

---

BUENOS AIRES – At-Large Technology Taskforce Working Group

Monday, June 22, 2015 – 14:00 to 15:00

ICANN – Buenos Aires, Argentina

DEV ANAND TEELUCKSINGH: Good morning, good afternoon, and good evening to any remote participants. I see there's quite a few in the Adobe Connect room. Welcome to the At-Large Technology Taskforce. My name is Dev Anand Teelucksingh, the chair of the At-Large Technology Taskforce, along with my two co-chairs: Judith Hellerstein and Glenn McKnight. And on behalf of all our Technology Taskforce members, welcome.

We have quite a lot of things to show that we have been working on. We have a packed agenda and we're starting five minutes late, so let's get right into it. Is the slides ready to go? Actually, that would be my first question. Yes. Okay. Thank you very much. Next slide.

Just to go to our agenda, we're going to do just a brief introduction to the Technology Taskforce, some of our activities since the ICANN 52 meeting in Singapore. We're going to look at the work that we've done on the At-Large Summit II recommendations. We're going to get an update about the At-Large website from Laura Bergstein. And we're going to be focusing also on the LACRALO mailing list translation and some of the implementation challenges facing that system. Also, we're going to be discussing the next steps for the At-Large proposals that were submitted as part of our research done by the Technology Taskforce on e-books and captioning. Next slide.

---

***Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.***

---

We want to also discuss outreach to At-Large for recruitment of new members. That's a last minute agenda item edition was the ICANN meeting mobile app. Next slide.

Let's go right to the first slide. So the introduction of the Technology Taskforce. The Technology Taskforce was established in June 2012 and its key goals are to really evaluate technologies currently in use by At-Large or elsewhere in ICANN, and to identify and review other technologies as they become available. The idea being to evaluate technologies that could alleviate all communication and collaboration needs [inaudible] At-Large Structures and RALOs. Next slide. Oh, one more slide back. Good.

So just to give – if you can see down the screen there, we have quite a diverse set of members for the Technology Taskforce, which is good, because the At-Large community is a diverse community. There's a gap there that we want to discuss later on in the agenda. Next slide. Next slide. Next slide, please. Okay. I see, sorry. My apologies.

Just to answer some questions about the Technology Taskforce, the taskforce is by the At-Large community for the At-Large community, and actually we probably welcome anyone in the ICANN community to join us. We hold conference calls once a month and sometimes we have an additional special purpose call to discuss or evaluate a particular service or product. We have various lengths, as you can see on the slide, where we document our activities. Next slide.

Now just to update you all on the activities since our ICANN 52 Singapore meeting. Next slide.

---

We've held three conference calls. On these conference calls, we discussed with ICANN staff, Chris Gift and Corey Shultz, to discuss various things such as the ATLAS II Summit recommendations. We also discussed the technology behind ICANN's remote hubs. We've also been doing work that we'll be presenting to you later on in this agenda. Next slide.

Actually, is Glenn back? Yes, Glenn is back in the room. Actually, there is one new update that we have done. We have done something Netizen Newsletter that was done first in the Singapore meeting and has also been done in this meeting. Would Judith or Glenn wish to talk about it?

JUDITH HELLERSTEIN:

Yes. We started in Singapore what we called Netizen Newspaper. It's really technology tips. In Singapore, we featured certain apps that are out there, phone communication plans, little tourist information, some quickly one-pager of different technology tips. It was popular, so we did it again for Buenos Aires and we sent it out to different other people within ISOC and also because they were having a Summit here, and also to ALAC and other members, basically covering technology tips and communications and SIM cards and data plans and different other issues on taxis or whatever.

We're looking to do one for Dublin. It's basically been – I'm writing it. Glenn's editing it. But we would love to have some others on our team who might be interested. It's a one-pager. We also wanted to thank Eduardo Diaz for volunteering to translate into Spanish. If anyone

---

wants to translate into a different other language, we're happy to do it. We can send them the Word file. Or if they want to contribute and do – it doesn't take that much time to do research on quick tips. So please let us know.

DEV ANAND TEELUCKSINGH: Thanks, Judith. Just now to review some of the work we've done regarding the At-Large Summit II recommendations. Next slide.

Just to give some background here, the At-Large Summit II was a meeting where all the At-Large community members gathered in London last year and developed a set of recommendations on the future direction of ICANN. There's a complete ATLAS declaration that can be found on that link you see on the slide there.

Some of those recommendations developed by the At-Large community were allocated to the Technology Taskforce and some in coordination with At-Large working groups.

