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ICANN75 | AGM – ccNSO: Meetings Program Committee  
Thursday, September 22, 2022 – 16:30 to 17:30 KUL

CLAUDIA RUIZ:

This is Claudia Ruiz and I am the remote participation manager for this session. Please note that this session is being recorded and is governed by the ICANN Expected Standards of Behavior.

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With that, I will hand the floor over to Everton Rodrigues. Thank you.

EVERTON RODRIGUES:

Thank you, Claudia. Hi, all. Welcome to the last session of this ICANN meeting, the MPC Wrap-Up. It's great to have you here. We have an agenda for today, which will be very quick. We have to talk about what went well, what could be improved for the next ICANN meetings. Do we have the agenda, Joke, please, on screen? Okay.

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For ICANN75 sessions, I would like to briefly explain the purpose of this session which is to look back to opportunities, to say farewells to our friends here, and look back of what happened at ICANN75. The objective of the ccNSO MPC is to ensure that relevant program and meeting will take place for ccTLD managers. What went well during ICANN75, what elements are subject to improvement. The MPC welcomes the feedback of all of us. I can see that we have participants online as well in the Zoom Room, both from the MPC and from the community. The floor is open for comments. Do we have any initial comments regarding the ICANN75 sessions? I know that we have some because I was told about it. Ai Chin, please.

AI CHIN LU:

Hello, everyone. My name is Ai Ching Lu. I think in my opinion, all sessions are great but I have a little bit problem. This time the ccNSO, we got to have a try to add French and the Spanish to interpret. But I found a little bit problem, we cannot synchronize with the presenter because they have some delay. Maybe it might be the technical problem. But for myself, I cannot understand Spanish and I didn't wear the earphone, so sometimes I cannot catch the meaning from the presenter. That is my opinion this time. Thank you.

EVERTON RODRIGUES:

It's noted. Thank you, Ai Chin. We have Alejandra's hand up. Please, Alejandra.

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ALEJANDRA REYNOSO:

Thank you, Everton. I really appreciate the feedback, Ai Chin. I think we need to get used to actually, one, introducing ourselves like I should do right now, my name is Alejandra Reynoso. Second, to get into the rhythm with interpretation because interpretation does need a little bit of time because they need to hear a little bit for them to start interpreting. I think we need to get used to and also to train ourselves to them, to remember that there is interpretation.

But my other comment is on what could be improved. I've been receiving some feedback from remote participants that they couldn't feel how many people were here in the room present because people forgot that they needed to be in the Zoom Room as well. I think that's something that we actually need to emphasize a bit more so that the ones that are remotely can feel within the group and maybe have some private chat in Zoom or comment with friends. And also to continue to use Zoom for all interactions as for hands raised and, I don't know, maybe polling or the way we do in Council that we use Zoom Room to do the voting so that we have this common place to be. And therefore, the remote participants are with us. I think it's not like they are with us because we do feel them, we see them on the screen, but they don't see us. So it's more like to be together in this. That's my comment. Thank you.

EVERTON RODRIGUES:

Thank you, Alejandra. Before moving to—I see Svitlana's hand in the Zoom Room. I just would like to have an overall impression of all of us about the interpretation services because they worked very well during the meetings. I think that this is a milestone for the ccNSO and

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it was very well carried out during the meeting. It worked both in French, Spanish, and the original English language when it was the case. This is my impression. I would like to hear from you as well. Let's share the opinion.

CLAUDIA RUIZ: We have two hands. The first one is from Svitlana.

EVERTON RODRIGUES: Okay then. Svitlana, please, you have the floor.

SVITLANA TKACHENKO: I just want to follow up Alejandra about some tools to feel together offline and online participants. I don't have any ideas how to do it right now, but it should be efficient work about this. One point is about interpretation. I also very like this first step to interpretation to make the contents more available for all participants. Several times, I switch it to different languages. French, I understand French just a bit, not very, very much. But at least I can compare original English presentation and there's interpretation. What I was very surprised is about the interpretation of Spanish. In Spanish, original presenter speaks very, very fast. And English translation was the speed of the translation was lower than the original. So I was suspecting that some of the context was missing. I'm not sure about this. It should compare. People who understand Spanish much better compare. We need to speak slowly. We need to accustom to speak slowly. It's very, very crucial for interpretation and for understanding because there are

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some delays between original text and interpretation and also between using terms in different languages.

