
COPENHAGEN – At-Large Technology Taskforce
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JUDITH HELLERSTEIN: Good morning. Welcome to the Technology Taskforce. I seem to be getting an echo. Okay. We'll try to go through this. Thanks for all coming out and thanks to our co-Chair Dev, who got up very early in the morning to watch us and help present. Let's get started.

Next slide please.

So this is the agenda of what we're planning on covering. A little bit of introduction to the Technology Taskforce, reviewing of the selected technology issues, discussion of our policy tracking proposal that we submitted to the special budget process. And then give a little update on our captioning pilot. Next, talk about how should At-Large use group chat application. what are the results to some of the ones that we have tested. The question to everyone is on the Technology Taskforce we discussed what issues, what technology issues that other members feel important. So we would love to hear from you what these are.

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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.

So here's a little overview of what we do at the Technology Taskforce. Mostly as I mentioned, we provide the tools that enable people to connect, collaborate, and work towards making the world a more accessible, and enabling the benefits of Internet to be available to all. We evaluate and we view different technologies and tools that can help the ICANN community, communicate, collaborate, overcome obstacles, and objectives.

We start out being only in At-Large group but now we are welcoming others from different constituencies. So we have people from the GAC, we have people from the GNSO and we are welcoming any other groups who want to join with us and help make the technology that we use better and also more efficient. Some of the examples of these I mentioned now – the chat tools, the composing tools, knowledge management tools, captioning.

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We have about one or two conference calls a month. Sometimes we have a second because we may have a special purpose or there's too many items in the agenda or we're testing out a new product.

We also have two sides. We have our co-work and our projects can be found on the site that's on your screen. The link. And we also have a wiki page. Anyone, we welcome all new people to

come and join with us and give us some ideas, give us your comments, give us your feedback on what you want issues discussed. You can always e-mail At-Large staff at staff@atlarge.icann.org to be added to our Taskforce agenda.

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We also maintain a technology issues page as well as an Adobe Connect page that we use to track possible technology-related issues noted by members of the Taskforce and the At-Large community. We raise these to ICANN staff to develop solutions and workarounds.

We are pleased to have a really good participation by our ICANN staff with Chris, Josh, Mark, and Laura. And they are all really helpful and really do listen to what your needs are. It's just been a great pleasure working with them.

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Some of the issues we'll be discussing in today's presentation are just the new LACRALO mailing list translation tool. Issues with Adobe, how to make Adobe Connect recordings more accessible both to people on mobile and to other people and as well as looking at some of our page of tracking of Adobe connectivity issues.

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Here is a slide talking about the LACRALO mailing list translation. How it works is you send an e-mail to either the English or the Spanish one. And it gets translated by our translate bot and then it gets programmed to the different language. So if you sent an e-mail in English, it will get translated and be sent to the LACRALO Spanish list. Similarly, if you're doing Spanish, it will get translated and go to the English.

In the TTF, we always have a lot of problems with this mailing list because until recently, we didn't have the staff time to work and making sure this tool is correct. And making sure that the translation is correct and not garbled and grumbled or making absolutely no sense. And finally now, we have staff time and the market has been doing a great job in this team and getting this work ready.

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Some of these tools, our new trans bot, both for English and Spanish. Right now, we now fix the problems with the subject lines and that enable e-mail threads to be preserved. Also the translation tool will notify the sender if the e-mail could not be translated for one reason or another. The translation bot will also work now with either text, PDF, a Word file, a JPEG, a PowerPoint, pretty much everything. So it's right now it's been working well.

Some text that for some reason you do not want translated like people's names or places, there's a way to put parenthesis around that and make sure that that thing is not translated because most likely it will be translated incorrectly.

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Here's our listing. If you have any comments or if you tested out the tool and something is not working, the website that we're tracking it on is Bitly.com. There you'll find a bunch of suggestions or helpful hints about what we need. It's also a general callout that if you want to test it, we want to make sure this tool is very robust. So for anyone who wants to test it, let us know and we love to have you join our testing team. So reach out to Dev or I, if you want to join.

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This slide we're talking about one of our technology issues which is how do we make Adobe Connect recordings more accessible to people on mobile devices? Right now, all the recordings are done in a different format. People in the mobile have a very hard time of downloading them and watching them later or watching them from the link on the website, the Adobe link, and because they're in a flash.

So we have been working to do a workaround and we figured out we can translate them into MP4 and we can edit them and then and then we can post them on YouTube. However, this tool is difficult also to use.

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Because it requires someone to have a dedicated machine to be on the entire time or to be on afterwards and doing the encoding. And it doesn't seem to be really feasible because it makes staff work double extra hard afterwards.

We have done some of these testings on those and we've created a bunch of recordings so you could see what they are, how it works on the MP4. But until we get a special test server or special machine dedicated to this, it's very difficult to do it this way because it's very time intensive.

