

**ICANN  
Transcript  
GNSO WG Communication Tools Classroom  
Tuesday, 26 April 2016 at 19:00 UTC**

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Mp3: <http://audio.icann.org/gnso/gnso-wct-classroom-26apr16-en.mp3>

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

Nathalie Peregrine: Okay everybody this is Nathalie from ICANN Staff. So it's one minute past the top of the hour. And just to make sure that we have enough time to cover everything, I'd like to get started.

So first of all, thank you so much for joining. I know that you're very busy at this time. You've just started on one or several PDP working groups. And this is not a light driven in the depth of work.

The purpose of this session is to be a bit informal. And that's why we chose the main classroom other than Webinar. Being here is to cover the basics of the communication tools that you're likely to find when you start a working group.

So while some of you might be very familiar with some of them, there might be a few that are still well thought to be a bit confusing. So the idea here is that we skim over the basics. Then if you do have any questions we'll deal with them at the end.

My point here is that please don't hesitate, during this classroom session, to type your questions into the chat. I'm very fortunate today to have my two colleagues with me. So Lars Hoffman, whose name you can see in the attendee post. He will be ready to answer all your questions regarding content, so to say.

And for any technical difficulties you may have. So, you know, audio quality or Adobe Connect issues, please address them to my colleague (unintelligible), whose name you can also see in the post.

So just before we start, I'd like to give you a quick tour of the policy support team, who you work with on your various working groups. So here are a few names you might recognize – Marika Konings and Mary Wong and (a lot), (a lot) for the RMP PDP working group.

We also have Julie Hedlund who works with the SSAC and with the GNSO, also on the RPM working group, as well as Steve Sheng, who you'll have noticed are the new gTLDs subsequent to (Peter)'s working group.

So these team members are what I like to call the more content related team members. So regarding background documents you need read, regarding maybe some sub-team work you might have already started having or will be in the future. These are the people who examine your queries.

For more admin and technical issues, so such as the ones that I'm going to attempt to cover in this session, these are the people you kind of address your, you know, queries to. So Glen de Saint Gery, who's dealing with ICANN for a long, long time and knows everything there is to know and is a huge rapport.

(I don't see) has (Telly) and (Michelle), our newest hires who are equally extremely available and can guide you through any technical and admin difficulty you maybe have.

The agenda for today, and it was sent to the email invitation on the calendar invite you received, try to cover the annoying questions you might have when starting on those PDP working groups. So where do I find information? Or the mailing list document, I need to know where to find it. We're going to try to cover this.

Talking about mailing lists, there is some confusion, especially the (peer reviews) of OECD and in cross consistency working groups. The mailing list of the GNSO work in a very different manner. So I'll try to go over that for you.

Now the assessment section for working group members, so this means as opposed to observers. And so hopefully I'll be able to clarify some elements there.

Please remember also that if you are learning today as an observer, it is very easy to become a member, or vice versa. If you're a member and struggling maybe with the mailing list traffic and returning conference calls, you can also become an observer. So I'll touch on that later.

And then a quick overview of the Adobe Connect room and how to join conference calls. And lastly, I'll go on the – on a strong campaign to have you all join GNSO learn. And I hope I'll (out go with) the focus leads. If I don't, my colleague Lars could be (shorter) to (entity).

So first of all, where to find information. We don't have that many platforms of information within the GNSO. But it can be somewhat of a struggle to know where to find what regardless.

So the first place I would send you to if you were a complete newcomer wanting to know more about the GNSO would be the GNSO master calendar. And in the Adobe Connect room, if you look, you have a part at the bottom with a web link within there. And you have a few of the URLs that I'll be talking about.

So please go ahead and see the (quick) (calendar). And to save the URLs. They will come in handy. You do have the GNSO master calendar URL there.

The GNSO master calendar will have all of the working group – the GNSO working group calls announced there ahead of time. Once the working group call is over, they will have the transcript MP3 and sometimes, as in today's session, the slide deck attached.

So if you're worried, if you're confused about the date of the call, you can always refer to this. And if you missed a call, you can always have a look here and retrieve the recordings fairly easily. You also have the council – GNSO Council calls, which are also advertised here, as well as all the recordings.