We've been tasked with seven recommendations. We're just going to go through the slides. I know the slides look at a lot of detail. I encourage everybody to have the slides – I think it's been posted in the agenda, so that you could review them in its entirety. But I'm just going to go to the slides quickly just to cover the highlights of what we've done, especially since after Singapore. Next slide.

Regarding recommendation 10, which talks about the evolution of Language Services, the research we've done into captioning, a pilot project has been approved by ICANN as part of our submitting [At-

---

Large] submitting a budget request and that's going to be discussed later on in the agenda. Next slide.

We've also documented how Language Services already provides interpretation in multiple languages for various At-Large calls, and how also it transcribes audio of working group calls within a week. So that covers recommendation 10 so far.

Probably what I will do is if you go to the recommendations, then I'll ask the floor for questions after you go to each slide for all of the six recommendations. Okay.

Recommendation 11, next slide.

Regarding – ICANN must implement a range of services. We noted the work already done for recommendation 10 also applies to this. We also reviewed tools that caption videos on a Technology Taskforce call. Next slide.

We've been working with ICANN's IT staff to help implement a new version of the machine translation used for the LACRALO list and we're going to be covering that in detail on this agenda. Next slide.

We've noted that there's a lot of tools that can be used by At-Large to communicate with and collaborate in another language. What we've done, we've put this all on the wiki. Next slide.

You can see a screenshot of this wiki page there. What we've done, we've broken it down by platform. So if you are a Mac user, these are some of the various tools you can use – Windows, Linux, if you're using

---

the Apple mobile devices, Android. You can see all the various tools are represented there. Next slide.

One of the things we've actually done was the Skype translator preview. There's a short video that I probably will ask staff to see if they can load up. It's coming up on the screen right now.

Just a technical glitch in the loading of the video. We're just waiting by on it.

While the video is being loaded, just to talk about Skype Translator Preview. It allows for machine interpretation.

[video]

UNIDENTIFIED FEMALE: Hi, Dev. How are you?

DEV ANAND TEELUCKSINGH: I'm okay. I'm getting ready to go to Argentina to attend the ICANN meeting.

[another language]

UNIDENTIFIED FEMALE: I guess you have a lot of prep work.

DEV ANAND TEELUCKSINGH: Indeed. I've just been editing the At-Large wiki.

---

[another language]

[end video]

DEV ANAND TEELUCKSINGH: This is just a brief excerpt. You can watch the whole two-minute video. It shows that the Skype Translator Preview does machine translation – interpretation I should say – in six spoken languages, and instant message translation in over 50 languages.

It's not perfect, but what you do see on the right-hand side of the Skype chat window, it transcribes your audio and then submits it for interpretation where a machine then reads it out in the spoken language on other side. This works with any Skype client on the other end. It's not like both persons require Skype Translator Preview.

You can also watch how we tested it with Chinese on our Technology Taskforce call earlier this month. It's quite impressive, I must say. It's not perfect.

So let's look ahead now to recommendation 17. Recommendation 17 talks about how ICANN needs to be sensitive that social media is blocked in certain countries and provide credible alternatives.

We've noted past sessions at ICANN which we talked about alternative mechanisms, and we've also reviewed group chat services such as [Slack]. Next slide.

Just to give a brief idea what [Slack] is, it's a group chat application where instant messages can be grouped by a hashtag or channel.

---

What the benefit of this oversees Skype, which we currently use for group chat is that, one, messages are searchable across all the different group chats. It also could be centrally administered so that the staff could administer it and assign a new account.

It also has mobile apps, so you get push notifications so it comes off like instant messaging or SMS on your mobile devices. It's probably better than e-mail in that regard, which is sometimes difficult to use on mobile devices. Next slide.

We also looked at cataloging various tools that could be used to circumvent [inaudible] blocking of websites. It was decided not to list them because, well, we realized that the use of such tools would be [inaudible] national laws in some countries. Ultimately, it would be very difficult for ICANN to even endorse or promote such an approach.

So that At-Large Social Media Working Group, which is also working on this recommendation, is researching alternative social media platforms that may have more acceptance than the traditional ones. Next slide.

So recommendation 26. Recommendation 26 is a challenging one. It says that ICANN needs to implement a policy management process system available for use across all the different SOs and ACs. Next slide.

So we came up with some sort of aspirational needs that we want in such a system. We want to find historical information on a policy issue,



---

subscribe to policy updates by interest. So track deadlines for responding to policy comments. Next slide.

