

MONTREAL – NCUC EC Meeting [C]  
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BRUNA SANTOS: Hello, everyone. Welcome to the NCUC EC Meeting. My name Bruna Santos. I am the NCUC chair. For starters, I would like for maybe do [inaudible] just so everyone can introduce themselves and state their positions, please.

RAPHAEL BEAUREGARD-LACROIX: Hello, everyone Raphael here for the record. So, I am the NCUC rep on the NCSG EC. I am just here to listen and intervene if I have to, but otherwise, yeah. Thank you.

BENJAMIN AKINMOYEJE: Hello. My name is Benjamin Akinmoyeje and I'm the incoming Africa EC, so I'm also here to observe, just to listen and to see what it's all about. Thank you.

DAVID CAKE: I am David Cake. I am the outgoing Asia-Pacific rep on the EC.

VIVIANE VINAGRE: Hi, I'm Viviane Vinagre from Brazil. I'm just an observer here right now.

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MILI SEMLANI: Hi, I'm Mili, incoming NCUC APAC rep.

FRANCO GIANDANA: Hello, this is Franco for the record. I'm the incoming EC rep for Latin America and the Caribbean. Thank you.

BRUNA SANTOS: Okay. Thank you, everyone. As you guys are seeing, the agenda for today, the idea is to discuss a little bit on the EC transition. Also on the need of us doing some original reports at our meeting, the NCUC meeting, on Tuesday.

Also, I wanted to continue the discussion about the NCUC fellow. I think since [inaudible] is here, we can profit from his presence as well. And any other business that comes up to our minds as the meeting goes.

So, to begin with, the idea to discuss the EC transition was, as we have been having this conversation for months right now, since the elections that happened during the time of the Marrakech meeting, we have been trying to work on the transition and the onboarding of the new EC members on the way that was last ... It was easier for the members who came in.

But I've also been over and over again asking you guys to remember of the compromise with NCUC and the EC functions. So, I guess the idea here will be for us to do an open conversation on maybe for this past year and for the actual, the current EC, what worked and how can we evolve the work for the new one. So, just maybe an open conversation

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on EC and tasks and how have we been working together and what should be improved. So, the mic is open.

UNIDENTIFIED MALE:

Thank you, Bruna. For me, being an incoming member, I'd like to start kind of catching up on the work the EC has been doing for the last year or two years, just to have a clear view on the challenges that we face. Thank you.

BRUNA SANTOS:

Okay. I think the other team members can help me with this as well. So, as I stated before, part of the NCUC EC functions and work that we've been doing, they are focusing a lot of areas but if I could trace some sort of tracks, they would be on membership issues and somehow and some points on helping us fill out some positions and also doing some slightly policy work, although NCUC doesn't exactly do policy work. So, that would be basically it.

So, if you ask me or anyone from the EC what we have been doing and how we can improve our work for the future for the incoming year, so far the things we had to do in this past year were manage CROP applications and how we were distributing the CROP resources. Another thing was helping filling out the positions, [the diverse committee]. So, the NCUC [sees] the NCSG policy committee, the NCUC finance committee.

Something else was for us. This is something that we haven't quite managed to do. But for us to increase and improve our outreach

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activity. So, thinking about how can we be more present in other events and other parts of the world, and the parts that you guys come from and help us reach out to new members and increase and improve NCUC membership.

So, this will be it from the top of my head, but of course there is a lot of more things. So, for this upcoming year and something I've been talking with Maryam is that as the chair right now, I am the administrator of the CROP program but this is something that I wanted to share with someone else. So, I wanted to have somebody else from the EC responsible for reviewing the applications that the CROP receivers are actually putting on the website, the ICANN Wiki. And also help us do the assessment, reread the assessment that they do about the trip afterwards. So, this is something that I wanted to maybe delegate to somebody else. That doesn't mean that I'm not going to look through them. That just means that somebody else other than me is also within their attention span, so I'm not just carrying on a lot of things and maybe not having as many times as I wish I would have for this. So, this is one of the things.

For this upcoming year, apart from the CROP, I would also like for us to restart or even increase our capacity building. So, we have now the ICANNLearn course, the policy writing course. So, I guess it's time for us to also let people know about the course and let people know how things were doing. I would really, really appreciate if you guys took the course, even though I know there are some of us who were there and did the webinars because I'm seeing that people caught some mistakes around the course that I didn't in the two times that I saw it. So, it would

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be really helpful for you guys to at first take a look at it and then give me good feedback on how we can improve from there. So, what else should we be doing on capacity building for policy writing or capacity building for NCUC in general?

One last point would be for us to come back with the buddy mentor program. We have this demand. We have members who have been asking for mentors around the community and around NCUC. I guess it's a positive way for us to work with new members and to have them in and not allow them to be too lost into the discussions, the debates, and how messy can we get at times, especially in times in which we have a lot of things going on. So, we have reviews, we have the EPDP, we have a lot of things. It's important for us to be more oriented. And then coming back to being capacity building oriented. So, these will be my three goals for the upcoming year, I would say.

Anyone else?

MILI SEMLANI

I just had a question around the CROP thing. I'm not sure why ... I think the EC does discuss all the other appointments, etc. So, why the CROP one was not open to the EC so far? Like reviewing the CROP applications which you mentioned you were looking through.

BRUNA SANTOS:

No. You guys already reviewed the CROP applications. The part that I do by myself is only asking the person who was elected to fill in the form on the ICANN Wiki and then the assessment [inaudible]. So, if you're a

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CROP receiver, you know that you have to fill out the assignment, the assessment, for the trip.

So, sometimes EC members are not actually able to help me with that which ends up on me reviewing that but that doesn't mean that I am ... The selection process is still part of the EC. I just wanted somebody else responsible for it just as I am right now.

MILI SEMLANI:

Just a suggestion. In that case, would it be nice to ... Because the CROP also rotates with the region. So, would it be better to then involve the regional EC to take care of the full journey right from putting on the call? Because it's a regional kind of track.

BRUNA SANTOS:

it is regional but it doesn't necessarily have to be. So, for instance, the new CROP rules, they say that we should use at least one with an ICANN meeting. So, if we're using one with an ICANN meeting, obviously the EC from the region will help us to better understand where is this member coming from and better understand why or why not we should approve this one.

But we can also use the CROP in different situations and it's sort of an open opportunity. Pretty much anyone from the NCUC could send us a suggestion for, "Hey, I want to go to," let's say, "InSIG." So, "I would like to go to InSIG. Can I use the NCUC CROP?" Then, when this request comes in, the EC will have to evaluate and then it will go through the process.

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It means that even though the CROP implies within the region, within region traveling, it's also an open opportunity. So, we cannot necessarily restrict them from the very beginning, but then as the process goes and if [inaudible] we will have to use one of the CROPs with the [inaudible] meeting, so this will have the [inaudible] more involved in the whole assessment and rereading that.

It's more of a boring job of helping me take a look at ... It's the boring side of the thing. Yeah. But just look at the form. See if the form is ready, it's fine, because whenever we approve the CROP, we also have to reach out to the person and say, "Can you please fill the form? Can you please fill it now? Oh, my God." It's a little complicated and I just wanted a little help with that.

MARYAM BAKOSHI:

Just to remind everyone to state your name before speaking. Then, back to CROP. So, just like what Bruna was saying, your question was about regional, moving from region to region. Not necessarily ... If you use CROP, you would have to be ...

