



NARALO General Assembly Report April 2017

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Hellerstein and Eduardo Diaz

2 Acknowledgements	5
3 Purpose	5
4 Deliverables	5
5 Participants	6
6 Pre Planning	7
7 Pre-Event Communication	8
7.1 Get To Know ARIN Webinars	8
7.2 NARALO Button	9
7.3 Event Communication	9
8 Activities	9
8.2 ARIN 39	10
9 NARALO General Assembly Full program	10
10 NARALO Table Top	12
11 Lessons Learned	13
12 Suggestions/Recommendations	13
13 Post Event Survey	13
14 Actions	13
Strategic Plan- Lead Alfredo Calderon	13
NARALO FY 18 CROPP Outreach Plan- Lead Glenn McKnight	14
Webinars- Joining Working Group Purpose calls - Judith Hellerstein Description	14
Webinars- Purpose calls on policy issues- TBA	14
15 Conclusions	14
Appendix	15
Collaborative Notes	
Feb 6th Get to Know ARIN Webinar	16

The NARALO GA was a celebration of 26 NARALO At Large Structures who came together during a colocated event at ARIN 39. The Face to Face meeting aimed to energize the community to become more active in outreach and engagement, ICANN policy comments and involvement with Workstream 2 working groups. The collective efforts of staff, volunteers and ALS members are committed to seeing NARALO become more active through the creation of a proactive strategic plan, NARALO CROPP FY 18 plan, Webinars and Onboarding sessions on working groups and policy issues

2 Acknowledgements

We would like to acknowledge the support of ARIN and their dedicated staff to permit us to operate our General Assembly amidst their own ARIN 39 event. We truly appreciate their support and friendship to make us feel welcome amongst their community.

We also like to acknowledge the organizing committee of Glenn McKnight, Event Chair, Judith Hellerstein, Program Agenda Coordinator, At-Large staff members, Heidi Ulrich, Silvia Vivanco and Susie Johnson, who contributed the full range of pre-event and event support to make it a success.

In addition we like to thank our special guests, Goran Malby, ICANN CEO, Chris Modini, VP North America, Joe Capatano, Program Manager, Stakeholder Engagement, North America, Ron De Silva, Board Member, ICANN

We need to acknowledge the efforts of our community to join into the ARIN conversation by Ron da Silva (@ron2twit), John Laprise (@JohnLaprise), Yubelkys Montalvo (@yubypr), Susannah Gray (@susegray) & Javier Rúa-Jovet (@javrua)



A special thanks to all the facilitators and rapporteurs and especially to Leah led the team of notetaker who expertly captured the notes of the event

3 Purpose

Our NARALO GA had three goals as submitted to ICANN for financial support

1. How to better engage our ALSs
2. Policy briefings on critical ICANN issues
3. Leadership training, intended to educate NARALO ALSes about the complex workings inside ICANN

(full description of these goals at

<https://community.icann.org/display/NARALO/NARALO+General+Assembly+2017>

The previous GA's at the ATLAS I and II and at ICANN Toronto in 2014 were collocated within the ICANN events. These events although helpful in meeting the first objective were not able to accomplish the last two objectives.

4 Deliverables

- General Assembly
 - Coordinate the participation of 26 participants to colocate at the ARIN 39 event in New Orleans
 - Deliver extensive 'policy focus' sessions
 - Educate and encourage ALS participation in ICANN policy comments
 - Encourage more ALS active involvement
- Planned activities
 - Two days attendance at the ARIN sessions
 - Two pre ARIN sessions- one hour each
 - A complete GA session from 8 to 2 pm on the third day
 - ICANN NARALO reception and networking

5 Participants

All the existing ALS in good standing came to the NARALO GA and also one Unaffiliated member.

Dana Perry	AWV CAP
Judith Hellerstein	Capital Area Globetrotters
Monique Chartrand	Communautique
Evan Leibovitch	CLUE

Thomas Lowenhaupt	Connecting.nyc
Howard Deane	Consumer Council of Canada
Glenn McKnight	FBSC
Scott Sullivan	GTALUG
Yubelkys Montalvo Carrión	HETS
Seth Reiss	IPTSHSBA
Mike Schoenecker	ISOC Colorado
Shelley Robinson	ISOC Canada
John More	ISOC DC
Avri Doria	ISOC NY
Louis Houle	ISOC Quebec
Eduardo Diaz	ISOC PR
Leah Symekher	ISOC SF
Garth Bruen	KnujOn
Matthew Rantanen	Native Public Media
Allan Skuce	PCNA
Marita Moll	Telecommunities Canada
Alan Greenberg/Other	ALAC Chair /Unaffiliated Rep
William Cunningham	Unaffiliated Person
John Laprise	Association of Internet Users
Javier Rúa-Jovet	NARALO ALAC member

Pictures of participants

<https://www.flickr.com/photos/glennmcknight/albums/72157682209305306>



In addition to the ICANN sponsored ALS individuals we also saw, Jose Cruz III, Alfredo Calderon, Nancy Carter and Susannah Gray included as ARIN fellows. Joshua Price, ISOC NC were sponsored by ISOC.

6 Pre Planning

The original proposal to colocate our NARALO GA was to happen at the fall ARIN meeting in Montreal in 2015. Since EURALO requested a GA at the same time to ICANN we ceded this GA to EURALO, which delayed the NARALO meeting to the Spring of 2017. The planning and organizing activities were divided as follows Glenn McKnight was responsible for Logistics and Judith Hellerstein was responsible for the GA Agenda. Significant work was contributed by Heidi, Silvia and Susie during the planning process

Details on the Logistics for the meeting can be found here

<https://community.icann.org/display/NARALO/Logistics>

The details on the Agenda are posted here

<https://community.icann.org/display/NARALO/Program+Agenda>

7 Pre-Event Communication

Leading up to the event NARALO leaders send numerous messages and communicated extensively with the ALS membership. The following activities were carried out:

- Creation of a NARALO ALS Booklet to provide a profile on each of the ALS's This generally worked except for a few people that refused to act on it. We needed to use older materials found on ICANN Wiki.
- Conducted two Get to Know ARIN webinars on Feb 6 and March 22 with all the membership attending the event
- Information briefings were sent to NARALO's mailing list on a regular basis on the topics to be discussed and logistics
- A special purpose one pager on travel and tourism flyer was sent to all members participating in the GA

7.1 Get To Know ARIN Webinars



In advance to the ARIN39 we required that all the delegates attend one of the mandatory sessions conducted by Chris Tacit, ARIN Advisory council

member who provided a one hour overview of ARIN.

<https://community.icann.org/display/NARALO/Get+to+Know+ARIN>

We conducted a survey of these onboarding sessions <http://tinyurl.com/k5pshuz>
9 ALSes responded with positive comments, which is only 9 out of 24 responds or 37%

- Foundation For Building Sustainable Communities
- Association of Internet Users
- IP&T Section of the Hawaii State Bar Assn
- ISOC Puerto Rico
- Communautique
- ISOC Quebec
- HETS
- Native Public Media
- Connecting.nyc Inc.

See appendix for questions

7.2 NARALO Button



In advance of the event, small buttons were produced to pin to the ARIN lanyards. Each of the delegates were provided one of these NARALO buttons which helped identify them from the other ARIN participants

7.3 Event Communication

A ICANN USB was distributed to each delegate which included

- NARALO Report
- NARALO Slideshow
- NARALO Booklet
- NARALO Rules of Procedures Draft 3

ARIN Tweet handle was #ARIN39 which a number of the delegates posted short messages and pictures of the ARIN and GA meetings

8 Activities

8.1 Pre-ARIN Events

ARIN 39 started on Sunday April 2nd with an Orientation session, which saw almost half of the newcomers from NARALO. Each of the NARALO members were first asked to identify themselves and provide a reason why they were at ARIN. This was followed by two social events,

ICANN Reception on Tuesday Night



8.2 ARIN 39

The ARIN 39 in New Orleans is one of the two annual ARIN meetings of the ARIN board, Advisory Council. The sessions were 2 1/2 days of ARIN public meetings with many of the NARALO members speaking out on ARIN policy issues.