To read policy issues and updates in their own language, having that policy review process more accessible to mobile users, and also to reduce the manual duplication to disseminate information.

A lot of times what we're doing now in At-Large is that we're copying information back and forth from icann.org to the wiki and e-mailing people manually and so forth. It's really just a duplication of efforts. We think the policy management process system needs to really cut down on that manual duplication of effort. Next slide.

There's two tracks we are pursuing right now. One is the At-Large website redesign. That's being developed. Some of the goals of design are to I think alleviate some of these issues and answer some of these aspirational needs. Laura will be just speaking briefly on this later on in the agenda.

Secondly, the Technology Taskforce is going to be looking to trial something called Kavi workspace. This was something that we learned about from Chris Gift in our Technology Taskforce call. Actually, Chris, do you wish to say a few words what Kavi does?

CHRIS GIFT:

Sure. I can chat about it for a minute. It's not unlike a lot of workspaces like Confluence and some other applications, but it is a central place where working groups can get together. It does document management, versioning of the documents, membership

---

management. By that I mean members of the working group. Sorry, I have the French translation on, so I'm hearing myself translated in French.

As well as event management. So, meetings and it handles obviously all the activity around meeting management.

The nice thing about Kavi, though, is that it is a centralized place to do all this and it provides quite a bit of administrative tools to help the administrative function of managing a working group, which can be a chore for both the chair of the working group and the vice chair of the working group, as well as the support staff.

We have been testing it with DMPM in the GNSO, and At-Large, you guys are going to be testing it I think right after Buenos Aires.

I'll be perfectly frank. I'll be very anxious to see your results of the test. The results from the initial proof of concept that we do at DMPM has been very mixed. We've learned a lot, but we're very uncertain that Kavi is the proper tool. We're still learning about what could be the proper tool. Again, we're anxiously awaiting you guys to try it as well. Thank you.

DEV ANAND TEELUCKSINGH: Thanks, Chris. I think indeed. I think what's attracting us according to this feature set is how it has built-in notifications and also how you can issue votes. Right now we have to do manually a voting system using Big Polls, and that's a [inaudible] process. If this system could

---

help alleviate that, [inaudible] manual duplication of effort, it would be helpful. This is something we'll be doing after the – next slide.

Just to note, also, that regarding recommendation 26, we'll also be reviewing the policy development processes the RIRs. We kind of let this slide a little bit because of all the IANA transition issues, but now that we have a slide read in there. I've just talked to some persons at LACNIC and they'll be very welcome to attend a conference call to discuss how they use various tools to how they develop their policies. That's something that we will also be doing after the Buenos Aires meeting. Next slide.

Recommendation 29. The ALAC should implement an automated system for tracking topics of interest. What we are looking at is to look to standardized reporting of RALO activities for easier distribution and sharing on social media.

The idea being is that we'll use a template for the RALOs to fill out rather than them having to do a free form that may be complete or incomplete.

If we standardize on the reporting, then it becomes easy to share on social media and syndicate. Work has been ongoing on that. A Google form has been done. We'll be looking to see how we can make sure that information can be submitted to the Confluence wiki. Next slide.

We've also been looking at recommendation 31, which is to investigate use of simple tools to facilitate participation public comments. We evaluated [Lumio] and we are going to be starting to

---

evaluate other tools that's been mentioned such as Liquid Feedback, the Kavi workspace as we mentioned earlier, Confluence Questions which is an add-on for the Confluence wiki. Those have been detailed on the wiki there. Next slide.

And for recommendation 39, ICANN should encourage open data best practices, well, this is now being looked at by ICANN in a very preliminary fashion. Actually, Chris, would you want to say just briefly what you shared with us on a Technology Taskforce call or what ICANN is doing in this regard or Ashwin?

ASHWIN RANGAN:

Thank you. Thanks, first of all, for having us over. I appreciate the opportunity to be back here with ALAC. Before I start, I wanted to take a moment to introduce a colleague of mine. He is sitting behind us, if you'll just stand up and be recognized. His name is Samuel Suh. Sam came on board as a Senior Director for Applications Development and has been paired to work with Chris Gift on a number of these initiatives. So I'm happy to let you know that you will have more support than you previously did. Thank you, Sam.

The open data is a best practice and there are many papers that have been written about what the open data standards could be like depending on their sphere of application. We are committed to this and we are starting to pilot this in the areas where we exchange technical information first. That's perhaps the best area to start because that's machine to machinery with the open data.