So, if, for instance, you wanted to attend ICANN 66, just as an example, it would have to be someone within the North American region. So, that's that one.

Then, the role of the CROP coordinator is a really interesting and, yes, it's admin, but at the same time, it gives whoever it is an opportunity to see the end-to-end process of how a candidate is identified to the travel being approved.

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Also, our team is ... So, internally within ICANN staff, our team has developed a list of events for FY20 that we'll put up real soon where you, or whoever it is, as a CROP coordinator can go look at the list and say, "Hmmm, NCUC might be able to benefit from XYZ event." Then you put out a call and say, "We really want someone from this region to attend this event. If anybody wants to apply, please do so." That's one way of using CROP.

Another way is putting out a call to say we have two CROP slots, and if you have an event you want to attend in your region, please do so. Those are two ways you can actually use CROP.

So, it's the job of the CROP Coordinator, and of course the EC, to make that happen. So, yes, it's administrative, but it's a really important process in outreach and engagement for NCUC. I hope that helps.

BRUNA SANTOS:

Yeah. And if I could add up to what Maryam was saying. If we have the CROP Program Director, this person can also help me and be more hands on in elaborating the NCUC outreach plan because we do one outreach plan at the very beginning of the year and I would really appreciate more involvement in this.

I am also from Latin America. So, you guys are the ones who are going to be even more able than I am to point out events to me, and then taking a look at the ICANN list and seeing what is useful and what is not and what would be important.



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Even though if we don't have a CROP resource for that trip specifically, how can we maybe reach out to one member and then help them talking about NCUC?

The way outreach is going on right now is a little bit [disorganized] because we have members doing it out of a good action but then it's also a little uncoordinated. Ideally, we should have a proper presentation about NCUC that we should be able to share with members whenever they want to present NCUC. But instead what we're having is that the members go to the meetings and they come back and they just say, "Oh, well, yeah, I spoke about NCUC. I was representing NCUC at the event." I would just like for us to be a little more reinforced in that and allowing members to know that if they're representing NCUC, they should let us know and we have ways of helping them from resources like trip resources, but also presentation-wise and materials and things like that.

So, I would think the person that's the CROP Program Director will be the one helping me even more with outreach and our plans for the future.

I guess, just to complete, I've been telling you guys over and over how I wanted to assemble teams at this new EC, just to have maybe groups of people that will be responsible alongside with me and Louis as vice chair for reviewing and taking a look at things. So, we can have one person or two persons for outreach. We can have another one for membership issues. Membership issues I'm not saying in the bad way of problems but I'm more mentioning whenever situations come up that

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a member has applied or someone has applied to be a member of NCUC but they have some adjustments to do in the application. We have ways of helping these people, so we can have someone doing membership issues as well. We can think about the third part, like capacity building one. So, if we could assemble those teams, the job will be clearer for everyone else and we could be more coordinated in that sense.

Coming back to the evaluation and assessment of this past year, the ones who are still at EC, this EC hasn't changed yet but maybe [inaudible] problems in this past year or any comments on how we should evolve the work or any ... This is an open conversation.

MICHAEL KARANICOLAS:

Sorry that I was late. In terms of evolving workflows and decentralizing things a bit more, which I think is a common interest that we have, I think one of the ways that might make things a little easier would be to delegate work streams from the outset as opposed to sort of having things happen ad hoc.

So, I think one of the challenges that we probably face is there's a lot of things going on and they all kind of bleed into each other. And as a consequence of that, when you have somebody – when you want to offload some of that work, there's all this context and background that the person that you're trying to offload it might not know. And you can explain it to them but then it becomes just as much work to do all that explanation as it is to actually just do the work going forward yourself.

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So, potentially it might be helpful to try to carve work streams off from the outset and just to say this thing that's going to be taking place over the next whatever it is ...

So, to give an example, we have this shared outreach that we're doing with At-Large and what happened was maybe a week ago or something like that or a couple of weeks ago, [you] sent an email out being like, "Can someone help me with this?" And instead of having that kind of collaborative thing, you could have ... If there's an event like that, you can say, from the outset, this person on the EC will handle that outreach event and carve it off as a full package and just say, "Here. This thing is going to be done by this person," as opposed to a collaborative and supportive thing which I think probably does less to take the weight off of you because of the amount of additional energy it takes to onboard and bring people up to speed and collaborate.

BRUNA SANTOS: David, you have any comments? No?

DAVID CAKE: No. I think that's definitely a good idea, that we have – rather than just sort of ... What Michael said is exactly right. It's good to be given those suggestions. We all know that, as ICANN appears, suddenly lots of work appears and then we're all busy to effectively do that. We're all too busy that we generally don't put our hands up for extra work.

I think it would be really good to take advantage ... We've had this sort of very, very extended overlap in the newly elected person having a very

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long period before they take office, which if people were only going for one-year terms would be half their term where there's people sitting around, so we should actually sort of ... [It's the] first time, so it's really understandable that we didn't have a good plan for it, but given that it's been forced on us, we should actually use that effectively and right from that position start working out what we can do about using that to increase regional coverage.

I particularly feel in the Asia-Pacific that it's so big that literally no one person can have an idea what's happening across the whole region. It's just gigantic and I keep realizing there's more ... I mean, not so much that there's more of Asia, but more different bits of ... What fully ... Our last ... We had an AP IGF in Vladivostok and I'm like, "What? Russia? Isn't Russia Europe?" But it's a real consideration about how this ridiculous region is, and amongst the most divided by language and things like that. So, even having two people actively working on it at a time would help. That's about all I have to add, really. We've had this forced on us. Let's use it as much as we can.

BRUNA SANTOS:

This was the first time for this sort of onboarding attempt for the new EC. Since we had the whole – GNSO had to do elections in a different time to adjust to the GNSO timeline. That means our election that was supposed to happen last month happened before Marrakech. So, we had this four months maybe last [inaudible] to do the onboarding in a proper way, and obviously might not have been the ideal, but it was mostly a first attempt.

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So, given this first experience, we can – and maybe the new EC can be responsible for writing a proper onboarding guideline or an onboarding – I don't know. Whatever guiding document for new EC members. And even you guys that are outgoing can help us with that, so we do it.

This came out mostly of [inaudible] because when Renata became the chair and both me and Louis, we joined the EC, the information was a little too lost and was not being shared and was not well documented about the EC and anything else. Renata, you guys know the experience. How was it? It was a little confusing. Then at the time we assembled this document, the transition document, with action points and things to do and things the EC should work on. I've been honestly asking you guys to work on this transition document. I forgot how many times I've asked you guys to do it. We can adjust the work throughout the time. And this is not a criticism. We can better work. I'm always open to suggestions. So, we can keep on working on this [four month] period [inaudible].

About the outreach, Michael, I did not send an email last week. I apologize about that. But I've been mentioning this outreach for I don't know how many calls and opportunities and you guys know that the outreach happened. It comes to me as a surprise that I did only mention last week, but then just to be on the record and just to clarify it, because the way you mentioned it, it sounds as if I only asked for help last week but then we had EC meetings that I spoke about this, at least two in preparation for ICANN 66.

