

Topic: **AIF Support Series #4:
Virtual Plenary Meetings: General Guidance and Lessons Learned**

Date: **April 17, 2020**

Presenters: **Heather Benko, Rachel Hawthorne**

1. Opening of the meeting

- ANSI staff provided a presentation on *Virtual Plenary Meetings: General Guidance and Lessons Learned*. The information provided in the presentation (see AIF N363-2020) is suggestions on how to set up and plan for a virtual TC or SC plenary as well as firsthand experience from 2 ANSI staff who already held virtual plenary meetings during the pandemic. We want to hear from you to learn how we can best support you throughout your committee work. Submit any inquiries or comments to ANSI's ISO Team (isot@ansi.org).

2. Key points from the presentation

Before the meeting:

- Consider time zones and duration of the virtual meeting
- Review agenda to handle items that require action / resolution
- Determine if voting / resolutions will be handled
- Provide instructions to delegates ahead of time

During the meeting

- Explain the logistics upfront
- Make sure any silence in discussion really does imply consensus

ISO/TC 215 experience

- TC 215 held abbreviated plenary and WG sessions during the week they planned to meet face to face
- Agenda was developed based on prioritization of projects within the WGs
- Conducted resolutions via CIB ballot

ISO/IEC JTC 1/SC 42 experience

- SC 42 held 2, 2-hour meetings, 2 weeks apart and coordinated subgroup meeting schedule
- Agenda was developed based on topics that required discussion and committee action
- Conducted resolutions on virtual meeting

Lessons learned:

- The Good:
 - Creating a flexible plan that leadership can agree on
 - Focus discussions on items requiring action
- The Challenges:

- Meeting attendance
- Resolution review prior to approval
- Comfort level of attendees using Zoom

Session Questions and Answers

1. Why are Liaison officers treated differently?

Answer: A liaison officer may not be part of a NB delegation but there strictly representing the liaison organization

2. Please provide guidance on how to find Zoom attendance that Rachel suggested...this would definitely be something I'd want to know for future meetings?

Answer: From your Zoom homepage, click on "Reports" then "Usage" and search for the dates of your meeting. One of the columns is for participants and you should be able to click on it to export the list.

3. Our TC decided to approve resolutions by vote "Yes" or "No" on Zoom. I wonder if I am required to take screenshots of the votes on each resolution for the record-keeping purpose?

Answer: You should capture who at least disapproved and abstained and then you could have a list at the top of all the countries that attended.

4. How do delegations communicate during virtual plenaries or how will the HOD communicate to coordinate a response?

Answer: Many groups use different options, such as email chains or apps like WhatsApp or WeChat. It was noted that using the private chat within the Zoom or Webex may be able to be captured by the host so it is best to use a different option for conversations to remain within the delegation. TC 215 is considering setting up a brief meeting with all the HODs prior to initiate the CIB resolution ballots to allow any final discussions.

5. Has anyone used breakout rooms in Zoom or Webex?

Answer: Neither presenter has used them yet. It was noted that these need to be set up when you set-up the meeting. One participant said it does work well for their company's meetings; however had not used it for ISO meetings. We also discussed that this might take additional time to have people breakout and come back together and that would need to be factored into the overall planning.

6. Are there policies regarding recording meetings? So attendees are not supposed to record meetings?

Answer: Yes, ISO has provisions regarding recording meetings in the Directives. It should only happen to assist the CM in producing the meeting report and must be announced before the meeting starts that the leaders would like to record the meeting. And if there is any objection to recording the meeting, then the meeting cannot be recorded. Attendees should not do so, but if they wish, they are subject to the same rules - they must inform the committee that they wish to record, and why and cannot do so if anyone objects.

