and NGOs in the United States and working with others who are in this room with other groups, and helped to organize the Reston-based version of the consultation

on the white paper. It was the first time I met Glen, and I'm going to let Glen tell you what she thought about me.

Man: Now or then?

Glen de Saint Gery: Yes, it was at this very big meeting, which was quite terrifying, and I was concentrating on translating every single word to Francois that I was sitting next to that I had to come and explain to him what was going on. And I saw this woman up, walking up and down and I got so scared because "Wow, she is so efficient. She really knows what's going on here. I wish I were like that, but she is far too efficient and powerful for me." And then we ended up traveling together, by the way, years later.

Marilyn Cade: Glen and I have a special code word. Limes. There's some people in this room who will appreciate that because in many of the travels that I've undertaken to ICANN meetings, Glen and I and a few others have sometimes toured, like in Tunisia and Morocco and in India. And Glen was my procurer.

In Tunisia, she made the driver drive to four different stops to buy a bag of limes for me. So I want you guys to know, that woman can do anything. And here's my third example of Glen. Right after Paul Twomey became the CEO and president, and he hired (John Jeffrey) and (Kurt Crist), one of the staff people was assigned to develop the first strategic plan by Ken. And we had heard rumors that there was a strategic plan being developed, but none of us had any transparency. Certain people sitting up here were pushing to try to get more information, couldn't get anything, couldn't get anything, even I couldn't pry information out of people.

And when it was announced, it was version 19. And in the GNSO policy council, on the microphone I said "I am really bad at math, but even I can tell the difference between version one and version 19." And the council, Bruce I think actually authored the resolution, suggested that we would contribute \$5,000 from our budget to help to hire a room in Amsterdam and we

organized a public consultation, two days, done by the community on the strategic plan. The staff came and listened, and Glen and I were the chief organizers of this event.

The most powerful message that I can give you about Glen is Glen embodies a phrase that I know is, really resonates with many from the Jesuit community, and that is "Serve to lead, and lead to serve" And she has been leading in so many different ways, and it is such a great pleasure to be able to comment about the contribution that this pioneer in helping to launch ICANN has contributed.

Chuck Gomes: I'm Chuck Gomes and I'm with Verisign. But when all this started, it wasn't Verisign. Did you hear Ken talk about the attacks? Guess who was being attacked. People wanted competition in domain name registrations. There wasn't any. In 1995, when we first started charging for com, net and org domain names, first time they were charged. Charged, you had to pay for a registration, it was all free before that. And all of a sudden, especially with money flowing, people got very interested in competition, which was a good demand.

But that made for an interesting life for anybody from Network Solutions at the time. And Marilyn mentioned the Internet forum for the white paper, that followed, the green paper was in January, 1998. White paper followed in June of 1998, and out of that came four international meetings. The first one was in Reston, as Marilyn mentioned. Second one was in Geneva. The third one was in Singapore. And then the fourth one was in Buenos Aires.

I had the privilege of attending all four of those, and I'm looking here in front of me, Tony Harris who, his organization hosted the fourth one in Buenos Aires. Fascinating meeting. First time that there was simultaneous translation in a meeting. It obviously wasn't ICANN yet, but four of those meetings and out of that came the ICANN organization. And there was even

a one-day meeting after the board was formed in Cambridge, Massachusetts, that, several of us attended that, so.

So that was the start of ICANN. And ICANN was formed, and by the way I'm going to come back and talk about Glen later because it fits in more how Glen and I met with what Philip's going to share. But those were really tumultuous times, and especially for Network Solutions, because people wanted our business, rightfully so.

It was a good business, but keep in mind, we were the only registry and registrar. In fact, there wasn't a distinction between registries and registrars. Tony probably remembers, the translators had a terrible time translating those terms in Buenos Aires, because it was a brand new concept at that time.

Let me stop there, again I'm going to come back and talk about Glen later, but because I met Glen just a little bit later than then, and in the early days of what was the DNSO, and I think Philip's going to talk about that.

Philip Sheppard: Thank you very much, Chuck. So my name is Philip Sheppard, and I am an interviewee. I am the person who helped interview Glen and what you have in my hand here, don't worry, it's not a speech. This is evidence. It's evidence from a little-known website called DNSO.org, which comes with a health warning, which is, it's all archived and please don't trust it too much and go and see ICANN instead.