I spoke with the guys with the new EC as well, the call that I had. The way we've been doing the outreach and whoever is responsible for the

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outreach is the two EC who are taking the travel slots are the ones actually responsible or that. But this as a very specific situation in which even the At-Large leadership wasn't involved. So, it was pretty much me and Olivier. So, he was a little upset. I am a little upset with the situation as well. Louise is not here. She wasn't able to come and she's also too busy. Then, Franco is rather too new to the whole thing. I might ... Your suggestion on finding ways of better communicating about the whatever we have to do is definitely something that I should work on.

I've been trying, whenever we end up a call, I send the action points right now. I've been trying to do like [him] and saying, "Yeah, guys, this is what we have on our table right now." I can definitely work on better ways of communicating that, but that's not something that I can make people do at the same time. At the end of the day, it's pretty much in my hands, the outreach, so I cannot stop and say, "I'm not doing the outreach right now."

MICHAEL KARANICOLAS: No, no, no. I acknowledge that I was completely wrong on the timeframe. I didn't mean to offer a specific timeframe. I was just kind of throwing out a previous email. I didn't mean to specify that.

MILI SEMLANI: Just building on what Michael and David said, I personally like the idea of having the plans decided before and I think it resonates and it's consistent with what you said about teams. [I support that]. And I think it's good to just have teams which everybody knows whose role is what

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and then everybody can choose to be whichever team they're comfortable with.

And even for things like the outreach, we can have an action plan of specific things, like we know that this outreach happens at least I think both the meetings, the community forum and AGM. I'm not sure if it happens at policy. And for these things, we can have an action plan saying the two EC funded members will be doing it and this is what it needs. This is what you got to do at the event. I attended it as a fellow, the outreach session and I know what is being done on the background of organizing it.

And I'm building on what David said about in terms of the EC transition. I just wanted to throw out a suggestion. I don't know if you do that already but it would be nice to have a little report or a document or something, like a handout, that comes from the previous outgoing EC in terms of what was done or where the region is right now because we have a better perspective. Just probably top five things, top three things, that they think can be done next year. So, there's something for the new, the incoming EC to pick up and run with.

BRUNA SANTOS:

Yeah. That's the whole idea on asking you guys to liaise with the outgoing EC and you guys are incoming. Even though I know that not all of us might have been able to do this conversation with the previous and outgoing and incoming, that's why I decided to do the call with you guys. Then it was a really good opportunity to hear back and to have

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this space for you guys to ask the questions. “Bruna, what am I doing here?” Blah-blah-blah.

It goes really along the lines with what Stephanie has been saying for years, like [inaudible] has been doing for months now. Whenever she says that she wanted to put the actual description of the job whenever we have the call for EC or a call for any positions because, at the end of the day, I don’t think people understand what they’re actually applying for. Obviously, it’s funny and we can laugh along the way but it’s a little bit stressing as well. We can work better ways of doing this passage, this rite of transition – the EC transition – and, as I mentioned, I’m always open to suggestions and for you guys to work with me because this is ...

Honestly, this is pretty much your job during the whole thing, so you should be the ones leading the way and you should be the ones suggesting whatever you want to do in the next year.

Let’s say, I don’t know, maybe next year when I leave NCUC chair position, I would like to have a list of things for the incoming chair and things that I did not achieve and things I would really like to see NCUC achieving. That’s one really good way of maybe working on things. But we can definitely work on this.

MARYAM BAKOSHI:

Hi, Bruna, to just move this conversation forward, can I just maybe suggest that you probably take out the next bit of this meeting to have a working session on what needs to be achieved, who is responsible for staff, so that off the bat everybody knows what they’re doing?



BRUNA SANTOS: Definitely. This is a very good suggestion, Maryam. Yeah. Starting with the teams. We can definitely move this into being a work meeting and start assembling the teams and start assembling the tasks for the incoming year.

I don't think I have to mention again the EC tasks and what we're supposed to do because that's on the bylaws and that's on all of our documents and you guys should be aware of that as well.

But on this idea of assembling three teams, maybe – one on outreach, the second one on membership issues, and the third on one capacity building – can we agree on that? Do we want another team to rethink ... We need other teams, other discussions? Maybe Michael and David can help me with this as well because you have been here for a while as well.

MICHAEL KARANICOLAS: What were your three teams again?

BRUNA SANTOS: Outreach, membership issues, and capacity building. Capacity building and outreach could be the same but I would like to divide them.

FRANCO GIANDANA: Sorry, can I just add? I was wondering whether the outreach team would also have a communication kind of role because something I realized, and I was wondering just now, is who is in charge of updating

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our website and so on. It's you? Wonderful. I'd like to help with that. So, I was just wondering.

BRUNA SANTOS:

NCUC also has a tag team that we can refer to whenever we find the links are broken or things like that. While we were trying to upload the blog for this meeting, we found out that the website about, the header part of the website is also broken. It's just saying "Title." You guys are [inaudible]. We can include this in outreach but do you guys think that the outreach part would include, maybe as an exercise CROP, Coms, and other topics or should we separate them? Because it could work.

DAVID CAKE:

I was going to say we used to have pretty active technical committee and they used to do a lot of the website updating and so on, and now the technical committee seems to no longer be doing anything to do with website content and just every so often when we suddenly decide ... Like ensuring we're hosted and stuff like that. Much more boring things. It might be a good thing, little project for the incoming EC to do is just actually sit down and go, "Right," rather than just sort of letting it drift along know who's doing what.

It's one of these things. We can always find ... It's actually quite easier to find volunteers to do specific things, and specifically technical things, because we always have people who have drifted in partly because they have an interest in technical things and then find there's very little to do at ICANN – within NCUC – that necessarily is that technical. So, it's very

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easy to get volunteers but we need to actively have the EC ask for volunteers, keep that rolling or just ask the technical group to do things and for people to be on it. I think that's the kind of thing where it is pretty good to have ... I think the idea of having a little task group of ... The EC has a bit of a ... The only sort of guidelines you're given by, actually, like in our charter – rules or something – are about representing the region and what that exactly does is very vague.

There's not that many specifically regional responsibilities except where our outreach or whatever, very – according to where we are. So, I think that idea of setting up little ... Giving a focused agenda on those things over the year is a really good one. And the technical side of the website and stuff is one of those things where a small amount of extra effort I think would go a long way and that has been our ...

In past years, we've focused a lot on outreach on web activities. We've had interviews with people that then got put on the website, like video interviews about what we do and the history of NCUC that worked pretty well and it's become kind of an inactive asset that we don't really use much. And I think it's worth revitalizing that as an outreach channel and that requires a little bit of work to make sure the website is also good, up to date, and actively maintained. But it has been a really valuable asset and we can't rely on ICANN to keep the stuff we want around. I think it's important to have a little bit of independence where we can keep documents easily at hand that we want and make sure our narrative about what [inaudible] about some policy areas is maintained – not just the policy documents but some explanation and discussion is really valuable to go, "What is it that NCUC stands for?" Well ... And then

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some really, really dry topics or even just they sound dry because they've been translated into ICANNese once you've got a way where we've put our narrative in there. I think that's really valuable and I think it's something ... We're [inaudible] in the past.

I agree with you that I think we, in the last few years, we got a bit disrupted in our understanding of what it is that we, as the EC, can do. It's understandable. We did get a bit disrupted and also things that are a bit reactive always tend to leap forward. I think the EC had quite a few things to think about in the last few months in terms about various reactive internal stuff about politics about who was on different committees and things and I think that distracted us a bit. We shouldn't feel bad about it. It's pretty natural. But it did distract us from putting forward a more proactive kind of agenda.

