

### Meeting Protocols for the 2021 CEOS Plenary

### 1-4 November 2021

### Version 1.0

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# **Connection Details**

## Names

Please enter your name on GoToMeeting using the following format: “<Agency/Role>: Name”

For example:

* [Agency Acronym]: Eloise Jones
* WGCapD: Fred Smith
* P-VC Co-lead: Chris Kidd
* SIT Co-Chair: Adam Lewis

## GoToMeeting

### Please join the meeting from your computer, tablet or smartphone: <https://global.gotomeeting.com/join/986213037>

The meeting will be held over three days, from November 1-4. Each session will be three hours in duration, with a 15-minute break included.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Los Angeles** | **Washington D.C.** | **London** | **Rome** | **Ahmedabad** | **Tokyo** | **Canberra** |
| **Monday, November 1** | 04:00 | 07:00 | 11:00 | 12:00 | 16:30 | 20:00 | 22:00 |
| **Tuesday, November 2** | 14:00 | 17:00 | 21:00 | 22:00 | 02:30  (+1 day) | 06:00  (+1 day) | 08:00  (+1 day) |
| **Wednesday, November 3** | 14:00 | 17:00 | 21:00 | 22:00 | 02:30  (+1 day) | 06:00  (+1 day) | 08:00  (+1 day) |
| **Thursday, November 4** | 04:00 | 07:00 | 11:00 | 12:00 | 16:30 | 20:00 | 22:00 |

### You can also dial in using your phone:

### Access Code: 986-213-037

|  |  |  |
| --- | --- | --- |
| Australia: +61 2 9091 7603  Austria: +43 7 2081 5337  Belgium: +32 28 93 7002  Brazil: +55 11 4118-4898  Bulgaria: +359 2 906 0606  Canada: +1 (647) 497-9373  Chile: +56 2 3214 9681  Colombia: +57 1 600 9954  Czech Republic: +420 2 96 21 62 28  Denmark: +45 32 72 03 69  Finland: +358 923 17 0556 | France: +33 187 210 241  Germany: +49 721 6059 6510  Greece: +30 21 0 300 2693  Hungary: +36 1 933 3700  Ireland: +353 15 360 756  Israel: +972 3 376 3071  Italy: +39 0 230 57 81 80  Luxembourg: +352 34 2080 9220  Malaysia: +60 3 7724 4060  Mexico: +52 55 4624 4518  Netherlands: +31 207 941 375 | New Zealand: +64 9 282 9510  Norway: +47 21 93 37 37  Panama: +507 308 4337  Peru: +51 1 642 9425  Romania: +40 31 780 1159  South Africa: +27 11 259 4925  Spain: +34 932 75 1230  Sweden: +46 853 527 818  Switzerland: +41 315 2081 00  Turkey: +90 212 900 4812  United Kingdom: +44 20 3713 5011 |

### New to GoToMeeting? Get the app now and be ready when your first meeting starts:

### <https://global.gotomeeting.com/install/986213037>

## WebEx Details – BACKUP ONLY – GOTOMEETING IS PRIMARY

|  |
| --- |
| **Join from the meeting link** |
| <https://symbioscommuications.my.webex.com/symbioscommuications.my/j.php?MTID=ma3cb0ae7b0c9db02a88a0ed932b2bddc> |

|  |
| --- |
|  |
| **Join by meeting number** | |

|  |
| --- |
| Meeting number (access code): 2651 675 3900 |
| Meeting password: WQuW3UziN25 (97893894 from phones and video systems) | |

|  |
| --- |
|  |
| **Tap to join from a mobile device (attendees only)** | |
| [+61-2-9338-2221,,26516753900#97893894#](tel:%2B61-2-9338-2221,,*01*26516753900%2397893894%23*01*) Australia Toll | |
| Some mobile devices may ask attendees to enter a numeric password. | |
|  | |

|  |
| --- |
| **Join by phone** |
| +61-2-9338-2221 Australia Toll |
| [Global call-in numbers](https://symbioscommuications.my.webex.com/symbioscommuications.my/globalcallin.php?MTID=m71d76a921dbe7b468c9859d6a52606dd) |

|  |
| --- |
|  |
| **Join by video system, application or Skype for business** | |
| Dial 26516753900@webex.com | |
| You can also dial 210.4.202.4 and enter your meeting number. | |

|  |
| --- |
|  |
| If you are a host, [click here](https://symbioscommuications.my.webex.com/symbioscommuications.my/j.php?MTID=mf9140f67a0f3b4752cd4c06cd324bb81) to view host information. | |

|  |
| --- |
|  |
| Need help? Go to [https://help.webex.com](https://help.webex.com/) |

# **Technology**

## Tools

* **GoToMeeting (GTM)** will be the primary tool used for the meeting. GoToMeeting connection details are provided above.
  + Participants will view presentations, make verbal interventions, and hear the verbal interventions of other participants through GTM.
  + Participants will request the floor, or make comments, through the GTM chat tool.
* **WebEx** will be the backup tool used for the meeting only if GTM were to fail. Backup WebEx connection details are provided above also.