---

So we will pilot it there, and based on that, we will provide feedback. There may be other spheres of application that we are unaware of. As we get better at it ourselves, there may be new places that we can try it out. So that's the current state of where we stand.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Ashwin. Those were some of the six recommendations that we looked at regarding ATLAS II. Well, I guess we could take some questions or comments. Does anybody have any questions or comments? No. No hands up in the remote. Okay. All right, that's good.

So let's move on to the next item on the agenda, which is the At-Large website update. Laura Bengord is here to share some information about the At-Large website redesign. Laura, thanks for coming on this session. Please share your thoughts.

LAURA BENGFORD: Yes. Hi, Dev. Thank you for the invitation to be here today. I wanted to just share a few updates with you on our current efforts on building out the At-Large website. I believe you wanted me also to provide an update on the accessibility work that we're doing across all of our websites.

So I'm not sure if you have the slide up with just a little teaser of what's to come on the At-Large website, but just a quick mention. We are going to be going into a little bit more depth tomorrow at the 2:30

---

session where Ariel and I will be going through a little demo of what we've done so far in At-Large.

So with At-Large and back to recommendation 26, there are several tracks the At-Large website is going to be hitting. First and foremost, we've been focusing a lot on the policy work and metrics around that. What you'll see in the demo tomorrow is what we refer to as the policy band. What we're going to be able to do is link all of the information directly from icann.org, fill in the relevant information coming from At-Large such as the penholder, the various activities of drafting that statement in response to the open public comment, and then providing various views such as the topical views.

There's a slide up there. You'll see a pie chart in the upper right-hand box. That is a very nice view. We've taken the 315 statements that At-Large has issued, either response to public comment or unsolicited advice or various other recommendations and we've plotted it onto a pie chart.

So you'll see up there that there's been 35 statements on WHOIS, for example. We'll drill down into this in much greater detail tomorrow, but you can scroll across the pie and get an overall sense of what topics At-Large is providing comments back to the open public comment and other areas in the cross community.

The second one gives you a little bit of a better feel from a map view in this case, a regional view of the At-Large Structure. For example, we have highlighted Argentina since we're here this week. You'll see there's nine At-Large Structures there and you can click throughout

---

the map and not only get a sense of what our penetration is across the region for each of these At-Large Structures as well as a link out to those various areas, whether they're on the wiki or if they have a website out there as well.

Finally, we also know how important the RALOs are. We have a nice map view that clicks out to the various RALO wiki spaces or websites. You'll get a much greater sense of what the global coverage is across the world for At-Large.

I encourage you all to come and visit us tomorrow at 10:30. Ariel and I have been connected at the hip practically in trying to get all of the data over from icann.org. I think you'll really come to enjoy a lot of the elimination of having to retype all the information on the wiki and just have it right there on the At-Large website.

I wanted to take a quick moment and just introduce Jeff Salem who is here to my left. He was brought on very recently as our UX designer and he's been very involved working with Ariel and I on the user experience and the look and feel for this website. It's really coming together very nicely and we're very excited about it. Next slide, please.

This is just a quick one-minute update on the accessibility effort. We met yesterday in the Accessibility Work Group to provide a quick update on where we are with working with our accessibility vendor and the announcement of the vendor that we have chosen going through the RFP, the Request for Proposal, process.

---

Simply Accessible, just as an introduction, is going to be working with us to align all of our websites to make them more accessible to persons with disability. They are experts in this field and they are going to be very focused on training us and the community on how to do that.

One of the things that we really liked about Simply Accessible is that they do have this – they're very much advocates for this area and it'll allow us to do a lot of the things like Dev showed earlier with Skype and some of the tools and technologies that are open data that we'll be able to integrate and work with our web team to make our sites more accessible, and also promote this in the overall domain space.

You'll see some of the organizations that they're affiliated with that you're probably aware of. Next slide, final slide, and then back over to you, Dev.

Just to give you an overall sense of where this project is going. Over the summer, we're kicking off in July. We're going to be doing a lot of training and testing and integrating the Simply Accessible team in with our current web team. They will be kind of an extension of our team, but by the end of September, we'll go into actual code remediation to make the website accessible and continuous measurement.

Built into this program is looking at what our overall grade and score is. I think if you look at some of the tools that give you a score and a rating, icann.org has given a grade of C+. What we want to really look



---

at is measurement and continuous improvement over the next year, so we can improve that grade and scoring.

Just a final note. I want to also encourage you to visit our digital services wiki. We've been putting all of our project updates up there. So Chris, Jeff, myself; and our other colleague, Steve Allison, have been trying to do a much better job of communicating what our project statuses are. So for accessibility, please go out there and look. I think it's the far right tab on the community wiki. Thank you very much.