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So here is what I was explaining about some of the challenges. Another challenge is that on Mac computers, we need two separate logins. So we can only launch one Adobe Connect version at the same time at one time. So if we're using two computers to do it, the staff must have a second login so that they can be opening up their Adobe and doing a download at the same time.

And it doesn't solve the issue of you still need a high bandwidth to do the conversion. So you can't do it in some other place where you may not have bandwidth. Especially if you have to wait during the day, then staff are there. But if there are people doing it at night, they may not have bandwidth and I will not be in the office. So there's a lot of different hassles on this.

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I'm sorry, I didn't see. Dev, please, come in.

DEVANAND TEELUCKSINGH: Thanks, Judith. So if we move to the next slide actually, as Judith mentioned, one of the workarounds that was suggested were is to have At-Large staff remote control a machine at a location such as the ICANN office. That will through the download, export to MP4s and then upload to YouTube. And then [alleviate] the staff to be tied up during the download export.

Just to clarify one thing. The Adobe Connect for the Mac, you cannot use it to connect to more than two or there will be connect sessions at the same time. It's a technical limitation of the Adobe Connect plugin for the Mac. The Windows version doesn't have that limitation. So yes, doing separate logons will change the situation.

So I just want to ask ICANN staff, any thoughts about this approach?

JUDITH HELLERSTEIN: Dev, thanks so much. I will turn it over to Josh and he could hopefully provide answers.

JOSH BAULCH: Hi. This is Josh Baulch from the IT Department for ICANN. You know, these are great concerns and these are all things that we have been aware of for quite some time. What we're really facing in a lot of these issues is the fact that these are limitations of the software itself.

We're kind of at that stage. We've been on Adobe Connect as an organization for about eight years. We have switched to various versions of it or different platforms. For example we just recently switched to a hosted situation, trying to improve on connectivity issues and being able to allow us to have more backend control. Because up until this point we were on Adobe hosted and we were at the mercy of Adobe in general. Whenever they wanted to make changes, they just made it. We didn't have a choice. When it had maintenance windows, we didn't have any comment on when that would happen, which almost always happen during an ICANN meeting.

So in some cases we've resolved some issues but we've also created other issues unwillingly by switching to being privately hosted when we switched over to participate.icann.org. Specifically with the recording challenge that you guys are talking about, I think it's important for us to go back and to ask the question of what is the issue we're trying to resolve right now. Is it that currently Flash is too difficult for people to view with the Adobe Connect recordings? Because those are posted almost simultaneously after a meeting is done. So the question that I have is I completely understand that MP4 is a much more of a universal platform and that the conversion to it is why Adobe added it.

Right now, you guys are exactly right, is that it takes real time to convert it. So basically what happens is when you say that you want to dump a recording to MP4, you have to play the entire recording while your laptop records it and then saves it as a file. This for me is a pretty antiquated way to do it. Unfortunately, it's a limitation of the software itself.

Now, for the solution of ICANN providing either staff additional machines to do this or virtualizing elements of it to be able to do that, I think that that is a reasonable request. What we've been trying to work out with staff is exactly how we're going to do that without adding a large burden to staff in managing that process.

There are some other things that I wanted to go into but I'm not sure this is the right point to do that.

JUDITH HELLERSTEIN: Yes, Josh. It's fine because on the next slide we're going to talk about the connectivity challenges which many posted on our Adobe Connect issues page. And maybe the staff composed the link to the issues page, both the technology issues page and we have a separate Adobe connectivity page on the chat, so people can see.

JOSH BAULCH: I appreciate that and thank you. I don't want to catch the group off surprised but one of the things that I would like to propose to the group is we've been using Adobe Connect for eight years. I think the last time that we really did a full-on evaluation was a couple of years ago of whether this is still the product to be using.

So what I'd like to propose to the group and on ICANN's part, I think we need to establish a scope of requirements, the things that the large ICANN meetings require but also that the small day to day meetings require. Put that scope of requirements together. And then if I can be so bold just to ask this group to start an evaluation of products that are available on the market

right now, to see if we can find something that might actually be better than Adobe Connect.

This is a process that we have done in the past. So I guess what I'm asking is if we can repeat that and go back to some of these. I know some of them had been ruled out. There's been a lot that have done improvements on. And the reason that I'm asking this is because right now from staff's perspective, we really are at the limitation of Adobe Connect in the software itself.

We struggle with the balance between high bandwidth and low bandwidth. ICANN as an organization is Internet-based. So we struggle with the idea of trying to, if you will, dumb down our tools where I don't want to be inflammatory. But is it really what we need to be addressing a higher concern of getting more bandwidth than the areas that don't have it?

