

**ICANN
Transcription
GNSO Review WG**

Thursday, 8 February 2018 at 13:00 UTC

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Coordinator: Excuse me, speakers, recording has started. You may begin.

Nathalie Peregrine: Thanks very much, (Louie). Good morning, good afternoon and good evening, everybody. Welcome to the GNSO Review call on Thursday 8 February, 2018. On the call today we have Kris Seeburn, Lawrence Olawale-Roberts, Sara Bockey, Wolf-Ulrich Knoben and Lori Schulman. We received apologies from Jen Wolfe and Rafik Dammak.

And from staff we have Marika Konings, Julie Hedlund, Berry Cobb, Emily Barabas and myself, Nathalie Peregrine. I'd like to remind you all to please remember to state your names before speaking for recording purposes and to keep your lines muted to avoid any background noise. Thank you ever so much and over to you, Wolf-Ulrich.

Wolf-Ulrich Knoben: Thanks very much and good morning, good afternoon to everybody. So I'm going to chair today. And let's just look at the agenda. I'm very happy that we have people here and I'm seeing that people are accustomed to have early calls like Zoe as I am, specific thanks to you being here.

And let's just go through the agenda which is displayed here on the screen. Any comment, any further additions? No comment on that, thank you. The question of about - of the statement of interest I will raise here. Is there anything to disclose? Nothing else, thank you. And okay then let's dive into, so we have - I see we have one recommendation where a call was for consensus and then we start with recommendations still wrote by and amended by Julie according to our discussion last time.

So let's start into that and, Julie, I'm going to hand over to you with - for your Recommendation 35.

Julie Hedlund: Thank you very much, Wolf-Ulrich. This is Julie Hedlund from staff. And so as you may recall nearly three weeks ago we sent out a call for consensus on Recommendation 34. We extended the time of the consensus call to allow for some meetings that were occurring over that period. Just as a reminder, Recommendation 34 is that PDP working groups rotate the start time of their meetings in order not to disadvantage people who wish to participate from anywhere in the world.

This recommendation is out for consensus call until close of business today, Thursday the 8th of February. And we will give an update tomorrow as to the status. But as of thus far there have been no objections to the recommendation, and if there are none it will be deemed to have been implemented by full consensus, thank you.

Wolf-Ulrich Knoblen: So thanks very much, Julie. To make it clear, yes, I can see from the notes so that the call is going to close later today with end of business maybe Pacific Time or so, and then - so there have not been any objection. Also I was, for example, speaking for my constituency, I was circulating that. There is no further comment on that so let's go as usual. Okay, thanks very much for this.

Then why shouldn't we directly start with Recommendation 22 and I will hand over again to you, Julie, well to update us on that.

Julie Hedlund: Thank you, Wolf-Ulrich. This is Julie Hedlund again from staff. I do see that there's a comment in the chat. Excuse me, I think relating to Recommendation 34 from Kris Seeburn. "Please put down a kind of attendance or metrics to see whether it is working." As a reminder, Kris, there are procedures in place with respect to the rotation of calls. These are informal procedures but they are indeed occurring whereby the various - the support staff for the working groups do indeed check the attendance for the rotating calls and determine whether or not, you know, the attendance warrants the rotation.

So for example if there is a rotated time that is getting very thin attendance for multiple meetings then the support staff would consult with the working group chairs to determine whether or not there should be a different rotation and might indeed also do a Doodle poll to seek a better time. So there is already processes in place that are followed whereby metrics are gathered with respect to rotating meeting times. I don't know if that answers your question but I hope so. He says, "Okay, that's great."

And I see Sara Bockey is typing. Let me see if she also has something related to that. And Sara says, "Yes, and I've seen this happen." Thank you.

Then let me turn over to Recommendation 22, it's been a few weeks since we discussed this. But this is on development needs and opportunities and it is that the Council develop a competency-based framework which its members should use to identify development needs and opportunities. And if you may recall, we did gather some background on the intent of this recommendation.

