MARRAKECH – At-Large Technology Taskforce
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UNIDENTIFIED MALE: This is the At-Large Technology Taskforce.

DEV ANAND TEELUCKSINGH: Let's get this session started. Very good afternoon to everyone. My name is Dev Anand Teelucksingh; I'm Chair of the At-Large Technology Taskforce, and welcome. We have a full agenda this afternoon, and I'm glad to see so many people here in the room to see what work we are doing.

With me is Glenn McKnight, one of my co-chairs, and Judith Hellerstein, my other co-chair. And what we're going to be doing is just give an introduction of what the Technology Taskforce is doing. We're going to get an update on the captioning project, that's a project on captioning various ICANN conference calls, e-books initiative from Glenn McKnight, and then Chris Gift, who has very kindly had time to come and attend this session to talk about ICANN's 55 mobile app. And then we'll have a discussion on the LACRALO mailing list issues, and a discussion on conferencing tools, and an update on some of the

recommendations the Technology Taskforce has been working on that were given to them by the At-Large community.

Let's start. Just do the introduction of the At-Large Technology Taskforce.

So the Technology Taskforce evaluates and reviews ICT technologies that can help the ICANN community, and by the ICANN community, the At-Large Advisory Committee, all of the regional At-Large organizations, better able to accomplish their role in ICANN activities. So anyone interested in ICT and how it could be applied to solve the needs of ICANN At-Large, and other ICANN communities are welcome to join this Taskforce. And you can see the e-mail, they just need to contact ourselves or the staff to join.

So the background behind the Technology Taskforce was that it came about from in June 2012 as one of the recommendations from the At-Large improvements, that's one of the views of all of the communities. And one of the recommendations was to introduce to At-Large structures selected information, dissemination, communication, and collaboration tools, and provide training. And then review communication and collaboration needs considered unmet by ALSes and the At-Large community. And by evaluating technologies currently in

use by At-Large, or elsewhere in ICANN, and to identify and review other technologies as they became available.

So this is the members of the At-Large Technology Taskforce, and as you can see, we are quite a diverse membership from all of the five regions. And what you'll also have is also persons coming in from other communities, so we have two persons from the GAC, for example, that are now involved in the Technology Taskforce. Next slide.

So just a reminder of who can be in the Technology Taskforce. They can be from any member of the At-Large community and other members of other advisory committees or supporting organizations. We have one or two conference calls per month and there's a wiki space where we document our activities, and you see the links on that. Yeah, you see the links on the slide there.

Yeah. So let me summarize quickly what is happened in terms of activities since the Dublin meeting. We've had four conference calls. I'm going to go through this quickly so we can just get to the other updates. We had four conference calls. We submitted a budget proposal to fix the bugs in ICANN's machine translation tool used for the mailing list for the Latin American and Caribbean Community, and we'll be talking a little bit later on about that issue. And we've continued to work on the

recommendations that was given to us by the At-Large community, and we will cover some of those later on in the agenda.

The next item on the agenda was the two At-Large proposals that my co-chairs have been working on. One was the captioning and one was on e-books, so I believe captioning is the first update, so Judith.

JUDITH HELLERSTEIN: Yes. We're going to do the e-books first because she needs to get the slides.

DEV ANAND TEELUCKSINGH: Okay. Well, Glenn, can you give an update on the e-books, then?

GLENN MCKNIGHT: Thank you. Glenn McKnight, I'm the Chair of NARALO and the Co-Chair of the Technical Taskforce, and I was trying to get Dev's attention. I just wanted to recognize the students from [Rabat] that I think they took a four-hour bus ride to get here to join the meetings today, so we welcome you to the session today.

So because I'm a little bit of a, I guess, a techno nerd, I am always trying to look at tools and techniques. And I've been looking at e-books for different activities and communities that

I'm involved with. And I've always been struck that the ICANN material is either on the website or its print material, and if it's print material, it's not going to be hyperlinked, it's not going to be usable in an e-book format such as a Kindle or other formats.

So when I suggested this for the budget for FY '16, we're talking a little bit of money to be able to take different documents, whether it's text material, academic material from ICANN Learn, or policy documents, or capacity-building documents. And what we did is myself and Maureen Hilyard, we looked at a lot of different tools, and I assure you there's a lot of different tools.

