
CR - Basic Training on ICANN's Community Wiki

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ICANN - San Jose, Costa Rica

Filiz Yilmaz:

...how it was set up and how it was promoted. So she will give you some pointers where you can find what in this tool that we use for our engagements among ICANN communities. Thank you.

Carole Cornell:

Good morning, everybody. Welcome. Today I'm just going to give a very high-level basic introduction on how to use the Community Wiki. It is not intended to be very detailed and there is information available to actually get more actual tools and characteristics of how to actually use the Community Wiki if I haven't covered some of those things. But most of the people just need to know how to be able to get onto the Community Wiki; they need to be able to know what's there for them in terms of information; how to add a comment; how to maybe watch a page of information or a workspace in particular that you're particularly interested in. And I will cover that basic information for you.

So the agenda is I'll talk a little bit about what is a Wiki, a little bit as I've said about the training guide; a little bit about how to log in, what some of the tools are. And of course at the end of this session I will open it up for questions and answers so that if I haven't covered something I'd love to hear from you and I'd be happy to answer the question if I can.

So just at a very top level, a Wiki is a tool to support the collaboration of information both at an individual, team, corporate or community level. It really is a workspace that you can personally get to know quite well and be able to find the information you're looking for, but the second part of it – which is the most interesting part – is you can actually have a two-way dialog with people with a similar subject and nature.

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The particular brand we're using, and a lot of people sometimes refer to it as a Confluence Wiki rather than a Community Wiki. Confluence is a brand name, and since we are using that particular one it tells you how to work from it. But if you're actually at your computer today you can actually go to the Community Wiki by the link that's shown here and you can start to follow along with me as I talk about some of the tools.

Again, the Wiki's installation is set up to allow global viewing, so you can view it anywhere you are; and it also allows you to edit content if there's something that you want to contribute.

I'm going to use a couple of vocabulary words when I go through the explanations, so I think it's important to tell you a little bit about what those words are that I might use. The first is I refer to something called a workspace. A workspace contains pages and typically if you think of it like a book it is the full book and then there are different tables of contents on the left-hand side; the left-hand side would be the pages. It contains text and images, it attaches documents and PDFs – it can do all of that.

Pages in ours that are organized in a workspace are in hierarchical levels. When a page is added to another page we call it a child page, and of course if you're referring back to the top page you'd be calling it a parent page. Since this is intended to be a global tool the translation of the Guide – I brought a couple of copies, and I'm not sure if they got all the way to the back of the room so I'm sorry. You can download this if you want to or just go online and look at the training guide yourself.

You're welcome to download it at any time or look at it after this meeting if you want to go back and refer to it. I find that sometimes having it next to me when I'm going through and doing the basics one or two times allows me to quickly be able to find the tool and use it properly. It is translated into those six languages: English, Arabic, Spanish, French, Chinese and Russian. And so you can go download that particular application guide or training guide.

You can try to go in and you can see that you have to log in. And if you need a password because everyone needs to be registered in order to be able to get the Wiki, and you don't have your password now – if you go to community-help@icann.org and you'd send that request in they will immediately send you back your login and it would allow you to do that. It does take a few minutes depending on where you are and how long that person's opened up that page to send you back, but they will do that and you will have access to it. If you see me after because you can't for some reason do that, after this meeting I'd be happy to make sure we do that together so that you can get your password and get logged in.

So when you log in, what do you see? This is, and I mean this sincerely – this is *your* Community Wiki. The page you're seeing here is a sample of Shawn's page with all the full permissions. You might not see up on the right-hand side where it says "Edit," "Add a page," all those things – it depends on the permissions you're given. Everyone's given a read-only permission, and some people are given edit permissions for particular pages if they have a particular community need, if they're working like as a working team. You might not see all of that.

If you see a page that you would like to particularly edit or something and you don't have that capability, if you go back to that organization and you ask them they can work to give you that permission. If you look, you'll notice on the far right you'll see a person's name; in this case it's Shawn Johnson. That would be your name if you're logged in correctly. So as I started to talk a little bit about, when you go into the page and you see this you can see that it gives you the capability on the top right. You can add, edit, tools, browse or login, and all of that's done through – you can see the red arrow – the "Tool Options" bar.

I went through and picked another specific page and I thought that this is probably one of the ways that most people would like to participate in the Community Wiki besides being able to read all of those individual pages. I wanted to be able to allow you to add a comment if you had a particular area of interest and you'd read something and you thought they were asking for

comment or you thought there was some valuable input to give, you can do that yourself. And so you can see that.

You would go to where it says “Add” and then you would scroll down to “Comment,” then you would click that and it would allow you to post a particular comment in that space. And this would be on a page, to use the vernacular.

The second and other tool that I think is very useful, that I use and that I think you might find useful as well is bookmarking. You would go to the “Add” menu; you can go there. You would actually click on it and it allows you to access a page quickly so you don’t have to go through and say “Gee, well was it the fourth hierarchical page?” If you bookmark you can quickly find that by clicking that bookmark when you’re looking for it at a later time.

The second thing is what’s called watching. It’s a page or a space that you want to continue to see if there’s any changes to it or something new has been added or something like that, and it will send you an email every time a change is made to that page. So if there’s a particular area of interest that you have, whether it be the At-Large page or whether you’re watching the ATRT; whether you’re watching ccNSO work or something like that, it allows you to click and save that page. And you can go forward and keep that on your space.

Since I only really wanted to give the key highlights, if you’re looking for additional information on this in particular there’s three links that I’ve provided, and it does get into all the nuances of the space if you want to work within it and go forward.

And I made a very short presentation but I really just wanted to hit the highlights. I’d be happy to answer any questions if you have. Is there anything that anybody... I passed them out already but are there any particular questions or anything anybody would like to know right away? Short and sweet.