I think it's a hard balance between the two of trying to balance without dumbing down the experience too much for people but also in making sure that people are having a positive experience. This is something that we battle all the time. And like Judith said that when we switched to Host-it, this ended up causing some issues in areas because the data center moved from Dallas, Texas to San Jose, California.

We thought that it would actually improve because it's an exchange on the ocean that has better connectivity with other

exchanges worldwide. We were surprised in some cases that it caused us some problems. We've been in contact with a lot of ISPs as people report the connectivity issues we've been in contact with ISPs to get peering sessions set up to be able to help expedite that connectivity. But it's not going to resolve the issue.

Now, one of the immediate questions is well okay, then why can't we just do multipoint with Adobe? Adobe, the product itself, is not able to do multipoint. So I can't put an Adobe server on Singapore and I can't put one in Europe and they'll talk together. So again, like I said, this is a frustration on ICANN staff part as well because we are running into the limitations of the software product itself.

Now, I would challenge and that right now up to this point we haven't found a better product that answers all of the demands and the request that the Technology Taskforce has. But that doesn't mean that we shouldn't keep looking and keeping trying to find something that does. So with that I'll get off of my soapbox.

JUDITH HELLERSTEIN: Thanks Josh for the great lead-in. We will be discussing conferencing solutions a little bit later including some of the test that we've done. As Josh mentioned, a lot of the software that

we had tested earlier and found not capable of doing all the work we need to be done. I now have the updated versions so we're going to have to retest this software to make sure to see does this software pass our test. And I'll ask the staff to make Josh's point of testing the conferencing solutions as an action item.

I see there's a lot of hands raised in the room. So first we'll go to Seun then Sébastien and Satish and then Sarah.

SEUN OJEDEJI:

Thank you very much. Thank you very much, Josh and the other staff members who are here for all the supports you've been giving to us. When you were speaking, Josh, you mentioned that one of the things that it would be good to understand is what problem are we trying to solve in most of the situations? Especially in regards to the MP4 issue.

It's actually connectivity problem. It's just because you still need to stream and that's actually view the recordings. It should be good to be able to just pull that file at once and then watch offline later. Most of all, for me personally, I get unlimited bandwidth at work. I can pull those records at work and then watch them at home kind of. So we need to find a way to make such thing possible and then see how we can reduce the stress and the complexity it gives to staff in making it happen.

The other thing I wanted to mention is the relation to [feature] requests. Pardon me for repeating this because I know I've said it before. It has to do with the text option. I mean the chat port. The option to be able to adjust the chat port to have connectivity to the chat port. So that even when I'm audio only, I can just use the chat on the AC to connect with people in the chatroom. Because most of the time you see people, you hear people posting on the chat and then you don't know what they are talking about and then you just get lost because you are audio only. It would be good to follow up on the chat alone, especially for bandwidth-scarce participant like myself. Thank you.

JUDITH HELLERSTEIN: Sébastien, is your question on the same issue or should we go to Josh for an answer? Let me know. It is? Oh, go to Josh. Okay, thanks.

JOSH BAULCH: Seun, thank you very much. The issue that you bring up with MP4 and offline viewing. Actually, I appreciate it because to be honest, I wasn't thinking about that when I was talking earlier.

It's definitely something that we need to address. And I think the other option, the other point that you brought up about text and

chat is important. I'm just going to explain like my thinking behind this and kind of get your understanding or information.

The question that we have on the table is do we keep everything inclusive into one product which causes the problems that we have now in the sense that if you can't – because like right now we're streaming video. If you're in a place that has 56k dialup, you'll be lucky if you get into this room in 10 to 15 minutes at that.

So the question is do we separate these products out? In the larger rooms we've been utilizing the product livestream and streaming everything because we have video in all of our rooms now. We've been livestreaming that separately. So is this a question of do we start separating the products out or making sure that if we have a product that does this that has an API so that I can say, "Hey, you can join via Skype for this particular room." It's still operating in Adobe but you're able to interact with chat via Skype.

So our challenge with that right now is finding the product that can actually do that. Really is the challenge. ICANN doesn't want to be in the business of inventing and reinventing the wheel. The amount of resources that it takes to be able to do that is incredible and it's something that we have really struggled on that. But with that being said, I think it's important for us to

come and find the scope of requirements and that being a fundamental part of that, maybe we need to think outside of the box and do something where we format these as a little bit more of a broadcast setting. Like Skype for business or something like that where it is easy for people to join in a lower bandwidth situation.

My concern is making sure that we get the community as a whole in agreement about that. Because if we go back and just make a change like that and not have community consensus on that, people are not going to be happy.

The other thing that I wanted to back up about my comment of testing of other products, I actually want to take that a step further in helping establish that scope of requirements. We can establish the baseline from a technical standpoint of what we need to have to be able to integrate in with all of the integrations that we currently have, but really having your say in what that scope of requirements are. And making sure that ICANN is holding the values that need to be held in the sense of maybe video is not a priority. Maybe the chat should be a higher priority or maybe the presentation should be a higher priority.