The access tool, I should say, for working groups is the Wiki. Now the Wiki can be slightly confusing, so I'll try to make this a bit easier for you. If you look on this page here, you have the top, you have several tabs.

So here we are on the GNSO tab, what I call the landing page. If you scroll through – if you look through on the left, it's called spaces. And the last main category here is called GNSO working groups. It's under this that you will find the Wiki space. So the workspace for the PDP working group you've joined.

Once you found that workspace, and I've chosen the LDS working group page as an example, you come to your working group homepage. The menu for the Wiki is always on the left here in the grayed out box.

Luckily all GNSO working group Wiki spaces are done in exactly the same way. So you'll have – again if you can see this clearly, maybe you can full screen if you're having issues reading.

You have the list of all the working group meetings. So in the same way as the (unintelligible) announces the meeting at a time and then has the recordings posted there. This is also a place where you can find your working group recordings.

You'll have the (perfect) (framework) that have the background documents. And that's necessary if you're joining the working group late for instance. You can catch up there.

And further down you have a list of the working group member's key. A list of the mailing list archive. These are quite important. For instance if you're confused about if you're registered as a member or an observer, if your affiliation has changed, whether to signed up to the Google documents as an individual who's recently joined maybe an ICANN constituency, the interest for proxy consistency, the IPC or others.

Maybe it's worth having a check here to see under what affiliation you are listed. And there's more things. You can modify this by clicking out to the GNSO secretariat.

The most important point for me, and the ones that have been raised more, the Google documents that you are signed up to. (Unintelligible). The problem we've been having with the mailing lists. The mailing lists in the GNSO come under the two mailing lists per working group.

And there's a good reason for this. The main discussion mailing list. So if I discuss a mailing list, say the one on which you will be able to post your ideas, your comments. And equally the one on which you'll receive content-related email advice stuff. That's what I mean, a list of documents you might

want to refer to. Or when they share an agenda. This is an email that you can read and respond to.

The easy way to distinguish this one is that they will always start with GNSO. For those of you who are observers on this call, this is the only mailing list you have access to. And you can only read. You don't have posting rights to it. All right.

For those of you who are members however, you have reading rights and posting rights for this GNSO mailing list. But you equally have access to the second mailing list. This starts with NTSY. NTSY is short of (unintelligible).

It's intended as a distribution list only. So only secretariat stuff. So (Michelle) and myself and group can post to this list. The only thing we would post to this list would be conference call details. So we have a lot of members being confused by this.

And emailing they haven't received any conference call details. It's worth therefore, running the mailing list – this mailing list in your inbox and checking to see that it's not stuck in your spam.

We need to remember that the reason why these conference call details are (disclosed) non-archived mailing list is because they must remain confidential. Only members have access to them. It's very, very easy to become a member. So these conference call details must be kept within this list.

It's tempting when someone on the discussion mailing list asks for conference call details to forward the dial in information that you received. But please don't. Please wait for staff to inquire to a query in the mailing list. And we will keep the member who's asked for dial in details, address of the necessary information.

We've also realized that depending on where you come from, depending on what experiences you've had with organizations, mailing list etiquette – or GNSO mailing list etiquette can sometimes be a bit confusing.

If you've arrived a few months after working group has started, you will be inundated with emails. And some where they just (unintelligible) all (unintelligible). And some which are only the size of a novel.

So in order to take part in the mailing list, there's just common sense rules to follow. You know, the sort of blinds to be clear. As in if you're responding to someone, use the same thread. If you're starting a new thread then please make it easy to – make your title easy to be found so that if people need to do an inbox search to retrieve your email, they can.

And do remember to sign with your full name. We're seeing a huge amounts of (top assistants) on these working groups. They're not always on (200). So chances of someone having the same initials is you, this time around, is fairly big. So please remember to sign.

We have to remind even our most experienced working group members because they have been used to maybe being the only person with that name. And giving the – all the newcomers that are coming, they need to be careful of it.

If you are responding to a member's email and on several points, there's several ways you can do this to make sure your email is clear. You can change your font and you can change to color of your font, or you could, you know, quote precise comments only. And making very clear in your email which is the message you're quoting and what to do this from.

It's very easy also when receiving an email, for example, with the agenda of a call to reply to all to send your apologies or to ask for dial out or to say you're

going to be late. This does mean that it gets sent to everybody. So please don't hesitate to only reply to the GNSO secretariat when doing so.