So we produced nine books, with Maureen, who is with APRALO and I, we looked at, particularly, the presentations that were done at capacity building. One was working groups part one, working groups part two, ALS and volunteer engagement with workgroups, and then, like I said, there is nine in total. But the thing that's valuable for you and jot down the last URL there – produce an e-book and there's a lot of choices out there. All the way from a very simple format using Google Docs and then converting that to a PDF, and then moving it on. But there was a real tangible value on why we chose to do an e-book format.

The last tool that we ended up using, AnyFlip or FlipHTML5, both those tools, I think they're owned by the same company, you can embed sound and you can embed different languages for

the changing of the pages, and you can put video, as well. So the platform of the e-book is a lot more than just written material.

So what we have is for the community itself, is a lifetime license. So each of our ALAC communities can actually take their material that they produce, and make it into an e-book. And it is a very simple process to convert something using these tools. Any questions? No? Okay, that's it.

JUDITH HELLERSTEIN: Yeah. So as we talked about last year in the FY '16 budget, we had decided we're looking at how we're going to increase engagement, and we were looking at different ways of increasing engagement to areas where they hadn't known about the taskforce before. And so we looked at what some of the issues that people talked about, and it's one is for accessibility reasons. How are we going to get focused on groups that are special needs or specific needs, and how do we increase engagement to them?

We're also a little concerned about people in countries with limited bandwidth who cannot participate in the Adobe Connect calls. And we're also looking at a lot of the working groups that do not have language support. We were looking also how do we increase engagement for people whose native language is not English.

So we looked at all of these, and we put in a budget request for FY '16 to get a real-time captioning pilot. And so that was approved, and it was in the core budget. And we are in the midst of a pilot, which is going to generate the necessary metrics that we need to keep the program going and have it adopted by – RALO meetings our monthly meetings for the different region, as well as we're also targeting certain other working groups and looking at some of the webinars. APRALO and other RALOs doing very large numbers, this is how they reach out to people in their region on different topics, and educating them about different issues.

And since their region is very diverse, it's much easier to do that on the webinar than on different other format. And we also wanted to look at different ways of increasing participation, not only for people who have accessibility issues of hearing, visual, or other specific needs, but for everyone. So we then put in the program, and then for the next year, for FY '17, we put in a special request to expand the program to cover languages of Spanish and French, as well, and to continue along with English.

And so we ran it for the first time, we got a little bit of a late start. We ran it for the first time in February. And we had asked people to send it. We can have three a month. We asked people to send in a request to staff for which meetings needed this. And so we created a criteria where we will judge against, and our goal is to

use the criteria to narrow down what sessions would be needed under the pilot, and we hope to have as more sessions than on the criteria.

But right now, we had two requests for sessions. One was delayed, so it's going to happen at the end of this month, and one happened already. And we're passing around some metrics that were from our questionnaire. And in this questionnaire, what we discovered mostly was that Adobe Connect had some audio issues during the time of the call, and often is the case that people, they have to stop the call and get started again.

But because we had the captioning, people were able to keep along the call. We didn't lose any time, and so we were able to get through our topics and not lose anyone's interest or engagement. And so these are the some of the issues that we found in the call, and some of the metrics we calculated.

DEV ANAND TEELUCKSINGH: Thanks, Judith, for this and for passing along the metrics slides. Any comments or observations or questions?

JUDITH HELLERSTEIN: Chris.

DEV ANAND TEELUCKSINGH: Ah, Chris Gift.

CHRIS GIFT: Thank you very much. This is Chris Gift with ICANN staff. Judith, that's great work and love to see the statistics and everything once you – I know you have them here. We'll take a look after the meeting.

Any idea about – and I'm sure other people are thinking about this instead – any idea about the cost? Their cost implications and I think [inaudible].

JUDITH HELLERSTEIN: Sebastien, would you like to comment? So the cost implications were – I don't exactly remember them, but they were significantly less than the cost of ICANN doing the transcripts. So I do remember the cost, I think, were pretty minimal. There was an hourly charge, and I forgot exactly what it was. But [inaudible] is $160 an hour or $165, whatever, but I think there's also different costs for Spanish and French. What it is, is that they match.

So we normally have them interpreted, so what the captioner would be is actually a live, a real person, maybe not located on set, but remotely, and they're patched in through audio to the

person who's doing either the speaker or the person who's doing the interpretation. So that way, they get the direct link.