The intent was that there should be training in technical expertise, project management and governments in order for GNSO councilors and working group members to have the training they need to be competent in their

positions. So the competency-based framework is, you know, is the training for the, you know, members of the Council and of the GNSO working groups and the community to be able to participate effectively and to have the training that they need.

The changes requested at the last meeting was that staff should more clearly connect the existing training to a competency-based framework to show how the current training does indeed follow a framework of training opportunities for councilors, working group members and members of the community.

So I'll just go through the changes now from last time which are redlined in the document you see on the screen. So the following are the components of the GNSO competency-based training framework. And this is as identified by the independent examiner and the GNSO Review Working Party; training for GNSO councilors and working group members, training for GNSO and community leadership positions and skills to enhance participation in the ICANN community and understanding of technology basics.

So if we take that framework and apply it to the current ICANN provided training materials and mechanisms and we match that with a competency-based framework, so firstly we have training for GNSO councilors and working group members. These are the skills required for GNSO councilors and working group members to participate effectively in their positions. So the training we have available there, we have GNSO 101, this is community leader and member training. It has several modules.

I won't go through this whole description as we've done that before, but these would be basic resources to familiarize new Council and community members on the expectations of GNSO councilors, the operation of GNSO Council and its working groups, the outline and scope of the GNSO policy development process and communications and collaboration tools available to councilors and community members.

So the training includes the following modules. Module 1, role of a Council member; 2A, working group operations; Module 2B, working group formation; 2C, working group chairs' guide; Module 3, new policy development process; and Module 4, communication tools.

And then there is an addition to that training. There are materials available on the policy development process and so there is - there are basics about the consensus policy to - on the GNSO policy and scope within the GNSO, the policy development process, Working Group Guidelines and the policy update archive which is a chronologic listing of policy updates which are provided to the community to keep the community informed of policy development activities.

Then there is a training for GNSO and community leadership positions. Here we have ICANN Academy and there is leadership program as part of that, and opportunities include meeting leaders from other ACs and SOs, discussing important ICANN topics in depth, deepening understanding of key ICANN processes and probably most importantly, developing facilitation and leadership skills, focused personal effectiveness to run meetings and foster processes.

And then there are custom courses also through ICANN Learn. And just for as an example there's a description of the 2017 chairing skills program which I won't run through here. And there is also the intercultural awareness program as part of this training. And so those are all - those are the training opportunities related to leadership skills.

And third, there are the skills to enhance participation in the ICANN community and understanding of technology basics. And here we have ICANN Learn, which covers the basics of what ICANN does, web skills, how to get involved, etcetera. And finally the DNS SEC - I'm sorry, DNS infrastructure basics, that's introductory material related to the domain name system, technical aspects such as the country code top level domains, DNS

computer emergency response team, or CERT, Internet protocols and redirection and wild-carding.

So those are the edits from last time. And let me go ahead and stop there and see if there are any questions or comments before we go to a draft working group determination.

Wolf-Ulrich Knoben: Yes thanks, Julie. This is Wolf-Ulrich speaking. Well are there any comments from the floor, otherwise I have just a small question here, so do I understand that correct, you know, that list of all these opportunities here. This is a mix of online based and personal attendance based education. Is that very clear the separation of these that mean that the very last ones, so the ICANN Learn and the infrastructure basics, that is based on online learning and the others are all - other all require personal attendance? Is that the case?

Julie Hedlund: Thank you, Wolf-Ulrich. This is Julie Hedlund again from staff. So it is a mixture. So GNSO 101 is online, that is online training as is the policy development process training. ICANN Academy is in person training but also coupled with customized online training in that it is linked to ICANN Learn. And so ICANN Learn, as just noted, is an online customized training program and DNS Infrastructure Basics is also online but is static so I guess the difference is that ICANN Learn is something that's somewhat interactive, and can be customized, DNS Infrastructure Basics are materials that then can be accessed and, you know, read you know, as needed.

And the same is with GNSO 101, these are materials that are available static online, you know, to be accessed again at, you know, as needed by the trainee.

