

**ICANN
Transcription
Metrics and Reporting Working Group meeting
Wednesday 18 December 2013 at 21:00 UTC**

Note: The following is the output of transcribing from an audio recording of Metrics and Reporting Working Group call on the Wednesday 18 December at 21:00 UTC. Although the transcription is largely accurate, in some cases it is incomplete or inaccurate due to inaudible passages or transcription errors. It is posted as an aid to understanding the proceedings at the meeting, but should not be treated as an authoritative record. The audio is also available at:

<http://audio.icann.org/gnso/gnso-metrep-20131218-en.mp3>

On page:
<http://gnso.icann.org/en/group-activities/calendar#dec>

Attendees:
Cheryl Langdon-Orr - ALAC
Pam Little - NTAG
Mikey O'Connor – ISPCP
Jennifer Wolfe – NCA
Jonathan Zuck – IPC
Mouhamet Diop - ASO

Apologies:
Tony Onorato – Individual
Tom Lowenhaupt - NARALO

ICANN staff:
Lars Hoffmann
Berry Cobb
Julia Charvolen

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

Julia Charvolen: Thank you (Kelly). Good morning, good afternoon, good evening everyone and welcome to the metrics and reporting working group conference call on Wednesday, 18th of December 2013.

On the call today we have Cheryl Langdon-Orr, Mikey O'Connor, Jonathan Zuck, Pam Little and Mouhamet Diop. We have apologies from Tony Onorato and Tom Lowenhaupt.

And from staff we have Berry Cobb, Lars Hoffman and myself, Julia Charvolen.

May I please remind all participants to please state your names before speaking for transcript purposes. Thank you, and over to you.

Mikey O'Connor: Thanks Julia. This is Mikey. Welcome everybody. We are getting that shrinking attendance that tends to indicate that we're getting close to done. But I will take a minute just to highlight the agenda, which I think might be - we might be on final approach. We'll see.

See if we can get to the done version of this draft today. And we don't have to do the statement of interest stuff because we're just a drafting team. So let's dive in. What I've got on the screen is the draft that I circulated earlier in the week. And I've just made one change. I stuck in the resolution that kicked us off.

And watching the email list, it seemed to me that we had only one issue to sort of puzzle through. And if I go to Thomas's post, we've got sort of - we've got the just-in-time education. Let me see if I can get both of these on the screen at the same time. Oh that's going to be tight. Berry go ahead while I sit here and fiddle with this.

Berry Cobb: Yes, just to let you know I sent around Version 6 which basically brought in the email chain of the dialogue that we had on the list regarding some of the changes with your Version 5. That's loaded into Adobe Connect. (And then) we have comments to the right with the just what was talked about in the email chain.

Mikey O'Connor: Let me just grab that one.

Berry Cobb: I haven't loaded in the room for PDF if you want also.

Mikey O'Connor: Yes, I think I want to edit the live version this time because what I'd really like to be able to do is just by the time we're done, say we're done. Here it is. There it is. There's the resolution. Cool, okay so that's in. I see that. That's the green and then it will roll by nicely.

And then oops. Oh, here's the just-in-time. Okay so Berry why don't you - this is the thing you're talking about right? This one right here?

Berry Cobb: Correct.

Mikey O'Connor: Okay so if we - now I've got to roll back to the email thread real quick. Get to Thomas's point. So we - Thomas was saying I'm a bit confused about one aspect of the in and out of scope.

And in the in scope it says just-in-time education describing reporting or action options that are available when the person's problem falls outside ICANN policy. And that's still in.

And in the out of scope, how come we have metric and then reporting outside the scope of GNSO policy and ICANN contracts with contracted parties? And that's a good question. Now what did you do to that? Did you fix that? No, or was it just highlighted? Okay.

So this is the puzzle. Oh good, it all fits on one page. And then Pam came back with an idea. And it was right about that time in the email thread that I went completely underwater. I wrote four charters last week. And I just stopped working on this one.

So Pam, what did you - you are suggesting a way to blend these together. And I didn't quite follow that. So if we can figure that out, I think we're set. So Pam, do you want to give it another try?

Pam Little: Sure, thank you Mikey. Okay what I was just suggesting was or is that we still wants data on complaints that were filed to ICANN. But it's not (within) ICANN's scope, means it's not a violation of ICANN consensus policies or ICANN contracts.

We want data on that type of report. So if we can make that in scope, saying if ICANN can collect data or metrics and report on how many abuse or complaints they receive, which is out of their scope. It means that they cannot (deal) I think would be useful to the community as well.

And then follow from that is if it's out of scope, out of ICANN scope then you have this just-in-time education, which is also in scope as part of the working group task or remit. Does that make sense?

Mikey O'Connor: It does. And what I was trying to do was the same thing. So what I was trying to get at is in scope is the external data, which I think covers what you were talking about.

What I was trying to get at with this one is we don't want external data for things that are outside of ICANN's and the GNSO's remit. And so I was thinking that this one could cover the stuff that's outside of - I think that's where the confusion is.