On GNSO secretariat, there are five of us on that mailing list. We cover the clock. So you can make sure that whatever you send to that list will get taken into account. And it does mean you're lightening the weight of the mailing list for the other members of the working group.

Do not, though, be intimidated by the content of these mailing lists. You know, some of the members in these working groups are specialists. They're, you know, their comments can be fairly precise. It takes a lot of bravery to be the first one to say I don't understand or I'm unsure of what this document means.

But I can guarantee you that you will have a lot of support instantly if you do admit to being a bit confused. But it means also that given the amount (unintelligible) that ask at the moment that you will be able network more easily. You will be able to find people and meet people who do have knowledge on the specialty that you're maybe lacking. So, you know, this will make it more interactive. Please don't hesitate to use the mailing lists.

This section is for working group members specifically. But as I said, I think a lot of you who did sign up as observers maybe just out of weariness. It's your first working group experience. You're unsure of the – how to proceed. But potentially in a couple of months you'll be confident enough to become members. So it's important that you follow this.

At the beginning of every working group call, you'll always hear the chair of the working group mention statements of interest. So first asking if anyone has any changes to be made to the statements of interest. And secondly, reminding people who haven't yet done so to fill in a statement of interest.



These are compulsively for members. It's entirely up to you what you choose to put into the statement of interest, how much information you actually reveal. But you see that you have on to your name the GNSO Wiki.

Those of you who haven't yet done so will have a few – I think a (heavy rows) of reminders from myself or my colleagues asking you to do so. It's so – it's important to do so that we are considering changing the status of member who do not fill in the statement of interest. And having them as observers until the statements of interest are filled in.

So please, please reach out to staff if you haven't yet done so. And we will help. In the meantime, I just wanted to show you what it looks like. So I'm (viewing the) most recent (out) review by the statements of interest you send. Here's a Wiki link to this page. It's fairly self-explanatory if you'd like to create a new SLI page, you have the link here.

Your Wiki logins have all been sent to you. Your Wiki login is traditionally will be your first name, locate your last name. And the passcode will be sent to you via email.

If you haven't found that passcode or you cannot retrieve the email, you have the option to reset your passcode because your profile has been created. So please don't worry about a lost passcode.

Once you log into this, you will be asked to access a page, which is this one. Now it's very important to follow the instructions that are sent as an attachment in the email for statements of interest because there's a slight tricky maneuver at the beginning for you to create the page.

Filling it in is easy. You can fill in whatever field you want to in what you see on the screen. But the beginning is a bit confusing. So please, please open those attachments and the explanation is there to make it a lot less difficult.

This is the same as (unintelligible). It's just to show you that there is a choice here that you have to fill in. You cut it out. So if you did not. And didn't know how to take it like not the clickable or it is blank, well you didn't want to fill it in.

So those (unintelligible) either by the option that is in this statement of interest to disclose whether you have a conflict of interest with the working group team. You are free to say so or not. But if you – all that's required is that it's been known on the statement of interest.

You don't, you know, you will not be asked to justify this. You will not – it will not be used against you in any way. It's just in (people clarity) of information. Especially if you are a newcomer, then it's very important I think to have a clear statement of interest. As we move on, we'll be looking on this Website for the profiles to find out more about you.

Once you've filled in your statement of interest and you are a member, you will be subscribed to the two mailing lists we saw previously. Here's an example of the email invitations that are sent out to this notify mailing list, so the closed mailing list on which we only circulate conference call information.

These are always built in exactly the same way. This was the RDS email invitation. This is just so you're not completely confused when you receive your first one.

The time in ICANN is always in UTC, in Universal Time for people in Europe, such as myself, this is fairly easy because we're one or two hours ahead of UTC. As for those of you in the US Pacific Coast, it's more of a calculation.

So what we tend to do is to put in the time converter already for a Pacific Time and Eastern Time. And then London and (unintelligible) time because of course not everybody lives in these locations, we have the tiny URL link,

which will lead you to the time and date website. And where you should be able to fairly easily find the right time.

Again, if you're confused by this, a quick email to the GNSO secretariat on the email is CCed in the slide you see here. And we will be able to help you figure out (the question).