Wolf-Ulrich Knoben: Thanks. Well the reason why I'm asking is - this is Wolf-Ulrich speaking - is why because, you know, for our online education the access to those platforms or to those tools is different. You know, in person education means

specifically that lesser amount of persons will participate in this so because attendance is needed in a meeting other than online platform. And the question here is whether that has an influence on how we can handle this so either well to put some of these education parts, well, to an online service and others just in personal attendance or personal education.

So is that really clear that all the ones who require personal in person education are really needed, well, to be personally attending? That is my question. So in order, well, to make, you know, to make it, well, to give the chance maybe to a broader audience or so to learn or to get educated, so that's my question.

Julie Hedlund: Thank you, Wolf-Ulrich. This is Julie Hedlund again from staff. So the only program or training that requires attendance, in person attendance is the ICANN Academy, the leadership program in that there is, you know, in person training involved there. It's more intensive. The other ones are not - do not require in person attendance. So I would say actually the majority of the training is offered is - does not require attendance in person. I don't know if that's helpful.

Marika is saying that there's ability to track attendance for GNSO Learn. Yes, and she says, "So could be made a requirement to take certain courses. Yes, I think that is correct, Marika, that you can track attendance in GNSO Learn and I think you can also, you know, note, you know, which, you know, which courses you've completed. And Kris is saying, "Maybe we could do face to face training planning. Perhaps that will help new members."

So that's a little bit different I think perhaps than what we're talking about here with - there is, you know, there is also separately the newcomer and fellowship programs where potential, you know, community members are funded to travel and attend ICANN meetings. That is I think though, you know, and then having some, you know, opportunities for face to face training at ICANN meetings that I think maybe is different than the intent in this

recommendation which is to provide competency-based training for councilors and working group members. So I think the focus is maybe slightly different.

But Wolf-Ulrich does the opportunity to take attendance on some of the training or requirement to take certain courses would - is that - would that get to your point?

Wolf-Ulrich Knoben: Well thanks, Julie. This is Wolf-Ulrich. Yes, you can hear me. Wolf-Ulrich speaking. The reason behind my question is, well, my thinking is so the opportunity to get educated, to take part in some courses should be given as wider as possible, because obviously the community is diverse and the community is very wide spread. So that's one point.

Well where it is necessary really necessary well to have personal meetings and I understand, for example, educating in leadership skills and these things makes it more necessary than just learning, you know, from statistics or, you know, kind of process so also where discussion is not that - in that amount is asked for. So that is one point, well, to find the way, well, that's a big majority of the community can - could have the opportunity to participate in that.

The other thing is, you know, how to track it then, you know, the success of these things so in terms of participation if you need, well, not just one course for one day or you need several times well to run courses so that you can track, you know, whether participants are still, you know, from the beginning to the end participating or not and in the end you will have, let me say, kind of surveys asking whether if those courses have been helpful and all these things, you know, but these are the two things, you know, which I'm trying to find whether it is - we could put that a comment on that here into our recommendations or our determination or not. Was I clear enough? I'm sorry.

Julie Hedlund: Wolf-Ulrich, Julie Hedlund again from staff. So perhaps putting some language into the determination relating to, you know, emphasizing the

importance of having training available widely available - I'm not quite sure how we want to say this. You want the availability - as much availability as possible and then also the ability to evaluate.

So I'm wondering whether or not there's a - we have a - is there a mandate or do we have just a - a softer recommendation that it should be a goal that training is as accessible as possible, you know, the variety of methods participation and that there should be the opportunity for evaluation in the form of surveys or other tools.

((Crosstalk))

Wolf-Ulrich Knoben: Julie, this is Wolf-Ulrich speaking. Well, thanks well. I just wonder to raise this question whether this could be reflected by the group here, you know, whether it's in line with thinking of others, you know, that for example if we have these two kind of tools either in person meetings or online meetings or education, so from the - from that perspective in terms of part of opportunities to participate it seems to be that an online course is easier, well, to access for more people than an in person course, you know, to organize and all these things. So that's one thing.

Well, but it depends, you know, on the content of the course, it depend on the goal of the course. So and not all courses can be done online. So that is one thing, so which is - could be discussed here in the group and if that is accepted well then it could be a goal, you know, to set okay to have online courses more rather than in person courses, for example. Well formulation maybe to developed on that.