DEV ANAND TEELUCKSINGH: Thanks, Laura. Thanks for this succinct update. It's actually great to see some work that's been done for the At-Large website. I've been involved with the At-Large website redesign team with certain other selected At-Large members. I'm actually very impressed with the amount of progress that has been made. I think for those really interested should attend the Tuesday session at 2:30 tomorrow most likely in this room.

Any comments or questions? Anyone? Okay.

Well, then let's go to our next item on the agenda, which is the LACRALO translation challenges that we've been facing. Go back to the other slides. Thanks.

So just to give some background on this LACRALO mailing list translation, we have two mailing lists – one in English and one in Spanish. Next slide.

---

What happens – exactly what happens. There you go. That’s why we have a problem. Okay, well, go back to the previous slide yet. I’ve done an illustration of this.

Essentially what happens is that e-mails in English sent to the English list are machine translated by – oh, thanks. I see it’s being moved over to the next slide. Thank you, Ariel.

To go back to it, e-mails in English are posted to the English list. It’s then machine translated into Spanish and then posted to the Spanish list. It’s a similar process that happens when somebody posts to the Spanish list. It gets machine translated and gets posted to the English list. Now, this sounds like this is a great way to implement it, but next slide.

But what’s happened is there’s been several challenges. I’m just going to summarize some of the challenges that we have with this current implementation. Next slide.

Some of these are seemingly simple ones, like for example, the attachment in e-mails sent to one list doesn’t get transferred to the other list. So this is what happens. When somebody submits a PDF of some document to review, one list doesn’t get it. That’s one issue.

Another issue, next slide, the missing identifier when e-mail is sent to the English list gets translated, the identifier that identifies the mailing list doesn’t get put in the subject line. That simply hampers filtering by the Spanish users on the list and also makes it difficult to [track] conversations.

---

Then we have more serious issues – next slide – where the subject line of translated e-mails from Spanish to English becomes garbled. If you look on the slide there, you see from the first e-mail, it gets slightly worse and worse. When I say worse and worse, next slide, it gets really worse and worse. These are actual e-mails, by the way. You can click on the links and actually see them. This is what we actually receive on the list. Obviously it's impossible to find out what the subject line is after a while. Next slide.

There's also very unusual characters that appear in the translation. If you look at those two passages, what happens you start seeing things like superscript and subscript characters. It just becomes unintelligible Spanish for anybody reading these e-mails. Next slide.

What was the approach we wanted to do? Next slide, right.

So we've been working with ICANN to implement a new translation tool, and we created two new lists. You can see the links there. They're a public list. We decided on several ways to improve this. One was identified as a key problem was the lack of punctuation. One of the design goals we decided was if an e-mail has bad punctuation, therefore we don't know what part of the e-mail could be sent to translation without mid-[freeze], so to speak. We would then reject it.

What happens is the translation [bot] will scan the e-mail. If this has not enough punctuation, it will reject the e-mail and we'll send a generic e-mail that's [unable] to translate to e-mail.

---

What I also suggested that the subject lines will not be translated. That way, you ensure that the conversation thread will not be lost and it reduces the chance of garbled subject lines. Next slide.

Actually the new translation tool improves on the current implementation. There's less gibberish in the translation of the subject body. There's still some challenges. One, the generic e-mail is just a little too generic. When it says it gets e-mail, you don't know where in the e-mail you went wrong so it's hard for persons to really improve what they're doing. If you also send multiple e-mails, you're not going to know which one it applied to.

Other challenges right now is that persons cross post to both the English and Spanish list with the same e-mail. What happens then is that perfectly good Spanish gets machine translated into less-perfect Spanish.

Another challenge we noted is it's very difficult to add more languages. We have Portuguese and French in our region. How would we implement this under our existing system?

One of the things I suggested with ICANN's IT staff – next slide – is a new concept. The new concept was that we have one discussion list which everyone posts to in their native language. What happens then is that the translation bot takes that e-mail from the discussion list and posts translated e-mails to the English and Spanish list.

These lists, however, are announcement-only lists, sort of like the ALAC Announce list. You can receive e-mails, but you cannot post to it.

---

The idea here is that it's much easier to add other languages to this system.

And of course you can add more languages to this list, and also there's one single complete record – an accurate record – of all the communication. That's important, especially when you have communication from At-Large staff and other important information such as voting information and so forth.