We always have a detail about audio connection where this will be confusing. And we'll deal with that a little later. But more importantly if you look at the bottom of this slide, you have a project given passcode, one of the passcode which is hidden here.

This is the (all) passcode. So as the welcome passcode, which was provided for today. This is what you will need to (provide in order to do the audio uploading). So underneath you have a list of dial in numbers, the document Argentina for AM listed in alphabetical order. This very same email will be sent out in a calendar option – in a calendar invitation format too.

So we do this two ways. We send out the calendar invitation directly from our Outlook calendar. So most of you should receive this as a normal calendar invitation. We've got some inboxes that have people with Yahoo accounts. Their inbox is blocked. The calendar invites we send directly.

So to solve that issue, we also add the calendar invitation as an attachment to the email invitation. So if you have already accepted a calendar invitation from us, you do not need to open and download the attachment on the email invitation. But this may be good for you to know just in case you haven't realized it.

Those calendar invitations give you access to the Adobe Connect room and to the conference call. So for those of you who are members, I think that you might have some of this stuff. Just for the learners amongst you, I'll go over this fairly quickly.

So you all made it to the Adobe Connect room today. That's very good. Well then (all over) there might be a few things that you don't know, however. Please remember to always sign in with your first and last name. Most of you have done that today.

The reason being is well simply out of courtesy for other working group members. And I said there are 200 members and observers in other working groups. So it's key that you can be identified easily.

It's good for staff to be able to help you too, if you have all your (text) issues. If we need to follow up with you afterward because we have your full name, we can find your email address and therefore, communicate with you.

And equally, if you deal with the charter debate in the Adobe Connect room chat, so the part of the document that's in or by the audio, the chat will call upon you. So it's nice there if you have your full name.

The screen you're seeing where the slides are being shown is what we called the (fair pub). All the screens within the Adobe Connect room are called (pubs). This is a share (pub). We cannot edit slides on this document, which some of you might be used to because other software allows you to edit slides. But this is why you will have staff often during working group calls taking notes frantically in the agenda notes (pub) in your working group calls.

The Adobe Connect room chats, which most of you are familiar with, have the one little section that maybe no one has realized it, but the conference is taped. The conference is taped and archived, which to our working group member, you'll have noticed that we copied it over (text and stuff) and send it to the working group at the bottom of the email with the attendees and the MP3.

This is why we do expect some standard of behavior. We also expect conference to be kept strictly to the agenda of the call. And that's why you have several reports (site here) – several – I'm thinking of (friends there).

If you like, you have several communication tools with working groups. You have the Adobe Connect room chat and you have the mailing list. So sometimes it's better if there's a new subject to develop, even if it's (trumped) by something during the working call, to keep it for the mailing list where you'll have access to more people.

And the reminder, the chair is potentially following the document in the share (pub). He's also listening for it being said. And he's also trying to forward it over (chat). So as tempting as it is to use it for (unintelligible), please don't. Please use the mailing list as much as possible.

Other than this, other than the concept of the Adobe chat, there are other sorts of calls in the GNSO. These are simply based on the need to have a smooth running call. For instance, a lot of you will have seen during conference calls people with their hand icon next to their name.

And the working group chair saying that someone is put in the queue. So in GNSO working group conferences, you cannot just speak into the call. You have to be put into the queue. The way you do this is to raise your hand.

So if you look at the top of the Adobe Connect room, you have the torso of a man with his arm raised. So that's an icon you can click to raise your hand. Raising your hand doesn't automatically give you information as such to give you the right to speak into the call. You need to be called out by the chair.

(Unintelligible) before you have raised their hand, I pose that to go first. Once the chair has called out your name, you are free to speak your question and make the comment. Once you are done, we ask the member to go to that

same icon and lower your hand. If you keep it raised, the chair will think you have another comment to make. So please remember this.

It's very easy to forget. You will hear the expression sorry, that's an old hand a lot in working group calls. This simply means that you forgot to lower your hand.

In this dropdown menu also, you have other options. You have a red cross. You have a (green tick). These can be used at several moments. They come in use simply to show support to whoever is speaking. What's an idea? You can show a (green tick) quickly.

You can also show the red cross. I'm pretty sure that if you do use the red cross showing that you disagree, then someone will ask you to comment on this. So please make sure you're all ready to back that up in the chat.

