

# EuroDIG 2020, Virtual meeting

Report by the EuroDIG Secretariat

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## Foreword

This report is a summary of our experiences from the first virtual EuroDIG, which took place from 10-12 June 2020. This event was, to our knowledge, the first ever all-virtual IGF.

In past years EuroDIG, like most other IGFs, offered remote participation opportunities, live streaming and live transcription for all plenaries and workshops. In fact, EuroDIG has always been what we now call a “hybrid meeting”. So, the team behind EuroDIG had a fair amount of experience in organising high quality remote participation options. However, planning and executing a meeting that was fully and exclusive virtual posed many new challenges.

During our planning phase, various other organisations were already starting to hold their meetings in the virtual space, so we were able to see examples of what worked well and think about what we could do differently to serve the needs of our community.

The biggest loss when going fully virtual is the opportunity for networking. It

also became evident that virtual meetings can be very tiring for participants, and that reading body language – an important aspect of any human interaction – is extremely difficult. Numerous studies and research indicate that our brain is constantly searching for these signals and is unable to receive them via screen interaction, which also contributes to the fatigue we all experience in virtual meetings.

Online meetings also offer multiple advantages though:

- Some participants told us that they could better focus on the session content than they could in a conference centre with a lot of distractions;
- Some found that the chat function (which has always been available, but previously far less utilised) served as a valuable additional source of information and interaction;
- No travel at unpleasant times, which can result in exhaustion and very long days;

- People who would not have been able to travel, and therefore not taken part, felt encouraged to participate on equal footing.

Putting all participants in the same (virtual) boat actually made this EuroDIG possibly the most equal exchange for everyone.

Our goal was to provide a virtual environment where people could actively engage, that would not be overly tiring for users, and that would create a feeling of community across the whole event, not just single sessions. The priority, as with any EuroDIG event, was to foster interactive dialogue between all stakeholders.

This report documents the facts, figures and lessons learned from our EuroDIG 2020 experience. We hope that it will help other community event organisers as they develop their own plans for virtual meetings, during the COVID-19 era and beyond.

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## I. Concept

EuroDIG 2020 was originally planned as a three-day meeting to take place 10-12 June in Trieste, Italy, at the International Centre of Theoretical Physics (ICTP). The COVID-19 pandemic meant that we, like many other organisations, had to decide whether to cancel EuroDIG 2020, postpone it, or hold it as a fully virtual meeting. At the end of March 2020, the EuroDIG Partners and the Host chose to go ahead with a virtual meeting.

Preparation for a EuroDIG event usually starts in autumn the year before and spans 9-10 months of community engagement ahead of the annual meeting, which takes place in June. In March 2020, many countries in Europe went into a lockdown and our hosting institution (ICTP) was closed until 15 June 2020. Programme planning for EuroDIG 2020 was already in full swing at that point, so we needed to find a fully virtual format that also took into consideration the work that had already been done by the community.

After discussing various options (longer or shorter event, fewer sessions) we decided to stick with a two-days programme structure plus a “Day Zero”, with the following considerations:

- We aimed to keep people engaged and focused for 2-3 days, rather than risk fragmenting participation over a longer period;
- We wanted to accommodate all the topics that were agreed upon earlier in the planning process;
- We wanted to respect the work from the community that had already gone into the sessions.

We hoped that sessions would have similar participant numbers to a physical meeting. In this respect it’s notable that in re-

cent years a trend developed where many participants only attended specific parts of the programme focused on their field of interest, while not participating for the entire duration of the conference. The effort to outline special interest tracks in the programme supported this trend, and reflected an effort to engage with new communities outside the traditional “Internet Governance Bubble”.

We agreed that for a virtual meeting each session must be very well prepared - freestyle moderation, troubleshooting or ad hoc interaction is much harder than in a physical meeting where the moderator has more opportunities to engage the people in the room. Therefore, we excluded sessions that were not up-to-date in terms of preparation, which allowed us to schedule the programme over three parallel sessions (instead of four). Structurally, the EuroDIG 2020 programme followed the same format as the annual EuroDIG events have followed for the past five years. Sessions were held in the same manner as in a physical meeting, with key participants providing input and as much open discussion as possible, allowing all participants to contribute.

It was clear that EuroDIG 2020 would need to be entertaining, interactive and create a kind of community feeling in the virtual space. Creating multiple EuroDIG studios across Europe was partially a response to this. But it was also an important practical measure to distribute the risk and provide fallback options in case of technical dropouts.

We established a “TV headquarters”-style studio in Leipzig where the EuroDIG Secretariat is located, and technically we could have managed and streamed all sessions from this location. However, renting enough space to facilitate parallel ses-

sions and finding enough skilled people in Leipzig at a time of restricted travel would not have been possible.

Therefore, colleagues in Trieste, The Hague and Berlin established smaller studios and we connected with them. Each studio was responsible for hosting a set of sessions: Studio



*From the headquarters in Leipzig we ran the full technical infrastructure for three sessions in parallel, monitoring operations in all three studios.*

Berlin and Studio Trieste hosted the workshops from 11:30 – 16:00 (on Days 1 and 2); Studio The Hague served as the main studio and hosted the plenaries, workshops, keynote presentations and the newly-introduced Big Stage sessions (including Day Zero). Day Zero is usually dedicated to special interest groups, who can organise events independently, but is also known as the day to test and finish the technical setup. This was also true for EuroDIG 2020.

While “on air” each studio had full hosting rights, allowing them to take over, act independently and be able to fully manage the room in case of a technical dropout. This was also necessary to allow the sessions to stream directly from the studios (Berlin and Trieste) to YouTube and to record the meeting in the Zoom cloud. Note that in the Berlin and Trieste studios we relied on more basic audio-visual equipment than is described in section VII.

From the headquarters in Leipzig we ran the full technical infrastructure for three sessions in parallel, monitoring operations in all three studios and ready to troubleshoot if needed. Before and after each session the moderator in Leipzig called live into each studio for a short pre- and post-review. The moderator was not logged into a Zoom room, but operating from a physical space designed like a news room. The connection to the other studios was made over a big screen, so the moderation from headquarters became the connecting element – not only between the sessions, but also for the community across the

continent. We consciously created a kind of “Eurovision Song Contest” feeling – this was definitely the biggest innovation compared to previous EuroDIG events.

The feedback from participants, that you can find in ANNEX 1, showed that we achieved our aim, with a majority of attendees joining for multiple sessions, or even the entire conference. Feedback also confirmed that the studio approach and the moderation between the studios was much appreciated.

We did not have much experience with virtual “breakout sessions”, and we also found that virtual social networking events were challenging after a long day in front of the computer. We offered a lightweight networking space in Studio Berlin with some polls and the opportunity to chat with each other, but not many used this option. In Studio Trieste we played music to relax during the breaks (AI-generated electronic music from Jean-Michel Jarre’s EoN app), which not everyone found relaxing. We also explored the possibility of musicians from the community entertaining during breaks, but technical obstacles and the use of copyrighted songs meant this didn’t happen.

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## LESSONS LEARNED

We learned that preparation of a virtual meeting is in some aspects more demanding than a physical meeting - not only because we had to learn how to do it technically, but also because it requires solid financial resources and greater effort to prepare moderators, participants and sessions to provide a valuable virtual experience that will keep people engaged.

The security of the virtual environment is key, and it is vital to test all eventualities in advance and have fallback options. We know now that what worked well in one case might fail in another.



*Before and after each session the moderator in Leipzig called live into each studio for a short pre- and post-review.*

## II. Virtual meeting environment

Past experience told us that we should offer:

1. Remote participation
2. Streaming
3. Captioning.

The points of access for these three services were the [EuroDIG website](#) and the [EuroDIG wiki](#). In addition the [Sched application](#) could be used to manage participants' schedules.

### Remote participation

We employed Zoom as the platform for active attendance of EuroDIG 2020. Participants can request the floor, speak to other attendees, connect via camera and share their screen. In addition, Zoom offers a chat function for further interaction. The technical details of the platform are documented in the section "Choice of tools", and the details on how to handle the platform (including moderation and security) are covered in the section "Hosting a studio".

### Streaming

Streaming video is important for people who prefer to follow passively without interaction, and for archiving on the [EuroDIG YouTube channel](#). In the past, streaming was a task typically performed by the technical team and contracted by the meeting host. This year the task fell to the Secretariat and it was an advantage that the Zoom software provides a direct interface to YouTube.