So I'm taking you back now to 2001. The Names Council of 2001, all of whom were scribbling around desperately trying to do their business without an iota of secretarial help. ICANN was giving us nothing, and we all realized we needed help desperately. And so, together we decided to kick off a business plan for what we needed and some recruitment.

Let me just run through some names here because a few of these people are still with us today, and if you hear your name, shout out loudly "I am here." So

the first one alas is definitely not with us, (Sir Peter Deblon), RIP. (Elizabeth Portnev), (Oscar Rabelais), myself and the business constituency along with (Theresa Swinehart) and (Grant Forsyth) Here are Tony Harris. And (Michael Schneider) of the ISPs, (Erica Roberts), Ken Stubbs with the registrars, (Paul Kane)

A nice little aside here for the notes of this particular meeting report, says (Paul Kane) [left the meeting early]. And if you know Paul, that tells you everything. (Unintelligible), (Axel Alstamuler) and (unintelligible) for the (unintelligible) constituency, Milton Mueller, (unintelligible) for non-commercials, Louis Touton with ICANN staff, (unintelligible), a little-known scribe, and (Robert Gaitano), a GHO at the time, sitting in observing. Anyway, we got together in Jan 2001, we wrote a business plan, it was three pages long. "Item six, NC secretariat, establish a professional secretariat for the NC. Strategies, establish a search subcommittee with a budget committee to identify candidates and working with the chair, recommend recruitment."

So we scribbled down to the notes of the budget committee of February, 2001. And that was Chuck, to my right, (Erica Roberts) and (Elizabeth Portnev) February the 16th, 2001. Chuck gets an e-mail. "Dear Mr. Gomes, As you are aware, I would be interested in the Names Council secretariat. I am a South Africa born but have lived in France since 1983. I've been involved in Internet development since '97, have a wide cultural background, having lived in several European countries. I have good experience with multicultural settings as well as being fluent in several languages. I realize that while there requirements for such a position, the management of DNSO Names Council list servers, et cetera. Now I'd appreciate it very much if you could arrange a telephone conversation with a technician who could eventually help me to get specific details such as traffic, number of servers, et cetera."

Little do we know, Glen was not just a person, a people person. But there she was pitching for the technical side as well. And indeed, attached to that e-mail was her CV. I won't take you through the whole CV but I will take you through the languages section. English, Afrikaans, bilingual mother tongue. Fluent French, Dutch, German. Basic knowledge of Hausa, the African language spoken in the Cape province.

Now, if nothing was good preparation for ICANN 2004 Cape Town, that was it. So what could we do, well, we had to interview, of course. We interviewed three people. Two techies, they said "We know everything about the way that servers operate" And we interviewed Glen, and she said "I know everything about the way people operate." So guess who got the job.

Now that was February, 2001, so I take you now to an ICANN moment. I'm chairman of this Names Council, we've recruited already probably March, I think, e-mail of October, 2001. From me to Stuart Lynn, president of ICANN. "I realize ICANN staff are very busy right now, and Louis Touton in particular. However, there's a growing sense of frustration, the introduction of efficient DNS secretariat is being delayed because we've been waiting for around two months for two draft contracts on ICANN. As you know, you promised to submit the contracts for us."

From Mr. Stuart Lynn to Mr. Philip Sheppard. "Philip, I know how important this is in the DNSO, we too would like to see it done. It's not that we love the DNSO any less, but there are other agreements that have been in the pipeline even longer. Please bear with us and be patient."

So anyway, finally we got it signed, we had a contract and we recruited Glen. And now we come to the very last bit of my words and interactive session. I take you back to the other work of the Budget Committee of that year, and that was writing the RFP. Our requirements for the secretariat that we wanted. We set four objectives. I'm going to ask you the audience if you believe Glen de Saint Gery has met those four objectives.

Objective number one. Ensure provision knowledge (unintelligible) a report for the daily functioning of the DNSO Names Council and its successors. Yes. Objective number two. Manage DNSO financial activities. Well, the DNSO survived, so probably that worked too. Objective three. Ensure provision of support for the daily functioning of the DNSO.