So in making sure that we have that understanding and that we're all on the same page with that. So we're all running in the same direction. Thank you.

JUDITH HELLERSTEIN: Josh, thanks. Thanks so much and I think maybe the staff can also make the question of priority and requirements as Josh was mentioning, what are we looking for and make that an action item for the group as well so that we can follow-up on that.

Sébastien and Satish and Sarah, could you make yours a little bit more succinct because we love this discussion but we're running a little late. So, Sébastien, you're going to speak in French, right? So we need to put our headsets on. Josh, if Dev dial in, can he get the translation on remote if he speaks in French? Okay. So yes, okay. Dev, you need to click on the audio stream in Adobe so you can get make sure you get the English when he's doing the translation. Sébastien.

SÉBASTIEN BACHOLLET: Thank you. Yes. Thank you, Judith. Thank you for organizing this opportunity for me to speak in French and to make sure that everybody can listen to the interpretation. I have a dream. Just a few English words but a few steps for this dream.

My experience. I was in charge of important IT projects for many, many people. If we do not have an interpreter, this work being done by the interpreters between the technicians, between the users and the interpreters, people that are able to speak both

languages, the language of the users and the language of the technician, it's important.

It's not depending on their quality. It's not because of work, our way of life is not the same but an interpreter is absolutely indispensable. So Josh, you can do a lot of efforts. If you don't have someone who is an intermediary between those two worlds, an interpreter between those two worlds, you're going to hit a wall.

Secondly, another part of my dream, ICANN is not the only international organization with this type of issues. Many international organizations, Internet societies, do need to communicate in the same fashion. I don't understand that we need to use different tools for ISOC, for ICANN. We know the pros and cons of all those different elements.

A joke, maybe we could use the phones of the new gTLDs to buy a company which could provide us with this type of services. An interior company, communication company, that could develop the specific software for us. That was a joke. But when you are Adobe, you need many clients. You cannot rely only one client. So you do not answer to the need of only one client. That was a joke. That was a joke about this gTLD funding. I don't want to use any money coming from those auctions.

And lastly, my last point would be please, when you decide on changing something, if you are 300% sure that it's going to have no impact on end users, let's test it. It's so important to test it. And it's going to be time-consuming. Whatever you think, even you are absolutely sure that there won't be any issues, the user won't see anything, please. And I hope I'm wrong about the key rollover, but please let's test it to go from Adobe to something else. That was an issue for us when we changed this platform. Lots of issues and problems happened. We should have tested it much more earlier. But I am on the positive note. Thank you so much for everything that you do for the community.

JUDITH HELLERSTEIN: Thanks, Sébastien. We're going to put the timer on now because we have little time. So Satish and Sarah, could you make your questions –

SATISH BABU: Right. Thank you, Judith. First of all, I think Adobe Connect is a fair compromise. It does really well. Once you get used to it, it can almost become your second home. That's one.

Second, it has got some quirks. Personally, what I think is that we require to tweak it for our priorities. Now what is my personal

priority? Audio is not the priority for me because if the audio kind of becomes degraded, I can switch to telephone.

But chat is actually a high priority for me. The lag at times is completely unacceptable. The Chair says how do you vote? I vote and nothing appears. So the lag in chat is actually a critical issue as far as I'm concerned. Everything else like video streaming and all the other bells and whistles. Not so important. The lag in the chat and the audio, if we can fix those issues I think Connect can – I'm a Linux-only user. Despite that, I find that the Adobe Connect to be fairly stable. So I will not recommend that we need to throw it out and get a new software. It turns out that's okay. Thank you.

SARAH KIDEN:

I would like to say thank you to the team for always listening to us and improving our experience. I can actually attend a one-hour session now without a dropped connection. And my dial out drops more than the Adobe Connect so thank you very much.

So my question is about the LACRALO mailing list. Are people aware especially about the pathway, if you choose not to translate a particular text? Are people are aware about such features? If I'm added to the mailing list maybe today, will I know how to do all those things? Thank you.

JUDITH HELLERSTEIN: Thanks so much. Dev has been waiting a long time and we'll take his question and then go to Chris or a staff.

DEV ANAND TEELUCKSINGH: Okay. Thanks Judith. To answer Sarah. Yes. What we plan to do is that if the testing has determined that the LACRALO mailing list tool works well, we plan to have a document in onboarding and training session or webinar to go over the various features, what the person need to do and shouldn't do on the mailing list.

For example, what we have to emphasize is that, for example, we need to have proper punctuation because the translation tool this has [inaudible] when punctuation is not [inaudible].

Just to quickly follow-up with what Josh and the conferencing solutions at Adobe Connect, we welcome the opportunity to work with ICANN to review and test conferencing solutions. However, any conferencing solution would take time to evaluate. And even if the resolution is formally found, it would take time to deploy a test. The issue is regarding the Adobe Connect recordings. It's critical for us to resolve now.