8.3 ARIN and NARALO Potential Synergies

We were asked by Richard Jimmerson, CIO of ARIN about the synergies between our two groups. Javier Rua provided a summary answer here

“On one side, the end-user’s perspective brought by NARALO members to this (and future) ARIN meetings helps ARIN (as reflected in prior section) question and challenge its own historic assumptions about its

policies. As John Curran answered Evan Leibovitch's question during our NARALO breakfast, although there are always complications and minutiae to deal with, the IPv6 environment where numbers are no longer a limited resource, opens a new world for end-users as individual owners of IP address blocks. ARIN also obviously benefits from the effects of evangelization: NARALO attendees learn ARIN better, and we then can explain the role of ARIN and its services better to our peers and others in the ecosystem. In terms of NARALO benefits, I find the networking of particular value. The networking opportunities opened up by this type of NARALO/ARIN synergy are significant. Meeting the ARIN people is great in itself: we had great insights from John Curran (ARIN CEO), and great conversations with ARIN executives, staff and other stakeholders. But the benefit is actually much greater because ARIN attracts stakeholders and personalities which NARALO might not normally attract by itself, such as LACNIC (Oscar Robles), AFRINIC (Alan Barrett) and ICANN President Göran Marby, among several others. I was able to speak to all, and actually converse at length with Göran and also with Oscar Robles. I was also able to learn about ARIN funding opportunities which can help make a proposed School of Internet Governance in San Juan (just before ICANN61) possible. Another important takeaway for NARALO and At-Large in general is the interesting "path to multi-stakeholder engagement and decision-making" (phrase by Evan Leibovitch). More can be written on this point, but in general I perceived their listening & decision process as very streamlined and inclusive.

In sum, a NARALO GA by itself would be good, but not very large. Adding ARIN critical mass to the mix not gets us more interesting people, more interesting viewpoints, previously unknown opportunities and an all-around stronger NARALO GA".

9 NARALO General Assembly Full program



Day One 8 am to 9 am (followed by ARIN sessions)

One hour session

Overview of GA purpose- Glenn

Meet and Greet- Seth Reiss

Purpose: To start on a gentle entry to the ARIN ecosystem and get to know each other



Day Two 8 am to 9 am (followed by ARIN sessions)

Welcome by John Curran, CEO ARIN

cTLD Overview with Tom, Evan, Howard and Avri

Day Three 8 am to 2pm

8:00 GA Open

8:00- 8:15 Welcome and Purpose of the GA - Glenn McKnight

Description

This was a 10 minute introduction to the history of the NARALO GA's and an explanation why this event is the first real NARALO General Assembly in our history NARALO Report

<https://community.icann.org/display/NARALO/NARALO+General+Assembly+documents>

8:15-9:00 Policy Working Groups - Avri Doria and John Laprise

A presentation describing the various working groups in Workstream 2 for NARALO participants to become actively engaged depending upon their interests

Slideshow

<https://community.icann.org/display/NARALO/NARALO+General+Assembly+documents>

9:00- 9:30 NARALO CROPP Strategic Plan- Glenn McKnight

A short overview of the NARALO activities including the detailed Outreach and Engagement efforts of the Five CROPP Trips. NARALO PPT

<https://community.icann.org/display/NARALO/NARALO+General+Assembly+documents>

See Collaboration notes for details



9 30- 10:00 NA GSE Report- Chris Modini

Chris provided an overview of the North American Strategic plans

<https://community.icann.org/display/NARALO/North+America+Stakeholder+Engagement>

See Collaboration notes

Break



1030- 11:00

ICANN CEO Address- Goran Malby 10:30 to 11:00 am

A general address by ICANN CEO

See Collaboration notes



Breakout Sessions 11 to 12

Session One: Strategic Planning- Glenn McKnight

NARALO's only plan is the CROPP Outreach and Engagement strategy and the discussion focused on the need to have an integrated North American plan similar to the LAC strategy

See Collaboration notes

See **ACTION ITEM #1**



Session Two Identifying NARALO's Hot Policy Topics and their potential impact on end-users - John Laprise/Eduardo Diaz

See Collaboration notes



Session Three Ensuring End User Accountability through effective Policy and Process - Garth Bruen/Evan Leibovitch/

See Collaboration notes



Session Four: Circle Solutions- Avri and Howard

See Collaboration notes



12-12:30 Lunch



12:30 to 1:00 NARALO Monthly Meeting

1. Roll Call
2. Election FY 18- Judith

<https://community.icann.org/display/NARALO/NARALO+2017+Elections>

3. Rules of Procedures-John More

<https://community.icann.org/display/NARALO/NARALO+Operating+Principles+Review>

4. AOB

1:00 to 2:00

Reports from the four Break Out groups, Wrap up and Recap, and Closing remarks

See Collaboration notes

2:00 GA closed

10 NARALO Table Top



The ARIN staff provided a table top for our volunteers to discuss NARALO's vision and objectives. We distributed our new mailcard with the NARALO GOLD-Yellow RALO colour and basic information on the reverse side. NARALO membership was paired up for morning, lunch and afternoon breaks so they can get to know each other plus discuss the merits of joining NARALO. Eduardo Diaz went one step further and approached people directly during the breaks distributing the mailcards to ARIN delegates in the break room.

Our outreach clearly made a difference in raising our awareness at the event

11 Lessons Learned

- Co-location with ARIN event proved to be a success providing a good opportunity for ARIN Participants, staff and leaders to learn more about ICANN and NARALO
- Interest in ARIN leadership in how we can build closer ties with NARALO

12 Suggestions/Recommendations

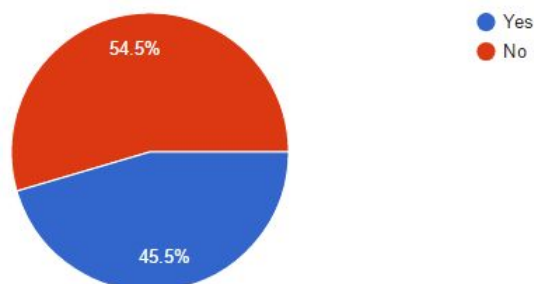
- If we collocate with ICANN, ARIN or other event to organize the GA in advance of the event
- A full day event from 9 to 5 pm
- Suggest our next GA be during a IETF or IGF

13 Post Event Survey

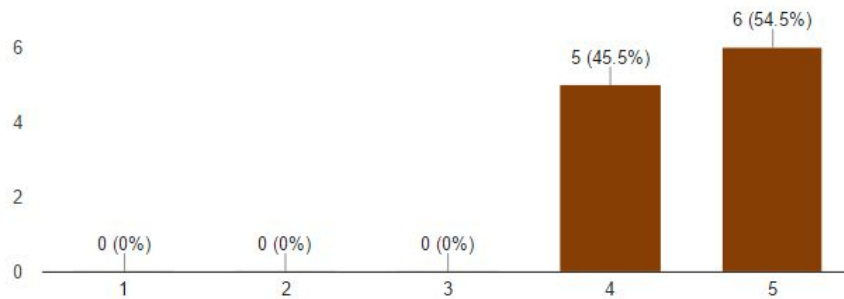
Alan Skuce and Glenn McKnight designed a GOOGLE FORM Survey for the membership to complete. The survey link can be found here.