From the studios in Trieste and Berlin – the studios that only hosted workshops – we streamed directly from Zoom to YouTube. The stream from Studio The Hague was processed in Leipzig because live moderation, videos and speaker names were inserted. Also, the participants' view was curated to ensure that the speaker was always in the biggest window. The resulting stream was sent directly from Leipzig to YouTube.

### Captioning

Captioning helps support multilingualism and non-native speakers, as well as people with disabilities. It captures the discussion word-for-word in written form and can be accessed

live on a dedicated web-platform during the event and later published on the [EuroDIG wiki](#). It can also be translated in other languages. We continued working with our long-term partner, [Caption First](#), who provide their own web-platform.

### Website

We operated with two websites: the general [EuroDIG website](#) and a dedicated [EuroDIG 2020 website](#). For security reasons only pre-registered participants could login to the EuroDIG 2020 website, which provided access to all the services, including entry to the Zoom rooms. From the general EuroDIG website it was only possible to directly access the streaming, the captioning and the forum (basically all passive participation services).

Not everyone was happy with the two website approach, but it was a necessary security measure given the situation, and it needed to be resolved within a short time frame. Further details can be found in the section "Security and registration procedure".

## LESSONS LEARNED

By chance the two sites were hosted by different hosting providers – this was quite fortunate though, as one provider had a major blackout of the entire system the night before EuroDIG 2020. While they were able to fix it within a couple of hours, we were pleased to have at least one site up and running throughout.

We recommend either having two independent resources for the critical meeting environment, or at least having a mirror of the the website that can be brought into service in case of technical issues with the primary resource.

## III. Choice of tools

### Remote participation platform

While remote participation for previous EuroDIG events we had been done on WebEx, the EuroDIG Secretariat has been using Zoom internally for the past three years and we successfully used it the first time for the public planning meeting in January 2020. Communities like the IGF and ICANN recently also switched to Zoom for their public meetings, which meant

many EuroDIG participants were already familiar with it. Taken together, this meant that Zoom was our first choice for the virtual EuroDIG 2020.

However, we explored alternatives, particularly in light of the increased interest in Zoom during the COVID-19 crisis and investigations of platform that brought raised concerns regarding the confidentiality of transmitted content and the imple-

mentation quality of the code. It became evident though, that introducing another tool would have added more challenges.

We finally settled on Zoom for the following reasons:

- To the best of our knowledge, no other solution at the time would have allowed for the number of participants (up to 1000 per session) in a seminar-like setting at a comparable price. We preferred the seminar setting over webinar to allow participants to see each other and interact via the integrated chat in as inclusive and interactive a way as possible.
- In terms of technical requirements, the participation threshold should be as low as possible. Zoom offers the possibility to participate in the sessions not only with the Zoom client but also via the web browser, as well as a fallback option to dial-in via telephone.
- Concerns about confidentiality of the sessions was negligible in our view because EuroDIG is a public event and we always publish recordings and transcripts.
- Most of the potential problems could be minimised or eliminated by appropriate pre-settings.

In short, we were aware of Zoom's shortcomings, but from a functionality point it offered many advantages.

#### Chat / forum

During discussions about the remote participation tools, some people expressed concern that the integrated chat function in Zoom was not sufficient for in-depth discussions. We did not want to introduce another tool (that would require registration or setting up an account) so we settled on an open source forum plug-in (WordPress) on the EuroDIG website. Even participants who did not register for the event could use the forum. The remote moderator of each session was tasked with monitoring the forum next to the Zoom chat and forwarding questions and comments to the session moderator.

The feedback we received show that the forum was not much used and we would not integrate it again. In contrast, the Zoom chat was heavily used in most sessions, with opinions falling into two camps:

1. Some claimed the chat was a parallel and distracting channel.
2. Others appreciated it as a great addition to the contributions by key participants.

#### Polling / voting

In addition, we offered Mentimeter as a tool for gathering audience opinions. It had been successfully used during our physical meetings in previous years, but surprisingly it was less used during the virtual event. We believe it was that moderators found it too demanding to manage so many tools at once on a computer.

#### Other platform add-ons

During EuroDIG there was a request for individuals to have verbal conversations in smaller groups within the event space. This was possible using the breakout room function in Zoom, and Studio Berlin was prepared to offer this upon request.

But we also explored other tools, for instance Qiqo, an add-on to the Zoom rooms. Qiqo is a reasonably priced solution (0.01 USD per minute per user) that creates an online space in which to exchange files, chats, notifications, and includes an integrated video option using Zoom with breakout rooms. We believe it will be worth further exploring this kind of feature for future virtual meetings.

### LESSONS LEARNED

Easy handling of the overall setting is preferred and too many different tools will not be used. But we expect new tools and functionalities to be available in the near future, and these should be evaluated well in advance.

## IV. Security and registration procedure

When we opened the registration for the event in April it was not yet clear which tools we would use and how access to remote participation (i.e. Zoom) would be regulated. If that had been clear from the outset it's likely that our processes and the virtual environment itself would have been quite different. Our aim was to deal with the unexpected situation while avoiding extensive additional communication with participants, as this is always a source of confusion and errors.

A primary concern was avoiding a situation where people would have to register twice (for the event and for the Zoom meeting), both to streamline the process for participants, but

also to ensure that as little personal data as possible was stored with third parties (and therefore not under the control of EuroDIG).

Since "Zoom-bombing" – participants joining a Zoom session with intent to share offensive content – was seen as the biggest threat, we concentrated on finding a way to protect the Zoom environment, such as applying default settings in the Zoom software to minimise the possibility of abuse.

Our most significant protective measure was having a separate [EuroDIG 2020 website](#), which only pre-registered participants (each of whom received personalised credentials) could

access. These personalised credentials were sent automatically, by importing a minimum set of information from the participant's data record (user name, email, password).

Links to Zoom rooms were only published on the [EuroDIG 2020 website](#) shortly before the start of the first session and changed each day. These links were not officially distributed via any other means. This was a disadvantage compared to a physical meeting, where participants can normally register and confirm their identity on site. However, for non-registered participants, streaming, captioning and the forum were accessible via the usual [EuroDIG website](#).

Once users had received their personalised credentials, they could upgrade their account to obtain writing rights in the

forum. This intermediate step was necessary because the profile data of subscribers to the forum is publicly available.

## LESSONS LEARNED

Registration and automated (but personalised) communication with participants are significant challenges. It makes sense to analyse the process in detail beforehand and – if possible – to include it accordingly in the setting of the tools.

## V. Breakdown of participation

Overall we received 1200 registrations, which was about double what we would usually expect.

Analysis after the event showed that we had around 500 different people logging in to Zoom, but never more than 100 people per session at the same time. In addition, a significant number of participants were watching the stream, either live during the session or later on the recording. Taking the num-

bers from Zoom and streaming / recording together we reached a number of participants comparable to what we would have expected from a physical meeting.

An example from Day 1 in Studio The Hague: 266 unique participants logged into the Zoom room. In addition, 47 unique participants (peak number) followed sessions via live stream on YouTube. In total 269 unique participants watched the live stream or the recording of this studio on this day. As of 27 August 2020, a total of 393 people visited this recording.

It is notable that in a physical meeting, the room capacity for workshops would not have accommodated as many participants as we could accommodate in the virtual meeting. However, there was a significant difference in the number of registrations.

Zoom Rooms			
Unique participants per Day (without duplicates)			
	Day 0	Day 1	Day 2
Studio The Hague	163	266	215
Studio Berlin	122	94	99
Studio Trieste		92	74

Video-Streams					
Count by Google as of 2020-08-27					
	parallel views during livestream	Unique viewers within 24 hours			Unique viewers till end of August
		Day 0	Day 1	Day 2	
Stream of Day 0, Studio The Hague	18	121	54	27	204
Stream of Day 0, Studio Berlin	25	136	29	11	199
Stream of Day 1, Studio The Hague	47		269	47	393
Stream of Day 1, Studio Berlin	14		77	15	112
Stream of Day 1, Studio Trieste	22		110	18	174
Stream of Day 2, Studio The Hague	30			155	252
Stream of Day 2, Studio Berlin	22			69	95
Stream of Day 2, Studio Trieste	17			106	143

## VI. Pre-event training and preparation for participants

To ensure that the event went as smoothly as possible, we tried to prepare and plan participation in advance. From other events, we were aware that issues such as accessing the Zoom room, difficulties sharing screens, and inability to unmute or manage videos were common – we sought to minimise these issues, as they use up time in the schedule.

Ahead of EuroDIG 2020 we organised a training for moderators and key participants. In addition, a day-long walk-in session was offered to everyone. The aim of the training was to show people how to access the platform, explain the protocol of the session (presentations, the moderator and remote moderator relationship) and do a video and equipment test.