And the chair of the calls have also asked you to use these in an informal poll. For instance, trying to find out if there's a need for a working group call next week. He might ask if you feel the need to join. And in that case you would go to this same dropdown menu and use the red cross or the (green tick) to show if you're available.

All ICANN meetings, be they're face-to-face or remote are simply framed by the ICANN expected standards of behavior. These can be found online at the link in the web link part of the document. And they're on your screen right now.

I do estimate it's quite hard to read. They all basically talk about politeness and common sense and respect of each other's thoughts and comments. When the conversation does get out of hand, it happens rarely, but it does, staff will intervene immediately and ask you to abide by these standards of behavior.

Equally, if you believe within a working group exchange, be it in the conference call or on the mailing list, that a member or several members have not abide these standards of behavior, please don't take it into your own hands. Please address the working group chair, copying staff, and we will act immediately. So please don't feel that this has to put you off in any way. You have support at hand, if ever something makes you uncomfortable.

So one of the issues we have on conference calls – this doesn't necessarily touch the lucky ones among you who have a good Internet and phone connection. But if you are traveling for instance, or driving in a remote location, it can be extremely frustrating to try to follow a conference call and not hear correctly.

So a few of you have dialed into the audio list today. So let me clarify a few of these terms. The (all difference here) means simply using your phone to connect to the conference and being able to listen in and speak. So that's where the phone numbers and the audio passcode, which was welcome for today, come in handy.

It means that you will just pick up your email. There is harmonization. Use the dial in number that suites you the best. And wait for the option desk. The operator will ask you for your passcode, which you'll provide.

And equally your first and last name. First and last name, these aren't for the telecom provider. This is an ICANN request that we ask of the providers. So please don't hesitate to give your first and last name.

If you'd rather not use the telephone bridge, this can be for several reasons. Maybe there is not a dial in number that suites you. Maybe you are traveling and would love to not incur an international dial in cost.

You can also use voice over IP. This is a fairly recent option we've had. And it's proven quite good. If you haven't yet tried this however, and you would

like to try this on a working group call, I would advise you to join a few minutes early.

(Michelle), Helen, myself are always logged in very early to the working group call. And we will more than happily press the audio to make sure that once the working group call does start and you do want to talk, you can do that comfortably and will be heard.

So the trick here is well (a wheel) so you can use a headset and because you can minimize the background noise. But you must press the telephone icon, so at the top of the toolbar. Those of you who have already selected the telephone icon may not use anymore.

For those of you who have – if you click on the telephone icon at the top of the Adobe Connect room toolbar, you'll have the option to connect to your audio. It will then ask you to select using your computer, which means using the Adobe Connect room microphone.

And you just follow the instructions until your telephone icon becomes a microphone icon. The microphone icon simply means we have activated your Adobe Connect room microphone.

The key thing to remember to do is to mute once you have done – gone through this configuration. To mute you would click on that microphone icon again, where you have the option to mute and un-mute.

Now as most of you - well, all of you in the attendance list have got the microphone next to your name. This doesn't mean that your microphone is activated. It simply means that staff has enabled the microphone option for you.

So it's quite confusing at first. But when you log into the Adobe Connect room and you see a microphone, don't think that you're going to be able to be free



to speak. You won't. So if you have got your hand up and you're getting ready to talk, please just go through the click on the telephone icon. It takes about 10 seconds to make sure you'll be ready to speak into the call.

If your Internet connection doesn't allow you to activate the mic, we have seen this issue (right). If there's no dial in number or you're traveling, which you won't be during the call, you can email the GNSO secretariat and ask for a dial out.

So a dial out simply means that you will provide us with your phone number, ideally several phone numbers if possible, to guarantee we can get a hold of you. And the operator will dial out for you five to ten minutes before the start of the call.

Obviously, this incurs a cost. So if you do have the choice of dialing yourself, that's clearly preferable. But if you're (out of the country simply well), that sometimes is not possible to do. So please, please reach out to her. They would be more than happy to help.

So just to go over the timeline of joining a conference call. You'll remember that you'll receive an email invitation. Please remember to send an apology or ask for a dial out if those two needs arise.