<https://goo.gl/forms/l86lxoSl6yg2f1Dp2>

Is this your first ICANN/NARALO face to face meeting? (11 responses)



Please rate your level of satisfaction(1 is low 5 is high) (11 responses)

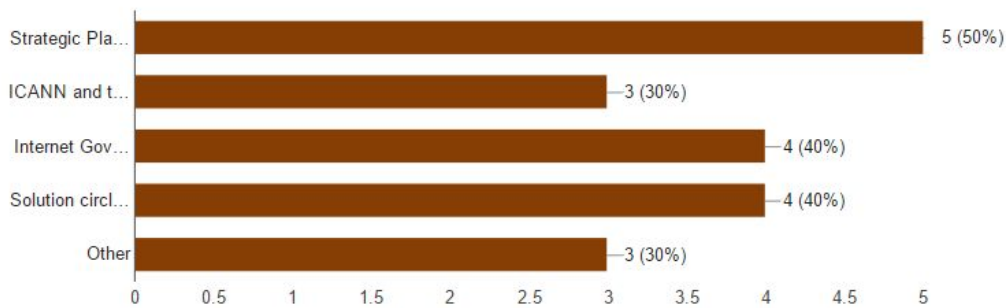


Please elaborate (optional) (2 responses)

It is very difficult to keep things moving along. Well done!!

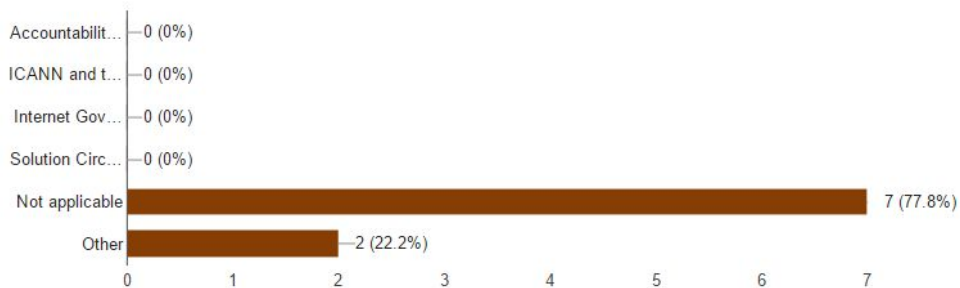
Having a face 2 face meeting allowed NARALO to achieve an important workload that usually takes weeks.

Please indicate which breakout session were you pleased with? (10 responses)



Please indicate which breakout session were you NOT pleased with?

(9 responses)



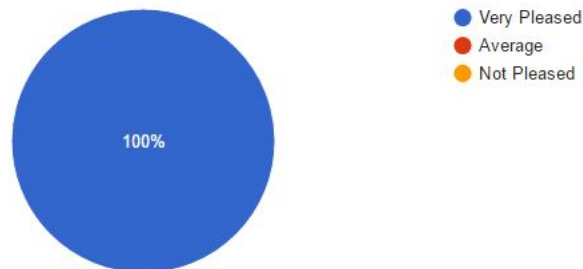
Please identify the individuals in your ALS who would be interested in getting involved in the ICANN Policy issues. Also, indicate which policy area as well.

(6 responses)

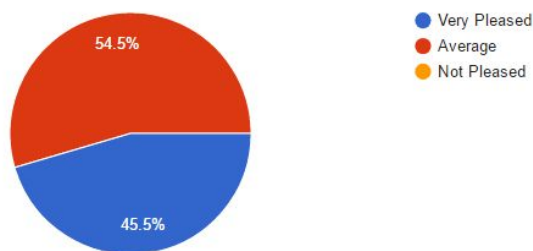
Yes I can become more involved.
Targeted communications and better identification of issues
Privacy who is igf
Marita Moll -- I already listed my interests in the survey. Telecommunities Canada is a network of networks. So, other people from our network have already responded in the survey. (e.g. Dana Perry, Evan Liebovich, Alan Skuce)
Destiny Tchehouali: Internet Governance, Human Rights
Joshua Opolko- Connectivity of low income persons

Communication and Bookings

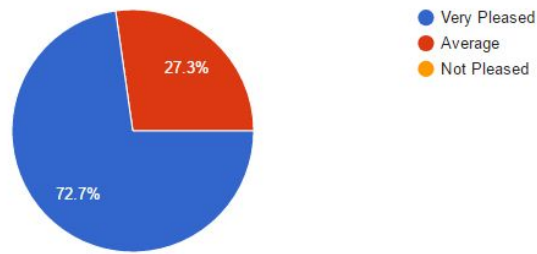
Hotel (11 responses)



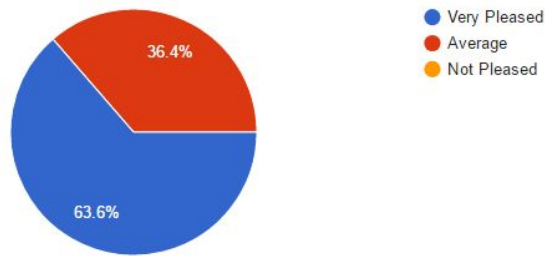
Ground Transportation (11 responses)



Airfare Bookings (11 responses)



Pier Diem Process (11 responses)



Please elaborate (7 responses)

Since there were no real prior experiences for a NARALO GA, I held no firm expectations. But it was a truly great and useful event.

Could have been dry and bureaucratic. Instead was very good on personal engagement and open discussion of issues and possible solutions.

I was under the impression that the GA Agenda was very tight in time but everything moved at the right pace. We were able to complete all items that we set to do. Good Job!

As a newcomer, it worked for me on a lot of levels -- learning more about ARIN, ICANN, AT-Large, meeting other people, having the head of ICANN actually observe and speak to the meeting, interact with the community -- that was really not expected!

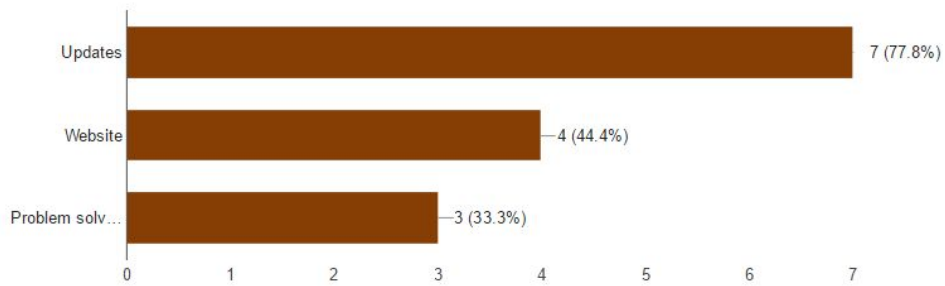
I am finding the face to face meetings are more productive and am able to get a better understanding of issues/procedures.

More in depth analysis and discussions than what we cannot achieve during our monthly meetings. An occasion to provide in depth understanding of the NARALO structure, its mission. An opportunity to learn more on our colleagues knowledge and expertise.

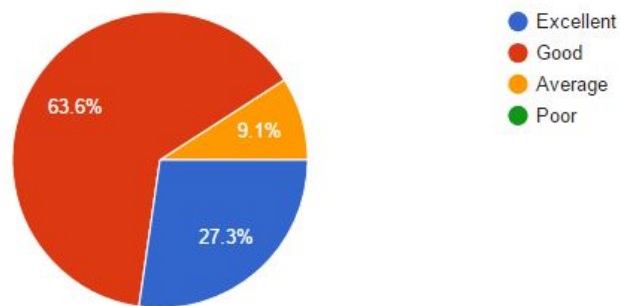
Given the limited time we couldn't do more

Logistics

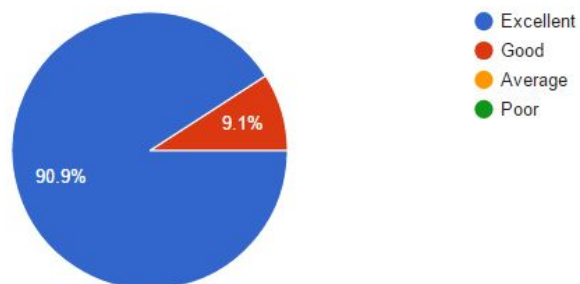
Pre Planning Communication(check all applicable) (9 responses)



Event Agenda (11 responses)



Staff Support (11 responses)



Please provide your general comments on the event in general and anything specific to help in the planning

(9 responses)

The collocation of NARALOs GA close to an established meeting structure such as ARIN should become the norm. It worked very well.