### Things we needed to consider:

- Virtual conferences are not the same as hosting a meeting – this represents a new event format and that needs to be clearly explained;
- Video and sound quality (including on the participant’s side) is vitally important in ensuring high quality performance;
- A pre-event session can be useful to remind people of simple details, like that they can (un)mute themselves and that their cameras need to be on.

### LESSONS LEARNED:

- People sometimes don’t realise that they need to test the Internet/WiFi connection and the equipment they will use on the day of their session - some people joined the training session from mobile phone or from their workplaces, when they were actually planning to attend EuroDIG from their home. We recommend being very explicit in requesting (and reconfirming) that people join pre-event session using the setting and equipment that they intend to use for participation in the conference.
- People who attended the training had no problems with accessing the platform and entering the right room, and their video and sound were generally of high quality; those who didn’t attend sometimes struggled and needed assistance. Those who attended also submitted their presentations on time.
- Some people who did not attend the pre-event sessions were not aware that Zoom has a “side-by-side” view that allows presenters to see themselves and other participants alongside their presentation slides.

## VII. Hosting a studio

Hosting a studio and running such a complex session cannot be managed from a single computer. It needs a room with wired Internet connection (not WLAN) and sufficient bandwidth (at least 10 Mbps upload and 50 Mbps download for hosting one Zoom room).

### Equipment

- 1 Host computer, connected with an ethernet cable and a power supply
  - Computer is set up as the Zoom host and manages participants and chat
  - Mouse (wired; if wireless it should be recharged each night)
  - Headphones (wired, if wireless they should be recharged each night)
    - TIP: make sure the headphone lead is more than 1.5 meters to allow moving between the computers
- 1 Presentation computer (dual screen, host backup), connected with ethernet cable and a power supply
  - Desktop 1 shows presentation shared screen
  - Desktop 2 has video/Mentimeter for that session lined up, to be shared on Desktop 1 or 2 when needed
  - This computer can be set up to become host if the main host is not in the room. If the host computer switches off or loses hosting rights, this computer picks up the host rights and keeps the room open. This happened once during EuroDIG 2020.
  - HDMI/VGA cable to connect laptop with second screen
  - Mouse, wired
- 1 Behind the Scenes (dual screen)
  - Desktop 1 manages incoming emails and social media, includes team group chat
  - Desktop 2 manages presentations of all the studios and updates live (this allows also a way to check how the reporter is progressing)
- 1 Remote Moderator computer (dual screen)
  - Desktop 1, Zoom chat (including the participants list) in a large window
  - Desktop 2, collected questions
- 1 Backup computer

### Zoom settings

We chose the “meeting” setting rather than “webinar” in order to allow for the most possible interactions (for instance being able to see each other or use the chat function).

We did not enable the waiting room option in Zoom, because checking against the list of registrations would have taken too much time – here we relied on the security measures described above in section IV. However, we chose to mute all participants when they joined and participants were not able to unmute themselves to ask a question and interrupt proceedings.

Assigning a host and co-host in the meeting and setting these up in advance will ensure that when joining or re-entering the room, everyone automatically gets the required rights. Also, in-meeting chat options can be changed /disabled.

### Roles and responsibilities

It requires at least two facilitators to run a session and they should sit close to each other so that they can troubleshoot and help each other out. In our case, one person was the Studio Host, the other one was the Remote Moderator. In addition, each session had a Session Moderator that managed the discussion flow.

Together they were responsible for:

- Welcoming participants to the room
- Acting as first point of contact for questions or technical problems
- Assigning co-hosting rights to Session Moderators (and possibly other key participants)
- Monitoring the room for unwanted behavior and responding accordingly
- Opening and closing the session and introducing the session rules of behavior
- Keeping the time and ensuring that session rules are respected
- Starting the recording / streaming
- Monitoring the chat and forum for questions and forwarding them to the Session Moderator
- Operating the slides and sharing the screen for other resources (like videos or polling tools)
- Calling the session to order
- Maintaining contact with headquarters in Leipzig and the other studios

How the responsibilities are divided is up to the team to decide. In a fully virtual event it is more important than ever that session timing be carefully calculated and strictly followed.

The Studio Host is the first point of contact when people are confused or lost in the virtual space. Basically the Studio Host serves as a customer service desk.

The Time Script in ANNEX D and the Checklist in Annex E can help to maintain an overview.

### Making an intervention / requesting the floor

Most interventions were made using the Zoom chat, though people could use the “raise hand” function to request the floor.



*Hosting a studio and running such a complex session can not be simply done from a computer.*

The forum, as noted earlier, was not widely used. Questions were collected, prioritised and presented by the Remote Moderator.

We didn’t want to use too many different tools because this depends on the technical capacity of staff for its uniformity. It can also be confusing or limiting for participants to have to use multiple devices, particularly if that is not an option for them.

### Things we needed to consider:

- Inclusive participation
  - Hands raised vs. written questions
  - Different channels for written questions (chat, forum)
- Unmuting the right person quickly – this grows more challenging with more participants.

During EuroDIG 2020 we also explored other potential tools to submit written questions or interventions:

#### • Mentimeter

One session used Mentimeter to collect questions privately. However, this option was not ideal, as all studios would need to use Mentimeter simultaneously (requiring multiple licenses) and we would need to set up a Mentimeter for each session.

It would also create other logistical problems, as some sessions take questions in between each speaker or at particular times in the session, which often can’t be predicted in advance. In addition, it would need to be shown on a screen somewhere, and the questions are not



displayed chronologically, nor can they be edited or removed.

- **Studio Google Doc**

- Private document with comment rights  
This would be a private document between Session Moderators and the Remote Moderator. The Remote Moderator would collect all questions and the Session Moderator would create a queue with their order of preference. This can be distracting for the Session Moderator if they don't have the capacity to do both, but in that case the Remote Moderator can ask the Session Moderator what they prefer in advance.
- Public document with open editing  
Let the audience curate their own questions and have the Remote Moderator managing the list. This is a great method for collecting and saving all the questions, but it doesn't promote discussion and debate in the Zoom chat and fragments the discussion - in that case, it would have been better to encourage people to use the EuroDIG Forum.
- Share screen with questions in the GoogleDoc visible (curated by the Remote Moderator).

- **Google Slides**

This option would be too complicated depending on the setup. GoogleSlides allows people to ask questions which are only visible to the presenter. This needs a separate computer for the slides (which was the case for Studio The Hague). However, the role division was that all tech would remain with the Studio Host and Remote Moderator would do questions, and in that case the computer would need to be shared - with only one computer, it would not be possible to see the Zoom control panel.

- **Other apps (such as Slido)**

Slido could have been a Mentimeter alternative, as it can be directly integrated in GoogleSlides and changing screens to open a Mentimeter screen would not be necessary. However, we already had a license for Mentimeter, and it would not have been a good option for questions as we cannot anticipate when the questions will fall in the agenda, and when the slate needs to be wiped clean.

### **Screen sharing / presentations / presenting messages**

We requested that presentations be submitted in advance and advised everyone that the Studio Hosts would handle the screen sharing. This was agreed as screen sharing by multiple presenters can cause issues and be distracting for the moderator and the other participants.

We used GoogleSlides and imported each presentation. This meant that throughout the day, the slides would follow each other and anybody (rotating teams, or if a studio dropped out) could step in at any time and continue the deck. We also adjusted slides to strike the best balance between file size (small) and image quality, and removed any animation. This ensured that people with slower Internet connections or older hardware would still be able to see the slides rather than being prevented because the presentation slides were "too good".

The EuroDIG Messages – which are the outcomes of the discussions – are usually shown in written form at the end of each session. Reading them out is not sufficient. Therefore, we proposed that reporters would write their messages directly into the slides. We designed slides for the reporters which included their names and an acknowledgement of the Geneva Internet Platform. Using GoogleSlides meant they were able to work live in the document and the Session Moderator was able to check the progress.

