

Guidelines for ICAO NACC Regional Office Virtual Meetings

1. Introduction

1.1 These guidelines provide information on the system established to host ICAO RO virtual meetings, including the available features of the platform put in place, system settings, security measures, limitations, and other relevant procedure pertaining to convening meetings including those that are revenue generating. This is a “Draft document” and will be updated regularly.

1.2 The Regional Bureau/Office plays the lead role in organizing and in providing a wide range of support to ICAO virtual meetings within its geographical area of coverage. The technical considerations applied are consistent with the recommendations of the ADB on virtual meetings. The virtual meetings will be the new normal under the COVID-19 pandemic.

Benefits

- More participants
- Reduced cost compared with face-to-face meeting, considering the provision of interpretation services and coffee breaks
- Direct communication and increased productivity

Disadvantages

- Considering interaction with other regions, time zones need to be considered to hold a meeting
- No social networking and interaction
- Difficulty to build trust and team cohesion

1.3 Specifically, the Regional Bureau/Office with the support of its Office Automation Assistants and sections/units supports virtual meetings as follows:

- a) The NACC Regional Office currently supports three virtual meeting solutions on three platforms, namely:
 - i. Microsoft Teams (corporate solutions) – every staff member has an account
 - ii. Zoom Meetings (two accounts);
 - iii. GoToMeeting

2. Handing of Meetings/Webinars

2.1 The NACC ICT Section is responsible for all RO virtual meetings, ensuring the proper installation of necessary software and hardware as well as any technical support needed to conduct these meetings. The procedure to request a meeting in Zoom or GoToMeeting (Microsoft Teams meetings do not require this and are handled by each staff member, as needed) is:

- i. Section assistant will send event requests to nacc-eventservices@icao.int. This is a distribution list formed by the following staff members: Office Automation Assistant; NACC calendar administrator; and Back-up to NACC calendar administrator. The assistant will indicate the following:
 - Name of event
 - Indicate if event will be a meeting (interaction with participants) or webinar (no interaction with participants)
 - Date, time (including time zone) and duration
 - Language requirements (i.e. interpretation services)
 - If broadcast through GoToMeeting is required, in case of those States that do not have Zoom available due to connection restrictions
 - If other technical assistance or equipment is required for the event

- ii. The NACC Calendar Administrator will check the shared calendar to determine which Zoom account is available and will schedule the meeting using the following criteria and steps:
 - ***For regional or bilingual meetings (three or more States)***
 - a. Using the template that has been created in Zoom for this purpose, the NACC Calendar Administrator will schedule the meeting and include the assistant email in the event on the Zoom platform.
 - b. The NACC Calendar Administrator will send the event registration link to the assistant, who will then include it in the invitation letter for States.
 - c. The NACC Calendar Administrator will schedule the meeting in Outlook calendar and will send the invitation to the officer responsible for the event, his/her assistant and nacc-eventservices@icao.int, ensuring that the event is copied in all NACC shared calendars, as needed.
 - ***For bilateral, high level or technical meetings (one or two States)***
 - a. The assistant will include the e-mails of the people and NACC staff member who need to be invited to the meeting in the original request.
 - b. The NACC Calendar Administrator will schedule the meeting in Outlook calendar and will send the invitation to all the people indicated in the original request, the officer responsible for the event, his/her assistant and nacc-eventservices@icao.int, ensuring that the event is copied in all NACC shared calendars, as needed.

- iii. For all events, the assistant assigned to the event will be responsible for:
 - ***Prior to the event:***
 - a. Managing and screening participants and ensuring that participants get their personalized links
 - b. Inserting panelist names and emails (for webinars)
 - c. Inserting panelist photo and biography (for webinars)
 - d. Downloading reports (List of registered participants)
 - e. Assigning break-out rooms, if applicable
 - f. Inserting Polls, if applicable
 - g. Inserting interpreter emails, if applicable
 - h. Updating the follow-up email with the event website
 - i. Inserting SurveyMonkey link (for webinars)