The reason why At-Large review criticizes us for not sharing our content or making our work more accessible. I think so it's imperative that we show not just that the ICANN community can

work around the limitation but there is also a wider public for outreach purposes about the work the At-Large community is doing on representing the interest of Internet end users in ICANN activity. That's it.

JUDITH HELLERSTEIN: Dev, thanks so much. Now we'll turn Chris and Josh for their answers.

CHRIS GIFT: Sorry, I'm going to go back to a previous topic. Sorry, I apologize. This is Chris Gift with ICANN Org.

Sébastien, thank for your ideas. I think that your idea to have like an interpreter and an intermediary is a very good idea. This is something that we're going to look into. Thank you.

JOSH BAULCH: Yes, and I agree with Chris on that as well, Sébastien. I think it's great. Dev, to answer your question, yes. We'll definitely, Mark and I have been talking and this is definitely something we'll work with staff to get resolved for you guys. Even if it's just an intermediary resolve until we can address the larger issue at hand and doing it in mass for other groups, that type of thing. So this is definitely something that we're not taking lightly. So we'll

definitely help and get a resolve for you guys on that and work with staff and get something to you. So I appreciate that. Thank you.

JUDITH HELLERSTEIN: Thanks so much, Josh. Renata had her hand up. Be quick, Renata.

RENATA RIBEIRO: I just want to address Dev’s remark about Adobe Connect and the relationship of the community. The IGF 2017 has a proposal for a best practice forum on remote participation. We’ll reference a lot of the work that has been done by the Technology Taskforce. It’s very important to see that the tools and the relationship of the community are what really define the choices. So that was fantastic to hear. We’ll definitely keep accompanying this work and referencing it. Thanks.

JUDITH HELLERSTEIN: Thank you. Aziz, be quick please.

AZIZ HILALI: Yes. I’d be brief. I would like to thank the entire team to do those efforts. It’s very important for the community. It’s necessary for globalization, for ICANN to become an association that doesn’t

exclude anybody. I agree with Sébastien. We need to improve what we have already instead of changing everything because people are getting used to those tools.

So we might as well improve them. We have many meetings at ALAC that are only into English. We tried with Judith to do something, an AFRALO teleconference where we did transcription, not when there is translation but at least that we have a transcription into English for those that are in between French and English. At least you can read English and know what's going on during the meeting. So I would love to have all the meeting being transcribed. That can be done right away, and it works.

JUDITH HELLERSTEIN:

Thanks so much, Aziz. We are working on that. I think we should have a very good answer to that based on some comments that [gone] had made in others. But we'll keep you apprise to that.

Right now, since we are running late, we're going to go straight to the policy check and proposals. So please move two slides please. Thank you.

So the At-Large website has a policy [summary phrase] and that list all of the correspondence issued by ALAC and responses to

public comments since 2003. It allows searches by topic words assigned to the correspondence and here's an example.

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Here's an example of a follow-up from a public interest comment.

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So the proposal we made in the special budget process was to make a – let me go back. As you see in this one, when the ICANN Board responds to advice, the advice cannot be found and not linked to our database but they exist in another website. The staff responses to ALAC input and comments are also not found because they are not also linked to a database. They're all separate. So we have two separate policy issues being tracked by two server systems. None of them are interlinked.

So you can't really do a really good searching on policy tracking. So what we've put on as well as the text or the PDFs that are uploaded are not indexed. So people can't search for them. If they're also not indexed, it's harder for [screen] readers to work on things that are not indexed. So that's an issue.

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So the proposal we did, seeks to have some ICANN IT staff allocate some resources to design and build a system that will reduce these limitations and interlink the systems. So that way, ICANN Board responses, the staff responses, and all these other difference can be linked together in one database and then shown on the website on what is also that we can really search and that text will be fully searchable. Then that way, we can have a more effective policy tracking area and we'll get more people involved and see what policies are we writing, what are the comments.

And even more so, these are only tracked. Say there's also comments that the ALAC has chosen not to make a comment on but other individual members of the ALSes have them. They are not being tracked at all and the only way staff can see who is writing is to go to the actual proposal, look at the comments, write down who they are, and assign them to a different RALO.

So there's no other way of tracking it. And perhaps some simple thing can be done. When a person writes the comments, make sure that the field where they're coming from or who they identify with is done before allowing them to get at that way. That information can be dumped into a database and we can easily track it. So that's some of the items that were listed in our proposal [inaudible] to be tracked.

This has also been a problem because in the At-Large review and other reviews, we've been accused of not making any information these comments or contributing comments. When we try to look back and see how many we did, we found it very hard to do. It's extremely manual labor [intensive] process. So that's one of the reasons we would like that.