And they produce a raw transcript, which then gets edited for different clarity issues, and then that transcript is then available to sync it with, and for webinar, to put it on there so every time the webinar is watched, they will be running transcripts, and that's for people that are watching it off those.

But one of the other things that is very helpful for is that it provides a single text stream so that someone who's in a country with very limited bandwidth can just look at the text stream, which they can get as opposed to losing it on Adobe.

CHRIS GIFT: Follow-on question. Maybe this is for you, Dev, or you, Judith, I'm not sure. So what are the next steps once you're completed with the pilot? Are you proposing to come to ICANN staff or just what's the next step?

JUDITH HELLERSTEIN: Well I guess the next step would be that the pilot would generate enough metrics to show ICANN the value of this, and that it could be extended to all the working groups and to everyone. So that everyone can be, if they choose to be engaged, or if not that person, then we would put a note out saying, "If people desire to

have it live captioned, they could write to staff who are handling that meeting and request it."

CHRIS GIFT: I would recommend that once you have the results and you do your own internal review, we work with you to schedule a meeting with the appropriate staff from personnel to review the project with you and then see what next steps come after that, right? And then go from there. But I think we would welcome a presentation from At-Large on the results of the project and so we can discuss together how to move forward. Thank you.

DEV ANAND TEELUCKSINGH: Glenn, you wanted to do a quick follow-up on something?

GLENN MCKNIGHT: Yeah. I think Chris is alluding to what the survey did. This was a survey of the very first group, which we did, which was our At-Large group, which is NARALO. There's more. We do not have the final results but even from the very first session, we discovered things that we didn't expect in the beginning, and we're quantifying the results and we're hoping to have as many groups that have special needs to be on the call so that we can get their feedback. So we need to be more aggressive in getting people to be on the calls that absolutely benefit from this tool. Okay.

DEV ANAND TEELUCKSINGH: Beran, okay.

BERAN GILLEN: Thank you, Dev. Chris, I wanted to ask a follow-up question. Maybe would help on your end if you sort of told us what you were looking for with regards to feedback, or is it something specific would help so that we will be able to feed your exact information you need to make your informed decisions? Thank you.

CHRIS GIFT: That's a good question. I don't have anything top of mind, but I think it would be useful to know how useful was the service to everybody. Right? The cost, obviously, is going to be paramount. Right? And to achieve cost, we have to understand that not only the cost per hour but how many calls do we expect to caption? Right? And not just At-Large, because I think this is obviously a service we're going to want to offer to all the constituencies and all their working groups.

So just on the top of mind, those were the two things I would want to understand. I'm sure I can talk to some other people internally and get back to you and say, "Okay, here's some

things we should, we should bases we should cover. I can do that. I'll take that on."

BERAN GILLEN: Thank you, Chris. I think that will be very helpful.

DEV ANAND TEELUCKSINGH: Okay, so I'm not seeing anybody else. Okay. Let's move on to the next item on the agenda, which is the ICANN 55 mobile app. And Chris, you can have a, if you want to say a few words about the ICANN 55 mobile app.

CHRIS GIFT: Sure. The ICANN 55 mobile app, if you are not using it, sorry, it's in this pocket, you should be. It is a mobile app that I think this is our third iteration for the meetings. Just a couple of points I would like to. We will take all suggestions in terms of features, or bugs, or anything like that, but just please be aware that it's not our service. Right? It is something that we contract out, or not even contract out, we – [inaudible] events [inaudible] using your own [inaudible].

DEV ANAND TEELUCKSINGH: Even if it is just a kind of recording of my own thoughts as a meeting [inaudible] time and a date kind of a thing.

CHRIS GIFT: Yeah. Now we did ask them if we could create something where people can have their own events and they said it's on their roadmap but they don't have any timeline, so.

JUDITH HELLERSTEIN: I think Satish was also asking I know on the demo version, there was a place for note taking. Is this still there? Oh, maybe that. Satish, was that what you were referring to?

SATISH BABU: That works not very well because I'd like to for the thing to come on my schedule itself because I can look at the schedule and say, "Okay, I have this thing."

CHRIS GIFT: The best solution I found is really just to what I do, to be honest, is I create my schedule using the mobile app. I subscribe to all the events. And then I just push this to my schedule, and then I just manage it from there. That's the best thing I've been doing because I have a lot of private meetings, as well, and it puts it all in one place. Not ideal, but.