### **Things we needed to consider:**

- Technical abilities of staff for set up
- Time constraints – presenters should be presenting their slides for no longer than five minutes, with the next presenter immediately after (setting up should not take longer than actually presenting!)
- Quality of presentations (focus on the end user experience rather than the presenter)
  - Videos?
  - Animations?
  - High res photos that take time to load?
- Rotating teams / studio drop out

### **LESSONS LEARNED:**

- Some key participants were grateful that they didn't have to control the slides.
- Some key participants who shared their own screen had issues with their presentations; moderators were anxious when key participants struggled to get set up properly and asked Studio Hosts to intervene (by asking the key participant to send the slides to the Studio Host and set it up live).
- Moderators appreciated that there was a slide which outlined the name of the presenters, so they didn't have to open up a separate document and switch in between to present them.
- Speakers who are screen sharing their presentations may try to set up their screen sharing in advance, for the sake of efficiency. However, by doing this they interrupted the stream from EuroDIG headquarters (either music or Big Stage). This is another reason why it is preferred to have Studio Hosts manage the slides. Alternatively, key participants should be given co-hosting rights only at the very last moment, which can be difficult logistically.
- While many people claim to be familiar with Zoom, it turned out very few people knew how to set up their screen so they could see the shared screen and the active speaker at the same time, meaning that key participants could only see the shared screen, which confused some moderators.
- Moderators (and occasionally speakers) will often arrive 30-45 min before their session to chat with the Studio Host, go over the format of the session, ask about Q&A protocol, edit slides, or to find out that they're in the wrong room (and require instructions to go to the right room).

- Captioners and reporters will engage the Studio Host to let them know they have arrived and ask if they require any assistance
- Presentations need to be presented in time – some key participants will forget to ask for the next slide, so the Studio Host needs to have some awareness of what’s going on, especially if also using Mentimeter or showing a video which needs to start at a specific time.
- Participants at the end of the session will ask for instructions about the next sessions / studios, where/when to find follow up materials.
- When break times are only half an hour long, and speaker setup starts 15 minutes beforehand (to give co-hosting rights and check that all speakers are present), then Studio Hosts do not get a break before they start presenting and

managing the presentations. Managers should ensure that there are sufficient human resources to manage the workload, including planning the breaks into the programme, and Studio Hosts should insist on taking their breaks as planned.

## VIII. External and internal communications during the event

### Internal communication among studios

During the preparation phase we worked via a mailing list. All documents were shared on Google Drive by setting up an account that everyone could access. This saved a lot of back and forth in communication and meant that everyone had the most recent version at hand.

For the conference itself a mailing list would have been too inefficient, so we set up a live group chat for emergencies. Discussions were centralised so that multiple people could provide crisis support or answer questions, and to ensure that when someone has to step into a role, they are aware of the development of the issue/crisis. This ensures transparency across the studios, meaning that difficulties people are facing in one location can be prevented in other studios.

### External communication with participants

It is recommended to set up an emergency hotline for participants during the event. We experienced situations when (key) participants couldn’t get into the studios. Having a separate email account that addresses access issues and one person that has no other role and is specifically responsible for ad-

ressing such issues helps to reduce stress on the organiser’s side, as well as serving participants more efficiently.

### LESSONS LEARNED

We were being contacted by multiple people across multiple platforms, which meant that confusion hampered our efforts to provide assistance. It is important for people to know that they are directly connecting with the person managing the problem, and that will prevent them from sending messages across multiple platforms. Key participants, in particular, sometimes join at the very last minute, and if access problems occur there needs to be a person ready to help. This should not be the moderator.

## IX. Project management

We engaged a Stage Director – a function that is well understood in the broadcasting sphere, but in many respects also applied to our setting. In essence, this person served as Project Manager and was responsible for translating (orally and in written form) our ideas to the company that was providing and running the technical infrastructure.

This person should have a technical understanding and be ready to step in whenever a problem occurs and wherever needed.

### Things we needed to consider:

- What needs to happen when?
- Which actions are related to what needs to happen?
- Who is responsible for this?

As an example you can find the stage directory in ANNEX C. All documents in ANNEX C-E are designed to create order and provide support for people that might need to step in to assist or take over. In addition, the GoogleSlide deck for each studio and day was designed to allow everyone to work with it and step in at any time.

## X. Health and safety

Depending on human resource availability and conference structure, there are certain health and safety concerns that each individual needs to take into consideration.

During EuroDIG 2020 we had three days with back-to-back sessions. To ensure we remained as fit as possible, we kept the following in mind:

- Using the mouse in a repetitive manner without breaks can cause long-term wrist problems, such as RSI. We did exercises throughout the day to prevent wrist injuries or discomfort. Some examples are here:  
<https://www.rsipain.com/stretching-exercises.php>
- At least once every hour we would take a five-minute walk around the room to keep the blood flowing and muscles warm.
- Staring at a screen for long hours can cause eye fatigue. Using the bluelight filter options may help, or you can also buy bluelight glasses (though note that there is some

dispute about whether computers give off enough blue-light to cause health concerns).

- Hydration is important, particularly because it is easy to forget while you're sitting down and managing multiple things at the same time. Plan in advance for people to bring you food and drinks or set alarms to remind yourself to manage your personal needs adequately.

# XI. Financial report

1.	Headquarter Studio Leipzig		Costs (EUR)
1.1	Room rental	included in pos. 1.3	
1.2	Wired Internet connection and bandwidth	included in pos. 1.3	
1.3	Technical equipment (computer, screens, ...)	included in pos. 1.3	
1.4	Streamingcompany		8.000,00 <sup>1)</sup>
1.5	Stage Director / Project Manager		1.750,00 <sup>1)</sup>
1.6	Additional mobile Internet		34,99
<b>2.</b>	<b>Studio The Hague</b>		
2.1	Room rental	in-kind contribution from NL IGF <sup>2)</sup>	
2.2	Wired Internet connection and bandwidth	in-kind contribution from NL IGF <sup>2)</sup>	
2.3	Technical equipment (computer, screens, ...)	in-kind contribution from RIPE NCC <sup>3)</sup>	
2.4	2 session facilitators		2.400,00
<b>3.</b>	<b>Studio Berlin</b>		
3.1	Room rental	in-kind contribution from GI <sup>4)</sup>	
3.2	Wired Internet connection and bandwidth	in-kind contribution from GI <sup>4)</sup>	
3.3	Technical equipment (computer, screens, ...)	in-kind contribution from GI <sup>4)</sup>	
3.4	3 session facilitators	in-kind contribution from GI <sup>4)</sup>	
<b>4.</b>	<b>Studio Trieste</b>		
4.1	Room rental	in-kind contribution from ICTP <sup>5)</sup>	
4.2	Technical equipment (computer, screens, ...)	in-kind contribution from ICTP <sup>5)</sup>	
4.3	Wired Internet connection and bandwidth	in-kind contribution from ICTP <sup>5)</sup>	
4.4	3 session facilitators	in-kind contribution from ICTP <sup>5)</sup>	
<b>5.</b>	<b>Other costs</b>		
5.1	Transcription service		4.982,77
5.2	YouthDIG Programme Committee		1.500,00
5.3	Preparation and training of participants before the conference		1.387,50
5.4	Upgrade Zoom (large meeting and cloud)		229,47
5.5	Hosting Costs Event Website		51,72
5.6	BigPulse voting tool		390,00
5.7	Basket ball		4,99
5.8	Ethernet Cable		39,95
5.9	Additional time spend by the EuroDIG Secretariat compared to a f2f meeting	ca. 50 h	2.000,00
5.10	Travel, accomodation and food costs		701,21
<b>Total (EUR):</b>			<b>23.420,88</b>

<sup>1)</sup> These prices were special offers and would normally be much higher

<sup>2)</sup> NL IGF = The national Internet Governance Forum of the Netherlands

<sup>3)</sup> RIPE NCC = Regional Internet Registry

<sup>4)</sup> GI = Gesellschaft für Informatik e.V.

<sup>5)</sup> ICTP = International Centre for Theoretical Physics

## XII. Annexes

**ANNEX A. Feedback**

**ANNEX B. Technical equipment headquarters**

**ANNEX C. Stage directory**

**ANNEX D. Time script**

**ANNEX E. Checklist**

# ANNEX A. Feedback

## Results feedback form EuroDIG 2020

We got 103 answers on our feedback form. For average and percentage calculations “Please select” and/or “NA” statements are excluded.