And the other thing is then, you know, okay how to track that - the success of these things, you know, is that okay what we want and is that how it was accepted and to find that. So I think just a though from my side and I could help I would like to assist well in formulating some sentences well, and we

could do that on the list, well, also and then come to an agreement or to any formulation on that.

So maybe, Lori, well could contribute. Please, Lori, go ahead.

Lori Schulman: Yes, thank you, Wolf-Ulrich. I agree with a lot of what you said in terms of offering more opportunities, more opportunities online, I think that's critical. But I'm wondering I'm not sure what even online might mean. We might be more specific because I think online could be canned webinars, which I think most people probably don't find that helpful because it's so passive. So maybe we can think about suggesting maybe online might be an Adobe online kind of thing where there is some ICANN staff involvement, some interaction but through an Adobe type environment rather than simply a downloaded webinar because I think ICANN Learn, if I'm correct, is mostly preloaded courses that people take on their own. And I would think that the most rounded offerings for training would maybe have a little bit of everything, the face to face, leadership that some of us have taken that I think is very good and probably one of the best experiences I've had at ICANN quite honestly.

Secondarily, some preloaded stuff, I think talking about consensus would probably be a good one for a preloaded webinar to at least explain what levels of consensus are. To Kris's point it's hard to understand consensus in this community from time to time. And then maybe there's something that needs to be more dynamic in terms of Adobe. So I think it needs - I would like to convey that it should be well rounded and not, you know, not simply one way or the other that there are choices and menus based on levels of the types of messages we would like to communicate to rising leaders.

Wolf-Ulrich Knoben: Thanks, Lori. Wolf-Ulrich speaking. Thanks very much for that, very good idea. And I think that's the way to go, you know, I fully understand and as more as participants could be active themselves, you know, rather than just scrolling through any websites, so that would be more helpful. I'm not aware,

have these kind of education courses have - have been in that form in the Adobe Connect? I remember just webinars yes but others as well, so maybe that is worth thinking about, well, to do so and to provide these things.

((Crosstalk))

Lori Schulman: Yes, I don't think so. I don't recall. I apologize. I don't recall there's been Adobe type training but I could be wrong.

Wolf-Ulrich Knoben: Okay.

Lori Schulman: That's just an idea I have.

Wolf-Ulrich Knoben: Marika is writing, "Maybe providing information on all the training available in an integrated manner may already help." I'm not sure whether I get it correctly what this means in an integrated manner here.

Marika Konings: Yes, this is Marika, Wolf-Ulrich, if I can maybe speak to that. I was wondering because indeed we do have a lot of different tools and trainings as, you know, Julie already listed here in the document. But I'm not aware that there's for example, a kind one stop place where people can go and see, okay, if I want to learn more, if I want to do more training this is where I can find all the information that it could, for example, also include information on the ICANN Academy or things like that.

I know that those are more offered on a, you know, not for every ICANN meeting, for example, but that there's a way where people can find information if they're interested in that how to know when those courses take place and how they can work through their stakeholder groups and constituencies to be considered to be nominated for those trainings because I think at least the Academy ones are specifically linked to nominations by SO/ACs or stakeholder groups, constituencies.

So I'm wondering if that would facilitate as well people finding everything that is already available because I think there is indeed already a lot but it may not be that people have a kind of full picture or full overview of all the things that are already being offered and all the trainings that are being made available and maybe having that in some organized or in one place may help people make those choices, and then as well be able to better identify what is missing.

So I think something we struggle sometimes from a staff side that you know, we get requests for, you know, can we have a training on a PDP or, you know, working groups and well, we actually have all that but it seems that you know, sometimes a challenge for people to get to that information so I was just wondering if that might be something that would help.

Wolf-Ulrich Knoben: Okay.

Marika Konings: And my apologies, I have to drop for another call here.