JUDITH HELLERSTEIN: And Satish, I think if I saw on the app, there's a section to sync to the calendar.

DEV ANAND TEELUCKSINGH: We have a question. Go ahead. And just introduce yourself.

ADEEL SATIQ: I am Adeel, a NextGen member from Pakistan. I have a quick suggestion. Once you have selected your schedule, there must be an option that you can only review your schedule only, so that we don't have to scroll up all the way from top to bottom every single time. We spend a lot of time there. Because you already spend an hour to select our day-to-day schedule and then we again have to schedule from top to bottom every time. It doesn't look nice. Thank you.

JUDITH HELLERSTEIN: Yes. I actually can answer that question. Ali, can you turn off the mic? So there's a section, if you go into your My Profile, that you can pull up My Schedule, and then it will only show you your schedule as opposed to if you go back into meeting schedule, it will show you all of it. But if you go into profile, there's a way of pulling up my schedule.

ALI ALMESHAL: Yes. How was it synchronizing with your calendar? Because I have been using it before even I come to the ICANN so I have recorded all of my meetings but never goes to my calendar.

JUDITH HELLERSTEIN: That. I have the answer to you that so the problem we have there was I also mentioned to Chris and we should do feedback is that currently, if you set up your schedule from the Web, there is no place – if you do it from the app, oh, if you do it from the app, then you can sync to the calendar. It says add to calendar on each thing.

UNIDENTIFIED MALE: I can show you after.

CHRIS GIFT: I apologize. I'm going to surprise Dev, and I know how he loves that. So there is something else I would like to briefly discuss or just mention to the Taskforce is that I would like to, I've had some discussions here at Marrakech with a few other individuals about collaboration tools. And as you know, it's very important to everybody here on how we can collaborate on documentation and creating documents within your working groups and working groups such as this.

We have experimented in the past on this topic. We did a long pilot program with SSAC on trying to find using really documenting the requirements and testing a variety of tools. But it ended up that we could not satisfy the requirements. We really looked over 50 systems and services, and we couldn't meet their requirements, so we ended up really just falling back on what they do now, which is use Word documents, which is less than desirable.

However, having said that, I would like to start that initiative again and give it another try. So I'd very much like to invite this taskforce to participate and help us go through that with steps number one being let's define some requirements, and then we will identify some tools that we could again test, and then move through that. So I just wanted to bring that up to this taskforce and then go from there.

DEV ANAND TEELUCKSINGH: I think we will most welcome that. Sebastien, go ahead.

SEBASTIEN BACHOLLET: Thank you. Can we have a tool to define the requirement together? And may I ask during the public forum that you give us a demonstration of the app?

CHRIS GIFT: We'll ship it by then. Thank you, Sebastien.

DEV ANAND TEELUCKSINGH: Okay, so let's see. Okay. No other questions? Let's move on to the next agenda item, and that's the update on the LACRALO mailing list issues. So just to give some background of this topic. LACRALO has two mailing lists. We have one in English and one in Spanish, and if you could see the link to go to the archives.

So what happens is that e-mails in English are sent to the English list and a machine-translated via ICANN's program using Google Translate are then posted to the Spanish list. And similarly, e-mails in Spanish are sent to the Spanish list and are translated and posted to the English list.

Now you think this would work well, but there's been significant bugs since the tool was first introduced in 2010. So just one example, and it's a minor example. I started off with the small ones and then graduated to bigger ones. You have the missing identifiers in the subject lines, so what happens is that because the subject line is altered, it's difficult to have threaded conversations in your e-mail client. That's a small bug but the bigger ones are coming now.

What happens here is that the subject lines of translated e-mails gets garbled and if you look at the first line of the subject line, it

looks normal, but as it gets translated and people start replying, you start seeing it breaks down. You start seeing gibberish in the subject line.

And as more and more people reply, it gets worse and worse. Literally, that one subject line which is from a English translation eventually breaks down into that, all in the subject line. So you don't even see what the subject line is anymore. So and it still is a huge, huge, huge problem.

There's also been, it's probably hard to read on the slide, but there's a lot of strange double quotes and strange characters and odd characters in the translation. And it's actually become unintelligible with all of those strange odd characters.