You know, I think maybe the easiest way to solve this, if you guys are okay with that, is just to delete that last one.

Jonathan: I mean I guess I'm not - this is Jonathan. I'm sorry.

((Crosstalk))

Mikey O'Connor: Go ahead.

Jonathan: Confused by it because it's in scope to collect external data. It's out of scope to define reporting and metrics for things that are outside of the remit of GNSO and (contracts).

((Crosstalk))

Jonathan: They're not parallel.

Pam Little: Sorry, it's Pam. Hi Jonathan, I - if I understand you correctly, I agree with you. I think Mike when the bullets point about external data that means data from contracted parties. I am talking about or suggesting staff had to be collected by ICANN contractual compliance on reports they received that are not within their scope to deal with to address.

We - I think that kind of data will be useful. We don't want to just know how many complaints that ICANN can address. We also want to know, you know, complaints that ICANN cannot address. And how do they help use those complainants where they can get help?

Jonathan: Yes, I can see like we're talking about two different things.

Mikey O'Connor: Yes.

((Crosstalk))

Jonathan: And so data had to do with external data sources...

((Crosstalk))

Jonathan: Or something.

Mikey O'Connor: I didn't realize Pam that they did not collect that data. So I think that's absolutely in scope. So let's put it - mechanisms provided where standards are established or updated during the policymaking process. And how contracted parties make it visible.

See this is all - this one is all about contracted parties. This isn't about compliance necessarily. So we really need...

Jonathan: I think this reference on general data is like (spam house) I thought?

Mikey O'Connor: Yes, no it's like we need a whole other one. That's not what I was expecting to happen. Let me try that again. That's what I was expecting to happen. Oh shit. Sorry for the language. If you could delete that out of the recording, that would be great Julia. That's a technical term.

Julia Charvolen: We need that little seven seconds delay thing that...

((Crosstalk))

Mikey O'Connor: It's a little deeper thing that - dog gone it. I can't believe this. All right, I'll do this with stupid mouse clicks. My computer has suddenly just lost its ability to do this stupid thing that it wants to do. All right there. At last.

Mechanisms whereby, no this is the hard way. This is the easy way. The way to solve the contracted party's problem it seems to me is to just add compliance to that in scope pile. So that then when compliance is describing where to report policy violations, where compliance does the plain language stuff.

And then this is also where we can add a bullet, it seems to me, that says complete at fall outside current GNSO. And this is where we have to get very tricky because we don't want to be completely outside of GNSO policy.

What we want to be is outside current - Pam, what was the phrase that you used when people submitted complaints that weren't in scope for compliance? Is that what you said?

Pam Little: Yes. Out of scope. It's not within - it's not a violation of GNSO policy, sorry ICANN consensus policy or contractual terms.

Mikey O'Connor: That was it.

Pam Little: Or contract, I think contract will do?

Mikey O'Connor: That solves this quite nicely I think. So let's just replay it. So we'll add compliance to this part that's in scope. And we'll add notation that talks about these complaints that disappear right now because they aren't actionable by compliance or by contracted parties for that matter.

But they're still inside the scope of this part that say they're still in scope of GNSO policy and the contract. It's just that they aren't violations of current rules. I think that solves the problem. Does that work for everybody else? Does that make sense for everybody else? Or have I just lost you all?

Oh boy, it's just so close. I want to get the whole thing on one page.

Cheryl Langdon-Orr: Mikey I stuck my hand up. So I'll just jump in. It's Cheryl.

Mikey O'Connor: Oh I'm sorry. I've got the dang queue covered up.

((Crosstalk))

Woman: That's all right. He's male. He can't multitask. It's all right.

Mikey O'Connor: I am senile. Go ahead.

Cheryl Langdon-Orr: I'll just stick with you being male, not senile.

Mikey O'Connor: Oh, I was thinking senile.

Cheryl Langdon-Orr: Stop it Mikey and let me speak please.

Mikey O'Connor: All right then. Go ahead.

Cheryl Langdon-Orr: Thank you. Berry I just wanted to recognize what you were saying and chat. And I'm not sure we need to go that far into details. It's getting a bit weedy.

But I do think that the simple term is outside, you know, the current GNSO, I'm sorry, ICANN consensus policy or compliance covers that. But I wanted everyone to (unintelligible).

Mikey O'Connor: All right, thank you for showing that to me. One of the things we could do is something like this. Let me show you something and see what you think.

We get a little flavor of what we're talking about. Not like that. So we'll just add the examples. And I'm not sure unsolicited commercial email and spam are the same thing. So it would be nice.

What's another thing to put in there besides spam? You know, so we have two different examples instead of the same example.

Woman: Phishing?

Mikey O'Connor: Phishing, thank you.

Woman: Yes renewal - false renewal invoices or that sort of stuff.

((Crosstalk))

Woman: No, don't go there Cheryl. (No one) it's too hard.

Mikey O'Connor: Yes that's probably right. Although yes, yes because that one may fall - Mikey has his way, someday that's going to fall inside the remit of compliance but.

Cheryl Langdon-Orr: Cheryl here. I'm with you there on that one Mikey.