MARYAM BAKOSHI:

Thanks, Bruna. So, just going back to my notes. We talked about outreach and communication and then we're talking about the tech team now. So, [inaudible] separate communications from tech team. I think probably you want to divide that. So, we have outreach and coms, membership issues, capacity building, then tech team.

I'm just looking at the mailing list of all the people in the tech team. I see a few of those people have moved on. So, maybe what you want to do is review the list, ask if they still want to be members, and then you know who the core members are. Then, of course you have an EC assigned to that team to take that forward. So, in terms of website, anything technical, apart from coms obviously. Yeah? Okay, thank you.

BRUNA SANTOS:

Thank you very much for the suggestion. Also, David, for your comments. I know – and I maybe apologize for my tone here. I know that we're all working a little bit too much and I know there are times in the year that we get way more busy than normal. These past months have been a little bit crazy since Marrakech, I guess for everyone.

So, I do appreciate the work that's being done here and I do understand that we had some extra incidents that were not on the course of things and they were not necessarily planned.

So, I guess it's been a year of ever since Renata resigned. It's been a year of this experience. And yeah we started off in a very disruptive way, if disruptive is still a word for this. But then there are ways of evolving and there are ways of developing our work together and actually coming up to results in which we get to understand that A or B has a compromise with something else but the person won't be able from time to time but then she will be able to, let's say, help us reach out to the tech team and then just say the website, the blog is broken, and whatever it is.

So, if we divide the functions, it makes it a little more – way more – easy for everyone to know what they're doing and how to plan the week or maybe the month ahead and say that maybe on Friday, two hours in the morning, I should be looking into membership issues or an outreach effort. So, just so we have it together and everybody knows what they're doing. We have Michael here.

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MICHAEL KARANICOLAS: Okay, cool. So, we have five people on the EC plus the chair. You have the chair, the vice chair, and four other regional people. Rather than sub-dividing it too much, I would suggest that there be two teams of the other two people. You've got the chair and the vice chair and then a ... I'm not sure how I would slice it. One side, outreach, and one side capacity building maybe. Then basically have two people to each of those teams and the vice chair basically is there to support you on an ad hoc basis. Right?

Now, what I would say, though, is if you're going to constitute these teams, it need to be a specific delegation of authority that people understand from the outset.

For example, on the outreach side, there's a bunch of outreach sessions that we're doing this week. In Cancun, we're going to have an outreach session as part of Constituency Day. We're probably going to do an outreach session with At-Large. Maybe we'll do an outreach session with NPOC or something like that. I don't know. Whatever.

What that means is your outreach team handles that. You step back and they do the work for you. And when At-Large comes to you and says, "Hey, let's schedule this," you say, "Cool. These are the people that are going to be handling this on our side." Because not only is that the only way that it's actually going to save you having to do things yourself and save you time, which is ultimately the purpose of this is you don't have to do everything yourself. But having that full delegation is, I think, the only way that people are going to be able to do it because then they have a defined task as opposed to the current situation which is you ask

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for help, somebody on the EC is helping you, but they're trying to find a way to contribute around what you're doing and it's difficult to do that efficiently and in a way that actually saves you the energy of having to do it yourself. Do you see what I mean?

So, I 100% support the idea of this delegation. Let's have clear responsibilities for each of those teams and we will agree that things are that person's responsibility and they will step up and do that and you will step back and not have to do that yourself. That's how I think this could work and be effective.

MARYAM BAKOSHI:

Thanks, Michael. Another suggestion on top of that is ... So, we have Louise, Mili, Michael, Benjamin, and Franco and then yourself. If we have four blocks. So, the outreach membership, capacity building, and tech team. You already have four people that can take care of one each. And then you and Louise have the oversight.

So, my suggestion is whoever is going to take each of these blocks goes away, writes a plan for that block, so they have ownership of that role and together, as the EC, you can agree to add, take away, or whatever it is. But it puts the onus on them to deliver what they have mapped out for that role. I don't know if that helps.

BRUNA SANTOS:

I would agree with Maryam because it makes it much, much easier than me actually delegating whatever comes up to mind, and it's also something that's a consensus build through the EC that's proposed

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from the EC, so it's way more [inaudible] than actually me telling you guys what to do. So, [work a little bit better].

MICHAEL KARANICOLAS:

So, the problem with doing it as single-person delegation as opposed to two-person teams is if that one person gets busy or if that one person slacks off, then it gets pushed back to Bruna. So, you just mentioned Louise has had a bunch of stuff come up and she's too busy now. So, in that instance ... I mean, Louise is an exception because she's the vice chair. But in that instance, if that's me or if that's Mili or whoever, then their workload then defaults back to the chair and then we're not really in a better position than if we have these two-person teams, where number one, there's a person who can pick up the slack if the other person doesn't do as much, but also I think it's easier to pressure the other person to carry their load. So, if you're in a two-person team and it's the two of you doing something and one of the people is not pulling their weight, it's really easier to kind of nudge that person and be like, "You should be doing this stuff," as opposed to a single-person team where things can just get left by the wayside and then it doesn't get done and then it's back on Bruna's desk.

BRUNA SANTOS:

I'm going to make a mean comment maybe but I don't think any of us can really slack off the work. I literally cannot sit on my computer, [inaudible] and just say I'm not doing NCUC stuff. Obviously, collaboration and assembling teams will be the ideal way for us to work together. But at the end of the day, if you guys don't do the job, it's going



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to come back to me either way, whether it's two people or one person. I'm still the one having to do the things. But whatever, it's fine. Two persons per team is fine. But two persons per team also results on you guys having way more things than just one block. So, that means [we] will be responsible for maybe outreach and capacity building at the time. This is also a bigger time commitment.

MICHAEL KARANICOLAS: Let's just create a list of the tasks that you can effectively delegate and divide them up between two of the teams.

BRUNA SANTOS: So, starting off with outreach and coms, from what you guys have been saying, I have listed things like reviewing the outreach plan, the yearly outreach plan, which is something that I wrote at the beginning [of the year] with Louise and then that tells us something that we can do [way more] together.

Something that I forgot to list, but ABRS as well. Additional budget requests. That's also something I wrote with Louise. I asked for you guys input, but at the end of the day, it was mostly the two of us who were responsible for actually writing the document.

Then, also, the CROP Program Director. I want someone to be responsible for that. Then, one moment.

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MARYAM BAKOSHI: Sorry. You have the CROP Strategic Outreach Plan as well which is due every year.

BRUNA SANTOS: Yeah, CROP Strategic Outreach Plan. Okay, so we have reviewing the outreach plan generally, being the CROP Program Director, and also helping me – alongside with me, being responsible for writing the CROP Strategic Outreach Plan.

Additional budget requests, that's something we can do together with the Finance Committee as well. And Coms. By Coms, I mean taking care of our blog and Twitter. Not taking care but maybe coming up with suggestions and things that we should be discussing, things we should be tweeting. Ben has helped me with this before. A few of you have helped me with this before. This has been ... So far, it's worked well but it also depends on someone nudging us and asking you guys for input. But then if we have someone doing blog and Twitter ...

Also, on the blog, David's comment on interviews and maybe trying to explain and break some of our policy topics into more simple language and things that would make it easier for newcomers to understand what NCUC is and what we're discussing. This is also something that would work.

So, this is what I have on outreach and coms so far. Anything else?