Wolf-Ulrich Knoben: Yes, yes okay thanks very much for the contribution. Thanks very much, Marika. Very helpful. Well, Julie, I'm asking you here in this regard how we can handle this so that we providing - you did already here in the paper, you know, list all the - most of the trainings or all the trainings available to that. So what should we offer to the GNSO here when we report, should we offer a kind of list here specifically in order to make that available to the broader audience? What do you think

Julie Hedlund: Thank you, Wolf-Ulrich. This is Julie Hedlund from staff. So I think perhaps what we could include in the working group determination along with the - some new language about the accessibility of the training and a focus on online but interactive training such as via Adobe Connect rooms with, you know, real time interaction but also that we recommend that a page or a place could be created on the GNSO portion of the ICANN Website. There's

a GNSO page that has all of the GNSO resources. Some of this training is already there but not all of it is linked.

And so the recommendation could be that there be a section quite clearly labeled as "training" on the GNSO Website where all of this training is listed in this framework in the competency-based framework so that people could say well, I'm going to be a new councilor or I'm going to be a working group member, here are the various things that I should be looking at or I'm a, you know, I'm interested in leadership skills, here's what I need to do to work with my constituency to, you know, to sign up in time, you know, to perhaps be selected for the leadership training as Marika mentioned.

So this could be in the working group determination another recommendation and what staff could do is accept the changes in this current document but make the changes to the working group determination and expanding to include these other recommendations and call that out to the list, to send the revised charter to the list but perhaps call out in the email the new wording for the determination and ask for comments on that. Say for the next week, and we have a meeting next week, Thursday, so perhaps we could then ask for comments on the list and then see where we stand next Thursday.

Wolf-Ulrich Knohen: Yes. Thanks very much, Julie. I think we have a way to go, very good suggestion. So if you do this so - and I'm also trying, well, to comment with my thinking here with regards to what - but I think that's a good way, well, to go there. And so let's do it. Yes? For the next week's call then. And in between, well exchange on the list, you know, the next text for the determination. Okay.

Julie Hedlund: Thank you. We'll take that as a...

((Crosstalk))

Wolf-Ulrich Knoben: Is that anything more than I hand back to you, Julie, so if there isn't any more comment on this recommendation then I think we could move to the next one.

Julie Hedlund: Thank you, Wolf-Ulrich. Again, Julie Hedlund from staff. And so the next recommendation is actually a charter for Recommendations 1, 2 and 3 which are related. And again, just as a reminder, Recommendation 1 is that the GNSO develop and monitor metrics to evaluate the ongoing effectiveness of current outreach strategies and pilot programs with regard to GNSO working groups. Recommendation 2 that the GNSO develop and fund more targeted programs to recruit volunteers and broaden participation in PDP working groups given the vital role volunteers play in working groups and policy development. And three, that the GNSO Council reduce or remove cost barriers to volunteer participation in working groups.

At our last meeting it was requested that staff should try to determine what types of outreach and perhaps metrics stakeholder groups and constituencies may have and then also look at GNSO outreach efforts and in addition to suggest some possible metrics that could be collected. And then to speak a little bit to whether to develop and fund more targeted programs and then how best to remove cost barriers to provide some thoughts for discussion there as well.

So what I'll do is run through the new material and then perhaps we can discuss it and - oh and one other thing that we were asked about is, you know, is there continuing evaluation of the Fellows program. And I have - I can confirm that there is in speaking with the staff that support the program there is ongoing evaluation of the program and there's also oversight within the GNSO Council and the stakeholders and constituencies as well and in fact I know that there are some discussions around the FY'19 budget with respect to the Fellows program as the budget is currently under consideration in the GNSO Council's budget review group, I'm sorry, I can't remember the exact name of the group right now.

But just to start out staff did look briefly at some of the current links in the stakeholder groups and constituencies with respect to outreach to members for those groups.

((Crosstalk))

Julie Hedlund: Go ahead please, Wolf-Ulrich.

Wolf-Ulrich Knoben: Well it's Wolf-Ulrich speaking. So over the last minute we lost your voice, there was no audio from your side.

Julie Hedlund: Oh I'm so sorry. Can you hear me?

Wolf-Ulrich Knoben: Well it was just I think 30-60 seconds there was an outage.

Julie Hedlund: Oh dear, I'm sorry.