There's the point about it's better to write down who is speaking now because you see on the screen who is speaking but you don't know his name. If you look into the participant or chat room, you'll just see the ICANN equipment [inaudible] speaking but who is this? It's a good idea to write down in chat what presentation we are listening to, who is on stage.

The third one is about mentee. It's very great idea to use some interactive tools to engage all participants in presentation and in activities. But what I mentioned, sometimes when you switch between Zoom window and mentee, it takes some time. For me, it was quite difficult to read the question and then switch to mentee and both. It's better to read aloud the question and use mentee, or suggest people to use two devices. One device, for example, the smartphone for mentee watching and another one to watching for Zoom. So that's all for me. Thank you. My congratulations to great sessions. I'm [inaudible].

EVERTON RODRIGUES: Thank you so much, Svitlana. Alejandra, would like to? Thank you.

ALEJANDRA REYNOSO: Yes. Now I don't know what to do because Nick is complaining that why I'm speaking in English when I can speak in Spanish. He's not complaining. That's not fair. But it's a fair question. For certain

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meetings like Council, I'd rather speak in English because I have more fluency in terms in English that I have to think, "What is the word in Spanish for this?" So it's a little bit difficult. But if you allow me, I would like to switch to Spanish now. May I?

EVERTON RODRIGUES: Por favor.

ALEJANDRA REYNOSO: We don't have interpretation now?

CLAUDIA RUIZ: We do not have interpretation. Sorry.

ALEJANDRA REYNOSO: Then I cannot. If I switch to Spanish, then it will be a tragedy. But what I wanted to say regarding what Svitlana said, it's a super natural concern, is that we in Spanish we use many words to say little things. So it is not uncommon that you listen to a lot of Spanish and then little English. When we're even writing statements in Spanish, it could take a page and a half, and in English it could not even fill the page and say the same thing. It might be the case that this is what happened. But I do agree that the speed of some speakers was incredibly fast. Specifically, I saw this in ccTLD News. Since, of course, they didn't have much time to speak. They tried to put as much as possible in this 10 minutes that they didn't take anyway. When they realized that we're running out of time, then even accelerated more in their speech.

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I believe we should take into consideration this. I think we need people to speak slower but we need to give them also time to do so and to train them for that.

The other thing I was going to tell is that even though, taking ccTLD news as an example, the speakers were going fast and then faster, I was actually listening in Spanish and I'm impressed with these ladies and gentlemen that were doing the interpretation because they were going as fast and very accurately. So congratulations to them. They were amazing.

EVERTON RODRIGUES:

Thank you, Alejandra. In that same direction, I would like to emphasize that maybe a suggestion would be to talk to session chairs, including myself, in one of them to try to intervene during sessions if, by any reason, the interpreters are not being able to catch up with the speed of the conversation in a given language, whether Spanish or English or French. It's one opportunity for the chair to say something. Espacio in Español or something like this. Any other comments regarding this topic? I see Abdullah's hand. Abdullah, please.

ABDULLAH CEMIL AKÇAM:

Is it me? Thank you. Abdullah Cemil Akçam from .tr. Actually, my comment about this translation, it is very nice, but I think it will take some time for community to adapt. Also, I think this is not late to this group but I want to say anyways. I think we need wireless translators. Because I saw a lot of people, they didn't pick up those translators

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because of all the cables, etc. They don't want to deal with the complexity. But I think this is more related to ICANN.

Something about mentee, if anyone recognized, but it is hacked during the session. You saw this. It was hacked by these Identity Digital guys. They gave the same answer, all of them. And then their work was ... it was like Identity Digital is a bank. You saw that? They hacked the mentee. I think next time we should be more careful because they would have written something nasty and it might be a disaster. Other than that, I think it was really nice. Thank you very much.

EVERTON RODRIGUES:

Thank you, Abdullah. For the wireless translation equipment, it's also important to notice that a person or a participant can bring his own equipment. For example, if you have your notebook and your earphones of your preference, you can use it as well. This is one equipment that ICANN provides but a person can also have his own equipment to follow the session and the interpretation as well. But thank you very much. Noted. Do we have Joel? Yes, please.