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DAVID CAKE:

I've actually got a little presentation I did a while back that I could update on what the hell is the EPDP because it's absolutely baffling to outsiders and I discovered a lot of people didn't .... It takes five minutes just to explain what the name is and why we call it that but that's not really a useful name and things like that. And what the hell is the Strawberry Team and things like that. A few little things like that where we do a ten-minute explainer of what the hell is this thing that we talk about and try and translate out of ICANNese I think would be really useful. I'm happy to do that for the EPDP. I know I'll be off the EC but you can still bug me. It would be interesting if we could get other people to do similar things for other areas and maybe a little five minutes of what the hell do we do.

We have a big problem which is that our most experienced people are usually deep in the middle of policy processes. Trying to explain what the hell they're doing is, in the current situation, pretty difficult to explain to outsiders. The EPDP is just bafflingly opaque to people who ... It's really important and we are talking about important stuff but it's bafflingly opaque to explain what it is to outsiders.

What even is the EPDP? Actually, that stands for expedited policy development policy process. So, it really describes the type of process, not what it is. Okay, well, what is it? Well, it's the temporary specification on the ... What the hell is a temporary specification? Well, it's that because it replaces this. Just getting to what are the actual issues you talk about. That would help us a lot.

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It's not always been quite this baffling. There's different ... Policy has its own little cycles and that's where we are in this one. But it is the case that trying to explain what it is we do at the moment is particularly hard. I think that would be really worth doing is some explainers.

**BENJAMIN AKINMOYEJE:** I wanted to ask. I'm a bit confused about this because, yeah, we had this four months so it has allowed me to go through quite a handful of materials. And I've spoken to quite a handful of individuals as well. So, one of the things I've heard, NCUC is about outreach and capacity building and all of that, and there was a question that couldn't we have more?

So, going through the materials, I can around across PC Committee. I don't understand how that works. It's in the materials and the bylaws. So, I would like if that could be explained to me and if it's existing, and then some kind of operational guidelines and things like that. It [inaudible] interesting work if they are not existing or if it could be clarified how they exist.

**BRUNA SANTOS:** Specifically about the PC committee, I'm taking that's the policy committee for NCUC you're asking about? Yeah?

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**BENJAMIN AKINMOYEJE:** Okay. So, what I saw in the document was there's a policy committee that Bruna is the chair and anyone elected to NCSG and things like that ...

**BRUNA SANTOS:** It's the policy committee. Our charter says that NCUC is supposed to assemble a policy committee but it's been two years since we [opted] into not forming this committee, just so we can feed better into the NCSG policy committee and we can leave the policy discussion at the stakeholder group level.

So, instead of NPOC, we did not form a policy committee. It's in our charter but it's not actually formed. It's not actually there. This is something that we decided not to abide to.

**DAVID CAKE:** Still briefly, for a few hours, the chair of the NPOC policy committee, I think it's probably a good idea for us. I mean, I agree it's not a good idea for us not to have one unless we have a really clear, specific idea of what it's going to do.

The nature of things are that the bulk of the policy work that NCUC does will end up being released as an NCSG comment or statement, and that being the case, it's really appropriate that we just focus on making sure the NCSG policy committee works. There's really very little, I think, policy that happens that gets released as an NCUC statement or effort and that is different and distinct from the NCSG effort. NCUC is more policy active than NPOC and a less restrictive policy role. So, everything

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we do generally can end up .... Unless the very unlikely event at the moment that NPOC really doesn't want to contribute to it or doesn't want to be associated with it, then it's going to end up coming out as NCSG anyway. Even when NPOC does do separate policy work, they do it in addition to an NCSG statement, usually. Yeah, I can't see the reason why to have a separate policy committee for us. We're already pretty active in the NCSG one.

BRUNA SANTOS:

Yeah. And just adding up to that. There hasn't' been many discrepancies in the policy positions between NCSG and NCUC that would actually motivate us forming our own committee. So, since we are very much aligned and we already work on the comments and we are already doing the policy work at the NCSG level, there hasn't been quite the need to form this committee. So, I would prefer to leave it dormant for now.

I see Mili wanted to say something. Then I have Michael. Then I wanted us to go back to the teams because we have 30 more minutes and then we need ...

MILI SEMLANI:

Yeah. Just moving back to the outreach teams. So, we spoke about Coms. Just want to know if we can now ... Let's just sort of make [inaudible] right now.

So, when we say Coms and we say updating the website or adding posts, does this mean that the person who is handling the outreach is

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in charge of posting all the content, like somebody needs to do it? I don't know if we put that on the tech or here.

So, one way could be us inviting contributions. Like David said, he can put up his EPDP and then we have other people who are involved with different tracks just do a 300-word blog post or [inaudible] video or something. Then the group involved does the posting and then [inaudible].

BRUNA SANTOS:

Let's just read the question real quick. I guess it's pretty much up to the plan. So, the person who ends up responsible for this bulk of actions can be the one leading the suggestion. And we can do both ways. So, what we've done before ... [inaudible] was really helpful with this last year was the Ask NCUC. So, Ask NCUC was an effort that he kind of directed in the sense of streamlining all the tweets into one page. But we reached out to someone to answer the questions, actually, and we can continue on doing that. So, it can also be on the level that you guys can be the ones proposing the content, but we can also invite people, as David was saying.

I'm already thinking of, David, you're the first one to do the blog post on EPDP – just kidding. But if you want to, you can write the blog post on the EPDP. And I think it's a good way for us to keep on being productive.

MARYAM BAKOSHI:

Yeah. I think it's a nice way to keep our members engaged. They can find some value in doing that. Just another thing I thought we wanted to add

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to outreach was the outreach sessions at ICANN meetings. So, we would under outreach or ... Like the joint session with At-Large and [inaudible].

BRUNA SANTOS:

I am adding them, all of them, under outreach. So yeah, in a more general sense. Generally, we used to have two outreaches. We used to have one NCUC specific outreach and then we had NCUC and At-Large. But in the end of the whole thing, I remember ... I guess it was Puerto Rico. We had like, I don't know, six meetings – a lot of meetings – and not really time to actually enjoy and we didn't have time to actually speak with incoming members or people who were in the NCUC because we were running from place to place and mostly saying the same things. How does NCUC work? How does NCUC work? So, it's been maybe four to five meetings that we decided to keep it simple, specifically with the NCUC open meeting, Constituency Day goes on like that, and also the outreach with At-Large. So, for now, we have one outreach – official one – with At-Large. And yeah, this is definitely one of the actions that's going under this.

MARYAM BAKOSHI:

Just to add on. I think we can also put down as a task to create that deck of “what is NCUC” as a generic slide under this task so that can be used in multiple places. When I wanted to do one at AP IGF this year, we could just have this and I could just stick that on and we can keep doing that at IGF and other places.



BRUNA SANTOS:                   Amazing.

MICHAEL KARANICOLAS:       It's fallen by the wayside a little bit but I just wanted to mention I think that in finding this delegation it's very important that we focus on the stuff that is in front of us and not use this as an opportunity to brainstorm a whole bunch of potential additional things that we could be doing, because that in my mind, the core functionality of this is to de-centralize the process so that it's less reliant on the chair putting all the work in. And if we de-centralize some things but then agree that we're all going to do – but then build in 100 new processes, that doesn't necessarily serve that functionality.

Of the stuff that I'm hearing ... So, the ABR process. We need to have a plan for that and somebody needs to manage that and take in the applications, send out notification to the list that the proposals, help people improve the proposals, send that along.