So what has been happening to that to fix this? So ICANN staff has created two new mailing list and we now have a group of persons now testing the new code. And some of the changes that were done for the new code was that we would try to have a system in place where if an e-mail is badly formatted, people don't use punctuations, full stops, and commas, that's a problem for the translation engine. Because, well, because there's no punctuation, eventually the tool has to then chop a piece of text. And if it's in midsentence, you then lose all meaning of what the sentence was trying to say.

So we will try to do a system where it will reject messages and say we will not translate this message because it had bad formatting issues. And what we also did was what I also suggested, I was taken onboard the subject line will no longer be translated, and what that means is that the conversation thread will not be lost and then and you can have threaded conversations once again. So you don't lose the thread because of changing different subject lines.

And, well it's probably hard to see on the slide, but you could see it's been vastly improved. And if you can see the English text there, and then the next slide would show the translation. And you would see it's not much gibberish characters and it's much, much more cleaner than what our existing mailing list code is like.

So some of the things we've been looking at is still a lot of false positives, but you know what? It's improving greatly. And that's really due, in no small part, to the one ICANN volunteer who's been working on this in their spare time. And one of the things that the Technology Taskforce has done because we felt that having the person work on it on this on a volunteer basis on such a critical issue was important that we submit a budget request to ask ICANN to get the funds available to have additional programmers, or to assist the volunteer person to help quash the remaining bugs. And there's a wiki page that goes into a lot

of details of the discussion, and also the bug reports that the volunteers are now testing out.

So that's a summary of all the translation issues. So Chris, I see there's a question from a remote participant. Okay, well let's go ahead.

YESIM NAZLAR: Thank you, Chair. This is Yesim from ICANN staff. We have a comment from a remote participant saying it's either Ucla or Ucla, sorry for the pronunciation from Venezuela. Suggestions with regard to the mobile application, the first is that outsource when you can be project that can develop with application, for example, Google is a very good tool to create applications for meetings that have more features than the current applications. Thank you.

DEV ANAND TEELUCKSINGH: Okay. So that was on the previous mobile app discussion, but good to capture on the record. So Chris, you want to give update on the LACRALO mailing list issues?

CHRIS GIFT: Sure. I think you've first, before I even give it, I would also like to introduce Mark Segall, I think who is at least listening in. and

Mark Segall is from IT and he's rwhat we call a delivery manager, responsible for community efforts. So he's responsible, for instance, helping IT deliver on the At-Large website or any other things, collaboration tools, or mailing list that you need such as these.

He's new to that position, which is why he has not been taking care of this in the past. And I just wanted to mention that he will be doing so in the future. So he will be a point person, which I think is something you've been missing. You've been dealing directly with Josh Jenkins and other IT developers, whom are very good guys. But to be frank, we pull them in 1,000 different directions, as you probably well know, and his priorities are difficult to manage.

But that will be Mark's role going forward and he can help you greatly with that. So I'll make sure that if Mark doesn't introduce himself in his meeting, that he'll join the next TTF call and personally introduce himself there.

We also have Jeff Reid on my right, who is – do you want to introduce yourself?

JEFF REID: Sure. I'm VP of IT operations for ICANN, I'm a member of the staff. Yeah.

CHRIS GIFT: So Josh works for him, so yeah. Big aha. Anyway, so an update. I think you've actually captured everything accurately in terms of what the old issues are and where we are now. From my understanding, once we're given the go ahead with the new service, it'll take about 30 days to put it into service, right? To move it into production. I know that Josh has expressed desire that we get a few more tests in, and I think from what I see, you have the same perspective that we need to continue testing a little bit and solve a few more issues.

I think what we need to decide, and I think we can give a commitment here, is that we want to finish this. We're well aware that this has been going on for, I think, seven years, if I recall? Something like that?

JEFF REID: Yes. Coming up to seven years. A long IT project. And we need to put it to bed. So we are willing and ready to commit the resources to finish this off as rapidly as we possibly can.

DEV ANAND TEELUCKSINGH: Chris, excellent news. So Mark, I see someone has raised their hand.

YESIM NAZLAR: Is Mark Segall here? We see that he's online, okay. Mark, can you speak? Okay. So if you can maybe just write in the chat box, I can just speak out. Thank you.