Linking the NARALO General Assembly with ARIN (and I would assume other larger ICANN-related events in the future and the past) is very important for achieving a critical mass of participants and making connections with people and issues that potentially support NARALO's mission. I did feel that online participation needs work.

The most interesting is the open forum part of the General Assembly, the whole assembly could be in world cafe mode rather than speakers, who can participate in interactions with all as guest speaker

Need more get to know opportunities to meet the new also reps
I would have preferred other topics

There was great staff support, but, from my perspective, a few very dedicated volunteers, esp. Glenn and Judith really made this the successful event that it was.

As indicated earlier, staff were exceptional as always. Glenn McKnight did a fantastic job chairing the meetings keeping us on schedule, on topic...and keeping it light certainly didn't hurt either. The subject matter flavoured with Glenn's humour was great!

As far as I am concerned, it was the most pleasant and productive NARALO GA that I attended, but having to take a plane back home the same day was not pleasant. I arrived home in the middle of the night.

Suggestions

Please provide your suggestion on how we can improve any aspect of the process

(6 responses)

Some way to better include end-users in process in a purposeful way.

Next meeting should include a workshop/session on a topic that NARALO is working on to allow for face-to-face involvement. A way to supplement the online meetings and increase engagement.

More sharing in video mode on all subjects

No suggestions. I have been to a lot of meetings that didn't go as smoothly.

Would it be more productive to hold the event on 2 half days? General topics and guest speakers one day and breakout sessions and discussions the day after.

Real results from participants

14 Actions



14.1 Strategic Plan- Lead Alfredo Calderon

- The plan will be lead by Prof. Alfredo Calderon, ISOC PR to help formulate the NARALO strategic plan and synch the plan with the NA GSE plans
- Committee Membership and meeting schedule
- Expected due date ICANN after the Johannesburg meeting

Next Steps

- Work in progress. Update each monthly call
- https://docs.google.com/document/d/1AXebwIUOfjDqVrFw1b7rq1R-OEm_MyOExRZGGnG33yE/edit

14.2 NARALO FY 18 CROPP Outreach Plan- Lead Glenn McKnight

The NARALO CROPP FY/17 strategic plan

https://docs.google.com/document/d/1_itHjqNQeavZiVd3Qwhk20wN_3aKkbXOtL6H0XzCCaY/edit

The key focus of this plan was to encourage new travellers and reach out to underserved communities.

Next Steps

The FY 18 CROPP will solicit the community opinions where we need to focus and synchronize more directly with the efforts of GSE. The actions will include a special purpose call and poll to the community. Plan expected at the ICANN Johannesburg meeting.

14.3 Webinars- Joining Working Group Purpose Calls

The community requested that the Working Group Chairs attend a purpose call to explain the purpose of the working groups and answer questions from anyone interested in joining these groups

Next Steps

- Organize with staff for potential dates for the webinars

- Request for any documentation and presentations from the WG chairs for distribution

14.4 Webinars- Purpose calls on policy issues

LEAD TBA

The community also requested that the ALAC Members lead a purpose call to explain the current policy issues and provide an opportunity for NARALO feedback

Next Steps

- Organize with staff for potential dates for the webinars on hot policy issues
- Add ICANN policy issues into the monthly calls, higher priority in the calls

14.4 NARALO top ten policy list internal group

Lead TBA

A recommendation by the community to start a top ten policy group within NARALO(See Ed and John's break out session topics in appendix)

Next Steps

- Creation of an internal policy team to identify the top current policy issues.
- Need to identify team leader
- Establish timelines for topic discussion

14.5 Website Review Lead TBA

Many members have already sent some fixes to the ICANN/NARALO website

Next Steps

- Creation of working committee
- Set the scope of the project
- Coordinate with staff

15 Conclusions

In response to a request by Richard Jimmensen, ARIN CIO “ ***What is the potential of ARIN/NARALO Synergies*** this sums up the NARALO GA and it's ultimate outcomes. We like to thank thanks to Javier Rua who has provided a metered response on this question. Besides the ARIN/NARALO synergy we have managed to come together and provide community feedback on the direction that NARALO should be heading and it's role and place in the ICANN ecosystem. As per the survey the delegates were very pleased with the results and provided good recommendations for future meetings. The challenge will keeping the ALS's committed to getting involved in the various Working Groups and providing policy comments. Only time will tell.

Appendix

NARALO General Assembly Documents

<https://community.icann.org/display/NARALO/NARALO+General+Assembly+documents>

- NARALO Quarterly Report Slideshow
- NARALO GA Report Word Document
- Draft Rules of Procedure
- ARIN Get to Know Survey
- Post Event Survey

GA Recordings

[http://ftp.adigo.com/clients/icann/20170405_NARALO_General_Assembly_Part1.zip\[ftp.adigo.com\]](http://ftp.adigo.com/clients/icann/20170405_NARALO_General_Assembly_Part1.zip[ftp.adigo.com])

[http://ftp.adigo.com/clients/icann/20170405_NARALO_General_Assembly_Part2.zip\[ftp.adigo.com\]](http://ftp.adigo.com/clients/icann/20170405_NARALO_General_Assembly_Part2.zip[ftp.adigo.com])

Pictures

NARALO Individual photos

<https://www.flickr.com/photos/glennmcknight/sets/72157682209305306>

General Photos

<https://www.flickr.com/photos/glennmcknight/sets/72157679779500032>

Appendicee # 2 Colloborative Notes

Summary of Breakout Sessions

Day 1 - Monday April 3, 2017

- **Glenn McKnight**
- Overview
- Housekeeping Rules
- Questions from floor
- Introduction to Herb Way,
<https://community.icann.org/display/NARALO/NARALO+General+Assembly+documents>
 - Code of Conduct
 - Core values
 - Professionalism
 - Respect
 - Accountability
- Purpose of a General Assembly - Judith Hellerstein
 - Outreach Strategy moving forward for NARALO

- Engagement of other communities and how to do that with other ALSes and other communities
- Day 3 - Topic Sessions planned and allocated special break out time to discuss solutions from the morning session
- Recognize Evan's leadership in ARIN/NARALO GA collocating for this event & our MoU with ARIN
- Seith Reis - Icebreaker
 - Sharing stories about oneself, achievements. One unknown fact and a nice comment about staff

ARIN Session

Opening ARIN Session

Overview of the ARIN Database of 743,743 validated

NARALO BOOTH

Booth set up for NARALO outreach

Assigned people time slots to man the booth during breaks and lunch for Monday and Tuesday.

Kudos to Eduardo who went to the ARIN Newcomer session and handed out ICANN cards and Literature

NARALO already helping ARIN communication efforts: kudos to NARALO Tweeters Ron da Silva (@ron2twit), John Laprise (@JohnLaprise), Yubelkys Montalvo (@yubypr), Susannah Gray (@susegray) & Javier Rúa-Jovet (@javrua) for having their #ARIN39 tweets highlighted in ARIN's Day 1 Daily Recap, available here:

<http://teamarin.net/2017/04/03/arin-39-day-1-daily-recap/>

Day 2 - Tuesday April 4, 2017

Glenn: Housekeeping stuff - Sign-in sheet

William Cunningham - Ice beaker fun fact

Thank you to spectacular ARIN Staff Support

Guest Speaker - John Curran - ARIN CEO

NARALO/ARIN Outreach is welcome. ARIN strives to be equitable. They are very sensitive to other groups feeling that they show preference to one group or another and that is why they have not formalized point of contact or rep but they are interested in working with us.

