

## ICG Call #11 – Wednesday, 28 January 2015 – 13:00-14:00 UTC Chat Transcript

Jennifer Chung: (1/28/2015 07:45) Welcome to the ICG call #11! Please note that chat sessions are being archived and follow the ICANN Expected Standards of Behavior:

<http://www.icann.org/en/news/in-focus/accountability/expected-standards>

Jean-Jacques Subrenat: (07:50) Hello jennifer, Eric and Sherly, could you please enable my laptop microphone and show of hands? Thanks.

Eric Evrard: (07:52) Jean-Jacques ? What do you mean by show of hands ?

Manal Ismail: (07:53) Hi all .. Can I have my mic enabled too, please ?

Jean-Jacques Subrenat: (07:53) Eric: show of hand when asking to speak

Eric Evrard: (07:53) ho, ok, you can try it now if you want

Eric Evrard: (07:54) JJ, yes, it works

Jean-Jacques Subrenat: (07:54) Eric, have tried, it's working. Thanks.

Eric Evrard: (07:54) Manal, your microphone is enable now, please test it.

Eric Evrard: (07:54) Manal, was it you speaking ?

Manal Ismail: (07:55) yes Eric ..

Manal Ismail: (07:55) thanks it's working fine ..

ARASTEH: (07:57) ALICE

ARASTEH: (07:57) gOOD AFTERNOON

ARASTEH: (07:58) AM HERE BUT NOT CONNECTED

ARASTEH: (07:58) PLS CALL MY MOBILE PHONE 0041 79 325 65 34

Keith Drazek: (07:59) Hi all. What is the conference ID for the English line?

Alissa Cooper: (07:59) 92957255

Keith Drazek: (08:00) Thanks Alissa. I've made a note of it...this time.

ARASTEH: (08:00) This Arasteh

Kuo Wu: (08:00) Can you hear me?

ARASTEH: (08:00) I am waiting to be called as usual

Alissa Cooper: (08:00) Kuo we cannot hear you

ARASTEH: (08:00) Pls kindly advise to call my mobile number

ARASTEH: (08:00) Kavouss

Kuo Wu: (08:01) I will call in.

Martin Boyle, Nominet: (08:01) Hi, sorry I'm a bit lare

ARASTEH: (08:01) Alice

Kuo Wu: (08:01) I can hear you saying, but my voice can not go thru..

Alissa Cooper: (08:01) Kavouss, a dial-out is coming to you

Milton Mueller: (08:01) hello everyone

ARASTEH: (08:02) tKS

ARASTEH: (08:02) awaiting to be connected

Manal Ismail: (08:02) hello Milton ..

ARASTEH: (08:03) Has the meeting started

Keith Drazek: (08:03) We are just now starting Kavouss.

Sherly Haristya: (08:04) im speaking now

Sherly Haristya: (08:04) ok, never mind

ARASTEH: (08:04) What happened that today we are not in a good shape  
Keith Drazek: (08:05) I'm going to dial back in...bad connection.  
Kuo Wu: (08:05) I can hear you saying very well, but my voice just can not go thru..  
Milton Mueller: (08:07) check  
Lars-Johan Liman (RSSAC): (08:07) (Sorry for late arrival. My phone proved non-working ... :-( )  
Lars-Johan Liman (RSSAC): (08:08) (I.e., I cannot speak for the moment. Working on it ...)  
Jean-Jacques Subrenat: (08:08) Alissa, once in a while your audio link goes silent. Can that be fixed?  
Mary Uduma: (08:08) I am sorry my earlier meeting is running longer than I expected. I cannot listen to meeting but will be reading the chart.  
Kuo Wu: (08:10) I call in already..  
Milton Mueller: (08:11) yes  
Milton Mueller: (08:15) your voice is very soft JJ, can you speak louder?  
James Bladel-GNSO: (08:16) @JJ: Would we need to give the Secretariat some guidelines on being able to tell the difference?  
Jean-Jacques Subrenat: (08:17) @James: as they are following closely our discussion, I suppose they have the necessary criteria. Otherwise, I rely on them to ask us.  
Jean-Jacques Subrenat: (08:18) @Milton, yes I'll turn up the mic volume.  
Lars-Johan Liman (RSSAC): (08:18) (Now fully in the call with working phone.)  
Keith Drazek: (08:19) All, please mute phones and computers when not speaking.  
James Bladel-GNSO: (08:21) +1 Daniel.  
Milton Mueller: (08:21) Daniel - i disagree  
James Bladel-GNSO: (08:21) Referring these back to the community for resolution is not dismissive.  
Milton Mueller: (08:21) it is  
Milton Mueller: (08:21) we should ask for a response  
Jon Nevett: (08:23) I agree that we should send back and the community has the right to respond if it so chooses  
Jon Nevett: (08:24) we should not become an appeals court for community processes  
Keith Drazek: (08:25) I agree with Manal that consistency and predictability is important. I also agree that we should be referring questions back to the relevant community. A response from the community would also be helpful, but I'm not sure we can or should demand one.  
Jean-Jacques Subrenat: (08:26) @Manal +1.  
Lynn St.Amour: (08:26) @Jon - agree, each community needs to apply its own appeal process as they are the ones responsible for that community's policy and oversight.  
Jean-Jacques Subrenat: (08:27) @Lynn +1.  
Lynn St.Amour: (08:27) ..of their IANA component  
James Bladel-GNSO: (08:27) +1 Jon, Lynn.  
Milton Mueller: (08:28) Manal's questions were very good. Do we acknowledge complaints? Do we forward? Do we formally request a response? (I think yes to all, it is common sense)  
Jean-Jacques Subrenat: (08:29) @Paul, because of a sudden hitch in audio, I heard "Silicomment".... ;-)