DEV ANAND TEELUCKSINGH: Okay, thanks. While that question is being captured, I have to say, I have to really acknowledge Josh Jenkins, for plugging away diligently at this. And I'm now glad to see there is progress going towards for that. And I think, as you said, now that there's now a point person now assigned to it, and we can now, I think look at the remaining bugs and decide whether they're showstopper bugs, I guess. I guess we can tweak endlessly, but I think at some point, we could say it's good enough and deploy it.

So Satish, go ahead.

SATISH BABU: Thank you. Is there any plans, once this stabilizes, to extend it to other languages, as well?

CHRIS GIFT: It's a good question. There are no plans right now, no. I think that'll be a direction we'll have to take from you.

DEV ANAND TEELUCKSINGH: I mean, I know AFRALO has expressed interest for between French and English. So I think other language communities and other RALOs can benefit from this. Chris, you have a comment?

CHRIS GIFT: This is maybe a crazy idea, but is there any interest in also looking at other means, other tools besides LISTSERVs to accomplish the same goal that would allow us to translate more easily? In other words, the translation's directly built in. I mean, I know we love our LISTSERVs in this community, and our mailing list. But I would love to explore other alternatives, even just test some ideas and do other things like that.

DEV ANAND TEELUCKSINGH: Yes, indeed. And I think some of the summit recommendations, went to the questioning of that effect, coming up with other tools to allow for participation and so forth. So the answer would be most emphatic yes.

All right. So our next item on the agenda, let's see, is, well, a discussion on the conferencing tools. This was going to be a discussion, really it's regarding some of the challenges we are having with Adobe Connect, and are there alternatives possible? The Technology Taskforce has been evaluating a lot of

conferencing tools, and is in the process of trying to come up with a more detailed report. We have done lots of reviews where members came on and tried a new conferencing tool, and I think we've done literally about 11 or 12, possibly even more, in the past year. And we've kind of documented it worked on this, it didn't have this particular feature and so forth.

I think we have two critical challenges with Adobe Connect. One challenge is, is that there's a challenge regarding the audio channels. So when you have multiple, like in LACRALO, for example, you have English and Spanish. Only one audio channel can be selected within the conference, and so that's been one challenge that we've noted.

The second challenge is that Adobe Connect, the recordings, and this is coming more for in terms of making the work of At-Large more accessible, the recordings from Adobe Connect are stored in Adobe Flash as a Flash video format. And, well, Flash is not supported on mobile devices.

So what happens is that if you are on a mobile device, there's no well way of you can play back a recording of an Adobe Connect session short of going to your desktop, and having your desktop, and have flash installed. So that's been two challenges, and we're looking at trying to find out ways can we have the

conversion of those recordings to more mobile-friendly formats like MP4, for example.

So I just want to toss up if Chris has been, have you all been looking at other conferencing tools? Have any comments?

JEFF REID: Yeah. We have been looking at others, and we have not found a solution that is better than Adobe Connect, recognizing that it's got the issues you called on earlier. And right now, the only thing we're really looking at related to the tool is potentially bringing it in house to manage. I don't know that that's going to help either of those problems, however. But just to be able to better utilize the Adobe Connect.

DEV ANAND TEELUCKSINGH: Thanks, Jeff. Judith?

JUDITH HELLERSTEIN: I did notice at this year's sessions when you are hooked into the Adobe Connect on the mobile app and there were translations, you actually got the translation on your remote. And if you were on the English channel and someone was speaking French, you heard the actual English translation.

So I would like to commend that and because that was one of the problems that we mentioned last time. I think there were different channels, and if the English channel was the default channel, and so that you were always going to get the English, which would be what we would want.

But then I guess what you could do is on the meetings listing, with the audio channels, you could be selecting the different audio feeds. So if you wanted to be the French one for remote, you could click on that and be the French one. And I don't know the option's available because right now, on the Adobe Connect, it was just the English. But if you had a separate Adobe rooms, for each channel, then you could get someone who's remote could get actually the Adobe chat, Adobe room in that right channel.

DEV ANAND TEELUCKSINGH: Well thanks, Judith for summarizing that option. Just to go back, did Mark type his question in the chat so you can capture what he was trying to say.

YESIM NAZLAR: This is Yesim from ICANN staff. He says just a comment, "I was just going to say thank you for having me on this call, and my regrets for not having the pleasure of meeting the team in

person as I had previous commitment for this week. Thank you." Sorry, this was Mark. Yeah.

DEV ANAND TEELUCKSINGH: Glenn.