JOEL KARUBIU:

Good evening. Joel Karubiu, .k, for the record. Just to add on to the translation aspect, maybe going forward for the session chairs, if they could inform us of whether there'll be someone speaking in a different language. Because like Abdullah said, when the guy wanted to speak in Spanish, we were rushed to get the earphone. Maybe in advance, if we could know that some of the presentations may be in a different



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language so we are ready just to do that. Then someone caught me online and maybe we took it for granted, they actually didn't know where to find the tabs for translation for the online group. So it may be just as a briefing before the session starts, if you want to go to the globe and do this and this and this just as the session is beginning. Thank you.

EVERTON RODRIGUES: Excellent. Thank you. I think that we have good number of comments for the overall of the sessions. Perhaps, we could move to the next slide, Joke, to see if there is anything specific in the agenda that we should be noting.

SVITLANA TKACHENKO: Excuse me. Can I add something to the previous about interpretation? It's just idea, before the session is started, say several words in different languages so the participant can get their earphones or just to customize, choose interpretation service. Before every session, say hello in different languages if a presenter will speak another language.

EVERTON RODRIGUES: Noted, Svitlana. Thank you. Do we have more comments? I see Abdullah's hand. Is it a legacy hand? Okay. Thank you. Session by session, do we have—Alejandra, please go ahead.

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ALEJANDRA REYNOSO: I didn't mean to interrupt. So if you're going to say something else, I was just ready.

EVERTON RODRIGUES: Well, I think that we could just see if we have any comment regarding specific sessions, for example, policy update PDP 3 to start with. ccTLD new session about geographic indications, we had a great session. The joint session with the GAC IANA, and CSC. So the joint session between ICANN and the Board. ccNSO and Universal Acceptance, the Governance session and the ccTLD News session 2. The Council today which had also interpretation and the wrap-up for now. Do we have any individual or specific comments regarding any of the session? Yes, please, Alejandra.

ALEJANDRA REYNOSO: Thank you. Next time, I'll raise my hand later. I really didn't want to forget to say a comment regarding the ccNSO and Universal Acceptance session. I think it went really well. But what could have been improved is that I thought that time was not enough for what we try to accomplish. I think we were a little bit ambitious of trying to do everything in 75 minutes. The ongoing conversation was really good and it had to be interrupted to go to polling. In my personal opinion, I thought it would have been better to skip the polling and just keep talking because the conversation was really good, though, of course, one of the goals was to get the temperature of the room on what was proposed. Again, I know these are two conflicting ideas. But for something like this, next time, as in looking forward, it would be better

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to do it as we did with DNS Abuse that we had one block for discussion, presentation of topic, and another one to actually do the polling analysis of each recommendation, and have a discussion and the recommendations to see whether they're fit for purpose for the ccNSO and everything. Because we did the polling quite fast and I thought it was too fast for some because they were reading the question projected in the presentation and they were a little long. Well, not the question, it was the recommendation. And when they were thinking what they wanted to answer, by the time they wanted to actually answer, "Next question." I say this because it happened to me. I was reading and when I turned, "Okay, I didn't answer that." I think it was too rushed, that particular part of the polling. That was my comment. Thank you.

EVERTON RODRIGUES: Thank you, Alejandra. Sometimes it's not a matter of choosing, it's a matter of thinking before you make a choice. It's not all the time that things flow automatically. Yuri, you have the floor. Thank you.

YURI TAKAMATSU: I have a comment to the policy updates ccPDP3 Review Mechanism. Point is completely same to Alejandra, I think. It was really fast. I really wonder how many people are holding the question. We need time. At least we should keep on having the slide about the question in front of us and we can do the polling or Mentimeter. We don't have the question but the Mentimeter go on so I was really wondering how many people are understanding the question and having the polling.

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Because there are a number of people in the room but only 10 people or like that was answering the polling. I thought we can do better for that. Thank you.

EVERTON RODRIGUES: Thank you, Yuri. Do we have any other specific? Peter, please.