Milton Mueller: (08:29) Yes, Paul: timeliness is a good criterion. Also whether the person actually participated

Alissa Cooper: (08:30) daniel are you back in the queue?

Keith Drazek: (08:31) At the end of this process, the ICG will need to have confidence that the community processes resulted in consensus and were inclusive. If we continue to receive complaints or reports to the contrary, we'll need to deal with that in some way. At that stage, it will likely be necessary for the relevant operational community to address the issue to give the ICG confidence processes have been followed.

Wolf-Ulrich Knoben: (08:31) @secretariat: can you swap the "session information" with the "community chat" window? It's hard to follow the chat in this window size

Milton Mueller: (08:32) Well said, Keith. The point is to handle these things in a way that resolves them and builds confidence rather than giving the impression of dismissal or rubber stamp

Sherly Haristya: (08:32) ok, will work on the window size

Manal Ismail: (08:33) +1 Keith

Keith Drazek: (08:33) Agreed. I think the first stage is to refer, but if the complaints persist, we can't simply ignore them.

Lynn St.Amour: (08:33) @Keith, Milton +1

Milton Mueller: (08:33) Sherly: the left window with the chronological index can be reduced in width

Jon Nevett: (08:36) Agree with Keith, refer and look for trends

Wolf-Ulrich Knoben: (08:36) Thanks Sherly, much more convenient

Eric Evrard: (08:37) You're welcome Wolf-Ulrich ;)

Wolf-Ulrich Knoben: (08:38) and thanks to the technical folks, Eric!

Milton Mueller: (08:38) We should use the following process to reply:

Milton Mueller: (08:39) 1. seriousness filter 2. acknowledge comment 3. Send to OC and ask for a reply

Jean-Jacques Subrenat: (08:39) @Milton, step 1 could/should be done by Secretariat.

Milton Mueller: (08:40) really?

Milton Mueller: (08:40) Agree with Alissa, it is our responsibility

Wolf-Ulrich Knoben: (08:40) +1 Milton

Lynn St.Amour: (08:40) @Alissa, I think that is a good approach and I support that.

RussMundy: (08:40) Sorry to be late but I am on the call now

Jean-Jacques Subrenat: (08:41) @Alissa, I agree it's our responsibility, but I suggested that Secretariat sift through the whole thing and deliver it in a convenient form to us.

Manal Ismail: (08:41) @ Alissa, Milton + 1

Milton Mueller: (08:41) yes, set time limits

James Bladel-GNSO: (08:41) +1 Keith. AND there is a danger that the ICG itself will be the subject of "top-down" process complaints if we aren't cautious.

Manal Ismail: (08:41) need to put this in writing and share with the community ..

Jean-Jacques Subrenat: (08:43) @Milton, fine.

Jon Nevett: (08:44) Why filter?

Jon Nevett: (08:44) Alissa +1

Manal Ismail: (08:44) @ Milton agree with the process u suggested .. but do we mean by seriousness, filtering spam or more?

Wolf-Ulrich Knoben: (08:45) I would say categorize rather than filter

Milton Mueller: (08:45) you will see why to filter....;-)

Keith Drazek: (08:45) The filter should be (1) Spam and (2) Everything else. Everything else should be categorized and forwarded.