Also, if we track all these, it will make it so much easier to find the information and I know Laura has been saying that it's so hard to find any of the information on any of the websites, and that we need to really make some effort on to doing that. So there's a link. If you go to the next slide, there's a link there on that page for our proposal and I would like to get Chris and Laura's feedback on this issue. Thanks.

LAURA [BENGFORD]:

Thank you, Judith and At-Large for this proposal and sending the request in. I like to just make a couple of comments. I'll try to make it brief in terms of time. Just to talk about a couple current activities and what we're envisioning in this area and to get your feedback.

So just to back up a little bit, when we launched the At-Large website, we did spend a little bit of extra time making sure that on the At-Large side, all of the statements were tracked in a proper database and had all of the fields kind of pursued out

individually. We knew that eventually we wanted to link these to a more global database across ICANN, but that didn't exist yet.

So the first part of the proposal which talks about the advice from LAC to the Board, there is a current project at ICANN and actually we're actually pretty far along with this project. We're kind of in the initial stages but we're on a really good path there. What that will allow us to do is when that is complete, we will be able to hook that to At-Large and put a page together that will link the two. So I think we have a really good path that we're working on.

Of course we need to work with this group and vet out some of the requirements and figure out what that webpage would look like. So that's kind of part one. I also wanted to introduce Russ from ICANN staff. He's raising his hand. Maybe the camera can go over there. He's running those projects at ICANN and I'd for love for Russ to just introduce himself and maybe say a few words on how that project is going for this group. Thank you.

RUSS WEINSTEIN:

Sure. Thanks, Laura. This is Russ Weinstein. I'm in the Global Domains Division Team but the project Laura described is a project that we've been working on for the last several months to handle all forms of requests to ICANN. We've started with Board advice, advice to the Board from the ALAC, the RSSAC and

the SSAC. But I think we're quickly expanding that to include various other form both on the GAC advice, correspondents, and likely we'll take in other forms of request to the Board to try and have essential database where all those exists at least on the ICANN side of things. Then that database can plug in to a variety of databases on our public site and on the various constituency sites as Laura described, so you have a common source of truth for the responses, the incoming work from the community and the outgoing work from the Board and from the staff. And then like I said, common source of truth can be distributed in a variety of ways and in variety of target markets, so to speak.

So the project we're working on last fall, I'm not sure if you recall in October. My team assessed the last five years or so of ALAC advice and try to provide a current status report that came from Steve Crocker in October. Since then we've been working to make sure we're current with your advice. If you have any questions about how that process is working, I can explain it.

The short story is we have a framework we're using to handle all request from ICANN. It's a common framework with specialized processes for the different forms of request. So for the advice to the Board, we receive it. We acknowledge it. We understand it. We get confirmation from the provider that we've understood it correctly.

Then we go figure out what needs to be done. Propose it to the Board. The Board considers it. If they direct action, then we implement it and provide a continuous feedback back to the advice provider of how that implementation is going until we agree that we're closed and then we close it out. And the division is that would be able to be tracked in this database and then be able to be distributed back to the communities as necessary. Thanks.

JUDITH HELLERSTEIN: Thanks so much Russ. Glenn, is your question very quick? We only have 10 minutes.

GLEN MCKNIGHT: Since I was the orchestrator of this concept, I just want to elaborate a little bit on when we go back to ATLAS II, numerous suggestions actually address this issue as how do we track the policies? In addition as RALOs, we all have a responsibility in terms of metrics, in terms of delivering what kind of policy comments have we done. Out of experience, we found it very difficult to generate that data.

Now just to respond to you, I think if we can take a page from when you asked us for feedback on the website, I'd be more than happy to volunteer to help and others here as well. So to

move this along because I think this is a great idea. What's really important is the relevance in currency of the policies. There's a ton out there. But is it a hot item? Is this a focus of the current Board and where we're heading in evolution?

So I guess we need to separate what is historic which I think we've been very strong at in our RALO. But I think we probably have dropped the ball of it and hopefully with our GA, we can pick this speed back up again. Thank you.

JUDITH HELLERSTEIN:

Glenn, thanks so much. We're going to move on to the next topic which is the captioning but we'll be very quick on that because we are running short on time.

Next slide.

So here's a bit of an update on the caption proposals and what we've had before. So here's a slide showing what Aziz has talked about on the captioning in English.

Next slide.

So we've had submitted two pilots for FY '16 and FY '17. And we've tested the language captioning in both English, French and Spanish as well as in different working groups, capacity-

building webinars, RALO, ALAC calls as well as Work Stream 2 Diversity.

Here are some of the matters that we have attained doing our second page. It tells you that more than 91% thought captioning was either extremely helpful or helpful. More than 75% indicated that the ability to understand the session more effectively, that really helped them really get more engaged and get more involved. Over 54 said they were great on understanding the topics.