PETER KOCH: This is Peter Koch from DENIC for the record. I want just to share the previous observations and suggest that given the good value of interaction like polling and other things, and also the introduction of the interpretations which incur some switching delay, that the time slots might need to be adjusted. Also if people are requested not to speak so fast, right? Then we need to plan for more time for the individual session as individual contributions so we get used to that.

The other part is that I learned the hard way that it is a must more or less to have the electronic equipment even if you're in the room. Because as some previous speaker said, if you start switching it on, especially in the ccPDP3, you need two devices or a large device with two screens. Usually you have if you're a remote participant, but that makes on-site participation—I wouldn't say a bit cumbersome, but it needs another way of preparation and maybe more power strips because it really sucks the electrons out of the systems.

Other than that, I wanted to make one remark because I guess you passed over the information sessions. I found both information sessions in this ICANN meeting very well-prepared and very well-

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performed, full of dense content. And my perception is that part of the reason might be that they were narrow topics. It was not that we give this overall update and so on and so forth. So there's something for everyone. There were crisp topics and obviously selected to the point in time but also broadly picked. When it comes to the presenters, a wide range of perspectives, so thumbs up for that. And if you have any opportunity to repeat that with other topics and narrow those things, and then maybe you have to pick one presenter less for the reasons I suggested, then thumbs up again. That was really good exchange and I took a lot away from that. Thank you.

EVERTON RODRIGUES:

Thank you so much, Peter. Well, for the new sessions, we had great presentation about geographic indications and for the general one as well. It's hard to make the ccTLD News session sometimes because we have more people willing to present than slots. All the contents are so amazing. So sometimes it's an additional challenge for us to think of what could be the best sessions for an ICANN meeting. But we do hope that by the time that we open the forum for the next ICANN meeting, we can always try to make better [inaudible] and a better agenda for the meeting. Thanks for the comment. So it worked. Somehow it worked. I see Alejandra's hand. Is it a legacy one or a new one?

ALEJANDRA REYNOSO:

It was regarding this ccPDP3 session as well that I, of course, super agree with Yuri. I just wanted to say that there is room there to actually have been done a little bit more slowly since they ended up

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early. That’s why I just wanted to make that comment as well, that maybe we should check with the group that is presenting what amount of time they think they will use and try to maximize it, as in not making the session longer than it needs to be. But also that if they have enough time, that they know that they can actually take their time to do so. Because I had the same feeling as Yuri, we went super fast and it ended up early. So there was no need to rush. That’s my comment. Thank you.

EVERTON RODRIGUES: Thank you, Alejandra. I see Fernando and Svitlana. I’m not sure of the order. But I’ll give the floor to Fernando and then to Svitlana.

FERNANDO ESPANA: This is Fernando Espana for the record. The comment that I had was related to the polling. Like Yuri mentioned, the results, not too many people responded. I don’t know if it was myself, for example, I couldn’t see where to vote on the Zoom session. I don’t know if others had the same experience. And that’s why the results were low numbers.

EVERTON RODRIGUES: Perhaps something that could be improved is to put the Mentimeter, the polling link, in the Zoom Room when it’s the case more often. That would require—Claudia or Kim? I can’t see. It’s Kim.

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**KIMBERLY CARLSON:** Thanks. There is a reason we did not put the Mentimeter codes or the QR codes in the room. It was limited to ccTLD operators or ccTLD members so it's mailed out to those specific mailing lists. There's a reason that we didn't flash that in the room like we did with the plenary session where everybody was allowed to vote. That's the reason it wasn't put into Zoom.

**EVERTON RODRIGUES:** Thank you for the clarification. Would you like to reply to this point specifically? Go ahead, please, Alejandra.

**ALEJANDRA REYNOSO:** Thank you, Everton. Sorry for not raising my hand in the Zoom Room. But just to get into the same point, one thing that could be done that actually Sean did in his session was to say specifically when the e-mail was sent and at what time so people could search it more quickly and to also say that in advance, and later on in the presentations say this is coming. So when we get to the poll, actually, people already have it. I know we've tried to tell people many things, for example, the interpretation. There were many signs in the room telling people that there was interpretation, even having our lovely secretariat in the door handling the devices or we have a sign right in front of it or we had the presentation in the screen saying this will be interpretation. Even when the ccTLD News was going to have presentation in Spanish, it was said several times at the beginning, in the middle. We are doing as much as possible but we cannot make people pay attention.