We will **not** use both GTM and WebEx at the same time. It will be one or the other. GTM will be used unless there is a major technical fault, in which case all participants will switch to WebEx.

Should there be a major issue with GTM, we will advise participants that it will be necessary to switch. This advice will be provided in the call (if possible) as well as via a group email to registrants.

## Session Limits

The above-mentioned platforms do not seem to have any inherent ‘session limits’, and users should not need to ‘reconnect’ during each day’s session.

However, individual users may find that their own systems (e.g., their telephone carriers) impose limits on how long they can remain on a single call. If this should occur, simply redial or reconnect. If you continue having trouble, please use the technical support channels identified below.

## Technology Support

Technical support will be available during the meeting, and for 30 minutes before the scheduled start time, using the GTM chat tool to contact (via private message) one of the meeting managers: Matthew Steventon ([matthew@symbioscomms.com](mailto:matthew@symbioscomms.com)) and George Dyke ([george@symbioscomms.com](mailto:george@symbioscomms.com)) on the CEOS Chair Team.

The meeting managers will do their best to help you resolve any issues, but please bear in mind that diagnosing technical issues that may be at your end, or that may involve third party software or network providers, may simply not be possible and the meeting will need to proceed.

## Video and Cameras

To keep bandwidth requirements low, video will **not be used**. Please **do not** share your camera.

## Audio Controls and Quality

All participants, except the CEOS Chair speakers, will be muted by default, and all participants should stay muted unless invited to intervene or present by the CEOS Chair Team or Session Chair, in accordance with the protocols noted below.

**We recommend using individual headsets to participate in the meeting.** This will provide you, and other participants, with the clearest voice quality and the least noise. If this is not possible, please check your phone setup to ensure minimal disruption from other attendees.

**Note:** If a speaker or presenter becomes completely unintelligible or experiences major degradation of sound quality, they will be immediately muted by the CEOS Chair Team, and the meeting will continue. The speaker or presenter should then seek technical assistance as noted above.

**Note:** If the line is noisy during the call, all callers will be muted by the meeting managers. Internet callers will be able to unmute using the software interface. Phone callers will be able to unmute using \*6. All callers are asked to mute their lines when they are not speaking.

# **Documents and Presentations**

## Access

You can access the latest agenda, presentations, and documents, on the meeting website:

[35th CEOS Plenary | CEOS | Committee on Earth Observation Satellites](https://ceos.org/meetings/35th-ceos-plenary/).

## Presentation Deadline and Document Due Dates

Please send all documents and presentations to: [matthew@symbioscomms.com](mailto:matthew@symbioscomms.com)

* **Documents for endorsement** should be submitted by **18 October**
* **Documents for information** should be submitted by **25 October**
* **Presentations** should be submitted by **25 October**

The presentation template is available from the CEOS Plenary meeting website:

[35th CEOS Plenary | CEOS | Committee on Earth Observation Satellites](https://ceos.org/meetings/35th-ceos-plenary/)

**To help keep the meeting on schedule, presenters will simply unmute their microphone when they are due to present and the meeting managers will display and advance all presentations**.

# **Contacts**

Contact Matt Steventon <[matthew@symbioscomms.com](mailto:matthew@symbioscomms.com)> with any specific questions.

# **Meeting Protocols**

## Connecting

Please connect to the meeting **at least 15 minutes beforehand** so that any technical issues (on your side or the organizers’ side) can be identified and resolved.

The meeting will be held over four days, from November 1-4, 2021. Over the course of the four days, each session will last three hours and will include a 15-minute break. On two days there will be an early start for the U.S. East Coast, and on two days there will be a start time that favors Asia/Pacific and the Pacific coast of the U.S. Because these dates coincide with the first few days of COP26, the CEOS Chair team has made every effort to deconflict the scheduling of presenters and participants who will need to engage in COP26. The meeting start times for various time zones are as follows:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
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The meeting will start **sharp** at the identified start times.

## Introductions

One of the first items of business will be for participants to identify themselves. This is important for building the atmosphere of the meeting, as well as being important for administrative purposes. The following procedure will be used to ensure this is an orderly and efficient process:

1. The CEOS Chair Team will identify a participating CEOS Agency by name and invite the head of delegation to introduce themselves.
2. The Principal or head of delegation will identify themselves. The head of delegation may choose to use one of the following methods to manage introductions for their Agency:
   1. Refer to a written list of Agency attendees that was provided in advance to the CEOS Chair Team.
   2. Introduce participants from that Agency, noting any CEOS Leadership roles they occupy (e.g., Virtual Constellation Co-Lead, Working Group Chair, etc.).
3. The head of delegation is asked to indicate when introductions for their Agency are complete.

