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Filiz Yilmaz:

This is the Remote Participation Services at ICANN 41 presentation. Why you would like to be here is because you might be here in person and you may not need these services at this meeting, but it's always good to know what kind of services we are providing so that if the next meeting for some reason you are not here, you can use these services still to follow up on the meeting.

Besides, as I said, if you have colleagues back at home who are interested in these issues, then you can always let them know about this because this meeting we are using these services to the full capacity. All our rooms in Singapore receive these services, and if there are meetings that are not closed they will be out there for observation at the least.

So, what I'm going to do is I'm going to talk about why we are providing these, why do we put the effort out there, and how can you use them. Basically, yeah, the internet started about 30 years ago. It was like maybe connecting two PCs of two academic guys, and they were sending "Hello's" and "Oh yeah, I'm fine here," and "How are you?" type of messages.

Since then it moved beyond and it became almost a utility now. People, like having electricity, are looking for internet connection on their residential areas as a feature now. And people pay bills over it – we just use it as a utility almost. So there is no discussion about that.

What are we doing here? We are having an internet-related conference, right? So the idea is why are we not using this utility to make sure that we expand our audience through these services? Because we are actually talking about the internet, so let's use the benefits of the internet to bring people more into discussions.

So it is cost-effective in the sense that people don't need to be here in person. I'm not going to say face-to-face communication should be challenged by remote participation or remote communication; face-to-face communication has its power in a lot of ways in terms of human interaction, but at the same time there are constraints. There are time issues. I mean you may have family issues that you can't be right here in person, but you still want to follow up with what's going on in the new gTLDs for example. You don't want to be cut off.

So we want to provide you the opportunity to be here virtually at the least. And for our benefit and the community's benefit, that widens up almost the capacity of the community because it enables wider inclusion. It's not only 80 people here in the room but there will be some other 20 or 30 people in the virtual rooms chatting who are actually interacting with the rest of the group here. So ICANN has made a commitment on the Board level as well for these services, and as a staff we are very committed to making sure that these services work for the ICANN community to their best benefit.

Now our goals are basically [coordination] of the participation. So what I mean by that, while you are here physically in the room,

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having a discussion... For example, there will be a Public Forum happening on Thursday which we hope you will all be there, and this is the Forum where the ICANN community comes and talks about various issues. So there you will have the chance of your microphone time, and go and be able to ask questions to the ICANN Board or to the rest of the community, or make a comment.

Now, while you are doing that we will allow obviously that session to the remote participants, too, and they will have a voice there as well. Even if they are not maybe standing by the mic, they will be able to post their comments and questions so somebody will read out for them. So this kind of equalization I am talking about. Nobody has more precedence here just because they are here in person, but virtual rooms are receiving the same attention in that sense.

And we want to make sure that we provide tools in a way that we don't disadvantage those connections, maybe with lower bandwidths, so we provide several different services. I'll talk about that in a minute.

So what do you need? Basically the minimum requirements to follow up the meetings virtually or remotely is basically a low bandwidth would do for you – a minimum of 128kps will work for you – and then you will need a web browser. What you get from that is basically you can listen to the live streaming, the voice audio streams; you can join in the chat rooms and interact with the other participants; and you can read the live scribes. There will be

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a transcription [fallout] during the meetings, and then you will have the presentations to be downloaded.

For example, for this meeting if you go to the right slot for this one, a PDF version of this same presentation is already made available on the website. So basically you download that, you use your bandwidth while downloading that presentation but you are done with that then. It is local for you, and then you can move on with listening to the streaming.

But if you have a higher bandwidth, a faster connection, then you may opt for going for the conferencing tool that we are providing. It's called Adobe Connect and I'll go for the details. In that case what you will need in addition to the web browser, you will also need the Flash player. This program, Adobe Connect, is a combination of video, audio and chat in one go. So if you have enough bandwidth to carry all these modules of the system in one screen, then that may be the thing for you because it will be just that you will fire it up and it'll be up there for you. You don't need to juggle between windows.

What you will get is the same – the live or recorded audio streams, chat rooms, live scribes, transcriptions; and you will see the real time presentation. So for this meeting again, what's happening up there for the remote participants, if they are following it up on the Adobe Connect screen they are seeing these things as presentations are flipped. However, depending on which room we are in there is also the camera in some rooms, so there will be video as well. This one is not recorded in that sense.

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So how do you do it? Basically it is very simple and we tried to keep a similar format for all meetings so it doesn't change, the look, and it doesn't confuse people. All you need to do is really check in this schedule, and all the links that are necessary will be provided there. For example, I took snapshots for this meeting, and I don't know if you can... Yeah, it's not too bad on the screen.

If you can look on the schedule you will see already the option for the remote participation schedule. If you are already following the meeting remotely that maybe is the one that you want to follow because everything is listed there – all necessary links for audio and the presentations, Adobe Connect rooms, the streaming – everything is linked there. Or you can go and check the session details if you want.

If you are interested in more seeing all the details in one go per session, then you can go to the, for example, ICANN Public Forum session page and there you will see the details of the audio cast, for example. If you are on low bandwidth you can choose under the audio cast English, Spanish, and French; and I think we are providing Chinese in this meeting, too. There are links there for each of these translations.

So the next thing you can do is join in the chat room. Again, there is a link under there, and also you can monitor the scribe feed. You will see in your window as people in the room speak, there will be a transcription feed on your screen.

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Now, if you are using high bandwidth services, and I realize this is getting more and more attention nowadays – the high bandwidth one as a choice. Maybe this is also related to internet connections are getting better throughout the world, especially with the mobile sector moving ahead very quickly. So the Adobe Connect connections that we receive, there is an increase that we see in the number of connections so I'm thinking this is working for a lot of people, more people now.