GLENN MCKNIGHT: Yeah, in conversation, I do recall that Mark was on our call on this issue back in January. And he's happy to work with us, so we're going to create a small working group. I'll volunteer with Dev and ask maybe Harold or other people with LACRALO to be on that working group with him. We'll just set a time and action item.

DEV ANAND TEELUCKSINGH: Okay. Thanks for that. Any other? Oh, Yesim, go ahead.

YESIM NAZLAR: Thank you, Chair. We have another comment from [inaudible] in Venezuela saying, "I think we need to work the WebRTC format to make them more easy to share and use in conjunction with the IETF and the WebRTC Working Group. Thank you."

DEV ANAND TEELUCKSINGH: Thanks for that comment. And indeed, we have noted the rise of WebRTC, and we think some conferencing tools use it. The challenge that we're finding is that the WebRTC solutions don't really have the feature set that Adobe Connect has in terms of managing the meeting, like having a speaker's queue, for example. So you have hands raised, and so you can see who has their hands raised and so forth. And that's been the challenge.

I guess it is something, though, that it's a trend that we have to keep observing and keep evaluating as new meeting conferencing solutions come up with, use WebRTC as a solution.

Okay. So I see no further hands here. Let me just move on to the next item and now we're coming up close on time here, but it's an update on the At-Large Summit two recommendations that were assigned to the Technology Taskforce.

Now this is a lot of slides, so I'm not going to try to go through every single one. But you can download it and see the great amount of work that the Technology Taskforce has put into these recommendations. Okay, so the background behind it is that 42 recommendations came from the At-Large community when they all met at the ICANN 50th Meeting. And these recommendations covered a wide range of recommendations and observations on the future direction of ICANN.

And several of them were assigned to the Technology Taskforce. So that you can visit the link to see all of the 43 recommendations. And the next amount of slides will really cover some of the work that we've done to document it. So actually I'm going to go through these slides very quickly. I'm just going to cover key updates that were done between ICANN 54 and ICANN 55.

So recommendation ten, we talked about the evolution of language services that must adopt live scribing for meetings, and extend the current interpretation and translation processes. And, well, we've talked already about the captioning project that's been submitted.

We've also documented how language services already does a lot of work already for ICANN meetings and conference calls. And we also documented how we can do captioning for videos. And we've also been looking at recommendation 11, implement a range of services to facilitate access. And I guess, Chris, this is what is coming back to in terms of collaborative tools that also allows for built-in translation and so forth.

So we've been working on that, LACRALO list being one key one of that. And what we've also done, we've actually started documenting some of the various machine tools that persons can use on their own. Some of the things that we've looked at to

include is Skype translation, that's now a common feature now in Skype translator. And we've created a Wiki page. And the next slide just shows a Wiki page slide, but I broke it down by platform, so if you are on a Mac computer or Windows computer, Linux computer, on an Apple, iOS, or Android mobile phones, you can have various tools to help translate content. And I've also broken it down by task. So all of that is all up on the Wiki there.

So the recommendation 17, and ICANN is very sensitive to that social media is blocked in certain countries, and recommend credible alternatives. So we've had a meeting on Tor with David Goulet in November, and we talked about then how Tor allows access to be anonymized.

We've also been looking at group chat applications. One of the more popular ones is Slack. And group chat applications, essentially what they do, it allows for persons to be able to instant message persons directly, or to groups of persons, and separate those conversations into rooms or channels in a much more easier manner.

And one of the things we have been looking at is to try Slack. Because we use Skype a lot in At-Large, and we use Skype primary in terms for a lot of the group chat conversations. But we've noted that Skype has some disadvantages. Well the three

big disadvantages is that, well, one, when you upgrade your computer, you can lose all your chat histories. So a lot of institutional memory gets lost as people upgrade their computers. We don't have access to the conversations three or four years ago. So that's a big issue.

Also, well, persons that have the Skype group chat application itself, and it's not publicly facing. So if you're not on the Skype, if you don't have Skype, then you really don't have access to the conversations, and that's all. So there's no chat history for other people to review and comment on and interact.

And the third one is that it's hard. There's no group search, so that if you wanted to find a conversation, you have to remember who you talk to two years ago and to find that URL that you shared with that person. So we're looking at things like the Slack. And the next slide just shows a screenshot of what Slack is for those who don't know it. So you have channels, you can search the entire across channels and so forth.