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One thing that we could add to that is what Sean did. That I think we got better numbers because of that, as in slightly more numbers. But saying, “Okay, it was said by this person at this time, so you can find that in your inbox soon,” it’s something. But trying to send it that exact moment, it’s I think too much to ask. Let’s not get too creative with suggestions but try to maybe create a culture of people that were doing this and match them to the right direction. Thank you.

EVERTON RODRIGUES: Excellent. Thank you, Alejandra. I see Svitlana. Please.

SVITLANA TKACHENKO: I just wanted to say about mentee and just polling. So first of all, I didn’t vote for several questions because I couldn’t switch between two screens, between Zoom screen and Mentimeter screen. My suggestion, first of all, at the beginning of the session, just make some very simple polling like “Are you here?” so people already know that they will use Mentimeter and try to find this URL and so on. So they will be prepared for polling in the end of the session.

The second one, just not asking Mentimeter, “Are you agreeing with statement number five, yes, no?” But write down statement as it is in mentee. So you can stay at mentee screen and read it aloud so you don’t need to switch between Zoom session and Mentimeter session. It was too much question so I’m afraid that people didn’t catch all questions and put an answer to those questions. That’s all.



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EVERTON RODRIGUES: Thank you, Svitlana. So now we have Bart's hand up. Please, Bart.

BART BOSWINKEL: Thanks. Just going back to what Kim said. I think that's something for the MPC and other working groups and whoever is going to present who wants a poll to consider is say doing a poll is a very good way to create this interaction. However, I think one of the points that is really need to be thought through is who do you want to as an audience or as a, say, respondent to these polls? Say we had some discussions, if you recall around the DNS Abuse session at the time when we did this exploratory thing with polling and people complained it's not limited to ccTLDs, so the result was we started doing polling and excluding but then it becomes very difficult to manage.

So in The Hague, we did some polling with the broader audience and some very limited to ccTLD managers. Especially in these exploratory sessions like Universal Acceptance, you could ask the question, "Why limit this?" The session itself is open, no decisions are taken. So it's the interest of the people who attend. Why not ask them to share their views? Because at the end of the day, it is the ccTLDs themselves in the follow-up sessions and the Council who will decide what will happen, yes or no. That really would make our lives, from a secretariat point of view, a lot easier, for example, if we could just share the Mentimeter link in the chat or even in a slide whether do it online or etc. But the fundamental issue is why do you want polling, and secondly, who should be the respondent and who should be the group that we need to target with the Mentimeter poll. It's just limited to

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ccTLD managers, because the ccTLD session is probably not a very strong answer especially if you start exploring. Thanks.

EVERTON RODRIGUES: Thanks, Bart. We don't have any other hand raised in the Zoom Room. Now we have one in the room physically. Jenifer, please.

JENIFER LOPEZ: Okay. I want to make a suggestion. Also I want to say something about the interpretation pilot program. The first one is regarding the polling questions. Maybe as a suggestion, you can send polling questions by e-mail or something before the session so everybody knows what to disagree or agree. About interpretation pilot program, I want to thank the interpreters because as a non-English native, it is difficult for me to translate all the words in my head and also the accent. I mean, I need the program to be with us a little more time. So please give them an opportunity to improve the things that need to improve. That's what I want to say.

EVERTON RODRIGUES: Noted. Thank you so much. Do we have any other comments about this part specifically? If not, we're about due. I see Alejandra's physical hand.

ALEJANDRA REYNOSO: I am just curious to know your opinion on the joint sessions that we had, if you have any feedback with the ccNSO and GAC session or the

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joint session with the ICANN Board, if anything. If it was good, you liked it, it was slow, it was comprehensive. I don't know. Anything that you would like to say regarding those because that will help us, the Council, to prepare for those. So any comments?

EVERTON RODRIGUES: From my end, I think that all of them were pretty complete. Many topics were covered in all of them. My perception is that everything worked well. One thing that I noticed was the use of interpretation, that slightly lower use of interpretation compared to this kind of—I think that one of them, the GAC one, didn't have—the GAC one had, actually, interpretation as well. That's the only thing that I would consider. Alejandra?