Many of our participants were so enthusiastic and asked for captioning on every single group and in all calls. The Work Stream 2 Diversity says that they want captioning in all calls. So it's sort of clear that everyone thinks this works out well.

Next slide.

A third pilot was submitted for FY '18 for captioning of calls. More calls in English and Spanish. It was very [slow]. Each one only got one call. But in the new pilot we're asking for each group to get many more calls in the different languages. And even, Aziz, to answer your question, [Goran, Marby] in a comment on a forum yesterday, Tuesday said it would be very likely that captioning, some sort of captioning will be in the budget in the FY '18 budget. Which is great news but they still have to wait for some clarification on what this means, what

programs. He indicated that this will be spread outside at At-Large. So we don't really know much as an answer. We'll just wait for that. But that's good news all around.

Next slide please.

So this is another big issue what we've been struggling often in the Technology Taskforce is how should we use group chat. So many people have been using group chat in other good things and we find them essential but we have a lot of failing for the current ones we're using.

Next slide.

Currently we use Skype. Skype has advantages that it gives notifications but it also has many disadvantages. Some of them are listed here. One is that the history is not preserved. We've lost a lot of these as people upgrade the machines, use a different one. Sometimes it's very difficult to download the chat, put it back up on your new Skype chat. So many of these threads have been lost.

Also, Skype does not thread the messages. So while everyone may be talking about one topic, someone introduce a new one or answers a question and it's no longer relevant. And you really have no idea where things are. There really isn't any [credibility] to search any of these messages or you had to figure out where

or what day you did it, when you did it, and then start looking at it. It's not working well at all.

Next slide.

We've looked at some of the ones we've tested which are enterprise software doing a Skype, Slack, Mademoiselle, Rocket Chat, HipChat. A lot of these have very good features and some of them are free, some of them are not. We love the idea of creating public rooms or channels. So people can subscribe to one channel and another channel, get push notifications, ability to search across channels that can be administered by staff and they could archive and delete rooms or chat messages, and they could add people.

Not all these software are equal – next slide – but all of them offer significant benefits over Skype. And it will help people find messages and conversations that are of interest to them.

Next slide.

So we had tested Slack several years ago and we found a really good product. The only problem is that it was expensive because the free software had very little limitations and so far we haven't been able to use this. So we looked at some other ones. We demoed Rocket Chat at James Gannon for the NCUC was using.

But that also has problems. NCUC is no longer using it because of these problems.

They stopped using it more because one, it wasn't an enterprise. It was open source. But it wasn't hosted by ICANN. It was hosted by someone else's server. That server crashed. The messages were lost. No notifications were given. Then it crashed because it was overused. There were so many other problems they had and they also had problems of security and viruses were rampant on it. They now closed that and they went back to Skype.

So everyone is looking for something. People would love Slack but the cost of Slack are too expensive. We looked at Mademoiselle which was great but again, it's also on a server outside because we borrowed a server from one of our members. So there's a whole bunch of these issues that are problematical.

Next slide.

So how can we best use our tools? One approach we can look at is how we can use the free tool, free tier and what can we do about it. But again, it's very limited. So we're back to the same situation as what do we use or can ICANN give us a pay for Slack account. Also for testing Slack, any of these softwares, there's no test server at ICANN. So we're ending up a borrow servers or using other things to test it. So we can't even test them

beforehand because there's no test server at ICANN. So there's a reason for all these different problems.

Next slide.

So here are challenges. We like an open source solution but then they don't have resources move up and then we have no one to support it. So we have problems with that. We have problems with all the other things I've mentioned. We keep coming back from the end user that the Slack works best. It has all the features we need. It just is a more efficient product and it's more scalable but we're back then to how we pay for it.

Then we want to dump this back into the IT department's area so that they can sort of look at how we can do it. Because the free tier we only get on Slack, the free tier only offers 10 integrations. For each notification there's an integration. So we ran out of stuff very quickly and then it not becomes usable for us. So we're back at that same page. So we're going to ask staff maybe to comment on this.

CHRIS GIFT:

Judith, thank you very much. Thank you for bringing in this up. It is a topic of growing interest to us within staff as well, but we are interested. So first off, we like this dialogue. We do have a few

wouldn't say concerns but try and figure out how to move this forward.

The first is obviously Slack. The cost is burdensome, right? We're well aware of that. And if we think about rolling that out to a larger community, it quickly becomes unscalable for us. So while we love Slack as well, it does make us pause a little bit. Nonetheless, the features set that it provides is I think everybody agrees is a fairly robust one and a good one. But next to this, what we also are looking at is how do we have a discussion not just one toolset at a time but a discussion with groups like yourselves and others in the community on what is the broader set of tools that need to interact together so that you can do your policy work.