That's a cool, small, enclosed process that somebody not Bruna could be doing, one of these teams that's not Bruna could be doing, and maybe you just check out the final product and vet it before it goes out.

Similarly, the CROP program with the strategic outreach, the outreach sessions at ICANN meetings. When you talk about the blogs and the communications, I think that's less defined, so that's less good. But sure, something like that. But then when you branch out into these more fuzziy, "Well, we can review these ideas and try to develop this,"

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I think it gets more problematic, and for the moment we should focus on these kinds of smaller – not smaller, but narrower – self-contained processes that are easily carved off and handed over. I think what we should be doing right now is making a list of those, dividing that up between two two-person teams, and having that as our avenue forward.

BRUNA SANTOS: That is exactly what we're doing. No, but just kidding. I've only listed things that are coming up. For example, ABRs is probably in December, right? It starts in November, so it's now. Reviewing the outreach plan and CROP strategic plan, these are things that are coming up in January.

MARYAM BAKOSHI: CROP would be towards late March or [inaudible].

BRUNA SANTOS: Yeah. So, at the very beginning of the year.

MARYAM BAKOSHI: Yes.

BRUNA SANTOS: Yeah. So, I don't want us to go into the Christmas break, or even for us, in Brazil, it's summer break which is way bigger, and then come back not having a set process or even an email on the list saying, "Hey, guys,

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this is the period for us to propose actions for the outreach plan, the CROP Strategic Plan.” By having those listed – and I do know that some of them have specific processes involved. But we are just listing them for now and then having a better view of what’s coming and what’s coming now because those are [inaudible] only coming right now, September of next year. It’s not necessarily immediate things almost.

Some of the other things come and go. So, if you say outreach meetings, outreach meetings is something that won’t be necessarily important after this meeting is over but outreach meetings at the IGF, did we plan any? No, we haven’t. So, outreach meetings in Cancun, we have to start planning them right now. So, every single meeting that happens, the three ICANN meetings and also at the IGF, we need to have those in mind. So, they might not be [inaudible] issues for now but they’re coming back.

Also, the coms. It’s not as important but it’s also a huge part of what we do. What’s even the point of us coming to those meetings and not actually communicating to members what we did at the meeting, what we were discussing and which meetings NCUC were. It’s too enclosed. It’s too [inaudible]. I don’t really see the point in us coming to these places and not actually communicating what we’re doing. That’s why I’m insisting so much on the Twitter and that’s why ... And if you guys say, “I don’t want to do Twitter,” I can do the Twitter. It’s fine. It’s not necessarily a problem. The whole exercise is not me not doing things but it’s me also empowering you guys to do things and having you guys more active in those things, just so you can, I don’t know.

On Thursday, we have the planning ICANN 67 luncheon. Maybe someone can come with me and also help us contribute to the event and contribute to the upcoming years. So, just [inaudible] track of thought.

But we have 20 minutes. Should we continue to list the actions or does anyone from now want to get the whole outreach and coms and start maybe a plan? I can review it with you guys and I can help go through the whole thing.

MICHAEL KARANICOLAS: Just keep going. Let's keep listing all of the stuff together and then we'll sub-divide it, but let's finish listing everything.

BRUNA SANTOS: Okay. Yeah.

MARYAM BAKOSHI: Just a quick addition. I was thinking, on the coms, you might need brochure updates, so all that kind of material for IGF and all that. Yeah. That's important.

BRUNA SANTOS: Definitely. And coms is also something that always comes back. So, every single meeting, like one month, two months before the meeting, Maryam's like, "How many brochures do we want to bring? Do we want stickers?" These are specific things but they come and go. So, yeah.

FRANCO GIANDANA: I was just wanting to offer a slightly different perspective on communications. In my perspective, I find coms very, very important to keep the community engaged and to strengthen what we do here at the NCUC. I believe it should be a distributed effort at some point but I also believe that there should be a very clear plan in that we should also have it as one of our main priorities when establishing or setting up a calendar of what activities we should push forward.

BENJAMIN AKINMOYEJE: Okay. So, about the [inaudible] materials, brochures and [inaudible]. I also [inaudible] how we could get them. Just like Michael said, we should list the things clearly. This is not an addition. It's just beyond having it at the meeting centers. It's also important to have it at engagement centers because I had an experience in [inaudible]. The Business Constituency had their whole materials and there was nothing for NCUC. So, how they got that I don't know. It was in [inaudible], the Africa Regional Engagement Center. If there's a way they have resources that we can leverage on, I don't know. I'm just saying.

BRUNA SANTOS: Thank you for the suggestion. Sometimes, most of the times, we can ship things to places and we can also rely on our members taking things. I've been traveling to Marrakech, to Japan, not here because I forgot them. But I've been traveling with brochures for a while now. I don't know who of you will be at the IGF. You can talk with me. I can

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bring brochures as well. Then we can share the things and be more active.

I also have the stickers here. We have new stickers for NCUC. Maryam helped me do them and Michael brought them to us. We can always do this and we can also ask members to take things to places as well. This helps. It's a good reminder on how important it is.

Moving back, coming back to the list, capacity building. We were thinking about relieving the buddy mentor program. I think that, under capacity building, we can add those blogs or policy drops that we wanted to do on a little explanation on things.

As of now, we have very good "What is NCUC?" materials that they all came up from the onboarding program. So, a few years ago, Louise was one of them. Louise [inaudible] and Kathy. They were the ones elaborating those materials and that's a good resource in general.

So, maybe the person who is doing the capacity building can take a look at those documents and maybe inspire themselves and just a little primer on what is the SubPro, a little primer on what is the whole discussion on the EPDP, what is the whole discussion on, I don't know, any other working groups, policy debates, or anything like that.

That doesn't necessarily mean that the persons will have to write the document. You can reach out to a lot of our members for them to help us get those things and resources into place. So, can I list primers or policy primers on this? Do we all agree?

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On capacity building, any other ideas? Ah! Once again, reviewing and taking the policy writing course. Also, helping me with ... We are going to have another webinar on the policy writing course. We are on the way of reviewing that and we have to set a date. It's probably going to happen next year.

So, we did a little review and I shared this with you guys on the little outline for the webinar, but then being responsible for maybe talking with members and see how can we direct the efforts in the future knowing whether it was useful or not. So, a little bit on that side I think. So, policy writing course and webinars.

So, for capacity building so far, I have the buddy mentor program, some policy primers, and the policy writing course and webinars. Anything else?

We can also go back to doing more general webinars. We can invite more experienced members. We can invite members who are in working groups and review teams and the NomCom and we can invite them to do the webinar.

I wanted to do one on evolving the multi-stakeholder process, but then when we decided, it was already too late to invite people and then I think the time wasn't just as good as I wish it were. So, we can also add webinars to this if we want.

MILI SEMLANI:

I think webinars can just double up as policy primers. We can always take the recording video and post it as content on the blog.

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BRUNA SANTOS: Good suggestion. Thank you, Mili. Anything else? If not, we can move on to membership issues. Do we want this track in a general sense?

MILI SEMLANI: Yeah. I want to understand what are the things they are referring to, what kind of problems or things that come up. Are they ad hoc? How consistent have they been?