- j. The Secretariat team involved with the event needs to be connected by Teams or WhatsApp to communicate with each other prior and during the session. The assistant will be responsible for creating the group on the relevant platform.
- ***During the event:***
 - a. Opening the event – 30 minutes before for large meetings or webinar Dry Runs, 15 minutes before for small meetings
 - b. As soon as opening the event, run the following checklist
 - c. Open participants panel
 - d. Ensure that participants (meeting) or panelists (webinar) can share their screen
 - e. Click on the “record to the cloud” button (if applicable) and pause recording until event starts
 - f. Allow members of the Secretariat into the meeting
 - g. Enable co-hosts, as necessary
 - h. Ensure interpreters have connected to the meeting – start the interpretation panel
 - i. When the Secretary of the event indicates, resume recording and Admit participants into the meeting. In case of webinars, start webinar broadcast
 - j. As soon as participants are in the meeting, run the following checklist:
 1. Share netiquette or introduction presentation
 2. Read welcome script (for webinars)
 3. Allow participants to come into the meeting, when the bell rings
 4. Screen participants and ensure no disruptions to the meeting, in case of disruptive participants, move them to the waiting room
 5. Close microphones or video, if applicable
 6. Rename participants using the three letter code for the State and the participant’s name
 7. Check the chat or Q&A and coordinate with Secretary for input
 8. Monitor the interpretation (if applicable)
 9. Handle raised hands, ensure lowering hands after a participant has made an intervention
 10. Manage break-out rooms (pre-assigned or created during the meeting)
 11. Provide support to participants who cannot connect to the meeting by resending connection information
 12. The Assistant will manage all documentation, **unless arranged otherwise**. Speakers should identify the relevant paragraph number/s as they progress through their paper, or indicate next slide in a PowerPoint presentation.
 13. Stop the recording and close the event
 - ***After the event:***
 - a. Downloading reports – List of participants (for meetings)
 - b. Downloading reports – Attendee report, Q&A report, Poll report (for webinars)
 - c. Edit event video ensuring that only the real portion of the meeting is shared; ensure that the video cannot be downloaded and remove passcode. Shorten the link using <https://bitly.com/> and send it to NACC Webmaster for publishing on the event site, if applicable.
 - d. Two weeks after the event, download SurveyMonkey statistics.

iv. For all events, the Office Automation Assistant and the Assistant will be responsible for:

- ***Prior to the event:***
 - a. Scheduling the event
 - b. Sending registration or meeting links
 - c. Publishing the event site on the NACC website
 - d. Promoting the event on Social Media, if applicable

- ***During the event – only in events that require GoToMeeting broadcasting to States:***
 - a. Enter the event and run the following checklist
 1. In order to share video, the Office Automation Assistant will use a computer to open Zoom and GoToMeeting, shares video on GoToMeeting showing Zoom meeting to allow participants connected via GoToMeeting view the meeting, microphone should be closed.
 2. In order to share audio, the Assistant will use a computer to open Zoom, and an additional mobile device with a microphone (such as a tablet or a smartphone) to open GoToMeeting. Once this has been done, the computer volume needs to be increased or use a speaker to have proper sound, opens microphone in the mobile device to allow participants connected via GoToMeeting listen the audio of the meeting
 3. Both the Office Automation Assistant and Assistant have to check the chat, in case there are any requests
 4. Request names of delegation in chat
 5. If the State requests to speak, the Assistant will open the microphone on Zoom and allow them to speak to the meeting.
 6. If the State connected via GoToMeeting requires presenting a document to the meeting, the Office Automation Assistant has to make them presenters in GoToMeeting and the Assistant has to open GoToMeeting in the same computer using Zoom, share the screen through Zoom so participants can see the documentation. This has to be done every time the State connected through GoToMeeting needs to interact with the meeting in Zoom.

- ***After the event:***
 - a. Post the video on the event site, if applicable.
 - b. Two weeks after the event, download SurveyMonkey statistics.

3. Other Considerations and Recommendations for the Handing of Meetings/Webinars

Meeting Documentation

3.1 On the request of the Regional Office section/unit, NACC Webmaster is responsible for creation/modifications of the meeting page on the ICAO RO public website, uploading relevant material/publications, working papers, state letters, etc. Documentation and reference material released in view of virtual meetings will be distributed electronically on the designated ICAO channels and meeting websites. Participants and interpreters will be informed in advance and provided with the URL web address of the designated meeting website by the concerned coordinator.

3.2 It is important to plan for alternate internet backup option for virtual meetings in case of service interruption. Participants are encouraged to use PDF instead of PowerPoint because it's lighter, all relevant materials need to be shared with all the Secretariat team in case of internet connection failure or any technical difficulties.

Recommendations during an online meeting

3.3 Ensure your microphone is muted and your video camera is turned off if. Turning the video off and only turning in back on when allowed to speak during the meeting enables efficient use of bandwidth and reduces call drops. Also ensure that you join the Video Teleconference from a room or office where background noise/conversation is minimized or, preferably, excluded.

3.4 If at all possible, all participants are encouraged to use a wired connection instead of a wireless connection. This will ensure more stability during the meeting.

3.5 The meeting organizer is free to arrange breaks depending on the meeting schedule. For meeting with interpretation, regular breaks are required. Breaks are an important aspect for virtual events. They allow for resetting of speakers and panel groups, and offer an opportunity to present messages from the event sponsors. In a full scale virtual event, breaks may also the opportunity to peruse the virtual tradeshow floor or participate in virtual networking activities.

3.6 The section/unit organizing the meeting should always liaise with ADM/O to ensure necessary equipment and preparation is done in order to run the virtual meeting successfully.

3.7 Currently, the Regional Office does not have the equipment needed to detect the following:

- a) A cyberattack within a session, which is cloud-based, externally to ICAO;
- b) Data leak/data breach with materials involved (previously distributed or during the meeting)

Revenue-Generating Activities/Cost-Recovery Meetings

3.8 Most of the NACC Regional Office events are conducted with States and may not necessarily be revenue generating.

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