The concept has been accepted, but really the biggest challenge right now is that there's really only one person working on this in ICANN. While he's doing a great effort, this is something that he's only working on in his spare time. He really does not have that much spare time. I really would want to ask – I see some hand raised here – as to how we can move and improve this situation. I see Alan has a hand raised.

ALAN GREENBERG:

Just two curiosities about the proposed method. Number one, how does the translation software know what language the source is in unless people declare it? The second thing is do replies work properly?

DEV ANAND TEELUCKSINGH:

Thanks. Again, this is all a concept stage. We're now trying to figure out these issues, like how can we identify the language? One approach could be if you know who it's coming from – if we identify it's for myself, I'm posting that we knew it's translated to Spanish. If it's coming from, say Juan Rojas, for example, you will translate from Spanish. That's one approach we can do.

---

What we're also thinking of is what could happen when the e-mails go out to the different language lists. We change the "reply to" field to go back to the discuss list, so that when persons click on "reply" when they receive it in their language, it will reply – will automatically put it back to the discuss list.

ALAN GREENBERG:

Thank you. On the latter one, you really need to make sure that you can also reply to the original author, even if it's in the wrong language. Just a thought. Anyway, I understand it's just a concept, but those immediately sprung to mind.

DEV ANAND TEELUCKSINGH:

Thanks. Again, it's all really in the concept stage at this point. There's nothing that's been implemented right now as it is. I see Chris, go ahead.

CHRIS GIFT:

I realize I'm probably tilting at windmills here, but have you thought about switching or testing a more modern form software that will handle a lot of this translation and dialogue? I know there's a love of the inbox and I realize that e-mail is very useful, but I would think 90% of these problems would go away. Not the quality. That will always remain a problem. But the rest. Just a thought.

---

DEV ANAND TEELUCKSINGH: Thanks, Chris. I think, yes, we will be willing to evaluate other solutions to this. I think one challenge is e-mail is considered one of the primary methods of communication in terms of when you want to send official information to an ALS and so forth. There might be that challenges. But we'll certainly be willing to look at alternative solutions to this.

I think what we'll look [inaudible] have some dialogue after BA at the next Technology call and come up with some ideas of some possible solutions that could be used for this. Okay, Ashwin, you want to say something? Okay, great.

Let me just see how much time we have. Okay, we do have time. We are making good time. Next slide.

I think what we are talking about is the updates from the various projects that were submitted to ICANN and were approved. This was done by both Glenn and Judith. Judith, do you want to just talk about this captioning project?

JUDITH HELLERSTEIN: Sure. As people know, on the Technology Taskforce, through the year we've been testing different tools, both for accessibility issues and also for increasing engagement of ICANN of stakeholders who live in regions either where English is not their native language and also who have very limited bandwidth.

So we came up – at certain calls we did a real-time captioning pilot. One of the things that we put in a special budget request that we got

---

funded was to start a pilot to caption up to three Adobe Connect either working groups, RALO meetings, ALAC meetings or webinars a month.

The idea is we want to try to create [inaudible] metrics to illustrate the need for captioning not only for accessibility reasons but also to increase engagement of people who live in limited bandwidth.

We have a lot of new members, especially in At-Large, from either in Latin America, countries like Haiti and Nicaragua, where bandwidth costs are extremely expensive, to Pacific Island and even Africa region. So how do we increase the engagement of these?

It's especially tough when some of these countries are not on the Adigo list either, so they can't even have the call-ins. So how do we get those members engaged and try to figure out ways? We're looking to see maybe the real-time captioning has the ability to create a separate webpage of just only text, which then – it's a lot smaller bandwidth and could help increase engagement. There's a bunch of different areas.

Also, on our working group calls, we don't often have language translations. If we have a captioning pilot of some members can't read or can't respond or they can get the gist of it by using a translation tool. So there's different ways we thought we could try to increase engagement, and we're looking forward to testing this in the coming year.



---

DEV ANAND TEELUCKSINGH: Okay, thanks, Judith, for updating us on the captioning project. The next project that was also done was something on e-books that Glenn McKnight has done. Glenn, do you want to just take the floor to explain this?

GLENN MCKNIGHT: Thanks, Dev. One of the other proposals that we submitted through NARALO, which is beneficial for the entire community, is e-books. This is a great platform that I've had direct experience working with. I will post a link where you can actually download an example of a project I did.

It's a great way for people to access information in a different modality. They can read it on their Kindle or phone or other devices. We're looking for community, again, engagement; community outreach, community. We're looking for areas where we can work within the working group so that we can actually convert the material to an e-book platform.