Objective four. This is a tough one. This is what we put on Glen de Saint Gery. Develop policies and procedures that will minimize the amount of subjectivity and increase the amount of measurable objective criteria in the consensus-building process. This should therefore make it more possible for the Names Council to perform its role of managing the consensus-building process in a way that will create increased confidence throughout the Internet community. Darling, you've been doing that ever since. And we're almost there.

Woman: Thank you. I'm a newbie up here. And I really feel it. I'm probably the only one up here that had nothing to do with ICANN pre-2006. Everything that's been talked about, in fact I must confess at that time I was one of the Internet engineering taskforce haters of ICANN. And ended up here only because I had criticized ICANN and someone had said "Hey, big mouth, come on down."

So I got down here, I started working with Glen and the council, somehow or other ended up chairing it, and then Glen comes to me one day with a problem and says "You know, there's this General Assembly list." And I go, "General Assembly, what's that?" And you know, there was the DNSO. The DNSO, what was that?

So she explains all this to me, and it seems that there's this list of poor souls on the General Assembly list that had been an integral part of the DNSO, but when the DNSO ceased to exist, they became displaced persons. They were

the group that had not found themselves a home anywhere in the new GNSO, CCNSO organizations that were forming.

This was an angry group, this was an upset group. This was a group that Glen had to deal with almost every day, would get in touch with me every day, we would have a crisis of, and I don't remember all their names but I'm sure you do remember all their names.

Glen de Saint Gery: Some of them.

Woman: What?

Glen de Saint Gery: Some of them.

Woman: Yes. And in fact, it was really an amazing, I would say labor of love in terms of taking this list of people who had somehow managed to fall away during the reorganization of ICANN, and this was the first, or maybe not the first, but it was the reorganization that gave us the GNSO. There may have been ones before, it was the first one I learned of in history.

And basically, day in, day out, this angry, angry list. And we would take this, these problems to the GNSO council, and they would say "Uh, that's the DNSO list, that doesn't count anymore, forget it."

Glen wouldn't forget it, because these were people, after all. These were people who had come to ICANN and had said "You know, we want to be part of this thing." Had formed this really important thing called the General Assembly and then had ceased to have import. Glen stayed with them, beyond the point when I was chair and finally got out of having to deal with it. And beyond that Glen continued taking care of these people, some of whom were really quite mad. Day in, day out, with great patience and great care. I think at this point it eventually did fade away, but I don't think it was ever closed, was it?

Glen de Saint Gery: No, it's not closed because I never, ever got the permission officially to close that list, that's still on the website. I think the last time it was used...

Woman: The last one I saw was 2014, I went looking...

Glen de Saint Gery: Oh, 2014.

Woman: I went looking last night to see if there had been any traffic on it of late, because I knew it hadn't been closed and it was certainly still active when I stopped working with you on it. But it was really quite amazing to have everyone around say, ignore them.

But you're right, never give permission to close it, because how do you close something that has no reason to exist anymore. There was no rules anywhere for closing it. There was nothing that could be done but take care of it. So Glen pretty much got each one of the chairs as we've progressed through her, through her care, and being a chair I definitely felt that I was in her care many times.

Basically took care of that group of people until finally they withered away. And that's, that I found truly amazing and you know, and then worked with Glen through the next reorganization of the GNSO. So I think that was great and that was my story in terms of the history that I was not part of. So, fantastic. And now I pass it to you.

Bruce Tonkin: Thank you, looks like (Evry) was one of the successors of the nominating committee, I see you were appointed to the council for the nominating committee, is that right? So my name's Bruce Tonkin, I guess I have the distinction that I was chair of both the DNSO when it included the CCs as well as becoming the chair of the GNSO. And there's a lot of transition in that time, and what you see today basically in terms of the facilities that you see in

these meetings and the way the rooms are set up. All that was really developed by Glen over the sort of 14 years or so with the GNSO.

And so going back to the early days, it was interesting that you mentioned the skills in telephone and AV things, because we didn't have any AV people, Glen was it. And we basically didn't have any money, either. So at the very beginning we're literally kind of handing the hat around to the constituencies of that time, which is the ISPs, the business constituency, the registries and the registrars, intellectual property and the non-commercial.