What you can do, still, if you want to check if it's going to work for you or not is you can do the test. There is a test which tests your local machine – if you have the necessary Flash player and etc. – as well as your speed, if it is going to work for you. You can do that at the link that we provide. And then all you have to do is again going to the session detail page, the session page for that session you are going to follow up on – in this example we have ICANN Public Forum. And then looking under the remote participation high bandwidth, and all the necessary links are listed there.

And you will see in this case there is a virtual meeting room – we call it the virtual room – and what you get first is a screen to log in. And you can log in as a guest; you can name yourself whatever you want to but we will need a nickname for you to be identified in the chat room obviously as a person instead of a machine, maybe.

And then once you are in you will have just one window with the video, with the scribe feed, the presentations, the slides; followed by another window with all the people in the chat room; and notes,

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possible notes. We put up “Yeah, this session starts at this time or ends at this time. You can see the agenda at this link,” and possibly the survey. This time I’m trying to get more input about these services so we have a link provided in the session pages.

So now how do we interact? So these are the tools. I mean as regular internet users I believe we are all aware of how to interact on a chat room, how it works, how do we talk to the other people, etc. But sometimes, some sessions – especially like Public Forum – it has a high volume, there are more people there. Since there are generic issues that are being talked through you get all the groups, all the people of the ICANN community in one room almost. And for those sessions where we have higher volumes of participation, putting forward questions up and comments, we provide forms because we want to make sure that we get the right question from the remote participants.

It can be quite hard in a crowded session trying to read that from a chat window, which is tiny, yeah; and we want to make sure it’s more organized and people have a bit nicer interface to draft off their comments and questions that they see as important. So we provide forms, and these forms will be linked again from the meeting page. Everything’s on the session page. Basically what you need to do is go to the session that you are interested in on the schedule and all the tools and the links will be provided for you there.

Now, just a quick wrap up here. Basically we provide remote participation services and ICANN is not the only forum or

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organization doing that. These tools are out there for a lot of conferences nowadays, but according to what you are using it's important you get the necessary details about these tools. So the basic idea is joining there and depending on your bandwidth choosing the right bandwidth for yourself; and then interacting with others through the chat rooms or the virtual meeting rooms. So you can opt for the conferencing tool or the modular low bandwidth services.

The main thing is we want to make sure that we interact with each other in an appropriate way. We are all human beings and chat rooms are also used as informal chats; and remote participants, it's not always what you write when there is a question to be submitted – it might be just a comment for those in the rooms. But we want to make sure that there is civility and the basic standard of behavior is maintained in these chat rooms, so we provide those principles in a link and we mention that.

This is not to say “certain words shouldn't be used here or there,” it's not like censorship. It's just to make sure, it's our duty that you facilitate a forum for people to come together and interact with each other. We also want to make sure that people interact in an acceptable way for everybody. So these are the links for that, and if you see these mentioned there don't be alarmed – it is a standard thing that we are doing.

And now these tools obviously... Now we are in the meeting and all the staff is in the meeting here, and we are seeing these tools from one end but it's another story from the user's end. We can



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only improve these if we know what you experience about these in reality. So we are really interested in getting feedback. If you have any chance, even here in the meeting area... You have the chance to get into a room and listen to something in person, but if you are curious how these work while you are in the lobby chatting with your friend – “Oh, let me see what they are discussing in the room there,” please go and test things and let us know.

The way you can let us know – you all know Janice with the Fellowship Program, you have good relationships with her. Write her, write to me. Our ICANN email addresses are very standard. If you know somebody’s name and surname you will manage to figure out how to reach them by mail – it’s [name.surname@icann.org](mailto:Filiz.Yilmaz@icann.org). So mine is [Filiz.Yilmaz@icann.org](mailto:Filiz.Yilmaz@icann.org).

And if you want to write it to a role account kind of email address, which might be easier for you to remember – it’s [participate@icann.org](mailto:participate@icann.org). And this is the case for any kind of participation comments you might have. It’s not only remote participation but also if you have any comments for example on how we are doing these presentations now and your experience out of the Newcomer’s Track sessions of Sunday, please let us know through the same email address.

And for those people who you might alarm or you might throw up a note back at home – “Look, I’m here but you can also follow these meetings through these tools” – please let them know they can do the same thing through a survey. This is the link; we are very keen on receiving feedback about these tools.

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So, after the meeting that is at the end of this week, what you will see on those pages will not be very different but there will be the recordings there. So if you have not been able to attend one of the parallel sessions don't wear yourself out, being in one meeting and trying to connect to the other one virtually, but you will find information after the meeting. All of them will be recorded and put there.

So a few links for your information. These slides are on the webpage again as I mentioned so you can find them up there. And thank you for staying here. I know we often lose blood after the first, but it is hard to give a Remote Participation Services presentation to the people onsite, right? But there were people who were connecting from outside, I hope, so thanks for being here. Thank you.

Janice Douma-Lange:

And Filiz, I want you to know that we had folks who were watching and learning from you as we went and signing in, and then commenting on that. So I mean truly it does make it easier if you come here and learn and we can see it happening real time, so I just wanted you to know that. It was really good.

Filiz Yilmaz:

Good, thanks guys.

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Janice Douma-Lange: Thanks everybody, and the Welcome to ICANN is at 1:30 right here and we'll take you through some more good tips on how to get through the week. So get some lunch; there's lots of spots on all four floors, especially the basement. I'll give you that hint – really good stuff down there. And we'll see you back here at 1:30.

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