BRUNA SANTOS: We have some problems that come and go but I'm not necessarily trying to address the problems. Maybe we can ... By membership issues, we had a team on membership issue before, right? Like reassessing membership and taking a look on them, because we have a list of members and some [inaudible] were needed at some point. And then maybe going through this list and seeing who is still on what position, if the members are still interested and things like that. Because although we can improve our outreach, this is sort of an in-reach kind of situation. We just need to keep up with our members and see if everything is all right. We also have complaints and we have other pending issues that come and go with regards to membership.

RAPHAEL BEAUREGARD-LACROIX: At the NCSG EC, we've been discussing the IGF going over the whole membership because some members of the EC have issues with the fact that we may have a large amount of inactive members that have



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basically signed up once and then we never hear about them ever. Maybe sometimes they vote elections, but most of the time, they probably don't. But they're still there and they can still vote if they want to.

There's also this idea that some people [inaudible] on their students and then they move on to different jobs or in private sector where they would not actually qualify for either NCUC or NPOC or even just straight NCSG members.

Now, the thing is, it's not quite clear how we're going to go about with that. There's also some concern that this may turn out into some form of membership police where we try to ferret out the illegitimate members. So, it's certainly something that's going to be discussed during the NCSG EC. I think it's a closed meeting like now but all of you can come and chime in. I don't actually know who would be in power to make decisions on members. It's not very clear either. But if there is anything you want to do, it's certainly something we should be doing together, I guess. NCSG, NCUC, and maybe NPOC as well. I don't know if they have the same kind of concerns. But if you do have bandwidth for that, any input would be welcome. Otherwise, I understand you may have other things to deal with, but that's something that we'll be discussing whenever our [inaudible] meeting is. I think it's on morning, maybe Tuesday or Wednesday. Thanks.

BRUNA SANTOS:

Thank you very much, Raphael. It's a really good suggestion, actually, to work together with NCSG and see how we can evolve from this,

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because the NCSG sees also the part of the community who decides on whoever joins NCUC. So, it's really good that [inaudible] assessment on the application. It's also good that you guys attend this meeting because they discuss a lot of things in that sense and it's really important to understand a little bit of what the actual [inaudible] and how do they actually get in touch with members whose applications are not necessarily complete in some ways and how this dialogue has been going on with whoever wants to join NCUC and NCSG. I do think you guys have slightly more experience in that sense and we can definitely work together.

FRANCO GIANDANA:

Thank you. Regarding the in-reach kind of job we need to do. I think it would be more natural to do it, like every EC member should do it in his or her region. I don't know if that makes sense. I got the members list from the leaving EC members and I know many of the people in the list and I think it would be very easy for me to reach out to them and say, "Hey, what's going on? Are you still interested?" I don't know. Maybe there's a change. It'll be easy. Especially to avoid any sort of membership police, just like he said just now.

BRUNA SANTOS:

Yeah. That also includes the regional list, that you all got one and you'll get one – a new one – right now. [Ines] was really good in doing that, in reaching out to the African members and hosting webinars and hosting calls for NCUC Africa. So, this is also part of the thing. It looks like an outreach but it's not [inaudible]. Can we just [inaudible] off

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strengthening the conversation and the debate with our members and seeing if everything is going okay?

MILI SEMLANI: The question really is do we need a separate team for membership or we can just stress it with each regional EC. The task can be saved for everyone but it is handled at the regional level.

BRUNA SANTOS: Yeah. We can maybe leave this with Louise and I. So, leave it with the chair and vice chair and we will refer to you guys whenever things come up. So, if we start the conversation with the NCSG and we will keep on updating and asking for you guys' input on this. Maybe it's a good suggestion.

BRUNA SANTOS: Okay. Last but not least we had the tech team. We had one suggestion of reviewing the list of the members and asking them about their interest. Also, this would be someone that would be more interested in our website and blog and resources in that sense, that would also help us flag people with problems and what is going on – which links are broken, what's not working within our communication part. That's what I have from now. Go ahead, Mili.

MILI SEMLANI: There's two things in the tech one. A, it's very specialized. It's very tech focused. And B, again, I think a lot of them are ad hoc or one time kind

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of tasks. There is no broken link almost every day. We won't have that much content. Even fixes to the website are a one-time thing. We will sit down with five things and say we want to change this. So, I don't know. Maybe one thing could be we don't have a real separate team. It's [inaudible], the tech group, of course. And then we could have a one-point connection to that team and saying if there is something we need, can we come to the [inaudible] person or the full list? That could rest with you and Louise or just all of the EC.

BRUNA SANTOS:

Yeah. Maybe all of the EC because this would involve we actually reviewing what we have so far and what is actually working. I think Ben found some issues, right? Yeah. I've also seen some of them. It's really looking through the website. But then just have someone that will be the focal point on this, just so we can, "Hey, you're the person to speak with," the tech team, and maybe help us sort a lot of the issue that we have around the website.

So, on tech team, I have reviewing the list and then maybe liaising with the EC and tech team.

We have five minutes. From the teams that we have, the first one will be outreach and coms. That would involve reviewing the outreach plan, CROP-related functions that will be being the CROP program director and also doing – at least coming up with the draft of the CROP strategic outreach plan.

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Helping us go through or being the focal point for additional budget requests. Some part of coms that will be our blog and Twitter and brochure updates. Also, the deck on what is NCUC to help our members with outreach. Also, the whole bringing content to the blog, being that topics of discussion, blog posts, and maybe interviews. And by the end of it, the outreach meeting.

So, at least for me, this is well drawn. If anyone would like to add anything to this, please just raise your hand and I'll be able to add it or jump into the mic.

On capacity building, we have [relieving] the buddy mentor program. So, maybe coming up an initial plan of what we want to do, of what's the scale of it, what we should be doing, how many mentees are we getting from the beginning. Noting that we have one request of mentorship. There is a member from Brazil called [Sinjin Naya]. She wrote to us I guess two times already asking for a mentor inside NCUC. I do believe that there are a lot of us who are just looking for the person to help them or guide them through the whole onboarding journey, their whole NCUC journey. We'll also discuss the policy primers and webinars and helping review some of the policy writing course and [inaudible] webinar.

Moving on to membership issues, that will be the one about in-reaching and doing some membership review. We agreed on maybe working together – not maybe but working together with NCUC and NPOC on this. NCSG EC will come up with maybe hopefully a process for that, so we'll get into a debate about this.

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Last but not least, there is a tech team. The tech team will be reviewing the list of the tech team and asking them, the members – the actual members – about their interest on continuing on this. If not, issuing a call for more volunteers and then liaising with the EC and tech team about some issues around our networks and website.

From what I have, outreach and coms, capacity building and the tech team. I'm assuming that membership issues, I will leave this with me and Louise. Then, who wants to take the outreach or capacity building or tech team?

MILI SEMLANI:

Just wanted to maybe give it a relook now. How I see it, we have two broad teams, like with a lot of tasks, which is outreach and coms and capacity building. Let's say if membership ... Tech again I think is small task. Pretty much, one time once we establish contact with the team. If that rests with you and Louise, [inaudible] membership, we are left with four people or two teams. So, we can do two people for one team. I think it has a lot of tasks already. So, if you want to relook at it in that way.

BRUNA SANTOS:

Do we all agree on that? Okay. Then, outreach and coms.

MILI SEMLANI:

I'll take it.

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BRUNA SANTOS: Who else?

FRANCO GIANDANA: I can do it as well.

BRUNA SANTOS: Okay. Mili and Franco. Thank you, guys. That would leave Michael and Benjamin with capacity building. Are you okay with that?