And so we, every GNSO council meeting would actually have a budget session, and would talk about how much funds we got from all the different constituencies and what we could afford to do. And so one of the first things we managed to afford was to pay for Glen, which was a huge improvement.

But that was about it, that was really the only money, we had just enough to pay for Glen. And so when we ended up in a conference venue, we couldn't afford rooms like this with mics and drinks and food, we had, you'd come into a room like this and nothing in it. And we had no money to pay for anything, and then we'd sort of say to Glen, well, initially it was just people would self-fund, there was no travel funding for anybody, so you basically paid your own way to attend these meetings. Obviously there would people that'd say, "Well, we'd like to hear what happened in those meetings, is there some way of doing that?"

And so then we started setting out phone bridges, and AT&T where Marilyn was working at the time actually paid for the phone bridge. So that would pay for the bridge but not the phone, because you're in a conference venue somewhere. So Glen would have to find a phone.

And so she would miraculously find a phone from somewhere, we'd find a wall socket, and then we'd get AT&T I think to dial the phone, because we couldn't afford to use the hotel phone. So the first half an hour of the meeting

was getting the phone to work, so that people could listen to the conversation.

And then in those days, in the relatively small room, it's no microphones, we were very good at shouting at each other at that time. Still are, but back then it was an art form. And then as the groups got bigger and we started to include more people it was very hard for people to hear at the end of the phone, so then we thought, okay, we need a microphone. Didn't have any money for one, but one would just appear at each of these venues, and then you obviously needed a speaker, so a speaker would appear.

And then we had to get some way, because people on the phone, so we could hear the speaker in the room, but the people on the phone, so then we'd jury-rig a phone, often gaffer-taped to the speaker. And that was basically the first sort of audio recording that the community could actually listen in to a live meeting.

And as we got bigger we said we need more than one microphone, and this actually probably is something that you could do relatively easy in a country like Denmark, where, you know, they'll probably understand English and are fairly used to it. But a lot of the locations we're in, people weren't used to phone bridges. In fact, "Why do you need a phone?" like there's the four of you in the room. Are you talking to each other, you don't need a phone. "Yeah, but we've got, you know, a million people that want to listen in to this call so we need a phone."

And so Glen would then have to negotiate this in a languages other than English. And often you would just somehow make do. Because I remember there weren't necessarily languages that even you spoke in some of these locations. But somehow, Glen would endear herself to the local venue and the people that worked at that venue, and they would actually bring stuff to us. Again, we didn't pay for any of it. But miraculously would end up with

speakers, and we had multiple microphones, and then you know a coffee machine would appear the next day.

So as the meeting progressed more and more stuff ended up in our room. Which when you then look at the budget of those meetings, there's no way we could pay for any of that.

Man: Just for your information, those of you who are reading the plans for ICANN, the budget for the years that Bruce is discussing for ICANN was roughly \$4 million. So you can imagine the pressure that we were under because the budget was so incredibly small and yet they were still holding four meetings a year. And most of the budget, most of the budget went into putting the meetings on. It was kind of like we lived from week to week between the meetings, that's where you saw so many of these things happening

Bruce Tonkin: That's right, and as the ICANN budget itself would grow, there still wasn't any direct funding for this community work. But things, again as you know there might have been staff and they might have got a coffee machine, but somehow that coffee machine would end up in the GNSO room by the end of the week.

And so, you know, it really is a testament to the ability of Glen to work with really, starting at each venue with basically nothing. Because nowadays what happens is ICANN actually brings its own equipment. So everything is pre-tested, all the mics that I know about, and it's literally like a shipping container of equipment. But in the early days none of that was the case, and we self-provided at each venue.

And then the other transition that started to happen is that initially the GNSO was quite closed. So when we had a policy development process, there was one representative from the six constituencies that could attend that policy development process, and then we found paperwork that would say "We want to participate." We then started to create this concept of a working

group, where anybody could attend. And then we started recording the phone calls for people that couldn't dial in, and we'd, you know, for the first time we started making audio transcripts available for the community.