So we're thinking that, and I believe ICANN does use Slack. Perhaps you could just share briefly like how it's used and what you found with it.

CHRIS GIFT: Yes. We do in fact use this tool, this service, Slack. We use it really for development and for product management to communicate. We have a number of teams within development. We have IT ops, we have developers, and so on. And when our development team is spread between North America and India, as well. We have an outsourced development team.

So we use it to communicate amongst ourselves. I think we probably have about, all told, probably like 90-100 people on it. So not too many, but we find it invaluable. We love it. Or at least I love it. And I think the rest of the team loves it. It does many of the things that Dev was talking about. It has a permanent record, it's easy to find information, it's easy to share information and so. Would love, as I mentioned to Dev I think the other day, perhaps on a call, would love to demonstrate how it is that we use it internally and the benefits that we see.

DEV ANAND TEELUCKSINGH: Indeed. I think we can make that an action item so that to have a discussion and demonstration of Slack, and see how we can use it for the At-Large community. So I don't think we have time to go through all of the work slides on this, but I think one key thing to note was the introduction of the new At-Large website. So that was a big milestone. So the two persons, the key persons that made it happen were Ariel and Laura. Yeah, Laura, who's

here, so Ariel, it's been a fantastic new lovely website and I would say kudos to you all.

And the At-Large community is totally grateful for this because it really is a much, much better website.

CHRIS GIFT: Dev, if I can just. I would just like to add that I've already three other communities come to me and say, "We want the At-Large website."

DEV ANAND TEELUCKSINGH: Go ahead, Heidi.

HEIDI ULLRICH: Just briefly. I just want to also thank Chris and his team for leading that, but also stress that it was really bottom up. It is we listened to you, and thank you for your input. And please do feedback. It's not 100%, but it's in a really great shape, and I have been mentioning it to the Board, etc. So we'd appreciate your feedback, as well. Thank you.

DEV ANAND TEELUCKSINGH: Okay. I think we've reached the top of the hour, so I think we could probably have to adjourn the call. But I mean, I really would like to thank everybody for attending. If you have any

technology issues that are facing the At-Large community, okay, Sebastien, you have a brief intervention.

SEBASTIEN BACHOLLET: Yes, sorry. Just one point. I would like very much that this Taskforce, under some of the issue we face during meeting. For example, I think we need to develop a tool to help people to share a cab from the airport to the conference center when they arrive at the beginning. And the same thing when they go away. We really need to find those type of tool to help us to decrease our own cost, and to share a load, and so on and so forth.

And then as I didn't see any other group who are able to do that, I was suggesting that the Taskforce can under the beginning of this discussion. Thank you.

DEV ANAND TEELUCKSINGH: Okay, Sebastien, okay, well. All right. Beran and then Glenn. Okay.

BERAN GILLEN: I have a suggestion, Chris. You can put it on the ICANN meeting app.

DEV ANAND TEELUCKSINGH: Glenn, quickly.

GLENN MCKNIGHT: As you know, we produce a travel tips newsletter for the Technical Taskforce. With that in mind, those kind of insights so that we can help you with your sim car, your travel arrangement. And I think you translated into French, I think. So yeah, if you read it, you would have saw we had that tip.

HEIDI ULLRICH: Just really quick. Glenn, I'm just wondering would it be possible to turn that document that you produced currently in hardcopy, could you turn that into electronic or an app?

GLENN MCKNIGHT: Yeah. It was sent out as a PDF and an e-version in advance of coming here. We want to print a hardcopy so people can actually see it, but if you don't have it, we'll send it again as electronic version. Yeah, it could be an app. Why not?

DEV ANAND TEELUCKSINGH: Thank you. Thanks. And actually, going back to the newsletter, I would say it was Harold Arcos who also contributed a lot of the content, so thanks to Harold for doing that, so, yeah. So I like to thank everybody for attending. And if you have any technology questions and comments, feel free to talk to us. And we'll be

here all week, so thank you all. Thank you to the interpreters. I know it's been a long day, and thank you, Chris Gift and everyone. The call is now adjourned. Thank you.

UNIDENTIFIED FEMALE: Okay. Just as an announcement for those interested, the Public Forum is now happening at 17:00 in the Atlas room and the session begins with AC/SO chairs updates, so Alan will be speaking first.

[END OF TRANSCRIPTION]