### Stakeholder Group

NA	13	
Academia	16	17,78% (answered)
Civil society	25	27,78% (answered)
Government	11	12,22% (answered)
International org.	5	5,56% (answered)
Media	1	1,11% (answered)
Other	2	2,22% (answered)
Private sector	13	14,44% (answered)
Technical community	17	18,89% (answered)

### Role at EuroDIG (multiple combinations)

NA	13	
Focal Point	6	5,94% (answered)
Focal Point, Moderator	1	0,99% (answered)
Focal Point, Org Team Member, Speaker, Moderator, Participant	2	1,98% (answered)
Focal Point, Participant	1	0,99% (answered)
Moderator, Participant	1	0,99% (answered)
Org Team Member	14	13,86% (answered)
Org Team Member, Big Stage		
Organiser	1	0,99% (answered)
Org Team Member, Moderator	1	0,99% (answered)
Org Team Member, Participant	5	4,95% (answered)
Participant	59	58,42% (answered)
Reporter	1	0,99% (answered)
Speaker	8	7,92% (answered)
Speaker, Participant	1	0,99% (answered)

### I attended

NA	3	
most at 2 days	32	32% (answered)
one session where I was involved	6	6% (answered)
selected sessions	62	62% (answered)

### How did you participate?

Please select/NA	3	
stream	17	17% (answered)
stream and Zoom	24	24% (answered)
Zoom	59	59% (answered)

### How do you rate the quality of EuroDIG sessions overall?

average (answered)	4,26	
Please select/NA	6	
1 = not sufficient	1	1,03% (answered)
2 = sufficient	2	2,06% (answered)
3 = average	7	7,22% (answered)
4 = good	48	49,48% (answered)
5 = very good	39	40,21% (answered)

### How do you rate the quality of EuroDIG plenaries?

average (answered)	4,22	
Please select/NA	17	
1 = not sufficient	0	0,00% (answered)
2 = sufficient	3	3,49% (answered)
3 = average	8	9,30% (answered)
4 = good	42	48,84% (answered)
5 = very good	33	38,37% (answered)

**How do you rate the quality of EuroDIG workshops?**

average (answered)	4,25	
Please select/NA	26	
1 = not sufficient	2	2,60% (answered)
2 = sufficient	0	0,00% (answered)
3 = average	7	9,09% (answered)
4 = good	36	46,75% (answered)
5 = very good	32	41,56% (answered)

**How do you rate the quality of EuroDIG Big Stages?**

average (answered)	4,04	
Please select/NA	49	
1 = not sufficient	3	5,56% (answered)
2 = sufficient	2	3,70% (answered)
3 = average	6	11,11% (answered)
4 = good	22	40,74% (answered)
5 = very good	21	38,89% (answered)

**Please indicate the level of activity in the plenaries you participated in.**

average (answered)	3,69	
Please select/NA	17	
1 = not sufficient	4	4,65% (answered)
2 = sufficient	6	6,98% (answered)
3 = average	21	24,42% (answered)
4 = good	37	43,02% (answered)
5 = very good	18	20,93% (answered)

**Please indicate the level of activity in the workshops you participated in.**

average (answered)	3,85	
Please select/NA	25	
1 = not sufficient	5	6,41% (answered)
2 = sufficient	1	1,28% (answered)
3 = average	17	21,79% (answered)
4 = good	33	42,31% (answered)
5 = very good	22	28,21% (answered)

**Please indicate the level of activity in the day zero sessions you participated in.**

average (answered)	3,88	
Please select/NA	44	
1 = not sufficient	3	5,08% (answered)
2 = sufficient	4	6,78% (answered)
3 = average	11	18,64% (answered)
4 = good	20	33,90% (answered)
5 = very good	21	35,59% (answered)

**Please rate the level of speakers at EuroDIG?**

average (answered)	4,26	
Please select/NA	3	
1 = not sufficient	1	1,00% (answered)
2 = sufficient	3	3,00% (answered)
3 = average	6	6,00% (answered)
4 = good	49	49,00% (answered)
5 = very good	41	41,00% (answered)

**Please rate the relevance of participants for you personally?**

average (answered)	3,93	
Please select/NA	8	
1 = not sufficient	4	4,21% (answered)
2 = sufficient	3	3,16% (answered)
3 = average	14	14,74% (answered)
4 = good	49	51,58% (answered)
5 = very good	25	26,32% (answered)

**Did you miss a stakeholder group?**

Please select/NA	32	
yes	22	30,99% (answered)
no	49	69,01% (answered)

**If yes, which group?**

Please select/NA	79	
Academia	2	8,33% (answered)
Civil society	3	12,50% (answered)
Government	6	25,00% (answered)
International org.	1	4,17% (answered)
Media	1	4,17% (answered)
Other	4	16,67% (answered)
Private sector	2	8,33% (answered)
Technical community	5	20,83% (answered)

**If other, which group? (single mention)**

Activists and Social Media		
Big Tech		
End-Users		
Especially European tech SMEs		
More government participats		
Previatse secteur		
Regulators, consumer advocates, internet engineers,		
The speakers were not representative and greater diversity		
would upgrade the quality of the content.		
XBRL		
Youth		

**Do you think it was the right decision to move EuroDIG to cyberspace?**

yes	103	100% (answered)
no	0	0% (answered)

**Was the programme ...**

N/A	4	
just right	82	82,8% (answered)
to packed	9	9,1% (answered)
to lightweight	8	8,1% (answered)

**Would you have preferred ...**

Please select/NA	8	
longer period	25	26,3% (answered)
one day	12	12,6% (answered)
just right	58	61,1% (answered)

**How do you rate the technical implementation from a physical to a virtual meeting?**

average (answered)	4,22	
Please select/NA	7	
1 = not sufficient	2	2,1% (answered)
2 = sufficient	4	4,2% (answered)
3 = average	8	8,3% (answered)
4 = good	39	40,6% (answered)
5 = very good	43	44,8% (answered)

**How easy was navigation through the website, wiki, shed?**

average (answered)	3,78	
Please select/NA	4	
1 = not sufficient	3	3,0% (answered)
2 = sufficient	8	8,1% (answered)
3 = average	24	24,2% (answered)
4 = good	37	37,4% (answered)
5 = very good	27	27,3% (answered)

**Did you use the Forum?**

Please select/NA	8	
no	71	74,7% (answered)
yes	24	25,3% (answered)

**How do you rate the management and moderation in the studios (Zoom rooms)?**

average (answered)	4,20	
Please select/NA	6	
1 = not sufficient	2	2,1% (answered)
2 = sufficient	2	2,1% (answered)
3 = average	14	14,4% (answered)
4 = good	36	37,1% (answered)
5 = very good	43	44,3% (answered)

**Do you think moderation between the studios and sessions was useful?**

Please select/NA	12	
no	3	3,3% (answered)
yes	88	96,7% (answered)



**How do you rate the moderation between the sessions?**

average (answered)	4,03	
Please select/NA	14	
1 = not sufficient	3	3,4% (answered)
2 = sufficient	4	4,5% (answered)
3 = average	7	7,9% (answered)
4 = good	48	53,9% (answered)
5 = very good	27	30,3% (answered)

**How do you rate the EuroDIG session planning process?**

average (answered)	4,24	
Please select/NA	53	
1 = not sufficient	0	0,00% (answered)
2 = sufficient	2	4,00% (answered)
3 = average	5	10,00% (answered)
4 = good	22	44,00% (answered)
5 = very good	21	42,00% (answered)

**How do you rate the support from the EuroDIG secretariat in the session planning process?**

average (answered)	4,49	
Please select/NA	52	
1 = not sufficient	0	0,00% (answered)
2 = sufficient	1	1,96% (answered)
3 = average	1	1,96% (answered)
4 = good	21	41,18% (answered)
5 = very good	28	54,90% (answered)

**How do you rate the usability and quality of the EuroDIG wiki?**

average (answered)	4,18	
Please select/NA	53	
1 = not sufficient	0	0,00% (answered)
2 = sufficient	1	2,00% (answered)
3 = average	6	12,00% (answered)
4 = good	26	52,00% (answered)
5 = very good	17	34,00% (answered)

**Please indicate the level of activity in the Org Team you participated in.**

average (answered)	3,98	
Please select/NA	62	
1 = not sufficient	1	2,44% (answered)
2 = sufficient	2	4,88% (answered)
3 = average	8	19,51% (answered)
4 = good	16	39,02% (answered)
5 = very good	14	34,15% (answered)

**How do you rate the support from the Subject Matter Expert in the session planning process?**

average (answered)	3,86	
Please select/NA	61	
1 = not sufficient	3	7,14% (answered)
2 = sufficient	1	2,38% (answered)
3 = average	6	14,29% (answered)
4 = good	21	50,00% (answered)
5 = very good	11	26,19% (answered)

**How do you rate the collaboration of reporters and Org Teams?**

average (answered)	3,98	
Please select/NA	58	
1 = not sufficient	2	4,44% (answered)
2 = sufficient	1	2,22% (answered)
3 = average	7	15,56% (answered)
4 = good	21	46,67% (answered)
5 = very good	14	31,11% (answered)

To find the original form please visit  
<https://www.eurodig.org/index.php?id=825>

