IGF Taking Stock contribution
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It is with great appreciation for the work of the IGF Secretariat and the IGF community that I submit the following contribution to the IGF Taking Stock process, focused, in particular, on the outstanding online participation support that sets the IGF process apart from other similar events, due to the essential inclusion offered by this facet of the IGF.

IGF preparation and organisation process

1. The workshop proposal, selection, and implementation processes should require workshop organisers to update their descriptions, agendas, and list of speakers/resource persons as they change, ensuring that they are complete and accurate before, during, and after the session. This is important for anyone deciding which sessions to attend, both in situ and online, and for planning and support while attending the sessions. It is also indispensable for any reporting or follow-up on session discussions.

Guidelines should require that panel moderators introduce panellists (participants) by name and organisation so that they appear in the transcript and are visible to online participants, who might not be able to see the name cards. Moderators should also remind session participants (other that panellists) to state their name and organisation every time they make interventions. Attendees both in situ and online want to know who the speakers are, but the transcripts often only identify speakers as 'moderator' or 'panellist' so it is important to identify and self-identify all speakers.

2. Panel preparation should ensure that name cards are available for each session. This requires that workshop organisers ensure that their workshop speaker lists are complete and accurate. If last-minute changes are required, organisers should be aware of the importance of printing any missing name cards.

3. Those responsible for contracting the captioning provider (the Secretariat or the Host Country) should review the quality of captioning and transcripts offered by the captioning provider before contracting them, and review the process during the meeting to ensure quality is being maintained. Quality captioning depends on the speakers, audio equipment, captioners, Internet connection, and other factors which must be monitored throughout the IGF. The importance of closed captioning for live participation, provision of transcripts, and even watching recordings, is immense, and should not be underestimated. The IGF takes place over four or five days, but the transcripts are a permanent resource that has benefits far beyond the *in situ* meeting.

4. The IGF tech team is working on the implementation of an electronic queuing technology which offers a significant step forward for active online participation by registered participants. This is a complex process, but important in supporting the equal access given to online interventions. It is vital that this significant step be supported and executed as soon as possible, in order to continue and to advance the IGF's place as the leading global Internet governance discussion forum, which needs to fully include registered participants who cannot attend physically.