Wolf-Ulrich Knoben: But it was - I think just over the last part you have been talking.

Julie Hedlund: Okay because I'm seeing other people in the chat who are saying that they've been able to hear me. So we're wondering whether or not you were having an audio problem, but you can hear me now so that's good so hopefully that will continue.

So the last - let's see, I'm not quite sure where you - let's see, last minute. Any rate let me just back up a little bit. So we did address the request for additional information from the last call. We looked at whether or not the Fellows program has an evaluation process and confirmed that it does, it has evaluation internally through ICANN org and also via the annual budget process.

We did look at links to outreach from stakeholder groups and constituencies although we did not find metrics there. And I think in that respect if we want to find if there are metrics in stakeholder groups and constituencies we'll probably have to dig down a little bit deeper. But let us perhaps hold that question when we talk about some of the suggestions staff had for metrics that might be able to be collected.

So here are links that we found in the various groups and they're outreach for new members. And then also with respect to GNSO outreach we have the links to the newcomer programs, webinars and update and also meeting reports and webinars and how to participate in the GNSO. Then there is the community regional outreach program, or CROP, and it was noted that for this last, FY'18, or I'm sorry, the fiscal year we're currently in, there has been a strategic outreach and engagement plan. And this was after testing of the capability in FY'17.

And I'm not going to read all of this and some of this information was in place the last time we reviewed. What I'd like to though do is since the first recommendation, Recommendation 1 is specifically on metrics, first, there are some thoughts that staff had with respect to metrics that could be collected based on the effectiveness to determine the effectiveness of the current outreach programs.

And some examples here are to identify fellows who are members of stakeholder groups and constituencies and participate in working groups and track the numbers annually. So as a follow up to the Fellow program and - I'll check and need to confirm but I think - I know that whether or not a fellow participates in a constituency or stakeholder group is information that is requested from fellows and I don't know whether or not it's tracked but I do know that that information is captured.

So one might then suggest that to determine if the Fellow program is effective we could see whether or not the program is increasing participation in

stakeholder groups and constituencies and in working groups. We could track newcomers who apply for and participate in the Fellows program. We could evaluate the CROP outreach plans from 2017 or fiscal year 2018.

And in fact, we could internally see if there is an evaluation in place because I do know that the CROP is one of the items I think that may be a step for a projected reduction in the FY'19 budget. So it would be interesting to know and staff can certainly try to find this out, where - what - why was that determination made to reduce funding there and do we have statistics from the program that's occurring now in FY'18 with respect to effectiveness?

And then whether or not it would be useful to gather statistics from stakeholder groups and constituencies with respect to their membership numbers? I mean, are there outreach efforts to reach new members, you know, effective? Are their numbers rising? In some cases that may not be appropriate with respect to say contracted parties where membership may be different than say in the Non Contracted Party House.

So I'll stop there and I'm interested and particular in Wolf-Ulrich, if you had examples of - or knew of any examples from the ISP constituency of outreach or metrics because again, one other thought is whether or not staff could go to the various secretariats for those constituencies and stakeholder groups to gather more information on specific outreach activities and whether or not metrics are collected. And I'll stop there. Thank you.

Wolf-Ulrich Knob: Thanks, Julie. This is Wolf-Ulrich speaking. Well before we come to the metrics, let's just go briefly through the other parts and ask, well, whether this is for the participant is it clear or are any additions or questions to those parts, I mean, for the kind of how it is displayed here and the programs who are shown here. I have - I personally I have one question because when I went through the text at first I was missing CROP in the - under Number 1.

And then I realized later on it was summarized under 3 I think. So the question for me is, is that in the right way done? Because I would have, well, put it under 1, outreach strategies and pilot or programs, more say, because I don't think it's just a GNSO-related program, the CROP. And it's now, you know, under 3. That was one question for me to make it clear.

On the other hand, I was also thinking about stakeholder engagement, you know, activities start as - you mentioned the strategic strategy or whatever you called it. I know, well, to my knowledge from contact from Chris Mondini, for example, I understand that the - you structured alongside the various regions, the ICANN regions, your - the programs. And the question is how that fits in here into all these - the kind of programs. Is that just under the strategic outreach or program from the stakeholder group engagement or how can we, you know, allocate it here? That was not so clear to me.