Virtual Plenary Meetings:

General Guidance and Lessons Learned

Heather Benko, Sr. Program Manager

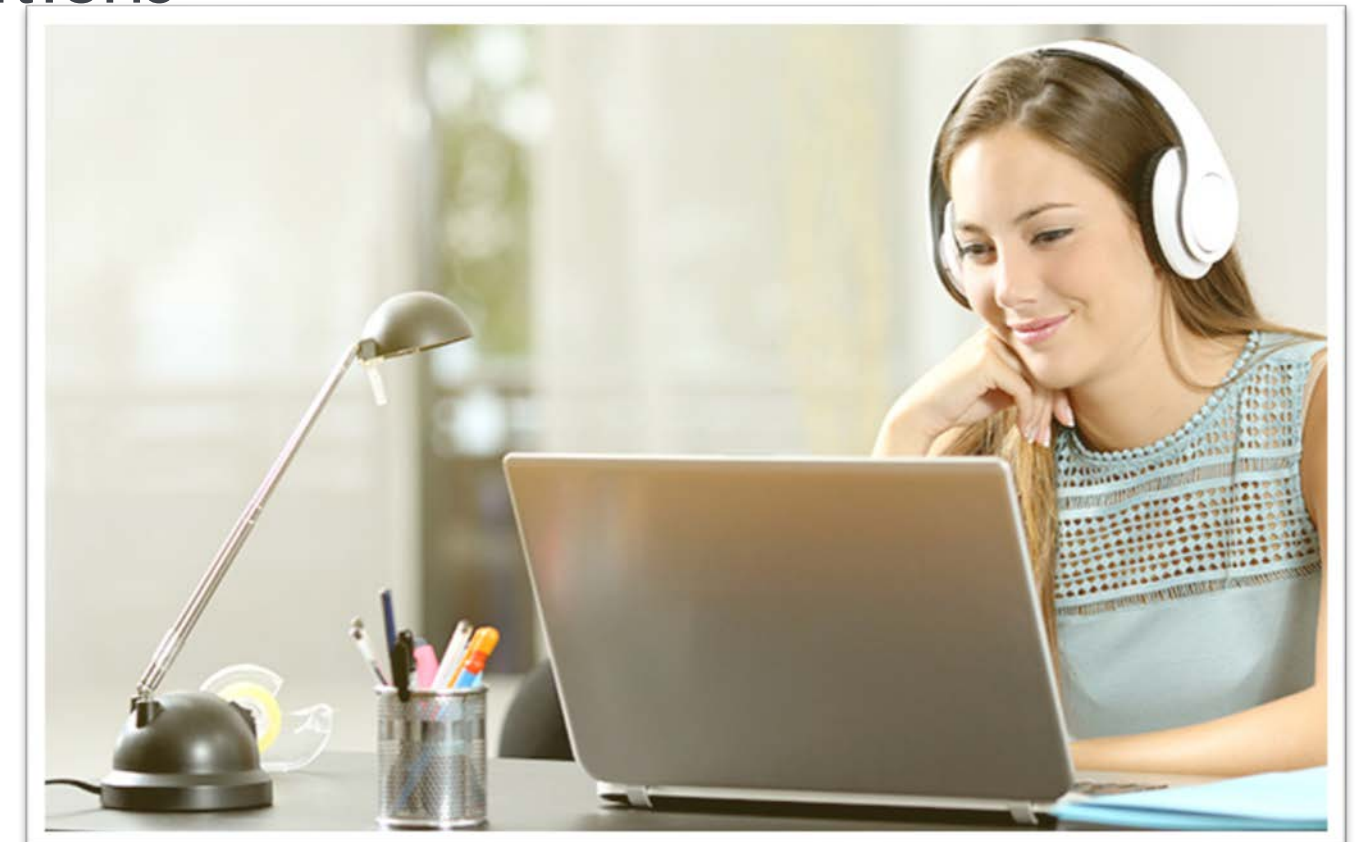
Rachel Hawthorne, Sr. Program Manager



Virtual Plenary Meetings

Housekeeping for Today's Session

- All participants will be muted until the end of the presentation
- Use the Q&A to “All Panelists” function to ask questions (top right)
- If we don't get to your question today, reach out via email isot@ansi.org
- Follow-up/repeat sessions will be held if necessary
- One-page summary to be circulated after the call along with slides
- Information provided today is not an exhaustive list of solutions
- Keep us informed of your experiences!