[inaudible audience question]

[background question]

Janice Douma Lange:

The question that was asked, just to get everybody engaged, is would it be possible for Carole to go into the Wiki in reality. So that's what we're going to try to do just to show you how it works, and for the folks on remote I'm going to do my best to go in and do this as well.

[background conversation]

Carole Cornell:

So first I'm going to talk a little bit about the tabs at the top because I didn't and maybe that would be helpful. A dashboard is the homepage of this Wiki and therefore everything is reachable from the dashboard page. If you look at the hierarchy tree over here you can find all of the information that way. Secondly, this person has these favorite pages so as these things pop up you can see that.

If you go to the next one, which is Board Resolutions – this is very helpful because it truly lists in here for the public a given year where you can find if a particular resolution was made; a little bit about it by category. It is a wealth of information if you're looking up some of the history within ICANN and what's happened and what the Boards have decided. This page was started to make sure there was a full, open and transparent tool for people to be able to look up all of the decisions that the Board had made over the course of its lifetime at ICANN.

The next is to do with projects. These are not all the projects that we are doing at ICANN; this is a very small group of them. These are the ones that they have specifically put out there because they're requiring a two-way dialog or there's community input required. For example, we actually put out this ICANN.org

Redesign because we wanted community input on what the design should look like, what were some of the key features, things like that, so this was an opportunity for the community to weigh in on it. There was the ICANN Stakeholder Satisfaction Survey here,

New gTLD Communications was kind of put from an advertising [perspective], what we were doing in terms of communicating outwardly; and then there's a Public Comment Focus Group. So there's some particular projects that people might find useful. Probably the most common one right now, it has the.... This is the At-Large Workspace and some of you I'm sure are part of that. And so if you ever want to find your particular community it's done that way. I'm going to go to the first one and click on it.

This is for each one of the At-Large groups. They have their own, if you will, workspace. Within that they have a series of pages about particular topics. You can see them on the left-hand side. They've also put quick gateway links for the ones that people might find the most useful for their particular organization. It does in this case, you can see, have a little translation they've started working on, so this continues to build.

A Community Wiki really is intended to be a community of information so it does share it on many levels and they're continually building this, so if there's something that would improve it you, too, could give your feedback and I'm sure we would support that.

[inaudible audience question]

Carole Cornell:

Yes, I'm sorry. I need to just move a little bit this way.

Janice Douma Lange:

Again, the question is is there a search within the Wiki pages?

Carole Cornell: Yes. So for each workspace, up in the top right-hand corner type in the particular topic you're looking for. It will give you some options and then you can select that option.

[background conversation]

Carole Cornell: There you go. So you can just start the word and then it finds those options, and you can go ahead and pick. Did that answer your question?

Male: Yes. I don't find our At-Large Community, At-Large grouping on this page.

Carole Cornell: Okay, well I went on to the AFRALO page, not to the overall. So if I see you after I promise that I'll get you to that page.

Female: Just a quick question: in the presentation there was this screenshot here... Thank you. In the presentation there was a screenshot that said "Fellowship" and I cannot see that here.

Carole Cornell: I'm sorry; you're right. So I showed you a screenshot that was the administrative screenshot, so it has all the ones that are in work. And as I mentioned before, permissions show that they're open and in the case of the Fellowship, Janice is working on that but it has not yet been put up.

Female: Okay, thank you.

Carole Cornell: So you can see that some of the pages are just differentiated by color as well as by what the topic is in particular, and if there's cross-community effort you will also see that here; for example, the trademark clearinghouse or geographic regions.

This is the GNSO space. I've talked a little bit about ATRT and the Affirmation of Commitments, so that you can see AOC stands for Affirmation of Commitments. And if you wanted for example to see the status of each individual Accountability and Transparency Review effort you can see it – it's very large on the screen. But you can see over on the left-hand side by each individual recommendation you can learn what the progress is for each individual one.

This page is not all of the New gTLD information so this is a good example. There is all of the New gTLD Program information – you get to it going through the normal ICANN front webpage. This in particular was done for the Applicant Support effort; the JAS Working Group, to use an acronym, was working on it – Joint Applicant Support Group. And so this is the way that they put their information in, and there's a link now to their particular page.

And last but not least, I think if I was going to go through here it would be helpful: if you have a question like you can't get on and deal with it, if you went to help you could send in a request and they would answer it because that is the IT Department's Technical Support Group. And then if it's not that kind of a question they would direct it to someone else for you within that group.

And this is what I mentioned where you log in, and here in terms of tools you can see you can attach something, you can do something in a hierarchy – things like that. Based on your permissions you can do other adding or editing or what have you. And I know that I was given a half an hour so I've kind of used up my time, but if you want to see me after I'd be happy to help answer any

questions you have. And I encourage you to please go on, look at the Community Wiki page and try to use it. I know like every new tool it takes one or two tries to get in and use it but I find it very useful. I even use it internally when I'm looking to see if any new information has been put out about a particular subject for a project – I go here and use it as well. So I find it a very useful tool. Thank you.

Filiz Yilmaz:

Thank you, Carole. Actually, we do internally have a Wiki page, too – as staff we are using it. So we may answer extra detailed questions you may have as you get more experienced about these tools as well. Just let us know. Any other questions? So if they're all answered you'll be able to talk to Carole afterwards. Thank you.

Then I think if we don't have any remote questions either we have concluded the morning session. As a reminder we are convening at 1:00 PM, right Janice, with you?

Janice Douma Lange:

It's all about me at 1:00.

[applause]

Filiz Yilmaz:

Right. We'll convene at 1:00 PM. Please be back here.

Carole Cornell:

Thank you, everybody.

[End of Transcript]