We're having these one-off discussions with Adobe about Adobe. Then we have a one-off discussion about Slack. Is there any means for us to have a discussion, says okay. Here's how we do our policy work. So here is how the information flows within our organization and if we hear the kind of set of tools that we need and how they should interact. I realized if we get engaged in that kind of discussion, it's longer. It's harder and more difficult. So I'm mindful of that as well. But I'll also just so leery of us getting into these one-off solutions that later on we sit there and say, "Oh, wouldn't it be nice if it integrated with our community

wiki,” because that’s where we have our working groups, but it’s unable to do so.

So that’s just food for thought. I’m not sure how to approach that. I think despite this broader discussion, I think if there’s things that we can do to help you guys understand what kind of group chat is best for you and how to test that out. I think that that is information that we would like to hear and how we can help you with that. Because your experiences will help inform us how we work with the broader community as well.

So I understand there’s a proposal from Dev to work with the free version for now. I know that Mark is probably going to want to chime in after me to discuss this. I think doing that is fine. But just be thoughtful and mindful that Slack, may not be the end solution we could end up with because of its cost. So when you’re testing it, test not necessarily so that it’s Slack but test for, “Hey, these types of feature sets is in fact what we need to do our work.” And why is it that you need them, so that we can properly document that. And then we can use that. Mark, Laura and I can use that going forward to find a broader solution. Thank you.

JUDITH HELLERSTEIN: Chris, thanks so much. But also maybe one of you can address – the issue is we don’t necessarily like have to go to Slack, but we

need whatever solution, it could be Mademoiselle, to be hosted by ICANN. For that we will leave all the issues. Is that also a possibility?

CHRIS GIFT:

So the hosting of tools right now is – of course it would be possible. Anything along those lines is possible. But you have to realize that we actually at the end of the day, despite or you may think our large funding and so on, the number of people that we have available to work on community services is quite finite. It's probably more finite that you realize and I've actually proposed to Ash and others that we come back to this TTF at a later date and explain the resources we have available. I think they'll be very useful for this group to see what we have.

So to be frank, right now, we don't have those resources available. We could do that but we'd have to drop something else. What we're dropping, what we'd have to drop, a lot of it is pretty high priority. Because it's the same people for instance that work on the At-Large, that work on the GAC website, it's the same people who work on the Adobe Connect stuff. So I find it very challenging for now and we'd have to present you a list, a cross-community list of things we'd have to drop.

JUDITH HELLERSTEIN: Thanks so much, Chris. Maybe Evan can remake this as an action item that figuring out again the priorities so we don't have these cross discussions, so that we go on list of what really do we want to help our policy decisions and what we need to list and so they can find out one tool that can do all that. I know Dev, you have your hand up. Dev.

DEV ANAND TEELUCKSINGH: Thanks. Very quickly. One of the suggestions on the TTF list was to look at the matrix. I have posted the links in the chat. So that's it.

JUDITH HELLERSTEIN: Thanks, Dev. Laura, did you say someone wanted to talk? We have one minute. No? Thanks so much.

This is the last slide and we can put it up. It's basically the last slide.

It's just why I'm asking you. Let us know what your technology issue is? What are the issues affecting you in your RALO, in your At-Large, in your other constituency? That's a listing of here is our work in progress, here's our wiki page. E-mail staff@atlarge.icann.org if you want to join. And one last thought from Chris before I thank everyone for coming to this meeting. Chris.

CHRIS GIFT:

Thank you. This would be brief. I just want to reiterate that we continue from the organizational perspective to truly value this working group and this taskforce. We value your efforts and your willingness to continue to investigate and find some solutions and bring them to our attention and pester us about them and poke us about them.

Do not ever think that we have an issue with that or anything like that. We very much value it and we very much value the experiences that you bring after you've tested this. Because to be frank it saves us quite a bit of time because we can quickly look at that and say, "Hey, it seems to work. Let's look at that." For instance, I can point an example today we're in the presentation. Dev was discussing how Slack does have archive capabilities and to make them public. And I haven't seen that in the past and that was a great learning for me. So again, thank you very much for your efforts. Thank you.

JUDITH HELLERSTEIN:

Josh. Thanks.

JOSH BAULCH:

I'll be very brief. I just wanted to share with you guys. There are some things that we do behind the scenes for ICANN meetings

that I would like to invite you guys over to take a look if you would like. I'm currently sharing my screen here in just a minute.

If you guys want to swing by the network operation center and just come by and say hi, I'm more than happy to kind of show you guys the backend systems that we monitor all of the meeting rooms here at ICANN meetings. So we are just past security to the left once you come into the building there. Just wanted to invite you guys by if you wanted to come by and say hi.

JUDITH HELLERSTEIN: Josh, thanks so much. We are being told the next meeting is already going to be starting. But I would love to do that to stop by and see the knock.

[END OF TRANSCRIPTION]