DEV ANAND TEELUCKSINGH: Thanks, Glenn. Any comments or questions? Okay. Thanks, Glenn and Judith. Actually, it's good to see that some of the research that we do is actually turning into actuality. That really is good. Next slide.

This is probably something that Judith had suggested adding, and this is regarding the outreach to At-Large for recruitment. Judith, you suggested this agenda item, so perhaps you want to just take the floor.

---

JUDITH HELLERSTEIN: Yes. As I was looking at other areas, one of the things we're trying to do – Glenn had done a survey last year of what topics are people interested in covering in the Technology Taskforce. We really want to get your suggestions and advice. Also, how we can get increased engagement.

We have a lot of people signed up for Tech Taskforce, but when we have them [inaudible], half the people who said they signed up they are interested are no longer interested. It's a topic that you're not interested or is there a way to get you more engaged? Or maybe you're new to At-Large and you don't know about what issues we're covering.

We also want to make a call out to other constituencies who maybe some individual members of those constituencies are interested and they're welcome to join our taskforce. The calls are open to everyone and you don't necessarily have to be in At-Large; you can be an individual user who wants to learn more and you're welcome to join us.

DEV ANAND TEELUCKSINGH: Thanks, Judith. I've been talking to persons – for example, some members of the GAC are actually very interested in the work we do and they said they couldn't make it to this session due to conflict and we wanted to see more information about this.

I think the suggestion of let's have a call for membership to all the other ACs and SOs that could be done, I think [inaudible] make that an

---

action item, I think obviously we have to make sure and work on the messaging for that. Maybe have a one-page PDF of what the Technology Taskforce does. I think that's probably the second action item to capture, that we work on a sort of outreach message for the ACs and SOs for them to join. Okay, so we can capture that as an action item.

Glenn?

GLENN MCKNIGHT:

Yeah. The other idea is all the new ALSes that are coming in, we would love to do a webinar on technology. I know that Jim the other day was talking about some of the challenges he had, and that's exactly what we want. We want people who are working on different platforms to test the technology that we're using.

Again, if you see something that's a great technology that you would like to showcase, we'll bring in the people like we did with Captions First. They did a great demo. So please, any great technology you think that could benefit the communication, let us know.

DEV ANAND TEELUCKSINGH:

Thanks, Glenn. Also, actually, I would say it's also open to you in At-Large or elsewhere. If you have any issues regarding technology, just bring it to our attention and multiple minds can wrap our heads around this. That's also – please send us your comments and suggestions.

---

Well, we do have one more item on the agenda, and that's something that's a late edition. We literally found out about this just a few days ago. That's the ICANN meeting mobile app.

Right now there's a pilot program that's being done to test the mobile app for ICANN meetings. Josh is here and could share some information about this. Josh?

JOSH BAULCH:

Great, thank you. Thank you for the invite. This is Josh Baulch from the IT department of ICANN. What we're doing is we're just doing a soft beta test of the mobile app. Basically what it is it's for meetings. It has any open and closed posted meetings, basically, that are part of the public schedule.

What we're trying to do is make – the majority of the staff that are testing it are ICANN staff. We have about 20 community members that were just randomly selected to be able to test it.

Essentially what we're trying to do with the mobile app is really make the schedule more accessible, something where you can create your own schedule. We can do more feedback to the community. Yes, we've got it coming up on the screen.

This is a web version of it. The mobile app right now, what we're launching in this particular beta test is it's not an actual mobile app from the app stores. However, for Dublin 54, we actually will have it launched in the app stores and it will be accessible for all the community.

---

So right now, we're really just testing it. We're trying to make sure we don't have any bugs in it, that we have all the features that people are looking for. We tried to give it a very clean look and just get to the essentials.

So if we scroll back up to the top here, the first thing we have is the schedule. You're able to click on the schedule. You're able to sort through what type of track it is. Right now you can see the sessions that are on now, so it automatically jumps to the place that's going on right now to make it quicker for people to be able to find their meeting.

If you notice, you'll be able to see where it says the room. For the actual deployment of this app, say you click on LAC Space and you click on [inaudible] up in the upper-right area, what it will do is if you click on "view on map" it will take you to the actual location in the building to help people with way finding.

You can also see you have the "add to your schedule" button. You can also take notes and have those notes available to you at the end of the session.

You can also communicate with other participants. So as people register and check in for the event, on the participants list, they're able to communicate whether it's e-mail or via the messaging system that it builds in.