MICHAEL KARANICOLAS: What are the tasks on capacity building?

BRUNA SANTOS: I just read them. Buddy mentor program and coming up with the initial draft on how are we [relieving] the program. I can help you with that. I can share the information that I have on the buddy mentor program. Coming up with policy primaries and webinars, that many ideas or even topics that we could come up with. And then the policy writing course and the webinar on the policy writing course. What is your comment on that, Michael?

MICHAEL KARANICOLAS: This is the opposite of what I was saying previously, which is that we should focus on the things that we have in front of us that are core and defined as opposed to branching out and finding a whole bunch of new stuff.

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BRUNA SANTOS: You don't think we should be writing policy primaries? You don't think we should be sharing information to our blog?

MICHAEL KARANICOLAS: No, blog is fine, but when you talk about drafting policy primers, this is to what end?

BRUNA SANTOS: Explaining to our members what the hell is a PDP or explaining to our members what are NCUC views on public interest discussion. This is something that is not clear unless if you're on the working group. To break up the EPDP and to explain to people what the EPDP is, it's not something that is easy. I just think that it would be a good idea. And we can just maybe run one test and see if it works. If it doesn't work, we're dropping it. It's fine. I just wanted for us to attempt at least once to write something on what is the SubPro? Just to explain to people. I don't know. You guys can disagree and—

MILI SEMLANI: I think it's more than just ... It's actually different from drafting because that's a lot of effort on your part. It's also facilitating, right? It's going back to our membership. There are a bunch of people doing different stuff and different working groups. It's about just getting those 350 words of them. Probably need another round of basic editing and then



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we can add outreach, take it to the blog level, so the posting can rest with—

DAVID CAKE:

I just wanted to ... I presume there's [inaudible]. The things that we dealt with in the last year or two that were not in one of those three areas. Are they then just that's the role of the chair, I guess, to take? I mean, what actually took a lot of our time was just pointing people to things, which I guess is still the role of the chair and we had ... And I guess that we still have sort of lingering things to do with internal disputes and dispute resolution and so on. I don't want to ...

I'm fervently hoping that we don't have a lot of internal disputes going on to deal with but perhaps one of the things that showed is perhaps we need a little bit of effort to kind of improve our internal ... Well, work out, have a clear idea of what our internal processes are so that next time we're here with disputes, we just sort of go, "Oh, we know how to do this."

BRUNA SANTOS:

You're meaning the complaints, right?

DAVID CAKE:

Yeah.

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BRUNA SANTOS: Maryam, you can help me with this. Whenever a member files a complaint, we have to answer to the complaint within 30 days, right? Within a month. Yeah. And that's all we have on procedures for those situations. Maybe that's something that could go under the membership issues. I can maybe draft with Louise something around that. Or even something that would ... If that happens. But what should we do?

DAVID CAKE: Yeah. Just to have a ... So, a future EC just goes, "Okay, we have a procedure written down on how to deal with this." It's not so much that then the EC needs a procedure but it also needs ... I mean, it's good if it's very clear with the membership, so that then if there's a procedure and the EC follows it, the EC can very easily go, "Yes. We're just doing the right thing. What did you expect us to? Of course we're doing this." And everyone is very clear that the complaint is being handled the right way because we've sat down beforehand and thought about how to handle it rather than trying to work out what's the best way to do when it happens, which is not ... I'm just suggesting it as ... And it's in the spirit of continuous improvement. I don't think it was bad that we were unprepared but maybe we could just do that extra step now, so that next time we're a little bit more prepared and that's—

BRUNA SANTOS: You're absolutely right on this, especially because since the person who filed the complaint asks for a little – for not sharing it. We did not disclose the information on the list, on the EC list. So, this was

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something that was not ... This was a process that was not transparent at all because we came up with the statement together and we all drafted it together but it wasn't on the list as it should be.

I am also ... I know that there a few things who are more sensitive information that I'm taking out of the list. So, if we have a proper procedure, at least something that would look like a procedure in that sense. So, when [inaudible] disclosed information or should we share all of it on the mailing list or shouldn't we share this on the mailing list? Should we ask the person who is the person who filed the complaint, should we ask for this person not to share the letter? Because the person also shared our letter. And how can we evolve on this conversation?

So, that's something we can definitely try to attempt in coming up with ... There is Ben and then there is you.

**BENJAMIN AKINMOYEJE:** Okay, let me just get clear. You are talking about personal guidelines, right? Or some kind of ... Are you talking about having some kind of operational guideline or procedural guideline? Because I mentioned that earlier, too.

**BRUNA SANTOS:** Just some guideline for if tomorrow somebody asks for, let's say, me to be expelled from NCUC because I had a very abusive behavior or whatever. Then, this complaint will go up to you guys, will come up to the EC. So, what should the EC do in this case? I know insofar the only

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thing we have is the 300 days for responding the complaint. So, that's the only kind of rule we have set so far. How can we vote from that and should we vote from that? Michael?

MICHAEL KARANICOLAS: Just what you mentioned previous to that disclosure of information. I prepared a draft transparency policy like a year ago or two years ago and it was never ... Didn't really go anywhere. So, if you want a policy on that, I think we have something written.

BRUNA SANTOS: That's my fault, actually. I will get back to that document and then we can work on it together. Definitely. I apologize for that. Definitely. Yeah. We can merge those two discussions together. Maybe a procedure and then a transparency policy, because I also recall that, at the time, a lot of our discussions were taken out of the list by a lot of reasons. Yeah.

So far, we got the outreach in coms with Mili and Franco and the capacity building with Michael and Ben. And on membership issues/tech team, I will take this on with Louise. Then, I will, obviously, as usual, be referring back to you guys whenever decisions are needed and when [inaudible] also necessary.

As David also mentioned, things like selection of representatives, they're always an EC procedure, a collective procedure, appointments and things like that are also a collective. So, selection of who's receiving the CROP, also a collective vote. I'm not taking out the opportunities in

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what our charter says on when the EC should vote. I'm just having focal points for some specific discussion. That's it. Michael, you have your ...

MICHAEL KARANICOLAS: I just wanted to get, again, more clarity on in terms of membership issues. I have the buddy mentor program and I have developing policy primers, presumably for the NCUC blog. Is that it?

BRUNA SANTOS: There is the policy writing course. We have the one we just announced. I reviewed it like two times but it still has some problems on it. So, if we could review it once again and then maybe talk with ICANN Org to highlight the problems. Also, we're going to have a webinar at some point next year. I reviewed the outline for the webinar but then we can see maybe just in a little bit and also outreach, in-reach members about it and then just share a little more information on it. So, you will be probably the one following the efforts on the policy writing course, if you're okay with that – you and Ben.

So, I guess we're over time. We passed the time. I just want to thank you all for dealing with me. I'm a little grumpy today. And for the record, this is not me not being appreciative. From the bottom of my heart, I appreciate the work we've been doing together and both David and [Ines] who is also leaving the EC. I appreciate you guys' help in this past year. I know that the way you got in and I got in was a little bit messy. We just had a chair who had resigned and I was starting up things. I was

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learning a lot of things. So, I really appreciate the help. Also, thank Antonella as well because Antonella has been a friend as well.

And thank you, all, for the job and for the collaboration. That's pretty much it. I guess we can end this meeting for today. Thank you very much.

**[END OF TRANSCRIPTION]**

CLOSED SESSION