Numbers, Names, Protocol specs...Numbers occupy a special middle place.

ARIN serves a community with rights that apply. RIRs - numbers within the registry and value in this reference.

ARIN provides a coordinated function with ISPs, Registries etc.. with address numbers.

ISPs control the routing tables. ARIN has a great working relationship with large ISPs

Evan's Q - End user education about ARIN

John's Response: In the 90's it became difficult for end users to get IPs always referred to ISPs unless can explain why ISPs can't meet their needs. All assumption on how the internet works maybe valid, necessary but someone has to be in the room asking and challenging the assumptions. Important for people to participate especially people with particular constituencies.

Speaker 2: Thomas Lowenhout, Howard Deane, Evan Leibovitch and Louis Houle
Discussion on city TLDs. They are a trusted environment for consumers. How do we make this work is the question.

Evan: At-Large/ALAC for a while. Goal to make sure with gtld - city gtld expansion benefits consumers not only domain holders etc. The gtld expansion not done with trust in mind. City TLD ..done with most good intentions..lessons to be learned, how community applications should be done..AT-Large has a role to play to make sure it is done with the end user in mind.

Louis: Quebec, Geo-linguistic ..challenges..fees etc.

Thomas: .NYC TLD - question of ..not intuitive, not trusted. Insisted on a multi-stakeholder application process for city TLDs applications.

Avri: Lack of AT-Large participation in WG for gtld. If you want communities to be treated differently then you have to participate in the discussions. Now with gtlds discussions only held by registries who want to sell massively. Registrars, Registries and fees issues...pricing and ngtd issues. Point: you must participate no groups people to back up this issue.

Evan/Avri: At-Large perception.

Speaker # 3 Ron Da Silva, ICANN Board Member and NARALO member:

Ron: Joined ARIN AC chaired it for 6 yrs. Career in Service provider space. ASO, SO..2010 contacted by ARIN/ICANN joined ASO now appointed to the board. Interested in AT-Large and welcome questions/discussion to understand people's needs and concern.

Alfredo Calderon:

Announced ARIN on the Road in Puerto Rico and NANOG on the road.

Need to get involved with what is going on with the RIRs to increase awareness in our constituencies. Academia..encourage Chapters involvement.

William: Unaffiliated At-Large. Views: Commercial interested taken over the internet. Nov 15. 1995 launched his website. All internet address were put in a public trust. View now is that ARIN....Bunch of white nerds. Next billion...will comprise women and people of color. Need to expand out..this is key.

Summary of take aways - Potential of ARIN/NARALO Synergies:

1. End users understand more about numbers and it impacts them
2. Teach younger generation
3. Learn to address minorities in numbers sphere
4. Commercial interested taken over the internet
5. Challenge assumptions - proposed by Goran

Again! NARALO still helping ARIN communication efforts: kudos to NARALO Tweeters Yubelkys Montalvo (@yubypr), Susannah Gray (@susegray) & Javier Rúa-Jovet (@javrua) for having their #ARIN39 tweets highlighted in ARIN's Day 2 Daily Recap, available here: <http://teamarin.net/2017/04/04/arin-39-day-2-daily-recap/>

Welcome Public Feedback Here..Include your name:

(Javier Rúa-Jovet, ALAC, Unaffiliated At-Large):

Note on value of ARIN/NARALO relations - On one side, the end-user's perspective brought by NARALO members to this (and future) ARIN meetings helps ARIN (as reflected in prior section) question and challenge its own historic assumptions about its policies. As John Curran answered Evan Leibovitch's question during our NARALO breakfast, although there are always complications and minutiae to deal with, the IPv6 environment where numbers are no longer a limited resource, opens a new world for end-users as individual owners of IP address blocks. ARIN also obviously benefits from the effects of evangelization: NARALO attendees learn ARIN better, and we then can explain the role of ARIN and its services better to our peers and others in the ecosystem. In terms of NARALO benefits, I find the networking of particular value. The networking opportunities opened up by this type of NARALO/ARIN synergy are significant. Meeting the ARIN people is great in itself: we had great insights from John Curran (ARIN CEO), and great conversations with ARIN executives, staff and other stakeholders. But the benefit is actually much greater because ARIN attracts stakeholders and personalities which NARALO might not normally attract by itself, such as LACNIC (Oscar Robles), AFRINIC (Alan Barrett) and ICANN President Göran Marby, among several others. I was able to speak to all, and actually converse at length with Göran and also with Oscar Robles. I was also able to learn about ARIN funding opportunities which can help make a proposed School of Internet Governance in San Juan (just before ICANN61) possible. Another important takeaway for NARALO and At-Large in general is the interesting "path to multi-stakeholder engagement and decision-making" (phrase by Evan Leibovitch). More can be written on this point, but in general I perceived their listening & decision process as very streamlined and inclusive.

In sum, a NARALO GA by itself would be good, but not very large. Adding ARIN critical mass to the mix not gets us more interesting people, more interesting viewpoints, previously unknown opportunities and an all-around stronger NARALO GA.

Day 3 - Wednesday April 5, 2017

Welcome & Roll Call.

Opening Session – Introductions and Aims and Objectives of the NARALO General Assembly. Facilitator Glenn McKnight

Last time GA was held in Spring 2014 in London.

Its 10 yrs since signing of the Mou - Signatories..Eduardo, Evan, Seith

Thank you Note to: Sponsors: ARIN, ICANN & ALS Delegates attending

Why GA:

Atlas I & II resulted in 41 recommendations were delivered to the board..how to implement and strategies were discussed. This event is moderate compared to Atlas 1&2.

Highlights from Glenn's Speech:

Goal: Outreach and Engagement to community and Policies.

ICANN and NARALO goals and leadership.

CROPP/from Chris on Multistakeholder goals.

Complete surveys of the skills.

Goals and aspirations and direction.

Policy and Policy Dev: John Laprise/Avri:

<https://community.icann.org/display/NARALO/NARALO+General+Assembly+documents>

Highlights of presentation:

Why here:

- Influence ICANN's policy and how to get involved. How to navigate this:
- Working Groups at ICANN that we can participate on. Ask ICANN what you need.
- Take away..lots of places to look for information, yourself in ICANN Policy..important to find what moves you and interests you and get involved in that WG.
- Committees and WG list are provided for you to get involved in.
- WG get codified has rules and procedures and a charter etc...the difference is procedure it takes to create one and by laws, WG & Cross Community, GNSO WGs also formal.
- Avri stated that now the ccnso has done away with Taskforces.
- Understand the consequence of the WG/s you get involved in
- List of Subgroups looking for participants was shared
- An example why .Workstream 2 was formed...it was a result of the discussions that flowed from the previous IANA transition in workstream 1

- Response to a question for training for new people in WGs: No particular organized orientation for new people. Talk to leaders of the WG for guidance and the best way for newcomers to get involved in these groups
- Warning..don't get caught up in the WG names and lists..we have a proactive and reactive role as NARALO, identify new areas as well as the listed
- Unlike SOs..at large is not subject oriented and limited by this. So that they can take a broader view.
- Best way to get involved is to Join Groups when newly formed, starting out
- PDP (Policy Dev. Process) is process changes made..another great way to get involved. You can comment on issues in the early process of an issue in discussion
- Join gnso, ccnsso group to see and learn how they work

Teams - Avri:

Bylaws mandated reviews of all groups like ALAC who give advice:

Workstream 2: IANA transition completed..accountability phase that is a longer term with more detailed specific subgroups

William: Would like to see a map and responsible persons, data not organized for easy use,

Management Problem of anyone involved in the WG..how to manage this...emails..etc. How to prioritize focus.