# ANNEX B. Technical equipment headquarters

## EuroDIG 2020 – virtual meeting – Equipment list

### 1. Transmission technology #1

- 1 × Roland Professional Picture Director – 8 Channel Primary (Video)
- 2 × Blackmagic HyperDeck Studio Recorder (Primary / Backup – Dual Slot)
- 1 × 27" LCD Preview
- 1 × 27" Master Out
- 1 × 4K video matrix
- 2 × MacMini Streaming Server (Primary / Backup)
- 2 × 27" 2k monitor
- 1 × Blackmagic UltraStudio HD mini 1080p – Main Connect (stream encoder)
- 1 × Blackmagic UltraStudio HD mini 1080p – Backup Connect (stream encoder)

### 2. Transmission technology #2

- 3 × MacBook Pro
- 3 × external stream encoders (Elgato HD60 S+)
- 1 × Roland picture mixer (4 Channel Secondary /Backup/Zoom – as “Zoom room” switch)
- 1 × 27" 1080p preview monitor with HD video matrix HDMI splitter (for studio overview)
- 1 × MacPro 2019, 12core – video player / visual support / NDI, abdominal bandages, live graphics, etc. incl. software
- 1 × 34" 4K Widescreen LCD (Work)
- 1 × 24" FullHD (Preview Out) incl. HDMI Splitter

### 3. Audio technology

- 1 × MIDAS M32R – digital mixing console for broadcast control
- 3 × Beyer Dynamics monitoring monitors for broadcast control room, streaming station and audio monitor station
- 3 × audio interface RME Fireface UC (for individual locations / Berlin, The Hague, Trieste)
- 2 × ADAM A7X monitoring – monitors for room incl. speaker stands
- 1 × Shure ULXD4 digital radio link + 1 × ULXD1 + 1 × DPA 4088F headset microphone + 1 × Shure ULXD24-KSM9 handheld microphone

#### 4. Video technology

- 1 × 55" SONY Professional – Monitor (for studio picture-display, connection of Zoom participants)
- 1 × UNICOL Professional – monitor stand
- 2 × FullHD Studiocam for live operation incl. optics  
(2 perspectives for combination speaker / interview screen and close cam for moderation)
- 2 × video tripod with fluid head
- 1 × intercom system (communication transmission process / cameraman)
- 1 × Tally Light System (for visibility live camera)

#### 5. IT infrastructure

- 1 × QNAP NAS storage array TS-473 with 10GB connection
- 1 × QNAP 10GB Switch SFP/RJ45
- 1 × GigaCube Backup Router (LTE – incl. 50GB)
- 1 × APC USV 3000R – Battery Backup for broadcast control room



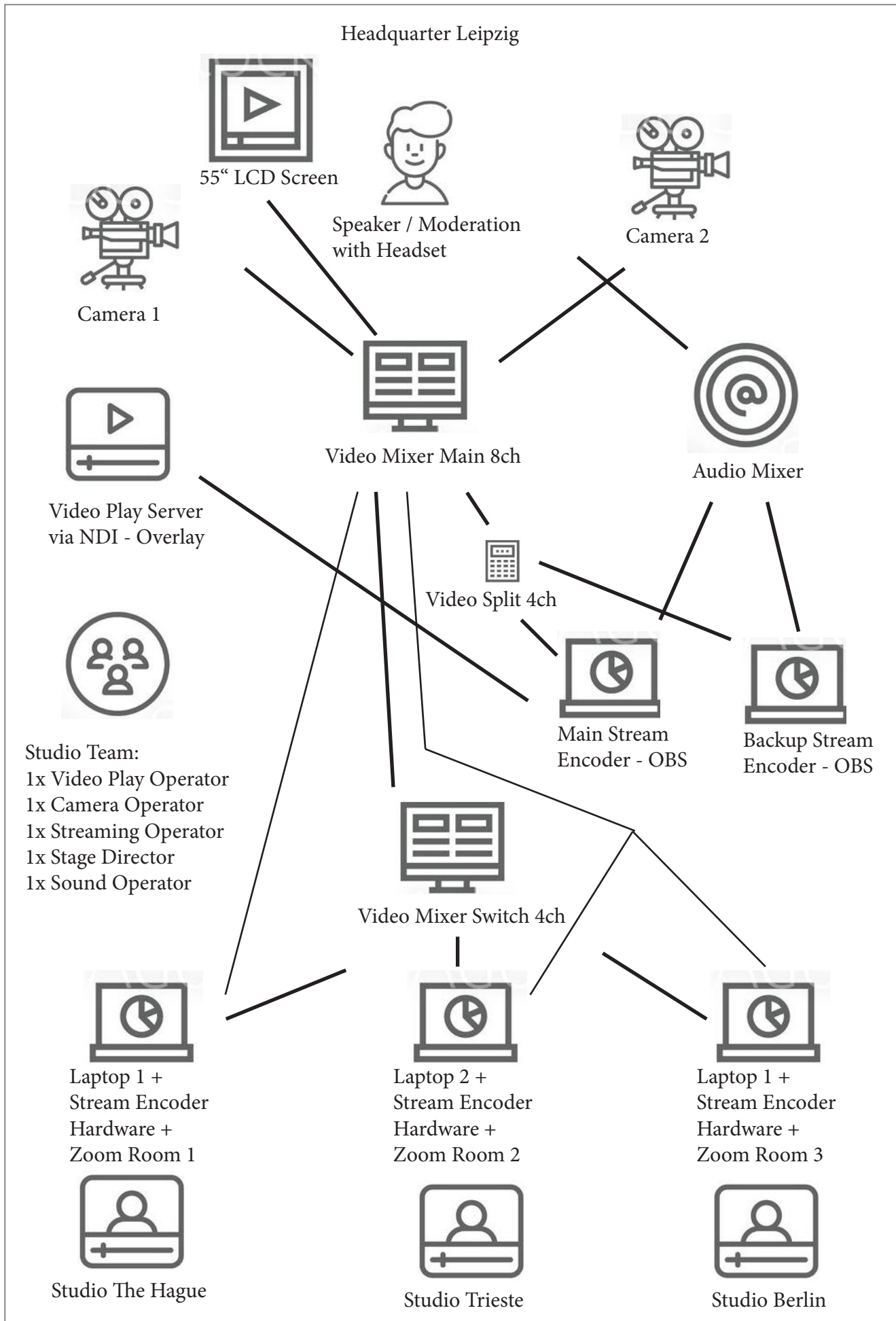
*Moderation from the headquarters became the connecting element – not only between the sessions, but also for the community across the continent.*

#### 6. Lighting

- 4 × LED floodlight 6000K incl. dimmer
- 1 × lighting control panel – Infinity Chimp 300G2
- 4 × EL PMB-8 LED floodlight strip DMX (background)

#### 7. Infrastructure

- 1 × video, power, network, audio cable package
- 1 × Bütec table / chair package for director
- 1 × minor key / cladding / cable duct



## ANNEX C. Stage directory

# EuroDIG 2020 – virtual meeting

## Stage Directory

No.	start	end	time	sub-items	Studio The Hague (Zoom 1)   streaming Leipzig	Studio Berlin (Zoom 2)   streaming direct	Studio Trieste (Zoom 3)   streaming direct
day -1: Tuesday 9 June 2020							
-1.1	8:00	12:00	4h	construction work Studio Leipzig			
-1.2	12:00	14:00	2h	check sound/light/camera Studio Leipzig   pre-productions   moderation check   Host-Co-Cost-Rights   mentimeter			
-1.3	14:00	15:00	1h	sound/light/passing/graphics	check with Nadia and Auke Host/Co-Host check passing presentation		
-1.4	15:00	15:30	30'	sound/light/passing/graphics		check with Elisabeth and Team Host/Co-Host check passing presentation	
-1.5	15:30	16:00	30'	sound/light/passing/graphics			check with Marco and Roberto Ermanno Host/Co-Host check passing presentation
-1.6	16:00	16:30	30'	sound/light/passing/graphics	Check all together   interview situation between 4 studios (The Hague, Berlin, Trieste, Leipzig)		
-1.7	16:30	17:00	30'	captioning	Check with captioning   possibly more individual check ups during this day		