And then we found that we, for the UGTLD policy development work it was very hard to get everything done in the three meetings a year. And so then we started creating our own meetings, basically, for the UGTLD process. That was really the first time we had separate face to face meetings outside of an ICANN environment. And again Glen basically organized those all by herself. There was no big staff of people to organize a venue.

I think the first time we had one was in the AT&T offices, which meant we had phones. And then, and another important part of that at that time was we'd typically meet for two days and often the first day would be yelling at each other, basically, and then I always sort of thought well, what we should do is get everyone together for dinner or for drinks, and try and get them all to cool down, and usually the next day was much more productive, because people had a chance to sort of get out what was causing them to get so angry during the meeting, and people would say, actually this person actually was quite a reasonable person. They had the same taste in food or beers as me, and then the next day things were a lot more relaxed.

And again, Glen would, because we didn't have any money, we all paid our own way, which she would find a venue that would be relatively cost-effective, that we could all travel to because we didn't have ICANN buses, we'd usually have to walk. And so she had to sort of deal with us and get us to some sort of restaurant at a reasonable price, and build that community.

And I think that was a big part of the success of the new GTLD work, really, is the fact that Glen behind the scenes would both get the venue organized, but also organize the social events that sort of brought people together. So I've probably spoken enough.

Chuck Gomes: So I said how I would come back and talk about Glen. And Glen I'm going to have you talk and follow me up on this a little bit. Philip mentioned a budget committee for the DNS, so, and I was on that, as he said. (Roger Cochetti) was actually the Network Solutions member on the council. But for some reason I was on that budget committee, and I had the task of interviewing Glen.

So we met on the telephone, across the Atlantic on a telephone interview. And that's where I met Glen. I'm going to follow up with that, but Glen why don't you tell us about that interview. She remembers the details of the interview, all I remember is I made a good recommendation.

Glen de Saint Gery: Actually it wasn't one interview, Chuck, it was a couple of interviews. And Chuck grilled me from top to bottom. What did I know about conflict resolution? How would I get consensus in a group? And all sorts of questions like that, I was becoming more and more terrified. But then what happened was they couldn't make up their minds because of this money business and all this.

So there was a meeting in Montevideo in 2001, in September, and that was the first time where I met Bruce, but Bruce was with somebody from Melbourne IT called (Erica Roberts) And she gave me another grilling. I had to spend an entire day going round Montevideo, I didn't see anything of the city, I just had to answer question after question after question.

And by the end of the day I thought "Oh well, I've wasted all my money coming here, they're certainly not going to employ me." But what happened at that meeting is I went on my own funds, and I landed up in the cheapest hotel in Montevideo, which I realized I couldn't stay at when I got there because it smelled of weed. So I had to get out, and I didn't have any money.

So Philip was there and Philip very kindly booked me into the venue hotel and lent me some money. So that's how I got through that meeting. But that

meeting was also very, very interesting because at that meeting was the previous secretary, (Elizabeth Tochteneuf), who was also very forbidding type of person, because she was an engineer, and I really was quite scared of her, too. And they did a board director election. So this was my introduction now to elections for board directors. And she was sitting there and she showed me how the tool, the online tool for elections worked. And at the end of the election, she stood up and the room was filled and she announced the election, the candidate.

And immediately there was a physical fight that broke out. And probably that is why one of the people left early. So I thought "Well, I hope all the elections aren't like this, but it's a good introduction."

Then the other thing that happened at that meeting was as we were getting onto the airplane to come back, everybody was seated in their seats, and then suddenly we were told all had to leave the plane. So we all left and then they started inspecting the babies. They took their diapers off. So I thought "What is happening?" And it was a Spanish country and it was very difficult because everybody was choo, choo, choo, very fast in Spanish.

I couldn't understand what was happening. And so we all got back onto the plane again and when we arrived in Madrid, we heard about the twin towers. And we were probably one of the only planes to have left the meeting, because all the others were stuck in South America.

So that was my Montevideo meeting, which was where I went to show myself to ask them if I was good enough for the job, and there I met, Chuck was there.

Chuck Gomes: So, I'll be real brief, but of any of the positive contributions I have made over the years, there's one that is number one. And that was that interview with Glen and the recommendation that she was the right person. And she has proved that over and over again.