Mikey O'Connor: Well I've got a new scheme. Here's the new scheme. They just got a breach notice from compliance because somebody had their domain taken away. And they couldn't get it back. Those rascals wouldn't release it. They didn't - they either (knack) them or they didn't release the off code or something like that. And it was in - that made it in scope.

So I think what we do is we just get a volunteer pool of about 200 people with a few crummy names. And we just let them steal them from us. And then file complaints when they don't (knack) them. And just harass them until they go away. But anyway, they got a breach notice on that. Way to go compliance. I was really pleased about that. It just happened last week.

Okay, so anyway Phishing and spam, you know, and it we'll leave the fake renewal notices for another day. I think that's a good way to solve that. I'm seeing silence - seeing and hearing silence. I've got an agreement from Cheryl. Cool, I think we're getting close.

If we feel like this has done the trick on Thomas's question, I'm going to switch to black line. Actually what I'll do is I'll send this to the list so that you can all have a copy. And then we can review it together because it's going to be hard for people to, I don't know. I've gotten myself all too cute on this one. Sorry. But I'll get it to you.

By God, there it's off. I think that where we're at is close enough that we are almost done. And I'm perfectly happy to just stop right here and say we're done. Send it along to the Council. They're going to change it. They always do.

But it does seem like we're awfully close. Jonathan are you agreeing that were done because if my co-chair agrees, that's really cool?

Jonathan: I am. I think there's some just, you know, they'll be discussion ahead about that. But I think so.

Mikey O'Connor: Yes, I think we've got a pretty good draft. I like it.

Woman: Yes, it's good enough to go.

Mikey O'Connor: Yes there is such, you know, there is that whole thing about at some point you just have to ship it. And I think this is shippable.

Woman: The (perfect thing) and the inhibitors of the good.

Mikey O'Connor: Yes, I think that's right. So I just shipped that draft out to the list. And I don't know what's going on with my phones here. There. Now I've got it fixed. Cheryl is giving us applause. Cool.

All right, well God we found out a lot of cool stuff. We found out what if animals are round. And we made a good fix on this thing. But I don't see any reason to draw this call out anymore.

I just shipped this draft to us on the list. I think the next step is to send a note saying we're done. And Berry is pointing out (unintelligible). So we've got all the way out until the 13th of January to get this done.

So Berry, maybe that's the thing to do? Could you sort of package all this up and - I'll do it. That's stupid. Why make you do all that work? Go ahead Berry.

Berry Cobb: I was just going to say that yes, I can take it from here. I'll create a Version 7 and included the full red line as well as a clean version. And then if there are any changes between now and, let me look at the calendar, I would say the...

Mikey O'Connor: Let's call it now. Yes. End of the first week in January.

Berry Cobb: And then from there then we can communicate to the Council. And I'll have a draft motion for us to send to the list to review. It will be very easy resolved, you know, do you accept the charter kind of language. And then certainly have it sent by 13 January so that it meets the deadline.

Mikey O'Connor: Yes check and see. You know, I've forgotten the nature of that resolution. I think that the resolution is the resolution to start the PDP. But it may be that the charter comes to the Council for review. Because remember, we're just a drafting team.

And we have to sort through whether a councilor brings a motion. And that's one way to do it is to have a councilor I could bring a motion. The other is to bring it as a discussion item, but no motion. That sort of lowers the temperature in terms of the formality of it.

And given the size of this one, one of the things that might be useful Berry is to just bring it as a discussion item for one meeting. Check with Jonathan on that. So that we don't have to hold the motion over.

And then if everybody's fine with it, fine. We can bring a motion the next time. Or we can even have a motion available, you know, this time. Well no we can't. If we're going to submit a motion, that's the deadline thing. Go ahead Berry.

Berry Cobb: Yes so I'd recommend that we go ahead and submit both. And, you know, certainly in a councilmember can choose to postpone the motion if they feel that on the Council they need more time.

I think if we were able to send the draft and the motion by 8 January that gives the Council almost two weeks to review in detail what the motion as. And certainly we'll have time allotted to discuss any questions prior to the motion being submitted.

In that way if we can get it passed, then that just expedites us getting the next call for volunteers for the working group. Otherwise we'll have to wait until February for the Council to vote on it.

Mikey O'Connor: Yes, you know, I think we should just follow whatever the normal protocol is. I just don't remember. But certainly a motion and then expediting is fine. But why don't you check with Marika on this.

This is one of those things where Marika just makes it happen and I never pay any attention. But now I'm on the other end of the deal. I'm sitting on the Council. I have to pay attention to my colleagues.

Berry Cobb: Will do. But yes, as I mentioned I'll send out a Version 7 and next steps. And we can take care of the remainder on the list between now and then.

Mikey O'Connor: That sounds great. Cool. All right, well let's call it a day. I probably won't talk to any of you between now and the end - and the beginning of January. So have great holidays and a fantastic job.

I think we took a puzzler and did a good job of putting it all together in a very nice charter. So way to go us. Thanks all.

Man: Bye.

Man: Take care everyone.

END