ALEJANDRA REYNOSO: Regarding interpretation, yes, both GAC and Board always have interpretation in all UN languages. The fact that people don't speak in a different language doesn't mean that interpretation is useless. I would say it's for the audience to actually understand what is going on. Mostly in these particular two sessions, nobody else is allowed to actually speak in them. It's only joint session with the GAC and Council, it's GAC members only. With the Board, decision is also that's the community. But just try to make that point that maybe if speakers are not changing the language, that doesn't mean that interpretation is not being used. I think that people listening and that's the benefit of it.

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EVERTON RODRIGUES: Thank you. Well, I think that we could move to the next session of our meeting to talk a little bit about the feedback. The survey has already been launched. It closes on October 9<sup>th</sup>. Fill the polls, answer to it. I think that Guðrun has a comment about the survey. Please.

GUÐRUN POULSEN: Thank you. We would just like to encourage everyone, when you take the poll, please take five minutes. It's very constructive for us to get your opinion. And write suggestions for what we can do better on the sessions.

EVERTON RODRIGUES: Do it with some time because if you do that in one minute, in a rush, just trying to do the opposite of what we were just talking. You have the time to think of the answers that you're going to provide us to make a better ccNSO meeting, to make better sessions. So use that time to think of the answers instead of doing that too quickly. That's our comment about that.

Do we have any other comments regarding the survey? If not, going once, going twice. No. Then I think that the meeting—oh, the meeting is not adjourned. Joke has a comment.

JOKE BRAEKEN: Apologies, Everton. There was one final question that I wanted to ask regarding the topics that are being addressed here at ICANN75 and what the MPC should focus on for ICANN76. If there are any topics of interest to ccTLDs that the MPC should explore further, it would be

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good to know. Not necessarily now, but please do think about it. And if there's anybody that would like to speak to this now, I will shut up now.

EVERTON RODRIGUES: Well, we have a hand raised in the Zoom Room. Could you please identify yourself? There is one hand raised.

OLUSEGUN AKANO: Okay. Thank you very much. This is Olesegun from .ng. Sorry. I forgot I've renamed my Zoom link before. My name is Olusegun from .ng. I just want to congratulate everyone that's in the ICANN meeting, successful meeting. I also want to ... Sorry I muted myself. I didn't know. Can you hear me now?

EVERTON RODRIGUES: Yes, we can.

OLUSEGUN AKANO: I want to congratulate everyone that attended the meeting, that is in the meeting currently going on physically, for a successful meeting at Kuala Lumpur. I couldn't make it. But then I want to comment on remote participation. I couldn't follow most of the meeting because the time zone is not friendly to us. Most of the time, we were sleeping when the meeting is going on. I just catch up on social media and catch up on the recordings.

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I want to suggest that ccNSO—because I’ve gone to the page, the activity there, most of them are not current in terms of mainly social media, and I couldn’t see some of the things that—apart from coming to the meeting, seeing the recording. I want to say that we should try and do a report on the remote participation. Because obviously, now meeting is going to be most people will not be attending. I believe that has come to stay. So we also need to consider those who will be participating remotely and ensure that the participation are considered in terms of how many people are participating remotely, what are their contributions. Are they even considered?

Apart from that, I think you guys have a wonderful time. And I want to say on a final note that maybe you should ask, what are the take away from this meeting now for those who are not able to participate remotely because of the time zone? Thank you.

EVERTON RODRIGUES:

Thank you, Olusegun. Do we have any comments? I see that there is a lot of interaction in our Zoom Room here as well. That’s amazing. Thank you all.

If we don’t have any other comments, then now I think that the meeting is adjourned. Let me just check before that if we have any. Well, we might have the dates for the next MPC meeting soon. So please stay tuned. The MPC works is composed by members of the ccTLDs and makes presentations to the ccTLD. So join us and help us to make a better ccNSO program. Thank you very much. I think that now the meeting is adjourned. Thank you. See you in Cancún.

BART BOSWINKEL:                   Bye-bye. Have a safe flight back home and see you in a couple of weeks. Bye.

EVERTON RODRIGUES:               Have a safe flight. Bye-bye.

CLAUDIA RUIZ:                     Thank you. You can now stop the recording.

**[END OF TRANSCRIPTION]**