Brad White: So you may have noticed that wine has been passed to all of these folks. You guys don't get any. No, you know, we shouldn't even, this is not for us, this is for the board. We wanted it but we couldn't afford it. I'm messing with you, come on, lighten up. It's a tough room in here. We're going to keep talking, you've heard the people who were Glen's friends and colleagues tell some stories about her. We're going to hear from Glen herself to tell a few stories. But there's too much sobriety in the room. Help yourself to some wine and beer and some food. We're going to keep talking, but we're going to sound a lot better if you've had wine and beer. So please, help yourselves.

Glen de Saint Gery: Cheers. Thank you, thank you all, thank you. Thank you, Brad White

Man: While you're all up, I just want to make one more quick acknowledgment. There is somebody in the room, or was somebody in the room who was a key factor in bringing the General Assembly forward and creating an awareness for participation by these communities in the future years. And that was Roberto Gaetano, who's the first chair of the General Assembly. I don't know whether Roberto's still here or not.

Brad White: As I mentioned, we're going to keep, while you guys are getting your wine and beer, we're going to keep talking, and I want to ask Glen the one thing. Glen told me a lot of stories today. But out of all those stories, you have one memory that sticks out, you must, about your years at the GNSO, your years at ICANN. I want to hear that one story.

Glen de Saint Gery: One story, oh there's lots of stories, Brad White Let me tell you one, because Bruce mentioned this, the telephones and the microphones at meetings, it was true there was nothing. So I would usually go round the hotel and ask the hotel to supply us with a telephone, and I also asked the hotel sometimes to supply us with somebody to sit with their telephone and I explained to the hotel person what they had to do with the telephone.

It worked quite well, and that also was the beginning of the DNSO and the GNSO always having open, recorded and transcribed meetings. So we were in Shanghai, and as usual, things haven't changed very much, some groups needed meetings which weren't planned for. So we had to get telephones quickly, a room quickly, get things set up, and I found two telephones, I found the rooms, I got two hotel guys to bring us a table with the telephones to work from.

And the meetings went on, and then at the end of the meeting I was in one room, so I saw the hotel guy go off with the telephone because it belonged to them, and in the second room I went back into the second room and there was nobody, there was no telephone. So I thought "Well, they've taken it, it's fine."

When I wanted to check out of the hotel, the hotel told me no, I can't check out because I stole a telephone. So I said "But you're kidding." They said "No, you stole a telephone, we're not going to let you go." So I looked around and I saw Marilyn. So I thought "Well, there's nobody that is going to go up against Marilyn." So I called Marilyn, I said "Come on, Marilyn, please help me. They won't let me check out because I've stolen a telephone."

And well, I must say, they probably wanted to get rid of these two women then as quickly as possible. So I could check out. This was at the Shanghai hotel, do you remember Bruce the Shanghai meeting? At the Shanghai, the Shanghai meeting is....

Woman: I just want to respond to this real quickly, Glen. I was looking for other people to delegate this to, because I thought "Oh, my God, this is about my pay grade," but on the other hand I worked for AT&T. And the president of AT&T Shanghai, (unintelligible), had sent his driver over to the hotel a couple of times. So I basically threatened them with the fact that the Chinese government was going to complain about their treatment of Glen. And then I said to Glen, "Let's get your bill and get the hell out."

I'm just going to do one quick thing, Brad White, I'm going to announce the new ICANN trivial pursuit game of ICANN 58, which is where and when in the world did you meet Glen de Saint Gery, and over the next few days, I have a little gray book that you can write those memories in and share them with Glen, I'll bring them round to different groups. But start thinking about it, because you may find out that you met her at a different time than you're now thinking.

Rhonda: Let me just remember, it was 1999, in Los Angeles, first meeting. I was GAC and (unintelligible) but I'm, want to thank her for another thing. It's just for the help for DNS women, for those signs, and I sent some pictures for you, but because you are, you know, George's photographing, but I believe that a lot of you have met Glen before you imagined, because most of us are involved in the events, never work into the GNSO. I was in the off, remember, in the review, the first review, I was leaving the board when it started, the first review.