Judith: gtld took good minutes and recording easy to follow up on. Staff has grown and made it easy to get support.

AI- Action Item:

- **Webinar to help with orientation**
- **Request to make the WG lists public and available on the AT-Large and ICANN.org website. Also make it convenient for At-Large members**
- **Avri and John Laprise volunteer to be WG contact.**

Introduction to the NARALO Outreach Strategic Plan

Glenn McKnight

<https://community.icann.org/display/NARALO/NARALO+General+Assembly+documents>

20 unaffiliated members

28 ALSs

MOU

2016/2017 - Meetings attendance statistics

Alan - are recordings tracked for delayed activities? Are status accurate?

Judith - Rules to request interpretation for your WG or RALO meeting

Louis - difficulty in jumping between two languages and losing the train of thought. That is why he has not used it as much as he had planned.

Allan Greenberg: ALS Criteria and Expectations

<https://community.icann.org/display/NARALO/NARALO+General+Assembly+documents>

- absence of ALSs; lack of participation; how to engage with ALS, not necessarily the representative
- plan to create explanatory materials to send out to ALSs through its representatives
- need mentors to implement

Shelly R - Request that the messages be carefully craft so that ALS representatives can easily share within their organization

Matthew Rantanen- offers graphic designer skills to help for messages

Glenn- action item; onboarding sessions but no one came.

Marita - agrees will find materials very useful; will assist.

William C - careful in how the message is presented; be aware of your audience

John M - make messages easy to understand

AI - Action Item: Add these key messages in a section the NARALO Newsletter

Glenn - Nomcom report prepared by Eduardo

Glenn - Election, nomination period opens today and ends May 12

Refer to PPT:

<https://community.icann.org/display/NARALO/NARALO+General+Assembly+documents>

Glenn - Cropp Trips summary

Heidi - GSE funding applications and CROPP information

[https://community.icann.org/pages/viewpage.action?pageId=2266167&preview=/2266167/64069131/RALO%20Request%20for%20Outreach%20Support%20per%20Board%20Special%20Budget%20Allocation%20FY17%20\(005\)%20\(1\).pdf](https://community.icann.org/pages/viewpage.action?pageId=2266167&preview=/2266167/64069131/RALO%20Request%20for%20Outreach%20Support%20per%20Board%20Special%20Budget%20Allocation%20FY17%20(005)%20(1).pdf)

Glenn - Outreach Strategy

Summary of outreach efforts and CROPP trips attended

Next round of CROPP begins July 1; need 8 week planning window; mentors for process

Fellowship program - changed to now include First Nations

First Mile Canadians

Persons with disabilities

Results 12 unaffiliated and 2 new ALSs

Puerto Rico meeting - outreach planned for meeting

CROPP for FY2017 - explained

Targets: Missing geographic locations

Special interest groups

Works in Progress -

<https://community.icann.org/display/NARALO/NARALO+Work+in+Progress>

Avri - need to find what skills may be available within an ALS; need to look beyond the ALS representative

Alan - some ALS itself have skills

Interactive discussion on the North American Strategy for At Large with Christopher Mondini, Regional VP, North America

<https://community.icann.org/display/NARALO/North+America+Stakeholder+Engagement>

Grown, 25 members in 18 countries

Introduced Canada and Caribbean - Mondini counterparts

Introduced Joe Catapano - support for outreach and engagement.

Policy development team at ICANN..Developed the Global stakeholder team.

At-large valuable for this stakeholder engagement.

Discuss how ICANN can support ALS efforts. ICANN this month creating strategic plan great time for this input. Slides will be up on the wiki and can discuss content.

Target - People affected by ICANN policy and those who affect ICANN policy

Goal - Diverse participation, active participation..

Barriers of entry are easier/less in North America

Global Engagement goals:

Global Domains Distribution GDD

Change dynamic of Govt and awareness of ICANN

Increase awareness of ICANN, grow knowledge, support and activities

North America Engagement Objectives:

- Support, Demand lead, increase stakeholder balance by category, up cross-inter..

Tactics:

- Support cross community dialogues/roundtables
- Join conferences

Looking ahead- Engagement focus

- Empower the new members, ALSes,
- Talk about region wide activity tracking on engagement

Examples of Topics content in demand:

- DNSSEC KSK (Key Signing Key), Policy, Domain Names, IPv6 etc

Existing ICANN support for Community led activities:

- CROPP
- Documentation
- Event support, speakers,
- Engagement materials etc

How to help NARALO meet its responsibilities

John L - does ICANN have plans to roll out mobile app.

Goran Marby- ICANN realizes that they need a documentation management system, cost about 6-8million

Communities need to align - in reference to the problems in locating info as different communities store it differently

Evan - where is the research so that we can speak for the users; research on what do people think; budget for research

Chris response - agrees; beginning to measure effectiveness of work; using event surveys, and data crunching

William C - questions about IGF materials; African American initiatives

[Action Item - William Cunningham to contact Chris Mondini for a program William wants to do on outreach DC](#)

Judith - Outreach in specific communities e.g. low income, forgotten communities, indigenous, special needs

Javier - Puerto Rico and ICANN outreach; wishes to express to Chris that he feels optimistic, given the content of Chris's slides and the ongoing conversation with his office by us, the Puerto Rico group, that the pre-ICANN 61 School of Internet Governance proposed by the Puerto Rico Internet Stakeholders and channeled into ICANN via the Puerto Rico NARALO members (ISOCPR, HETS and 1 Unaffiliated Member) is in line with the objectives ICANN North America Stakeholder Engagement objectives. Puerto Rico is working hard to secure and has already achieved financial and other resource pledges (including 1st rate, globally recognized speakers) from important Internet stakeholders within and without Puerto Rico, and would also appreciate such an economic, resource and or speaker pledge from ICANN.

AI- Action Plan:

- **Synchronization of strategic plans of NARALO and ICANN**

Policy & Outreach & Engagement Discussion with Göran Marby, President and CEO of ICANN (Facilitator: Glenn McKnight) Rapporteur: Javier Rua

Judith introduces Goran, the CEO. Speaks of his impressive record as regulator in Sweden, Internationally and Europe (BEREC).

Goran: Asks to speak from seat and converse with the group. (Group agrees) And decrees: Swenglish is the official tongue of ICANN (people laugh)

Thanks all volunteers for making the effort of coming to meetings and working.

Explains that ICANN and trust go hand in hand. Internet works. But its unpredictable. multistakeholder model is a good model. Good trial and error.

Emphasizes the incredible success of the IANA Transition, an historic event of multitudes. “A peace project in a way”. Internet will be here for the long run. And trust is fundamental.

Trust is going to be tested. For example, politicians now know we exist and we must be prepared “to make them understand that this is a trustworthy organization”. An organization that works, and how it works.

We must concentrate outreach on this issue of trust. “This system is based on trust” Internet Users, countries, everybody.

Goran comments on Dinner with Alan in Marrakesh. And also good conversations with Garth. And take away from talks with Alan: “At large is kind of sort of the answer to the riddle of democracy in representing end users in the multistakeholder model” . Commends us and supports the work of At Large.

Goran explains that when he started to ICANN he quickly realized that ICANN must go back to its basics, its basic remit and “how the process of ICANN actually works”. On this point he remarks that ICANN processes are not well understood, even by ICANN itself. The flowchart is “meters long” and we are “still in discovery”, in a sort of procedural learning “impasse”.

Some points:

-Facilitate discussion within Community

-When Board decides, we must implement

-Transparency defined as: “Minutes in conference calls is not transparency”. Context is fundamental. We must add “that layer of transparency”. Please read the new CEO Report. “My report to the Board, what I do, who I meet” I disclose everything disclosable. We must open up. “I and my team must deserve the right to work for you” You must do the same.

NARALO Questions

Garth: On US post Office- Its history, its role as a basis of American Democracy, like a tavern. We have home delivery because of the Civil War. In CPH one Board member (Chris) said that "ICANN's obligation is to its contracted parties".