Yes, just these two questions, Julie.

Julie Hedlund: Thank you very much, Wolf-Ulrich. Those are great questions. You know, I think you're right, I think CROP actually does make more sense to fall under Number 1. And I'm going to take back the - to internal staff and thanks, Chris Mondini because that's probably a great place to start to see what kinds of connections we're making regionally and in particular like the Stakeholder Journey project and how that may fit into some of the regional outreach that we're doing.

And I'm glad you mentioned again that the regional outreach because I'm - I think that there's - that is a - that's a component that we need to explore more here. It's touched on I think in a lot of the different - in a list that we have in Number 1, but I think that we need to reach out and see exactly, you know, how this is manifested. So rather than just a list, you know, how, you know, what is the form that this outreach takes in the various regions? And I know that there's a tremendous amount of activity there so I think it would be useful to bring that into this charter.

I mean, I know that there are - there's engagement through local events that - events that ICANN may not be sponsoring but in which ICANN is participating, there is I think capacity building, there's connections I think with various institutes of higher learning. So we'll take an action to check internally on what our regional strategy is with respect to outreach and how it intersects with some of the programs listed in Number 1 and with the CROP as well.

Wolf-Ulrich Knoben: Okay, thank you, Julie. That's good, well, so to step forward. Another point is with regards you listed in the - under - it was done under 3 as well I think so, you know, all the - it was under 2, you know, the second stakeholder group and constituency outreach. So you just pointed to the Website. I didn't check that so I was just pointing trying, well, to look what is behind the GNSO outreach this link you have put into. And I could not find too much on that site, you know, where I was pointed to.

The other thing is, for example, for the ISPCP we have - I must say there maybe each stakeholder group running a Website, is doing that in different ways. So as we do we have for example information about our outreach activities in our newsletters or so such things, so where is the specific link to as well. So everybody who is - so we don't have a specific item, you know, to point to which is called outreach. So it's a little bit different, well, to find out from the different websites to do that. So if - I'm just wondering how we can improve that, for example.

The other thing is you were asking of our experience. What do you think about, should we put our experience here into the - into that file or - I think we should learn from that from the experience, all the constituencies had on them, put it into the metrics. So if we could just move over the metrics if all the others are in agreement here, and do not have any more question then let's talk about metrics.

Julie Hedlund: Thank you, Wolf-Ulrich. Yes, so we have the metrics - this is Julie Hedlund from staff - up on the screen again. And to your question as whether or not we should include experiences from the stakeholder groups and constituencies, I think it would be very helpful and perhaps what we can do on the staff side is get in touch with the, you know, the secretariats of the various stakeholder groups and constituencies to just ask a few basic questions as far as, you know, where do you, you know, what are some of the ways that you, you know, reach out to, you know, to new members, to participants.

You mentioned newsletters, and in fact I did see some, you know, links to newsletters, you know, there may be other ways. I don't know that it has to be, you know, consistent across the different groups, different groups have different membership, you know, membership types, you know, and target audiences. And, you know, so the information may be conveyed differently. But a few examples of outreach from the different groups I think could be helpful to include here and staff can assist with that.

So otherwise on the suggested metrics, there are, you know, some thoughts are to gather data from the Fellows program whether or not fellows are going onto participate in stakeholder groups and constituencies or in working groups. And can those numbers be tracked annually? Tracking newcomers who maybe then move onto into the Fellows program, evaluating CROP from 2017 and then possibly gathering membership numbers from stakeholder groups and constituencies, although I'm not sure how helpful that would be and I'd be very interested in hearing from the working group members here whether that would be useful, and then suggestions for other metrics as well.

Wolf-Ulrich Knoben: Okay, thanks very much. Kris is writing, "I would keep it." Yes. So well Julie you just suggested, well that maybe our secretaries or from the various constituencies could assist, well, in that effort in a kind of evaluation of the activities. Well, I think, well, speaking for myself from Chantelle I think she would really be helpful in doing that.