We also have a sponsors area where all the sponsors that are associated with ICANN you can go in and get additional information

---

from them. And as well, we'll provide the venue maps that will provide way finding.

So right now, this really definite. We're in the development stage. We've had really positive feedback so far with definitely some really positive comments – and things for improvement, too.

I honestly would consider this as a cost-effective apps. There are definitely a lot more apps out there that have a lot more bells and whistles, if I can use that phrase, but in this case this was a very cost-effective but also provided all the features and is tied to the schedule.

The group that we're testing with right now, if somebody wants to or if we make a meeting schedule change, we can send out alerts to the group or we can send out alerts to just the specific users that would impact.

It really has a lot of robust features, especially from the Meetings Team perspective, that we'd be able to do that.

I think for an overview, that's it. If there are any questions or anything like that . . .

DEV ANAND TEELUCKSINGH: Is there a question?

---

UNIDENTIFIED FEMALE: Thank you, Josh. This is really incredible. Thank you for that. I think we'll all be able to benefit from that. My question is does this come in a translated version at all? Will it have the six UN versions by Dublin?

JOSH BAULCH: That is an excellent question. To be honest, it does have different languages. At this point, for Dublin, we'll launch only in English. Primarily, that's a logistical issue on ICANN's part because currently the meetings schedule is not translated at this point, so any of the meeting names would all still be in English.

For Dublin, the first community launch, we definitely want to just keep it in English to make sure we're hitting all of our points. The goal, though, however, is definitely to launch it in multiple languages – at least the primary six and possibly adding Portuguese.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Josh. I see a hand raised. Go ahead.

JEFF SALEM: Hi, this is Jeff Salem with Digital Services at ICANN. I just had a question about the capabilities. Are you able to attach assets?

JOSH BAULCH: Yes, we can. The way that we're testing that, if Ariel can scroll down a little bit – the left-hand side there, the menu there. Thank you. Keep

---

going. You'll see something, the ICANN 53 newsletter. Yes, if you click on that, we can add assets to it.

The biggest challenge that we have is making sure that they're mobile-friendly assets in that they're less than probably 500K. That's the challenge. We have been reluctant to go to adding all of the presentations from meetings just at this point until we can come up with a better system of managing those, just due to the sheer volume. But yes, definitely we can add that in.

DEV ANAND TEELUCKSINGH: Thanks. Any other comments or questions? I have one, since I'm thinking here. Is it that we're looking to have something as a packaged app for the various app stores for mobile phones or is it going to be a mobile website type of system?

JOSH BAULCH: It's actually going to be a hybrid. What it will provide is it will have a web version like you see here. So it will be available in all four of the app stores. You've got Android, Google, iPhone and one more I can't think of. It will be available for all of the different various applications from that standpoint, if that answers your question.

DEV ANAND TEELUCKSINGH: Thanks. I guess another question, does this platform that you're using, is it accessible? Would it be accessible if a person has a voiceover or those type of features?



---

JOSH BAULCH: That’s an excellent question. I do not have a good answer for you on that. In the group that we have tested with – so if you have anybody that has that capability, I would love to put it to them and give it a try. Because it is web-enabled, I believe that it should, as long as the application they’re using would be able to format to that. But we have not specifically tested to that.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Josh. Oh, sorry, Glenn, you have something to add to this?

GLENN MCKNIGHT: Yeah, I’m looking forward to – I’ve built a number of apps and I’m looking forward to kicking the tires on this. One of the things I’d like to see, since you mentioned that sponsors are going to be in this, perhaps integrating with the village or events a QR code to compel people to visit those sponsors. I think a lot of people aren’t aware of the benefit of talking to the people at the village. So possibly almost like a scavenger hunt concept like [Munzi]. That might be an interesting fun feature within the tool.

JOSH BAULCH: Thanks, Glenn. That’s actually a great recommendation. We can actually point from within the app to external items, meaning that if

---

it's somebody else has something hosted, we're able to point to that directly in a link, so it opens up outside the app.

DEV ANAND TEELUCKSINGH: Thanks, Josh. I guess we can come now to any other business. Any other questions, comments, or observations? Going once, going twice. Well, I think we've kept it under time there. I'd like to thank everybody, including the remote participants. I'm seeing quite a few there. Thanks for attending. I'd like to thank Josh, Laura, and Sam from ICANN staff. Thanks so much. It's great to work with you. And Chris Gift and Ashwin Rangan for being here earlier. It's really great to work with you all and we hope to continue working and doing great stuff.

Thank you, all. This call is now adjourned.

**[END OF TRANSCRIPTION]**