Goran: Does not remember Chris comments. But I agree that the Internet is magical, fantastic. When people connect it is good. ICANN has an important role there. I think everybody has a fundamental belief in the Internet.

Alan: What Board member Chris said was exactly what Garth said. But that is water under the bridge and I don't think that is your position Goran. I know it's not.

Goran: This is not about a single individual. Yes there are many positions, opinions. That is a good thing.

Avri: I take issues with some of your points and your CEO Report. I think that you're hardening silos when you try to "fix things". Staff is part of the Community, that loves the Internet, with different rules (and pay, salaries). Policy vs Implementation is hardening silos against each other.

Goran: I think that what we're doing is good for "predictability". Community, Board and Staff. That is the way it's set up. Staff supports policy, it is not there to direct it. That is like that and it's based on Community requests. I see myself as CEO of ICANN Org., not of ICANN. Example: Domain Name Pseudo Transfer (thing). ICANN org implemented what it was ordered to do. We can't stop it. That is not our role.

Howard Dean, Consumers Council Canada: Democratic Riddle: If I put out a survey to our group, what do you think I should ask?

Goran: My personal opinion: 1. Trusted Internet System Overall (I've always been concerned- that confidence in Internet as a whole changed recently (fake news, etc)?)

Tom Lowenhaut: Dot NYC. I don't Love the Internet. I love what people can do in it. I hope that ICANN looks at the role of cities seriously.

Goran: On Dot Stockholm: I was a proponent, but, I think there's more to be done.

ALAN: On Avri's silo statements: There are rules and separation, but there must also be good communication between all.

Goran: My management theory: Hierarchical orgs are good for delegation. ICANN org is not good at that because of internal silos. We are no giving staff specific mandates: Example: North America Strategy: Take what all the staffers are doing and put it into One Coherent Strategy Doc. We are inventing delegation in ICANN.

Glenn Closes.

Innovations

CEO Report <https://www.icann.org/presidents-corner>

This is the first CEO providing a transparent and clear report in the work in progress

- ICANN protocol community exist because of trust
- Can't predict, trial and error maybe only way to do somethings.
- Going fwd trust more important
- Outreach going forward...make people understand ICANN is a trustworthy org. Internet governance is important..so outreach is important. We have to be in room to represent in the discussion.
- In MS model..built in is how to deal with the end users...3.7billion users so not easy but important.
- After IANA..now going back to basics
 - trying to understand how ICANN process works
 - Transparency is important, esp for new people
 - Security..not allow hijacking etc '
 - Effectiveness - an impact to see how to make things easy to understand

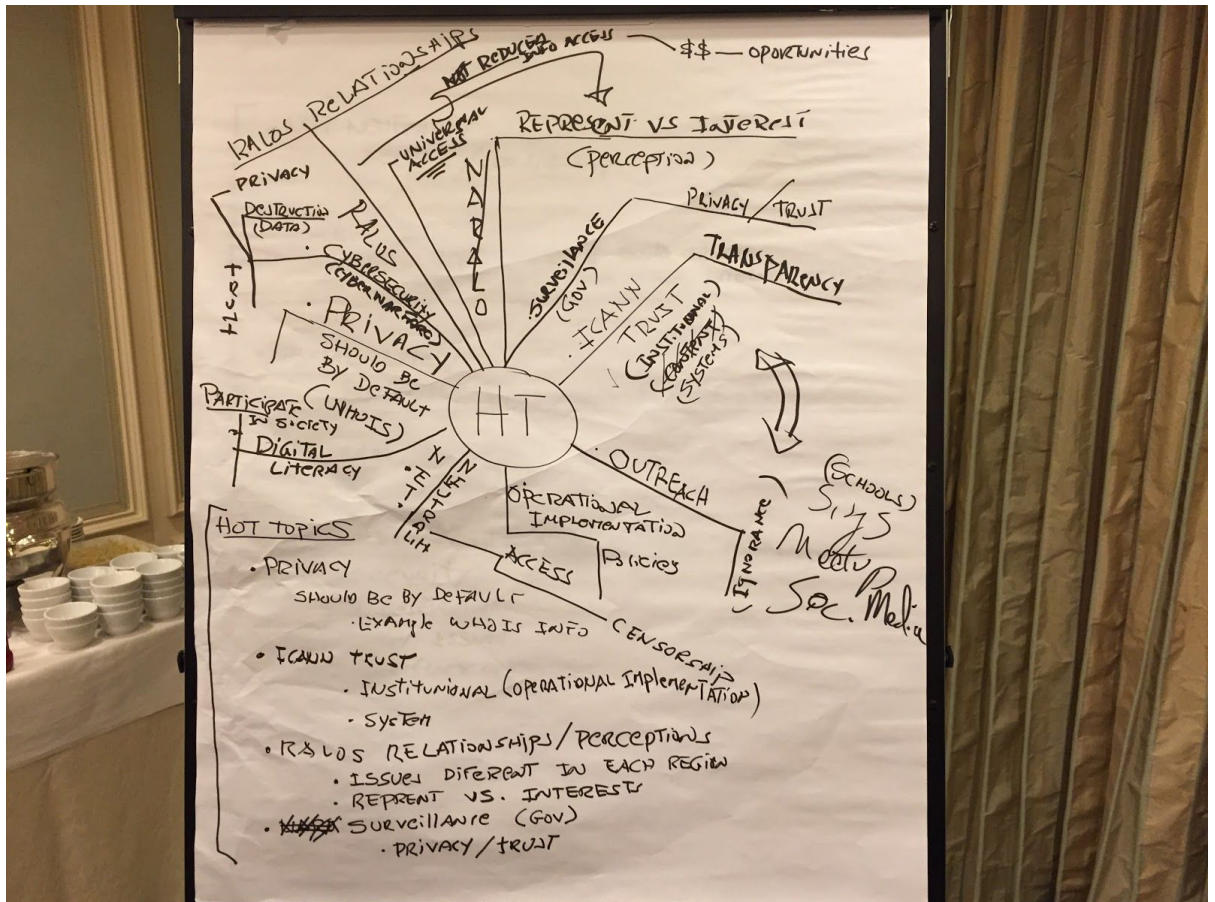
Facilitate comm w/community, participation by ICANN in outreach, transparency - build context in discussion. New CEO report to the board - meetings, action items etc. its public.

Q/A..continued..

ICANN CEO - Mgmt style..delegate to people closest to the problem and empower them to make decisions.

Sessions

A: Identifying NARALO's Hot Policy Topics and their potential impact on end-users - Eduardo Diaz



- NET NEUTRALITY
 - ACCESS / CENSORSHIP
- OUTREACH
 - LOWER IGNORANCE & BUILD TRUST
 - IMPLEMENTATION: SOCIAL MEDIA, INTERNET SCHOOLS
- DIGITAL LITERACY
 - PARTICIPATE EFFECTIVELY IN SOCIETY
- UNIVERSAL ACCESS
 - REDUCES INFO ACCESS
 - LOWER OPPORTUNITIES
 - UNDERSERVED / UNSERVED COMMUNITIES
- CYBERSECURITY
 - DATA DESTRUCTION
 - PRIVACY ISSUES
 - TRUST (LACK OF)

Summary:

- Privacy - Whois info (if paying should know who)
- Trust- institutional trust in icann and trust in internet

- RALOs interest may overlap
- Surveillance, govt surveillance
- Net neutrality - access and censorship
- Outreach - Increase awareness by building capacity
- Digital literacy - have and have notes w/opportunity
- Universal Internet Access - underserved and unserved communities
- Cyber Security - data destruction, privacy issues, lack of Trust

B: Identify Key Elements in a NARALO Strategy Plan - Judith Hellerstin

There needs to be some connection between the north american plan and the naralo outreach strategy.