The question, well if all agree to do that, so we could send out a letter, well, to the - if that is necessary, well to the various constituencies because - Kris is writing, "I would take constituencies and break into regions as well." Well, okay. So how we could do that Julie, can you on a short - in a shorter way contact, well, the secretariats from - within the GNSO we have just Chantelle, well and then we have from the NCSG an allocated secretary and from the Registries and Registrars as well. Julie, please.

Julie Hedlund: Yes, Wolf-Ulrich. This is Julie Hedlund from staff. That - yes, I think the simplest way to do it - if it's okay with this working group - we don't have to be formal about this. You know, we obviously as support staff can then contact the secretariat support you know, the staff that are supporting the various constituencies and stakeholder groups, and ask for their assistance in, you know, providing, you know, really some lightweight information or examples of, you know, how outreach is conducted in the various groups. So I don't think it has to be a formal request, that's something we could take on internally.

Wolf-Ulrich Knoben: Okay great. Thank you very much, Julie. So let's just briefly talk about the metrics in addition. So from my point of view, and I went through, well, the most kind of use, well, for metrics is the question, well, how all these efforts come down in terms of numbers of membership, you know, numbers of new members. So I would - from our experience like to see it making a difference between just the number of new members, well compared with the number of let me say of staying active members.

So that means it is the one step is, well, to get new members on board, but also the next and the higher step is well to keep these people - these members - really active, well, in the constituencies' work and the PDP work and all these things so that's a different way. I would say so from my experience if we get 10 members and maybe we have one active member

from it so it could be, so this figure may be different in the different constituencies.

But that's a key, you know, in it and the success - the real success would be, you know, having people being active rather than having just an increased number of members. So how to put that into this kind of - this sheet of paper.

Julie Hedlund: Thank you, Wolf-Ulrich. This is Julie Hedlund again from staff. And I'm just noticing too that we're about two minutes away from the top of the hour.

Wolf-Ulrich Knoben: Yes.

Julie Hedlund: I think we could definitely add as a - as part of the metrics section calling out - looking at - developing a metric that looks into activity. We have to - let us give some thought, some suggestions from staff around that, you know, how would one measure, you know, activity or sustainability and so on. We'll give some thought to that and put some suggestions into a revision here.

We'll also get in touch with our - with the secretariats to get some more information on outreach. We'll get in touch with our regional engagement staff to get a sense of how they are - how they are actually doing outreach in addition to the programs that we have listed here. So we'll take those as action items for revisions to this charter for discussion on next week's call which is the 15th, on Thursday, at the same time. We've moved it from the 22nd of February because it conflicted with the GNSO Council meeting.

And I'll just note that we can also next week give a status of where we are in the work plan. We just feel that it's good to do that once a month anyway so that we know where we're standing.

Wolf-Ulrich Knoben: Okay great. Thank you very much. So I think, well, I would like, well, to take more time for this so we have something, we have some extra items for today, Julie, well and you have work to be - to do. Thanks very much for this.

Well, actually I read here in the notes that the meeting is supposed to be on 16th, on Friday next week. Is that the case or is it Thursday because is 16th, February indicated.

Julie Hedlund: It's actually the 15th. That's a typo. And actually it's my typo because I put it in the agenda so and then realized my correction today.

Wolf-Ulrich Knoben: Okay it's definitely on 15th.

Julie Hedlund: Yes, same time, Thursday yes.

Wolf-Ulrich Knoben: Okay thank you very much.

((Crosstalk))

Wolf-Ulrich Knoben: Okay, right and colleagues. Thank you very much, well, for attending and for the discussion as well. Julie, thank you so much for the presentation. And so we'll stay in contact on the list and we'll have the next meeting next week. Thanks very much and have a nice day.

Julie Hedlund: Thank you very much, everyone. And thank you so much, Wolf-Ulrich, for chairing. Really appreciate it. Bye.

Nathalie Peregrine: Thank you, everybody. This concludes today's call. Operator, you may now stop the recordings and disconnect the lines. Have a good day, everyone.

END