So we work in some way with her, even not member of the GNSO. So I believe everyone here has in some way sitting together or asking something to her. Thank you, thank you Glen.

Glen de Saint Gery: Thank you, Rhonda, thank you.

Brad White: Thank you. We want to open this up and hear from some of you about Glen, and Diane Schroeder here has got a great Glen story.

Diane Schroeder: Hi there. So for those of you that don't know me I'm Diane Schroeder and I have worked for ICANN since February of 2000. And I've had the pleasure of knowing Glen really since Montevideo. But in the early days, when Glen supported the DNSO and was not part of ICANN staff, I share having survived several CEOs with Glen.

Had a CEO who, while being a very nice man, did not want people who were not staff in the staff room at the ICANN meeting. Very adamant about it, wanted to be able to come in and just talk to everybody and not worry about who was in the room. And so I was constantly being asked "Who is that blonde? Why is she here again?" And I was really pleased to say that when we went through the whole process and formed the GNSO, one of the first things we did was make Glen staff.

And so in Rio, which was the meeting where Paul became the CEO and it was Stuart's last meeting, I was really pleased to be able to say "Glen, at the next meeting I don't have to sneak you in the back door to use the copier."

The other thing about Glen that I remember from the early days, just so very distinctly, is that Glen would be the first person up in the morning. The prep for a meeting, get the meeting room, she would be the last person in there at night, getting prepped for the meeting the next day. But Glen always knew where to shop and where to eat in any city we were having a meeting. And I could never figure out how she did that because the rest of us never got out of the building at all.

And so it would be that "Glen, I have two hours to shop for something for my family, where should I go?" And she would send you to the exact perfect place. The exact perfect gift could be found at the greatest price. It's a skill she has that those of us at meetings rely upon, that we are sorely going to miss.

Brad White: Thanks Diane. So when Glen and I were talking before this and prepped for this, Glen gave me a headline on something and I want to hear the background on it, 2008 February and you were in New Delhi. There was a fire under the council table.

Glen de Saint Gery: Yes. We had a wonderful meeting in New Delhi in 2008. It was a beautiful venue, and little bit away from the hotel. But everything was set out

in tents and it was very beautifully done. However, there was sometimes connectivity issues. And you would see little sparks along the wall, but it didn't matter and very often, well, things just didn't work but it was all right, we got them to work. I can remember the techies standing there and putting together two pieces of wire and it went very well.

So we get to the council meeting and the council meeting was in the main hall, on a very, very imposing stage. And with a big cloth around the table, a U-shaped table for the 20, 25, 20 councilors that there were. And I was of course walking around to see that everything was all right, and I started smelling something.

So I got one of the local staff to find out what was happening. So they put their head under this thing on the table, under the long tablecloth, and he came back to me and he said "There's a fire under the table." So I said, "Please put it out, don't tell a soul, and just keep quiet. And if need be, stay under the table to see that nothing..."

So that's what happened, and I don't think they really realized either that there was no transcription, there was no recording because there was just no connectivity at all anywhere. Everything had gone down because they had a car battery underneath the GNSO table. That I think was one of the highlights.

Brad White: So I want to ask you, based on that story I mean today we couldn't even have a fire, we would have to fill out requisition forms for a fire. And then you'd have board members trying to light a joint underneath the table, it would be horrible. What was your most embarrassing experience? I mean, you've had so many experiences, what was the most embarrassing for Glen, out of all those years, all those meetings?

Glen de Saint Gery: Most embarrassing, oh I had lots of it. I think this one, where everybody gets me up on the stage, that's the most embarrassing, Brad White

Brad White: I was trying to, Glen was very nervous coming into this meeting. I said "It's going to be fine, it's very loose, it'll work, people are talking," and I said "It's going to be fine, just don't screw up." If any, again if anybody's got any questions, anything you want to ask Glen, raise your hand. (Cantanca)'s got the mic and she's cruising around out there.

Woman: Yes, I just thought (unintelligible)

Cherie Stubbs: Hi, my name's Cherie Stubbs and I'm the secretary at the registry stakeholder group. And I joined actually the registry's constituency, I was interviewed by Chuck Gomes and (Marian Shapiro) in December of 2001 and started in January of 2002. And I, had it not been for Glen, I was totally out of my realm when it came to what was going on at ICANN.