Session Overview

- Housekeeping
- Meeting set up
- Pre-meeting instructions to delegates
- Meeting management during the meeting
- ISO/TC 215 meeting experience
- ISO/IEC JTC 1/SC 42 experience
- Lessons learned
- Q&A / Open Dialogue



Meeting Set-up

- Virtual meeting notices required 8 weeks in advance for plenary and 4 weeks in advance for working group
 - Set up meeting in the ISO meeting platform
- A ZOOM account can be obtained from ISO
 - Send questions to webconferencing@iso.org
 - Other platforms such as WebEx and GoToMeetings also acceptable
- 2-3 hour maximum duration
 - Be conscious of time zone challenges
- Focus on items requiring action/resolution
 - Handle informational items by posting and /or correspondence
- If possible, identify support person to manage slides, manage raised hands and mute participants
- Determine how any voting will be managed
- Determine how action items and resolutions will be approved
 - Prepare draft resolutions in advance
 - Approve resolutions at the end of the meeting
 - Issue a CIB after the meeting to approve the resolution

Pre-Meeting Instructions to Delegates

- Before the meeting, communicate housekeeping instructions to the delegates and circulate [ISO's virtual participation guidelines](#) as a baseline:
 - Delegates must be registered in the ISO meeting platform
 - Find a quiet location and mute yourself
 - HoDs dial in 15 minutes before meeting begins
 - HoD USA John Smith
 - Delegates dial in 10 minutes before meeting begins
 - John Smith Canada
 - Annie Johnson WG 1 Convenor
 - Tom Jones OECD Liaison
 - Turn off video and do not use speaker phone or put conference call on hold
 - Use the Raise Hand Feature
 - If joining late don't announce



Meeting Management during the meeting

- Test your connection well in advance.
 - See ISO [Quick Guide to Zoom Meetings](#).
- Create and display a welcome slide
- All delegates must be muted upon entry and when not speaking
- Only HoDs, Liaison Officers and committee officers (Convenors etc) are allowed to speak
- Determine how you plan to conduct roll call
- Explain the logistics of the meeting and how you expect the virtual interaction to run
- Announce if you plan to record the meeting
- Make sure any silence in discussion really does imply consensus – don't assume

ISO/TC 215 experience

Pre-meeting Set-up

- Communication
- TC meeting was broken up into 2 plenary meetings
 - Opening plenary (Monday morning): Logistics discussion to explain the plan and schedule to the full TC
 - Closing plenary (Friday morning): WG convenors to report out on recommendations to be balloted via CIB as resolutions
- WGs conducted partial meetings Tuesday – Thursday based on prioritization



ISO/TC 215 Agenda Development

- Prioritization of topics
 1. Projects that needed to be discussed during that week
 2. Projects that were on time but needed to advance before our next plenary
 3. Projects that could be placed on the back burner for now

- Resolutions
 - CIB ballots following closing plenary
 - Grouping resolutions together for ease of NSBs / mirror committees



ISO/IEC JTC 1/SC 42 Experience

Pre-meeting Set-up

- Developing a meeting plan
 - The SC Plenary
 - 2, 2 hour segments, 2 weeks apart
 - Establishment of Subgroup Meetings
 - Coordination important
 - Development and distribution of a consolidated Meeting schedule in advance



ISO/IEC JTC 1/SC 42 Agenda Development

- Prioritization of topics
 - Items requiring discussion and Committee action
 - Items that could be considered during CIB ballot
 - Items from the Agenda for Information
 - Items deferred for discussion during a future F2F Meeting

- Resolutions
 - Drafting Committee identified during Opening Session
 - Draft resolutions submitted 1 full business day for incorporation and distribution



Lessons Learned

The Good

- TC 215
 - Review of the plan during CAG meetings
 - Flexible plan
 - Communication
- JTC 1/SC 42
 - Focus on those specific items requiring significant discussion and action
 - Flexibility and cooperation of the SC 42 leadership



Lessons learned

The Challenges

- TC 215
 - Meeting attendance
 - Resolutions
 - Virtual plenary vs. CIB after
 - Balance of workload
 - HoD discussions

- JTC 1/SC 42
 - Attendance
 - Unregistered attendees
 - Delegates level of comfort relative to speaking in the Zoom environment



GUIDANCE DOCUMENTS

- **Helpful ISO reference documents:**

- [Guidelines for remote participation in committee meeting](#)
- [Quick Guide to Zoom meetings](#)
- [Connect information on Zoom Conferencing](#)
- [ISO Zoom Account Eligibility](#)
- [Best practices to conduct E-meetings successfully](#)

- **ISO/TMB is conducting monthly reviews of the COVID-19 situation as well as feedback on implementation of these decisions to date to determine whether these decisions will be extended or amended to further help the ISO committees with their work.**



For More Information

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