The CEOS Chair Team will follow alphabetical order in passing to registered CEOS Agencies. Once all registered CEOS Agencies have had an opportunity to introduce themselves, there will be a final call for any other introductions.

CEOS Agencies are asked to coordinate internally in advance to ensure a timely introduction of their participants on the first day of the plenary.

Participants joining after Day 1 or after a day has started may also introduce themselves through a text comment using the GTM chat.

## Session Management

Primary responsibility for the management of every session will rest with the CEOS Chair Team. Except where prior arrangements have been made, the CEOS Chair Team will call on presenters and participants who wish to make interventions.

Each session will also have an identified Chair (which may be a CEOS Chair Team member or another member of the CEOS Community), and can:

* Intervene without invitation by the CEOS Chair Team (see below). Call on others to intervene.
* Refer to written comments in the GTM chat.

## Making Interventions

The CEOS Chair Team aims to ensure that anyone who wishes to intervene can do so (time permitting). A smooth process will ensure that a maximum number of people get the chance to intervene, with less ‘talking across’ and ‘interrupting’ as people attempt to intervene. The following process will be used to schedule and facilitate interventions:

1. Participants will indicate their desire to intervene on a topic by submitting a message in the GTM Chat. Messages should ideally be of the format:
   * “<x> from <y> wishes to intervene on topic <z>”
   * E.g., “Alex from CSIRO wishes to intervene on SDGs”
   * E.g., “Chair of WGCapD (NASA) wishes to intervene on Ocean VCs topic”
2. The CEOS Chair Team will monitor the chat and announce who wishes to speak.
3. The Chair Team will call on participants to intervene, in the order they determine. Typically, the floor will be given first to CEOS Agencies and then Working Teams, but this will vary depending on the topic and the discussion.
4. Intervening participants will immediately un-mute and make their intervention as time efficiently as possible.
5. At the conclusion of interventions for a particular item, or if time runs out, the CEOS Chair Team will provide a wrap-up and (if relevant) summarise the way forward.

Ideally, individual interventions will be no longer than 45-60 seconds, and preferably shorter.

## Commenting

It is also appropriate to submit a comment for noting, without requesting the floor to make an intervention. Such comments will be visible to other attendees and may inform their thinking.

Important notes on comments:

* Simply making a comment in the chat window will not be taken to imply that the meeting agrees with the comment or that a particular decision has been taken by the meeting. If a commenter wishes to have a particular decision/action formally adopted by the meeting, they must request to intervene, state their proposal, and allow the CEOS Chair Team or Topic Facilitator to ask the meeting to consider the proposal.
* Not all comments will be part of the formal record of meeting. If a commenter has a specific wish for a particular comment to be included in the record of meeting, they should make this explicit in the chat or, if necessary, through an intervention.

The CEOS Chair Team or the Session Chair may also wish to highlight some of these comments by reading them out to the participants. They may also wish to call on the commenter to intervene; all participants should be ready to ‘unmute’ in this scenario.

Principals and heads of delegations are asked to coordinate interventions within their team.

## Presenting

Presentations should be submitted by 25 October.

Presentations must be provided in advance of the meeting, in accordance with the instructions provided above. This will enable meeting participants to download a copy to pre-read, as well as enable them to follow along in real time on their local systems if they wish to do so.

The following process will be used to facilitate presentations:

1. The CEOS Chair Team or Session Chair will introduce the presenter and their presentation.
2. **The meeting managers will display the presentation and advance the slides for all presenters. Please indicate “next slide please”.**
3. The presenter will unmute their microphone and deliver the presentation.
4. Once the presentation has concluded, the presenter:
   * Will mute, but be ready to unmute to intervene at the request of the CEOS Chair Team.
   * Must remain ready to contribute as necessary, including returning to previous slides.
5. The Chair Team will release the presenter.

## Timekeeping

Due to the tight time constraints, the organizers will use several methods to ensure that sessions keep to time.

For presentations or sequences of interventions longer than 6 minutes, when there are 5 minutes remaining, a text reminder will be issued on the chat channel as a heads up. In all cases, a text reminder will be issued in the chat channel when there is 1 minute remaining.

Once allocated time has concluded, and subject to the CEOS Chair Team or Topic Lead’s discretion, the speaker or presenter may be given a few additional seconds to conclude their remarks.

## Breaks

The schedule is designed to provide a 15-minute break during each session. Individual participants may, of course, elect to take other breaks but are asked to do so in a way that is not disruptive to other participants (e.g., ensure that your microphone is muted and your camera is turned off before leaving, do not re-introduce yourself when you return).

## Closing

The organizers will decide when to close the meeting. Unless there is a compelling reason, this will be at the scheduled stop time.

## Call Recording

The meeting will be recorded. The recordings will only be used to enable the CEOS Chair Team and their contractors to prepare meeting minutes.

# **Questions**

Should you have any questions on protocol **in advance of the meeting,** please contact Matt Steventon <[matthew@symbioscomms.com](mailto:matthew@symbioscomms.com)>.