The reason why it's always much better to send an apology is not out of courtesy. It's because attendance is tracked in the working groups. So your attendance, whether you only joined the Adobe Connect room or whether you only joined the audio will always be noted by staff.

But equally, getting an apology shows an intent to join, but it has been stopped by a certain situation. So this actually comes in to a formal category of attendance. So if, you know, the email you send an apology does not need to have an excuse. It does not need to have a justification. Just an I'm sorry, I

cannot attend. And it will be taken into account. So please remember to do so.

When you have (bounded the list) or joined the Adobe Connect room, logging in with your first and last name, remember that all calls are recorded. And that the Adobe Connect room chat is archived. And remember the working group tradition is mute, and un-muting and raising your hand to be able to speak.

So once we've gone over the technicalities of these tools, I would really, really encourage you to go on the GNSO Learn platform. GNSO Learn platform is part of ICANN Learn, which is an interactive learning platform to cover all aspects or as many aspects of ICANN as possible for newcomers.

So I was up to the GNSO Learn platform when it was created as a courtesy. I'm feeling a little bit conversantly. I'll admit to that. But I was going there to collect typos maybe and not learn much. Well I was wrong.

I learned a lot. And I think that it's very easy to have your head stuck in the technicalities of a specific user's working group and not maybe see the bigger picture of what process the GNSO working group actually fits into.

The GNSO Learn is brilliant for that. I'll say so myself. I have no problem with it. It's – pick it up and drop it when you have time of course. No one – there's no results. There's not tests. No one is monitoring how well you've done or what you remembered. But it's, you know, if you have ten minutes till lunch break type of moment, it's very, very interesting.

This is what it looks like. We had an introduction to the GNSO. And then it covers everything. Who the stakeholder groups are. Who the constituencies are. But more importantly, and you'll realize I completed this. It says 100%. So, you know, it was good.

More importantly, you have (chairs) online. You have working group chairs and ex-working group chairs with being introduced over video about what it's like to be in a GNSO working group. And equally, what they found daunting and kind of confusing about them. So I would really encourage you to go and have a look.

Here are a few of the ICANNs that also is by GNSO Learn. So some of the – few of those that you don't know anything about or you'd like to brush up on. Please don't hesitate.

A lot of these items also, in an effort to try to make the information available to all our different platforms, a lot of these items are also being covered in our newcomer Webinar.

So our newcomer Webinars are not staff hosted, like this one. They're community member hosted. The previous ones were hosted by the GNSO vice-chairs, had (probably been) done often.

These tend to cover the policy development process as a whole to make it – to give the various board overview of what exactly you're up to with the system to the policy. You know, so that's the GNSO.

And equally, to give you a heads up on what it is to be an active working group member. So the in session – these sessions need to may be hosted is that they actually – the host actually shares their experiences. They do identify what it's like to be a newcomer. And they, with back of mind, they do attempt to make the information as clear as possible.

So the next newcomer Webinar will be in a few weeks' time. A notification will go out to all your working groups. So I do hope you'll attend.

Additional tapes following today's session, there is the acronym helper. ICANN is a nightmare of acronyms. If you go to the GNSO website, the top

right of every GNSO webpage, you have an acronym helper there. So please don't hesitate to use this.

Again, ICANN Learn, which is the overall learning platform in which you can find the GNSO Learn. And also the main one is find an experienced working group member and ask questions. Ask questions also on the mailing list if you want.

Please also don't hesitate to reach out for any reasons the GNSO operates the admin team. So that's (Michelle), (Terry), Glen and myself, and we're more than happy to help.

Last but not least, we also have a Twitter handle and a Facebook page. So you're more than welcome to follow us there. And that I think covers most of what I wanted to say today. So I see that Lars has been answering a few questions in the chat. Are there any questions you would like to ask on what we've seen or anything else that comes to mind?

Before I forget, recordings and the slide deck of the presentation will be posted on the GNSO master calendar, and equally will be sent by email for all those who RSVPed to this session.

Hearing no questions and seeing no further queries in the chat, I'd like to thank you all for taking part in today's session. Please don't hesitate to reach out to any of us – any of the staff members either to be CCed on your working group exchanges. We're here to help you and support you.

And we do it to a (great questions). Thank you every so much for attending today. And this concludes today's call.

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