# EuroDIG 2020 – virtual meeting

## Stage Directory

No.	start	end	time	zoom room 1 (streaming Leipzig) The Hague	zoom room 2 (streaming direct) Berlin	zoom room 3 (streaming direct) Trieste
day 0: Wednesday 10 June 2020						
0.1	13:30	13:45	15'	action: zoom room opening presentation: next session/music responsible: Studio Leipzig	no streaming	no streaming
0.2	13:45	14:00	15'	Pre-Welcome moderation: Sandra Hoferichter responsible: Studio Leipzig		
0.3	14:00	14:15	15'	<b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>PRE 5: NRI Assembly</b> moderator: Sandra Hoferichter speaker: Dr. Rudolf Gridl  Captioning/Reporting	action: zoom room opening presentation: next session/music responsible: Studio Leipzig	
0.4	14:15	14:30	15'		Pre-Welcome moderation: Elisabeth responsible: Studio Leipzig	
0.5	14:30	15:00	30'		<b>start:</b> behavior zoom <b>presentation:</b> will be clarified	
0.6	15:00	15:55	55'	<b>PRE 10: COVID-19 pandemic – lessons learned for children’s safety</b> moderator: ??? speaker: ???		
0.7	16:00	16:30	30'	<b>Coffee Break</b> action: music Jean-Michel Jarre (channel) presentation: next session/music responsible: Studio Leipzig		

No.	start	end	time	zoom room 1 (streaming Leipzig) The Hague	zoom room 2 (streaming direct) Berlin	zoom room 3 (streaming direct) Trieste
0.8	16:30	17:55	1,5h	<p><b>start:</b> behavior zoom <b>presentation:</b> will be clarified</p> <p><b>PRE 3: Quantum technologies – from basic research to market</b>  moderator: Angelo Bassi  speaker: Angelo Bassi   DG CONNECT   Eleni Diamanti   Martin Ward   Alessandro Zavatta   Giorgio Giorgetti</p>	<p><b>start:</b> behavior zoom <b>presentation:</b> will be clarified</p> <p><b>PRE 11: Youth Coalition on Internet Governance – Creating synergies and the way forward</b>  moderator: Meri Baghdasaryan  speaker: 6 people confirmed + remote moderator + rapporteur</p>	no streaming
0.9	18:00	18:30	30'	<p><b>Coffee Break</b>  action: music Jean-Michel Jarre (channel)  presentation: next session/music  responsible: Studio Leipzig</p>		
0.10	18:30	20:00	1,5h	<p><b>start:</b> behavior zoom <b>presentation:</b> will be clarified</p> <p><b>PRE 2: East-West relationships in the Internet age</b>  moderator: Roberto Gaetano  speaker: Bruce McConnell   Nina Kodelja   Loredana Casalis</p>	<p><b>start:</b> behavior zoom <b>presentation:</b> will be clarified</p> <p><b>PRE 7: IoT and Core Internet values Dynamic Coalition</b>  moderator: ???  speaker: 7 people confirmed</p>	



# EuroDIG 2020 – virtual meeting

## Stage Directory

No.	start	end	time	zoom room 1 (streaming Leipzig) The Hague	zoom room 2 (streaming direct) Berlin	zoom room 3 (streaming direct) Trieste
day 1: Thursday 11 June 2020						
1.1	9:00	9:30	30'	<b>action: zoom room opening</b> presentation: next session/music responsible: Studio Leipzig	no streaming	no streaming
1.2	9:30	10:00	30'	<b>welcome</b> Shamila Nair-Bedouelle   Atish Dabholkar   Stefano Fantoni   Stefano Ruffo   Roberto Di Lenarda   Vint Cerf   Paola Pisano   short greetings from Marjolijn and / or Arnold (3 min) Moderation: Sandra Hoferichter responsible: Studio Leipzig		
1.3	10:00	10:55	55'	<b>potential overrun of 15 minutes</b> <b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>PL3: European Digital Economy and                      COVID-19 pandemic</b> moderator: Meri Baghdasaryan   Marcel Krummenauer speaker: Audrey Plonk   Patrick Penninckx		
1.4	10:55	11:00	5'	<b>Reporting</b> (3-5 bullet points) PL 3		

No.	start	end	time	zoom room 1 (streaming Leipzig) The Hague	zoom room 2 (streaming direct) Berlin	zoom room 3 (streaming direct) Trieste
1.5	11:00	11:15	15'	potential overrun of 15 minutes from preview session <b>alternative: Coffee Break</b> presentation: next session/music <b>responsible: Studio Leipzig</b>	<b>action: zoom room opening</b> presentation: next session/music <b>responsible: Studio Leipzig</b>	
1.6	11:15	11:30	15'	<b>action: welcome studios</b> interview with all studios   short overview   schedule <b>responsible: Studio Leipzig</b>		
1.7	11:30	12:55	1,5h	<b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>WS 3: The Impact of DNS Encryption on the Internet Ecosystem and its Users</b> moderator: Andrew Campling (session)   Mikhail Anisimov (online) speaker: experts selected by Org Team	<b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>WS 2: Enhancing users' confidence in cyberspace – risks and solutions</b> moderator: facilitator of the session speaker: experts selected by Org Team	<b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>WS 4: Innovative uses of blockchain for public empowerment</b> moderator: Dr. oec. Galia Kondova speaker: Maria Rosaria Ceccarelli   Pēteris Zilgalvis   Barbora Greplova +1 more
1.8	12:55	13:00	5'	<b>Reporting</b> (3-5 bullet points) WS 3	<b>Reporting</b> (3-5 bullet points) WS 2	<b>Reporting</b> (3-5 bullet points) WS 4
1.9	13:00	14:30	1,5h	<b>BIG STAGE (pre production)</b> 3 to 4 people responsible: Studio Leipzig	<b>networking space</b> responsible: Studio Berlin <b>STREAM: Coffee Break</b> <b>action:</b> presentation next session/music <b>responsible: Studio Leipzig</b>	<b>Coffee Break</b> <b>action:</b> music Jean-Michel Jarre (channel) presentation: next session/music <b>responsible: Studio Leipzig</b>
1.10	14:30	15:55	1,5h	<b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>WS 5: Should public policy priorities and requirements be included when designing Internet standards?</b> moderator: Vittorio Bertola speaker: Fred Langford   Mattia Fantinati + 2 more	<b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>WS 7: Criminal justice in cyberspace – what's next?</b> moderator: Tatiana Tropina speaker: Marina Kaljurand   Giorgi Jokhadze   Christian Berg   Pavel Gladyshev	<b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>WS 6: Social media – opportunities, rights and responsibilities</b> moderator: Sabrina Vorbau   Joachim Kind speaker: Nertil Bërdufi   Tanja Pavleska   Paolo Cesarini   Liz Corbin + 1 more

No.	start	end	time	zoom room 1 (streaming Leipzig) The Hague	zoom room 2 (streaming direct) Berlin	zoom room 3 (streaming direct) Trieste
1.11	15:55	16:00	5'	<b>Reporting</b> (3-5 bullet points) WS 5	<b>Reporting</b> (3-5 bullet points) WS 7	<b>Reporting</b> (3-5 bullet points) WS 6
1.12	16:00	16:25	25'	<b>Coffee Break</b> action: music Jean-Michel Jarre (channel) presentation: next session/music responsible: <b>Studio Leipzig</b>	no streaming	no streaming
1.13	16:25	16:30	5'	<b>action: interview</b> moderator: Sandra Hoferichter responsible: <b>Studio Leipzig</b>		
1.14	16:30	17:00	30'	<b>Keynote: (live)</b> presentation: will be clarified using mentimeter (max 3 questions)  Roberto Viola, Director General, DG CONNECT, European Commission		
1.15	17:00	17:55	55'	<b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>PL 2: Digital sovereignty – from users' empowerment to technological leadership</b> moderator: Valentina Scialpi speaker: Kerstin Noelle Vokinger   Klaus Landefeld   Francesca Bria   Veronica Cretu   Pierre Bonis		
1.16	17:55	18:00	5'	<b>Reporting</b> (3-5 bullet points) PL 2		
1.17	18:00	18:05	5'	<b>action: good bye day 1 (short summary)</b> moderator: Sandra Hoferichter responsible: <b>Studio Leipzig</b>		

No.	start	end	time	zoom room 1 (streaming Leipzig) The Hague	zoom room 2 (streaming direct) Berlin	zoom room 3 (streaming direct) Trieste
1.18	18:05	19:00	55'	<p>PRE PRODUCTION next day: summary of the day   interviews with all studios (best of 2 days)  <b>responsible: Studio Leipzig</b></p>		