My background was in health care management and I get organizational management, and that's why I was hired, to try and get the registries' constituency on task. And it was then the DNSO, and Glen and I have shared many a moment together. When I first started coming to meetings, my first in person meeting was in Montreal. So that's when I met Glen. And I learned so much from her, I would have not, I would not have survived 16 years without her guidance, her support, and one who works with her knows that you worship the ground she walks on.

She is the go-to person for anything you need regardless. If she doesn't know, she'll go find out and be there and always has your back. And I'm going to miss you desperately, my friend, and I love you very much, you know that.

Glen de Saint Gery: (Sherry), thank you very much. But I can say the same about you because we stood together over many, many years when there was no other support. Yes. That was my support too, yes. We made a little pact, didn't we?

Cherie Stubbs: Yes, we did.

Glen de Saint Gery: That we'd walk away together.

Cherie Stubbs: We are. There's going to be a picture of our behinds, arm in arm, walking down.

Brad White: And Diane has one thing to add.

Diane Schroeder: I'd actually like Glen to introduce her family, because if there's one group of people we owe a great debt to, it's a family of anybody in this organization that's put in as much time as Glen. And you've got several of your family members here, and we should take a few minutes to thank them and meet them while they're here. So can you do that for me, Glen?

Glen de Saint Gery: Thank you Diane.

Brad White: Before she gives the introduction, these are the prettiest people you've seen. It's kind of sick how pretty her family is. Want me to help you with the names, or...

Glen de Saint Gery: I think you better, Brad White Yes, I'd like to say that I have got all my children here, and one grandchild.

Brad White: Why don't we have them stand?

Glen de Saint Gery: Can we bring them up, please? (Gabiella)? Gisella Gruber, (George), and (Max)

Brad White: Where's the photographer from Fashion Today? You know, while we're up here, yes I'm coming to you Gisella Gruber

Glen de Saint Gery: By the way, this was the biggest surprise of my life because I had no idea they were coming. They walked into the room.

Brad White: As most here know, Gisella Gruber, her daughter, works with her. What's that like?

Gisella Gruber: My daughter works with me.

Brad White: Glen's daughter, you work for her.

Gisella Gruber: Well, I have to say that my daughter works with me as well, she's been to four ICANN meetings. She's been to four continents before she was two years old, and she sits with me day and night like some people, when we're on the phone, she'll come up and, "Who's that on the phone?" And I'll just have to, "Can I see them?" and I'm like, "No."

So we've just recently employed (Evan) in the Turkish office who's joined the team, and she knows (Yeshim) personally, and she adores (Yeshim) So their first encounter with (Evan) with training was "Mommy, can I see them?" I'm like, "No." Videos, in my dressing gown on a Monday morning, not really done up, and so I said to (Evan) "I promise I will not bring my dressing gown with me to meetings."

So what is it like? Well, it's thanks to all, I don't know what, I'm losing the words but it's my, Glen who, sorry, that was a giveaway, being my mother. Glen who introduced me to ICANN in November, 2008. I was put in touch with (Nick Ashton-Hart) and (Denise Michele), at the time we're running at large, and we managed to get me to the first at-large summit in Mexico in January, probably March, 2009. But I started officially in January, 2009, with (Denise) and (Nick), and I probably, as everyone says, the rest is history.

Brad White: Great, thank you. You know, I think at this stage it's going to be more productive to do away with the microphones and let you just mingle and talk to Glen at your will. But before we do that, I just want to say thank you.

Glen de Saint Gery: Well, I just want to say thank you. Thank you to this wonderful community. Thank you for all your, thank you for all your love. And we've gone a long, long, long way and now it's for you to continue, because we're in a new era for ICANN. And I'll be looking in on the side, but I'm fascinated to see what this new era for ICANN is going to look like. So thank you all. Thank you so much.

Woman: Sorry, if I may, she's not leaving. She is babysitting from now on, when I'm at any ICANN meeting, so they will be following remotely. Welcome to the new remote part of the patient.

Brad White: Thank you, Glen, we love you.

Glen de Saint Gery: Thank you, Brad, thank you all.

END