Currently there is no connection between the GSE strategic plan and the naralo strategy. Needs to be some addl funding of it

What communities are we ignoring. What communities are you goi to how can we be recognized.

Would like more presentations so if there is a panel would like naralo to be on it. Would like to have a table at a conf like we had with arin.

Alfredo what is a plan and how can we move forward

Naralos mission d how we can move forward. Is our mission clear

Are these activities planned designed to meet our mission statement

John, not clear about what is unclear of the mission statement

Alfredo on mission is clear

Glenn, each of the alses have key skills and passion and each of them needs to step up and provide comment.

Summary Strategy:

1. ALs Survey
2. Speaker, not only listener..money & support
3. Metrics
4. How to get involved in policy
5. How it impacts life of of the end-user/business
6. Social events
7. Simple message/communication to end-users
8. Visual/video strategy
9. Mentors for policy - e.g. New Internet School of Governance by Puerto Rico

Needs to make it interesting and understandable

How does it impact their lives

Monique social media strategy, fund a strategy to put social media pilot so please can know about at large

We need to feed stories, blogs wtc to their orgs such as isoc diplo

Need to encourage other people to ghost write other articles

How to funnel stories to other groups so that they can put this in their channels

What are we doing in policy?

How are we recruiting these?

How are we going to do it?

We need a course on how to do policy

Missing mentors skipping the steps on writing policy

ALAC..comment by Allan Skruce. Issue with Manual process for policy contribution, to show the contributor

Strategic strategies. Local groups in the ecosystem talks to itself. Connect all stakeholders together and discuss the issues and goals and how can we meet these goals

Each person is tasked to look into resources that are available

Top Priorities:

1. Communication issue unknown that indiv cso submit public comments. They do not just have to submit comments at an alac public comment, can file their own comments so a mo clearer understanding on how to do it
2. How do you connect what naralo is doing and feed it into the working groups and what they a doing
3. Improve communications btwn and among groups
4. Connection/Communication between NARALO WG and ICANN Policy Groups.
5. Training

Outcome/Results:

1. As other ralos , we can publish a summary of naralo top policy issues and not just a ralo or alac policy
2. Publish a yearly report on naralo policy issues
3. We have identified and recruited people to do policy statements
4. Identify Key members based on their policy experience.
5. Tap into the wealth of our unaffiliated members

6. Synchronized holistic north american strategy. Not just doing it by ourselves. We do not have the money or power and cannot do it as well. We need the support from gse
7. Better communications with chris office . More input on policy strategy. The perception is that north american doesnot need help on getting people access

C: Ensuring End User Accountability through effective Policy and Process - Evan Leibovitch/Garth Bruen

Citing instances where illegal drug sales are facilitated through the “gaming” of registration process.

ALAC action such as policy work on domain tasting has helped, but work to fix this requires diligence and concerted effort.

The mechanisms in existence still enable bad actors.

Problem is that within ICANN, closing the ticket equates to issue resolution. Process focused, ICANN compliance doesn't follow up or consider human factors.

Determining how to fix this is difficult, even determining what is policy and what is execution is a challenge.

Ticket closure isn't enough.

Once ICANN didn't even track tickets, progress is slow but happening.

If ALAC is going to fix this... even if it wants to... taking it to a PDP will require the cooperation of other players, including smaller contracted parties.

Goran a big issue is domain hijacking. And a challenge is that people don't complain and don't use the complaint process.

We're working to figure out what to do. But it takes time.

Alan: but ICANN doesn't get the complaints if it says the problems are at the registrar level.

Solution Circle on Topics - Howard Deane

Barrier to effective participation:

- Paperwork issue explain. Solution the who and why
- Volunteer sense hostility. Solution - talk to ombudsman
- Difficulty of time difference - Sol. find back up, change time, strich adhere to not make decision at a single mtg
- Frustration with a solutions circle - Sols. get participations to talk from all groups, split mtg, structural and non-structural
- New persons - Approaching iceberg as the titanic. Sols. find info, consolidated wiki info, how people communicate, reach out to subject matter experts from many people
- Many people how do get your comments in? Sols. Take acting class, make all input to be equal, create comfortable env to share. Make people raise hands all to get a chance, Chair to lead mtg to draw participation, set ground rules for participations

Allan: ask members why they sign up so to better support them.

Goran: Be nice to each other. It will get better if we talk about it and to each other. Self training exercise. We want everybody to be part of the activities. Talk to each other. Have a compliant office to help. Conference Calls...end with conclusion and summary this helps all and newcomers. Naralo to lead this and be an example.

NARALO MONTHLY MEETING- APRIL

NARALO Election - Judith -

<https://community.icann.org/display/NARALO/NARALO+2017+Elections>

Rules of Procedures John More- Pen Holder

<https://community.icann.org/display/NARALO/NARALO+Operating+Principles+Review>

Q John Laprise - Rules of Procedures

There is a Working Group working on rules and procedure. Goal make it easy, less legalise and focus on engagement and recommendations to ICANN.

Area to focus on: Voting section - make it clear, Officers chair of NARALO not chair of of Assembly- discuss procedure on this for voting, qualifications for ALSes and Unaffiliated Members - goal is to keep it open for more participation and voting participations, Inactive ALSes how to handle them, Removal of ALSes - how this can

be handled-decertified. Input is welcome. Document available on wiki, available for input.

Alan Greenberg - Use of General Assembly on document. Suggestion - Regional General Assembly. Voting ..allow 5 days to issue voting to the second person in line if the main representative does not respond. other people voiced objections to this and thought that there should not be an No automatic Switch...let ALS make the decision. Vote to remove a ALS TBD. ALSes should held each other accountable, let the rules define removal not voting. TBD. Glenn - Conference call to be set up to continue review of this document.

Heidi : This is an opportunity for NARALO to start a “NARALO top ten policy list internal group”

Mondini: Links with ICANN as the next step

Solution Circle

Goran-civility. We are not evil people we just do not think about it. We should have arguments as we have strong beliefs and feeling. We need to continue to talk about it.

We have ombudsman and and a complaint officer.

Should have a summary of action items and a summary of what was agreed to at the end of each meeting.

Wrap up and Recap by Glenn:

Action items:

- a. **Survey by Allan Skuce, we ask your feedback on the GA**
<https://goo.gl/forms/l86lxoSl6yg2f1Dp2>
- b. **NARALO Booklet please complete it. - Add current pictures**
Judith - We had to cut and paste paragraphs from website oor
other places here and so ask people to check and complete it.
- c. **How to get involved with WG. Request for special purpose calls**
to schedule them
- d. **Creation of a NARALO Strategic plans, Lead Alfredo Calderon ,**
requests for participation

e. Javier to complete - feedback to ARIN on benefits of ARIN/NARALO.

Please fill out the post completion survey. This is very different from the email to Glenn about the impact this had on your ARIN experience
Please send us info on the good and bad that you experienced

Heidi's Suggestion:

- GA 2018
- Atlas 3 in Asia Pacific Region

Note of thanks from Goran to NARALO: You are silent heroes for the internet., No rule book here. Thank you.

Appendix # 3

Get to Know ARIN Survey Responses

Feb 6th Get to Know ARIN Webinar

As followup to the NARALO webinar we are asking your opinions of the event.

Please indicate the name of your ALS *

What is your name? *

Please indicate your opinion on the quality of webinar?

Excellent Good Average Poor

What is your opinion on the content and relevance of the webinar

Informative and a great preamble to attending ARIN meetings Interesting and learn some things

Not relevant

Do you support the idea of doing these types webinars in advance to a face to face meeting such as the 4th NARALO GA

Yes No

Chris Tacit, ARIN Advisory Board Member has offered to do a separate ARIN Policy shepherding Webinar for the community. Are you interested?

Yes No

Comments and/or questions