# EuroDIG 2020 – virtual meeting

## Stage Directory

No.	start	end	time	zoom room 1 (streaming Leipzig) The Hague	zoom room 2 (streaming direct) Berlin	zoom room 3 (streaming direct) Trieste
day 2: Friday 12 June 2020						
2.1	9:00	9:30	30'	action: zoom room opening presentation: next session/music responsible: Studio Leipzig		
2.2	9:30	9:40	10'	action: welcome day 2 keynote speaker moderation: Sandra Hoferichter responsible: Studio Leipzig		
2.3	9:40	10:00	20'	<b>Keynote:</b> Noel Curran, Director General, European Broadcasting Union (TBC) Alessandra Todde, Undersecretary, Ministry of Economic Development, Italy		
2.4	10:00	10:55	55'	<b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>PL 1: 5G – the opportunities and obstacles</b> moderator: n.b. speaker: Jehanne Savi   Hui Cao   Andrea Halmos   Elena Puigrefagut   Pierpaolo Marchese   message from Falko Mohrs		
2.5	10:55	11:00	5'	<b>Reporting</b> (3-5 bullet points) PL 1		

No.	start	end	time	zoom room 1 (streaming Leipzig) The Hague	zoom room 2 (streaming direct) Berlin	zoom room 3 (streaming direct) Trieste
2.6	11:00	11:15	15'	<b>action: Coffee Break</b> presentation: next session/music <b>responsible: Studio Leipzig</b>	<b>action: zoom room opening</b> presentation: next session/music <b>responsible: Studio Leipzig</b>	
2.7	11:15	11:30	15'	<b>action: welcome studios</b> interview with all studios   summary day 0 and 1   schedule <b>responsible: Studio Leipzig</b>		
2.8	11:30	12:55	1,5h	<b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>WS 9: Privacy in Europe – GDPR vs. information freedom?</b> moderator: Marina Shentsova speaker: Steve Crocker Former   experts selected by Org Team	<b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>WS 11: Challenges and uptake of modern Internet standards</b> moderator: André Melancia speaker: experts selected by Org Team	<b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>WS 12 und 16: Community networks in rural areas</b> moderator: Frederic Donck speaker: Maarit Palovirta   Massimiliano Stucchi   Gianluca Lentini   Tom Puc   Vassilis Chryssos
2.9	12:55	13:00	5'	<b>Reporting</b> (3-5 bullet points) WS 9	<b>Reporting</b> (3-5 bullet points) WS 11	<b>Reporting</b> (3-5 bullet points) WS 12 und 16
2.10	13:00	14:30	1,5h	<b>BIG STAGE (pre production)</b> 3 to 4 people <b>responsible: Studio Leipzig</b>	<b>networking space</b> reponsible. Studio Berlin <b>STREAM: Coffee Break</b> <b>action:</b> presentation next session/music <b>responsible: Studio Leipzig</b>	<b>Coffee Break</b> <b>action:</b> music Jean-Michel Jarre (channel) presentation: next session/music <b>responsible: Studio Leipzig</b>
2.11	14:30	15:55	1,5h	<b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>WS 14: Fighting COVID19 with AI – How to build and deploy solutions we trust?</b> moderator: Aimee Van Wynsberghe speaker: Kilian Gross   Mikael Jensen   Dr. Sebastian Hallensleben	<b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>WS 15: Universal Acceptance – a technical or a cultural issue?</b> moderator: Dušan Stojičević   Lianna Galstyan speaker: Manal Ismail   Patrik Fältström   Roberto Gaetano   Maria Kolesnikova	<b>start:</b> behavior zoom <b>presentation:</b> will be clarified  <b>WS 10: How to turn challenges into opportunities for education transformation?</b> moderator: Oliana Sula speaker: Tito de Morais   Joanna Kulesza   Rui Andre Esteves
2.12	15:55	16:00	5'	<b>Reporting</b> (3-5 bullet points) WS 14	<b>Reporting</b> (3-5 bullet points) WS 15	<b>Reporting</b> (3-5 bullet points) WS 10

No.	start	end	time	zoom room 1 (streaming Leipzig) The Hague	zoom room 2 (streaming direct) Berlin	zoom room 3 (streaming direct) Trieste
2.13	16:00	16:30	30'	<b>Coffee Break</b> action: music Jean-Michel Jarre (channel) presentation: next session/music <b>responsible: Studio Leipzig</b>	no streaming	no streaming
2.14	16:30	17:00	30'	<b>Keynote:</b> Presenting Youth Message		
2.15	17:00	17:55	55'	<b>start: behavior zoom</b> <b>presentation: will be clarified</b>  <b>PL 4: Greening Internet governance – Environmental sustainability and digital transformation</b> moderator: Alexandra Lutz, Michael Oghia speaker: Ilias Iakovidis   David Cormand   Emma Fryer   Lea Elsemüller   Olivier Vergeynst		
2.16	17:55	18:00	5'	<b>Reporting</b> (3-5 bullet points) PL 4		
2.17	18:00	18:30	30'	<b>Wrap-up</b> moderator: Sandra Video: Under-Secretary General Fabrizio Hochschild, Special Adviser to the Secretary-General Launch of the Secretary-General's Roadmap for digital cooperation (15 min) Summary of Messages by Geneva Internet Platform (GIP) (10 min) conclusion   interview   good bye <b>responsible: Studio Leipzig</b>		

# ANNEX D. Time script

## Time script - example

Time	Activity	Check	Comments/Script
11:00	Departure	<input type="checkbox"/> Check equipment	
12:00	Arrival and set up	<input type="checkbox"/> Laptop: Presentation Host <input type="checkbox"/> iMac: Zoom Host <input type="checkbox"/> Personal laptop: Slidedeck	Check that latest Zoom update is downloaded
12:30	Training	Keynote Speakers <input type="checkbox"/> Speaker X <input type="checkbox"/> Personal laptop: Slidedeck	Good afternoon, my name is Nadia Tjahja and I will be your Studio Host. During this training I will show you how to access the platform, explain remote moderation and do a sound check!
13:00	Check in	<input type="checkbox"/> Check presentation, video embed in presentation, Mentimeter <input type="checkbox"/> Check host/Zoom settings	<ul style="list-style-type: none"> <li>• Make sure you know how to mute and unmute people</li> <li>• How to turn off that people can't unmute themselves</li> <li>• How to share screen and change screens</li> </ul>
14:00		<input type="checkbox"/> Download local copy of slides <input type="checkbox"/> Final check presentation slides (copy <a href="#">code of conduct</a> in appropriate places)	
15:00	End		



# ANNEX E. Checklist

## Checklist

### Set up

- Rename yourself and your remote moderator, for example  
Studio Host: Nadia Tjahja  
Remote Moderator: Auke Pals
- Check that session has slides and videos
  - Slides are integrated in the presentation slides, in order as announced by Focal Points
  - For videos make sure that Zoom screen sharing is with “sound on” (bottom left hand corner)
- Moderator and key participants arrive 15min before session and announce to “Studio Host” their arrival
  - Make moderator and key participants co-host
  - Check their names (and affiliation)
  - When phone dial in, rename but leave the number
- Reporter will arrive, they are shown as “Reporter: [Name]”, make them co-host
- Start the livestream recording: “Live on user defined streaming service”

### Introduction Speech (Code of Conduct slide)

- Studio Introductions (host & remote moderator)
- Code of conduct
- Introduce Session and the Moderator

### During Key Participant interventions

- Manage presentations and videos
- Check for Zoom bombers and help with muting and unmuting key participants if they are struggling
- Check how many participants are in the Zoom room and in the YouTube room during the last speaker and make a note in the directory

### Q&A and Messages

- If Reporter wasn’t made co-host before, make Reporter now co-host
- To show the Messages, you need to refresh the slides when the reporter is introduced (mac: Command+R, windows: F5)

### Concluding Speech & Announcements

- Thank Moderator, Key participants, and online participants
- Remind people to continue the discussion in the forum
- Announce when we reconvene

### Remote Moderators

#### During Key Participant interventions

- Check the EuroDIG Forum if there are any questions
- Read the Zoom chat and make a note of questions you think people want to have an answer from the key participants
- Moderators will private message you questions they want to have asked

#### Q&A (in no specific order)

- Introduce the next “hand”, ask them to say their Name and Affiliation/Organisation, tell them they have been unmuted (and actually unmute them!)
- Ask questions sent by moderators

### Closing

- If moderator closes the session without announcing the EuroDIG Messages, introduce the messages from the reporter of the Geneva Internet Platform



EuroDIG is the regional, pan European Internet Governance forum.

DIG stands for 'Dialogue on Internet Governance', and is the unique selling point of the annual event that bring together Internet stakeholders from across the spectrum of government, industry, civil society, academia and the technical community.

Stakeholders and participants work over the course of each year to develop, in a bottom-up fashion, a dynamic agenda that explores the pressing issues surrounding how we develop, use, regulate, and govern the Internet. Participants come away with broader, more informed perspectives on these issues and new partners in responding to the challenges of the digital society.

More details at [eurodig.org](https://eurodig.org).

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