Jon Nevett: (08:45) Keith -- correct

ARASTEh: (08:46) Manal

Milton Mueller: (08:46) it is possible that we get comments that are just completely nonsense

ARASTEh: (08:46) Sorry to bother you.

Manal Ismail: (08:46) anyway happy to try to put down something in writing with the help of other interested colleagues .. Thanks Alissa and Mr. Arasteh for the trust :) !!

ARASTEh: (08:46) Do you agree to take the lead on this important issue

ARASTEh: (08:47) I HAVE NOTED THAT mANAL IS READY TO HELP

ARASTEh: (08:47) cOULD aLISSA ASK OTHER IF THEY SO AGREE

Manal Ismail: (08:48) @ Arasteh, not at all .. thanks again for your trust .. I hope others will join get something out soon ..

Keith Drazek: (08:49) To Milton's point (which I agree with) if it's clear a comment is specific to a particular community (or communities) it should be forwarded accordingly. A challenge to this might be if we can't determine which community should receive a particular comment. If something is so unclear or convoluted, then perhaps it gets put into the spam category. Probably a case-by-case thing.

Jean-Jacques Subrenat: (08:49) If Manal agrees to the suggestion of Kavouss that she lead a group on this, I withdraw my suggestion that Secretariat do the work. Manal would be working with help from Secretariat.

ARASTEh: (08:49) I WILL BE HAPPY TO CONTRIBUTE

Keith Drazek: (08:49) All, I have a hard stop at the top of the hour and will need to drop.

ARASTEh: (08:50) I prefer that onre ICG member with the help of secretariat take the lead

Manal Ismail: (08:50) @Jean-Jacques I understood what's needed is agreeing on a process in writing which may normally include a role for the secretariat ..

Jean-Jacques Subrenat: (08:50) @Manal: yes.

Jean-Jacques Subrenat: (08:52) @Paul: yes, appeals should remain the exception.

ARASTEh: (08:52) Manal is kindly requested to prepare a background and sghare it with other ICG members and ciome up with a way on how to deal with the matter

Martin Boyle, Nominet: (08:53) I wanted to come back

Alissa Cooper: (08:53) ok

Daniel Karrenberg: (08:53) alissa, you just lost my turn twice. the list is ordered by the time people raised their hands

Alissa Cooper: (08:54) sorry, some of the hands are not going down and it's hard to keep track at 5:00am

Keith Drazek: (08:54) +1 James

RussMundy: (08:54) Another +1 to James last comment

Paul Wilson: (08:55) +1 Daniel

Paul Wilson: (08:56) if I mentioned "complaint" I intended to say "comment".

Jean-Jacques Subrenat: (08:56) @Daniel: good point, "input" or "comments" much better than "complaints".

Manal Ismail: (08:56) +1 Daniel to comments or input rather than complaints ..

Jean-Jacques Subrenat: (08:57) Manal, I'd be glad to help you.

ARASTEH: (08:57) Sorry

Manal Ismail: (08:57) Great .. thanks Jean-Jacques

ARASTEH: (08:57) I DO NOT AGREE THAT icg acts just as post office

Milton Mueller: (08:58) Daniel. I like your idea but don't we need to get a response from the Operational Community before we can discuss their merit?

ARASTEH: (08:58) we have responsibility vis a vis the community

Manal Ismail: (08:59) @Daniel the process should not get into details of response rather timely acknowledgement, forwarding to OC, request response, follow-up and any other logistics along the lines suggested by Milton ..

ARASTEH: (09:01) How we could ignore a complaint received regarding the way that the issue was handled by one of the operational community to THAT COMMUNITY without having any role in ICFG

RussMundy: (09:02) Manal's description seems to be a good summary of process - seeing the draft of it will be good

Milton Mueller: (09:02) Yes, I think at this point we can finalize this best via the email list

Wolf-Ulrich Knoben: (09:02) The ICG "responsibility" should be reflected in the process

ARASTEH: (09:02) yes certainly

Milton Mueller: (09:02) appreciate your waking up so early, Alissa ;-)

Wolf-Ulrich Knoben: (09:03) thanks and good bye

Martin Boyle, Nominet: (09:03) bye

Lynn St.Amour: (09:03) Thanks god call

Manal Ismail: (09:03) Thanks .. Bye ..

Martin Boyle, Nominet: (09:03) thanks

Alyne Andrade: (09:03) Thanks

Kuo Wu: (09:04) bye

Wolf-Ulrich Knoben: (09:05) @Sherly: please review the attendance list (ICG members).  
Thanks

Sherly Haristya: (09:05) Okay, sure. Your welcome